

REF. NO.	APPROVED PARTICIPANT	DATE DSS NOTIFIED OF INCIDENT	NOTIFIED BY	NOTIFIED VIA	INCIDENT	DATE REFERRED TO INTERNAL INVESTIGATIONS	STATUS	DATE CLOSED	OTHER ACTION BY NRAS BRANCH	NOTES	ARC ICM / EF
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s. 22

2015/1	s. 22	14/01/2015			s. 22	19/01/2015	closed	14/09/2016	Refer to CF-170, N3 207 and N7 142	s. 22 Closed on 14/09/2016	EF16/370 586
2015/2	s. 22	27/02/2015			s. 22	19/01/2015	closed	14/09/2016	Refer to CF-170, N3 207 and N7 142	s. 22 Complainant s. 47F alleges that at the time of purchase in s. 22 it was not disclosed in the sales contract that the property was allocated to the NRAS Scheme. It was only disclosed in s. 22	EF16/370 582

s. 22

2015/4	s. 22	2/03/2015			NRAS sale with no allocation	13/04/2015. Intelligence advised on 19/10/15 that s. 47F is taking legal action and the matter is closed.	CLOSED		9/04/15 responded to email. Branch Manager followed up with telephone call.	Dwelling s. 22 Complainant, s. 47F, claims he had units sold as NRAS dwellings by a s. 22	EF16/370 572
2015/5	N/A	7/04/2015			Member of public received a 'cold call' from s. 22 claiming to be from the Government with advice about NRAS	22/05/2015	CLOSED		6/2015 "Scam Warning" Fact Sheet available on DSS website	s. 22 Recommended putting notice on DSS Website	EF16/370 614

s. 22

REF. NO.	APPROVED PARTICIPANT	DATE DSS NOTIFIED OF INCIDENT	NOTIFIED BY	NOTIFIED VIA	INCIDENT	DATE REFERRED TO INTERNAL INVESTIGATIONS	STATUS	DATE CLOSED	OTHER ACTION BY NRAS BRANCH	NOTES	ARC ICM / EF
2015/7		28/04/2015			Member of public received a 'cold call' from s. 22 " claiming to be from the Government with advice about NRAS	28/04/2015	CLOSED		6/2015 "Scam Warning" Fact Sheet available on DSS website	s. 22	EF16/370 614

s. 22

REF. NO.	APPROVED PARTICIPANT	DATE DSS NOTIFIED OF INCIDENT	NOTIFIED BY	NOTIFIED VIA	INCIDENT	DATE REFERRED TO INTERNAL INVESTIGATIONS	STATUS	DATE CLOSED	OTHER ACTION BY NRAS BRANCH	NOTES	ARC ICM / EF
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s. 22

2015/7	s. 22	10/08/2015	s. 47F		Complainant claims he has not received return on capital investment from developer as developer alleges it has not received 'payment from the government'. s. 22	24/08/2015	CLOSED	2/09/2015	s. 22	s. 22 received return on capital investment because allegedly the developer has not received "payments from the government" (reference G-623). Units were activated in July 2013 and 13-14 incentives were issued to s. 22. 2/9/15 s. 22 has advised the department that her father has received payment from property developer.	EF16/370 585
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s. 22

2015/7	s. 22	3/09/2015			Clerical error, now resolved		CLOSED		CLOSED	s. 22	
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s. 22

2015/7	s. 22	23/11/2015	s. 47F	email to NRAS helpdesk Fraud Inbox Complaint: referred from Fraud on 26/11/15	Complaint to NRAS and Fraud inboxes about two dwellings that appear to be a single dwelling s. 22	Resolved by NRAS Branch	Closed			Policy area to establish status of dwellings. There is nothing precluding these dwellings from being eligible for NRAS Incentives. Intelligence Section advised on 24/06/16	EF16/370 571
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REF. NO.	APPROVED PARTICIPANT	DATE DSS NOTIFIED OF INCIDENT	NOTIFIED BY	NOTIFIED VIA	INCIDENT	DATE REFERRED TO INTERNAL INVESTIGATIONS	STATUS	DATE CLOSED	OTHER ACTION BY NRAS BRANCH	NOTES	ARC ICM / EF
s. 22											
2016/05 NV-204	s. 22	15/04/2016	s. 22	email to NRAS helpdesk	Complainant alleges fraud due to late payment of incentive, and deductions made from state component.	To be determined	closed	25/07/2016		Complainant unhappy that delay in forwarding incentives to him delayed his ability to lodge tax return. He also alleges that a fee of s. 22 has been deducted from state component when he had previously been advised that he would only have to pay 11% of tenant's rent in management fees. Initial assessment - suggest complainant checks contract thoroughly. If fees not mentioned, seek legal advice. Not evidence of breach of Regulations.	EF16/398 237
2016/06	s. 22	16/04/2016	s. 47F	email to fraud helpdesk	s. 22	6/05/2016	Closed	18/07/2016			EF16/370 573
2016/07	s. 22	22/04/2016	s. 47F	Fraud helpdesk	s. 22	To be determined	closed	30/09/2016	s. 22	s. 22	EF16/370 595
2016/08	N/A	12/05/2016	s. 47F	email to NRAS helpdesk	s. 22 asked whether s. 22 was eligible for NRAS. s. 22 states: "The property was NRAS listed when we purchased it but not sure where to get the written information to send it through to the NRAS approved real estate agents"	N/A	closed	4/11/2016		Correspondent advised that s. 22 is NOT an NRAS dwelling and asked to provide any documentary evidence which states otherwise. Having not received a response after three months, this matter is considered closed. Final email filed in Arc - EF16/398236	EF16/398 236
2016/09	s. 22	24/05/2016	s. 47F	Fraud Helpdesk	s. 22	Resolved by NRAS Branch	closed	3/06/2016		s. 22	no Arc container

