

# Senate Standing Committee on Community Affairs

## INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

PUBLIC HEARING 17 August 2020

### ANSWER TO QUESTION ON NOTICE

Services Australia

**Topic:** Debt Reviews

**Question reference number:** IQ20-000125

**Member:** Rachel Siewert

**Type of question:** Hansard page: 15

**Date set by the committee for the return of answer:** 28 August 2020

**Number of pages:** 1

#### **Question:**

a) CHAIR: Is the portal already up and running?

Ms Musolino: Yes. In fact, I've got some figures. Since we got it up and running, 8½ thousand statements have been issued. There have been 7,200 issued online via myGov—so people have gone in and requested it online. I think it takes a day or two, and then they get it online. We sent it by post to 1,300 of the people. It was sent by standard mail at the customer's request. That's just the to-date figures. The portal is being used

CHAIR: Have any of those then progressed into asking for the debt to be reviewed?

Ms Musolino: I would have to take that on notice. I'm not sure we're going to necessarily know. We'll have to see if we can link up that request with a request for a review. We can try, but I'll take it on notice

b) CHAIR: That leads me then to the question: how many requests for review have you had now for debts between 1998 and 2015?

Ms Musolino: How many requests for review from 1998 to 2015? I'll take that on notice

#### **Answer:**

Between 27 July 2020 and 21 August 2020, Services Australia has received 2,100 requests for a review by a subject matter expert of a debt decision and 1,154 requests for a review by an Authorised Review Officer of a debt decision. Determining how many of the requests relate to debts raised between 1998 to 2015 will need to be undertaken manually and would require an unreasonable diversion of resources.

Services Australia is not able to identify how many of the reviews relate to people who have requested a statement of debt which became available online from 27 July 2020.