

Question on notice no. 127

Portfolio question number: SA SQ24-000826

2024-25 Supplementary budget estimates

Community Affairs Committee, Services Australia Portfolio

Senator Penny Allman-Payne: asked the Services Australia on 15 November 2024

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Please provide any data on customers seeking review of historical debts/raising complaints following the income apportionment issue becoming public?

Answer —

Please see attached.

Senate Community Affairs Legislation Committee

Supplementary Budget Estimates – 06 November 2024
ANSWER TO QUESTION ON NOTICE

The Hon Bill Shorten MP
Minister for the National Disability Insurance Scheme
Minister for Government Services

Topic: Reviews of historical debts

Question reference number: SA SQ24-000826

Outcome Number: 1

Senator: Penny Allman-Payne

Type of Question: Written.

Date set by the Committee for the return of answer: 19 December 2024

Question:

Please provide any data on customers seeking review of historical debts/raising complaints following the income apportionment issue becoming public?

Answer:

Since October 2023, 531 customers have lodged a formal appeal, and 530 complaints (including escalations) have been received that are potentially related to income apportionment.