

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: HS9
Type of question: Hansard F&PA 41-42 29 May 2008
Date set by the committee for the return of answer: 11 July 2008

Question:

Senator COONAN—Could you walk me through what information the bank asks for? What financial information does the bank supply? Is it every single thing on somebody's account or just specified information?

Ms Frame—I am sorry, I will have to take that on notice and get more detail for you.

Senator Ludwig—Is that in respect of the existing pilot that is under way...

Senator COONAN—Really, both.

Senator Ludwig—Yes.

Mr Whalan—We can make sure we answer in respect of both of them.

Answer:

The following information applies to both the *Refresh Proof of Concept Trial* conducted with the Commonwealth Bank of Australia (CBA) for the period 20 November 2006 – 30 June 2008 and the new initiative *Electronic Data Exchange with Financial Institutions – Enhanced Profiling*, as announced in the Federal Budget in May 2008. There are no process differences between the concept trial and the new initiative.

The CBA does not request specific information from Centrelink. Rather, the CBA responds to specific requests for information from Centrelink. Centrelink provides the following mutual customer information to the CBA to assist them in responding to the request:

- Customer Reference Number;
- name;

- marital status;
- sex;
- date of birth;
- Bank, State & Branch code (BSB);
- account number; and
- address.



Bulk Data Matching – The CBA has agreed to provide the following financial information for each customer account matched:

- BSB;
- account number;
- account balance;
- account type;
- joint account indicator; and
- date of last customer initiated transaction.

Individual Data Exchange – The CBA has agreed to provide the following financial information for each customer account requested:

- BSB;
- account number;
- account balance;
- date account opened;
- date account closed; and
- other persons linked to this account and the type of link.

Number of pages: 2