

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
SUPPLEMENTARY BUDGET ESTIMATES HEARINGS– FEBRUARY 2017

Finance and Public Administration Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Centrelink complaints

Senator: Senator Skye Kakoschke-Moore

Question reference number: 121

Type of question: Written

Number of pages: 2

Question:

Senator SKYE KAKOSCHKE-MOORE:

Media Release – Ombudsman – 10 January 2017

The Commonwealth Ombudsman has received complaints about the automated data matching system being used by Centrelink and has commenced an own motion investigation.

Question:

How many complaints has the Commonwealth Ombudsman received about the Centrelink automated debt issue?

Answer:

In the five month period from 1 November 2016 to 31 March 2017, the Commonwealth Ombudsman's office received 331 complaints about Centrelink's Online Compliance Intervention (OCI) debts.

Question:

It was reported on 10 January 2017 that the Commonwealth Ombudsman had received complaints about the automated debt system and had commenced an own motion investigation. When can we expect this report?

Answer:

The Commonwealth Ombudsman published the report on 10 April 2017. A link to the report is provided below:

http://www.ombudsman.gov.au/_data/assets/pdf_file/0022/43528/Report-Centrelinks-automated-debt-raising-and-recovery-system-April-2017.pdf