

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Integrity Measures – payment changes

Question reference number: 12 (HS 12)

Senator: Pratt

Type of question: Hansard page 129

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Question:

Senator PRATT: I am just interested in, if you can take it on notice, how many people had their payments changed as a result of those measures since they were first announced over time.

Ms Golightly: We probably actually have that answer here. I know that in that first financial year of the operation of the measure we recovered around \$400 million in total in savings against a target of \$330-odd million.

Senator PRATT: Do we have how many people?

Answer:

In 2014-15, 312,651 Budget measure interventions were completed.

As a result of these interventions:

- 46,201 debts were raised;
- 17,821 changes to payment; and
- 250,911 customers had overpayments prevented.

In 2015-16, 393,704 Budget measure interventions were completed.

As a result of these interventions:

- 104,135 debts were raised;
- 19,129 changes to payment; and
- 260,696 customers had overpayments prevented.

In 2016-17 (as at 30 September 2016), 30,875 Budget measure interventions were completed.

As a result of these interventions:

- 17,444 debts were raised; and
- 425 changes to payment.

For all the above numbers, note: the number of interventions, debts, and changes, and prevented overpayments does not equate to the number of unique customers impacted. A customer may be included in intervention activity under several measures.