

**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:** 3

**Question No:** 404

**Topic:** ANAO Report - Administration of New Income Management in the Northern Territory

**Hansard Page:** Written

**Senator Scullion** asked:

Regarding the findings of ANAO Report 19 on the administration of New Income Management in the Northern Territory; The 2011-12 results of the audit showed that compliance rates were lower than the department's desired level of 90 per cent, with 34 per cent of BasicsCards merchants reviewed being found non-compliant

- i. Why were compliance rates for this period so low?
- ii. How many of these compliance breaches involved the purchase of excluded goods?
- iii. What, if any, action is being taken against merchants who fail to comply with the terms of the scheme?
- iv. Who from the department has been overseeing the compliance program?
- v. What action is the department taking to increase compliance?

**Answer:**

The Department of Human Services is preparing a response to this question.