

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Identity Fraud

Question reference number: HS 150

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 11 December 2015

Number of pages: 1

Question:

Have any changes been made to personal details and circumstances updates and confirmation eServices as a result of the 369 potential identity thefts?

Answer:

Additional controls have been implemented to further reduce the risks of unauthorised changes to personal details via Medicare online accounts. These include increased requirements that need to be met by customers to initially access their Medicare online account and contacting customers to provide an opportunity to confirm the validity of any changes made to their banking details.