REF. NO.	APPROVED PARTICIPANT	DATE DSS NOTIFIED OF INCIDENT	NOTIFIED BY	NOTIFIED VIA	INCIDENT	DATE REFERRED TO INTERNAL INVESTIGATIONS	STATUS	DATE CLOSED	OTHER ACTION BY NRAS BRANCH	NOTES	ARC ICM / EF
2016/10	s. 22	8/06/2016	Allocations	email	Issues with the occupancy certificate for s. 22 including lack of BPB number and queries about the signature.	Resolved by NRAS Branch	closed	10/06/2016		received an email from s. 22 that confirms s. 22 issued the Occupation Certificate for Dwelling s. 22 which does not require a BPB number. Issue raised in my previous email below regarding the signature on the Certificate can now be resolved and no further investigation is required.	no Arc container
2016/11	s. 22	21/06/2016	s. 47F	Telephone call to Department	Claims that apartment she is renting has higher rent than similar apartments in the same complex	Resolved by NRAS Branch	closed	15/07/2016		s. 22	
2016/12	s. 22	15/07/2016	s. 47F	email	s. 22	Resolved by NRAS Branch	closed	25/07/2016		Advised that the Department only has a direct working and legal relationship with approved participants, etc. Provided alternative options for s. 47F to explore - Real Estate Institute, consumer affairs and the NT Law Society as well as advising him about the consultation paper process.	

s. 22

Unclassified



Incident Report - External Report

Incident Report - External 2010-103: National Rental Affordability Scheme (NRAS)

2010-103: National Rental Affordability Scheme (NRAS)

Details

Reference No	2010-103
Title	National Rental Affordability Scheme (NRAS)
Description	<p>Date of Information: 11/11/2010 Source of Information: Anonymous source was concerned about issues relating to the National Rental Affordability Scheme (NRAS) and relayed the following information to s. 47F Information: The following assessment from s. 47F :</p> <p>PURPOSE</p> <p>To advise you of concerns raised in relation to NRAS.</p> <p>BACKGROUND</p> <p>s. 22</p> <p>NRAS as a result of the recent MoG is now the responsibility of the Department of Sustainability, Environment, Water, Population and Communities. The NRAS team is still physically located within FaHCSIA, although they are expected to be moved in the near future.</p> <p>The informant raised the following issues of concern;</p> <p>ISSUES</p> <p>There is no contractual agreement with the recipients of the scheme</p> <p>There is no checking that the buildings do actually exist by an independent authority approved by the Commonwealth</p> <p>There is no checking of the quality of workmanship by an independent authority approved by the Commonwealth. Although there is a requirement for the properties to be certified, there is within the building industry the potential for approval to be given which does not meet the standards required by state or federal building codes- an assumption of that poor industry standards exists.</p> <p>There is no regulating of the declared market rent valuation of each property as there is no assurance that the valuation was undertaken by an independent valuer. - another assumption of poor building industry conduct.</p> <p>There is no regulating of a tenants eligibility (income status) who are housed within the properties - there is the potential for conflict of interest/ favouritism to occur.</p> <p>Properties built by a company (recipient) are sold on to individual investors; however continue to 'manage' the property- s. 22</p> <p>The informant advised the following;</p> <p>s. 22</p> <p>75% of incentive payments come from the Commonwealth purse; the rest from the relative State Government purses.</p> <p>ATO provide the tax offset to companies and other recipients except for identified Charitable organisations, which are provided a cash incentive from the Commonwealth purse.</p>

Unclassified



Incident Report - External Report

Incident Report - External 2010-103: National Rental Affordability Scheme (NRAS)

s. 22

Assessment to be undertaken against NRAS legislation and policy and determine if any potential or real risks exists; and requirement for Compliance Branch to advise the department of Sustainability, Environment, Water, Population and Communities.

Author Comment: s. 47F

Reporting Officer: s. 47F

Unclassified



Incident Report - External Report

Incident Report - External 2012-228: NRAS- Central **s. 22**

2012-228: NRAS- **s. 22**

Details

Reference No 2012-228

Title NRAS- **s. 22**

Description Date of Information: 14/05/2012

Source of Information:

From **s. 47F** who received a request from Housing Affordability Programs Branch.

Information:

Purpose of this email

I hope to refer this matter to you as it has been characterised by the Housing Affordability Branch as an investigations issue. **s. 22**

The client area initially referred this to me, last week, as my team is currently dealing with legal issues around the Housing Affordability Programs.

My understanding of the background

s. 22

Issues

Most centrally, I am not sure whether this would be a matter the Department would investigate and would appreciate your views on this.

Misleadingly or fraudulently holding out that certain dwellings would attract NRAS incentives, when no allocation has been made in respect of those dwellings, whilst behaviour the Department would certainly want to discourage, is not a breach of the NRAS Regulations.

Unclassified



Incident Report - External Report

Incident Report - External 2012-228: NRAS- s. 22

Subregulation 14(2) does allow for an offer of allocation to be withdrawn following a misleading advertisement (see paragraph 14(2)(d)), however this power can only be exercised where the allocation has already been offered and accepted. The NRAS Regulations, do not deal with a non-approved party misleadingly stating that dwellings are approved for an allocation when they are not. s. 22

It may be, subject to your views, that the conduct, should the allegations be verified, is likely only to give rise to a tortious dispute between the entity who is responsible for the advertisements and any third party who suffers loss by, in reliance on the advertisements, purchasing or renting the relevant apartments. I suppose there may also be a question of criminal fraud if allegations are substantiated, but again, I am not clear whether the Department would become involved in investigations around this possibility.

Secondly, we have provided advice in the past that dwellings used as short term accommodation are not being used as a "residence". If this is right, the fact that the apartments have been used on a short term basis previously would not necessarily prevent an offer of allocation being made in respect to these dwellings. Again, the program area will need to clarify whether allocations have in fact been made.

In sum, your views on whether this is something your area would involve itself in would be appreciated. I will clarify with the NRAS people whether allocations have in fact been made in respect these properties and will get a clearer picture of how the relevant entities fit together s. 22

appy of course to discuss.

