

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016-17 Supplementary Estimates Hearings

Outcome Number: 2.1 Families and Communities

Question No: SQ16-000439

Topic: Cashless Welfare Card

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Senator Rachel Siewert asked:

What are the rules Indue uses to identify where customers and merchants attempt to evade or manipulate the card?

Answer:

Indue uses proprietary software that is relied on across the banking industry to detect transaction anomalies and event patterns. This software allows Indue to customise rules to detect fraudulent transactions (transactions that relate to deceptive conduct that lead to an individual receiving a benefit that they are not entitled to, for example using another person's card to make purchases without their consent) and to detect non-compliant transactions (attempts to circumvent welfare restrictions imposed by the Cashless Debit Card Trial, such as purchasing restricted goods from a mixed merchant).

Indue has developed these rules and investigative processes based on feedback from community leaders and DSS, and trends from transaction data. Rules relate to payment variables such as time, location, velocity, value, terminal, payment or merchant information and are compared against the wider user base, identifying anomalies for investigation. These rules have evolved over time as each trial area builds its own profile of genuine and non-compliant behaviour.