

Senate Select Committee on COVID-19

INQUIRY INTO THE AUSTRALIAN GOVERNMENT'S RESPONSE TO THE COVID-19 PANDEMIC

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: BasicsCard

Question reference number: IQ20-000091

Member: Rachel Siewert

Type of question: Written.

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Question:

We are aware of reports of some families giving their Basicscards to disability support workers to go and buy food. They haven't seen the support workers or basic cards since. Cards were depleted of money and families had to apply for new ones. This was in SA, NT and QLD.

Are you aware of reports of disability support workers using the basics card to buy food for families and then not returning the card? What mechanisms are in place to prevent this from happening?

Answer:

No.

The BasicsCard is a Personal Identification Number (PIN) protected card. Customers must keep their pin secret and secure and not share such details or card with anyone else.

If a customer's BasicsCard is lost, stolen or misused, customers should call the Services Australia BasicsCards phone line on 1800 132 594 so that Services Australia can actively investigate. This line is available 24 hours a day, seven days a week.