Author Comment:

s. 22

Reporting Officer:

s. 47F

Unclassified



Incident Report - External Report

Incident Report - External 2012-231: s. 22

2012-231: s. 22

Details

Reference No	2012-231
Title	s. 47F National Rental Assistance Scheme (NRAS)- possible fraud
Description	Date of Information: 26/05/2012 Source of Information: s. 47F Information: s. 22
	Author Comment: s. 47F reports sending an email to informant.
	Reporting Officer: s. 47F

Unclassified



Incident Report - External Report

Incident Report - External 2012-270: s. 22

2012-270: s. 22

Details

Reference No 2012-270
Title s. 22 NRAS Complaint
Description Date of Information: 09/09/2012
Source of Information: s. 47F
Information:
Dear Sir/Ms,
s. 22

Yours Faithfully

s. 47F

Author Comment:

Reporting Officer: s. 47F

Unclassified



Incident Report - External Report

Incident Report - External 2013-311: Cold calls received- NRAS funding.

s 22

Cold calls received- NRAS funding.

Details

Reference No	2013-311
Title	Cold calls received- NRAS funding.
Description	<p>Date of Information: 14/01/2013 Source of Information: Information received by FaHCSIA feedback team- 14/01/2013 - Complainant s. 47F</p> <p>Information:</p> <p>From: fahcsiafeedback Sent: Tuesday, 15 January 2013 10:08 AM s. 47F</p> <p>Subject: NEW ENQUIRY: \$95,000 grant query [DLM=For-Official-Use-Only] Importance: High</p> <p>Good Morning</p> <p>The following email was received in the Feedback mailbox overnight.</p> <p>Can you please advise whether this is a FaHCSIA initiative? Or if you are aware of which Department maybe offering this grant?</p> <p>With Kind Regards s. 47F FaHCSIA Feedback Coordination Team Cross Portfolio and Information Branch Department of Families, Housing, Community Services and Indigenous Affairs s. 47F</p> <p>From: s. 47F Sent: Monday, 14 January 2013 11:00 PM To: fahcsiafeedback Subject: \$95,000 grant query</p> <p>Dear Sir/Madam, I have had a phone call from a man claiming that the Government is providing grants of \$9,500 per year for ten years if you qualify. The qualification requirements are...</p> <ol style="list-style-type: none"> 1. You have to be under 60 years of age 2. Are paying off your house 3. Have a income of over \$80,000 (Combined) <p>The reason he said was that the government was working towards reducing the burden of the pension. By providing this money for ten years, which could be used to pay off an investment property, your own home or put into a super fund. You could not use the money for a new car or a holiday. He voiced a lot of figures and wanted to make a time for an assessment. I felt very sceptical about the whole thing and asked for websites to view this grant so I could read about it. I also asked if I went to centrelink, would they be able to explain it further, however he said it was not connected to Centrelink in any way.</p> <p>On looking at the www.fahcsia.gov.au <http://www.fahcsia.gov.au> website I could see nothing about this grant. Is it a scam? I certainly don't want to proceed with this if it is, however if the Government is offering this assistance to help self funded retirees then I might investigate it.</p> <p>Please inform me if such a grant is available. Yours sincerely</p>

Unclassified



Incident Report - External Report

Incident Report - External 2013-311: Cold calls received- NRAS funding.

s. 47F

Author Comment: Initially this matter was referred by FaHCSIA feedback team to the Group Management, Social Policy Branch to determine if the matter was related to aged pension matters. Matter was discussed with s. 47F of Seniors Means Test Branch and agreed the information may be relevant to the business of the Housing Affordability Programs Branch. - Matter referred to Reporting Officer: s. 47F



Unclassified

Incident Report - External Report

Incident Report - External 2013-326: s. 22

2013-326: s. 22

Details

Reference No 2013-326

Title s. 22 - NRAS Property Eligibility - Possible Fraud

Description Date of Information: 02/03/2013

Source of Information: s. 47F

Information: s. 47F sent complaint email to the NRAS Team, s. 47F of FaHCSIA which was then forwarded to s. 47F :

From: s. 47F >]

Sent: Saturday, 2 March 2013 11:16 PM

To: National Rental Affordability Scheme

Subject: NRAS Property Eligibility

s. 47F

Dear Sirs

s. 22

I would appreciate if there was any way in which the Department can confirm whether or not the specific properties have ever had any form of approval or eligibility to be within the NRAS program.

The properties involved are at:

s. 22

Any advice or assistance that you can provide me in relation to this matter will be appreciated.

Sincerely
s. 47F

From: National Rental Affordability Scheme [<mailto:NationalRentalAfford@fahcsia.gov.au>]
Sent: Tuesday, 5 March 2013 11:19 AM
To: s.
Subject: RE: NRAS Property Eligibility [SEC=UNCLASSIFIED]

Unclassified



Incident Report - External Report

Incident Report - External 2013-326: s. 22
NRAS Property Eligibility - Possible Fraud

Dear s.

To our knowledge, there are no NRAS homes in postcode s. 22 or in the s. 22 area. Can you tell us the name of the approved participant in the NRAS scheme you have been dealing with (not the name of the builder)? Which organisation sold you the properties and represented itself as an NRAS approved participant?

Your story sounds a bit odd to us. Please get back to us.

Regards,
NRAS team

From: s. 47F
Sent: Tuesday, 5 March 2013 8:07 PM
To: National Rental Affordability Scheme
Subject: RE: NRAS Property Eligibility [SEC=UNCLASSIFIED]
Importance: High

Many thanks for the very quick response.

s. 22

Obviously I will have to seek legal advice in respect to this matter, however would appreciate any advice you can provide me in relation to any other action that I could pursue to ensure this organisation does not repeat this behaviour. I suspect that I will not be the only person who has been baited into this scheme using NRAS promises.

