



LAUNCESTON COMMUNITY LEGAL CENTRE

Standing Committee on Community Affairs  
Reference Committee  
Attention: Jeanette Radcliffe Committee Secretary  
PO Box 6100,  
Parliament House,  
Canberra ACT 2600

*Copy sent via email.*

05 May 2017

Dear Ms Radcliffe,

We refer to your questions on notice set out in your letter of 02 May 2017. As requested we provide further detail and clarification below.

### Questions 1 & 2

Following the committees specific request for information, and subsequent to further investigation it has become clear that the client's initial instructions were not a complete record of what actually occurred. The client provided further documentation on 02 May 2017 that has called into question the validity of her original instructions. The client did receive a letter from Centrelink referring to the alleged debt prior to contact by the debt collector and it now appears the employer was not contacted directly. However, the client's understanding of the process was that this was a real threat.

### Question 3

Since 01 January 2017, Launceston Community Legal Centre has assisted 14 clients in total for an alleged Centrelink debt. The type of payments received by these clients are as follows:

Type of Payment	Total Clients	Alleged "Robo Debt"
Disability Support Payment	2	
Newstart	7	7
Youth Allowance	2	1
Aged Pension	1	
Parenting Payment/Family Tax Benefit	2	

If you require further information or clarification, please do not hesitate to contact this office.

Yours faithfully,

Nicky Snare  
CEO



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