

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

QoN No.	Department/Agency	Senator	Subject	Question	Hansard page/Written	Hearing date/Date received
SQ23-000364	Services Australia	Linda Reynolds	Customers served within 15 minutes	<p>Senator REYNOLDS: These are 31 March. Do you have the last full financial year's figures as well? Do you have those to table as well?</p> <p>Mr Howard: I do.</p> <p>Senator REYNOLDS: Thank you. Can we start unpacking these numbers, and you might have some information that you can table. In relation to your strategic performance measures, one of the key ones is customers served within 15 minutes. First of all, in relation to telephony, have you got the figures, year-to-date, for how many have been within 15 minutes and how many have not, in aggregates?</p> <p>Mr Howard: I have the overall agency level. For customers served within 15 minutes, in 2022-23 as at 31 March we were sitting at 60.4 per cent of customers served in—</p> <p>Senator REYNOLDS: Sorry, could you say that again?</p> <p>Mr Howard: For that particular performance measure—customers served within 15 minutes—in the 2022-23 financial year up until 31 March we were at 60.4 per cent.</p> <p>Senator REYNOLDS: So 60.4 per cent were served within 15 minutes?</p> <p>Mr Howard: That's right.</p> <p>Senator REYNOLDS: Have you got a breakdown of that in terms of—</p> <p>Mr Howard: I can take that on notice.</p> <p>Senator REYNOLDS: That would be great. So that's</p>	Pages 8-9	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>for everybody, through all methods—so people walking in?          Mr Howard: That's all of our programs, yes.          Senator REYNOLDS: Are you able to break that down further into different channels of engagement?          Mr Howard: Yes.          Senator REYNOLDS: Have you got those with you?          Mr Howard: I don't have them with me but we can take it on notice.          Senator REYNOLDS: Okay. Is it up or down on last year?          Mr Howard: I can take on notice the exact figure, Senator, but I think we would be slightly down on last year's figure.          Senator REYNOLDS: What would you attribute that to?          Mr Howard: There are a couple of reasons, I think. As we came out of the pandemic last year we had a higher level of resources available to us in relation to managing the calls that were coming in. A number of those budget measures finished at the end of last financial year, so that would have contributed. We have had emergencies this financial year, which will have contributed to some of that. We were resourced for those emergencies but, as we manage and balance the demand across telephony and processing, sometimes that means resources are allocated to processing or telephony and vice versa. That can sometimes impact our overall results. We have seen demand in some areas increase and we have struggled in some areas to bring staff on board because of the tight</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				labour market. All of those things will impact our strategic performance measures.		
SQ23-000365	Services Australia	Wendy Askew	Return of Questions on Notice	Why did Minister Shorten and the Agency fail to comply with the Committee’s directions regarding the return of Questions on Notice within the established timeline for the supplementary round of Senate Estimates?	Written	19/06/2023
SQ23-000366	Services Australia	Wendy Askew	Telephony	This financial year to date, what was the longest wait time of a telephony customer and what channel and program were being accessed?	Written	19/06/2023
SQ23-000367	Services Australia	Wendy Askew	Telephony	Can the Agency provide a tabulation which details the calls answered, the same day previous week, and same day 52 week rolling average, or nearest equivalent, for each Master Program?	Written	19/06/2023
SQ23-000368	Services Australia	Wendy Askew	Telephony	Can the Agency please provide the latest Customer Contacts Service Level?	Written	19/06/2023
SQ23-000369	Services Australia	Anne Urquhart	Refund from PwC on services rendered	Senator URQUHART: Could I ask a point of clarity question? Senator RICE: Yes. Senator URQUHART: Will the agency be asking for a refund from PwC on the \$1 million given? They only delivered a PowerPoint, in what has come to light recently. Ms Skinner: I will take that question on notice. I haven't turned my mind to that particular question. Now that you've asked me, I will.	Pages 12-13	31/05/2023
SQ23-000370	Services Australia	Wendy Askew	Telephony	Can the Agency provide for this financial year to date, data on SSW calls answered (IVR and Operator) and SSW - handled calls vs congestion messaging?	Written	19/06/2023
SQ23-000371	Services Australia	Wendy Askew	Working from home arrangements – data	How many APS and non-APS staff respectively are working from home currently and what is that	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				expressed as a percentage of the Agency's total workforce?		
SQ23-000372	Services Australia	Wendy Askew	Working from home arrangements – new data	This financial year to date, how many APS and non-APS staff have begun working from home?	Written	19/06/2023
SQ23-000373	Services Australia	Janet Rice	PWC Recommendations	<p>Senator RICE: On pages 17 and 18, there are two recommendations from PwC. One is on page 17: It is recommended that the use of an outbound dialler is considered for implementation by DHS specifically for due date reviews, where the review has been receipted by the customer but no action taken; opposed to the Compliance Officers making the two phone calls, which is currently taking place. The other is on page 18: It is recommended that the BAU— business as usual— response for reviews at due date, should be for them to be completed using data on hand / ATO match data, and an extension only granted under extenuating circumstances. The gist of those two recommendations was basically to reduce customer contact, automating processes that weren't automated at that stage. Do you agree that that's—</p> <p>Mr Birrer: As part of the design—I don't have that document in front of me, but in general terms the design of the scheme and the program was seeking to reduce customer contacts, as you mentioned, by using the online system. That included what was termed, during the program, due date processing, which is where a customer didn't engage and update or provide different information. Then, under the robodebt scheme, that averaged ATO income information was applied as part of closing</p>	Pages 13-14	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>out that compliance review.</p> <p>Senator RICE: Just to be clear, we were in the midst of robodebt unfolding, with the impact of that on people—I think it was at about that people were suiciding because of the debts that they were receiving—yet PwC was actually recommending less customer contact and to automate even more? That's a fair summary?</p> <p>Mr Birrer: I think the operating environment that the then Department of Human Services had was that they were seeking to complete a number of reviews to achieve the budget savings that were attributed to the robodebt scheme. So, to get through those programs, having to be able to close out reviews and looking at how there could be less work by the staff was part of the operational planning and implementation that the department went through.</p> <p>Senator RICE: Did the department accept those recommendations from PwC?</p> <p>Mr Birrer: I'd have to take that on notice, but it is consistent with the overall approach taken.</p> <p>Senator RICE: The approach being taken at that stage. So basically it was doubling down on the circumstances and the automation that was leading to the issues that are unfolding now in the robodebt royal commission?</p> <p>Mr Birrer: I wouldn't necessarily use the word 'automation'. It did use systems, but it was a very simple sort of application of averaged ATO income information.</p> <p>Senator RICE: But it was reducing the amount of customer contact—people actually being able to</p>	
--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>Mr Birrer: Looking at ways of completing reviews with fewer interactions with staff—that's correct.</p> <p>Senator RICE: Yes.</p>		
SQ23-000374	Services Australia	Wendy Askew	Technology and Digital Programmes (TDP) Group – staff numbers	<p>This FYTD, how many APS on-going and non-going staff compromise the TDP Group?</p> <p>This FYTD, how many non-APS non-going and non-going staff compromise the TDP Group?</p> <p>What was the composition, APS and non-APS, in financial years 2019, 2020, 2021 and 2022?</p>	Written	19/06/2023
SQ23-000375	Services Australia	Wendy Askew	Technology and Digital Programmes (TDP) Group – service delivery model	Can the Agency advise what is meant by a “business-as-usual” model of service delivery with reference to the work of the Technology and Digital Programmes (TDP) Group?	Written	19/06/2023
SQ23-000376	Services Australia	Linda Reynolds	Minister Shorten’s speech and Agency involvement	<p>Senator REYNOLDS: Thank you. Could we move on, and could I get attachment 2—the handout—which is Mr Shorten's first speech on the portfolio, which took place on 22 July 2022 at the AFR government services summit. Do you recall that, Ms Skinner? It was his first big speech.</p> <p>Ms Skinner: I recall being there, Senator. I probably have some high-level recollections, but I don't have the detail.</p> <p>Senator REYNOLDS: I'm sure you've been to many ministerial speeches over the years. I'm just tabling it as it was delivered. Ms Skinner, do you or any of your staff know: did the agency support the minister in preparing the speech?</p> <p>Ms Skinner: I believe we will have provided some input. I'd have to take the specifics of the speech</p>	Page 16	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>on notice.</p> <p>Senator REYNOLDS: Does someone who is perhaps from that section of the department have a recollection of whether the department of the first draft of the speech?</p> <p>Ms Skinner: I will check. I think we will have done some fact-checking, but the minister's speech was otherwise drafted in his office.</p> <p>Senator REYNOLDS: Can I get you to take that on notice—</p> <p>Ms Skinner: I will confirm, but that's our understanding.</p>		
SQ23-000377	Services Australia	Wendy Askew	Technology and Digital Programmes (TDP) Group – work program	What are the “fixed priorities” of the TDP Group, when did each priority become classified as such, why, and what funding is attached to each priority his financial year to date?	Written	19/06/2023
SQ23-000378	Services Australia	Wendy Askew	Technology and Digital Programmes (TDP) Group Workforce Strategy	Can the Agency provide the TDP Group’s Workforce Strategy 2020-25?	Written	19/06/2023
SQ23-000379	Services Australia	Linda Reynolds	Questions Taken on Notice since the change of government	Senator REYNOLDS: Excellent. At least we're on the same page. I've got attachment 3, which is a QON from Senator Jacinta Nampijinpa Price numbered 00092. Can you have a look at that? Ms Skinner and Minister, we've all agreed on the importance of Senate estimates in terms of transparency and trust. Can you look at the question from Senator Nampijinpa Price: agency responses to questions on notice submitted or discussed with Minister Shorten or his office prior to their formal lodgement with the committee. The response, very unhelpfully, has come back quoting Odgers'. Ms Skinner, can you describe the process under this	Page 17	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>government, with this minister, for Services Australia with questions on notice?</p> <p>Ms Skinner: Certainly. We take the questions on notice. We work with the minister's office. They may choose to answer some of them and not refer them to the department and not require the department to always prepare a response. We will provide responses, as is the standard practice, to a minister's office and the minister's office will settle those and table them under the name of the minister.</p> <p>Senator REYNOLDS: Does Services Australia do the first cut of the questions on notice from the Hansard and then for any additional ones they receive them from the secretariat.</p> <p>Ms Skinner: That's correct.</p> <p>Senator REYNOLDS: Just to clarify what you said, do your staff then go through and work out which are the ones you think the minister might want to answer? How does that initial sorting work now?</p> <p>Ms Skinner: The initial sorting will be done through a combination of things. One is all of those things that you've said, and then the parliamentary area have regular engagements with a minister's office. I think it's through those conversations where they might choose to not require the agency to respond to some of them.</p> <p>Senator REYNOLDS: Do you keep a formal list of those in terms of: these are the ones the minister is happy for Services Australia to answer; and then you'd go and prepare responses to those and send them back to the minister's office, whereas then they would keep a list of ones that they were going</p>	
--	--	--	--	---	--



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>to respond to themselves?  Ms Skinner: Yes, we have a list of all of the questions that need to be responded to, and we keep a record of where those questions are being managed.  Senator REYNOLDS: So they draft up their response on behalf of the minister and then they come back to Services Australia and then you send all of them in. Is that correct?  Ms Skinner: I think it's a combination. They go to the minister's office and the minister's office takes them to the committee tabling process.  Senator REYNOLDS: So you wouldn't necessarily see the responses that come back from the minister's office.  Ms Skinner: Not always.  Senator REYNOLDS: But they'd have to at least give you an idea of which ones they've returned so that you know that they've all been done?  Ms Skinner: We would know which ones they're choosing to prepare for the minister to table himself.  Senator REYNOLDS: Can you take on notice to provide the committee with a list of all questions on notice that have been asked of Services Australia since the change of government. Could you also provide the documentation that you have talked about, which ones indicate that Services Australia has prepared responses, sent them to the minister and come back, and which ones have been allocated to the minister to respond. Could you then provide information about that process because we'd like to see which responses initially</p>		
--	--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				went to the minister when they came back. For each of those questions could you provide a table of the dates the questions were asked, when you sent the first draft to the minister's office, when you got the response and that process. If you could take that on notice I think that would be very instructive.		
SQ23-000380	Services Australia	Wendy Askew	Call centre operations - Staffing	<p>In table form, and taking account of full time and part-time cohorts, detail FYTD how many APS staff are assigned to answer calls and how many staff (if applicable) are assigned to each line.</p> <p>In table form, and taking account of full time and part-time cohorts, detail FYTD how many non-APS staff are assigned to answer calls and how many staff (if applicable) are assigned to each line.</p> <p>In table form, and taking account of full time and part-time cohorts, detail how many Agency staff every year since 2019 were assigned to answer calls and how many staff (if applicable) are assigned to each line.</p> <p>In table form, and taking account of full time and part-time cohorts, detail how many non-Agency staff every year since 2019 were assigned to answer calls and how many staff (if applicable) are assigned to each line.</p>	Written	19/06/2023
SQ23-000381	Services Australia	Wendy Askew	Call centre operations	Where are the call centres located?	Written	19/06/2023
SQ23-000382	Services Australia	Wendy Askew	Call centre operations	What is the physical capacity of each centre in terms of the number of work points used, and how many work points are being used this FYTD?	Written	19/06/2023
SQ23-000383	Services Australia	Anne Urquhart	APS Code of Conduct	<p>Senator URQUHART: Why was the agency concerned about official documents being misappropriated by Senator Reynolds's office?</p> <p>What are the potential consequences of this type</p>	Pages 19-20	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>of detailed information about the Commonwealth, the agency and its operations being stolen? What are the risks of this type of sensitive information getting into the wrong hands?</p> <p>Ms Skinner: We take the management of government marked information extremely seriously. It's expected that the information remains in government systems, where it can be properly protected from a security, access and cyber perspective. The reason that people have government accounts and we manage the government computers is so that we can protect the information. A range of things can occur if information leaves the protections of the government system and goes into an environment that's unprotected. We take that seriously in relation to any account that Services Australia manages and in any circumstance, not only to do with staff and those who work with us.</p> <p>Senator URQUHART: I understand that the sanction imposed at the end of the code of conduct investigation was mitigated because the staff members in question said they felt they had no real choice other to go along with the theft of the classified documents because they were directed to do so by Senator Reynolds. Is that correct?</p> <p>Ms Skinner: I don't propose to discuss any of the detailed content related to those two matters in this forum.</p> <p>Senator URQUHART: And the code of conduct investigation accepted that this was true?</p> <p>Ms Skinner: It is always open, in a code of conduct investigation, to take context into consideration.</p>		
--	--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>That can include the environment at the time and can also include the level of the person who was involved.</p> <p>CHAIR: Senator Reynolds, on a point of order?</p> <p>Senator REYNOLDS: Can I do a quick follow-up on the questions from Senator Urquhart? It'll take one minute. It relates to exactly what Senator Urquhart was asking.</p> <p>CHAIR: Okay. There's one minute for Senator Reynolds, and then, Senator Pratt, you can check the placement of your questions, whether they're for outcome 1 or whole of government</p> <p>Senator REYNOLDS: I've just got a question for the secretary. In terms of the matters that Senator Urquhart has just raised, are they issues that I raised with you publicly at estimates and also with the Australian Public Service Commissioner earlier last year?</p> <p>Mr Griggs: I believe you raised some general issues around—</p> <p>Senator REYNOLDS: Staffing and the code of conduct.</p> <p>Mr Griggs: staffing, the code of conduct and MOPS. I believe I gave you some initial responses, and then I think Mr Hetherington provided some more detail, which might have been through a QON.</p> <p>Senator REYNOLDS: As did the Public Service Commissioner—as you'd be aware of. These are issues I myself raised at estimates. Is that correct?</p> <p>Mr Griggs: You did raise the general issue, yes.</p> <p>Senator REYNOLDS: Thank you. Chair, if Senator Urquhart would like to go out and repeat those allegations outside of privilege, I would welcome</p>		
--	--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>the debate and the discussion.  CHAIR: Senator Reynolds! That is not a point of order. Do you have a point of order?  Senator REYNOLDS: No, that's it. I just want to note those questions to the secretary.  Senator URQUHART: Sorry, can I just clarify this. Ms Skinner, this is deeply concerning behaviour. Will Services Australia consider referring Senator Reynolds's conduct, in directing her staff to steal classified documents, to the National Anti-Corruption Commission?  Ms Skinner: I'd both need to take that on notice and need to take advice about whether any—  Senator REYNOLDS: Chair, what I'd ask to do—  Ms Skinner: I don't think I can answer that.  CHAIR: Excuse me.  Senator REYNOLDS: I raise a point of order, Chair.  CHAIR: I'm asking Ms Skinner to stop speaking so I can go to you on a point of order, Senator Reynolds  Senator REYNOLDS: I would ask Senator Urquhart to withdraw some of the inflammatory language that she has used, because it was unparliamentary, highly pejorative and simply not true.  CHAIR: Senator Reynolds, I'm afraid that in directing the call I didn't hear the specific words that Senator Urquhart said. To assist the committee, Senator Urquhart, are you willing to withdraw?  Senator URQUHART: I'm not sure what I said that was unparliamentary. But if I did say that, I withdraw it.  Senator REYNOLDS: You implied illegal conduct. On that point of order—</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>CHAIR: Excuse me, Senator Reynolds. Senator Urquhart is responding to your request to withdraw. I've asked her to do that on your behalf. Can you finish your sentence, Senator Urquhart.</p> <p>Senator URQUHART: As I said, I don't understand whether I said anything that was defamatory to you, Senator Reynolds, but if I did I withdraw that.</p> <p>CHAIR: Senator Reynolds, on a further point of order?</p> <p>Senator REYNOLDS: No, thank you. I thank Senator Urquhart for that, because Senator Urquhart did accuse me of illegal conduct.</p>		
SQ23-000384	Services Australia	Wendy Askew	Transformation projects	Can the Agency provide a tabulation which lists the major transformation projects that have received funding under Budget please?	Written	19/06/2023
SQ23-000385	Services Australia	Linda Reynolds	Questions Taken on Notice overdue (February and October Estimates)	<p>Senator REYNOLDS: Could we go back to questions on notice, please, Ms Skinner. Can you confirm how many, and for how long, questions from the October round of estimates were overdue?</p> <p>Ms Skinner: We received 347 questions on notice at the supplementary budget estimates hearing. I would have to take on notice the timing for which they, as you've said, are overdue. They were all tabled before these estimates.</p> <p>Senator REYNOLDS: I understand some of them from October last year have been tabled just recently. Is that correct?</p> <p>Ms Skinner: I'd have to take that specific detail on notice.</p> <p>Senator REYNOLDS: Could you take that on notice and, if it's possible, get somebody who is listening to provide that information because it should be to hand. Could you also to do the same thing for</p>	Pages 22-23	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>February estimates. How many questions on notice were overdue and how long were they overdue for?</p> <p>Ms Skinner: Yes, I'll take that on notice.</p> <p>Senator REYNOLDS: So, while we don't have the absolute numbers here yet, you agree that there were a significant number that were overdue?</p> <p>Ms Skinner: I'd have to get the actual numbers to decide. There were certainly some overdue questions on notice. I don't know how many. But I've taken that on notice.</p> <p>Senator REYNOLDS: As part of those questions on notice for the October and February estimates, if you could, as we discussed in the last round, let us know, again, the dates—when you received them, when you sent a response, which ones you sent a response to and when they came back, and what that ping-pong was and how long that took between the minister's office and when they were tabled.</p> <p>Ms Skinner: Yes.</p> <p>Senator REYNOLDS: Also, could you take on notice, as part of that, which ones were altered by the minister and how long that process took. So can you table the initial ones you sent forward, taken on notice, and then what answers came back.</p>		
SQ23-000386	Services Australia	Wendy Askew	Transformation projects – re-profiling	Of the funding announced in the Budget for the Agency, how much of that, in dollar terms, is that a result of re-profiled funding and to which items was this funding attached to?	Written	19/06/2023
SQ23-000387	Services Australia	Linda Reynolds	Agency Response to QoN SQ23-000076	Senator REYNOLDS: Thank you. I'll now go to No. 76; mine is attachment 7, but it's actually question 76. Again, it's a very simple question and it took a	Page 24	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>very long time to respond—is there a reason for that? We might pick that up with the more detailed responses we're going to put up about the ping-pong with the minister.</p> <p>Ms Skinner: No, I'll have to take that on notice. Yes, we do have that longest wait time one—not here, probably, unless Mr Howard has it. But, certainly, there will be some anomalies to do with some customers who end up waiting an extremely long time. I don't know that we have that answer at this point—</p> <p>Senator REYNOLDS: So—</p> <p>Ms Skinner: Our standard practice is to table the telephony performance, which is what we've done.</p> <p>Senator REYNOLDS: Yes. I'll just confirm: do the ones that you've tabled also include a tabulation which details the calls answered on the same day, the previous week and the 52-week rolling average or nearest equivalent? Has that been tabled?</p> <p>Mr Howard: The information that has been tabled is very similar and in the same format that you received this morning.</p>		
SQ23-000388	Services Australia	Wendy Askew	Footfall	This FYTD what is the average national footfall across the service centre network?	Written	19/06/2023
SQ23-000389	Services Australia	Wendy Askew	Service centres – footfall	In table form, list daily, weekly, monthly and yearly footfall for every service centre this FYTD, and in the three previous years?	Written	19/06/2023
SQ23-000390	Services Australia	Wendy Askew	Community Profile Tool – data	According to the Agency's Community Profile Tool, can the Agency provide the 'Our Customers', 'Debt Summary', 'Workload Summary' and the Industry Insights' profiles per each LGA in Australia?	Written	19/06/2023



