

From: kate zizys
To: [Community Affairs, Committee \(SEN\)](#)
Subject: Inquiry into the design, scope, cost-benefit analysis, contracts awarded and implementation associated with the Better Management of the Social Welfare System initiative
Date: Tuesday, 2 May 2017 3:26:12 PM

Dear Committee,

in response to the **Inquiry into the design, scope, cost-benefit analysis, contracts awarded and implementation associated with the Better Management of the Social Welfare System initiative** follow up the Australian Unemployed Workers Union would like to express dissatisfaction in regards to the Ombudsman's response. AUWU reiterate the following suggestions as outlined in our submission:

- an amnesty be called on all debts implemented by the automated debt recovery system, effective immediately
- that the Secretary and the Minister be dismissed
- that a cultural shift within the department away from punitive, silo mentality and toward social inclusion and collaboration be instigated as a matter of urgency
- that a best practice model for a user friendly social welfare system be developed in collaboration with vested organizations and embedded into DHS and Centrelink strategic plans, with implementation of said model as a matter of priority.

We would also like to add that incorrect debts need to be reimbursed and request information about how this will be achieved? What will the process be to pay people back the monies they have already paid towards their outstanding, incorrect debt?

Kind regards from Kate

AUWU

National Branch Co coordinator