I would also appreciate any advice on any action you may take in this regard also; as in considering my own approach to legal action, I will have to consider any impact that your action may have on my approach (and I have other matters to prosecute with this firm)

Sincerely
s. 47F

Author Comment:
Reporting Officer:

Unclassified



Incident Report - External Report

Incident Report - External 2013-341: s. 22
NRAS

2013-341: s. 22

Details

Reference No 2013-341

Title s. 22 - NRAS

Description Date of Information: 03/04/2013

ADDED ON 08/04/2013 BUT DELETED DUE TO JADE ERRORS.

Source of Information: s. 47F Policy Officer Dept. of Housing sent email to s. 47F Housing Affordability Programs.

Information:

From: s. 47F

Sent: Wednesday, 3 April 2013 4:48 PM

To: s. 47F

Cc: s. 47F

Subject: NT Concerns - s. 22

Hi s.

s. 22

Again the NT's main concern relates to the incomplete dwellings and incorrect/false certificate of occupancy issued to activate the dwellings. We would appreciate if you could follow this up with your compliance unit.

Always happy to discuss further.

Regards,

s. 47F I Policy Officer
Department of Housing
RCG Building, 2nd Floor, 83-85 Smith Street, DARWIN 0800

s. 47F
<<http://www.nt.gov.au/dhlgrs>>

I www.nt.gov.au/dhlgrs

Unclassified



Incident Report - External Report

Incident Report - External 2013-341: s. 22
- NRAS

Author Comment: Documents relating are attached
Reporting Officer:

Unclassified



Incident Report - External Report

Incident Report - External 2013-362: s. 22
Compliance (2nd IR of information)

NRAS

2013-362: s. 22
information)

NRAS Compliance (2nd IR of

Details

Reference No 2013-362
Title s. 22
Description Date of Information: 20/06/2013
Source of Information: s. 47F
Information:
From: s. 47F
Sent: Tuesday, 18 June 2013 8:52 AM
To: s. 47F
Cc: s. 47F
Subject: s. compliance in the NT [SEC=UNCLASSIFIED]
Hi s.
s. 22

Cheers

S.

Author Comment:
Reporting Officer:

Unclassified



Incident Report - External Report

Incident Report - External 2013-365: s. 22
Investigation- NRAS

2013-365: s. 22

Investigation- NRAS

Details

Reference No 2013-365
Title s. 22 Investigation- NRAS
Description Date of Information: 01/07/2013

Source of Information:s. 47F

Information: s. 47F

The first email below provides the initial complaint background sent to s. 47F
on 20 June:

Dears,

Thank you for the returned call to discuss our position. I thought it would be best to send you an e-mail in the first instance to allow you to consider the events which have occurred prior to discussing further, I trust this is ok? (This first attachment is a summary of events which occurred with the service provider, s. 22).

s. 22

Unclassified



Incident Report - External Report

Incident Report - External 2013-365: s. 22
- NRAS

s. 22

It might be also that the State and Federal governments would be concerned that some providers might be treating these allocations as their personal property rather than delivering the service as intended by the legislation. Others that I have spoken to in the industry are extremely concerned, as we are, that something of this nature can occur through a Government service provider and which inevitably brings NRAS into disrepute.

We would be very grateful for the opportunity of either a brief meeting to outline in more detail, or whether it is a matter to pursue with the Minister for Housing.

s. 22

Best Regards, s. 47F

Second email to s. 47F , sent 1 July :

Dear s. 47F

Attached you will find your email to s. 22

Unclassified



Incident Report - External Report

Incident Report - External 2013-365: s. 22
- NRAS

s. 22

And used the ever shameful Catch-22 pretense of suggesting that fahscia could do nothing unless the party to be investigated gave their consent; akin to reasoning that police cannot investigate any suspect without the suspects consent. Drivel.

All that is needed from fahscia is a one word answer to each of these questions below. Given this matter is critical to us, if no answer is received by 4pm July 2, 2013, we will have no option but to take the matter up with the Commonwealth Ombudsman and Media.

The 'one word' responses sought are to the following:

- Does fahscia confirm receipt of correspondences from our group indicating s. 22 provided the allocations to our group, and have now reneged on that undertaking?
- Has an investigation been commenced?
- If an investigation has not commenced, will an investigation be undertaken?
- Would fahscia agree that a two week period be sufficient to preliminary investigate s. 22 by simply asking its other 'clients' if they too have been the subject of s. 22 reversal of undertakings?
- If so, will you provide to our company details of the outcome of the preliminary investigation in two weeks time?

s. 22

Author Comment:

s. 47F reports carrying out a quick initial assessment on available information and questioning whether this is more appropriately dealt with by Legal Services. Email sent to s. 47F .

Reporting Officer:

s. 47F

Unclassified



Incident Report - External Report

Incident Report - External 2013-353: NRAS Complaint s. 22

2013-353: NRAS Complaint s. 22

Details

Reference No	2013-353
Title	NRAS Complaint s. 22
Description	<p>Date of Information: 07/05/2013</p> <p>Source of Information: s. 47F from Dept of Housing and Public Works received an anonymous complaint on the 07/05/2013 and forward it onto s. 47F from Housing Affordability in FaHCSIA to fwd to the fraud helpdesk on 09/05/2013.</p> <p>Information:</p> <p>From: s. 47F Sent: Tuesday, 7 May 2013 1:36 PM To: s. 47F Subject: Anonymous complaint</p> <p>Hi s. , as discussed our Appeals and Review area has received an anonymous complaint about the following person</p> <p>Mr s. 47F</p> <p>The complaint is that he has two undeclared occupants at the property.</p> <p>The complainant believes the address is s. 22</p> <p>As it appears this may go to the household income eligibility I thought it best to refer to you.</p> <p>The Approved Participant for this property is s. 22</p> <p>I have not contacted them.</p> <p>s. 47F A/Manager, Planning and Supply Private Housing Programs Housing Services Department of Housing and Public Works s. 47F</p> <p>Author Comment:</p> <p>Reporting Officer:</p>

Unclassified



Incident Report - External Report

Incident Report - External 2013-370: s. 47F
ineligibility complaint

- NRAS

2013-370: s. 47F - NRAS ineligibility complaint

Details

Reference No	2013-370
Title	s. 47F - NRAS ineligibility complaint
Description	Date of Information: 15/07/2013 Source of Information: Anonymous Information: Hi there, I am unsure whether this is the right place to email to but I found this email address when looking to report someone who has used false information to obtain a nras rental house in Bendigo. s. 22

If you need any further information, I would be happy to help as long as its anonymous.

