

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: Returned Payments

Question reference number: IQ20-000096

Member: Katy Gallagher

Type of question: Written.

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Number of pages: 1

Question:

In relation to each of the two Economic Support Payments administered by Services Australia:

Have any of the payments been returned for any reason. If so, please provide details of how many and what the reasons were for payments being returned.

Answer:

As at 24 July 2020, a total of 18,895 customers have had their Economic Support Payment returned by the Reserve Bank of Australia:

- 91 per cent of these related to the first Economic Support Payment; and
- 9 per cent of these related to second Economic Support Payment.

The two main reasons, accounting for 94 per cent of returned Economic Support Payments, are:

- no account held at the branch; and
- bank account closed.

The Reserve Bank of Australia provides the payment return reason to Services Australia as part of the payment delivery process.

When Services Australia is notified of a returned payment the Agency ensures that no new bank details have been provided since the payment was returned, and makes two attempts to contact the customer to obtain new bank details. Should contact be unsuccessful, a letter will be issued requesting the customer provide new bank details.

In all instances, payments are re-issued immediately upon the receipt of new bank details.

Customers can update their Bank Account details via their myGov account or by contacting Services Australia.