

## **Senate Community Affairs Legislation Committee**

### **SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Rent Assistance debts

**Question reference number:** HS 89

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 24 January 2014

**Number of pages:** 1

**Question:**

For the 2012-13, please provide details of the number and value of Rent Assistance (RA) debts. Provide details of efforts to reduce RA overpayments.

**Answer:**

In 2012-13, 14,901 debts with a total value of \$4,477,087 were raised for Rent Assistance.

Efforts to reduce Rent Assistance overpayments include:

- keeping staff reference material (E Reference) up to date with current policy and process information; and
- Rent Assistance Service Profiling and Compliance reviews. These reviews were conducted on a targeted number of customers to check (and change customers' rates if needed) and ensure customers are receiving their correct entitlement rate.