

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Date of changes to program

**Question reference number:** QoN 1

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What date did the Department make a decision to stop relying solely on income averaging method when calculating and generating debt recovery notices?

**Answer:**

Services Australia implemented this refinement following a decision of Government, announced by the Minister for Government Services on 19 November 2019.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** Date of announcement of changes to program

**Question reference number:** QoN 2

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

When was the department planning to announce that it was going to stop raising debts based solely on averaged income data?

**Answer:**

The Minister for Government Services announced refinements to the Income Compliance Programme on 19 November 2019.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** New/existing program iterations

**Question reference number:** QoN 3

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Will the changes announced on 19 November 2019 result in a further iteration of the compliance program software, or will the program continue to operate under the CUPI system?

**Answer:**

The existing Check and Update Past Income online portal continues to be used for income compliance reviews. Services Australia is taking a customer-centric approach to the design and implementation of the refinements announced on 19 November 2019. We will continue to user-test any new products, processes and correspondence with customers, staff and third party organisations before implementing.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO WRITTEN QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Income data to identify/establish debts

**Question reference number:** QoN 4

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Following the announcement that averaged income data alone will not be used to raised debts, what income data will the department use to identify and establish online compliance debts?

#### **Answer:**

Services Australia (the Agency) will continue to use income information from the Australian Taxation Office to identify significant discrepancies with income information reported to the Agency by customers. The Agency will continue to engage with people where a discrepancy has been raised to determine appropriate payment.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Use of net-to-gross calculated income data

**Question reference number:** QoN 5

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

At the Canberra hearing on 3 October, the department explained how net income data contained in recipients' bank statements could be used to calculate gross income data, which the department described as "certainly not a perfect process". Now that averaged income will not be used to calculate debts, to what extent does the department expect debts will be raised using its net-to-gross income calculations?

#### **Answer:**

Services Australia will continue to work with customers and third parties to obtain additional information to determine whether a debt is raised. Additional information includes bank statements, payslips and customer income declarations.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Quality of net-to-gross calculated income data

**Question reference number:** QoN 6

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Is the department satisfied that its net-to-gross calculations provide a legal basis for raising a debt?

**Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Legal rigour of the online compliance program

**Question reference number:** QoN 7

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What processes is the department undertaking to ensure the legal rigour of the online compliance program, including the latest changes to the program?

**Answer:**

Services Australia gives full consideration to any refinements to the program.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO WRITTEN QUESTION ON NOTICE**

Services Australia

**Topic:** Legal basis for garnisheeing tax returns

**Question reference number:** QoN 8

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Please provide a reference to the relevant legislation by which the department is able to garnishee debtors' tax returns.

**Answer:**

Please refer to QoN 6 from the 3 October 2019 public hearing.



## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Legal advice

**Question reference number:** QoN 9

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since the establishment of the current Senate Committee inquiry into Centrelink's Online Compliance Program has the department received internal or external legal advice relating to the legal basis for garnisheeing debtors tax returns?

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Potential legal obligations

**Question reference number:** QoN 10

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What is the department's strategy for meeting any potential obligations that could come from current or future legal action from individuals who have had debts raised using averaged income data?

**Answer:**

As there are current matters before the courts, it is not appropriate for Services Australia to comment on these or related matters.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Averaged income debts in other programs

**Question reference number:** QoN 11

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Are there debts raised on the basis of averaged income data in programs other than the online compliance program which could be subject to legal challenge based on the Federal Court's finding?

**Answer:**

With respect to any administrative decision by Services Australia (the Agency) to raise a debt, a customer can seek review by requesting an internal review by the Agency and/or an external review via the Administrative Appeals Tribunal or the courts.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Timelines for debt identification

**Question reference number:** QoN 12

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

How long does the department expect the identification of debts take?

**Answer:**

Services Australia anticipates that the identification process will be completed in early 2020.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Contacting debtors with incorrect debts

**Question reference number:** QoN 13

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

How will the department be contacting debtors who have paid an incorrect debt? What processes will the department follow if it is unable to contact debtors who have paid incorrect debts?

#### **Answer:**

Services Australia (the Agency) is undertaking an analysis of all income compliance reviews to identify and prioritise those cases where income averaging was used to determine a debt. This is a robust process designed to ensure all affected customers are identified. The Agency will contact affected customers as appropriate, once that identification process is complete.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Staff workloads

**Question reference number:** QoN 14

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What impact will the announced review of compliance debt have on staff workloads and conditions?

**Answer:**

Nil.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Staff levels and training

**Question reference number:** QoN 15

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Will the department need to employ or contract additional staff to review the debts? Will additional staff training be required?

**Answer:**

No.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTIONS ON NOTICE**

Services Australia

**Topic:** Refunding debt payments

**Question reference number:** QoN 16

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

How will the department refund incorrect debts that have already been paid? Will any interest or compensation be paid for these debts?

**Answer:**

Please refer to response provided in written QoN 10.



**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Costs

**Question reference number:** QoN 17

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What is the total cost be for the review of all online debts and the repayment of incorrect debts, including staffing costs and any compensation/interest payments?

**Answer:**

Services Australia is undertaking an analysis of all income compliance reviews, and this work is ongoing. Associated financial impacts cannot be ascertained at this stage.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** Budget implications

**Question reference number:** QoN 18

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What impact will refunding incorrect debts have on the Government's estimated \$2.1 billion in savings generated from income compliance program?

**Answer:**

Refer to written QoN 17.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** Inclusion of Services Australia in DSS - Administration

**Question reference number:** QoN 19

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

How will the recently announced inclusion of Services Australia as an executive agency within DSS affect the administration of the online compliance program?

**Answer:**

Changes to the Australian Public Service announced on 5 December 2019 will not affect the administration of the Income Compliance Programme.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** Inclusion of Services Australia in DSS - Staff

**Question reference number:** QoN 20

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Will the announced inclusion of Services Australia as an executive agency within the Department of Social Services affect the number of departmental staff engaged in online compliance program work? Will it affect the number of contracted staff engaged in online compliance work?

**Answer:**

No.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Definition of vulnerable

**Question reference number:** QoN 21

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What is the department's definition of 'vulnerable' for the purposes of identifying vulnerable recipients? Is this definition consistent with other government departments' definition of 'vulnerable'?

**Answer:**

Services Australia does not have a 'definition' of vulnerable, but rather an approach to understanding a recipient's circumstances, and if they may be vulnerable.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Support for vulnerable individuals

**Question reference number:** QoN 22

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

How does Services Australia identify and support vulnerable individuals, including those with multiple vulnerabilities, for compliance requirements and debt recovery?

**Answer:**

Services Australia provides prioritised support to customers as required through our social worker network at any point of the review process. Our social work services are offered through face-to-face and via telephone for people who have highly complex needs that require individualised support.

Please refer to the response provided to written QoN 21.

# Senate Standing Committee on Community Affairs

## INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

PUBLIC HEARING 16 DECEMBER 2019

ANSWER TO QUESTION ON NOTICE

Services Australia

**Topic:** Vulnerability flags

**Question reference number:** QoN 23

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

How can these 'vulnerability flags' be changed or removed?

**Answer:**

Vulnerability indicators are placed on a recipient's record when personal circumstances are disclosed by the recipient or identified by Services Australia, and these circumstances may impact a recipient's ability to meet their mutual obligation requirements.

Vulnerability indicators are added in the following ways:

- where recommended as part of an accepted Employment Services Assessment or Job Capacity Assessment
- where certain recipient circumstances are disclosed and appropriate evidence is provided.

Vulnerability indicators are removed when they no longer reflect the recipient's current circumstances, however historical information remains on the recipient's record of all indicators recorded.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Targeted support for specific groups of vulnerable individuals

**Question reference number:** QoN 24

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Are there any additional or targeted supports available for specific populations of vulnerable people affected by the online compliance program, such as those in rural and remote communities, those with disabilities or mental health issues, those whose have experience of domestic violence and those with literacy issues?

#### **Answer:**

The Income Compliance Programme was revised so that it does not initiate income compliance reviews for customers who are identified as vulnerable, remote or older Australians. Services Australia (the Agency) has a well-staffed, dedicated phone line with short wait times, so that vulnerable customers can access support and assistance as required.

The Agency provides prioritised support to customers through our social worker network at any point of the review process. Our social work services are offered through face-to-face and via telephone for people who have highly complex needs that require individualised support.



## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** Supporting individuals through announced changes

**Question reference number:** QoN 25

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Following the changes to the program as announced on 19 November, what additional support will be provided to vulnerable individuals to assist them understand and engage with those changes?

**Answer:**

In implementing the refinements announced by the Government on 19 November 2019, Services Australia (the Agency) will consider the best way of supporting vulnerable customers. The Agency takes a customer-centric approach to the design and implementation of changes, and user-tests any new products, processes and correspondence with customers, staff and third party organisations before implementing.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** BOOST approach to debt recovery targets

**Question reference number:** QoN 26

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

The committee has heard concerns that the department's BOOST approach places an emphasis on quantity of debts raised/reviewed at the expense of the quality of that work. Will the department continue to use the BOOST approach of establishing targets for staff in future?

**Answer:**

Staff are not required to meet targets for debt raising.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** BOOST Approach to Review of Debts

**Question reference number:** QoN 27

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Will the BOOST approach be applied to staff engaged in the review of debts as announced on 19 November?

**Answer:**

See written QoN 26.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Flagging Debts for External Collection or Tax Garnisheeing

**Question reference number:** QoN 28

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What criteria and processes does Services Australia use in deciding to refer debt recovery action to a debt collector or flagged with the ATO for garnishing?

**Answer:**

For referral of a case to an External Collection Agent (ECA) to occur, the debtor must no longer be in receipt of a social welfare payment, must have an outstanding debt amount of \$50 or more, and must not have entered into or maintained a suitable recovery arrangement with Services Australia. The process and timing for referral to an ECA is at page 29 of the Services Australia written submission to the Inquiry into the Income Compliance Programme.

The criteria and processes for garnishee of tax refunds is outlined in QoN 6 from the 3 October 2019 public hearing, as provided on 28 October 2019

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Garnisheeing Family Tax Benefits

**Question reference number:** QoN 29

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What is the process for garnisheeing debtors' Family Tax Benefits? Which department is responsible for garnisheeing Family Tax Benefits, and how are those debtors 'flagged'?