Thank you for your time.

Author Comment:
Reporting Officer: s. 47F



Unclassified

Incident Report - External Report

Incident Report - External 2013-376: s. 22

2013-376: s. 22

Details

Reference No 2013-376

Title Report of NRAS scam phone call

Description Date of Information:
7 August 2013

Source of Information:
A person called s. called the fraud hotline on the afternoon of 6 August and then called the SA State Office where he spoke to s. 47F who escalated it to the Deputy State Manager, s. 47F . It was then forwarded to the NRAS Team and s. 47F . See email trail below

Information:

From: s. 47F
Sent: Wednesday, 7 August 2013 10:19 AM
To: s. 47F
Subject: FW: Phone Call - Seeking Advice due to General Public Concerns [SEC=UNCLASSIFIED]

From: s. 47F
Sent: Wednesday, 7 August 2013 10:08 AM
To: s. 47F
Subject: FW: Phone Call - Seeking Advice due to General Public Concerns [SEC=UNCLASSIFIED]

-----Original Message-----
From: s. 47F
Sent: Wednesday, August 07, 2013 09:55 AM AUS Eastern Standard Time
To: s. 47F
Cc: s. 47F
Subject: RE: Phone Call - Seeking Advice due to General Public Concerns [SEC=UNCLASSIFIED]
yes

From: s. 47F
Sent: Wednesday, 7 August 2013 9:43 AM
To: s. 47F
Cc: s. 47F
Subject: RE: Phone Call - Seeking Advice due to General Public Concerns [SEC=UNCLASSIFIED]

And fahcsia state offices ...

-----Original Message-----
From: s. 47F
Sent: Wednesday, August 07, 2013 09:41 AM AUS Eastern Standard Time
To: s. 47F
Cc: s. 47F

Unclassified



Incident Report - External Report

Incident Report - External 2013-376: [s. 22](#)

Subject: RE: Phone Call - Seeking Advice due to General Public Concerns
[SEC=UNCLASSIFIED]
Agree. I also agree we should be proactive with web site but also advice to our state government counterparts to warn and make sure they give the same advice

From: [s. 47F](#)
Sent: Wednesday, 7 August 2013 9:38 AM
To: [s. 47F](#)
Cc: [s. 47F](#)
Subject: FW: Phone Call - Seeking Advice due to General Public Concerns
[SEC=UNCLASSIFIED]

Liza - see below - risk that scammers may be focusing on NRAS

-----Original Message-----

From: [s. 47F](#)
Sent: Wednesday, August 07, 2013 09:29 AM AUS Eastern Standard Time
To: [s. 47F](#)
Subject: RE: Phone Call - Seeking Advice due to General Public Concerns
[SEC=UNCLASSIFIED]

Sounds good [s.](#) I will discuss with legal/compliance.

-----Original Message-----

From: [s. 47F](#)
Sent: Wednesday, August 07, 2013 07:55 AM AUS Eastern Standard Time
To: [s. 47F](#)
Subject: RE: Phone Call - Seeking Advice due to General Public Concerns
[SEC=UNCLASSIFIED]

Do we need a warning to the public on our website - perhaps something like - We have heard of members of the public being approached by persons claiming to be FAHCSIA employees to look at their home and/or interview them for an NRAS grant. The public are advised that this is not how the NRAS program operates, and the people making these claims are not from FaHCSIA. You should not agree to such meetings. You should report these approaches to the police.

-----Original Message-----

From: [s. 47F](#)
Sent: Wednesday, August 07, 2013 07:34 AM AUS Eastern Standard Time
To: [s. 47F](#)
Cc: [s. 47F](#)
Subject: RE: Phone Call - Seeking Advice due to General Public Concerns
[SEC=UNCLASSIFIED]

Thanks [s.](#)

If they have a contact number for [s. 47F](#) and if he is happy to discuss with us that would be useful. I suggest we need a section on NRAS website which clearly states Aust govt including fahcsia doesn't directly market NRAS properties and if concerned by marketing or advertising practice call xx number.

Let's discuss today

[s.](#)

-----Original Message-----

From: [s. 47F](#)
Sent: Tuesday, August 06, 2013 06:39 PM AUS Eastern Standard Time
To: [s. 47F](#)
Cc: [s. 47F](#)

Unclassified



Incident Report - External Report

Incident Report - External 2013-376: s. 22

Subject: RE: Phone Call - Seeking Advice due to General Public Concerns
[SEC=UNCLASSIFIED]

I will take it up with Fraud in the morning. We will need to see if it is actually fraudulent or just an over zealous real estate agent. Will keep everyone informed.

It will be a practice case for s. 47F " what do you do if XXX happens during caretaker" we are working on

s.

-----Original Message-----

From: s. 47F
Sent: Tuesday, August 06, 2013 05:47 PM AUS Eastern Standard Time
To: s. 47F
Subject: FW: Phone Call - Seeking Advice due to General Public Concerns
[SEC=UNCLASSIFIED]
Hello gentlemen,

Do you have any advice to provide to the SA Manager?

s. 47F

From: s. 47F
Sent: Tuesday, 6 August 2013 5:45 PM
To: s. 47F
Cc: s. 47F
Subject: RE: Phone Call - Seeking Advice due to General Public Concerns
[SEC=UNCLASSIFIED]

Thanks s. I am currently the Acting Section Manager for the NRAS account management team. We don't deal directly with members of the public and certainly would not visit the general community members in their homes to talk about NRAS investments. Our account management team deal only with our Approved Participants.

