

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 the Commonwealth Bank of Australia

Senator: Coonan
Question reference number: HS12
Type of question: Hansard F&PA44
Date set by the committee for the return of answer: 11 July 2008

Question:

HS12: Senator COONAN—Yes. I am trying to get the sequence of events. If there is a file that Centrelink regards as suspicious or you believe there is reason for an inquiry and you want to access the data matching with their financial institution, does the customer get prior notice before you do it or do you talk to them later?

Ms Frame—I will have to take that on notice because there are actually different kinds of data exchange.

Answer:

HS12: No advice is given or permission sought from the individual customer prior to the conduct of this matching.

Once review activity commences, the customer is contacted in writing advising that a review is taking place and requesting they provide up to date details of their income and assets. That letter also advises the customer that Centrelink will check its records against those held with the Commonwealth Bank of Australia to make sure we have the correct details recorded.

Number of pages: 1