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000391	Services Australia	Linda Reynolds	Agency Response to QoN SQ23-000076 (Call wait times)	<p>Ms Skinner: Our standard practice is to table the telephony performance, which is what we've done.</p> <p>Senator REYNOLDS: Yes. I'll just confirm: do the ones that you've tabled also include a tabulation which details the calls answered on the same day, the previous week and the 52-week rolling average or nearest equivalent? Has that been tabled?</p> <p>Mr Howard: The information that has been tabled is very similar and in the same format that you received this morning.</p> <p>Senator REYNOLDS: Okay, that's great. Does that also include, for this financial year to date, the SSW calls, IVR and operator and SSW-handled calls versus congested messaging? I think it does—</p> <p>Mr Howard: In the questions on notice, my understanding is that it was as of 31 January.</p> <p>Senator REYNOLDS: Okay. So that does include the customer contact service level—all the data on that—</p> <p>Mr Howard: It just includes the handset—it's the same format that you received this morning. It doesn't include SPM4 and SPM5.</p> <p>Senator REYNOLDS: Could you provide that on notice, and ensure that we have the latest customer contact service level information?</p> <p>Mr Howard: Yes.</p> <p>Ms Skinner: Yes.</p>		31/05/2023
SQ23-000392	Services Australia	Wendy Askew	Claims data	Can the Agency advise of the median number of days the Agency took to process a claim, the median number of days spent on payment processing, and how many customers received a payment for all Australian Government payments administered by, arranged by year, starting with	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				this financial year to date, and for every financial year since 2019.		
SQ23-000393	Services Australia	Linda Reynolds	Question on Notice 247	<p>Senator REYNOLDS: Coming back to questions on notice, the next one I want to come to is tabling documents 8, 9, 10 and 11. The first one is question on notice 247. The question was seeking information from Mr Shorten on a number of data points per service centre, including, for example, self-service that exceeds underperforms under the national usage rate and the number of people who left a service centre not having been served or abandoned per visit. As you can see, the answer to most of this was either 'go to the website' or 'the agency does not produce regular reporting of this nature down to the granular level requested'. Can I confirm that, from D to M on the question on notice, the agency doesn't have this data at all?</p> <p>Ms Skinner: Some of that data, like number of staff broken down into full-time and part-time rostering, would be a highly manual task in order to review previous rosters and then who actually attended. It would be quite a diversion of resources to pull those out. The name of the service, the location and the hours of operation are all available in the public domain. D would be quite an effort of work—</p> <p>Senator REYNOLDS: If we could just run through those. You've got the information for A, B and C. Now, referring to the website, there is a lot of data there. Is it unreasonable for senators, in this case Senator Nampijinpa Price, to ask you not just to refer to a website but actually to provide information requested. I think you're saying A to C</p>	Pages 24-25	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>you can provide.</p> <p>Mr Howard: Yes, A to C. The reason it has been referred is that that particular link does give all of that information on the website.</p> <p>Ms Skinner: In a way that's very consumable, and it will also account for whether there is any changes to those hours of operation, for example.</p> <p>Senator REYNOLDS: If you could take that on notice to provide that for Senator Nampijinpa Price—the A to C—and actually provide the information, that would be good. Then if we go to D, 'number of staff broken down into part-time and full-time rostering'. You don't have numbers of full-time and part-time staff?</p> <p>Ms Skinner: We would have staff in the broad in relation to how many people are full-time employees and how many people are part-time employees. We have that in the broad.</p> <p>Senator REYNOLDS: If you could take that on notice and provide that for her. E, the number of contacts per welfare cohort, you've got by telephony. Do you have that more widely across all contact?</p> <p>Mr Howard: I would question what we mean by welfare cohort.</p> <p>Ms Skinner: If we mean social security and welfare—</p> <p>Senator REYNOLDS: I think what she means is probably program cohort.</p> <p>Ms Skinner: The number of contacts for social security and welfare—we can tally how many people present for face-to-face servicing in that cohort and for telephony. But, of course, there is also the number of people who are on payment</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>who made contact—so there are a range of different ways to deal with that. We provide it through the telephony report. We can provide some face-to-face detail as well.</p> <p>Senator REYNOLDS: Okay. It would be excellent if you can do that. What about latest customers by queue type?</p> <p>Ms Skinner: I don't know what that means.</p> <p>Senator REYNOLDS: If you have a look at your response, it says, 'The agency doesn't produce reporting of this nature down to the granular level.' If it's not clear, could I perhaps suggest that in future when senators ask questions you go back to the committee and seek some clarification. I will seek clarification from her on that. If you go down from H to M, are there any of those that you can't provide or you might have to do slightly differently?</p> <p>Ms Skinner: Number of customers per day will take some effort to tabularise. The number who attended the service this financial year to date will be a rollup of G, I assume. Customer contacts since the previous financial year—</p> <p>Senator REYNOLDS: Could you perhaps take that on notice and go through that and get back to the committee and provide more information for Senator Nampijinpa Price. If there's anything that you don't quite understand, perhaps a quick clarification from her would be helpful. Is that okay?</p> <p>Ms Skinner: That's fine.</p>		
SQ23-000394	Services Australia	Wendy Askew	Claims data	Can the Agency provide tabulations which detail per all Australian Government payments	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				administered by the Agency, the average number of days taken by the Agency for those payments or claims that have required further action or had to be held, the reasons for those actions, and in addition, detail the number of payments and claims which have required further action or been held for more than 10 days.		
SQ23-000395	Services Australia	Wendy Askew	Claims data	Can the Agency provide the national claims overview, which details claims on hand, claims on hand same period last year, the variance to previous years, inflow and those completed. Also provide a tabulation which details those claims for Social Security and Welfare that are subject of automation.	Written	19/06/2023
SQ23-000396	Services Australia	Linda Reynolds	Face-to-face statistics	Senator REYNOLDS: Thank you very much. You mentioned face to face. Can I also ask that you take on notice the national daily average waiting times for face to face, the average daily face-to-face contact numbers, the weekly face-to-face average waiting times and the SSW daily face-to-face contacts and appointments. Ms Skinner: Certainly	Page 25	31/05/2023
SQ23-000397	Services Australia	Wendy Askew	Appeals	For appeals, can the Agency advice what the internal KPI year to date result, the external KPI year to date result, the subject matter expert explanation workload and the Authorised Review Officer processing workload	Written	19/06/2023
SQ23-000398	Services Australia	Linda Reynolds	Agency Response to QoN 192 – data on service centres	Senator REYNOLDS: Can we go, then, to the next question on notice, which is 192, again by Senator Nampijinpa Price. It asked, 'Can the agency provide service centre customer demand modelling?' That's a very reasonable question, and the answer was one sentence. It said, 'Demand modelling is	Pages 25-26	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>commensurate with the size of each service centre and the community it provides services for.' I find it hard to believe that the agency would have drafted that response.</p> <p>Ms Skinner: I can confirm whether the agency drafted that response, and I will take on notice whether we provided a response that was more—</p> <p>Senator REYNOLDS: Have you got that information available now?</p> <p>Ms Skinner: The actual answer to this question?</p> <p>Senator REYNOLDS: Yes.</p> <p>Ms Skinner: Not per service centre. There are 318 service centres. But we will be able to provide some modelling.</p> <p>Senator REYNOLDS: Aggregate modelling?</p> <p>Ms Skinner: We can certainly provide aggregate modelling. I think we will have some modelling on daily demands. But I just need to consider how that is pulled together.</p> <p>Senator REYNOLDS: If you can take on notice the aggregate numbers and then also, ideally, the numbers per the 318 service centres. You would have that data readily available because to do the aggregate modelling you would have it broken down by customer service centre, wouldn't you?</p> <p>Mr Howard: We will look into it. The modelling is pretty complex. So, yes, I will take that on notice so that we can see what we have available to provide.</p> <p>Senator REYNOLDS: To be very clear, what we would like to have a look at is the data for each of the 318 customer service centres and the aggregate.</p> <p>Ms Skinner: Yes. We will take that on notice.</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000399	Services Australia	Wendy Askew	Data and Digital Ministers Meeting	<p>What specific actions items have arisen for Minister Shorten and the Agency respectively from the Data and Digital Ministers Meeting?</p> <p>Per each meeting of the Data and Digital Ministers Meeting, has Minister Shorten formally written to the Agency to advise on the meeting's proceedings, including giving directions, and if so, on what dates did Minister Shorten write to the Agency, was there a reference number on the letter(s), what were those directions, has the Agency responded to those directions, how and what progress has been made to date on them?</p> <p>Does the Agency provide briefing material to Mr Shorten and/or his office for the purposes of supporting his attendance at the Data and Digital Ministers Meeting? If yes, what are the numbers for each brief?</p> <p>Can the Agency produce the briefing material used by the Chief Executive Officer to support her attendance at each Data and Digital Ministers Meeting to date?</p>	Written	19/06/2023
SQ23-000400	Services Australia	Wendy Askew	Service uplift – data	<p>This FYTD, what services have been uplifted and what is the nature of the service? Can the Agency take on notice and provide the following, how they have been uplifted (i.e what the digital solution has been), the time saving for the customer (if applicable), what the cost was to uplift, what the projected versus actual saving was and how many staff worked on each uplift project? Can this be</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				done for this FTYD and for 2019, 2020, 2021 and 2022?		
SQ23-000401	Services Australia	Linda Reynolds	Channel Analysis	<p>Senator REYNOLDS: Thank you. Then can we go to question on notice 295. Senator Nampijinpa Price asked: 'If the agency is unable to provide the requested site profiles and channel analysis, can it provide a justification?' Your answer at the time was: 'Services Australia does not produce and have available a channel analysis for service centres. This is not required as the majority of contact at service centres is by face to face.' Does that answer still stand? You cannot provide that?</p> <p>Mr Howard: I'm not 100 per cent sure of exactly what the senator is after in relation to channel analysis. In the service centre environment, face to face is sort of its own channel with SSW and health customers. We do some digital coaching. So I think the answer still stands. We don't have that—</p> <p>Ms Skinner: We have a view of what service a customer got when they came in. But face to face is the channel. So we can give some indication of those who came in face to face what percentage came in for social security and welfare, what percentage came in for health and what percentage came in for aged care. We can probably do something like that, saying what they were there for in the channel.</p> <p>Senator REYNOLDS: To be clear, in the 318 service centres—as you've said previously and as I've seen— there are a number of different channels of support—</p> <p>Ms Skinner: Different products.</p> <p>Senator REYNOLDS: People come in, the concierge</p>	Page 26	31/05/2023



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>will help them and then point them to the right area, whether it's self-service or to talk to somebody face to face. Do you not have the data that breaks it down into how many people walk in, and how many people get assisted by the concierge and directed to the different channels?</p> <p>Mr Howard: We do have data that explains, after a customer has attended a service centre, what they were there for. In this case, we wouldn't call that a channel analysis—maybe it's just a terminology issue here. We can certainly give some data around what customers are coming into a service centre for if that's what is being requested.</p> <p>Senator REYNOLDS: Maybe I haven't used the right word, but I'd like to understand—could you give that analysis for the 318 service centres, going back two years, how many people come into each of the service centres and where they are directed?</p> <p>Senator Nampijinpa Price has used 'channel analysis', but as you've just said: how many walk in, how many are supported by your concierge, and how many are directed to different services and supports?</p> <p>Mr Howard: We'll take that on notice.</p>		
SQ23-000402	Services Australia	Wendy Askew	Service uplift	<p>Can the Agency provide the latest iteration of the Major Projects and Programs List, as referenced by Ms Smith during Senate Estimates?</p> <p>Can the Agency produce the Major Projects and Programs List, as referenced by Ms Smith during Senate Estimates, for the first applicable fortnight of June 2022?</p>	Written	19/06/2023
SQ23-000403	Services Australia	Wendy Askew	Digital Identity: Enhancing the Ecosystem	<p>Can the Agency advise: When did the project initiate?</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>What is the project's purpose?          How often is the project benchmarked?          What is the timeframe for completion?          What is the cost of the project?          Which body has ultimate responsibility for the project?          How many Agency staff work on the project?          How many non-APS staff work on the project?          What is the forecast benefits realisations for the project?          What is the actual benefits realisations for the project?</p>		
SQ23-000404	Services Australia	Janet Rice	Usage of Cellebrite	<p>Senator RICE: I want to go to an issue that I've previously discussed at Senate estimates—Services Australia's use of the Israeli spyware Cellebrite, which allows cracking into smartphones and copying all data. At previous estimates I was informed that the technology was used only for serious noncompliance, so I will start by asking: what is the threshold for serious noncompliance?          Ms Skinner: Mr Birrer will take you through serious noncompliance, which includes criminal activity and those sorts of things. Mr Birrer probably has a more articulate list than I.          Mr Birrer: As we've discussed previously, the Cellebrite technology is one of the suites of capabilities we use to undertake investigations. They are of the higher end. By 'serious noncompliance' we mean an investigation that's commencing as a criminal investigation. Sometimes they don't meet the standards for us to then refer a brief of evidence to the Commonwealth Director of Public Prosecution to consider, and that's why we</p>	Pages 26-27	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>use the term 'serious noncompliance'. It starts at that end. There are the traditional fraud attempts against the Commonwealth, unfortunately, but, even more sadly, what we're seeing a lot of now in terms of the nature of criminal offending against the agency in relation to payments are identity crimes, which impact on our customers and other vulnerable people.</p> <p>Senator RICE: How much evidence do you need to have? You say there's not sufficient evidence to refer it to the DPP, but it's starting with a criminal case: what's your definition? What is the criteria? What is the threshold?</p> <p>Mr Birrer: The threshold for any brief of evidence is whether there's sufficient evidence to justify the elements of the offences which are being investigated to the satisfaction of the Commonwealth Director of Public Prosecutions. There's also a public interest factor to be considered—whether or not it's in the public interest to pursue a particular criminal matter. I would draw the distinction that they are quite different and have quite different processes to our general customer compliance activities.</p> <p>Senator RICE: I want to go to when you are using Cellebrite. Who gets to decide whether Cellebrite technology is used? Do you have a policy about it? Is it only very senior levels of public servants that decide we're going to use Cellebrite technology?</p> <p>Mr Birrer: We do have a process by which any investigation is considered, prioritised against agencies' resources and the seriousness of the matter. Quite often, these technologies are used to</p>	
--	--	--	--	---	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>examine a suspect's device. That occurs following the execution of a search warrant, and so that requires engagement with the Australian Federal Police, who execute that search warrant. We provide forensic services to assist, again, to see about evidence that supports the elements of any offence that's under investigation.</p> <p>Senator RICE: Is it only used in conjunction with the AFP?</p> <p>Mr Birrer: I'd have to take that on notice. But, in general, yes.</p>		
SQ23-000405	Services Australia	Wendy Askew	Digital Identity: Oversight Authority Response System	<p>Can the Agency advise: When did the project initiate? What is the project's purpose? How often is the project benchmarked? What is the timeframe for completion? What is the cost of the project? Which body has ultimate responsibility for the project? How many Agency staff work on the project? How many non-APS staff work on the project? What is the forecast benefits realisations for the project? What is the actual benefits realisations for the project?</p>	Written	19/06/2023
SQ23-000406	Services Australia	Wendy Askew	Hardening Government IT Initiative - Cyber Hubs Program	<p>Can the Agency advise: When did the project initiate? What is the project's purpose? How often is the project benchmarked? What is the timeframe for completion? What is the cost of the project? Which body has ultimate responsibility for the project?</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>How many Agency staff work on the project?          How many non-APS staff work on the project?          What is the forecast benefits realisations for the project?          What is the actual benefits realisations for the project?</p>		
SQ23-000407	Services Australia	Janet Rice	Indicators prompting investigation	<p>Senator RICE: Do you have a written policy for when it is considered acceptable to use this technology?          Ms Skinner: It would be part of the threshold of it being an investigation, not an engagement with a customer over an overpayment. So you wouldn't—          Senator RICE: What's that threshold of the investigation then?          Ms Skinner: We can take a look at what we have written down. Those are where you've identified that multiple payments are going under different names to a same bank account, for example— where there are multiple identities that are funnelling money. Those types of thresholds or indicators would mean that it's in an intelligence investigation space, not someone having received an overpayment because there was an issue to do with their personal circumstances.          Senator RICE: I understand that.          Mr Birrer: We can provide a summary of the decision-making governance processes that we have in relation to our investigation capabilities.          Senator RICE: Going back to my other question, how many staff in the department make the decision that it's appropriate to use this technology? Is it only ticked off at a senior level?          How many staff in the department would have the</p>	Page 27	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>ability to make that decision?</p> <p>Mr Birrer: There is layered decision-making around the operational governance of the investigations. It is a technology that is used by a small number of our forensics investigators.</p> <p>Senator RICE: You've talked about fraud and criminal investigations. Do you have specific indicators that would kick in to say, yes, there is suspected identity theft? What are the specific indicators that would be—</p> <p>Ms Skinner: We probably don't want to go into detail on the things that we would look for in relation to serious non-compliance and criminal activity, because we don't seek to give anyone an opportunity to understand our tactics, techniques and procedures for those sorts of things and therefore seek to develop capabilities or practices that might defeat them. I think that would be the sort of thing we could provide in a more private briefing if the minister was so minded for us to do that.</p> <p>Senator RICE: Perhaps you could take on notice what you could give to me.</p> <p>Ms Skinner: Yes</p>		
SQ23-000408	Services Australia	Wendy Askew	Service Centre transformation	<p>What service centres are awaiting transformation?</p> <p>Per each transformed service centre, provide a justification as to why each centre was transformed?</p> <p>What new features do transformed service centres have compared to service centres that haven't been transformed?</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000409	Services Australia	Janet Rice	Cellebrite shared usage, and warrant statistics	<p>Mr Birrer: I would note that at the last hearing, Ms Lees, who was in this role, did speak about—without any of the detail—a range of both pre- and post-payment checks that we do in order to assess the risk. One thing we have found is that a high proportion of the transactions that trigger those risk factors do have strong indicators of being fraudulent behind them, including identity theft, or hijacking, incidents.</p> <p>Senator RICE: I understand—and I think you mentioned this just before—that Cellebrite is only deployed in investigations where a warrant is obtained. Is that correct?</p> <p>Mr Birrer: Yes.</p> <p>Senator RICE: How many warrants has Services Australia requested to allow the use of Cellebrite?</p> <p>Mr Birrer: I'd have to take that on notice. I would note too that we also work with other agencies in terms of shared services.</p> <p>Senator RICE: Could you take on notice those investigations where it's a shared service?</p> <p>Ms Skinner: We have a capability, and we offer it to other agencies or situations where it might be of assistance.</p> <p>Senator RICE: Who else do you offer it to, then?</p> <p>Mr Birrer: When people are committing these sorts of financial offences against the Commonwealth, they're often not choosing a single payment, so it can interact with other payments such as from the Department of Education or the National Disability Insurance Agency.</p> <p>Senator RICE: In those circumstances with shared services, would you obtain the warrant?</p>	Pages 27-28	31/05/2023
-------------	--------------------	------------	---	---	-------------	------------

