

9 November 2022

Catherine Holmes AC SC
Royal Commissioner
Royal Commission into the Robodebt Scheme
GPO BOX 546
Brisbane QLD 4001

Via email: RRC.enquiries@royalcommission.gov.au

Dear Commissioner Holmes

Submission to the Royal Commission into the Robodebt Scheme

I note the terms of reference for the Royal Commission into the Robodebt Scheme and write to provide a copy of my Office's recent special report for the information of the Commission.


The Commission's inquiry is focused on examining the specific circumstances around the establishment, design, implementation and outcomes of the Robodebt scheme. However, I also note that the terms of reference direct the Commission to consider 'any recommendations arising out of your inquiry that you consider appropriate, including measures needed to prevent a recurrence of any failures of public administration you identify'.

Some of the issues that may arise in the examination of Robodebt may raise broader questions or lessons regarding the current or future adoption of automated decision technologies for the administration of government functions. My Office recently tabled a report dealing with those issues in NSW.

Our special report titled, '[The new machinery of government: using machine technology in administrative decision-making](#)' was tabled in Parliament on 29 November 2021 under s 31 of the *Ombudsman Act 1974* (NSW). I enclose a copy of that report in case it may be of interest to the Commission.

If you would like any further information about our report or work generally in this area, please contact Chris Clayton, Chief Operating Officer at cclayton@ombo.nsw.gov.au or on (02) 9265 0430.

Yours sincerely



Paul Miller
NSW Ombudsman