

## **Senate Community Affairs Legislation Committee**

### **ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Social media monitoring

**Question reference number:** HS 41

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 4 April 2016

**Number of pages:** 1

**Question:**

- a) How much has the Department spent on social media monitoring?
- b) How much revenue has been raised by the measure?

**Answer:**

- a) Checks of publicly available information on social media channels are conducted on a case-by-case basis by the department's trained fraud investigation team in the course of assessing or investigating a credible allegation. These checks are conducted through existing departmental resources and do not incur additional expenditure.
- b) The department does not use social media monitoring as a basis to raise debts against customers.