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>Mr Birrer: It would depend on the circumstances.  Senator RICE: Could you take on notice a list of all agencies that you have those shared services with that you are sharing the use of Cellebrite with?  Could you also take on notice how many warrants you've requested? Have there been warrants that you've requested which haven't been approved?  Mr Birrer: I'd have to take that on notice. I can't recall.</p>		
SQ23-000410	Services Australia	Wendy Askew	Service Centre transformation	What is the average cost of transformation for small, medium and large service centres respectively?	Written	19/06/2023
SQ23-000411	Services Australia	Janet Rice	Cellebrite and similar technologies	<p>Senator RICE: Perhaps you could take on notice the number that were approved and potentially the number that were denied. When devices are seized with warrants, are people under investigation made aware that Cellebrite is going to be used on their phones?  Mr Birrer: People are always given the opportunity to participate in an interview, so they are aware that their devices will be examined.  Senator RICE: Examined is different from using technology that allows them to copy all the data on the phone.  Mr Birrer: What I don't know and I'll take notice is whether the specific technology is referred to, because Cellebrite is one technology.  Senator RICE: I'm particularly interested in Cellebrite. It's Israeli spyware that generally is only used by police in other jurisdictions. Perhaps you might like to take on notice what other similar technologies you are using. That would be interesting information. If you are interviewing</p>	Page 28	31/05/2023



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>them—they're given an offer of an interview to be told what's going to happen—is there a standard process for communicating with them that these spyware technologies are going to be used in their phone and there's a potential that all of the data on their phone is going to be copied?</p> <p>Mr Birrer: We'll take on notice what we say in that instance.</p>		
SQ23-000412	Services Australia	Wendy Askew	Service Centre transformation	<p>What are the average forecast savings for transformed small, medium and large service centres respectively?</p>	Written	19/06/2023
SQ23-000413	Services Australia	Janet Rice	Cellebrite and metadata	<p>Senator RICE: What kind of metadata is requested or is gathered using Cellebrite?</p> <p>Mr Birrer: I think we'll take that on notice. I'm not sure what has been discussed publicly, because some of it goes to tactics, techniques and procedures.</p> <p>Senator RICE: When you collect data, how long is it stored for?</p> <p>Mr Birrer: I'll take that on notice.</p> <p>Senator RICE: Where is it stored, and who has access to it?</p> <p>Mr Birrer: I'll take that on notice.</p> <p>Senator RICE: Do you have a deletion policy?</p> <p>Mr Birrer: We'll take that on notice as well.</p> <p>Senator RICE: You don't know whether you have a deletion policy? So you're responsible for the use of this incredibly powerful technology and the issue of collecting very significant data from people, and you don't know whether you have a policy as to how long it gets kept and whether it gets deleted or not?</p> <p>Mr Birrer: We'll take it on notice because there are</p>	Page 28	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>questions around whether it's used as evidence or it's information that isn't used as evidence.</p> <p>Senator RICE: Is there anybody else here with you who might have some more information than you as to whether you've got a policy about the use of data that's collected using this technology and other technologies?</p> <p>Ms Skinner: I think Mr Birrer has said what we can say here, because it will depend on whether that sort of policy is wrapped up in how we handle and conclude investigations in the broad. I think that's why we want to take that particular aspect on notice.</p>		
SQ23-000414	Services Australia	Wendy Askew	Service Centre transformation	What are the average actual savings for transformed small, medium and large service centres respectively?	Written	19/06/2023
SQ23-000415	Services Australia	Janet Rice	Cellebrite and Investigations	<p>Senator RICE: To date, how many times has Cellebrite been used in investigations by Services Australia or indeed your shared services agencies?</p> <p>Mr Birrer: We'll take that on notice, but we have used the technology for a number of years now.</p>	Page 28	31/05/2023
SQ23-000416	Services Australia	Wendy Askew	Service Centre transformation	For each transformed service centre, was the footfall six months prior to the transformation and six months afterwards?	Written	19/06/2023
SQ23-000417	Services Australia	Janet Rice	Cellebrite and Investigations	<p>Senator RICE: Once the criminal investigation by Services Australia has ended, does Services Australia retain access to the metadata gathered by Cellebrite?</p> <p>Mr Birrer: As I mentioned before, we'll take that on notice because it depends on what the particular evidence and the instances are.</p> <p>Senator RICE: Would that data then be used in other compliance activities?</p>	Page 29	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				Mr Birrer: We'll take that on notice, but I'm not aware of it.		
SQ23-000418	Services Australia	Louise Pratt	Centrepay - Esther House	<p>Senator PRATT: You were able to provide some helpful answers in relation to the number of people who had made payments to Esther House via Centrepay from about 2006 through to 2022, I think it was. It was some 281. I think some victims of abuse at Esther House that I have been working with were surprised at how few of those customers had authorised Esther House to be their nominee, so I want to unpack that a little bit. I expect that quite a number of those 281 customers would have put in place their own Centrepay arrangement to make payments for their board, or whatever they'd advertised, to Esther House directly, without needing a nominee to do that. Would that be correct?</p> <p>Mr Thorpe: That would be correct, Senator. At the time of removing Esther House from Centrepay there were only two customers who were impacted by using Centrepay for that particular provider, which is separate to the nominee arrangements.</p> <p>Senator PRATT: I want to clarify: of the 281 customers that had a Centrepay arrangement in place with Esther House, how many were via another nominee and how many were direct?</p> <p>Mr Thorpe: That number relates to the customers who had direct Centrepay arrangement with Esther House. At the time of removing Esther House from Centrepay, there were only two customers remaining.</p> <p>Senator PRATT: You had 281 over time overall. Does that include those who put in place their own</p>	Pages 29-30	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>arrangement and people who had appointed another nominee?</p> <p>Mr Thorpe: Centrepay doesn't record nominee arrangements in relation to making a deduction based service with particular registered organisations, so the nominee arrangements are a separate issue.</p> <p>Senator PRATT: This helps me unpack it. So, of the 281 customers that had a Centrepay arrangement with Esther House, you don't have a record of how many authorised those deductions themselves and how many were done via a nominee?</p> <p>Mr Thorpe: The understanding that we have, based on the information in front of us—and I'm happy to take the rest of notice, with the approval of the minister—</p> <p>Senator PRATT: Yes, I'm trying to understand whether I'm asking the right question.</p> <p>Ms Skinner: Senator, let me have a crack here. I think what we understand is that the Centrepay arrangements set up by an individual don't preclude someone having a nominee for Centrelink in the broad. So I think we need to take it on notice. We've got the 281 customers. We'll need to look through those records to understand how many of those customers might also have had a nominee, which then enabled the nominee to do engagement with the Centrelink program on their behalf.</p> <p>Senator PRATT: To Esther House.</p> <p>Ms Skinner: To Esther House. So you could have two different situations: the Centrepay arrangement and maybe other arrangements</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>where someone could be a nominee for a customer.          Senator PRATT: Yes, a nominee to make an arrangement on their behalf.          Ms Skinner: Yes</p>		
SQ23-000419	Services Australia	Louise Pratt	Centrepay - Registration Process	<p>Senator PRATT: Can you also look for me at whether Esther House was known by any other names in terms of it being a recipient organisation or a nominee for a Centrelink recipient?          Mr Thorpe: We'll take that on notice.          Senator PRATT: They could be Esther Foundation, the Esther Foundation, Esther House, Esther Elizabeth House and a range of those kinds of variations. I'm interested to know, when someone nominates a nominee, do they record their relationship to the nominee—whether they're a family member or employee? For example, could an employee of the Esther Foundation have been someone's nominee? Is that allowed? Is there a record of that kind of thing?          Ms Skinner: I believe that is allowed. If people give permission, another person can be the nominee.          Mr Thorpe: We would record the type of nominee arrangement as well.          Ms Skinner: Not all nominees are created equal either. The nominee arrangements are extremely complicated.          Senator PRATT: I understand that which is why I'm trying to understand them. That leads me to questions about how you become eligible to become nominated as a recipient of Centrepay payments—you've given me some information in the past around that—and also the obligations in</p>	Pages 30-31	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>relation to being a nominee on behalf of a Centrepay recipient. In both instances, how is financial abuse or coercion or exploitation prevented? Are you able to provide me an outline now of what's in place to ensure that someone can't be exploited and that their rights are upheld and that they can't be coerced or bullied in those relationships?</p> <p>Mr Thorpe: We're happy to take on notice the procedures we undertake to register an organisation for the use of Centrepay and also the subsequent detailed processes the CEO has acknowledged about how nominees are recorded, managed and maintained. We also have particular training for our staff to make sure we understand vulnerability situations and indicators for vulnerable customers, and we take that into consideration, particularly where nominee arrangements are in place, to make sure they're still appropriate.</p>		
SQ23-000420	Services Australia	Louise Pratt	Centrepay - Notification to customers of rights	<p>Senator PRATT: It was put to me the kind of situation that someone who was experiencing harm in this organisation might face—that someone from Ester House, when they are the nominee, could be the one logging on and changing the deductions and that that person would be precluded from having access to their own records. I find it pretty difficult to see how at your end you could have necessarily prevented that.</p> <p>Ms Skinner: Sadly, things like that do happen. They do happen in a range of environments where people with the wrong conduct and intent can prey on vulnerable people, and sometimes that is</p>	Page 31	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>difficult to identify.</p> <p>Senator PRATT: Is there a process for being able to remind people who have been nominated by others that it is voluntary and that you can cancel it at any time?</p> <p>Ms Skinner: Yes, consistent with Services Australia's advice to customers both on our website and in our regular communications. One of the important parts is to maintain good nominee arrangements for your own accounts. That's something we do in terms of promoting and educating customers, to make sure not only that the nominee arrangement you've created is right now but that you continue to check to make sure it's appropriate in the future.</p> <p>Senator PRATT: Do you send someone a text message, and say, 'Is this still appropriate for you?' How do you hear back?</p> <p>Ms Skinner: We do a range of things, including hardcopy letters and myGov inbox letters, but in the situation you're talking about, Senator, those other methods we would use to try and communicate with people may well be diverted by those people who are not behaving in an ethical way.</p> <p>Senator PRATT: Okay. Can you take on notice providing me with a little more detail about that process by which someone might be advised of their rights?</p> <p>Mr Thorpe: Absolutely.</p>		
SQ23-000421	Services Australia	Louise Pratt	Centrepay - Esther House accreditation	Senator PRATT: Can I ask whether you or anyone else advises social security recipients who are making payments via Centrepay as to the relationship of those deductions to their rights	Page 31	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>under the state tenancy acts or other accommodation acts if someone says, 'This is an accommodation payment.' What I've seen is that you might list it as an accommodation payment, but, in fact, they might have marketed themselves as a drug rehab centre or as a mental health respite centre. What do you do to make sure that the deduction would meet consumer protection thresholds for the marketing of a particular service?</p> <p>Mr Thorpe: The registration process for organisations goes through a range of checks. Centrepay, itself, is not a regulatory system, but it does make sure that organisations present the right levels of accreditation or registration—being a registered business or having certifications, if you will. In addition, if a customer is engaging with Services Australia through our face-to-face or telephony environment, part of our staff would discuss those types of issues with the customer. However, you can also update those arrangements yourself online, using the Centrepay online service. So there are a range of ways we'd look to do that. But, in terms of validating, we also undertake compliance activities relating to existing Centrepay organisations. My understanding is that we've undertaken over 300 investigations this year alone relating to Centrepay organisations, to make sure they're fit for purpose and reflect what they were originally registered to do.</p> <p>Senator PRATT: Could you provide to me on notice what Esther House was accredited for? You've given me the information as to the size of the</p>		
--	--	--	--	---	--	--



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>deductions.</p> <p>Mr Thorpe: I've also just confirmed while we've been discussing this that, every 12 months, customers are reminded through a text message about their existing arrangements and about making sure they're still appropriate. So we do prompt individual customers to go in and check their particular arrangements or to call us if they need extra help.</p>		
SQ23-000422	Services Australia	Louise Pratt	Centrepay - Organisation categories	<p>Senator PRATT: Is there any policy work currently being done in this space? It is a bit of a minefield, really, for Services Australia to manage this.</p> <p>Mr Thorpe: We regularly look at the Centrepay program in terms of making improvements not just to the user experience but to understanding the policy settings. We regularly talk to the Department of Social Services around future opportunities, but fundamental changes to Centrepay would be subject to government decision.</p> <p>Senator PRATT: That's right. I think I can put the further questions on notice. I would appreciate the briefing in order to be able to ask them appropriately. I did want to ask how you differentiate between what's being paid for in terms of accommodation and drug rehabilitation, and how you monitor what services have been marketed to a consumer versus what's on the Centrepay paperwork.</p> <p>Mr Thorpe: We'll take that on notice and provide you with the categories that we record organisations against in the Centrepay system.</p>	Page 32	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000423	Services Australia	Wendy Askew	Service Centre transformation	For each transformed service centre, what was the APS head count prior to transformation and immediately after?	Written	19/06/2023
SQ23-000424	Services Australia	Slade Brockman	Staff Working from Home arrangements	<p>Senator BROCKMAN: Ms Skinner, for APS and non-APS staff respectively, how many are currently working from home on flexible arrangements? If that has already been provided somewhere in the large amount of information we have, I'm happy for you to—</p> <p>Ms Skinner: Did you say how many are working from home?</p> <p>Senator BROCKMAN: Yes.</p> <p>Ms Skinner: Around 5,000 people have some sort of working from home arrangement.</p> <p>Senator BROCKMAN: Do you differentiate between APS and non-APS?</p> <p>Ms Skinner: Most non-APS staff will be in the office or in a call centre or in our tech workshops working with our ongoing public servants, so I don't know. Not many non-APS staff would be working from home except if there's some sort of office environment.</p> <p>Senator BROCKMAN: Could you take on notice to break that down? The 5,000—given they're mostly APS staff, let's say—do you track that against other departments, or do you think that you've got specific needs that mean you'd have a higher rate or a lower rate. Do you consider where that number is in terms of your human resources needs?</p> <p>Ms Skinner: We seek to ensure that we offer staff flexibility. Working from home is one aspect of that, but in broad terms most of our staff are</p>	Page 32	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>attending their workplace because of the type and nature of the service that we provide. During COVID, for example, all of those 318 service centres opened every single day. There's no opportunity to work from home to do face-to-face servicing, as an example, and much of our work revolves around the sort of infrastructure that we need to use and the privacy of citizen data being managed well and the security of our staff being able to get support for some of the difficult work they do.</p> <p>Senator BROCKMAN: Okay, fair enough. I'm happy to take the rest of that on notice, please—just the breakdown.</p> <p>Ms Skinner: Sure.</p>		
SQ23-000425	Services Australia	Janet Rice	Fraud and Corruption investigation figures	<p>Senator RICE: I want to continue on with some questions about Services Australia's efforts to combat fraud and corruption. Your latest annual report says that in 2021-22 the agency's effort to combat fraud and corruption led to 709 criminal investigations, 988 administrative investigations and 203 referrals to the Commonwealth Department of Public Prosecutions. I want to dive into that in a bit more depth and ask about who these related to. How many of the investigations and referrals were in relation to staff?</p> <p>Mr Birrer: I will ask my colleague Mr Lucchese to answer because he has the staff number.</p> <p>Mr Lucchese: On internal fraud matters for 2022-23, I can give an update that we have 138 active fraud investigations underway at the moment. In the last financial year we completed 951 fraud investigations. Of those, around about 500 were referred for code related matters.</p>	Pages 33-34	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>Senator RICE: Sorry, what related matters?          Mr Lucchese: Code, so the APS Code of Conduct. And around 18 were referred to CDPP.          Senator RICE: Of the 951 for fraud, 500 were for APS code, so they were internal. Are the 951 all internal, or are they—          Mr Lucchese: They were all internal investigations. Completed investigations numbered 951 in the 2021-22 financial year.          Senator RICE: That's for 2021-22, so the data in the latest annual report.          Mr Lucchese: Yes.          Senator RICE: In the annual report there were 709 criminal investigations, 988 administrative investigations and 203 referrals to the CDPP.          Mr Lucchese: For financial year 2022-23, if I have your question correctly, to date, so that's until the end of March, we have completed 561 internal investigations, and as at the end of March we have referred 27 to the CDPP.          Senator RICE: Right. Perhaps if you could give me that data for the three financial years. Those were for 2022-23, and then we were talking about 2021-22. I want to go back to the figure you quoted, the 951 for 2021- 22. How does that compare to the figures that are in your annual report, the 709 criminal investigations, 988 administrative investigations and 203 referrals to the CDPP?          Mr Lucchese: I haven't got that in front of me. I'll take that on notice.          Ms Skinner: We might have rolled some up for the annual report to break it out so that we can clearly identify that 951. We might take that on notice and</p>		
--	--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>do that split out, because some of the internal matters will be in a range of those buckets you've just read out. So you'd like a few of those [inaudible] internal and external?</p> <p>Senator RICE: Yes. In total you've almost got 2,000; you've got 1,900. Basically, of that 1,900, you've 951 being internal—so about half of them, then, of that 1,900 will be turned over?</p> <p>Mr Lucchese: We can take that on notice to make sure that we've got the right split for you.</p> <p>Senator RICE: I appreciate you taking it on notice, but that's the approximate figures—if you've got 951 internal out of a total of almost 2,000?</p> <p>Ms Skinner: Yes. I'm just looking at the annual report. The question I don't have is: do the 203 referrals to the CDPP arise from part of the 709? We can be clearer about that for you—whether that's a rolled up figure of each of those as an individual thing or whether there's any nesting of those things—one leading to the other—so let us just do that.</p> <p>Senator RICE: If the 203 referrals are included in the 709 criminal investigations, you might only have 1,700 cases, so you've got more than half of them relating to staff.</p> <p>Mr Birrer: Yes. You'll see below that, right at the bottom of the page, that, as Mr Lucchese said, there were 18 referrals to the CDPP in 2021-22—which is one of those numbers he read out before.</p> <p>Ms Skinner: For internal.</p> <p>Mr Birrer: For internal.</p> <p>Senator RICE: So we've got some approximate numbers, but you're going to get me the right</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				answers about— Ms Skinner: Yes, and we'll just make sure they're split out.		
SQ23-000426	Services Australia	Janet Rice	Investigations or referrals were in relations to beneficiaries	<p>Senator RICE: In the order of magnitude, about half of those that were listed in the annual report were internal. My second question is: how many of the investigations and referrals were in relation to beneficiaries?</p> <p>Mr Birrer: We don't have that because some of the investigations are of people who are not currently on payment but who are being investigated, for instance, for putting in claims under fictitious identities and the like.</p> <p>Senator RICE: Would you be able to get me data separating that—</p> <p>Mr Birrer: About who's on payment versus who wasn't?</p> <p>Senator RICE: Yes, who's on payment and then other people who are purporting to be somebody who's to be on payment. How many of these investigations are in relation to child support payments?</p> <p>Mr Lucchese: I'm happy to take that on notice, in terms of having the break-up. As Mr Birrer and the CEO have described, we can provide that break-up.</p> <p>Senator RICE: Great.</p> <p>Mr Lucchese: I would note that sometimes they are not singular—they might cross over multiple payment types—so it may not be just within child support or social security, but we can provide that information.</p> <p>Senator RICE: How many are criminal versus administrative, and, similarly, how many</p>	Page 34	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>investigations are in relation to JobSeeker and other income support payments?            Mr Lucchese: Yes, we can take that on notice.            Ms Skinner: Yes, we can take that detail on notice.            Senator RICE: And how many of these investigations are in relation to identity theft, to scams, to fraud related to beneficiaries, to providing incorrect information to Centrelink and to fraud related to beneficiaries failing to provide information to Centrelink. The annual report also states that the 2021-22 Taskforce Integrity achieved 25 criminal investigations, 8 referrals to the CDPP and \$8.9 million recovered in debt owed to the Commonwealth arising from fraud and serious noncompliance. Could I get a breakdown of that \$8.9 million in relation to the categories we just talked about?            Mr Lucchese: Yes, Senator.            Ms Skinner: Yes, Senator</p>		
SQ23-000427	Services Australia	Janet Rice	Telephony statistics - Mutual Obligations	<p>Senator RICE: So you are hopeful that you will meet your ASL? So you've overcome recruitment issues, or is recruitment still an issue?            Ms Skinner: The ASL cap for us will reduce by around 1,800 from this financial year into next financial year as we return to a pre-pandemic staffing level, so we will be broadly over the average staffing level—            Senator RICE: Alright, so the ASL is going to reduce. What's that going to do to your wait times?            Mr Howard: With the service delivery group and the people we have answering telephones and processing claims at the moment, I am well above. I have more people than I did at the beginning part</p>	Pages 35-36	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>of the year so, therefore, my ASL, my average, is under but my headcount, my FTE, is quite high at the moment because we've done so much recruiting. To the CEO's point, come 1 July we will, from an average staffing levels perspective, be over what my allocation is. We're going to hold that in the first quarter, and then we'll look to see how we manage it in the budget context for the remainder of the financial year.</p> <p>Senator RICE: How do you expect that to impact on your wait times and congestion needing to turn uncongested?</p> <p>Mr Howard: The reason the ASL has shrunk is predominantly to do with emergency payments that we no longer need to pay. This year we had the pandemic disaster payments; we had high-risk pandemic payments that won't exist next financial year. So, we will manage the balance between telephony and processing and the work that we have to do within the budget that gets allocated. It's a constant juggling act to balance between telephony and wait times and to make sure we're processing payments in a timely fashion.</p> <p>Senator RICE: Well, I hope it's not going to impact upon the experience of people who do need to ring. As we discussed, there are people you want to be online, who don't need to ring, but there are people who do need to ring and speak to a real human. We'll just have to wait and see, I suppose, how that's going to impact on the wait times for those people. I'm also interested in what proportion of the calls you receive relate to mutual obligations.</p>		
--	--	--	--	---	--	--



