

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Compliance (Fraud Control) - processes

Question reference number: HS 18

Senator: Siewert

Type of question: Hansard pages 51-52

Date set by the committee for the return of answer: 24 July 2015

Number of pages: 6

Question:

- a) Mr Withnell: If we were asked specifically for them we may be able to make elements of them public, but we do not, as a general rule, publish the actual fraud investigation manual.

Senator SIEWERT: So, people that want to understand what processes you undertake are not able to access that information?

Mr Withnell: Some of that information they could access.

Senator SIEWERT: Can you table for me the information that is accessible?

Mr Withnell: Yes.

- b) Senator SIEWERT: Do you have a map of the process that you are now undertaking?

Mr Withnell: There are several maps, because there are multiple processes depending on what the problem is. We need to be clear that there is not one type of fraud.

Senator SIEWERT: I understand that.

Mr Withnell: And there is not one way of conducting the—

Senator SIEWERT: I was thinking of a higher principle map.

Mr Withnell: We may have a flow. We will see what we can do.

Ms Golightly: We will get something together for you. [Page 51]

- c) Senator SIEWERT: Do you provide the intelligence assessment template?

Mr Withnell: To whom do we provide them?

Senator SIEWERT: The one that you use.

Mr Withnell: Yes, but who do we provide it to?

Ms Golightly: Are you asking whether we provide it publicly?

Senator SIEWERT: No. I beg your pardon. Can you provide the committee with one?

Mr Withnell: We can provide you with a template.

- d) Senator SIEWERT: I am sorry I was not clear. You have already taken the process with serious non-compliance and then investigation. Could you provide that as well?

Mr Withnell: Much of that is in what you call the fraud investigation manual. Some of it is more difficult because it is integrated to our case management system, but we will just have to see what we can pull out that is useful.

Senator SIEWERT: If you can, that would be useful and if you could include that when you are providing the maps of the process.

Ms Golightly: We will point that one out.

Answer:

- a) The department is currently developing a system that will automate the publication of operational information for direct download by the public. Whilst this system is being developed the department has published a list of operational information that is available on request. The serious non-compliance related investigation material contained on this list is at Attachment A.
- b) A high level process map outlining the phases of a serious non-compliance investigation is at Attachment B.
- c) The Tactical Intelligence Report template is at Attachment C. Please note this form has been modified for public disclosure.
- d) Refer to (b) above.