

**Senate Finance and Public Administration Standing Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**ADDITIONAL ESTIMATES – 24 FEBRUARY 2009**

**Human Services Portfolio**

**Department/Agency:** Centrelink  
**Outcome/Output Group:** Outcome 1/Output 1.1  
**Topic:** Centrelink Error

**Senator:** Scullion  
**Question reference number:** HS20b  
**Type of question:** Written  
**Date set by the committee for the return of answer:** 9 April 2009

**Question:**

**HS20b:** What is the process followed for correction of this error? Who admits error and when?

**Answer:**

**HS20b:** Centrelink acknowledges any incorrect payments resulting from staff error at the time the error is detected and corrected. Customers, or their representatives, may bring errors to Centrelink's attention. Centrelink employees may detect errors when dealing with the customer about that payment or another service, or when doing compliance checks.

Error detected during the Random Sample Survey is corrected and the customer advised at the time of the review. In addition Centrelink uses the results to identify and correct systemic issues such as business process design or system changes.

**Number of pages:** 1