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>Mr Howard: We'd take that on notice.          Senator RICE: Do you have any rough sense?          Mr Howard: Not—          Ms Skinner: Unless Mr Thorpe has anything, but not really, no.          Mr Howard: In the context of the total number of calls that would be received, we'd have to take it on notice.          Senator RICE: Okay. Thank you. I'd appreciate that data.          Ms Skinner: Those calls will come through mostly in the employment services queue—so, whether we can do that—          Mr Howard: We do need to take it on notice, because there will also be an element of that where customers can report via the IVR. As I think we discussed on Monday, not all customers have to report by speaking to a staff member; they can do it online or they can do it via the IVR. To make sure we've got a bit of a holistic picture for you, we'll take it on notice.</p>		
SQ23-000428	Services Australia	Janet Rice	Telephony - Customer satisfaction survey	<p>Senator RICE: Thank you. Now I want to got to some responses you gave to questions on notice. First was my question SQ2300014 on the customer satisfaction survey, where you mention that, in terms of customer satisfaction, people answer on a five-point scale, and results are then grouped into drivers and converted to an index score. First of all, what does 'grouped into drivers' mean?...</p> <p>...Senator RICE: I think I understand the weighting, but then the results are grouped into drivers?          Ms Skinner: Satisfaction drivers for the financial</p>	Pages 36-37	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>year are perceived quality, personalised service, communication, time to receive and a sense of fair treatment. Those are the satisfaction drivers. They're on page 27 of the annual report.</p> <p>Senator RICE: I might have more questions about that. I'll read up on what's in the annual report. You say that people are selected at random. Can people ask to complete a customer satisfaction survey?</p> <p>Mr Birrer: It depends on the channels. We'll take that on notice. There are different ways of collecting the survey results for each channel, so we can provide a summary of each channel and how we go about collecting the information for it.</p>		
SQ23-000429	Services Australia	Wendy Askew	Precincts	Can the Agency provide a list of all buildings that meet the following criteria: two or more Services Australia buildings, with an average travel time between the buildings of no more than 30 minutes.	Written	19/06/2023
SQ23-000430	Services Australia	Wendy Askew	Precincts	What further precincts are under consideration or being planned by the Agency within the next 6 to 24 months?	Written	19/06/2023
SQ23-000431	Services Australia	Janet Rice	Telephony - Customer satisfaction survey randomness	<p>Senator RICE: In terms of selecting people at random, how is that determined?</p> <p>Mr Birrer: We'll come back on that. Again, it depends a bit on the channel. For instance, with face to face, that's conducted by a phone call from one of our survey providers within five days to follow up on an interaction, Because the other channels are either in the telephony channel or online, there are different ways of collecting that same survey information.</p> <p>Senator RICE: Is at the same satisfaction survey across all of those channels—</p> <p>Mr Birrer: Well, it's the same drivers that—</p>	Page 37	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>Senator RICE: and across all cohorts? Mr Birrer: The same drivers, yes. Senator RICE: So the different cohorts are all being asked about those same drivers— Mr Birrer: Yes. Senator RICE: or the same aspects of their interaction? So it's the same for all of them. Do you have all of this written down in a policy document in detail? Firstly, can we get a copy of that satisfaction survey? Is it just asking, 'How do you feel about each of those drivers?' Is that all it is or is it more complex than that? Mr Birrer: Senator, what we can do is provide a breakdown of methodology. I say that because, as you've seen from our answers, it's quite complex in terms of the six drivers adding to an index of 100 and then having the weighting across each of the channels and then different ways of surveying customer experience across each channel. We can break that down so you can have an understanding because— Senator RICE: That would be appreciated.</p>		
SQ23-000432	Services Australia	Wendy Askew	Precincts	What is the average time for a precinct to be fully operational from when construction starts?	Written	19/06/2023
SQ23-000433	Services Australia	Janet Rice	Unreasonable diversion of resources Approved Volunteer Organisations	Senator RICE: I might have to come back with some more questions. My final question relates to the response to two of my questions on notice, No. 1517 and No. 1523. You responded that: 'To respond to this request would require an unreasonable diversion of resources.' How do you determine when a response would be an unreasonable diversion of resources? Ms Skinner: I needed to have a look at those—	Pages 37-38	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>Senator RICE: One of them was related to Workforce Australia approved volunteer organisations.</p> <p>Ms Skinner: Some of those things will be about whether we have to go in and open up an individual customer or provide a record in order to look for the particular example, which would then take a range of staff offline, interrogating individual records in order to try to build a picture. I'm of the view that, when we're in those sorts of situations, the staff would be better working on payments and services. Most of the time it's where the agency does not keep the particular measure in a way in which it's readily accessible for us or able to be generated. Any time we've got to go and start to singly interrogate records, then that's an unreasonable diversion.</p> <p>Senator RICE: In regard to the list of Workforce Australia approved volunteer organisations, I would have thought that you would have had that list.</p> <p>Ms Skinner: Yes, I will check that—</p> <p>Senator RICE: And who approves whether an organisation is a volunteer organisation for Workforce Australia?</p> <p>Ms Skinner: Yes, I will take that on notice again. I think we can provide that one. I just need to confirm that. I think it is an extremely long list. Is the list very long? Mr Thorpe might know a bit more about the list of voluntary organisations.</p> <p>Mr Thorpe: We're aware of that question on notice, and we're currently working on the additional details. Unfortunately, the system doesn't allow us to provide a list of current</p>	
--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				organisations that are registered and approved, so what we're currently doing is understanding what organisations are currently approved versus every organisation that has ever requested to be registered as a voluntary organisation. So we're currently undertaking that, and we're planning to have that information available to you by June, Senator.		
SQ23-000434	Services Australia	Janet Rice	Commonwealth Rent Assistance (CRA)	<p>Senator RICE: Thank you. Then there is my question relating to Commonwealth rent assistance. I haven't got the response to it here, but I'm interested to know: if that was too much data, what data do you capture about Commonwealth rent assistance?</p> <p>Ms Skinner: We capture the number of people who are recipients of Commonwealth rent assistance and how much is being paid—those sorts of things. There may be some breakdown of the cohort because you can receive Commonwealth—</p> <p>Senator RICE: Maybe you could respond to me with the information that you do capture, even if it's not all of the information I asked for, rather than saying, 'No, I'm not giving you anything.'</p> <p>Ms Skinner: Yes. Some of the material maybe comes through the material we would support with DSS, so we'll have another look at that.</p> <p>Senator RICE: Thank you. Thanks, Chair.</p>	Page 38	31/05/2023
SQ23-000435	Services Australia	Wendy Askew	Service Centres – operating hours	Do any service centres operate outside standard business hours, being 9.00 AM to 5.30 PM, and if yes, which ones?	Written	19/06/2023
SQ23-000436	Services Australia	Wendy Askew	Service Centres – operating hours	Do any service centres operate on the weekends? If yes, which ones?	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000437	Services Australia	Wendy Askew	Administration of Emergency Response Payments	<p>What funding has been allocated to staffing, what funding has been allocated to ‘digital services’ and what funding has been allocated to ‘on-the-ground mobile support’</p> <p>Of the 850 staff, will these staff be all new hires?</p> <p>How long will the training component of this measure take place and what does it cover?</p> <p>Will this training have input from other federal, state and territory agencies?</p> <p>What will happen to these 850 staff in times where they are not required to respond to natural disasters?</p> <p>What modelling or forecasts has the Agency undertaken that would suggest there will be natural disasters next financial year and how has this informed this Budget Measure?</p>	Written	19/06/2023
SQ23-000438	Services Australia	Wendy Askew	Projects re-baselined	In table form, this FYTD, how many projects, and what are those projects, have been re-baselined, and why?	Written	19/06/2023
SQ23-000439	Services Australia	Wendy Askew	Projects re-phased	In table form, this FYTD, how many projects, and what are those projects, have had their funding re-phased? What have the projects been re-phased to and from, and why?	Written	19/06/2023
SQ23-000440	Services Australia	Wendy Askew	Community Partnership Program	<p>This FYTD, how many partner NGOs are part of the Community Partnership program?</p> <p>What is the process through which NGOs become part of the program?</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>What is the criteria that the Agency uses to assess the suitability of a prospective partner NGO?</p> <p>How long does this application process take?</p> <p>Please list the NGOs that have expressed an interest, formally and informally, in joining the program, and on the date on which they expressed an interest.</p> <p>Have any NGOs been rejected from joining the program? If yes, list applicable NGOs and detail the justification behind the rejection.</p> <p>Please provide copies of material provided to Agency staff at each NGO?</p> <p>How many Community Partnership Specialist Officer currently operate?</p> <p>What training do community Partnership Specialist Officers and how long does this take?</p> <p>What is the actual cost per year of running the Community Partnership program and what is the projected cost this financial year and over the next three years?</p> <p>What feedback has been received to date by customers and participating NGOs about the program?</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				What risks and considerations has the Agency identified in operationalising the program?		
SQ23-000441	Services Australia	Wendy Askew	Cashless Debit Card	How many high-risk participants have been referred to financial counselling services during the course of the abolition of the Cashless Debit Card?	Written	19/06/2023
SQ23-000442	Services Australia	Wendy Askew	Cashless Debit Card	Did every high-risk participant who were on the Cashless Debit Card received individualised contact?	Written	19/06/2023
SQ23-000443	Services Australia	Wendy Askew	Medicare benefits	Per state and territory, how many customers have unclaimed Medicare benefits this FTYD and what is the total dollar value of those unclaimed benefits?	Written	19/06/2023
SQ23-000444	Services Australia	Wendy Askew	Services Australia Structure and Staffing	List all Divisions and Groups within Services Australia?  In tabulated form, list the number of ongoing and non-ongoing APS employees per each division and group this FYTD, and every year from 2019 onwards. Also include the number of non-APS employees attached to each division and group.	Written	19/06/2023
SQ23-000445	Services Australia	Perin Davey	Emergency recovery facilities - staff on the ground	Senator DAVEY: That is an important point, however. I have travelled around. I've been up to Lismore, and I know that you had staff on the ground in Lismore. I've also been out to Fitzroy Crossing, where, certainly, they didn't feel that there were staff on the ground, but people could make application online once the announcement was made. Did you also have staff on the ground in Fitzroy Crossing? Ms Skinner: We did. Unfortunately, the Fitzroy Crossing service centre was so significantly damaged that we could not use it. So we had to wait for it to be safe to get some staff in there, and, as soon as we could do that, we did. In the	Page 39	31/05/2023



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>meantime, we provided a telephone and online offer.</p> <p>Senator DAVEY: How long did it take for you to get a physical presence there?</p> <p>Ms Skinner: Mr Howard has that one.</p> <p>Senator DAVEY: Mr Howard's on the ball!</p> <p>Mr Howard: There was a physical presence in Fitzroy Crossing pretty much straight away, because we did have service centre staff that were there and able to staff from the recovery centre that was set up. From memory, there were a handful of staff that were there immediately, and then it was about five days—I can take the exact time on notice—before we could then put some supplementary staff into Fitzroy Crossing.</p>		
SQ23-000446	Services Australia	Wendy Askew	Programme Increments	<p>In table form, list all active projects and their current Programme Increments, when the project moved to the current increment, and provide the date/time period when it is expected that the project will progress to the next Programme Increment. Per each project, detail the nature of the project and explain what each In table form, List all current active projects and their Programme Increment progression means.</p>	Written	19/06/2023
SQ23-000447	Services Australia	Perin Davey	Disaster recovery Allowance and Payments	<p>Senator DAVEY: I'd be happy for you to take this on notice: from 1 January 2022 to this budget, could you break down through local government areas how many DRA and DRP payments have been made throughout Australia?</p> <p>Ms Skinner: We can do that, yes.</p>	Page 41	31/05/2023
SQ23-000448	Services Australia	Wendy Askew	ECE Project	<p>When was PI-0 completed for the ECE Project?</p> <p>Is the ECE Project currently in PI-1?</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>How many claims have been processed to date under the ECE Project?</p> <p>When did the solution design review into the ECE Project commence? Is it still ongoing?</p> <p>What were the original costs for ECE, and what are the revised costs?</p>		
SQ23-000449	Services Australia	Janet Rice	Centrelink Records – Vulnerability Indicators	<p>Senator RICE: If someone has a vulnerability indicator that's on their record—you say some might be related to particular issues happening at a particular time—what about things like if they've got a history of mental illness, or, potentially, suicidal ideation? Would that be a vulnerability indicator that would be on their record?</p> <p>Mr Thorpe: It would depend on the interaction that the customer's having with the Services Australia customer service representative and whether they're expressing or declaring those types of situations or conditions, if you will.</p> <p>Senator RICE: So if they had declared that, if they had expressed suicidal ideation, would that then be marked on their record?</p> <p>Ms Skinner: If they are doing that in a phone call, there would be some capturing of that record. If they did it while they were speaking to us, they would be immediately offered a referral to social work support. If people are significantly distressed in the moment, in the service centre, on the phone, the officer will try to get some immediate assistance through social worker support.</p> <p>Senator RICE: I'll come back to that issue, but stick</p>	Page 41	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>with the issue of vulnerability indicators at the moment. If they've expressed that, or if you know that they've had exemptions from mutual obligations because of mental illness in the past, would that be on their record as a vulnerability indicator?</p> <p>Mr Thorpe: There wouldn't necessarily be a direct link to an exemption placed on a mutual obligation in a vulnerability indicator. However, as part of an interaction we're having with a customer, we'd be assessing and looking for potential vulnerabilities and talking to that customer about whether they need extra help. As the CEO cited, we'd be looking to escalate this to a more specialised officer, including social work support.</p> <p>Senator RICE: I understand that's the point of the vulnerability indicator.</p> <p>Ms Skinner: The service officer can see recent interactions with the agency when they're looking at a customer's record. They can see some of those interactions. What they're looking for will depend on what the conversation is.</p> <p>Senator RICE: You've mentioned some of the vulnerability indicators: do you have a list of what they are?</p> <p>Mr Thorpe: We can provide that on notice. I don't have a list of indicators in front of me. As for the principles for a setting to apply vulnerability as an indicator on a customer's account, we'll come back to you on notice.</p>		
SQ23-000450	Services Australia	Wendy Askew	Solution designs reviews	In table form, detail how many solution designs reviews are currently ongoing, when were they	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				launched, why were the reviews launched and what is each review for?		
SQ23-000451	Services Australia	Wendy Askew	MyGov	<p>How is work progressing on extending the foundational features of the enhanced MyGov program, specifically, on improving tasks and notifications?</p> <p>How is work progressing on personalisation? What challenges have been encountered to date?</p> <p>How many new services have been on-boarded onto the new platform, on what dates, and what were the names of the services?</p>	Written	19/06/2023
SQ23-000452	Services Australia	Janet Rice	Debt system interaction with the vulnerability indicator	<p>Senator RICE: I want to go to an example of somebody for whom I would have thought there should have been a vulnerability indicator to then raise concern about sensitivities. It was someone who had a record of mental illness, having been exempted from mutual obligations because of issues with their mental health, who was then sent an automatic debt recovery notice. This then tipped them over the edge and they attempted suicide. I find it striking that either their history didn't trigger having a vulnerability indicator on their record or their vulnerability indicator didn't trigger that you should not send a debt recovery notice to this person out of the blue. Tell me what went wrong in this example?</p> <p>Ms Skinner: The best way for us to approach any particular example is to get some customer details and understand what sort of service, support and recovery we can provide. I couldn't really comment without having a look at what we did and didn't</p>	Page 42	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>know, how the debt system interacted with what we did and didn't know, when the system sent a letter, and that sort of thing. I'd need to get customer details to provide anything for you in particular.</p> <p>Senator RICE: I understand that for that instance, but to me it spoke of an issue that someone like that should, I'd have thought, have had a vulnerability indicator on their record that should have prevented an automated debt notice being sent. I want to know, in your system overall, would that history of mental illness, which had resulted in exemptions from mutual obligations in the past, be sufficient to have a vulnerability indicator that would say, 'don't send automated debt notices to this person'?</p> <p>Ms Skinner: We'd need to have a look at the interaction of the debt system—which is an old system and quite challenging to work with—and its interconnectivity with the customer record system for me to understand whether those two things could have interacted in a way that was not helpful.</p> <p>Senator RICE: It worries me, particularly with what we've learnt about the issues with robodebt, that you're saying the debt system is old and doesn't interact with all of the other data you've got, which means the potential for these sorts of instances occurring sounds to me quite significant.</p> <p>Ms Skinner: I'm not an expert on exactly how it interacts, but I don't think we've made any secret of the fact that the debt management information system is one of the systems we would call legacy technology. It's difficult for staff to work with in</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				terms of calculating debts, but they are experts in what they do. We'll take on notice how those two things interact and, if there was a vulnerability indicator, how it would be understood as the debt system doing something and the type of automatic debt notice that could be sent, because there are different situations where something might just be triggered in the Centrelink system. There are a range of things. On the one hand, yes, that should all be stitched up. Maybe there were things we didn't know; maybe there were disconnections. I don't know whether it's a service recovery, a service underperformance or there was just something that we didn't quite know at the time.		
SQ23-000453	Services Australia	Wendy Askew	MyGov	When was the Birth of a Child Pilot launched?  What back-end legacy technologies have been commissioned under the old myGov?  Is the Registration of Birth function still expected to be completed by the end of this financial year?	Written	19/06/2023
SQ23-000454	Services Australia	Janet Rice	Vulnerability Indicator breakdown – Payment type	Senator RICE: So, as well as the list of vulnerability indicators, could you give me a breakdown of the people with a vulnerability indicator by payment type and year over the last five years? Ms Skinner: Yes, if we can. The vulnerability indicator will be on the customer's record against their customer record reference number. That might be a case where trying to unpack or de-tangle a customer reference number from the vulnerability indicator and their payment might be a bit tricky, but we'll have a go at that. Mr Birrer: Also, some vulnerability indicators are	Page 43	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>enduring and some are episodic.</p> <p>Senator RICE: That's what I wanted to know as well: which of them would expire, and what the expiry time is on them, and which ones. You've identified that somebody may have had severe mental illness five years ago; so how long would that then be a vulnerability indicator on their record?</p> <p>CHAIR: Thank you, Senator Rice. It's 1 pm, so the committee will suspend for one hour. We will be returning to outcome 1 after the break.</p>		
SQ23-000455	Services Australia	Wendy Askew	MyGov	<p>How many customers have used the enhanced search functionality?</p> <p>What are the top 10 statements searched for?</p>	Written	19/06/2023
SQ23-000456	Services Australia	Wendy Askew	Digital Experience Platform	<p>Which vendor is delivering the Digital Experience Platform and on what date were they engaged?</p> <p>Which parties are subject to the Digital Experience Platform project?</p> <p>When did work start on the Digital Experience Platform?</p> <p>When is it expected work on the Digital Experience Platform will conclude?</p>	Written	19/06/2023
SQ23-000457	Services Australia	Anne Ruston	Income management and enhanced income management- Cost	<p>Senator RUSTON: What I'd like to know is how many people are on any form of income management, and the form of income management, in Ceduna, the Kimberleys, Goldfields, Bundy, Hervey Bay and the Northern Territory, including the BasicsCard, and other areas in Australia including any BasicsCard. If you could get that to me as a matter of some urgency, that</p>	Pages 43-44	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>would be fabulous. I'd like to ask you some questions about that.</p> <p>Mr Thorpe: Sure.</p> <p>Senator RUSTON: What is the cost per card or per participant for a SmartCard user as we sit here today?</p> <p>Mr Thorpe: I don't have a figure for cost per participant. I can talk about the broader budget that was allocated to Services Australia for the context of transitioning customers off the cashless debit card to enhanced income management. But, in terms of cost per participant, I don't have that figure, because we haven't solved or resolved the future of income management. In other words, we don't have a policy setting that defines the total number of people to be using enhanced income management.</p> <p>Senator RUSTON: There was an announcement made on 6 March that the cashless debit card would be abolished. There are a number of people who were on the cashless debit card who are compulsorily required to remain on income management, and you can't tell me what it's costing you for those people to be on that card?</p> <p>Mr Thorpe: The reason why I can't provide that costing to you is that the majority of costs associated with the implementation of enhanced income management relate to the foundational settings, infrastructure and services required to run a card system.</p> <p>Senator RUSTON: Ms Skinner, I'm finding it quite interesting that we've got quite a significant policy announcement that was announced for the</p>		
--	--	--	--	---	--	--



