

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Investigations by other Agencies

Question reference number: HS 11

Senator: Fifield

Type of question: Hansard pages 94-95

Date set by the committee for the return of answer: 27 July 2012

Number of pages: 2

Question:

Senator FIFIELD: Are there currently any investigations by any other Commonwealth agencies into activities of Centrelink, whether it be the Public Service Commissioner or the Auditor-General or another Commonwealth agency?

Ms Campbell: We will see whether we can get someone with a consolidated listing. It is probably easier to answer it for the entire department, because that is how we consider it—whether our ANAO reports or our Ombudsman investigations.

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Senator Kim Carr: All right. We will provide that on notice, then. Is that all right?

Senator FIFIELD: Yes, that is fine—for the Auditor-General, Ombudsman and Public Service Commissioner. I am less interested in legal action that Centrelink is involved in, but if there is a convenient way for you to summarise the number of cases—and I appreciate that is a routine part of business for Centrelink—that would be good.

Answer:

Yes. Current investigations by other Commonwealth agencies, as at 31 May 2012, are listed below.

- 1) Audits in progress (including cross agency audits) conducted by the Australian National Audit Office as part of its Annual Audit Work Program**
 - a) Child Support Program Management of Feedback.
 - b) Management of the Multicultural Servicing Strategy for the Delivery of Centrelink Services.
 - c) Small Business Superannuation Clearing House – cross agency audit with The Treasury and the Australian Taxation Office.
 - d) Administration of the Digital Television Switchover Household Assistance Scheme – cross agency audit with the Department of Broadband, Communications and the Digital Economy.
 - e) Administration of Income Management in the Northern Territory.

- f) Confidentiality in Government Contracts Senate Order for Departmental and Agency Contracts (Calendar Year 2011 Compliance).

2) *Ombudsman Own Motion Investigations*

- a) Ombudsman own motion investigation into the implementation of significant Administrative Appeals Tribunal decisions.
- b) Ombudsman own motion investigation into Centrelink's Income Management decision making.

3) *Attorney-General's Department Investigations*

- a) On 19 April 2012, the Attorney-General's Department requested information for consideration of compliance with *Legal Services Directions 2005* when an external law firm was briefing Counsel.