

Senate Standing Committee on Community Affairs

INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Compliance Program Cost

Question reference number: QoN 5

Type of question: Written

Date set by the committee for the return of answer: 26 September 2019

Number of pages: 1

Question:

For the each of the following questions, can the Department please provide data for 2016–17, 2017–18, 2018–19 and 2019–20 year to date, as well as overall totals for the decade July 2009–June 2019:

- a) What has been the cost of the compliance program? Please provide breakdown by:
 - i. Staffing costs
 - ii. Administrative costs
 - iii. Cost of the compliance program for debts investigated/raised through the online compliance systems
 - iv. Cost of the compliance program for debts investigated/raised outside of the online compliance systems

Answer:

The Income Compliance Programme is administered by the Department of Human Services (the Department) as a single programme 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).

The costs of administering the programme have been approximately:

- \$110 million in 2016-17;
- \$193 million in 2017-18; and
- \$231 million in 2018-19.

The Department does not have management information for staffing and other costs. However, based on budget costings, the Department has estimated that about 78 per cent of all costs is attributed to salary and administration costs across the Income Compliance Programme between 2016-17 and 2018-19.

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INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Online Compliance Systems – Reviews and Appeals

Question reference number: QoN 9

Type of question: Written

Date set by the committee for the return of answer: 26 September 2019

Number of pages: 1

Question:

- a) How many formal reviews have been requested?
- b) How many formal reviews have been completed?
- c) How many appeals to the Administrative Appeals Tribunal have been requested?
- d) How many appeals to the Administrative Appeals Tribunal have been completed?

Answer:

From 1 July 2016 up to 30 June 2019:

- a) 8,539 requests for review of decision made to the Department of Human Services' Authorised Review Officers (AROs);
- b) 7,421 review decisions made by AROs, which excludes cases where the applicant withdraw the request for review or the ARO had no jurisdiction to review;
- c) 1,527 applications for first review and 172 for second review lodged with the Administrative Appeals Tribunal; and
- d) 1,280 first review and 149 second review appeal decisions made by the Administrative Appeals Tribunal.