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>election and subsequently has been enacted through legislation through the parliament. You're going to implement it, but you don't seem to have any idea of what the costs were. Did you do any modelling or provide any modelling to the government prior to the announcement or the legislation going through the chamber to give the government some sort of indication about the costs that would be associated with it from Services Australia?</p> <p>Ms Skinner: Certainly. We would have done costing. As Mr Thorpe said, a large component of that would be foundational costs, and then there will be some volume related costs. Mr Thorpe, have you got the breakdown of the way in which those costs are broken up.</p> <p>Mr Thorpe: We don't have the breakdown of those costs, but we do have the costs allocated to the agency, being \$46.6 million for the 2022-23 financial year, and a further \$119.7 million for the 2023-24 financial year, which is a combination of enhanced income management and income management. It's combining both of those measures together.</p> <p>Senator RUSTON: Can I unpack that? You talk about enhanced income management and income management and combining the two. My understanding was that it wasn't compulsory for people who are on income management to go onto enhanced income management. You just said you were combining the two.</p> <p>Mr Thorpe: Apologies. For clarification: I'm combining the cost of the income management</p>		
--	--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>program and enhanced income management and reflecting to you that in the 2023-24 financial year the total cost of that is \$119.7 million. The two programs are not coming together.</p> <p>Senator RUSTON: Can you break that down into the two programs?</p> <p>Mr Thorpe: I'll have to take that on notice.</p>		
SQ23-000458	Services Australia	Wendy Askew	Enhanced myGov Program - whole-of-government document upload capability	Can the Agency provide background information on the whole-of-government document upload capability?	Written	19/06/2023
SQ23-000459	Services Australia	Wendy Askew	myGov Help Desk - telephone support	<p>What is the average speed to answer for the myGov Help Desk?</p> <p>How many customers terminated their calls before speaking with an Agency staffer?</p> <p>What is the average volume of calls received on a weekly basis?</p> <p>Does the Agency collect information on the age of people calling this line?</p> <p>What are the top five issues identified by customers using this line?</p>	Written	19/06/2023
SQ23-000460	Services Australia	Anne Ruston	People on the basics card/ product level costs	Senator RUSTON: You said you run a national system. Clearly, product level blocking by merchants, particularly mixed merchants, is not something that is—what would be the point of requiring a merchant, particularly a mixed merchant, that sold tobacco or alcohol in Bundaberg to invest in the kind of technology to support a program like this when there are 22	Page 47	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>people living in the area? You've not provided any advice—I don't know whether Mr Griggs might like to make some comment about this, given he's the policy owner of this— around the cost-effectiveness of running a program where there is a technological impact of this for 22 people in Bundaberg and Hervey Bay, 19 people in Ceduna, 43 people in the East Kimberley and 43 people in the Goldfields. What is the cost-effectiveness and what is the penetration and application of your product level blocking and your technologies that sit alongside supporting this as a program?</p> <p>Ms Skinner: If you like, we can talk a bit further about the product level blocking.</p> <p>Senator RUSTON: I quite understand what product level blocking is. I'm asking about the cost-effectiveness of product level blocking for a mixed merchant who is in Hervey Bay. Why would he invest in that technology?</p> <p>Ms Toze: The thing I would say to this is: the customer numbers might seem small at the moment, but, as you're aware, there is legislation currently before parliament which would give people the option of moving from a BasicsCard, which is quite an inferior product in comparison, to the SmartCard, which is a contemporary card offer. We would expect that, should that legislation pass, we would see numbers increase as people want to take up that contemporary card offer. Like with any voluntary program, the numbers at the beginning, which is where we're at, would naturally be lower than for a program which is compulsory in nature. We know that the future of income management</p>		
--	--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>more broadly is a subject of consultation and a decision from government.</p> <p>CHAIR: Senator Ruston—</p> <p>Senator RUSTON: This is really important; I'm sorry, I wouldn't usually do this. Thank you for your indulgence, Chair. How many people in Bundaberg, Hervey Bay, Ceduna, the East Kimberley or the Goldfields are on a BasicsCard?</p> <p>Ms Toze: I don't have that level of detail on the BasicsCard.</p> <p>Senator RUSTON: I think I can give you the answer; it's probably none.</p> <p>Ms Toze: I have other information that I can give you on income management.</p> <p>Senator RUSTON: Are there people on the BasicsCard in those four sites?</p> <p>Ms Toze: I would have to take that on notice.</p>		
SQ23-000461	Services Australia	Wendy Askew	Paper-based payments	With reference to SQ23-000074, per each payment listed, please explain where applicable what the legislative requirements are?	Written	19/06/2023
SQ23-000462	Services Australia	Janet Rice	Remote Servicing notice given to communities	<p>Senator RICE: How much notice is given to a community that the remote servicing team is coming?</p> <p>Mr Howard: It varies because sometimes, for a variety of reasons, such as logistics, plans have to change. But generally we give as much notice as we can. I'd have to take on notice the exact time frames. Certainly, with the enhanced remote servicing that we've done in Alice Springs, for example, from 1 February through to now, in some instances we weren't giving a lot of notice that we were going out into community because we'd put extra remote servicing teams in. But we try to</p>	Page 49	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				make sure that we're giving as much notice as possible so that customers know that we're coming.		
SQ23-000463	Services Australia	Wendy Askew	Web Content Accessibility Guidelines	Why is agency not meeting 2.1 under the Web Content Accessibility Guidelines?	Written	19/06/2023
SQ23-000464	Services Australia	Janet Rice	Remote Service Team visit numbers	<p>Senator RICE: How has the number of remote servicing team visits trended in recent years?</p> <p>Mr Howard: As of 31 March, for this financial year, 217 face-to-face remote servicing trips have occurred into 338 individual communities. Some communities required multiple visits. So, a total of 422 remote community visits have been conducted. They also have done over 10,000 outbound virtual servicing contacts. Quite often if we have had to stop remote servicing for a particular reason—logistics, the weather—we still try to do a virtual servicing arrangement in a community. We did stop a number of remote servicing visits during COVID, at the request of state governments, in accordance with the health restrictions. I'd have to take on notice the trend between how it was before COVID and now.</p> <p>Senator RICE: Okay. Those 217 face-to-face visits in 338 communities: how can you have 338 communities serviced by only 217 face-to-face visits?</p> <p>Mr Howard: Sorry—217 remote servicing trips.</p> <p>Senator RICE: Trips—okay.</p> <p>Mr Howard: They might have been out and serviced more than one community in a trip.</p> <p>Senator RICE: And 338 communities. And what was the 422? Mr Howard: As some communities</p>	Pages 49-50	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>required multiple visits, a total of 422 remote community visits were conducted.</p> <p>Senator RICE: Okay—where a visit might be, as you said, a day or two days.</p> <p>Mr Howard: That's right. And you might have then come back—</p> <p>Senator RICE: Come back; yes. Okay. That's the numbers to 31 March this year. Perhaps you could take on notice the numbers for the previous full financial year, which was pretty much post-COVID, you would think—</p> <p>Mr Howard: Yes.</p> <p>Senator RICE: and then compared with the year pre-COVID—so, 2018-19. Thank you.</p>		
SQ23-000465	Services Australia	Wendy Askew	Property – coverage	How many square meters does the Services Australia property portfolio cover?	Written	19/06/2023
SQ23-000466	Services Australia	Wendy Askew	Property - number of properties	How many properties does the Agency operate from?	Written	19/06/2023
SQ23-000467	Services Australia	Janet Rice	Indigenous Policy Advisor	<p>Senator RICE: Do you know whether Mr Shorten's office has any Indigenous policy advisers?</p> <p>Mr Egan: I'm not sure. We'd need to take that on notice.</p> <p>Ms Skinner: I don't know.</p> <p>Senator Farrell: The answer is no.</p> <p>Senator RICE: Can you take it on notice if that's not the case</p>	Pages 50-51	31/05/2023
SQ23-000468	Services Australia	Linda Reynolds	Major Transformation Projects	<p>Senator REYNOLDS: The estimate for this budget, for 2023-24, has that increasing to \$238½ billion?</p> <p>Ms Diamond: That's correct.</p> <p>Senator REYNOLDS: Okay, so your payments are going up?</p> <p>Ms Diamond: That's right.</p> <p>Senator REYNOLDS: And your operating money is</p>	Pages 51-52	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>going down, as is your staffing.  Ms Skinner: I just would point out, though, that there are policy adjustments to the rate of payment of pensions and the energy relief fund— just all of those things. Those things—  Senator REYNOLDS: Which happen all the time.  Ms Skinner: Yes. That will be part of the growth in the outlays. The point I'm making is that it doesn't necessarily go to the volume of work.  Senator REYNOLDS: No, I understand that. It's the same every year because, with the amount of payments you make, it does vary every year. Thank you. Can you please provide a tabulation which lists all the major transformation projects that have received funding in this budget? Have you got a list of those?  Ms Diamond: Yes, I do. There has been a reduction in transformation project funding from this year to next year. That is partly the reason for the reduction in our funding between 2022-23 and 2023-24.  Senator REYNOLDS: Can you provide more detail? Whereabouts is that? Ms Diamond: That's not in the book, but I can take that on notice and provide that.  Senator REYNOLDS: So it's a reduction in transformation funding from what to what?  Ms Diamond: From this year it's about \$440 million to about \$198 million next year.  Senator REYNOLDS: So it has been more than halved?  Ms Diamond: That's right.  Ms Skinner: We saw the conclusion of a range of</p>	
--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>larger programs like the Welfare Payment Infrastructure Transformation and the aged-care residential funding in that last financial year, which were significant programs.</p> <p>Senator REYNOLDS: If I could get a list of that on notice with further details, that would be good. That's the only one?</p>		
SQ23-000469	Services Australia	Linda Reynolds	Reprofiled funding	<p>Senator REYNOLDS: In terms of the budget, we've just gone through your total agency resource funding. Have you had anything else that was reprofiled funding?</p> <p>Ms Diamond: There was one item that was actually reprofiled. That was to do with one project. We've moved \$60 million from this financial year into next financial year.</p> <p>Senator REYNOLDS: Which project was that?</p> <p>Ms Diamond: That was for the GovERP project.</p> <p>Senator REYNOLDS: Why was that?</p> <p>Ms Diamond: That was due to some delays. Obviously, there's a lot of activity in trying to undertake this work. But I think the Chief Information Digital Officer would be best placed to answer that question.</p> <p>Senator REYNOLDS: Could you take on notice if there is anything more that can be provided about the reasons that that was reprofiled.</p> <p>Ms Diamond: Yes, will do.</p> <p>Senator REYNOLDS: Was that the only one that has been reprofiled?</p> <p>Ms Diamond: Yes, absolutely.</p>	Page 52	31/05/2023
SQ23-000470	Services Australia	Linda Reynolds	Letter from Paul Fletcher	<p>Senator REYNOLDS: Can we go to the agency's community profile tool. These are some of the questions we asked in the letter that came from</p>	Pages 52-23	31/05/2023



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>Minister Fletcher asking for the information for today. I have here the agency community profile tool. I haven't heard of that before.</p> <p>Ms Skinner: Neither have I. I'm just checking if I'm missing something.</p> <p>Senator REYNOLDS: It is a document that has a summary of customers' debt, workload, and the industry insights profile by each LGA across Australia. Maybe if you can take that one on notice. I may have to get some more information because it didn't ring a bell with me either. I'll just rattle through these because these were in the letter from Minister Fletcher: the median number of days the agency took to process a claim; the median number of days spent on payment processing; and how many customers received a payment for all Australian government payments administered by, arranged by, year starting with this financial year to date and for every financial year since 2019. Do you have that with you?</p> <p>Ms Skinner: We don't have it broken down like that. Our annual report does have—</p> <p>Senator REYNOLDS: What do you have to table now?</p> <p>Ms Skinner: I am looking for that request from Minister Fletcher. I don't have the particular request from Mr Fletcher in front of me. We might just take that on notice, those particular details of those sorts of payments. It is millions of payments. Most people receive a Medicare payment, for example, so most Australians receive some payment process via us every year.</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000471	Services Australia	Linda Reynolds	Letter from Paul Fletcher	<p>Senator REYNOLDS: The next one that was in the letter was: can you provide tabulation—I presume that means a spreadsheet—which details all Australian government payments administered by the agency, so by payment types; the average number of days taken by the agency for those payments or claims that have required further action or had to be held for some reason and not processed immediately; the reasons for these actions; and the number of payment claims that have required further action or have been held for 10 days or more.</p> <p>Ms Skinner: We can provide some detail on the age of the claim or whether the claim was concluded in standard but we would need to look up every reason why a claim may have been picked up by a service officer, considered to be missing some information and then reallocated or the customer being asked for some information. We have a percentage of how many claims are held at any given point in time and how many are actionable. We can give you general reasons why they may be held.</p> <p>Senator REYNOLDS: That will be fine. I know how the system works. So those that go straight through, which I know are the vast majority of them.</p> <p>Ms Skinner: In terms of things like emergency payments—certainly. Other payments that have more complex information requirements generally may involve a couple of interactions with customers.</p> <p>Senator REYNOLDS: That is fine. If you could take</p>	Page 53	31/05/2023
-------------	--------------------	----------------	---------------------------	--	---------	------------

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				that on notice which types go straight through and the percentages of those that get held up for many and varied reasons. Ms Skinner: Yes.		
SQ23-000472	Services Australia	Linda Reynolds	Service Centre Transformation	<p>Senator REYNOLDS: I have about another five minutes. I will finish on this line. I have one more question. Could we go to service centres, please. Can you summarise how the agency determines which service centres will be transformed and/or closed.</p> <p>Mr Howard: The main causal factor in relation to transformation service centres is opportunity around end of lease. As a lease comes up and funding is available from within the budget, we then look to see how we can make the transformations occur, noting that the transformation of service centres is self-funded within the Services Australia budget.</p> <p>Senator REYNOLDS: So how many are waiting transformation at the moment? How many do you have on the list?</p> <p>Ms Smith: By the end of this financial year, we will have done 100, so we will have approximately 218 to go.</p> <p>Senator REYNOLDS: Did you say 218?</p> <p>Ms Smith: Yes.</p> <p>Senator REYNOLDS: So it is 318 all up. How many this financial year?</p> <p>Ms Smith: We have done 100 to date so far over the last couple of financial years.</p> <p>Senator REYNOLDS: So that's of the 318?</p> <p>Ms Smith: Yes.</p> <p>Senator REYNOLDS: On those numbers, will they all</p>	Pages 53-54	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>be transformed in some way?  Ms Smith: That is correct. So by the end of this financial year, we will have done 94.  Senator REYNOLDS: What is the average cost of transformation?  Ms Smith: There isn't an average. I would have to take that on notice because it depends on the size of the site.  Senator REYNOLDS: If you could provide a couple on notice.  Ms Smith: We have small, medium, large. So I would be able to provide you with that sort of information but I wouldn't have an average cost off the top of my head.</p>		
SQ23-000473	Services Australia	Linda Reynolds	Service Centres Precincts	<p>Senator REYNOLDS: Are you looking to establish a precinct in Hobart?  Ms Skinner: That relates to an office precinct.  Mr Egan: Sorry, your question related to plans to establish—?  Senator REYNOLDS: Yes, I understand there has been some discussion about a precinct in Hobart.  Mr Egan: Yes. We have a precinct program where we take agency sites that are within a reasonable proximity of each other and consolidate them into one location. We did have a plan to do that in Hobart, but we revisited that plan last year and decided not to proceed with it.  Senator REYNOLDS: Why was that?  Mr Egan: Based on delays with the developer being able to get approvals, we revisited the value-for-money assessment and determined that it wasn't worth proceeding.  Senator REYNOLDS: So it was value for money and</p>	Page 54	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>then it wasn't?  Mr Egan: Yes, because there were delays and other changes to the contractual terms which meant that it was no longer worth proceeding.  Senator REYNOLDS: Do you recall whether there was any concern by the CPSU about establishing the precinct?  Mr Egan: I don't recall. We certainly consulted with staff, and we consulted with staff at the time of the change of plan.  Senator REYNOLDS: Would you mind taking that question on notice on what the concerns were. Was it just value for money or were there any community concerns or union or staff concerns expressed about that?  Mr Egan: Certainly.</p>		
SQ23-000474	Services Australia	Linda Reynolds	Minister awareness of precincts	<p>Senator REYNOLDS: Thank you. Are there any precincts in New South Wales?  Mr Egan: Not that I recall, no.  Ms Skinner: Not off the top of my head, no. We have a precinct in Queensland.  Mr Egan: We have recently opened one in Bunbury in Western Australia and one on the Gold Coast in Queensland. We have one opening later this year in Adelaide and we have one scheduled to open next year in Brisbane.  Senator REYNOLDS: So no Hobart and no New South Wales. Are there any other areas or is that it? Are those four the last ones that you are considering at this point?  Mr Egan: Let me just check.  Ms Skinner: In the broad, probably yes. Each time a lease comes up, where there may be a group of</p>	Pages 54-55	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>leases coming up, we might seek to co-locate and amalgamate where it assists us to have more people together and also just reduce the general leasing costs. We will continue to do that. Whether we will call them 'precincts' if we bring a couple of work locations together is probably a matter of—</p> <p>Senator REYNOLDS: So you did that—</p> <p>Ms Skinner: It's not a precinct plan so much as—</p> <p>Mr Egan: I've found it. We have established precincts in Perth, Geelong, Ballarat, Cairns and Caboolture in addition to the sites that I mentioned.</p> <p>Senator REYNOLDS: So there are 10 precincts all up. Did I hear you right that there are no plans for any more precincts at this point?</p> <p>Mr Egan: Not at this stage.</p> <p>Senator REYNOLDS: Have you had any requests, engagement or direction from the minister not to have any more precincts?</p> <p>Ms Skinner: No.</p> <p>Mr Egan: No.</p> <p>Senator REYNOLDS: Could you take on notice whether you have had any briefings with the minister or correspondence from the minister about this?</p> <p>Ms Skinner: We can take that on notice.</p>		
SQ23-000475	Services Australia	Janet Rice	Debts	<p>Senator RICE: What happens if a debt is found to be incorrectly raised and people had paid interest or there was another action, like had a tax refund garnishee? What if action was taken against them and it was later found that the debt was incorrect?</p> <p>Mr Birrer: It would depend upon the circumstances that led to it. If the appeal found that there was no</p>	Pages 55-56	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>basis for the debt in the first place then that's one set of circumstances. Another circumstance could be where someone has received a reconciled payment, like family tax benefit or the childcare subsidy, and that would depend upon the exact chronology. A lot of these matters fall upon on the particulars of the cases and the particular eligibility requirements for each of the payments. It's hard to discuss it in the broad.</p> <p>Senator RICE: I presume you track how many incorrect debts in those various categories are issued.</p> <p>Mr Birrer: I'm cautious about the term 'incorrect'. Sometimes it is incorrect, sometimes we've applied the wrong information and sometimes our staff have made an error when raising a debt—they haven't followed the right procedures or misunderstood eligibility. In other cases—and we see this quite often—when people get to an authorised review officer appeal they provide new information, so we're able then to retrospectively recalculate someone's entitlement. In some cases it is something that the agency has done that is incorrect and in other cases it is that new information is available to our officers.</p> <p>Senator RICE: Do you track those instances where the agency has done something incorrectly?</p> <p>Mr Birrer: I think we do.</p> <p>Senator RICE: Can you take that on notice?</p> <p>Mr Birrer: I'll take that on notice, yes.</p> <p>Senator RICE: Can you say what those numbers were in those instances over the last five years?</p> <p>Thank you.</p>		
--	--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000476	Services Australia	Anne Ruston	Cashless Debit Card (CDC)	<p>Senator RUSTON: I'm just going back to the question about how many people were in the four cashless debit trial sites who are on the BasicsCard.</p> <p>Mr Thorpe: For Bundaberg and Hervey Bay, 22 enhanced income management—</p> <p>Senator RUSTON: No, my question was on the BasicsCard or non-enhanced income management.</p> <p>Ms Toze said that she was expecting that these numbers would increase because people who were on the BasicsCard would transfer onto the enhanced income management SmartCard. I was keen to understand how many people were in these four sites who are on the BasicsCard or non-enhanced income management.</p> <p>Ms Toze: I thought I took that one on notice, I'm sorry. I've got the broader income management data, and I can break it down by state, but I haven't got it at that location level for the BasicsCard.</p> <p>Senator RUSTON: Do you think there's anybody in any of these four sites who is on the BasicsCard?</p> <p>Ms Toze: I actually don't know the answer to that, so I would have to have a look at it.</p> <p>Ms Skinner: We'll take it on notice, Senator.</p> <p>Senator RUSTON: On that basis, Ms Toze, what was the basis for your comment, when we were talking about these tiny little numbers of people in the trial sites, that you thought the numbers were going to increase?</p> <p>Ms Toze: I was talking about the broader enhanced income management program, specifically the legislation that is currently before parliament which provides people who are on income management with the opportunity or choice to</p>	Page 56	31/05/2023
-------------	--------------------	-------------	---------------------------	---	---------	------------



