

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES 24 OCTOBER 2019

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: Online Compliance – applications for review

Question reference number: 77 (SQ19-000336)

Senator: McCarthy

Type of question: Written

Date set by the committee for the return of answer: 12 December 2019

Number of pages: 2

Question:

Can a breakdown of the number of outcomes in the answer to (4) [HS 76] (a)-(e) be provided in relation to:

- a. Decisions that were waived
- b. Decisions that were altered
- c. Decisions that were unchanged?

Answer:

For cases relating to the Online Income Compliance Programme: a customer can provide additional information, and seek a reassessment, at any time following the raising of a debt. There is no data to identify where a reassessment was requested by a customer and therefore no outcome data of these decisions is available.

- a) and b) The table below provide details on relevant Subject Matter Expert (SME) quality checks and Authorised Review Officer (ARO) formal review outcomes where there was a change to the original decision. These outcomes recorded as ‘varied’ or “set aside” only. In the context of debt decisions, the outcomes include increases and decreases to debt amounts, waiver of debts and no debt.

Varied and Set Aside decisions		
Financial Year	SME	ARO
2016-17	2,601	1,444
2017-18	3,134	722
2018-19	4,673	1,658

Note: data provided is a point in time as at 31 August 2019. Figures fluctuate depending on the date of data extraction.

- c) The table below provides details on relevant SME quality checks and ARO formal reviews where the outcome was no change to the original decision.

No change to original decision		
Financial Year	SME	ARO
2016-17	2,596	930
2017-18	3,470	901
2018-19	6,647	2,303

Note: data provided is a point in time as at 31 August 2019. Figures fluctuate depending on the date of data extraction.