

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES – 29 MAY 2008

Human Services Portfolio



Department/Agency: Centrelink
Outcome/Output Group: Outcome 1, Output 1
Topic: Data Matching with Commonwealth Bank of Australia

Senator: Coonan
Question reference number: HS10
Type of question: Hansard F&PA 42
Date set by the committee for the return of answer: 11 July 2008

Question:

HS10: Mr Whalan—You may also be interested to know in respect of those 6,341 reviews that have been done under that pilot, in round figures there are \$7.6 million worth of savings that have been identified from that work.

Senator COONAN—Are you able to tell me then what information was provided under the pilot that enabled you to get to the saving?

Mr Whalan—I am in the same situation. We can take that on notice and provide that to you.

Answer:

HS10: Under the Proof of Concept Trial the following financial information was supplied to Centrelink by the Commonwealth Bank of Australia (CBA) for specified customer groups whose current entitlement was paid into a CBA account:

- Bank, State and Branch code;
- account number;
- account balance;
- account type;
- joint account indicator; and
- date of last customer initiated transaction.

The financial information supplied by the CBA was compared to the financial information held by Centrelink and discrepancies were identified. A number of customer records where discrepancies were highlighted were reviewed. These reviews generated savings.

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