

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2012-13 Additional Estimates Hearings

Outcome Number: Cross Outcome

Question No: 273

Topic: Credit Cards

Hansard Page: Written

Senator Boyce asked:

Please update details of the following? What action is taken if the corporate credit card is misused? How is corporate credit card use monitored? What happens if misuse of a corporate credit card is discovered? Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken. What action is taken to prevent corporate credit card misuse?

Answer:

The vast majority of credit card misuse occurs by mistake and is generally rectified by the card holder as soon as the mistake is realised. Where doubts are raised, these matters are referred for further investigation by the card holder's Verifying Officer, the Credit Card Administrator or Internal Audit.

Credit card usage is monitored through:

- A two-step monthly verification process;
- Random spot checks of card holders' transactions;
- Quarterly certificate of compliance reporting;
- Regular reviews by Internal Audit; and
- Quarterly monitoring using the Department's Computer Assisted Audit Tool (CAAT).

For the period 1 July 2012 to 31 January 2013, there were 16 instances of inadvertent personal usage involving 13 staff: 2 SES officers; 7 Executive Level officers; 3 APS staff and one contractor. There were no cases of deliberate misuse.

In all cases, debt recovery procedures were initiated.

FaHCSIA's Credit Card Policy governing the use of credit cards is promulgated on the FaHCSIA Intranet site and clearly defines the approved and disallowed use of credit cards. Staff are required to undertake training on the rules and procedures associated with the use and acquittal of Departmental credit card expenditure prior to being issued with a credit card.