**Answer:**

Services Australia does not garnishee Family Tax Benefit payments.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Debt Recovery Fee

**Question reference number:** QoN 30

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

The Committee has heard concerns about the ten per cent recovery fee applied to some debts under the program. What criteria does the department apply when deciding to charge a recovery fee, and are any participants exempt from recovery fees?

#### **Answer:**

Services Australia applies a recovery fee in accordance with section 1228B of the *Social Security Act 1991*.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Legal Basis for Recovery Fee

**Question reference number:** QoN 31

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

On what grounds is the department satisfied that it has a legal basis on which to apply the recovery fee?

**Answer:**

Section 1228B of the *Social Security Act 1991* provides that an additional 10 percent recovery fee may be added on a debt incurred when a person has::

- refused or failed, without reasonable excuse, to provide information, or
- knowingly or recklessly provided false information in relation to the person's income from personal exertion,

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Implementation of Ombudsman's Recommendations

**Question reference number:** QoN 32

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

At the hearing in Canberra on 3 October the department indicated that implementation of the Ombudsman's recommendations relating to the recovery fee was underway. To what extent has the department acted on those recommendations, and will this response be affected by the changes announced on 19 November?

#### **Answer:**

Services Australia is working to update accounts payable notices and subsequent reminder letters to simplify language, improve debt explanation and include recovery fee information. Changes to debt correspondence is costly and time consuming and these letters require changes to our legacy systems. We have re-designed our accounts payable template, commencing with the account payable notice for Family Tax Benefit (FTB) non-lodgement debts which will be implemented in June 2020. Learnings from the improved FTB accounts payable notice has been used to redesign more complex debt correspondence, addressing the Ombudsman's recommendations relating to improved recovery fee information.

The refinements to the Income Compliance Programme announced on 19 November 2019 will not impact on the implementation of this recommendation.



## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Ombudsman's Recommendations about Recovery Fee

**Question reference number:** QoN 33

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Has the department undertaken a review of how the recovery fee is applied as part of its response to the Ombudsman's recommendations?

**Answer:**

The Commonwealth Ombudsman recognised that the Agency has implemented a number of improvements to the Income Compliance Programme, which has reduced the application of the recovery fee significantly. (Refer to page 8 of the Commonwealth Ombudsman 2019 Report).

The report acknowledges that the Agency no longer applies in a recovery fee where a customer engages with the Agency (online or by telephone) prior to raising a debt. (Refer to page 9 of the Commonwealth Ombudsman 2019 Report).

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Recovery Fee on Averaged Income

**Question reference number:** QoN 34

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

At the hearing in Canberra on 16 December 2019 the department was in the process of identifying debts raised solely on the basis of averaged income data. If any of these debts are found to have attracted a recovery fee, will the recovery fee be refunded?

**Answer:**

See answer to written QoN 10.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** FOI Requests

**Question reference number:** QoN 35

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

On what basis can the Department ask individuals to withdraw their FOI requests?

**Answer:**

Services Australia has administrative access arrangements for the release of certain documents without the need for a formal Freedom of Information (FOI) request. Services Australia may seek an individual's agreement to withdraw a FOI request where that individual is satisfied with the documents being administratively released to them.

Services Australia also asks individuals to withdraw their request where the information requested is publicly available.

# **Senate Standing Committee on Community Affairs**

## **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** OCI Debts

**Question reference number:** QoN 36

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Answer to QoN 1 as of 25 October 2019 stated there were no OCI reviews currently in progress. Does this mean that there will be no further reviews or debts under the OCI process?

**Answer:**

All Online Compliance Intervention (OCI) reviews have been finalised. As a result, no new debt will be raised under the OCI process. At any time, a customer may seek a reassessment of a debt, at which time a review would then be undertaken by Services Australia.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Specialist Team to Investigate Income Data Anomalies

**Question reference number:** QoN 37

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Re: Answer to QoN 8 a) i) received 26 September. The answer refers to the statement 'a specialist team investigates the anomaly' between available income data and recipients' income data. Who is on this team and how is the investigation process managed in the team?

#### **Answer:**

The team consists of Senior Analysts who are responsible for investigating individual cases referred to them through Services Australia's workload management framework. The investigation process can include verifying and checking payment summary information and customer identification details.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Anomalies Identified in Compliance Reviews

**Question reference number:** QoN 38

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Re: Answer to QoN 8 a) i) received 26 September. The answer refers to 292 compliance reviews in which anomalies were identified. How were the anomalies identified in these reviews?

**Answer:**

Anomalies can be identified through a customer responding to the income compliance initiation letter and advising the employment income details on the payment summary may not be correct. Staff can also identify anomalies during the review process. There is no data that can be extracted to differentiate the way that the 292 anomalies were identified.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Identified Underpayments

**Question reference number:** QoN 39

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Re: Answer to QoN 10 received 26 September 2019. The question refers to underpayments identified as part of the review process. If the department identifies that recipients were underpaid does it contact the recipients by letter to notify them that they did not get their full entitlement?

**Answer:**

Any underpayments identified during a review period are taken into account as part of the income compliance review process and are reflected in any subsequent decision made.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Income Compliance Programme – Debts Reviewed

**Question reference number:** QoN 40

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

With respect to the announcement on 19 November 2019 that income averaging will no longer be solely used to raise compliance debt, and that existing compliance debts are being assessed for income averaging:

- a) How many individual debts have been counted in this cohort to date?
- b) What is the total value of these debts?
- c) Could a breakdown be provided of the type of compliance program they have been raised under (OCI, EIC, or CUPI)?
- d) Could a breakdown of the geographical location of the recipients of these debts be provided by postcode?

#### **Answer:**

- a) See answer to Question on Notice 3 from the 16 December 2019 public hearing.
- b) - d)

The total value of the debts, and the breakdown by type of compliance program and the geographical location, where income averaging was used to determine the debt cannot be ascertained until Services Australia has completed its review of the debts raised over the life of the income compliance programme. Work is continuing but is yet to be completed.



**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** Kathryn Campbell CV

**Question reference number:** QoN 41

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Could a copy of Kathryn Campbell's Curriculum Vitae be provided, including any cover letters submitted in relation to positions applied for in Australian Government Departments?

**Answer:**

Services Australia does not hold the requested documents.

# **Senate Standing Committee on Community Affairs**

## **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

### **ANSWER TO QUESTION ON NOTICE**

#### **Services Australia**

**Topic:** Implementation of the Online Compliance Programme

**Question reference number:** QoN 42

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 9

#### **Question:**

Could a complete list be provided of all Department of Human Services staff employed at the General Manager level or higher in any division or team who:

- a) oversaw or had input into the initial design and implementation of the online compliance initiative;
- b) was involved in the refinement of the program through the development of the EIC or CUIPI programs?

#### **Answer:**

Development and implementation of significant initiatives, like the Income Compliance Programme, involve many parts of Services Australia working together. Please find attached copies of Services Australia (the Agency) organisational charts from 2016 to 2019 which identify SES staff from across the Agency.

# ORGANISATIONAL STRUCTURE

**Figure 2:** Organisational structure at 30 June 2016



Key:  
AC Assistant Commissioner  
A/g Acting arrangements are only shown when the tenure is for four weeks or more.  
CC Chief Counsel  
CDO Chief Digital Officer  
CFO Chief Financial Officer  
CIO Chief Information Officer  
CTO Chief Technology Officer  
FOI Freedom of Information  
GC General Counsel  
GM General Manager  
ICT Information and Communication Technology  
NM National Manager  
SL Service Leader

- \* the Secretary was on leave from 3 May until 7 August 2016
- ◆ Reports directly to the Deputy Secretary, Payments Reform
  - Temporary role
  - Reports directly to the Deputy Secretary, Enabling Services
  - ❖ Reports directly to the Secretary regarding policy matters
  - ◆ Reports directly to the Chief Information Officer, CIO Group

**Families, Older Australians and Payment Services**  
David Learmonth  
Deputy Secretary

**Families**

George Thiveos, GM  
New Parents, Child Care and Program Improvement  
Tina Anderson, A/g NM  
Families and Child Support Policy  
Dennis Mahony, NM  
Families Programme  
Assurance and Coordination  
Alison McCann, NM

**Older Australians**

Vicki Beath, GM  
Seniors, Carers and International  
Pam Saunders, NM  
Multicultural and Rural Programmes  
Tulip Chaudhury, NM  
Deduction and Confirmation  
Leigh Allison, A/g NM

**Customer Payment Services**

Marcus Markovic, GM  
Child Support System Redesign  
Mark Garrity, NM  
Centrepay  
Alex Anderson, NM  
Debt Management  
Debbie Weise, NM  
Appeals  
Angela Geerdink, NM

**Enabling Services**  
Jonathan Hutson  
Deputy Secretary

● **Portfolio Strategic Manager**

Jason Armstrong  
**Whole of Government Coordination**  
Rosemary Deininger, GM  
Governance  
John Kalokerinos, NM  
Ministerial Coordination and Parliamentary  
Patrick Cremen, NM  
Functional and Efficiency Review  
Paul Hupalo, NM  
❖ Deregulation and Portfolio Advice  
Simone Pensko, NM

**Legal Services**

Annette Musolino, CC  
Commercial Law  
Lisa Carmody, GC  
Business Transformation Legal  
Paul Menzies-McVey, EC  
Programme Advice and Ombudsman  
Maris Stipnieks, GC  
Privacy and Information Release  
Marc Mowbray-d'Arbela, GC  
FOI and Litigation  
Alice Linacre, GC  
People Legal and Customer Compensation  
Tim Ffrench, GC

**Community Engagement**

Kristen Hannah, GM  
**Departmental Spokesperson**  
Hank Jongen  
Customer and Media Engagement  
Scott Anderson, NM  
Production and Support Services  
Melanie Kalamaras, A/g NM

