

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Information release – errors reported to the Minister

Question reference number: 14 (HS 14)

Senator: Siewert

Type of question: Hansard page 29

Date set by the committee for the return of answer: 21 April 2017

Number of pages: 1

Question:

Senator SIEWERT: The reason I went there in the first place in this particular section when we were dealing with the privacy issues then was when you provide the information to the minister. Does that presumably then provide the opportunity for you to identify where there is an error that has occurred through Centrelink?

Ms Campbell: Yes.

Senator SIEWERT: I understand what you are saying about had it affecting an individual timeliness, but it is where Centrelink has provided an error.

Ms Campbell: And there was an example on the parliament in the House of Representatives—

Senator SIEWERT: Yes. We went through it.

Ms Campbell: where the minister very clearly articulated where we had made mistakes and what that mistake had led to.

Senator SIEWERT: You have already taken on notice to give me the information on how many you have provided to the minister. Could you also take on notice how many of those have been an error by the department?

Ms Campbell: Again, we would probably use a sampling methodology over a period of time. We will take that on notice.

Answer:

The answer to this question has been provided in question 13 (HS 13).