

## **Senate Community Affairs References Committee**

### **DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE**

**PUBLIC HEARING 18 MAY 2017**

**ANSWER TO QUESTION ON NOTICE**

**Department of Human Services**

**Topic:** Estimate savings breakdown by financial year

**Question reference number:** QoN 190

**Member:** Senator WATT

**Type of question:** Hansard page 38

**Date set by the committee for the return of answer:** 31 May 2017

**Number of pages:** 1

**Question:**

**Ms Golightly:** Sorry, yes—that is the total for the measure.

**Ms Campbell:** We have the total for the measure, but if you want the breakdown by financial year—I think I might have given it back in a previous hearing, but I do not know that I have it with me today. We could take that on notice, if you like, for each of those financial years.

**Answer:**

The full details on the breakdown by financial years are located at:

- 2015-16 Budget: Budget Paper 2, page 116 for the Strengthening the Integrity of Welfare Payments measures.
- 2015-16 MYEFO: Page 210-211 for the Enhanced Welfare Payment Integrity measures.
- 2016-17 MYEFO: Page 189 for the Better Management of the Social Welfare System measures.

## **Senate Community Affairs References Committee**

### **DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE**

**PUBLIC HEARING 18 MAY 2017**

**ANSWER TO QUESTION ON NOTICE**

**Department of Human Services**

**Topic:** Engaging external consultants for the OCI

**Question reference number:** QoN 199

**Member:** Senator WATT

**Type of question:** Hansard page 46

**Date set by the committee for the return of answer:** 31 May 2017

**Number of pages:** 1

#### **Question:**

**Senator WATT:** I might get you to take on notice the question of the money that has been spent on consultants for the OCI.

**Ms Campbell:** We will take that on notice. I think we have previously indicated that we have engaged PricewaterhouseCoopers to work with us in this regard.

#### **Answer:**

As part of the Department's continuous improvement approach, PricewaterhouseCoopers were engaged in February 2017 to assist the department with business process improvement services across a wide range of the department's compliance activities. The online compliance system is just one element of the department's broader compliance program and it is not possible to identify an amount that was spent specifically in relation to the Online Compliance System.

## **Senate Community Affairs References Committee**

### **DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE**

**PUBLIC HEARING 18 MAY 2017**

**ANSWER TO QUESTION ON NOTICE**

**Department of Human Services**

**Topic:** Referring to debt collectors for less than \$50 debt

**Question reference number:** QoN 204

**Member:** Senator SIEWERT, Senator KAKOSCHKE-MOORE

**Type of question:** Hansard page 50

**Date set by the committee for the return of answer:** 31 May 2017

**Number of pages:** 1

#### **Question:**

**Ms Campbell:** We do not have that data here, so I do not think it is fair to say they were all less than \$50. There may have been an element, but I do not think we have data that is going to help us here.

**Ms Golightly:** I think, from memory, the average size of debt that has been referred is in the order of \$1,000 or so—\$1,300 or something like that.

**Senator KAKOSCHKE-MOORE:** Is that debt referred as a result of the OCI?

**Ms Golightly:** No, that is all debts.

**Senator KAKOSCHKE-MOORE:** All debts? Okay.

**Ms Campbell:** Do we have the average of OCI?

**Ms Golightly:** I do not.

**Senator SIEWERT:** Are you able to give us an average on notice?

**Ms Golightly:** We can get it on notice.

#### **Answer:**

For the period 1 July 2016 to 30 April 2017, the average debt amount for online compliance debts referred to debt collectors was \$2,375.