

Senate Standing Committee on Finance and Public Administration

ANSWERS TO QUESTIONS ON NOTICE

Human Services Portfolio

Additional Estimates 2006-2007, 13th and 16th February, 2007

Question: HS33

Agency: Centrelink

Outcome 1, Output 1.1

Topic: Payment Errors - Costs

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SENATOR Wong asked on 16/02/2007:

Senator WONG—Do you ascertain the cost of rectifying the errors to which we have been referring?

Mr Whalan—The closest I can come anywhere in that space, I believe, is we do have a lot of activities which try and identify errors that have occurred. We could look at the cost of it.

Senator WONG—Perhaps you could take that on notice.

ANSWER:

Random sample surveys are designed to establish whether customers within the sample are being correctly paid and to provide a statistically valid measure of error and payment accuracy. Any errors identified during this process are corrected as they are identified; the cost of correcting them is not separately accounted for.

Similarly, errors identified during other review processes are corrected, but the cost of correcting these is not separately accounted for.

To prepare this answer it has taken approximately 2 hours and 16 minutes at an estimated cost of \$136.