**Audit**

Jason McNamara, GM  
Audit  
Michael Robinson, NM

**Health and Information**  
Caroline Edwards  
Deputy Secretary

**Health Service Delivery**

Melissa McClusky, GM  
Service Delivery Projects  
Lee Rasmussen, A/g NM  
Health Support and Performance  
Shareez Farouk, NM  
Payment and Claiming  
Stephen Kelly, NM  
Medicare Providers  
Steve Farrell, NM  
Medicare Public  
Monique Hamilton, A/g NM

**Health Programmes**

Kirsty Faichney, A/g GM  
Assistance Programmes  
Jane Crowe, A/g NM  
Digital Health  
Garth McDonald, A/g NM  
Pharmaceutical Benefits  
Donna Griffin, NM  
Medicare and Veterans  
Karen Hebditch, A/g NM

**Strategic Information**

Michelle Wilson, GM  
Information Services  
Craig Kelly, A/g NM  
Information Gateway and Research  
Matt Corkhill, NM  
Data, Analytics and Information Requirements  
Cranston Wilson, A/g NM

**Shared Services**  
Barry Jackson  
Deputy Secretary

■ **Special Adviser**

Tracy Muddle  
**Corporate Operations**  
Vanessa Graham, GM  
Property  
Robert Towner, NM  
Security  
Steve O'Loughlin, NM  
Procurement and Records Management  
Mark Young, NM

**People Capability**

Shane Bennett, A/g GM  
Workforce Planning  
Robyn Calder, NM  
Recruitment  
Alison Fitzgerald, NM  
Learning and Development  
Andrea Paschalis, NM  
Payroll and HR System  
Jacqui Hughes, NM

**People Services**

Adrian Hudson, A/g GM  
Workplace Health and Safety  
Carl Princehorn, NM  
People Support  
Owen Livermore, NM  
Workplace Relations  
Jody Nicholson, A/g NM

**Portfolio Project Office**

Kim Terrell, GM  
Project Delivery and Assurance  
Bianca Ruut, NM  
■ Project Support  
Soraya Weber, NM

**Business Modernisation**

Marianne Cullen, GM  
Advisory Services  
Robert Higgins, NM  
Shared Services and Contract Management  
Liz Bundy, NM  
Government Partnerships and New Work  
Alex Dolan, NM

**CIO Group**  
Gary Sterenberg  
Chief Information Officer

◆ **Cyber Security**

Narelle Devine, NM  
**Chief Technology Office**  
Charles McHardie, CTO  
Enterprise Architecture  
Peter Mills, A/g NM  
ICT Product Architecture  
Rob Doughty, NM  
PMO and Business Relationship Management  
Elaine Ninham, NM  
Vendor Management  
Elise Poiner, A/g NM  
Business Information and Data Services  
Andrea Jones, NM

**Brisbane Delivery Centre**

Bob Lyons, GM  
Service Network Systems  
Michael Gee, A/g NM  
Brisbane Applications Support  
Josh Bosschietter, NM  
Child Support Applications  
Richard Hayward, NM  
Aged Care Redevelopment  
Rubyn Wipiiti, A/g NM

**Adelaide Delivery Centre**

Andrew Larkin, GM  
Enterprise Testing  
Denise Lanyon, NM  
Social Services Project Delivery  
Janice Silby, NM  
Enterprise Services  
Matt Smith, NM  
Business Integrity Systems  
Maurice Savelli, NM  
■ Adelaide Campus and Coordination  
Jim McMahon, NM

**Canberra Delivery Centre**

Grazyna Zeidler, A/g GM  
Insurance and Disability Services  
Devika Weeraratne, NM  
Online Services  
Annette Hayes, A/g NM  
Child Care, Customer Communication and Corporate Systems  
Dale Naughton, NM  
Digital Services  
Lorraine Hollis, A/g NM

**Production Systems Delivery Centre**

Mitch Levy, A/g GM  
Families and Pensions Systems  
Graham Archer, NM  
Employment, Payment and Child Support Systems  
Derek Lawrence, A/g NM  
Health Systems  
Mike Mitchelmore, NM  
**ICT Infrastructure**  
Mike Brett, GM  
Service Operations  
Brynton Taylor, NM  
Infrastructure and Applications Engineering  
Belinda Gloyne, A/g NM  
Production Support  
Derek Byrnes, A/g NM

## 1.8 ORGANISATIONAL STRUCTURE AT 30 JUNE 2017

Kathryn Campbell, Secretary					
	Payments Reform John Murphy Deputy Secretary	Service Delivery Operations Bamy Jackson Deputy Secretary	Integrity and Information Malisa Golightly Deputy Secretary	Programme Design Jill Charker Deputy Secretary	
<b>Chief Financial Officer</b> Mark Jenkin, CFO	◆ Payments Reform Assurance Robert McKellar, NM	◆ Channel Optimisation Mark Cousins, NM	<b>Face to Face Service</b> Mark le Dieu, GM	<b>Business Integrity</b> Mark Withnell, GM	<b>Families</b> George Thiveos, GM
Financial Management Kari Ahmer, NM	<b>Business Transformation</b> Michelle Lees, GM	<b>Smart Centres</b> Bill Volkers, GM	Central NSW Simon Noble, A/g SL	Serious Non-Compliance Rhonda Morris, NM	Family Tax Benefit Tulip Chaudhury, NM
Financial Accounting Andrew Harvey, NM	Strategic Information Management and Data Aaron Wilkins, NM	Smart Centres South Paul McNae, NM	Central Queensland Anita Summers, A/g SL	Internal Fraud Control and Investigations Kate Buggy, NM	New Child Care Subsidy James Peterswald, NM
Financial Systems Drago Stanojic, NM	Business Architecture John Kilner, NM	Smart Centres East John Hughes, A/g NM	Eastern Victoria Jane Steinkamp, SL	Payment Integrity Jan Bailey, NM	New Parents, Child Care and Programme Improvement Nicole Pietrucha, NM
Group Financial Management Rohan Wong, NM	Business Transformation Susan Morrison, NM	Smart Centres Central and West Helen Oberg, A/g NM	North NSW Chantal Oxenham, SL	<b>Customer Compliance</b> Craig Storen, GM	<b>Child Support and Redress</b> Maree Bridger, GM
CIO Group Financial Management Alison Frewin, NM	Business Transformation Leanne Smith, NM	Smart Centres North Narelle Cameron, NM	Northern Australia Brian Wilkinson, SL	Compliance Risk Alison McCann, NM	Child Support Program Dennis Mahony, NM
<b>Service Strategy</b> Shane Bennett, GM	■ Future Business Model Leanne Smith, NM	Assessment Services and Smart Centres Coordination Robert Williams, NM	Northern Queensland Peter Searston, SL	Compliance Workforce Alison Fitzgerald, NM	Child Support System Redesign Sue Kitchin, NM
Strategic Advice John Kalokerinos, NM	Digital and DVA Transformation Larissa Hinds, NM	<b>Channel Operations, Indigenous and Intensive Servicing</b> Bridget Brill, GM	Northern Victoria Brenton Halliday, SL	<b>Information, Debt and Appeals</b> Karen Harfield, GM	Institutional Redress Susan Cartwright, NM
	<b>Programme Delivery</b> Stephen Planincic, GM	Channel Operations Matt Clarke, NM	South Australia Kathy Volkert, A/g SL	Information Services Craig Kelly, A/g NM	<b>Older Australians</b> Melissa Ryan, GM
	Programme Office Vacant	Workload Management Gavin Wolfe, A/g NM	South Queensland Jody Taylor-Robinson, SL	Information Management Matt Corkhill, NM	Seniors, Carers and International Pam Saunders, NM
	Commercial Partner Management Jacinda Still, A/g NM	Digital Operations and Service Integration Jo Hammersley, NM	Southern NSW Barbara Causon, SL	Debt Management Mark Morrison, A/g NM	Multicultural and Rural Programmes Brendan Moon, NM
	Project Delivery Kylie Finnigan, A/g NM	Indigenous and Remote Servicing John Gibbs, NM	Sydney Scott Chant, SL	Appeals Jim McMahon, NM	Deduction and Confirmation Deb Harrison, NM
	<b>Organisational Change</b> Michelle Lees, GM	Social Work Services Monica Bacusi, NM	Tasmania David Mole, SL	■ <b>Taskforce Integrity</b> Andrea Quinn, AC	Financial Support Initiatives Bruce Taloni, NM
	Workforce Strategy Shannon Schuster, NM	Multicultural Services Tricia Flanagan, NM	Westem Victoria Stan Neely, SL	<b>Integrity Modernisation</b> Jason McNamara, GM	<b>Participation and Disability</b> Janine Pitt, GM
	Transformation Change Management Julie Hockey, A/g NM	<b>Service Strategy and Transformation</b> Chris Horsley, GM	Westem Australia Sandy Mamo, SL	Integrity Implementation Liz Bundy, NM	Working Age Programmes and Compliance Joanna Stanion, NM
		Channel Strategy and Transformation Michelle Kinmonth, A/g NM	Child Support Smart Centres, VIC and TAS Stuart Brazendale, A/g NM		Education and Job Seeker Contact Deborah Masani, NM
		Telephony Services Projects John Manthey, NM	Child Support Smart Centres, WA, SA and QLD Bruce Young, NM		Disability Laura Gannon, NM
		Capacity and Workforce Management Julia Stinson, A/g NM	Customer Service Lorna Andrews, NM		
		Change Management and Coordination Julia Bell, A/g NM			
		Business Processing Louise Hamilton, NM			
		Capacity Improvement Hamid Heydarian, NM			

