

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Fraud and Compliance – Numbers of Fraud cases by Payment type

Question reference number: HS 94

Senator: Moore

Type of question: Written

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

Number of pages: 2

Question:

Please provide numbers for 2012-13, by state, of all the following:

- aggregate number of fraud cases;
- aggregate number of fraud cases, by source; and
- aggregate number of tip-offs received, by source;

in relation to:

- a) FTB A;
- b) FTB B;
- c) Paid Parental Leave;
- d) Dad and Partner Pay;
- e) Child Care Rebate;
- f) Child Care Benefit;
- g) Parenting Payment;
- h) Double Orphan Pension;
- i) Age Pension;
- j) Pension Bonus Scheme;
- k) Wife Pension;
- l) Disability Support Pension;
- m) Carer Payment; and
- n) Newstart.

Answer:

- In 2012-13 the Department of Human Services completed 3,294 fraud investigations relating to social, health and welfare programs. The number of completed fraud investigations by state is provided below.

State / Territory	Number of Completed Fraud
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	Investigations (2012-13)
Australian Capital Territory	32
New South Wales	1,122
Northern Territory	40
Queensland	751
South Australia	165
Tasmania	90
Victoria	835
Western Australia	206
Unknown *	53
TOTAL	3,294

* Note: 'Unknown' refers to fraud cases where the customer is recorded as living overseas or their whereabouts are unknown.

The precise number of investigations by payment type cannot be provided as a large number of fraud investigations impact on more than one payment type.

- The aggregate number of fraud cases by source is not available and the cost to determine this would represent an unreasonable diversion of resources. Multiple sources are often relevant to the same investigation and as such the investigation cannot be attributed to a particular source.
- The department is not able to provide the number of tip-offs received by state or payment type. The number of tip-offs received by source is provided below.

Source of Tip-off	Number of Tip-offs received (2012-13)
Counter	3,266
Email	1,139
Internet	35,373
Letter	3,560
Minister's Office	74
Office Referral	1,819
Other Government Department / Agency	1,028
Secure Internet Messaging System	469
Australian Government Services Fraud Tip-off Line	50,494
TOTAL	97,222