What's described in your email is worrying.

I will forward your email to our NRAS policy area and our NRAS compliance area. Between the various NRAS sections in the Housing Affordability Programs Branch, I'm sure we can provide the advice as you requested.

I'll get back to you shortly.

Kind regards

s. 47F
A/g Section Manager
NRAS Account Management
Department of Families, Housing, Community Services and Indigenous Affairs
s. 47F

From: s. 47F
Sent: Tuesday, 6 August 2013 5:11 PM
To: s. 47F
Cc: s. 47F
Subject: FW: Phone Call - Seeking Advice due to General Public Concerns
[SEC=UNCLASSIFIED]

His. 47F ,

Unclassified



Incident Report - External Report

Incident Report - External 2013-376: s. 22

Below email trail refers.

As indicated, our office has received a couple of calls from members of the public, whom had been contacted by persons identifying themselves as FaHCSIA staff about NRAS-related activity. In particular, the callers have been concerned about the 'intrusive' nature of the offer of assistance (ie home visits).

Given our office has no direct role in the NRAS administrative process, we are unsure as to whether there has been any FaHCSIA contact made directly with members of the public locally and if the approach constitutes normal practice. Similarly, if the practice does not accord with the NRAS process then this contact may be useful for creating an awareness of its occurrence.

I am not sure if this falls within your work space and if not, I would appreciate your assistance with identifying the relevant internal area. Essentially, we are keen for advice on the appropriate process for responding to any potential public enquiries, including contact details for the referral of any future callers.

Regards,
 s. 47F | Manager, Housing & Indigenous Policy Support
 Department of Families, Housing, Community Services and Indigenous Affairs
 Level 18, ANZ Building, 11 Waymouth Street, Adelaide SA 5000
 s. 47F

From: s. 47F
 Sent: Tuesday, 6 August 2013 4:05 PM
 To: s. 47F
 Cc: s. 47F
 Subject: RE: Phone Call - Seeking Advice due to General Public Concerns [SEC=UNCLASSIFIED]

Do you know anything about this s.

s. 47F
 Deputy State Manager - Policy and Enabling
 South Australian State Office
 Department of Families, Housing, Community Services and Indigenous Affairs
 s. 47F

From: s. 47F
 Sent: Tuesday, 6 August 2013 4:03 PM
 To: s. 47F
 Cc: s. 47F
 Subject: Phone Call - Seeking Advice due to General Public Concerns [SEC=UNCLASSIFIED]

Hi s.

I received a call from a gentleman named s. 47F who was enquiring about a conversation he had from someone who represented themselves as working for FaHCSIA. The phone conversation was in relation to homeowners paying off their mortgage being offered grants under NRAS. 630 grants, \$9,800 where the figures given to s. . He was also given the date of Monday 14th August - a female was trying to secure his booking and would provide a call back.

What s. found to be odd was he was offered the opportunity for someone to come to his home and would undergo an interview (he was quite alarmed by this). If this is how NRAS are operating can we please be provided with advice from N/O, due to the free call number calls are diverted to the nearest state office.

Unclassified



Incident Report - External Report

Incident Report - External 2013-376: s. 22

This is the second call we have received from the general public who have displayed concerns in relation to someone coming to their home (which is usual in terms of the increase in scams that use similar language).

I provided s. with the NRAS advice line number, but feel as the state office we do need to be provided with updated information on operation techniques such as these. Especially when dealing with members of the general public who are quite alarmed and fearful.

Can you please provide direction.

Kind regards

S.

s. 47F

Administration Support

Author Comment:

Searches carried out on Jade to refer to previous scams. Sent s. 47F information of two previous scams, one in July 2012 and one in January 2013. See comments for further information

Reporting Officer:

s. 47F

Unclassified



Incident Report - External Report

Incident Report - External 2013-393: NRAS subletting report - s. 22

2013-393: NRAS subletting report - s. 22

Details

Reference No 2013-393

Title NRAS subletting report - s. 22

Description Date of Information: 09/09/2013

Source of Information: A phone call was received on the fraud hotline from s. 22

Information:

From: s. 47F
 Sent: Monday, 9 September 2013 1:06 PM
 To: s. 47F
 Cc: s. 47F HelpDesk.Fraud
 Subject: NRAS subletting report - s. 22 [DLM=For-Official-Use-Only]

Hi s. 47F

I just received a call on the fraud hotline from s. 22 also NRAS tenants, for subletting their NRAS property to external parties. s. 22

How did you want to manage this one - your team to send a letter to the participant/property managers advising them, as per previous complaints of relating to tenant conduct?

Thanks

s.

s. 47F
 Intelligence Officer
 Intelligence and Fraud Control
 Assurance and Compliance Branch
 Department of Families, Housing, Community Services and Indigenous Affairs
 s. 47F

Author Comment: NOTE This matter was added to Jade Investigator more than three days after receiving the information because it was immediately referred to the NRAS Team for action. It is only on Jade for recording purposes only.