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>move to enhanced income management and have that contemporary card offer. So I was talking more broadly.</p> <p>Ms Skinner: You've asked us a question around the product-level blocking as it goes to small cohorts of people and the relative cost of that, and we'll take that on notice, Senator, to see if we can unpack that in terms of the costs associated with managing particular merchants in small sites where there are small cohorts of people.</p> <p>Senator RUSTON: It's not just the small sites; it's around where there are small cohorts.</p> <p>Ms Skinner: Small cohorts, sorry, yes—not small sites.</p>		
SQ23-000477	Services Australia	Anne Ruston	Locations of participants on the BasicsCard	<p>Senator RUSTON: I have just one last question to put on notice. Can you please provide me with details of the location of everybody who is on the BasicsCard? When are our questions on notice due, Chair?</p> <p>CHAIR: It's 14 July 2023 for the return of answers to questions taken on notice.</p> <p>Senator RUSTON: Could I put a plug in. If you're going to answer the questions and not get them back in time, could you make sure this one does come back in time? Thank you.</p>	Page 57	31/05/2023
SQ23-000478	Services Australia	Slade Brockman	Data and Digital Ministers' Meeting (DDMM)	<p>Senator BROCKMAN: I'll try and whiz through this as quickly as I can, Chair. The Data and Digital Ministers Meeting—I understand there was one on 24 February. How many have there been in total?</p> <p>Ms Skinner: I think there have been two. I'll get Mr McHardie to come to the table, but there was one in February and there was one, as I recall, late last year.</p>	Page 57	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>Mr Griggs: Note that this portfolio does not carry responsibility for that. That's the Department of Finance.</p> <p>Senator BROCKMAN: The Department of Finance has carriage of the actual secretariat?</p> <p>Mr Griggs: Yes, I think the Digital Transformation Agency—</p> <p>Ms Skinner: The Department of Finance has the secretariat for the Digital and Data Ministers Meeting.</p> <p>Senator BROCKMAN: No, I wasn't going there. I was more concerned about what action items had come out of that. This is probably more for you, Mr Griggs, or the minister. What action items have been conveyed to you, Ms Skinner, if any?</p> <p>Ms Skinner: One of the items of work that the Digital and Data Ministers Meeting deals with is things like the Birth of a Child program. We often have the role of being the federal government deliverer of matters that may be discussed at a digital and data ministers meeting. That is our role in that context.</p> <p>Senator BROCKMAN: If Minister Shorten made a commitment at that meeting, how would that be communicated to you? Would it be through normal processes? How would you find out? If you're not part of the secretariat, do you have a representative at the meeting?</p> <p>Ms Skinner: Yes, actually: I'm at the meeting with the minister.</p> <p>Senator BROCKMAN: Oh, you're at the meeting.</p> <p>Ms Skinner: So I will take my own action, but there is a secretariat that distributes actions like we</p>		
--	--	--	--	---	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>would expect any meeting to do.</p> <p>Senator BROCKMAN: Have there been action items flowing to either the minister or to yourselves apart from the one you just spoke about?</p> <p>Ms Skinner: Yes, there are some action items that we have taken to provide additional information on—how we do servicing, for example, to support people with identity.</p> <p>Senator BROCKMAN: Could you make those action items available?</p> <p>Ms Skinner: That's a matter for the Department of Finance. We will take that on notice and see what we can provide in terms of what things that we've done in that context, but the broader responsibility of that committee, the action items and what happens to them is with the Department of Finance.</p> <p>Senator BROCKMAN: Have you been providing or is it the responsibility of the department to provide briefing materials to the minister for those meetings?</p> <p>Ms Skinner: We would generally provide the briefing materials to support the Minister for Government Services if he attends that meeting.</p> <p>Senator BROCKMAN: So you would have provided him with two briefs or more?</p> <p>Ms Skinner: Yes, where we've provided information about any of the items that relate to the work that we've done, we've provided the minister with a brief.</p> <p>Senator BROCKMAN: Can I ask for the numbers of each brief on notice, please?</p> <p>Ms Skinner: Certainly.</p>		
--	--	--	--	--	--	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000479	Services Australia	Slade Brockman	Projects that provide uplift capability	<p>Senator BROCKMAN: In looking forward, the whole point of uplifting is that you are servicing the market, ideally in a better way at a lower cost. That's the goal, I would think.</p> <p>Ms Skinner: That's right, and most of what we're trying to achieve is to bring those services into the myGov front door so that people only need to go to one place.</p> <p>Senator BROCKMAN: I'm not saying that other channels are being dropped off, but, in terms of the uplift projects, do you have a consolidated list of what's on the horizon in terms of uplift? Can you provide that on notice?</p> <p>Ms Skinner: I think we can take a list of our projects and look at which ones would fit the uplift type of capability.</p> <p>Senator BROCKMAN: Okay. If possible, could you provide the cost versus projected saving for those projects? I assume that would be somewhere?</p> <p>Ms Skinner: Yes, the benefits realisation would be the way we would characterise that.</p> <p>Senator BROCKMAN: Can we have that for, say, the last three and the next three financial years? Would that be possible?</p> <p>Ms Skinner: Yes, but we probably wouldn't be three financial years out in that sense—</p> <p>Senator BROCKMAN: I'm happy for what is reasonable, but could you have a look at that please?</p> <p>Ms Skinner: Certainly.</p>	Page 58	31/05/2023
SQ23-000480	Services Australia	Slade Brockman	Major projects and programs list	Senator BROCKMAN: I'm trying to go to our priorities and will put the rest on notice. With reference to SQ23-000261, how is the monthly	Pages 58-59	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>reporting of project status handled by the agency? Are the minister or his office formally advised by way of submission, or is there a regular reporting process?</p> <p>Ms Smith: We do have a fortnightly reporting process where we go out to our senior project officers, our senior responsible officers across the agency, and ask them for updates on the major projects and programs of work. We don't provide briefing to the office on that; it's an internally managed process which we have with our executive within the agency.</p> <p>Senator BROCKMAN: Do you have a term of art? Is it called a particular thing?</p> <p>Ms Smith: It's something sophisticated like our major projects and programs list.</p> <p>Senator BROCKMAN: Within that, do you evaluate or categorise the health of a project: where projects are at, whether they're behind schedule or ahead of schedule?</p> <p>Ms Smith: We do.</p> <p>Senator BROCKMAN: What's the nature of that?</p> <p>Ms Smith: We have a traditional traffic light report of red, amber or green. That can be for a variety of reasons. It may be because of some of the technology pieces. It may be because of funding. It may be because we're awaiting legislation or policy guidance. There might be a range of reasons why projects are or aren't on time, and that is compiled as part of our monthly reporting back to the executive.</p> <p>Senator BROCKMAN: I assume you will have to take this on notice. If you're happy to provide it now,</p>	
--	--	--	--	---	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>I'm happy too. Could we have a copy of an example of that major projects list on notice, please? Ms Smith: Yes.</p>		
SQ23-000481	Services Australia	Slade Brockman	Family Domestic Violence Pilot	<p>Senator BROCKMAN: Can you talk us through the rationale for the pilot project and what it is trying to achieve? Mr Thorpe: Absolutely. I'll also bring to the table our general manager, Cathy Toze, who is currently running the pilot. Essentially, this is to improve our approach to supporting customers in family and domestic violence situations. That's the objective of the pilot. You might want to talk about the pilot itself, Cathy. Ms Toze: Essentially this pilot has been established to expand some work that was already underway in our child support program. It is providing people who contact the agency in relation to child support, and they indicate that they've experienced family and domestic violence, it provides a case management and wraparound support for the individual. The service offer includes social work services as well. They consider the individual's circumstances and make referrals external to the organisation if and when required. The other important matter that this particular pilot addresses is supporting the customer to make sure they've got their child support arrangements in place and to help them establish their own Medicare card, update all of their details throughout the different programs in the agency, to offer that further level of protection. It might mean that the person's moved to a different residential address and their address is then not</p>	Pages 59-60	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>visible to the partner that they've moved away from. It's a three-year pilot. We're evaluating as we go and using the information that we're gleaning to look at future enhancements that we can use to support this group.</p> <p>Senator BROCKMAN: This came out of the 2021-22 budget?</p> <p>Ms Toze: Yes, that's right.</p> <p>Senator BROCKMAN: What was the funding?</p> <p>Ms Toze: It was \$17 million, I believe, for the agency over three years.</p> <p>Senator BROCKMAN: What's been done with that funding? Have we got specialist case managers? What does it actually look like on the ground?</p> <p>Ms Toze: It is actually all staffing funding. We have skilled and experienced APS staff in the child support program who've received specific training on how to support people experiencing family and domestic violence. Those individuals are based around the nation. As I mentioned before, we've also got social workers embedded in that team. So yes, it's a pilot over three years. We're making incremental changes as we progress with the pilot, as well as, as I said, evaluating that case management approach.</p> <p>Senator BROCKMAN: Do you have ongoing evaluations?</p> <p>Ms Toze: We have ongoing recording and design sessions, if you like, where we consider the feedback from the teams and the customers and then we look at how we will expand or change the service offering and continually improve as part of that pilot.</p>	
--	--	--	--	---	--

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>Senator BROCKMAN: And that pilot has about one year to run, is that correct? Ms Toze: Yes. Senator BROCKMAN: On notice can you let the committee know what the KPIs of the pilot are? What are the metrics for success of the pilot? Ms Toze: Yes. Senator BROCKMAN: I'm happy for you to take this on notice as to whether you can provide it or not, and certainly I'm happy for it to be deidentified in every way, but an example of the reporting of the KPIs of the project? Ms Toze: Yes, Senator, we're happy to do that.</p>		
SQ23-000482	Services Australia	Lidia Thorpe	People in/leaving prison	<ol style="list-style-type: none"> <li>1. What is the process for applying for Centrelink payments and a Medicare card prior to leaving prison?</li> <li>2. What proportion of people in prisons leave prison with a valid Medicare card in their possession?</li> <li>3. What avenues could Services Australia consider to improve the number of people leaving prisons with a valid Medicare card?</li> <li>4. Continuity of healthcare is a major issue for people leaving prisons, and post-release is a high risk period for the people. What is Services Australia's understanding of its own role in addressing these issues, and what is the agency doing to address these (such as Centrelink and Medicare access)?</li> </ol>	Written	8/06/2023
SQ23-000483	Services Australia	Louise Pratt	Centrepay Arrangement with Esther House	Of the 281 customers that had a Centrepay arrangement in place with Esther House, how many were via another nominee and how many were direct?	Written	8/06/2023