Key:  
AC  
A/g  
CC  
CFO  
CIO  
CTO  
FOI  
GC  
GM  
HR  
ICT  
NM  
PMO  
SDO  
SL

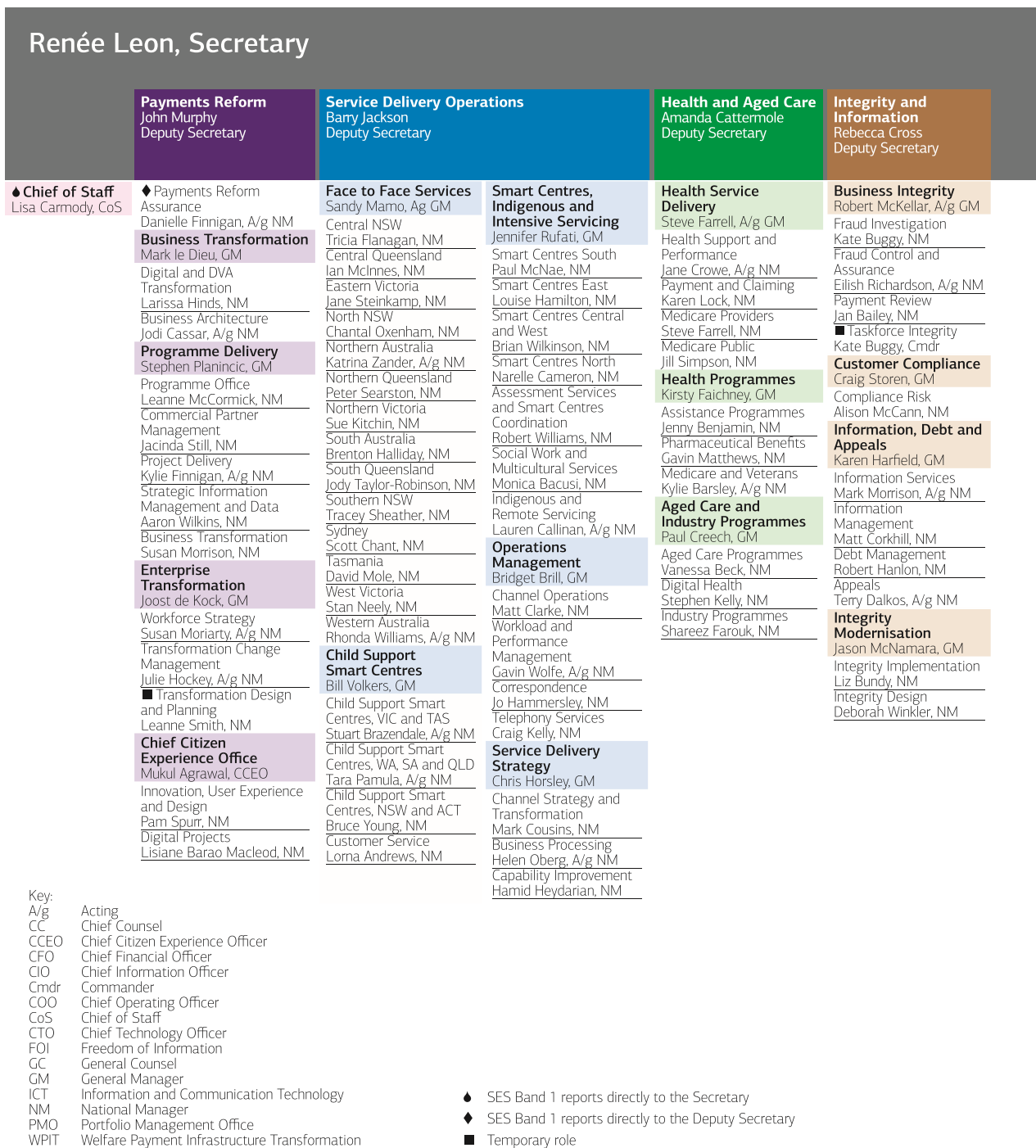
Assistant Commissioner  
Acting arrangements are only shown when the tenure is for four weeks or more.  
Chief Counsel  
Chief Financial Officer  
Chief Information Officer  
Chief Technology Officer  
Freedom of Information  
General Counsel  
General Manager  
Human Resources  
Information and Communications Technology  
National Manager  
Portfolio Management Office  
Service Delivery Operations  
Service Leader

◆ SES Band 1 reports directly to the Deputy Secretary  
■ Temporary role

<b>Enabling Services</b> Jonathan Hutson Deputy Secretary	<b>Health and Aged Care</b> Caroline Edwards Deputy Secretary	<b>Shared Services</b> Kim Terrell, A/g Deputy Secretary	<b>CIO Group</b> Gary Sterenberg Chief Information Officer
<b>Whole of Government Coordination</b> Jenny Teece, GM Governance Marc Mowbray-d'Arbela, NM Ministerial Coordination and Parliamentary Patrick Cremen, NM Portfolio Strategic Manager Jason Stott, NM <b>Legal Services</b> Annette Musolino, CC Commercial Law Lisa Carmody, GC Business Transformation Legal Jeff Derix, GC Programme Advice and Privacy Maris Stipnieks, GC Ombudsman and Information Release Michael Robinson, NM FOI and Litigation Matthew Roser, GC Employment Law and Customer Compensation Tim Ffrench, GC <b>Community Engagement</b> Cathy Sear, GM <b>Departmental Spokesperson</b> Hank Jongen Internal Engagement Richard Briedis, NM External Engagement Scott Anderson, NM Media Engagement Bevan Hannan, A/g NM <b>Audit</b> Michelle Kelly, GM Audit David Gray, NM	<b>Health Service Delivery</b> Paul Creech, GM Health Support and Performance Jane Crowe, A/g NM Payment and Claiming Stephen Kelly, NM Medicare Providers Steve Farrell, NM Medicare Public Jill Simpson, NM <b>Health Programmes</b> Kirsty Faichney, GM Assistance Programmes Jenny Benjamin, NM Pharmaceutical Benefits Natalie Frommel, A/g NM Medicare and Veterans Jason Armstrong, NM Health and Aged Care Payments Transformation Simone Pensko, NM <b>Aged Care and Industry Programmes</b> Gavin Matthews, A/g GM Aged Care Programmes Christine Mulhearn, A/g NM Digital Health Karen Lock, NM Industry Programmes Shareez Farouk, NM	<b>Corporate Operations</b> Robert Higgins, GM Property Robert Towner, NM Security Steve O'Loughlin, NM Procurement and Records Management Mark Young, NM Shared Services and Contract Management Angela Geerdink, NM <b>People Policy and Operations</b> Ian Fitzgerald, GM HR Policy Susan Moriarty, A/g NM Payroll and HR Operations Jacqui Hughes, NM <b>People Services</b> Adrian Hudson, GM HR Support – SDO Sally Martin, A/g NM HR Support – Enabling, Shared Services and ICT Carl Princehorn, NM HR Support – Programme, Health, Integrity and Payments Reform Andrea Paschalis, NM Workplace Relations Stephen Cooney, NM <b>Portfolio Project Office</b> Kylie Crane, A/g GM Project Delivery and Assurance Bianca Ruut, NM Government Partnerships and New Work Alex Dolan, NM ■ Project Support Soraya Weber, NM	<b>Chief Technology Office</b> Narelle Devine, NM Charles McHardie, CTO Enterprise Architecture Garrett McDonald, NM ICT Product Architecture Rob Doughty, NM PMO and Business Relationship Management Helen Peel, NM Vendor Management Anthony Barac, A/g NM Innovation, User Experience and Design Pam Spurr, NM Digital Projects Lisiane Barao Macleod, A/g NM ICT Welfare Payment Transformation Grazyna Zejdler, NM <b>Brisbane Delivery Centre</b> Bob Lyons, GM Service Network Systems Vacant Brisbane Applications Support Josh Bosschieter, NM Aged Care Redevelopment Rubyn Wipiiti, A/g NM <b>Adelaide Delivery Centre</b> Andrew Larkin, GM Professional Services Denise Lanyon, NM Applications Delivery Compliance Maurice Savelli, NM Applications Delivery Social Services Matt Smith, NM <b>Canberra Delivery Centre</b> Susan Monkley, GM Insurance and Disability Services Siva Venkat Venkatraman, A/g NM Online Services Megan Bunfield, NM Child Care, Customer Communication and Corporate Systems Dale Naughton, NM Digital Services Lorraine Hollis, NM Business Information and Data Services Andrea Jones, NM <b>Production Systems Delivery Centre</b> Tracy Muddle, GM Families and Pensions Systems Graham Archer, NM Employment, Payment and Child Support Systems Derek Lawrence, NM Health Systems Elaine Ninham, NM <b>ICT Infrastructure</b> Mike Brett, GM Service Operations Brynton Taylor, NM Infrastructure and Applications Engineering Abhi Kashyap, A/g NM Production Support Derek Byrnes, NM Infrastructure Design and Assurance Kirk Batty, NM