Reporting Officer: s. 47F

Unclassified



Incident Report - External Report

Incident Report - External 2013-393: NRAS subletting report -
s. 22



Unclassified

Incident Report - External Report

Incident Report - External 2013-419: NRAS Participant - s. 22

2013-419: NRAS Participant - s. 22

Details

Reference No	2013-419
Title	NRAS Participant - s. 22
Description	<p>Date of Information: 25/11/2013</p> <p>Source of Information: s. 47F, Assistant Director, NRAS Account Management DSS, forwarded email to s. 47F.</p> <p>Information: From: s. 47F Sent: Monday, 25 November 2013 9:53 AM To: s. 47F Cc: s. 47F Subject: NRAS Participant [SEC=UNCLASSIFIED]</p> <p>Dear s.</p> <p>As discussed, we have received a copy of the attached letter from an investor in NRAS that indicates that the Approved Participant has advised the RTO was available but the Department has not issued the RTO Certificate (which has a Certificate number identifier) to the Approved Participant nor has the Department determined whether the dwellings were compliant or non-compliant under the Scheme.</p> <p>The Participant has encouraged the investor to claim an RTO from the ATO to the value of s. 22</p> <p>The Participant would gain a commercial advantage in issuing the attached letter as they would have a business arrangement with the investors and would be claiming a "commission" or some other type of financial payment for managing the incentives on behalf of the investors.</p> <p>At this stage, we are only making enquiries as to the behaviour of the Participant but have not determined a way forward.</p> <p>Many thanks</p> <p>Kind regards</p> <p>s. 47F</p> <p>NRAS Account Management Housing Affordability Programs Department of Social Services</p> <p>Author Comment: Letter attached to entities.</p> <p>s. 22 tmrw.</p> <p>Reporting Officer: s. 47F</p>

to follow up

Unclassified



Incident Report - External Report

Incident Report - External 2015-628: NRAS_s. 22

2015-628: NRAS_s. 22

Details

Reference No 2015-628
 Title NRAS_s. 22
 Description Date of Information: 11 February 2015

Source of Information: s. 47F, A/g Branch Manager, NRAS and Gambling Branch

Information: The below information is a copy and paste of the email received dated 11/02/2015

Hi s. 47F

Not that I recall and I've checked our case management system where we record this type of information report.

There were a number of media articles about NRAS in 2014. Our Intell team scans the media each day and I can see they recorded six media articles around that time, including the one I think you're referring to.

s. 47F from our team forwarded copies of the attached media articles to the NRAS Helpdesk on 12 March 2014.

I hope this helps - please let me know if is there anything you need us to do?

I know we will be speaking a bit later today but I will send you an email shortly about some recent information relating to s. 22

Warm regard

S.
 47F
 Director - Intelligence Section
 Assurance Branch
 Department of Social Services
 s. 47F

From: s. 47F
 Sent: Wednesday, 11 February 2015 5:37 PM
 To: s. 47F
 Subject: Investigation [DLM=For-Official-Use-Only]

Hi s.

I'm wondering if you can remember someone (maybe s. 47F sending you an email or having a conversation around a complaint that is appearing on the web purporting to be an entity that can provide NRAS incentives.

The company is: s. 22. Their website is s. 22. They are not an Approved Participant of ours.

It would have come from an article in the Australian in March 2014.

I've been doing some searching over here, and can't find if an email was sent - but that doesn't mean that it wasn't.

Your advice would be greatly appreciated.

Unclassified



Incident Report - External Report

Incident Report - External 2015-628: NRAS_s. 22

Thanks,
s. 47F

NRAS and Gambling Branch | Department of Social Services
s. 47F

Author Comment:
Reporting Officer:



Sensitive-Personal

Incident Report - External Report

Incident Report - External 2015-657: s. 22

2015-657: s. 22

Details

Reference No	2015-657
Title	s. 22
Description	<p>Date of Information</p> <p>13 April 2015</p> <p>Source:</p> <p>s. 47F who contacted the NRAS Branch.</p> <p>SUMMARY OF THIS MATTER as of 21/10/15 (In addition to the below description provided when the matter was received)</p> <p>Background:</p> <p>17/4/15- The complainant, s. 47F contacted the NRAS Branch seeking information about a number of dwellings located at s. 22. s. 47F reported that based on certain verbal representations made by a s. 47F 4 he believed the addresses were approved under NRAS.</p> <p>s. 47F was advised the addresses are not, and have never been approved under NRAS. They were the subject of an application by s. 22 in May 2013, which was unsuccessful. s. 47F was advised to seek legal advice and see whether he should approach police or other regulatory bodies.</p> <p>To enable an assessment of the matter, s. 47F volunteered to provide a number of documents.</p> <p>a) an "Exclusive Authority" for s. 22 to sell the s. 22,</p> <p>b) a letter from s. 47F representing he was a "licensed agent" under the NRAS,</p> <p>c) copies of the contracts of sale to investors for nine properties.</p> <p>The above information has not been provided by s. 47F, he has advised that he initiated private legal proceedings has stated he anticipates the matter will settle. He may contact the Department with additional information once that has occurred.</p> <p>16/7/15- CMT decision - Information retained for intelligence purposes only. 19/10/15 - NRAS provided with Minute advising of the outcome of assessment of this matter.</p> <p>The complainant was advised to seek legal advice and consider reporting the matter to police.</p> <p>Further information to be provided by complainant to NRAS and Gambling Branch.</p> <p>Complainant contacted (s. 47F and discussions indicated that this is mainly a contractual matter. However, contact details provided for Victoria Police, s. 47F :</p> <p>s. 47F : Contacted complainant and discussed certain representations that were made to s. 47F by s. 47F</p> <p>The issues described by s. 47F appear to be primarily contractual and possibly best pursued through private legal action. However, on the basis that s. 47F relied on possible false and misleading representations to enter into the contractual arrangements to sell the 18 apartments "off-the-plan" as 'approved NRAS dwellings', also discussed the option of speaking with Victoria Police for further advice. Following email trail relates:</p> <p>Good morning s. 47F</p> <p>My apologies for not getting back in touch sooner with the contact details for s. 47F</p>

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2015-657: s. 22

s. 47F from Victoria Police.

Based on what you've told me so far, I'm not sure if the circumstances you're describing (in relation to the representations made to you by s. 22 about the availability of NRAS reservations of allocation) would be something police would investigate but s. 47F would be in a better position to provide you advice on that.

