

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILIES, HOUSING, COMMUNITY SERVICES AND**  
**INDIGENOUS AFFAIRS PORTFOLIO**  
**2013-14 Budget Estimates Hearings**

**Outcome Number:** Cross

**Question No:** 386

**Topic:** Credit cards

**Hansard Page:** Written

**Senator Smith** asked:

Please update details of the following? What action is taken if the corporate credit card is misused? How is corporate credit card use monitored? What happens if misuse of a corporate credit card is discovered? Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken. What action is taken to prevent corporate credit card misuse?

**Answer:**

Generally, credit card misuse occurs by mistake and is rectified by the card holder as soon as the mistake is realised. Where doubts are raised, these matters are referred for further investigation by the card holder's Verifying Officer, the Credit Card Administrator or Internal Audit.

Credit card usage is monitored through:

- A two-step monthly verification process;
- Random spot checks of card holders' transactions;
- Bi-annual certificate of compliance reporting;
- Regular reviews by Internal Audit; and
- Quarterly monitoring using the Department's Computer Assisted Audit Tool (CAAT).

For the period 1 July 2012 to 31 May 2013, there were 22 instances of inadvertent personal usage involving 20 staff across the Senior Executive, Executive and APS levels. There were no cases of deliberate misuse.

In all cases, debt recovery procedures were initiated.

FaHCSIA's Credit Card Policy governing the use of credit cards is promulgated on the FaHCSIA Intranet site and clearly defines the approved and disallowed use of credit cards. Staff are required to undertake training on the rules and procedures associated with the use and acquittal of Department credit card expenditure prior to being issued with a credit card.