

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Centrepay – complaints

Question reference number: HS 43

Senator: Siewert

Type of question: Written question

Date set by the committee for the return of answer: 7 December 2012

Number of pages: 1

Question:

How many complaints are received by Centrepay?

Answer:

There have been a total of 59 complaints received in the last three months regarding Centrepay. Please refer to the table below:

Reason	July 2012	August 2012	September 2012
Fraudulent activity	2	4	4
Passing on Centrepay fees	14	14	13
Unauthorised usage	3	2	2
Error processing	0	1	0