

## **Senate Community Affairs Legislation Committee**

### **ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Income Management - Refunds

**Question reference number:** HS 15

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 24 April 2014

**Number of pages:** 1

**Question:**

- a) How many payments under income management have been refunded to the customer because they have been incorrectly made to a third party organisation?
- b) How many of those refunds related to Territory Housing

**Answer:**

The department tracks payments refunded to customers but does not automatically track which payments were refunds due to incorrect payments to third parties.

Collecting and investigating how many customers have been affected by this would substantially and unreasonably divert the resources of the department from its other operations.