

## Senate Community Affairs Legislation Committee

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

#### Department of Human Services

**Topic:** Main Reasons for Centrelink Overpayments

**Question reference number:** HS 217

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 23 December 2015

**Number of pages:** 2

#### **Question:**

Provide a breakdown by the main reasons for Centrelink debts and percentage of customers involved (e.g. undeclared income, under-declared income, assets, member of a couple, compensation, etc).

#### **Answer:**

The following table shows the main reasons for Centrelink debts raised for recovery action with the number and percentage of customers involved in 2014-15.

<b>Debt Reason Type</b>	<b>Number of debts</b>	<b>Number of customers</b>	<b>Percentage of customers</b>
Family Assistance Office (FAO) Reconciliation	723,439	569,537	28.14%
Advance payment	142,679	132,383	6.54%
Income earnings automatic	77,472	70,280	3.47%
Not eligible for payment	75,981	71,567	3.54%
FAO Non-lodger debt	72,359	71,766	3.55%
Rent incorrectly declared/coded	59,120	57,518	2.84%
Income - earnings not declared/coded (self)	58,601	55,474	2.74%
Income - earnings wrongly declared/coded (self)	55,914	49,551	2.45%
Failed - form not lodged	49,310	47,283	2.34%
Schoolkids Bonus Non - Lodger Debt	44,834	44,830	2.21%
Loss of care	39,469	35,027	1.73%
Income from investment (self)	34,052	32,363	1.6%
Assets over limit	25,784	23,880	1.18%
Discontinued studies	24,098	23,460	1.16%
Shared care percentage reduction	21,529	18,940	0.94%
No longer FTB child	20,592	19,887	0.98%
Income earnings not declared (partner)	20,210	19,124	0.94%
Opposite-sex relationship status	19,824	19,171	0.95%
Not entitled to a scholarship	19,582	18,635	0.92%

Other*	232,161	213,412	10.54%
Reason not recorded	533,121	429,997	21.24%
<b>Total</b>	<b>2,350,131</b>	<b>2,024,085</b>	

\*Please note there are an additional 109 debt reason types which have been combined under the heading 'Other'.