Reporting Officer: s. 47F

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2015-694: s. 22

2015-694: s. 22

Details

Reference No	2015-694
Title	s. 22

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2015-694: [s. 22](#)

[s. 22](#)

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2015-707: s. 22

2015-707: s. 22

Details

Reference No 2015-707
Title s. 22
Description

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2015-707: [s. 22](#)

[s. 22](#)

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2015-706: s. 22

2015-706: s. 22

Details

Reference No 2015-706
 Title NRAS - s. 22
 Description Date of Information: 1 October 2015
 Source of Information: s. 47F - Director NRAS BRANCH

Summary:

NRAS Branch referred concerns that Approved Participant, s. 22 may have falsely advertised and sold one bedroom dwellings in s. 22 as NRAS approved dwellings. s. 22 is approved to deliver two bedroom dwellings in s. 22 and recently they submitted a change request to vary the size of the dwellings to one bedroom. The change request was not approved.

Information:

Hi s.

We have been alerted to another potential sale of properties claiming to have NRAS allocations when this is not the case.

The approved participant in question is s. 22

s. 22 submitted a request to the Department to vary the conditions of reservation in relation to size for nine dwellings in s. 22. They were supposed to deliver two bedroom dwellings but they were seeking approval to deliver one bedroom dwellings instead.

The Department did not approve their variation request. However, it appears s. 22 have advertised and maybe sold one bedroom dwellings in their development as NRAS dwellings when there is no authority to do so, as the NRAS allocations are for two bedroom dwellings - please see s. 22

We would appreciate it if your area could investigate this matter further, and please let me know if you require any additional information.

Thanks,

s. 47F

s. 47F

NRAS Budget, Policy & Regulation|NRAS Branch | Department of Social Services

s. 47F

s 47F

Author Comment:

Reporting Officer: s. 47F

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2016-721: s. 22

2016-721: s. 22

Details

Reference No	2016-721
Title	NRAS -s. 22
Description	s. 22

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2016-721: [s. 22](#)

[s. 22](#)

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2016-722: NRAS - s. 22

2016-722: s. 22

Details

Reference No 2016-722
 Title NRAS - s. 22
 Description DATE OF INFORMATION: 20/01/2016

SOURCE OF INFORMATION:

s. 47F

INFORMATION: SEE INCIDENT REPORT 2015-657 WHICH RELATES TO THIS

Summary

This is further to Incident report 2015-657 regarding 8 units completed by complainant and sold by s. 22 who is alleged to have falsely guaranteed the units to have NRAS reserved allocations. The complainant had to install extra features in the units to secure the sale to investors. He is alleging that s. 22 has withheld deposits and is also demanding an extra s. commission based on selling the units as NRAS properties.

Following emails received from s. 47F

20/01/2016, 6:57pm

Dear s. 47F ,

Please find a copy of some preliminary documentation about NRAS Scheme - selling agent s. 22

A copy of Exclusive Selling Agency Authority (Residential) is attached for your information.

There is also Amendment to Contract of Sale given to us later (As you can see dated/...../ 2013). s. 22

Could you please assess this paperwork and come back to us in your earliest convenience.

Kind regards,
 s. 47F

20/01/2016, 8:03pm

Dear s. 47F ,

s. 22

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2016-722: [s. 22](#)

[s. 22](#)

If you need any more information please do not hesitate to write to me, so I can provide more if is required.

Kind regards,

[s. 47F](#)

AUTHOR COMMENT:

Refer also to IR 2015-657

REPORTING OFFICER:

[s. 47F](#)

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2016-723: NRAS_s. 22

2016-723: NRAS_s. 22

Details

Reference No 2016-723
 Title s. 22
 Description DATE OF INFORMATION: 09/02/2016

SOURCE OF INFORMATION:

The Australian Media article dated 9/2/16 - "Rudd rent plan link to India Ponzi roort" - see attached media report.

INFORMATION:

Summary 09/02/2016

The media article alleges a connection exists between the collapsed New Delhi- based Ponzi scheme "Pearls Group" and their Australian established arm "Pearls Australasia" now called Mii-Group. The head of Pearls Group, and three key executives were jailed in India for fraud related matters which saw \$50 Million Indian investors lose \$10billion dollars. The founding directors of Pearls Australasia included s. 47F, who set up Metro Property Development PTY LTD(Metro). Pearls Australasia became the first development partner of Metro.

Metro Property Development and Pearls Australasia co-developed up to \$1bn worth of properties, including four Brisbane high rises and a house and land subdivision in Melbourne's outer north. In January 2014 Metro issued a press release stating it had signed 110 NRAS leases, and had put up for sale 174 new apartments under NRAS in its Brisbane Bowen Hills development Madison Heights, developed with Pearls Australasia.

Indian authorities allege Pearls Group funnelled at least \$130m into Australia, their Investigations will probe Pearl Australasia's purchase of the Sheraton Mirage on the Gold Coast in 2009.

DSS interests relates to the mentioned NRAS Properties

Original information

Please see full media article - attached to this matter

AUTHOR COMMENT:

SAI Global and other open source searches undertaken - FoFMS (NRAS) and ICMS against a number of entities mentioned within the media article and searches undertaken on other entities identified from those results.

REPORTING OFFICER:

s. 47F

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2016-729: NRAS - s. 22

2016-729: NRAS - s. 22

Details

Reference No 2016-729
Title NRAS - s. 22
Description DATE OF INFORMATION: 27/01/2016

SOURCE OF INFORMATION:

s. 47F

INFORMATION:

Summary

Complainant is residing at s. 22 which has been split into two units, A and B. She is paying discount rent and the property is an NRAS dwelling. She is concerned that the approved participant is claiming NRAS incentives for both units instead of just one house. The complainant has also listed some other properties which she thinks are being managed the same way and they could be subject to two incentives instead of the one.

Original information

s. 22

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2016-729: s. 22

s. 22

If I can be of anymore assistance please do not hesitate to phone me on s. 47F
Kind regards,
s. 47F

AUTHOR COMMENT:

REPORTING OFFICER:

s. 47F

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2016-732: s. 22

2016-732: s. 22

Details

Reference No	2016-732
Title	s. 22
Description	

Sensitive-Personal



Incident Report - External Report

Incident Report - External 2016-732: [s. 22](#)

[s. 22](#)