## 1.2 ORGANISATIONAL STRUCTURE

Figure 1: Organisational structure as at 30 June 2018



<b>Programme Design</b> Catherine Rule Deputy Secretary	<b>Corporate Services</b> Jonathan Hutson Deputy Secretary	<b>Enabling Services</b> Andrew Wood Deputy Secretary	<b>CIO Group</b> Charles McHardie, A/g Chief Information Officer	
<p><b>Families</b> Melissa Ryan, GM</p> <p>Family Tax Benefit Tulip Chaudhury, NM</p> <p>New Child Care Subsidy James Peterswald, NM</p> <p>New Parents, Child Care and Programme Improvement Angela Ford, A/g NM</p> <p><b>Child Support and Redress</b> Maree Bridger, GM</p> <p>Child Support Program Mitchell Cole, NM</p> <p>Child Support Modernisation Jo-Anne Mason, NM</p> <p>Institutional Redress Susan Cartwright, NM</p> <p><b>Older Australians</b> Deb Harrison, A/g GM</p> <p>Seniors, Carers and International Pam Saunders, NM</p> <p>Multicultural and Rural Programmes Brendan Moon, NM</p> <p>Deduction and Confirmation Jacqui Houghton, A/g NM</p> <p><b>Participation and Disability</b> Rosemary Deiningger, GM</p> <p>Job Seeker Joanna Stanion, NM</p> <p>Student and Parenting Programmes Deborah Masani, NM</p> <p>Disability Rhonda Morris, NM</p>	<p><b>Corporate Operations</b> Robert Higgins, GM</p> <p>Property Robert Towner, NM</p> <p>Security Steve O'Loughlin, NM</p> <p>Procurement and Contract Management Andrew Stephen, NM</p> <p><b>People Policy and Operations</b> Ian Fitzgerald, GM</p> <p>HR Policy Owen Livermore, NM</p> <p>Payroll and HR Operations Paul Smith, A/g NM</p> <p>Workplace Relations Stephen Cooney, NM</p> <p><b>People Services</b> Jenny Teece, GM</p> <p>HR Support – SDO Doris Gibb, NM</p> <p>HR Support – Enabling, Corporate Services and ICT Carl Princehorn, NM</p> <p>HR Support – Programme, Health, Integrity and Payments Reform Andrea Paschalis, NM</p> <p><b>Audit</b> Michelle Kelly, GM</p> <p>Audit Vacant</p> <p><b>Chief Financial Officer</b> Mark Jenkin, CFO</p> <p>Financial Management Kari Ahmer, NM</p> <p>Financial Accounting Andrew Harvey, NM</p> <p>Financial Systems Drago Stanojic, NM</p> <p>Group Financial Management Rohan Wong, NM</p> <p>CIO Group Financial Management Alison Frewin, NM</p> <p><b>Onboarding Taskforce</b> Linda Young, A/g GM</p>	<p><b>Strategic Governance</b> Patrick Cremen, A/g GM</p> <p>Governance Robin Priddin, A/g NM</p> <p>Ministerial Coordination and Parliamentary Glenn Black, A/g NM</p> <p>Portfolio Strategic Manager Ben Keily, A/g NM</p> <p><b>Legal Services</b> Annette Musolino, CC</p> <p>Commercial Law David Cooke, A/g GC</p> <p>Business Transformation Legal Jeff Derix, GC</p> <p>Programme Advice and Privacy Maris Stipnieks, GC</p> <p>Ombudsman and Information Release Kristen Foster, A/g NM</p> <p>FOI and Litigation Matthew Roser, GC</p> <p>Employment Law and Customer Compensation Tim Ffrench, GC</p> <p><b>Communications</b> Cathy Sear, GM</p> <p><b>Departmental Spokesperson</b> Hank Jongen</p> <p>Internal Communications Paul Short, A/g NM</p> <p>External Communications Scott Anderson, NM</p> <p>Media Bevan Hannan, NM</p> <p><b>Project and Services</b> Kylie Crane, A/g GM</p> <p>Project Delivery and Assurance Bianca Ruut, NM</p> <p>Government Partnerships Alex Dolan, NM</p> <p>Project Support Soraya Weber, NM</p> <p>Bilateral Services and Business Capability Angela Geerdink, NM</p> <p><b>Service Strategy</b> Vacant</p> <p>Strategic Advice Paul Levi, A/g NM</p> <p>Financial Support Initiatives Vacant</p> <p>Strategy Analysis Simon Heath, A/g NM</p>	<p><b>Cyber Security</b> Narelle Devine, NM</p> <p><b>Chief Technology Office</b> Mike Brett, CTO</p> <p>Enterprise Architecture Thanh Nguyen, A/g NM</p> <p>ICT Product Architecture Rob Doughty, NM</p> <p>PMO and Business Relationship Management Helen Peel, NM</p> <p>Vendor Management Anthony Barac, NM</p> <p>ICT Quality Assurance David Gray, NM</p> <p><b>Brisbane Delivery Centre</b> Bob Lyons, GM</p> <p>Technology Delivery and Solutions Josh Bosschietter, NM</p> <p>Business Enablement and Quality Kate Hay, NM</p> <p>Core Solutions and Capability Craig Douglass, NM</p> <p><b>Production Systems Delivery Centre</b> Tracy Muddle, GM</p> <p>Families and Pensions Systems Graham Archer, NM</p> <p>Employment, Payment and Child Support Systems Phil Hoyle, A/g NM</p> <p>Health Systems Elaine Ninham, NM</p> <p>Veterans' Systems Joumana El Hassan, A/g NM</p>	<p><b>Adelaide Delivery Centre</b> Jim McMahon, A/g GM</p> <p>Professional Services Denise Lanyon, NM</p> <p>Applications Delivery Compliance Josh Smith, A/g NM</p> <p>Applications Delivery Social Services Matt Smith, NM</p> <p><b>Canberra Delivery Centre</b> Garrett McDonald, A/g GM</p> <p>Child Care, Subsidy Systems Dale Naughton, NM</p> <p>Data Analytics, Insurance and Disability Services Shane McLeod, NM</p> <p>Online Services Megan Bunfield, NM</p> <p>Digital Services and Corporate Systems Lorraine Hollis, NM</p> <p><b>ICT Infrastructure</b> Brynten Taylor, A/g GM</p> <p>Service Operations Belinda Gloyne, NM</p> <p>Infrastructure and Applications Engineering Kirk Batty, NM</p> <p>Production Support Derek Byrnes, NM</p> <p>Infrastructure Design and Assurance Devika Weeraratne, NM</p> <p><b>WPIT ICT</b> Andrew Larkin, GM</p> <p>ICT Welfare Payment Transformation Derek Lawrence, NM</p>



## 13.2 ORGANISATIONAL STRUCTURE

Figure 3: Organisational structure as at 30 June 2019

<b>Renée Leon, Secretary</b>					
	<b>Payments Reform</b> John Murphy Deputy Secretary	<b>Service Delivery Operations</b> Michelle Lees A/g Deputy Secretary	<b>Health and Aged Care</b> Paul Creech A/g Deputy Secretary	<b>Integrity and Information</b> Annette Musolino A/g Deputy Secretary	
<b>◆ Chief of Staff</b> Lisa Carmody	<b>Business Transformation</b> John Kilner, A/g GM Business Design and Architecture Leigh Allison, A/g NM Commercial Partnerships and Engagement Jacinda Still, NM <b>Programme Delivery</b> Stephen Planincic, GM Programme Office Christine Kruse, A/g NM Project Delivery Andrew Zorko, NM Data and Digital Projects Aaron Wilkins, NM Business Transformation Susan Morrison, NM	<b>Face to Face Services</b> Sandy Mamo, A/g GM Central NSW Tricia Flanagan, NM Central Queensland Ian McInnes, NM Eastern Victoria Jane Steinkamp, NM North NSW Julie Hockey, A/g NM Northern Australia Katrina Zander, NM Northern Queensland Peter Searston, NM Northern Victoria Sue Kitchin, NM South Australia Brenton Halliday, NM South Queensland Jody Taylor-Robinson, NM Southern NSW Tracey Sheather, NM Sydney Scott Chant, NM Tasmania David Mole, NM West Victoria Stan Neely, NM Western Australia Denise Craig, A/g NM <b>Child Support Smart Centres</b> Bruce Young, A/g GM Child Support Smart Centres, VIC and TAS Stuart Brazendale, NM Child Support Smart Centres, WA, SA and QLD Tara Pamula, NM Child Support Smart Centres, NSW and ACT Sally Berry, A/g NM Customer Service Jan Bailey, NM	<b>Smart Centres, Indigenous and Intensive Servicing</b> Jennifer Rufati, GM Smart Centres South Paul McNae, NM Smart Centres East Louise Hamilton, NM Smart Centres Central and West Kylie Gruber, A/g NM Smart Centres North Narelle Cameron, NM Assessment Services and Smart Centres Coordination John Hughes, A/g NM Social Work and Multicultural Services Caroline Manning, A/g NM Indigenous and Remote Servicing Lauren Callinan, NM <b>Operations Management</b> Bridget Brill, GM Operational Planning Gavin Wolfe, A/g NM Operational Performance Perdi Mitchell, NM Operational Projects Craig Kelly, NM ■ Future Operational Capability Patrick Collins, A/g NM <b>Service Delivery Strategy</b> Chris Horsley, GM Channel Strategy and Transformation Mark Cousins, NM Business Process and Change Susan Brooks, A/g NM Capability Improvement Hamid Heydarian, NM <b>Modernisation</b> Vacant, GM	<b>Health and Aged Care Programmes</b> Danielle Regeling, A/g GM Aged Care Programmes Vanessa Beck, NM Pharmaceutical Benefits and Digital Health Shareez Farouk, NM Population Health Steve Farrell, NM <b>Health Strategy</b> Nick Henderson, A/g GM ■ Health Modernisation Strategy Stuart Turnbull, NM Medicare and Veterans Health Javier Ribalta, A/g NM ■ Medicare Enrolment and Eligibility Multidisciplinary Team Kylie Finnigan, A/g PM Health Data Analysis and Strategy Tony Piazza, NM <b>Health Service Delivery</b> Susan Black, GM Aged Care and Allied Health Jill Simpson, NM Delivery Support Karen Lock, NM Medicare Delivery Stephen Kelly, NM	<b>Business Integrity</b> Damien West, GM Taskforce Integrity and Fraud Investigation Kate Buggy, NM Fraud Control and Assurance Alex Dolan, NM <b>Customer Compliance</b> Craig Storen, GM Compliance Risk Bo Robertson, A/g NM Compliance Programme Sheree Harrison, NM <b>Information, Debt and Appeals</b> Karen Harfield, GM Information Management Nicky Bell, A/g NM Debt Management Pauline O'Neill, NM Appeals Deborah Winkler, NM <b>Integrity Modernisation</b> Jason McNamara, GM Integrity Strategy and Engagement Lara Purdy, NM Implementation and Operations Matt Corkhill, NM <b>Chief Data Officer</b> Maria Milosavljevic, A/g GM Data Strategy Mark Morrison, NM ■ Data Pilot Sheriel Hughes, A/g PM
Key:	Acting	◆ SES Band 1 reports directly to the Secretary	◆ SES Band 1 reports directly to the Deputy Secretary	■ Temporary role	
A/g	Chief Counsel				
CC	Chief Information Officer				
CIO	Freedom of Information				
FOI	General Counsel				
GC	General Manager				
GM	Human Resources				
HR	Information and Communication Technology				
ICT	National Manager				
NM	Product Manager				
PM	Portfolio Management Office				
PMO	Welfare Payment Infrastructure Transformation				
WPIT					

