

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES - 20 OCTOBER 2011 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Fraud and compliance media strategy

Question reference number: HS 15

Senator: Siewert

Type of question: Hansard pages 96, 98

Date set by the committee for the return of answer: 9 December 2011

Number of pages: 1

Question:

a) **Senator SIEWERT:** What about a fraud and compliance media strategy?

Mr Jongen: There is a much broader fraud and compliance media strategy which has been done in collaboration with our business integrity area and, of course, this forms part of it.

Senator SIEWERT: So how do the protocols we have just been talking about relate to that? Surely that is part of the strategy.

Mr Jongen: Media management actually comes down in many ways to a tactical exercise, if you like. It involves forging relationships with media and engaging with media in a positive way to try and achieve outcomes. So, from our perspective, when media approach us they want carte blanche—any footage that we can possibly provide. So, from our perspective, we take very tight, rigid control. Certainly there has been an extensive internal discussion about the way in which—and this goes back over many years, because we have been providing this sort of pixelated footage for many years now; in fact, since the surveillance was first introduced and prosecutions arose out of that process.

Senator SIEWERT: With all due respect, you did not answer my question. Are these protocols part of that strategy? Ms Campbell, you have just said it is more built up in operation over a while.

Ms Campbell: Senator, I said that it could be that we have not articulated it—we do not have a document that is called 'the protocol'. I am not clear whether we have a document that is called 'the protocol on the release of this information'.

Senator SIEWERT: Do you have a fraud and compliance media strategy that is documented?

Mr Jongen: Yes, we do.

Senator SIEWERT: Is that available?

Mr Jongen: I assume that if you ask for it on notice we can provide it.

Senator SIEWERT: Could I have a copy of that, or could the committee have a copy of that?

Ms Campbell: We will take that on notice, yes.

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b) **Senator SIEWERT:** I know I have already asked for the actual strategy. If there is anything written down about the protocols, could that also be provided?

Ms Campbell: We will take that on notice.

Answer:

a) This has been provided in response to question HS 14.

b) This has been provided in response to question HS 14.