

s22

From: Ombudsmanscomplaints <Ombudsmanscomplaints@dss.gov.au>
Sent: Friday, 15 September 2017 1:11 PM
To: PGCoord
Subject: RE: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Cheers!!!

s22

From: PGCoord
Sent: Friday, 15 September 2017 12:26 PM
To: Ombudsmanscomplaints: s22
Cc: PGCoord; s22
Subject: RE: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Hi s22

I have been advised that the preference is Thursday 28 September and s22 from the Payability and Integrity Branch in our Group will attend to address Item 1 below. I will let you know if anything changes.

Regards

s22

s22

Director
Coordination & Business Support
Payments Policy Group
Department of Social Services
P: s22 **M:** s22 **F:** [electronic fax] | **E:** s22

The Department of Social Services acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, water and community. We pay our respect to them and their cultures, and to elders both past and present.

From: Ombudsmanscomplaints
Sent: Friday, 15 September 2017 11:01 AM
To: s22
Cc: PGCoord; s22
Subject: FW: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Good Morning,

I was just wanting to follow up on the below email to see if you had determined which points your area is able to respond to?

Kind Regards

s22

**Enterprise Compliance and Feedback
Performance and Assurance Branch**
Corporate Services Group
Department of Social Services
P: s22 | **E:** s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

From: Ombudsmanscomplaints
Sent: Monday, 11 September 2017 12:05 PM
To: s22
Cc: s22
Subject: FW: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Good Morning,

As discussed, The DSS Feedback and Coordination Section has received a request from the Commonwealth Ombudsman's Office in regards to the outcome of the whole of government debt strategy review as well as a paper being drafted by the Commonwealth Ombudsman regarding e-sign.

Please see the email from the Commonwealth Ombudsman's Office below:

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Friday 29 September 10-4pm

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From: s22 [mailto:s22]
Sent: Friday, 8 September 2017 3:00 PM
To: Ombudsmanscomplaints
Cc: SocialServicesAndIndigenousTeam; s22
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Social Services Projects and Senior Investigation Officer
COMMONWEALTH OMBUDSMAN
Mon and Tue 10-2pm, Thu and Fri 9-5pm
Phone: s22
Email: s22
Website: ombudsman.gov.au



Influencing systemic improvement in public administration

From: s22
Sent: Friday, 19 May 2017 4:52 PM
To: 'ombudsmanscomplaints@dss.gov.au' <ombudsmanscomplaints@dss.gov.au>
Cc: s22
s22
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COMMONWEALTH OMBUDSMAN
Mon and Tue 10-2pm, Thu and Fri 9-5pm
Phone: s22
Email: s22
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Influencing systemic improvement in public administration

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Cc: s22

s22

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s22

From: s22
Sent: Friday, 15 September 2017 12:17 PM
To: PGCoord; s22
Cc: s22
Subject: RE: FOR ACTION BY 2.00PM TUESDAY 12 SEPTEMBER: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

s22

I think this is what you are after?

From: WHRG
Sent: Thursday, 14 September 2017 9:21 AM
To: s22
Cc: WHRG
Subject: RE: s22 FOR ACTION BY COB WED 13 SEPT: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Thanks s22

They've asked who will address which point and their preferred time. Can you help with that info? Thanks.

Item	Preferred date	DSS staff member/s
1	Thursday 28 September	s22
2	Thursday 28 September	s22
3	Thursday 28 September	s22
4	Thursday, 28 September	s22 and s22

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Kind regards

s22

Executive Support | Welfare and Housing Policy Group – TOP DW3

 s22 |  s22
Email: WHRG@dss.gov.au

s22

Executive Assistant to Branch Manager
Payability and Integrity Branch
Department of Social Services
P: s22 | **M:** s22 | **E:** s22



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From: PGCoord
Sent: Friday, 15 September 2017 11:40 AM
To: s22
Cc: PGCoord; s22
Subject: FOR ACTION BY 2.00PM TUESDAY 12 SEPTEMBER: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]
Importance: High

Hi s22 and s22

I am being chased by the Ombudsman complaints team on confirmation of which points below we will provide briefing on. Could you also confirm that it would both of you who will participate in the briefing?

Regards
s22

s22

Director
Coordination & Business Support
Payments Policy Group
Department of Social Services
P: s22 | **M:** s22 | **F:** [electronic fax] | **E:** s22

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Good Afternoon

Please see the email below from the Ombudsman team here in the Department. The Commonwealth Ombudsman is seeking a briefing from us on the outcome of the whole of government debt strategy review as well as a paper being drafted by the Commonwealth Ombudsman regarding e-sign.