<b>Programme Design</b> Catherine Rule Deputy Secretary	<b>CIO Group</b> Michael McNamara Chief Information Officer	<b>Corporate Enabling</b> Roxanne Kelley Chief Operating Officer
<p><b>Families, Veterans and Partnerships</b> Mark le Dieu, GM</p> <p>Family Programmes and Strategic Partnerships Tulip Chaudhury, NM</p> <p>DVA Transformation Larissa Hinds, NM</p> <p>Families Support and Emergencies Dale Dawson, A/g NM</p> <p><b>Child Support and Redress</b> Maree Bridger, GM</p> <p>Child Support Program Amanda Cenin, A/g NM</p> <p>Entitlement Calculation Engine Alex Clarke, A/g NM</p> <p>National Redress Scheme Susan Cartwright, NM</p> <p><b>Older Australians</b> Brendan Moon, A/g GM</p> <p>Seniors, Carers and International Darin Morris, A/g NM</p> <p>Multicultural and Rural Programmes Austin Stone, A/g NM</p> <p>Deduction and Confirmation Rachel Goddard, NM</p> <p><b>Participation and Disability</b> Joanna Stanion, A/g GM</p> <p>Job Seeker Jacqui Houghton, A/g NM</p> <p>Student and Parenting Programmes Michael Robinson, NM</p> <p>Disability Rhonda Morris, NM</p> <p>■ Students Pilot Laura Gannon, NM</p> <p><b>Chief Citizen Experience Officer</b> Mukul Agrawal, GM</p> <p>Customer Lifecycle Management Lisiane Barao Macleod, NM</p> <p>Voice of the Customer Mitchell Cole, NM</p> <p>Customer Strategy and Digital Business James Peterswald, NM</p>	<p><b>◆ Cyber Security</b> Mitchell White, A/g NM</p> <p><b>Architecture and Innovation</b> Garrett McDonald, A/g GM</p> <p>Enterprise Architecture Shane McLeod, NM</p> <p>ICT Product Architecture Sebastian Stemmet, A/g NM</p> <p><b>ICT Strategy and Implementation</b> Megan Bunfield, A/g GM</p> <p>PMO and Business Relationship Management Helen Peel, NM</p> <p>Vendor Management Anthony Barac, NM</p> <p>ICT Quality Assurance Pam Spurr, NM</p> <p>ICT Shared Services Belinda Gloyne, NM</p> <p><b>Brisbane Delivery Centre</b> Bob Lyons, GM</p> <p>Technology Delivery and Solutions Daniel Ramos, A/g NM</p> <p>Business Enablement and Quality Josh Bosschieter, NM</p> <p>Core Solutions and Capability Craig Douglass, NM</p> <p><b>Production Systems Delivery Centre</b> Dale Naughton, A/g GM</p> <p>Families and Pensions Systems Graham Archer, NM</p> <p>Employment, Payment and Child Support Systems Phil Hoyle, A/g NM</p> <p>Health Systems Elaine Ninham, NM</p>	<p><b>Adelaide Delivery Centre</b> Matt Smith, A/g GM</p> <p>Professional Services Denise Lanyon, NM</p> <p>Applications Delivery and Analytics Maurice Savelli, NM</p> <p>Applications Delivery Social Services Paul Robinson, A/g NM</p> <p><b>Canberra Delivery Centre</b> Kirsty Faichney, GM</p> <p>Child Care, Subsidy Systems Kylie Marks, A/g NM</p> <p>Shared Services Applications Delivery Jane Crowe, A/g NM</p> <p>Online Services Tamara Pasturczak, A/g NM</p> <p>Digital Services and Corporate Systems Lorraine Hollis, NM</p> <p><b>ICT Infrastructure</b> Brynten Taylor, A/g GM</p> <p>Service Operations Derek Byrnes, NM</p> <p>Infrastructure and Applications Engineering Abhi Kashyap, A/g NM</p> <p>Production Support Vajira Samaranyake, A/g NM</p> <p>■ ICT Service Management Devika Weereratne, NM</p> <p><b>WPIT ICT</b> Andrew Larkin, GM</p> <p>ICT Welfare Payment Transformation Derek Lawrence, NM</p> <p><b>Communications</b> Cathy Sear, GM</p> <p><b>Departmental Spokesperson</b> Hank Jongen</p> <p>Internal Communications Sally Harris, NM</p> <p>External Communications Scott Anderson, NM</p> <p>Media Bevan Hannan, NM</p> <p><b>Enterprise Transformation</b> Jennifer Dobell, A/g GM</p> <p>Workforce Strategy Helen Knight, A/g NM</p> <p>Transformation Change Management Melissa Conway, A/g NM</p> <p>Transformation Design and Planning Michelle Kinmonth, A/g NM</p> <p>■ Operating Model Concept Leanne McCormick, NM</p> <p><b>Corporate Operations</b> Robert Higgins, GM</p> <p>Property Robert Towner, NM</p> <p>Security Steve Kirby, A/g NM</p> <p>Procurement and Records Management Andrew Stephen, NM</p> <p>Corporate Shared Services Angela Geerdink, NM</p> <p><b>Audit and Risk</b> Michelle Kelly, GM</p> <p>Audit Andrew Rodrigues, NM</p> <p>Risk and Business Continuity Deborah Masani, NM</p> <p><b>People Services</b> Jenny Teece, GM</p> <p>HR Support – SDO Sally Martin, NM</p> <p>HR Support – Corporate, Enabling and ICT Carl Princehorn, NM</p> <p>HR Support – Programme, Health, Integrity and Payments Reform Doris Gibb, NM</p> <p>■ Recruitment Design Soraya Weber, NM</p> <p><b>People Policy and Operations</b> Ian Fitzgerald, GM</p> <p>Leadership and Diversity Owen Livermore, NM</p> <p>Payroll and HR Operations Goran Stojanovski, NM</p> <p>Workplace Relations, Safety and Policy Stephen Cooney, NM</p> <p>■ HR Alignment Patrick Cremen, NM</p> <p><b>Governance and Strategic Policy</b> Julia Pickworth, GM</p> <p>Governance Leonie Clemson, A/g NM</p> <p>Ministerial and Parliamentary Shona Batge, A/g NM</p> <p>Strategic Policy Joe Castellino, NM</p> <p>Cabinet and Strategic Advice John Kalokerinos, NM</p> <p>Strategic Priorities Marc Mowbray-d'Arbela, NM</p> <p>Portfolio Coordination Vacant, NM</p> <p><b>Chief Financial Officer</b> Mark Jenkin</p> <p>Budget and Financial Management Timothy Riley, A/g NM</p> <p>Financial Accounting Greg Mitchell, NM</p> <p>Financial Systems and Operations Drago Stanojic, NM</p> <p>Group and Project Finance Partners Alison Frewin, NM</p> <p>Enterprise Project Office Bianca Ruut, NM</p> <p><b>Legal Services</b> Tim Ffrench, A/g CC</p> <p>Commercial Law and Customer Compensation Elise Poiner, A/g GC</p> <p>Business Transformation Legal Jeff Derix, GC</p> <p>Programme Advice and Privacy Lisa Keeling, GC</p> <p>Litigation and Information Release Matthew Roser, GC</p> <p>Employment Law and Freedom of Information Kirsty Windeyer, GC</p>

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Ministerial Briefings

**Question reference number:** QoN 43

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Could details be provided of any meetings and/or briefings between the Minister for Government Services, Services Australia, or the Department of Human Services in relation to:

- a) Amato v The Commonwealth
- b) Masterton v The Commonwealth
- c) the Gordon Legal class action.

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

## Senate Standing Committee on Community Affairs

### INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

#### ANSWER TO QUESTION ON NOTICE

##### Services Australia

**Topic:** Coercive Powers

**Question reference number:** QoN 44

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 11

#### **Question:**

With respect to the 1,227 employer records obtained by the Department using powers under section 6.3.9 of the Social Security Guide, could a breakdown be provided of:

- a) the type of government entitlements these debts were relating to;
- b) the postcode of the recipients of these debts?

#### **Answer:**

The 1,227 related to requests for information from employers to support online income compliance reviews as at 31 August 2019. This included reviews still in progress and reviews that were completed with no debt outcome.

a) Breakdown of debts by Debt Benefit Group (*\*values under five are suppressed*)

<b>Debt Benefit Group</b>	<b>Number of Debts*</b>
Austudy	23
Carer Allowance	<5
Carer Payment	24
Disability Support Pension	217
Family Tax Benefit (excluding FAO reco.)	5
Newstart Allowance	519
PPP	<5
PPS	79
Sickness Allowance	44
Youth Allowance (Jobseeker)	20
Youth Allowance (Student)	17

b) Number of debts by customer postcode (*\*values under five are suppressed*)

Postcode	Number of Debts
0810	<5
0812	<5
0820	<5
0830	<5
0832	<5
0835	<5
2011	<5
2017	<5
2018	<5
2020	<5
2021	<5
2022	<5
2024	<5
2035	<5
2037	<5
2040	<5
2045	<5
2046	<5
2049	<5
2068	<5
2076	<5
2090	<5
2099	<5
2111	<5
2112	<5
2115	<5
2117	<5
2137	<5
2142	<5
2146	<5
2148	6
2150	<5
2154	<5
2155	<5
2160	<5
2162	<5
2163	<5
2165	5
2166	<5
2170	<5
2171	<5
2176	<5
2190	<5
2192	<5
2196	<5
2197	<5
2198	<5
2200	<5

2203	<5
2206	<5
2221	<5
2223	<5
2229	<5
2232	<5
2233	<5
2234	<5
2250	7
2251	<5
2256	<5
2257	<5
2259	<5
2261	5
2262	<5
2263	<5
2264	<5
2278	<5
2280	5
2281	<5
2283	<5
2284	<5
2285	<5
2287	<5
2289	<5
2290	<5
2299	<5
2303	<5
2304	<5
2322	<5
2323	<5
2324	<5
2325	<5
2333	5
2340	7
2350	<5
2357	<5
2360	<5
2388	<5
2390	<5
2428	<5
2430	9
2439	<5
2444	<5
2446	<5
2449	<5
2450	6
2454	<5
2456	<5
2460	<5
2463	<5

2464	<5
2470	<5
2477	<5
2478	<5
2482	<5
2483	<5
2485	<5
2486	<5
2488	<5
2500	<5
2505	<5
2515	<5
2517	5
2518	<5
2525	<5
2526	<5
2527	5
2528	<5
2529	<5
2540	<5
2541	<5
2548	<5
2550	<5
2551	<5
2560	<5
2564	<5
2566	<5
2570	<5
2576	<5
2577	<5
2580	<5
2590	<5
2602	<5
2604	<5
2611	5
2615	6
2620	<5
2622	<5
2628	<5
2640	6
2641	<5
2643	<5
2646	<5
2650	<5
2705	<5
2712	<5
2745	<5
2747	<5
2750	<5
2756	<5
2760	<5

