

## **Senate Community Affairs Legislation Committee**

### **SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE**

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

**Topic:** Rent Assistance Overpayments

**Question reference number:** HS 177

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 12 December 2014

**Number of pages:** 1

**Question:**

- a) For 2013-14, provide details of the number and value of Rent Assistance debts.
- b) Provide details of efforts to reduce Rent Assistance overpayments.

**Answer:**

- a) In 2013-14, 44,671 debts, with a total value of \$13,863,643, were raised for recovery for Rent Assistance. This includes debts raised solely due to the incorrect declaration or recording of the customer's rental circumstances.
- b) Efforts to reduce Rent Assistance overpayments include:
  - keeping staff reference material (E Reference and Operational Blueprint) up to date with current policy and process, and
  - Rent Assistance Service Profiling and Compliance reviews. These reviews were conducted on a number of customers to check (and change customers' rates if needed) and ensure customers are receiving their correct entitlement rate.