I would be grateful if you would advise what points below we will be briefing on and I assume the other points will need to be covered by s22 Group. I would be grateful if you could confirm this **by 2.00pm tomorrow, Tuesday 12 September.**

Regards
s22

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Director

Coordination & Business Support
Payments Policy Group
Department of Social Services

P: s22

M: s22

F: [electronic fax] | **E:** s22

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s22

From: PGCoord <PGCoord@dss.gov.au>
Sent: Friday, 15 September 2017 11:40 AM
To: s22
Cc: PGCoord; s22
Subject: FOR ACTION BY 2.00PM TUESDAY 12 SEPTEMBER: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Importance: High

Hi s22 and s22

I am being chased by the Ombudsman complaints team on confirmation of which points below we will provide briefing on. Could you also confirm that it would both of you who will participate in the briefing?

Regards

s22

s22

Director

Coordination & Business Support
Payments Policy Group
Department of Social Services

P: s22 **M:** s22 **F:** [electronic fax] | **E:** s22

The Department of Social Services acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, water and community. We pay our respect to them and their cultures, and to elders both past and present.

From s22

Sent: Monday, 11 September 2017 1:05 PM

To: s22

Cc: PGCoord; s22

Subject: FW: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Good Afternoon

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I would be grateful if you would advise what points below we will be briefing on and I assume the other points will need to be covered by s22 Group. I would be grateful if you could confirm this **by 2.00pm tomorrow, Tuesday 12 September.**

Regards

s22

s22

Director

Coordination & Business Support
Payments Policy Group
Department of Social Services

P: s22 M: s22 | F: [electronic fax] | E: s22

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From: Ombudsmanscomplaints
Sent: Monday, 11 September 2017 12:05 PM
To: s22
Cc: s22
Subject: FW: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Good Morning,

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Please provide your response within 28 days of this email.

We would prefer to receive this information via a briefing if possible. We would like s22 from the NSW Ombudsman to attend the briefing also. I am happy to arrange her attendance.

Representatives from our office and the NSW Ombudsman are available after 2pm Thursday 28 September and from 10-4pm Friday 29 September. Please let us know if those days would suit.

Would you please confirm via email which points your area is able to respond to by COB Thursday 14 September.

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Friday 29 September 10-4pm

If you have any questions please do not hesitate to contact me.

Regards

s22

**Enterprise Compliance and Feedback
Performance and Assurance Branch**

Corporate Services Group
Department of Social Services

P: s22 | **E:** s22

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From: s22 [mailto:s22]
Sent: Friday, 8 September 2017 3:00 PM
To: Ombudsmanscomplaints
Cc: SocialServicesAndIndigenousTeam; s22
Subject: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

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s22

Social Services Projects and Senior Investigation Officer
COMMONWEALTH OMBUDSMAN
Mon and Tue 10-2pm, Thu and Fri 9-5pm
Phone: s22
Email: s22
Website: ombudsman.gov.au



Influencing systemic improvement in public administration

From: s22

Sent: Friday, 19 May 2017 4:52 PM

To: 'ombudsmanscomplaints@dss.gov.au' <ombudsmanscomplaints@dss.gov.au>

Cc: s22

s22

Subject: IOI: 2014-500007 [SEC=UNCLASSIFIED]

Dear DSS

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recover fines directly from debtors Centrelink payments. However, this conversation took place shortly before the budget and s22 was unable to provide any information at the time due to the budget-in-confidence process.

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Regards

s22

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COMMONWEALTH OMBUDSMAN
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s22

From: s22
Sent: Friday, 15 September 2017 11:34 AM
To: Ombudsmanscomplaints: s22
Cc: PGCoord; s22
Subject: RE: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Hi s22

I will follow up with the line area again.

Regards
s22

s22

Director
Coordination & Business Support
Payments Policy Group
Department of Social Services
P: s22 | **M:** s22 | **F:** [electronic fax] | **E:** s22

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Performance and Assurance Branch**
Corporate Services Group
Department of Social Services
P: s22 | **E:** s22

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Department of Social Services
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Cc: SocialServicesAndIndigenousTeam; s22
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Social Services Projects and Senior Investigation Officer
COMMONWEALTH OMBUDSMAN

Mon and Tue 10-2pm, Thu and Fri 9-5pm

Phone: s22

Email: s22

Website: ombudsman.gov.au



Influencing systemic improvement in public administration

From: s22

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Cc: s22

s22

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Performance and Assurance Branch**
Corporate Services Group
Department of Social Services

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Sent: Friday, 19 May 2017 4:52 PM

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s22

Subject: FOI: 2014-300007 [SEC=UNCLASSIFIED]

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Subject: FW: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Good Morning,

As discussed, The DSS Feedback and Coordination Section has received a request from the Commonwealth Ombudsman's Office in regards to the outcome of the whole of government debt strategy review as well as a paper being drafted by the Commonwealth Ombudsman regarding e-sign.

Please see the email from the Commonwealth Ombudsman's Office below:

I refer to my email of 19 May 2017, which I have copied below. In that email I sought a briefing from DSS on the outcome of the whole of government debt strategy review as it relates to preserved amounts under the s 62 of the *Social Security Administration Act 1999 (SSAA)*, and any proposals being considered to enable States to recover

debts directly from income support payments. I understand that there was a restructure within the department and the unfortunately, the briefing did not eventuate.