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000484	Services Australia	Wendy Askew	Property - landlords	How many landlords does the Agency transact with?	Written	19/06/2023
SQ23-000485	Services Australia	Louise Pratt	Centrepay - Esther House known by other name.	Whether Esther House was known by any other names in terms of it being a recipient organisation or a nominee for a Centrelink recipient?	Written	8/06/2023
SQ23-000486	Services Australia	Wendy Askew	Service centres - customer demand increase	In table form, list all service centres that have had an increase in customer demand this FYTD, and in each year from 2019 onwards.	Written	19/06/2023
SQ23-000487	Services Australia	Wendy Askew	Service centres - customer demand decrease	In table form, list all service centres that have had a decrease in customer demand this FYTD, and in each year from 2019 onwards.	Written	19/06/2023
SQ23-000488	Services Australia	Louise Pratt	Centrepay - Eligibility and Nominee	How do you become eligible to become nominated as a recipient of Centrepay payments, also the obligations in relation to being a nominee on behalf of a Centrepay recipient. In both instances, how is financial abuse or coercion or exploitation prevented? Are you able to provide me an outline now of what's in place to ensure that someone can't be exploited and that their rights are upheld and that they can't be coerced or bullied in those relationships?	Written	8/06/2023
SQ23-000489	Services Australia	Wendy Askew	Service centres - Annual operating costs	What are the annual operating costs of each service centre this FYTD?	Written	19/06/2023
SQ23-000490	Services Australia	Wendy Askew	Service centres - Annual operating costs	What were the operating costs of each service centre every year since 2019?	Written	19/06/2023
SQ23-000491	Services Australia	Wendy Askew	Media - Mr Hank Jongen	Provide every statement, in full, Mr Jongen has provided to media outlets this FYTD, including name of media outlet, date of enquiry, date responded to, and text of the corresponding enquiry.  Provide the date, media outlet and time of every media appearance Mr Jongen has made this FTYD.	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				How does the Agency determine whether Mr Jongen should respond to? Can the agency produce the average daily number of customers mobile and online channels to interact with the Agency for this financial year to date?		
SQ23-000492	Services Australia	Louise Pratt	Centrepay - Esther House Accreditation	Could you provide to me on notice what Esther House was accredited for?	Written	8/06/2023
SQ23-000493	Services Australia	Wendy Askew	Local service plans	What role did Services Australia have in the development of Local Service plans?	Written	19/06/2023
SQ23-000494	Services Australia	Wendy Askew	MyGov App launch	What was the cost to the Agency of supporting the Minister for Government Services on 9 March 2023 in relation to the Minister's decision to provide people with MyGov-branded cupcakes?	Written	19/06/2023
SQ23-000495	Services Australia	Louise Pratt	Centrepay - Accommodation	I did want to ask how you differentiate between what's being paid for in terms of accommodation and drug rehabilitation, and how you monitor what services have been marketed to a consumer versus what's on the Centrepay paperwork.	Written	8/06/2023
SQ23-000496	Services Australia	Wendy Askew	Automation	How many automated processes are in operation at the Agency and what is the name of each process?	Written	19/06/2023
SQ23-000497	Services Australia	Louise Pratt	Centrepay - Eligibility	Are there limitations on the number of Centrepay payments an authorised organisation can be eligible to receive?	Written	8/06/2023
SQ23-000498	Services Australia	Louise Pratt	Centrepay - Esther House Arrangement and Nominee Numbers	1. How many individuals have had a centrepay arrangement with the Esther Foundation in combination under the variety of those names? 2. Following on how many of those customers had a nominee?	Written	8/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000499	Services Australia	Wendy Askew	Enhanced MyGov	What are current life events are part of the Enhanced MyGov program?	Written	19/06/2023
SQ23-000501	Services Australia	Wendy Askew	Transactions - nominees	What transactions, services and/or payments, can nominees currently undertake on behalf of a customer?  How many customers/nominees have used this service over the FYTD?	Written	19/06/2023
SQ23-000502	Services Australia	Gerard Rennick	Centrelink Payments - School Attendance	Is Centrelink linking payments to parents with school attendance?	Written	13/06/2023
SQ23-000503	Services Australia	Wendy Askew	Requests for information	What requests for information has the Minister and his office requested from the Agency this FYTD and provide date of request, topic of request and date Agency supplied the requested information.	Written	19/06/2023
SQ23-000504	Services Australia	Gerard Rennick	Alcohol Bans in Communities	Are people being prevented from leaving communities with alcohol bans or otherwise what's the point if they can go to another town and start drinking there?	Written	13/06/2023
SQ23-000505	Services Australia	Wendy Askew	Telephony	This FYTD, how many Australians call Services Australia, on all lines, between the hours of 9.00am and 5.00pm?  This FYTD, how many Australians call Services Australia, on all lines, outside of 9am and 5.00pm?	Written	19/06/2023
SQ23-000506	Services Australia	Gerard Rennick	Vaccine Injury Payments	Why aren't Services Australia paying out on vaccine injuries once the victims have provided a specialist report? I've been inundated by both victims and specialists who are offended that bureaucrats are overriding expert medical opinions.	Written	13/06/2023
SQ23-000507	Services Australia	Wendy Askew	Ministerial Submissions	Can the Agency list all Ministerial Submissions sent to the Minister and his office this FYTD, and include the reference number of the brief and the topic of the brief.	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000508	Services Australia	Wendy Askew	Employment Services Assessments	Provide current wait times for assessments for the ESA process, by state/territory.	Written	19/06/2023
SQ23-000509	Services Australia	Slade Brockman	DSP recipients working 30 hours or more	Senator BROCKMAN: I'm happy for you to take these on notice if you don't have it easily to hand. I suspect these are pretty detailed questions. How many DSP recipients have worked 30 hours or more a week on a long-term basis for up to two years? I would like that broken down by financial year, say, for the last three financial years. Mr Flavel: We can take that on notice. Senator BROCKMAN: I completely accept that. Along the same lines: how many DSPs have had their pensions cancelled for working above the allowable two-year threshold for those years?	Page 57	30/05/2023
SQ23-000510	Services Australia	Wendy Askew	Claims and payments	This FYTD, how many Australians have been overpaid?	Written	19/06/2023
SQ23-000511	Services Australia	Wendy Askew	Claims and payments	This FYTD, what is the total quantum of funds that have been overpaid to Australians?	Written	19/06/2023
SQ23-000512	Services Australia	James McGrath	Voice to Parliament - Referendum - Email Signature	1. As of 16 June 2023, how many employees have a reference to the Voice to Parliament Referendum campaign in their email signature? How many of these implied a position in favour of the proposed referendum question? How many of these implied a position against the proposed referendum question? Please table all employee email signatures as of 16 June 2023 that had a reference to the Voice to Parliament Referendum.	Written	16/06/2023
SQ23-000513	Services Australia	Wendy Askew	Tip offs	Of tip offs received this FTYD, how many active/ongoing/closed cases?	Written	19/06/2023
SQ23-000514	Services Australia	James McGrath	Voice to Parliament Referendum - Campaign Material	2. As of 16 June 2023, how many pieces of material with a reference to the Voice to Parliament Referendum campaign were displayed in any workspace? How many of these implied a position	Written	16/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				in favour of the proposed referendum question? How many of these implied a position against the proposed referendum question? Please table all pieces of material that had a reference to the Voice to Parliament Referendum.		
SQ23-000515	Services Australia	Wendy Askew	Digital channels	What is the total daily capacity of digital channels to hold concurrent users?	Written	19/06/2023
SQ23-000516	Services Australia	Wendy Askew	Digital options	Broken down by social security, welfare and health, list all tasks/services that are without digital options and per each task/service, explain what the barrier is to digitalisation.	Written	19/06/2023
SQ23-000517	Services Australia	James McGrath	Work-related Social Media	1. Please table all LinkedIn posts made by the CEO. Please also table any other public social media posts made relevant to their current roles.	Written	16/06/2023
SQ23-000518	Services Australia	Wendy Askew	Customer satisfaction - channel	What is the total volume of complaints per each channel?	Written	19/06/2023
SQ23-000519	Services Australia	Janet Rice	Cellebrite	1. When sharing the Cellebrite with other government agencies or departments: a. What is the sharing agreement? i. Are these agreements made public and if so where can they be found? b. Please provide the number of times Cellebrite has been shared with other agencies and/or departments. c. Do these Departments only deploy Cellebrite when a warrant is obtained? d. What kind of suspected financial offences would other agencies and departments use Cellebrite in an investigation? e. What metadata is requested and used? f. How long do other agencies and departments have access to metadata gathered from Cellebrite? g. How many prosecutions have resulted from the	Written	16/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				use of Cellebrite by other agencies and/or departments?		
SQ23-000520	Services Australia	Wendy Askew	Customer satisfaction - trust results	From 1 January 2023 to date, provide the trust results by channel and service brand.	Written	19/06/2023
SQ23-000521	Services Australia	Wendy Askew	APS staffing - powers and functions	How many APS employees, broken down into ongoing and non-going, are to date assigned to undertaken the following: a. Payments and claims b. Performing debt management c. Performing fraud and compliance functions	Written	19/06/2023
SQ23-000522	Services Australia	Janet Rice	Cellebrite	2. When the CDPP finds a case not to be fraudulent, does Services Australia continue to use data obtained from Cellebrite to investigate non-compliance?	Written	16/06/2023
SQ23-000523	Services Australia	Wendy Askew	Non-APS staffing - powers and functions	How many labour hire staff are to date assigned to undertaken the following: a. Payments and claims b. Performing debt management c. Performing fraud and compliance functions	Written	19/06/2023
SQ23-000524	Services Australia	Janet Rice	Overpayment due to relationship status	3. What criteria does Services Australia use to distinguish whether an over-payment due to relationship status constitutes a criminal or non-compliance investigation?	Written	16/06/2023
SQ23-000525	Services Australia	Janet Rice	Cellebrite - metadata	4. What is the total number of people whose metadata has been accessed by Cellebrite?	Written	16/06/2023
SQ23-000526	Services Australia	Wendy Askew	Labour hire - contract extension	Of the 69 non-APS labour hire contracts extended by the Agency between 1 July 2022 and 17 February 2023, what operational work outcome did each contract aim to meet?	Written	19/06/2023
SQ23-000527	Services Australia	Wendy Askew	Service Centres	From which service centres do Aged Care Specialist Officers operate from?	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000528	Services Australia	Janet Rice	Cellebrite - metadata	5. What types of metadata does Services Australia use to determine a person's relationship status? a. How are these metadata types used to assess someone's relationship status?	Written	16/06/2023
SQ23-000529	Services Australia	Wendy Askew	Family and domestic violence support model	With reference to SQ23-000064, when will data be available which will show how many victim-survivors have confirmed they are affected by family and domestic violence?	Written	19/06/2023
SQ23-000530	Services Australia	Janet Rice	Customer Satisfaction	In regards to customer satisfaction please provide: 1. The methodology for deriving customer satisfaction scores, including: a) A copy of the questions provided to customers; b) The methodology for grouping questions into 'drivers' c) The quantitative approach used to convert 5 point scores into an index score for each driver;	Written	16/06/2023
SQ23-000531	Services Australia	Wendy Askew	Family and domestic violence support model	With reference to SQ23-000065, what systems functionality needs to be improved, added or upgraded to enable the capture of data related to referrals to social workers generated specifically from the Family and Domestic Violence Support Model?	Written	19/06/2023
SQ23-000532	Services Australia	Janet Rice	Customer Satisfaction	2. The total number of customer satisfaction surveys offered to customers in 2021-22 broken down by channel a) The total number of customers who declined to participate in the survey in 2021-22	Written	16/06/2023
SQ23-000533	Services Australia	Wendy Askew	Advisory groups	When was the practice of establishing advisory groups first established?  What advisory groups are currently in operation and what ones have been dissolved?	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				Can the Agency list current member organisations of the Civil Society Advisory Group and the Stakeholder Consultative Group?		
SQ23-000534	Services Australia	Janet Rice	Customer Satisfaction	3. The total number of customers in 2021-22 broken down by channel	Written	16/06/2023
SQ23-000535	Services Australia	Wendy Askew	Advisory groups	How is membership of the Stakeholder Consultative Group decided, who decides on the Group's membership, how often is membership reviewed if at all, and what organisations have variously been members of the Group since its inception?	Written	19/06/2023
SQ23-000536	Services Australia	Janet Rice	Customer Satisfaction	4. When a customer indicates they would like to give feedback are they offered the customer satisfaction survey?	Written	16/06/2023
SQ23-000537	Services Australia	Wendy Askew	Push notifications	To date, how many users have elected to receive push notifications via their mobile device?  What is the cost saving to the Commonwealth as a result of this feature?	Written	19/06/2023
SQ23-000538	Services Australia	Wendy Askew	Customer communications - Medicare	Why does the Agency not send Medicare-related messages to customers via SMS?	Written	19/06/2023
SQ23-000539	Services Australia	Janet Rice	Customer Satisfaction	5. How is feedback from the Services Australia Feedback and Complaints Line incorporated into the customer satisfaction results?	Written	16/06/2023
SQ23-000540	Services Australia	Wendy Askew	Customer communications - Child Support	Why are preferences relating to the Child Support Express Plus app not able to be conducted online as opposed to on the phone via the Child Support Enquiry Line?	Written	19/06/2023
SQ23-000541	Services Australia	Wendy Askew	Customer communications - quantities	Every respective financial year from 2019 onwards to date, can the Agency advise per applicable service or task, advise the number of customers	Written	19/06/2023



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				who have opted to receive electronic messages versus letters		
SQ23-000542	Services Australia	Janet Rice	Customer Satisfaction	6. When is the digital plan expected to be completed and made public?	Written	16/06/2023
SQ23-000543	Services Australia	Wendy Askew	Services to incarcerated customers - telephony support	With reference to SQ23-000110, when did the Agency commence development of reporting tools which capture the number of contacts and when is this functionality expected to be completed?	Written	19/06/2023
SQ23-000544	Services Australia	Janet Rice	Trust Survey	7. Does the trust survey differ from the customer satisfaction survey? If so could you please: a. Provide a copy of the survey b. Breakdown of the methodology for determining the trust target and results of the survey c. Information on how data is collected	Written	16/06/2023
SQ23-000545	Services Australia	Wendy Askew	Senior staff conflict of interest declarations	With reference to SQ23-000112, what declarations have been lodged, who lodged them, and on what dates?	Written	19/06/2023
SQ23-000546	Services Australia	Janet Rice	Trust Survey	8. Will the results of the trust survey be published and reported in the 2022-23 Annual Report?	Written	16/06/2023
SQ23-000547	Services Australia	Wendy Askew	Video Chat	With reference to SQ23-000118, can the Agency advise the following: a. What services/tasks/payments is Video Chat currently enabled for? b. What services/tasks/payments does the Agency expect will enable Video Chat for identity within the next six to twelve months? c. This financial year to date, how many Video Chat appointments have been completed this financial year to date? d. How many Video Chat appointments have been held this financial year to date per payment/service category? e. What is the average duration of a Video Chat?	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				f. Why does the Agency not collect data on the age of customers accessing Video Chat appointments? g. What data is captured by the Agency using Video Chat, i.e customer’s location, first name, surname, etc.?		
SQ23-000548	Services Australia	Janet Rice	Average staffing levels	In relation to the changes in the Average Staffing Level: 1. What was the rationale for the reduction?	Written	16/06/2023
SQ23-000549	Services Australia	Wendy Askew	Payment Accuracy Reviews	This financial year to date, how many Payment Accuracy Reviews have been completed?	Written	19/06/2023
SQ23-000550	Services Australia	Janet Rice	Corporate	2. Does the Department have any estimates of: a. Which parts of the agency will be impacted by the reduction? b. The impact of the staffing reduction on telephone wait times?	Written	16/06/2023
SQ23-000551	Services Australia	Wendy Askew	Service Centres	This financial year to date, how many Agency shopfronts have had leases expire and what were the locations of those shopfronts?  In this financial year, how many Agency shopfronts have had their leases renewed?  How many lease actions have been completed this financial year, on what date, which shopfronts do they relate to and what is the nature of the action?	Written	19/06/2023
SQ23-000552	Services Australia	Wendy Askew	Grandparent, Foster and Kinship Carer Adviser service	How many Grandparent, Foster and Kinship Carer Adviser service customer contacts have there been this financial year to date?	Written	19/06/2023
SQ23-000553	Services Australia	Wendy Askew	Code of Conduct Investigations	This financial year to date, in table format, can the Agency provide the number of: Code of Conduct Investigations, breaches substantiated relating to sexual	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				harassment/assault, and breaches resulting in sanction of termination of employment?		
SQ23-000554	Services Australia	Wendy Askew	MyGov - data	This financial year to date, how many people registered for a myGov account, how many people accessed their myGov account and how many people closed their myGov account?	Written	19/06/2023
SQ23-000555	Services Australia	Wendy Askew	Significant and major incidents - volume	<p>This financial year to date, how many Significant incidents have occurred, and on what dates did the incidents start and/or were detected?</p> <p>This financial year to date, how many Major incidents have occurred, and on what dates did the incidents start and/or were detected?</p> <p>This financial year to date, what has been the total cumulative outage time arising from Major and/or Significant incidents?</p> <p>This financial year to date, expressed in hours and minutes, what has been the longest outage arising from a significant or major incident and to which service or critical function did it relate to?</p> <p>Per each significant incident this financial year to date, identify the affected customer self-service capability system or application and the impacted critical function?</p> <p>Per each major incident this financial year to date, identify the service available, the critical functions, and explain why no alternative service was available?</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>When a significant and/or major incident occurs, is it customary for the Minister or his office to be formally briefed by the Agency?</p> <p>Following a significant and/or major incident, does the Agency produce a report for the Minister or the Agency's senior leadership? If yes, what is the name of this report?</p> <p>What is the name of the group or division which monitors and/or responds to major/significant incidents and this financial year to date, how many APS and non-APS staff are in this group or division?</p>		
SQ23-000556	Services Australia	Wendy Askew	Contractors - divisions/groups	With reference to SQ23-000153, from which divisions/groups was each non-APS employee working on immediately prior to their transition?	Written	19/06/2026
SQ23-000557	Services Australia	Janet Rice	Skill Tags	1. Please provide a list of all skill tags allocated to staff	Written	16/06/2023
SQ23-000558	Services Australia	Wendy Askew	Contractors - projects	With reference to SQ23-000153, which projects was each non-APS employee working on immediately prior to their transition?	Written	19/06/2023
SQ23-000559	Services Australia	Wendy Askew	Voluntary work organisations	With reference to SQ23-000157, list the organisations have applied via Services Australia as a voluntary work organisation.	Written	19/06/2023
SQ23-000560	Services Australia	Wendy Askew	Income compliance reviews	This financial year to date, how many income compliance reviews have been initiated?	Written	19/06/2023
SQ23-000561	Services Australia	Janet Rice	Skill Tags	2. Provide the total number of staff with each tag for the financial years 2021/22 & 2022/23	Written	16/06/2023
SQ23-000562	Services Australia	Wendy Askew	Data matching	List the areas where the Agency undertakes data matching.	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000563	Services Australia	Wendy Askew	Products, forms and publications	This financial year to date, per product number, advise how many people or organisations have ordered Agency products, forms and publications?	Written	19/06/2023
SQ23-000564	Services Australia	Wendy Askew	Approved care organisations	With reference to SQ23-000164, what privacy considerations prevent the publication of requested information?	Written	19/06/2023
SQ23-000565	Services Australia	Janet Rice	Skill Tags	3. What proportion of the Average Staffing Level for the financial years of 2021/22 & 2022/23 were allocated a telephony skill tag	Written	16/06/2023
SQ23-000566	Services Australia	Wendy Askew	Compensation - subpoenas	This financial year to date, how many subpoenas have been issued by legal professionals on behalf a customer claiming compensation?	Written	19/06/2023
SQ23-000567	Services Australia	Wendy Askew	CEO events	Can the Agency provide a list of all external, events, forums, seminars attended by the CEO this financial year to date for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance.	Written	19/06/2023
SQ23-000568	Services Australia	Janet Rice	Skill Tags	4. What is the estimated number of staff with telephony skill tags for the 2023/24 financial year?	Written	16/06/2023
SQ23-000569	Services Australia	Wendy Askew	Correspondence - QR	With reference to SQ23-000181, can the Agency explain why it does not use QR technology?  Has the agency ever considered using QR technology in its customer correspondence?	Written	19/06/2023
SQ23-000570	Services Australia	Wendy Askew	Claim processing times	For each welfare payment category, list in table format the number of payments that took longer than 6, 6-17, 18-25 weeks and greater than 26 weeks respectively to process this financial year to date.	Written	19/06/2023
SQ23-000571	Services Australia	Janet Rice	Telephone - Average Speed of Answer	5. What is the estimated Average Speed of Answer (ASA) for the 2023/24 financial year?	Written	16/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000572	Services Australia	Wendy Askew	Claim processing times - KPIs	What are the KPIs established by the Agency with respect to the time taken to process claims?	Written	19/06/2023
SQ23-000573	Services Australia	Janet Rice	Paid Parental Leave Processing times	1. What is the Department's timeliness standard for those claims?	Written	16/06/2023
SQ23-000574	Services Australia	Wendy Askew	Sit/stand workstations	How much has the Agency expended this financial year to date on the provision, installation and maintenance of sit/stand workstations?	Written	19/06/2023
SQ23-000575	Services Australia	Wendy Askew	Debts	How many debts raised has the Agency undertaken this financial year to date and what is the quantum of debt outstanding from this compliance activity?	Written	19/06/2023
SQ23-000576	Services Australia	Janet Rice	Paid Parental Leave Processing times	2. What proportion of claims were processed within the timeliness standard?	Written	16/06/2023
SQ23-000577	Services Australia	Wendy Askew	ICT and Digital Solutions Job Family category	How many contractors are in the ICT and Digital Solutions Job Family category?  How many FTE APS employees are in the ICT and Digital Solutions Job Family category?	Written	19/06/2023
SQ23-000578	Services Australia	Janet Rice	Paid Parental Leave Processing times	3. For the purposes of 'Strategic Performance Measure 5' (p. 35 of the latest annual report), does the calculation of 'work processed within timeliness standards' include claims that have not been processed yet?	Written	16/06/2023
SQ23-000579	Services Australia	Wendy Askew	Web Content Accessibility Guidelines	With reference to SQ23-000266, to date, is the Agency meeting the Web Content Accessibility Guidelines?  This financial year to date, list the 'potential improvements' that have been raised as a result of internal reviews and conformance validations? Per each 'potential improvement,' which ones have been wholly or partly implemented and which ones have not been?	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000580	Services Australia	Janet Rice	Paid Parental Leave Processing times	4. How many claims remain unprocessed outside the timeliness standard at the latest available data?	Written	16/06/2023
SQ23-000581	Services Australia	Wendy Askew	Research projects	With reference to SQ23-000268, what were the outcomes of each research activity?	Written	19/06/2023
SQ23-000582	Services Australia	Wendy Askew	Agency staffing - APS & non-APS staffing split	As at 1 May 2023 or nearest equivalent, what is the percentage split between APS employees and non-APS staff?	Written	19/06/2023
SQ23-000583	Services Australia	Janet Rice	Paid Parental Leave Processing times	5. Of those claims that were finalised outside the timeliness standard, how many took an additional period of: a. Less than a month to process? b. 1-3 months to process? c. 3-6 months to process? d. >6 months to process?	Written	16/06/2023
SQ23-000584	Services Australia	Wendy Askew	Debt recovery – reminder notices	This financial year to date, how many reminder notices for recoverable social welfare debts have been issued? Of those reminder notices, how many are delivered via letter, SMS, and notifications via online services?	Written	19/06/2023
SQ23-000585	Services Australia	Janet Rice	Income Support Recipients - Living Arrangements	1. List all the categories of housing status used by Services Australia (e.g no fixed addresses)	Written	16/06/2023
SQ23-000586	Services Australia	Wendy Askew	Repayment arrangements	1. How many customers are currently on repayment arrangements? 2. Of those customers in repayment arrangements, how many entered into a repayment arrangement from 1 July 2022 to date? Please express this in table form and include the number of repayment arrangements per payment type. 3. Of those customers in repayment arrangements, how many entered into a repayment arrangement for the previous four financial years? Please	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				express this in table form and include the number of repayment arrangements per payment type.		
SQ23-000588	Services Australia	Wendy Askew	ICT Contractor Management Plan	Can the Agency please provide the most current version of its ICT Contractor Management Plan?	Written	19/06/2023
SQ23-000589	Services Australia	Jane Hume	Ministerial Briefs - Timeframes	1. Since 1 July 2022, has the Department/Agency been provided with advice or a direction on a minimum turnaround time for consideration of briefs by the Minister? If so, when was this advice provided to the Department? Please provide the minimum turnaround requirement. If there has been a change in a previously set minimum turnaround requirement, please provide: a) the previous turnaround requirement; and b) the date the change was requested.	Written	19/06/2023
SQ23-000590	Services Australia	Wendy Askew	Customer Service Delivery Group	What is the APS and non-APS headcount respectively of the Customer Service Delivery Group: 1. To date 2. As at 1 July 2022 3. As at 30 December 2022 4. As at 31 January 2023 5. As at 31 March 2023	Written	19/06/2023
SQ23-000591	Services Australia	Jane Hume	Minister's Office - Hospitality	2. Since 1 July, has the Department provided any hospitality in Ministers' offices? Please specify the date, itemised cost, purpose, and attendees for the hospitality. Since 1 July 2022, have there been any amendments to the Department's policy on providing hospitality in the Ministers offices? If so, please provide a copy of the policy and a reference for the amendment.	Written	19/06/2023



