

Senate Community Affairs Legislation Committee

Supplementary Budget Estimates – 28 October 2021
ANSWER TO QUESTION ON NOTICE

Social Services Portfolio
Services Australia

Topic: Income Compliance Debts

Question reference number: SA SQ21-000264

Outcome Number: 1

Senator: Janet Rice

Type of Question: Written.

Date set by the Committee for the return of answer: 16 December 2021

Question:

Robodebt

- Of the 9,200 debts which have not yet been refunded:
 - o How many related to deceased estates?
 - o How many relate to incarcerated individuals?
 - o How many debts which have not refunded are owed to First Nations peoples?
 - o What are the reasons these debts have not been repaid? Please provide a breakdown by category.
 - o Please provide the number of vulnerability indicators within the 9,200, including homelessness or disability.
 - o Please provide a breakdown by state/ territory, including by last known postcode if no other data is available.

Answer:

As at 31 October 2021 there are 8,499 people not yet refunded. Of these:

- 501 are deceased estates;
- 280 are incarcerated;
- 539 are indigenous; and
- 106 had a vulnerability indicator on their customer record at the time they were last in receipt of payment.

The key reason people have not yet received a refund is that they have not provided bank details to the agency in order to receive the payment.

A breakdown by state/territory based on last known address is provided below:

State	Customers
NSW	2,566
VIC	2,043
QLD	1,862
WA	963
SA	604
TAS	214
NT	123
ACT	102
International	22
Total	8,499