2761	<5
2763	<5
2766	<5
2767	<5
2768	<5
2770	<5
2774	<5
2786	<5
2794	<5
2795	<5
2800	<5
2810	<5
2820	<5
2830	<5
2850	<5
2870	<5
2903	<5
2905	<5
2913	<5
3011	<5
3012	<5
3013	<5
3019	<5
3020	6
3021	<5
3023	<5
3024	<5
3028	<5
3029	<5
3030	<5
3031	<5
3032	<5
3034	<5
3043	<5
3046	5
3048	<5
3049	<5
3053	<5
3056	<5
3064	<5
3071	<5
3072	<5
3073	<5
3074	<5
3076	<5
3088	<5
3093	<5
3101	<5
3121	<5
3129	<5
3130	<5



3131	<5
3134	<5
3136	<5
3138	<5
3139	<5
3140	<5
3143	<5
3147	<5
3153	<5
3155	<5
3156	<5
3160	<5
3161	<5
3163	<5
3167	<5
3168	<5
3169	<5
3173	<5
3174	<5
3175	<5
3177	<5
3182	<5
3186	<5
3198	<5
3200	<5
3201	<5
3202	<5
3214	<5
3215	<5
3216	<5
3219	<5
3233	<5
3250	<5
3280	<5
3315	<5
3337	<5
3338	<5
3350	<5
3351	<5
3356	<5
3358	<5
3377	<5
3400	<5
3402	<5
3427	<5
3431	<5
3450	<5
3463	<5
3465	<5
3478	<5
3496	7

3500	<5
3515	<5
3523	<5
3550	<5
3552	<5
3555	<5
3564	<5
3566	<5
3629	5
3630	<5
3636	<5
3639	<5
3660	<5
3669	<5
3677	<5
3683	<5
3690	<5
3698	<5
3713	<5
3754	<5
3758	<5
3777	<5
3796	<5
3805	<5
3820	<5
3825	<5
3840	<5
3842	<5
3850	<5
3909	<5
3915	<5
3930	<5
3931	<5
3934	<5
3940	<5
3941	<5
3945	<5
3950	<5
3976	<5
3977	<5
3984	<5
3995	<5
4000	<5
4006	<5
4012	<5
4018	<5
4020	<5
4034	<5
4053	<5
4064	<5
4065	<5

4069	<5
4075	<5
4107	<5
4108	<5
4118	<5
4122	<5
4125	<5
4127	<5
4129	<5
4132	<5
4133	<5
4152	<5
4154	5
4157	<5
4159	<5
4163	<5
4169	<5
4170	<5
4184	<5
4205	<5
4207	<5
4211	<5
4212	<5
4213	<5
4214	<5
4215	<5
4216	<5
4217	<5
4218	<5
4221	<5
4223	<5
4227	<5
4285	<5
4300	<5
4304	<5
4305	10
4306	5
4310	<5
4312	<5
4340	<5
4350	<5
4352	<5
4358	<5
4370	<5
4401	<5
4415	<5
4500	<5
4501	<5
4507	<5
4508	6
4510	<5

4551	<5
4553	<5
4556	<5
4557	<5
4558	<5
4563	<5
4565	<5
4570	7
4575	<5
4650	5
4655	<5
4670	7
4680	<5
4697	<5
4700	<5
4701	7
4702	<5
4703	<5
4710	<5
4720	<5
4737	<5
4740	5
4800	<5
4811	<5
4814	<5
4815	<5
4819	<5
4820	<5
4854	<5
4869	<5
4870	5
4873	<5
4879	<5
4887	<5
5006	<5
5008	<5
5010	<5
5013	<5
5015	<5
5017	<5
5019	<5
5023	<5
5024	<5
5031	<5
5032	<5
5037	<5
5041	<5
5043	<5
5066	<5
5070	<5
5072	<5

5073	<5
5075	<5
5085	<5
5092	<5
5095	<5
5108	<5
5112	<5
5113	<5
5114	5
5120	<5
5121	<5
5125	<5
5153	<5
5161	<5
5162	<5
5163	<5
5168	<5
5251	<5
5271	<5
5290	<5
5343	<5
5355	<5
5433	<5
5454	<5
5608	<5
6004	<5
6008	<5
6021	<5
6024	<5
6027	7
6030	<5
6035	<5
6051	<5
6052	<5
6054	<5
6056	<5
6058	<5
6060	<5
6061	<5
6062	<5
6066	<5
6083	<5
6101	<5
6105	<5
6107	<5
6108	<5
6109	<5
6148	<5
6149	<5
6153	<5
6156	<5

6157	<5
6160	<5
6162	<5
6163	7
6164	<5
6167	<5
6210	<5
6220	<5
6230	5
6233	<5
6258	<5
6271	<5
6280	<5
6290	<5
6330	<5
6743	<5
6988	<5
7000	<5
7005	<5
7011	<5
7018	<5
7020	<5
7030	<5
7116	<5
7178	<5
7249	<5
7270	<5
7301	<5
7310	<5
7320	<5
7330	<5
7467	<5

# **Senate Standing Committee on Community Affairs**

## **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

### **ANSWER TO QUESTION ON NOTICE**

#### **Services Australia**

**Topic:** External Collection Agents – Debt Referrals

**Question reference number:** QoN 45

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

From 1 July 2019 to 17 December 2019, how many compliance debts have been referred to External Collection Agents (ECAs)?

#### **Answer:**

From 1 July 2019 to 31 December 2019, 12,487 income compliance debts were referred to ECAs.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** External Collection Agents – Debt Value

**Question reference number:** QoN 46

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

From 1 July 2016 to 17 December 2019, what is the total value of debts referred to ECAs?

**Answer:**

The total value of all social welfare debts referred to External Collection Agencies (ECAs) between the period 1 July 2016 to 31 December 2019 was \$2.29 billion.



**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** External Collection Agents – Debts Recovered

**Question reference number:** QoN 47

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

From 1 July 2016 to 17 December 2019, what is the total value of debts recovered by ECAs (excluding any subsequent refunds)?

**Answer:**

The total value of all social welfare debts recovered by External Collection Agencies 1 July 2016 – 31 December 2019 is approximately \$467.3 million, excluding any subsequent refunds.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** External Collection Agents – Debts Recovered

**Question reference number:** QoN 48

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

From 1 July 2016 to 17 December 2019, what is the total value of debts recovered by ECAs (including any subsequent refunds)?

**Answer:**

Please refer to the response provided to QoN 47.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** External Collection Agents – Agents

**Question reference number:** QoN 49

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

What is the name of each ECA to which a compliance debt has been referred since 1 July 2016?

#### **Answer:**

- Illion Australia Pty Ltd trading as Milton Graham;
- Probe Group Pty Ltd; and
- ARL Collect Pty Ltd.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** External Collection Agents – Agent Breakdown

**Question reference number:** QoN 50

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

In respect of each ECA to which a compliance debt has been referred since 1 July 2016, please provide the following information:

- a) the number of compliance debts referred to that ECA;
- b) the total value of all compliance debts that have been referred to that ECA;
- c) the fee paid by the Department in respect of the compliance debts referred (either in dollar terms (if it is a flat fee) or in percentage terms (if the Department pays the ECA a percentage of the amount collected));

#### **Answer:**

- a) and b) The information requested is not readily available. Preparation of this information would require an unreasonable diversion of agency resources.
- c) The fee or commission rate paid by Services Australia (the Agency) to External Collection Agents (ECAs) in relation to compliance debts is specific to the individual contract each ECA has with the Agency and is commercial-in-confidence.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

Services Australia

**Topic:** External Collection Agents – Expenditure

**Question reference number:** QoN 51

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

What is the total amount of money paid by the Department to ECAs in relation to compliance debts since 1 July 2016?

**Answer:**

Please refer to Question on Notice 137 (SQ19-000255) part d) from the 24 October 2019 Supplementary Budget Estimates hearing.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** External Collection Agents – Debt Factoring Providers

**Question reference number:** QoN 52

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2016, has the Department sold any compliance debts to debt factoring providers?

If so:

- a) How many compliance debts have been sold to debt factoring providers?
- b) What is the total value of the compliance debts that have been sold to those providers?
- c) What is the total amount that the Commonwealth has received from debt factoring providers in exchange for those compliance debts?
- d) Provide a list of all of the debt factoring providers who have purchased debts from the Department.

#### **Answer:**

Services Australia has not sold any compliance debts to debt factoring providers.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Legal Advice – Solicitor General

**Question reference number:** QoN 53

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2015 how many times has the Department obtained legal advice from the Solicitor-General in relation to:

- a) any aspect of the compliance program; and
- b) specifically, whether a debt or debt component is able to be founded on extrapolations from Australian Tax Office record?

In respect of each occasion, please provide the date of the advice.

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Legal Advice – Australian Government Solicitor

**Question reference number:** QoN 54

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2015, how many times has the Department obtained legal advice from the Australian Government Solicitor in relation to:

- a) any aspect of the compliance program; and
- b) specifically, whether a debt or debt component is able to be founded on extrapolations from Australian Tax Office records?

In respect of each occasion, please provide the date of the advice.

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.



## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Legal Advice – External Counsel

**Question reference number:** QoN 55

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2015, how many times has the Department obtained legal advice from external counsel (i.e. non-Commonwealth counsel) in relation to:

- a) any aspect of the compliance program; and
- b) specifically, whether a debt or debt component is able to be founded on extrapolations from Australian Tax Office record?

In respect of each occasion, please provide the date of the advice.

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Legal Advice – External Solicitors

**Question reference number:** QoN 56

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2015, how many times has the Department obtained legal advice from external solicitors (i.e. non-Commonwealth solicitors) in relation to:

- a) any aspect of the compliance program; and
- b) specifically, whether a debt or debt component is able to be founded on extrapolations from Australian Tax Office record?