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000592	Services Australia	Wendy Askew	Debt	From 1 January 2023 to date, what is the average time taken for an informal debt-related review to be completed	Written	19/06/2023
SQ23-000593	Services Australia	Jane Hume	Departmental Liaison Officers	3. How many Departmental Liaison Officers have been allocated to each Minister in the portfolio? Please provide a list that outlines the level of the member of the department, the Minister they have been allocated to, and the time they have been allocated to the Minister. Please denote any change in this allocation since February 2023.	Written	19/06/2023
SQ23-000594	Services Australia	Mehreen Faruqi	CCS Activity Test	1. What's the administrative cost of implementing the Activity Test for the Department and for Services Australia? 2. How many families reported a change of activity in the most recent year? 3. How many families incur debts as a result of the activity test, e.g. when they estimate incorrectly or update their activity information late? a. What is the average debt incurred as a result?	Written	19/06/2023
SQ23-000595	Services Australia	Jane Hume	Minister's Office - Services Australia Staff	4. How many staff have been provided to Ministers offices not in a capacity as a Departmental Liaison Officer? Please provide a list that outlines the level of the member of the department, the Minister they have been allocated to, and the time they have been allocated to the Minister. Please denote any change in this allocation since February 2023.	Written	19/06/2023
SQ23-000596	Services Australia	Mehreen Faruqi	CCS Family Debts	1. How many families incur CCS debts each year and what is the average amount of the debt? a. How many of those families had been on ACCS Child Wellbeing at some point?	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>b. How many of those families who are repaying CCS debts are receiving income support payments?</p> <p>c. How many families in FY 2022-23 had their CCS garnished to repay CCS debts?</p>		
SQ23-000597	Services Australia	Jane Hume	CEO Meetings with the Minister	<p>5. How many meetings has the Secretary/agency head had with the Ministers in their portfolio since 1 July 2022?</p> <p>Please provide a list with the number of meetings by Minister, and the date of the first meeting with each Minister.</p>	Written	19/06/2023
SQ23-000598	Services Australia	Jane Hume	CEO Meetings with other Ministers	<p>6. How many meetings has the Secretary/agency head had with any Ministers not in their portfolio since 1 July 2022?</p> <p>Please provide a list with the number of meetings by Minister, and the date of the first meeting with each Minister.</p>	Written	19/06/2023
SQ23-000599	Services Australia	Jane Hume	Ministerial Briefs	<p>7. How many briefs has the Department/agency provided to each Minister in its portfolio?</p> <p>Please provide a list with the number of briefs by Minister, and the date of the first provided brief.</p>	Written	19/06/2023
SQ23-000600	Services Australia	Jane Hume	New Policy Proposals	<p>8. How many New Policy Proposals has the Department/agency provided to each Minister in its portfolio since 1 July 2022?</p> <p>Please provide a list with the number of New Policy Proposals by Minister, and the date of the first provided New Policy Proposal.</p> <p>Please denote where these New Policy Proposals have been provided since February 2023.</p>	Written	19/06/2023
SQ23-000601	Services Australia	Jane Hume	Paper Consumption	<p>9. Please provide the amount of paper the Department/agency sources from Australian producers and from overseas.</p> <p>Please provide the amount in dollar value on a financial year basis for the last five financial years.</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000602	Services Australia	Jane Hume	Interdepartmental Committees	10. Please provide a list of all the Commonwealth inter-departmental committees of which the Department/agency has membership. Please specify where there are changes to the list since February 2023.	Written	19/06/2023
SQ23-000603	Services Australia	Jane Hume	Commonwealth Taskforces	11. Please provide a list of all the Commonwealth taskforces of which the Department/agency has membership. Please specify where there are changes to the list since February 2023.	Written	19/06/2023
SQ23-000604	Services Australia	Jane Hume	2022-23 October Budget - Savings	12. In relation to the measure in the 2022-23 October Budget, Savings from External Labour, and Savings from Advertising, Travel and Legal Expenses. a. What was the value of savings that the Department/agency was requested to deliver for the 2022-23 year in aggregate? b. Has the Department/agency identified the savings they will make across the following areas to achieve this cut: i. External labour hire ii. Consultancy iii. Advertising campaigns iv. Travel v. Legal expenses c. Can the Department/agency provide a breakdown of the funding reductions they have made in totality, and in each of the above areas, and what they relate to? d. Has the Department/agency been informed of the cut that will be made to their funding in the next financial year, or the rest of the forward estimates?	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>e. Can the Department/agency confirm the total new number of contracts (ongoing and terminating) and total cost of these contracts issued on AusTender since 30 June 2022 which relate to the following areas:</p> <ul style="list-style-type: none"> <li>i. External labour hire</li> <li>ii. Consultancy</li> <li>iii. Advertising campaigns</li> <li>iv. Travel</li> <li>v. Legal expenses</li> </ul> <p>f. Please provide a breakdown of the value of contracts across each area, and identify the categories on AusTender which are used to determine the Departments identification of the contracts.</p> <p>g. Is the Department/agency on track to meet the saving target?</p> <p>h. Has the Department/agency sought an exemption or alternation from/to the savings target?</p> <p>i. If so, why and was it approved?</p>		
SQ23-000605	Services Australia	Jane Hume	Services Australia - Functions and Official Receptions	<p>13. In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies in the portfolio in financial year 2022/23 to date, please provide the following:</p> <ul style="list-style-type: none"> <li>a. List of functions;</li> <li>b. List of attendees;</li> <li>c. Function venue;</li> <li>d. Itemised list of costs (GST inclusive);</li> <li>e. Details of any food served;</li> <li>f. Details of any wines or champagnes served including brand and vintage; and</li> <li>g. Details of any entertainment provided.</li> </ul>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000606	Services Australia	Jane Hume	Minister - Functions and Official Receptions	14. In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio in financial year 2022/23 to date, please provide the following: a. List of functions; b. List of attendees; c. Function venue; d. Itemised list of costs (GST inclusive); e. Details of any food served; f. Details of any wines or champagnes served including brand and vintage; and g. Details of any entertainment provided.	Written	19/06/2023
SQ23-000607	Services Australia	Jane Hume	Executive Staff office upgrade	15. Were the furniture, fixtures or fittings of the Secretary's/agency head's office, or the offices of any Deputy Secretaries/executive leadership team members, upgraded in financial year 2022/23 to date? Please provide an itemised list of costs (GST inclusive).	Written	19/06/2023
SQ23-000608	Services Australia	Jane Hume	CEO travel costs	16. Please provide an itemised list of the Secretary's/agency head's travel for financial year 2022/23 to date, including costs of flights and accommodation.	Written	19/06/2023
SQ23-000609	Services Australia	Jane Hume	Deputy CEOs travel costs	17. Please provide an itemised list of each Deputy Secretary's/agency head's travel for financial year 2022/23 to date, including costs of flights and accommodation.	Written	19/06/2023
SQ23-000610	Services Australia	Jane Hume	Agency Facility Upgrades	18. Were the facilities of any of the Departments/agency premises upgraded in financial year 2022/23 to date, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				equipment? Please provide a detailed description of the relevant facilities upgraded together with an itemised list of costs (GST inclusive). Please provide any photographs of the upgraded facilities.		
SQ23-000611	Services Australia	Jane Hume	Staff travel costs	19. What was the total cost of staff travel for departmental/agency employees in financial year 2022/23 to date?	Written	19/06/2023
SQ23-000612	Services Australia	Jane Hume	Media Monitoring Expenditure	20. What was the Department's/agency's total expenditure on media monitoring services in financial year 2022/23 to date?	Written	19/06/2023
SQ23-000613	Services Australia	Jane Hume	Advertising and Campaign Expenditure	21. What was the Department's/agency's total expenditure on advertising and information campaigns in financial year 2022/23 to date? Please provide an itemised list of the campaigns, their purpose, and their expected costs.	Written	19/06/2023
SQ23-000614	Services Australia	Jane Hume	Promotional Merchandise Expenditure	22. What was the Department's/agency's total expenditure on promotional merchandise in financial year 2022/23 to date? Please provide an itemised list of the merchandise purchased with costs. Please provide examples of the merchandise purchased.	Written	19/06/2023
SQ23-000615	Services Australia	Jane Hume	Agency Credit Cards	23. In relation to departmental use of credit cards: a. How many credit cards are currently on issue for department or agency staff? b. What was the value of the largest reported purchase on a credit card in financial year 2022/23 to date and what was it for? c. How much interest was paid on amounts outstanding from credit cards in financial year 2022/23 to date?	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>d. How much was paid in late fees on amounts outstanding from credit cards in financial year 2022/23 to date?</p> <p>e. What was the largest amount outstanding on a single card at the end of a payment period in financial year 2022/23 to date?</p> <p>f. How many credit cards were reported as lost or stolen in financial year 2022/23 to date and what was the cost of their replacement?</p> <p>g. How many credit card purchases were deemed to be illegitimate or contrary to department or agency policy in financial year 2022/23 to date? What was the total value of those purchases? How many purchases were asked to be repaid on that basis in financial year 2022/23 to date and what was the total value thereof? Were all those amounts actually repaid? If no, how many were not repaid, and what was the total value thereof?</p> <p>h. What was the largest purchase that was deemed illegitimate or contrary to department or agency policy and asked to be repaid in financial year 2022/23 to date? What that amount actually repaid, in full? If no, what amount was left unpaid?</p> <p>i. Are any credit cards currently on issue connected to rewards schemes? Do staff receive any personal benefit as a result of those reward schemes?</p> <p>j. Please provide a copy of the department or agency's staff credit card policy.</p> <p>k. Please denote any changes to this policy that have been made since February 2023</p>		
SQ23-000616	Services Australia	Jane Hume	Comcare Referrals	<p>24. In relation to department/agency:</p> <p>a. In the current financial year to date, how many matters have been referred to Comcare?</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>b. Of those claims referred to Comcare, redacting confidential information, advise in which division the claimant works or worked and the circumstances surrounding the claim.</p> <p>c. What has the Department/agency learned from past Comcare claims?</p> <p>d. Of those employees who submitted a Comcare claim, how many returned to work after a period of absence?</p>		
SQ23-000617	Services Australia	Jane Hume	Fair Work Commission Referrals	<p>25. In relation to the department/agency:</p> <p>a. In the current financial year to date, how many matters have been referred to the Fair Work Commission?</p> <p>b. Of those matters referred to either, please provide a comprehensive account of the circumstances, redacting confidential information, including in which division the employee is or was employed, the nature of the complaint and the nature of the determination of the Fair Work Commission, Fair Work Ombudsman and/or conciliator.</p>	Written	19/06/2023
SQ23-000618	Services Australia	Jane Hume	Agency Reviews - Current	<p>26. Please provide a list of the number of reviews that the department/agency is currently conducting.</p> <p>Please provide:</p> <p>a. the name of the review;</p> <p>b. the purpose of the review;</p> <p>c. the name or names of the reviewer(s);</p> <p>d. the remuneration for each of the reviewer(s);</p> <p>e. the budgeted cost of the review;</p> <p>f. the amount spent to date; and</p> <p>g. the date the review is due to be completed.</p>	Written	19/06/2023



**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000619	Services Australia	Jane Hume	Agency Reviews - Completed	<p>27. Please provide a list of the number of reviews that the department/agency has completed since 1 July 2022.</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>a. the name of the review;</li> <li>b. the purpose of the review;</li> <li>c. the name or names of the reviewer(s);</li> <li>d. the remuneration for each of the reviewer(s);</li> <li>e. the budgeted cost of the review;</li> <li>f. the amount spent;</li> <li>g. the date the review was due to be completed;</li> <li>h. the date the review was completed;</li> <li>i. the date the review was provided to the Department;</li> <li>j. the date the review was provided to the Minister; and</li> <li>k. the date the review was provided to the Minister’s office.</li> </ul>	Written	19/06/2023
SQ23-000620	Services Australia	Jane Hume	Interdepartmental Committees	<p>28. Please provide a list of the interdepartmental committees that the department/agency participates in or provides representation to.</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>a. the name of the interdepartmental committee;</li> <li>b. a list of the membership;</li> <li>c. the date it was established; and</li> <li>d. its purpose.</li> </ul>	Written	19/06/2023
SQ23-000621	Services Australia	Jane Hume	New Entities - Created	<p>29. How many new entities (including advisory boards and agencies) have been created within the portfolio since May 2022?</p> <p>Please list each entity, its purpose, and the date it was created.</p>	Written	19/06/2023
SQ23-000622	Services Australia	Jane Hume	New Entities - ceased	<p>30. How many new entities (including advisory boards and agencies) have been wound up,</p>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				amalgamated, ceased or disbanded since May 2022? Please list each entity, its purpose, and the date it was wound up, amalgamated, ceased, or disbanded.		
SQ23-000623	Services Australia	Jane Hume	Information Requests	31. Since 1 July 2022, has the department / agency ever received a request from a portfolio minister's office seeking data or information separated out by electorate? a. Please provide a list of all requests, including any timeframe provided for a response, whether a response was provided, and the context of the request if provided. b. Please provide a copy of all responses to the request.	Written	19/06/2023
SQ23-000624	Services Australia	Jane Hume	Current ASL	32. Please provide the number of current ASL allocated to the department/agency as at 1 May 2023. Please provide: a. a breakdown of this ASL by APS classification; b. the number of ASL, by classification, allocated to each outcome for which the department/agency is responsible; and c. the number of ASL, by classification, that are currently not filled.	Written	19/06/2023
SQ23-000625	Services Australia	Jane Hume	Commonwealth Information and Advertising Campaign - Market Research	33. Has the department/agency provided any Minister's office with market research conducted in relation to a Commonwealth Information and Advertising Campaign? Please provide a list of the Ministers and the date on which they were provided the research.	Written	19/06/2023
SQ23-000626	Services Australia	Jane Hume	Freedom of Information (FOI) Applications	34. How many freedom of information applications has the department/agency received since 1 July	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>2022? Please provide a breakdown of the number including;</p> <ul style="list-style-type: none"> <li>a. the number of applications withdrawn;</li> <li>b. the number of applications refused under section 34 of the Freedom of Information Act 1982;</li> <li>c. the number of applications refused under section 24 of the Freedom of Information Act 1982;</li> <li>d. the number of applications refused under section 24A of the Freedom of Information Act 1982;</li> <li>e. the number of applications subject to internal review;</li> <li>f. the number of applications subject to review by the OAIc;</li> <li>g. the number of applications subject to review by the AAT;</li> <li>h. the number of applications subject to review by the Federal Court; and</li> <li>i. the number of applications where the original decision has been overturned.</li> </ul>		
SQ23-000627	Services Australia	Jane Hume	Freedom of Information (FOI) Applications - Minister's Office	<p>35. How many freedom of information applications have been received by the Minister's office since 1 July 2022? Please provide a breakdown including;</p> <ul style="list-style-type: none"> <li>a. the number of applications by Minister,</li> <li>b. the number of applications that are yet to be decided;</li> <li>c. the number of applications refused; and</li> <li>d. the number of applications overdue, including the number of days overdue.</li> </ul>	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000628	Services Australia	Jane Hume	Government Business Enterprise (GBE) - FTE employed	To be asked of any government business enterprise 1. How many FTE are employed within the GBE within roles relating to government relations and/or government affairs?	Written	19/06/2023
SQ23-000629	Services Australia	Jane Hume	Government Business Enterprise (GBE) - Remuneration	To be asked of any government business enterprise  2. Please provide the total remuneration for the following individuals, including any short-term incentives and a list of any fringe benefits with their estimated value: a. CEO b. Chair of the Board c. Each member of the executive	Written	19/06/2023
SQ23-000630	Services Australia	Jane Hume	Government Business Enterprise (GBE) - Board Members	To be asked of any government business enterprise  3. For each member of the board, please provide: a. Date they were first appointed to the board b. Date their term is due to conclude c. How many terms they have had on the board	Written	19/06/2023
SQ23-000631	Services Australia	Jane Hume	Government Business Enterprise (GBE) - Chair of the Board	To be asked of any government business enterprise  4. For the Chair of the board, please provide: a. Date they were first appointed to the board b. Date they were first appointed Chair c. Date their term as Chair is due to conclude d. How many terms they have had on the board e. How many terms they have had as Chair of the board	Written	19/06/2023
SQ23-000632	Services Australia	Jane Hume	Government Business Enterprise (GBE) - Membership of industry bodies	To be asked of any government business enterprise  5. Is the GBE a member of any industry bodies? Please list them along with details of any cost or membership fees associated with each body.	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000633	Services Australia	Wendy Askew	Service Centre data	<p>Per each service centre in Australia, provide the following data:</p> <p>Number of staff, broken down into full time and part time rostering, this financial year to date and in 2019, 2020, 2021 and 2022 respectively.</p> <p>Number of staff, broken down by APS and non-APS staff, this financial year to date and in 2019, 2020, 2021 and 2022 respectively.</p> <p>Number of average daily contacts per welfare cohort, this financial year to date and in 2019, 2020, 2021 and 2022 respectively.</p> <p>Number of customer contacts per day, this financial year to date and in 2019, 2020, 2021 and 2022 respectively.</p> <p>Number of customers who have attended the centre this financial year to date and in 2019, 2020, 2021 and 2022 respectively.</p> <p>Date the centre was last upgraded.</p> <p>Rate of self-service that exceeds or underperforms under the national usage rate.</p> <p>Number of people who left a service centre having not been served/abandoned visit this financial year to date and in 2019, 2020, 2021 and 2022 respectively.</p> <p>Monthly average customer contacts this financial year to date and in 2019, 2020, 2021 and 2022 respectively.</p> <p>Yearly average customer contacts this financial year to date and in 2019, 2020, 2021 and 2022 respectively.</p>	Written	19/06/2023
SQ23-000634	Services Australia	Wendy Askew	Demand modelling	Can the Agency provide the Customer Demand modelling per service centre?	Written	19/06/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

SQ23-000635	Services Australia	Wendy Askew	Channel Analysis – service centre	Per each service centre, can the Agency provide it's channel analysis for this financial year to date and in 2019, 2020, 2021 and 2022 respectively?	Written	19/06/2023
SQ23-000636	Services Australia	Wendy Askew	Service centre – service delivery model	Can the Agency provide the 'Future State Service Delivery Model' per each service centre.	Written	19/06/2023
SQ23-000637	Services Australia	Wendy Askew	Spend on service delivery per channel	What does it cost the Agency in dollar value terms to service the average transaction across each channel, being face-to-face, digital, online and telephony?	Written	19/06/2023
SQ23-000638	Services Australia	Wendy Askew	Telephony Wait Times	What percentage of calls this FYTD were answered not within that 15-minute target across each programme, and as a total per line (e.g Centrelink, Medicare etc) Which programme (for example, Older Australians) had the worst result this FTYD in terms of the number of calls exceeding that 15 minute target How many calls this FTYD were not answered within the 15 minute target across all programmes	Written	19/06/2023
SQ23-000660	Services Australia	Slade Brockman	Incentivising Pensioners to Downsize	1. How many Pensioners have accessed the new downsize measures? 2. How has the Department/Services Australia notified Pensioners of the new downsize measures?	Written	22/06/2023
SQ23-000663	Services Australia	Janet Rice	PwC - Work Order	Senator RICE: I want to start also by adding my comments to the comments of the chair and others about the awful incident at Airport West. We really feel for the safety and the risks that Services Australia staff are under. I also want to thank Ms Skinner and Mr Howard for hosting me at the call centre on Monday morning. It was a public holiday in the ACT, yet I was offered a tour nine o'clock on Monday morning, so thank you. It was really valuable for me to see some of the work that the	Page 11	31/05/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2023-24 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE –  
31 MAY 2023**

				<p>department are doing. I want to take you back to 2017 and Robodebt and the PwC review of compliance activities that was undertaken in 2017. We have the work order for the review of Robodebt, for almost \$1 million. There has been media coverage earlier this year how PwC actually didn't end up delivering on that work order. Thank you for providing the work order. I was also wondering whether you could provide the documentation for the panel that the work order was made under.</p> <p>Mr Birrer: We can provide that.</p>		
--	--	--	--	---	--	--