We would like an opportunity to brief you on the work our office has been doing with the NSW Ombudsman. As you know, last year we produced a joint paper for e-sign which highlights the deficiencies of s 62 as a safeguard and a copy was provided to the department. We are currently working on a draft options paper that considers a range of options to improve safeguards for at risk individuals, with a focus on options that are suited to automation.

We would like to know what work DSS has planned that may affect the administration of garnishee orders.

Specifically, we would like a briefing from the department on:

1. the outcome of its review into whole of government debt strategy as it relates to preserved amounts under section 62 of the SSAA
2. any proposals being considered to enable State/Territory agencies to recover debts directly from income support payments
3. what consideration DSS has given to broadening data exchange / public interest certificates in a manner that may affect the administration of garnishee orders, and any future plans in that area
4. the DSS proposal to enable State housing authorities to take compulsory rent deductions from income support payments, to the extent that it may be relevant to, or provide a future framework for, point 2 above

Please provide your response within 28 days of this email.

We would prefer to receive this information via a briefing if possible. We would like s22 from the NSW Ombudsman to attend the briefing also. I am happy to arrange her attendance.

Representatives from our office and the NSW Ombudsman are available after 2pm Thursday 28 September and from 10-4pm Friday 29 September. Please let us know if those days would suit.

Would you please confirm via email which points your area is able to respond to by COB Thursday 14 September.

We will also need to be advised how many participants will attend the teleconference to provide the briefing.

Please also indicate which of the suggested meeting times would be most suitable for attendees:

Thursday 28 September 2pm

Friday 29 September 10-4pm

If you have any questions please do not hesitate to contact me.

Regards

s22

**Enterprise Compliance and Feedback
Performance and Assurance Branch**

Corporate Services Group

Department of Social Services

P: s22 | **E:** s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

From: s22 [mailto:s22]
Sent: Friday, 8 September 2017 3:00 PM
To: Ombudsmanscomplaints
Cc: SocialServicesAndIndigenousTeam; s22
Subject: Section 8 request IOI: 2014-500007 [SEC=UNCLASSIFIED]

Dear s22

I am writing to seek information under section 8 of the *Ombudsman Act 1976*.

I refer to my email of 19 May 2017, which I have copied below. In that email I sought a briefing from DSS on the outcome of the whole of government debt strategy review as it relates to preserved amounts under the s 62 of the *Social Security Administration Act 1999 (SSAA)*, and any proposals being considered to enable States to recover debts directly from income support payments. I understand that there was a restructure within the department and the unfortunately, the briefing did not eventuate.

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Regards

s22

s22

Social Services Projects and Senior Investigation Officer
COMMONWEALTH OMBUDSMAN
Mon and Tue 10-2pm, Thu and Fri 9-5pm
Phone: s22

Email: s22
Website: ombudsman.gov.au



Influencing systemic improvement in public administration

From: s22
Sent: Friday, 19 May 2017 4:52 PM
To: 'ombudsmanscomplaints@dss.gov.au' <ombudsmanscomplaints@dss.gov.au>
Cc: s22
s22
Subject: IOI: 2014-500007 [SEC=UNCLASSIFIED]

Dear DSS

On 29 August 2014 DSS notified us that it was chairing a review of whole-of-government debt strategy and expected that the inalienability provisions under s 60 and s 62 of the Social Security (Administration) Act 1991 would be considered in the course of this review. DSS expected the review to report its findings early in 2015. DSS wrote to us in March 2015, however no further information was provided as it was classified cabinet-in-confidence.

In the meantime, our office and the NSW Ombudsman have continued to participate in the ATO chaired eSIGN forum, where the issue of minimum protections for vulnerable debtors has continued to be discussed.

On 24 March 2017 I spoke with s22 about recent comments Minister Scullion had made about a proposal to "better use the welfare system to assist with the collection of fines, particularly where non-payment of fines might result in incarceration". I asked s22 for details about any proposals to enable State agencies to recover fines directly from debtors Centrelink payments. However, this conversation took place shortly before the budget and s22 was unable to provide any information at the time due to the budget-in-confidence process.

As the budget for 2017/2018 has now been handed down, we are now seeking a briefing with DSS on the outcome of its review as it relates to preserved amounts under the social security law, and any proposals being considered to enable States to recover debts directly from income support payments.

Please give me a call to arrange a suitable time for this briefing. My direct line is s22

Regards

s22

s22

Social Services Projects and Senior Investigation Officer
COMMONWEALTH OMBUDSMAN
Mon and Tue 10-2pm, Thu and Fri 9-5pm
Phone: s22
Email: s22
Website: ombudsman.gov.au



Influencing systemic improvement in public administration

The Office of the Commonwealth Ombudsman acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past and present.

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