In respect of each occasion, please provide the date of the advice.

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Legal Advice – Departmental Lawyers

**Question reference number:** QoN 57

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2015, how many times has the Department obtained legal advice from departmental lawyers in relation to:

- a) any aspect of the compliance program; and
- b) specifically, whether a debt or debt component is able to be founded on extrapolations from Australian Tax Office record?

In respect of each occasion, please provide the date of the advice.

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Legal Advice – Compliance Program

**Question reference number:** QoN 58

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2015, how much has the Department spent on obtaining legal advice in relation to the compliance program?

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

# **Senate Standing Committee on Community Affairs**

## **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

### **ANSWER TO QUESTION ON NOTICE**

#### **Services Australia**

**Topic:** Legal Advice – Australian Tax Office Records

**Question reference number:** QoN 59

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Has the Department ever received legal advice that states that it is clearly lawful to found a debt or a debt component solely on the basis of extrapolations from Australian Tax Office records? If so, when and from whom?

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Legal Advice – Australian Tax Office Records

**Question reference number:** QoN 60

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Has the Department ever received legal advice that states that it is highly likely to be lawful to found a debt or a debt component solely on the basis of extrapolations from Australian Tax Office records? If so, when and from whom?

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Legal Advice – Liability

**Question reference number:** QoN 61

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2016, has the Department ever sought legal advice to determine whether it – or any Commonwealth agency or Minister – may be liable for the death of any Australian who received a debt notice under the compliance program? If so, when and from whom?

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

# **Senate Standing Committee on Community Affairs**

## **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

### **ANSWER TO QUESTION ON NOTICE**

#### **Services Australia**

**Topic:** Administrative Appeals Tribunal – Decisions

**Question reference number:** QoN 62

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2016, how many times has the Administrative Appeals Tribunal (AAT) found that no debt or debt component is able to be founded on extrapolations from Australian Tax Office records? In respect of each occasion, please provide:

- a) the date of the relevant AAT decision;
- b) a copy of the relevant AAT decision (with any appropriate redactions to protect private information); and
- c) an explanation as to why the Department did not appeal the relevant AAT decision.

#### **Answer:**

a) and c) The information requested is not readily available. Preparation of this information would require manual investigation, which would constitute an unreasonable diversion of agency resources. Further, aspects of the program are currently before the courts and therefore not appropriate to comment.

b) In light of the above, Services Australia is not in a position to provide copies of relevant AAT court decisions or advise of the dates on which they were made.



# **Senate Standing Committee on Community Affairs**

## **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

### **ANSWER TO QUESTION ON NOTICE**

#### **Services Australia**

**Topic:** Administrative Appeals Tribunal – Briefings

**Question reference number:** QoN 63

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2016, how many times has the Department provided a briefing to the Minister that refers to a decision by the Administrative Appeals Tribunal in relation to the compliance program? In respect of each occasion, please provide:

- a) the date of the briefing; and
- b) a copy of the briefing.

#### **Answer:**

Services Australia provides regular briefings to the Minister in relation to Administrative Appeals Tribunal decisions. Identification of these details would require manual investigation which would constitute an unreasonable diversion of resources.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Briefings to the Minister

**Question reference number:** QoN 64

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Since 1 July 2016, how many times has the Department provided a briefing to the Minister in relation to the legality of any aspect of the compliance program? In respect of each occasion, please provide:

- a) the date of the briefing; and
- b) a copy of the briefing.

#### **Answer:**

The Minister has made a public interest immunity claim with respect to any legal advice obtained in relation to the income compliance programme and to the circumstances surrounding any legal advice obtained in relation to the income compliance programme.

# Senate Standing Committee on Community Affairs

## INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

### ANSWER TO QUESTION ON NOTICE

#### Services Australia

**Topic:** MYEFO 2015/16 (December 2015) – Enhanced Welfare Payment Integrity income data matching Measure

**Question reference number:** QoN 65

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

On page 210 of the Government's 2015/16 mid-year economic and fiscal outlook, it states that "[t]he Government will achieve savings of \$1.3 billion over three years from 1 July 2016 by recovering money from a greater number of people where discrepancies have been identified between employment income declared to Centrelink and pay as you go (PAYG) information provided by employers to the Australian Taxation Office".

- a) What "savings" were, in fact, achieved over three years from 1 July 2016?
- b) What have those "savings" been used for?

#### **Answer:**

a) and b) The income compliance measures are administered by Services Australia (the Agency) as a single program and reported on a consolidated basis through a range of measures that were announced in the:

- 2015-16 Budget (Strengthening the Integrity of the Welfare System);
- 2015-16 MYEFO (Enhanced Welfare Payment Integrity – income data matching and Enhanced Welfare Payment Integrity – non-employment income data matching);
- 2016-17 MYEFO (Better Management of the Social Welfare System); and
- 2018-19 Budget (Social Welfare Debt Recovery).

Actual fiscal savings achieved by the Income Compliance Programme are available on page 22 of the Agency's Submission to the Inquiry into the Income Compliance Programme being conducted by the Community Affairs Reference Committee.

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** MYEFO 2015/16 Enhanced Welfare Payment Integrity non-employment income data matching Measure

**Question reference number:** QoN 66

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

On page 211 of the Government's 2015/16 mid-year economic and fiscal outlook, it states that "[t]he Government will achieve savings of \$694.8 million over four years by undertaking additional matching of social security data with non-pay as you go (PAYG) information declared by individuals to the Australian Taxation Office as part of their income tax returns."

- a) What "savings" were, in fact, achieved over three years from 1 July 2016?
- b) What have those "savings" been used for?

#### **Answer:**

See response to written QoN 65.

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** MYEFO 2015/16 – Treasurer

**Question reference number:** QoN 67

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Who was the Treasurer who was responsible for the 2015–16 mid-year economic and fiscal outlook?

**Answer:**

The Hon Scott Morrison MP

**Senate Standing Committee on Community Affairs**

**INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** MYEFO 2015/16 – Social Services Minister

**Question reference number:** QoN 68

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

**Question:**

Who was the Minister for Social Services at the time of the 2015–16 mid-year economic and fiscal outlook?

**Answer:**

The Hon Christian Porter MP

## **Senate Standing Committee on Community Affairs**

### **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** MYEFO 2015/16 Enhanced Welfare Payment Integrity Measures – Treasury

**Question reference number:** QoN 69

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Did the Department of the Treasury originally propose the idea of:

- a) achieving "savings of \$1.3 billion over three years from 1 July 2016 by recovering money from a greater number of people where discrepancies have been identified between employment income declared to Centrelink and pay as you go (PAYG) information provided by employers to the Australian Taxation Office"; and
- b) achieving "savings of \$694.8 million over four years by undertaking additional matching of social security data with non-pay as you go (PAYG) information declared by individuals to the Australian Taxation Office as part of their income tax returns"?

#### **Answer:**

The Question on Notice refers to an announcement of measures in the 2015-2016 Mid-Year Economic and Fiscal Outlook. These measures were a matter for Government in the context of the various budget processes and were the outcomes of Cabinet processes.

# **Senate Standing Committee on Community Affairs**

## **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

### **ANSWER TO QUESTION ON NOTICE**

#### **Services Australia**

**Topic:** MYEFO 2015/16 Enhanced Welfare Payment Integrity Measures – Department of Social Services

**Question reference number:** QoN 70

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Did the Department of Social Services originally propose the idea of:

- a) achieving "savings of \$1.3 billion over three years from 1 July 2016 by recovering money from a greater number of people where discrepancies have been identified between employment income declared to Centrelink and pay as you go (PAYG) information provided by employers to the Australian Taxation Office"; and
- b) achieving "savings of \$694.8 million over four years by undertaking additional matching of social security data with non-pay as you go (PAYG) information declared by individuals to the Australian Taxation Office as part of their income tax returns"?

#### **Answer:**

The Question on Notice refers to an announcement of measures in the 2015-2016 Mid-Year Economic and Fiscal Outlook. These measures were a matter for Government in the context of the various budget processes and were the outcomes of Cabinet processes.



# **Senate Standing Committee on Community Affairs**

## **INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM**

### **ANSWER TO QUESTION ON NOTICE**

#### **Services Australia**

**Topic:** MYEFO 2015/16 Enhanced Welfare Payment Integrity Measures – Department of Human Services

**Question reference number:** QoN 71

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

Did the Department of Human Services originally propose the idea of:

- a) achieving "savings of \$1.3 billion over three years from 1 July 2016 by recovering money from a greater number of people where discrepancies have been identified between employment income declared to Centrelink and pay as you go (PAYG) information provided by employers to the Australian Taxation Office"; and
- b) achieving "savings of \$694.8 million over four years by undertaking additional matching of social security data with non-pay as you go (PAYG) information declared by individuals to the Australian Taxation Office as part of their income tax returns"?

#### **Answer:**

The Question on Notice refers to an announcement of measures in the 2015-2016 Mid-Year Economic and Fiscal Outlook. These measures were a matter for Government in the context of the various budget processes and were the outcomes of Cabinet processes.

# Senate Standing Committee on Community Affairs

## INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

### ANSWER TO QUESTION ON NOTICE

#### Services Australia

**Topic:** MYEFO 2015/16 Enhanced Welfare Payment Integrity Measures

**Question reference number:** QoN 72

**Member:** O'Neill

**Type of question:** Written

**Date set by the committee for the return of answer:** 7 February 2020

**Number of pages:** 1

#### **Question:**

If the answer to questions 69, 70 and 71 is "no", who did originally propose the idea of:

- a) achieving "savings of \$1.3 billion over three years from 1 July 2016 by recovering money from a greater number of people where discrepancies have been identified between employment income declared to Centrelink and pay as you go (PAYG) information provided by employers to the Australian Taxation Office"; and
- b) achieving "savings of \$694.8 million over four years by undertaking additional matching of social security data with non-pay as you go (PAYG) information declared by individuals to the Australian Taxation Office as part of their income tax returns"?

#### **Answer:**

The Question on Notice refers to an announcement of measures in the 2015-2016 Mid-Year Economic and Fiscal Outlook. These measures were a matter for Government in the context of the various budget processes and were the outcomes of Cabinet processes.