

Senate Standing Committee on Community Affairs

BUDGET ESTIMATES - 2 JUNE 2011 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Centrelink Incorrect Payments

Question reference number: HS 27

Senator: Fifield

Type of question: Hansard pages 92-93

Date set by the committee for the return of answer: 22 July 2011

Number of pages: 1

Question:

Senator FIFIELD: Would that 575,000 people or instances comprise both those who had been overpaid through an error of Centrelink and also those who had been overpaid because of changed circumstances or incorrect information which they have provided to Centrelink?

Mr Withnell: That is correct.

Senator FIFIELD: Is it possible to break that figure down to those that are because of Centrelink error and those because of customer error or misinformation?

Mr Withnell: Probably not. I am happy to have a look at it, but I think the way we actually characterise the reviews, it probably does not capture that level of detail in these particular activities.

Answer:

The way Centrelink captures the data relating to debt means we are unable to identify which are caused by Centrelink or customer error.