



**Senator Maria Kovacic**  
Liberal Senator for New South Wales

19<sup>th</sup> of January 2024

Mr Ray Griggs AO CSC  
Secretary  
Department of Social Services

Mr David Hazlehurst  
Chief Executive Officer  
Services Australia

Dear Secretary and Mr Hazlehurst,

On the behalf of Coalition Senators, I would like to congratulate Mr Hazlehurst on his appointment as the new CEO of Services Australia and I wish him all the best in this role.

While I understand that you both will attend Senate Estimates with detailed information regarding the operations of your relevant agencies, I am requesting that information on the topics listed below be tabled at the beginning of the hearing to assist with our inquiries.

I trust with the additional notice given by this letter; both your agencies will be able to fully comply with this request.

Accordingly, I ask that you both come ready to provide data and information on the questions and topics set down below:

## **DATA SET REQUESTS FOR TABLING BY SERVICES AUSTRALIA**

- Latest telephony data, including telephony figures from 1 September to date.
- Major program list, and the status of each.
- SSW Average days to process from 1 September to date.
- Organised by each month of this financial year, the average days to process SSW claims, health work, child support, and emergency claims.
- Per each work types, the number of claims processed over standard FYTD.
- This FYTD, the (daily) average number of customers attending per each Service Centre, and the (daily) average wait time.
- Per payment type, the dollar figure of overpayments and underpayments respectively, and the dollar figure when expressed as a percentage of total payments delivered for (a) FY 2022-23; and (b) this financial year to date.
- The current list of Major Projects and their monthly status since August 2023.
- Per each work types, organised per Commonwealth Electoral Boundaries, the average days to process claims - including SSW.
- Per each work types, organised per Local Government Area, the average days to process claims - including SSW.
- Per each affected LGA, arising from the South East Queensland Severe Storms and Flooding event, the average days taken to process emergency claims, and other claims data, including claims granted, rejected, on hand and finalised.
- Per payment type, the number of claims currently on hand and 31 January 2024, and of those claims how many are over standard.
- Current number of SSW claims >30 days old on hand.
- Per each work type, the claims in flow FYTD.
- Stronger Places, Stronger People – funding, outcomes, updates, organisations, payments, expenditure.

In particular, I draw your attention to the request for the production of data by Commonwealth Electoral Boundaries (CEB). I note that per SQ23-000830, your agency has confirmed that it does produce data organised by CEB. Again, I ask that your agency come ready to table the requested CEB data.

## **QUESTIONS AND TOPICS FOR DSS**

- Answers to outstanding Questions on Notice
- Information on all payments in Outcome 1
- Detailed information on all areas of expenditure (grants, programs, funding for groups) in Outcome 2, 3 and 4
- Budget measures where funding has been reprioritised
- Committed contracted funding/uncontracted funding

- Royal Commission into Violence, Abuse, Neglect and Exploitation of people with Disability
- Income Management
- Disability Services and Inclusion Act 2023
- NDIS AAT Claims
- NDIS Independent Review
- NDIS Sustainability Framework
- NDIS data breaches
- NDIS Fraud
- NDIS data
- NDIS claims
- NAHHA
- HAFF
- Help to Buy
- Housing crisis
- Social Housing
- Homelessness

Including the following programs:

- **National Plan to End Violence Against Women and Children 2022-2032** – Information on all programs, grants and expenditure.
- **First Action Plan Priorities Fund** – Details of allocation, expenditure projects approved, progress statement/reports and payments for each project, including the Healthy masculinities project trial.
- **Stop it at the Start Campaign** – Details of allocation, expenditure, payments, grants, projects, approvals for 2022-23 and 2023-24 to date.
- **Consent Campaign** - Details of allocation, expenditure, payments, grants, projects, approvals for 2022-23 and 2023-24 to date.
- **Adolescent Boys at Risk Program** – expenditure, planning, payments, grants, locations, organisations.
- **Early Intervention initiatives** – Mensline change for good program, perpetrator risk assessment framework & Perpetrator referral database.
- **Escaping Violence Payment & Temporary Visa Holders Experiencing Violence Pilot** – detailed numbers and breakdown, funding/payment, client numbers and demographics, processing metrics.
- **Family, Domestic and Sexual Violence Responses 2021-27 – Federation Funding Agreements**
  - FDSV Response 20121-23 - Second Interim / Final Report on the allocation, expenditure, and outcomes of Payments 1-4 for each State and Territory(Due September 2023)
  - Innovative Perpetrator responses – Details of approved projects, progress statement/reports and payments for each State and Territory 2023-24
  - 500 frontline workers payment – detailed numbers and breakdown and progress reports on allocation and expenditure of its 500 workers

funding to date. (Due Feb 2024) including: a breakdown of which organisations received funding, including location, number of workers, allocation of workers to diverse groups identified through the National Plan and funding amounts, client numbers and demographics.

I request that both the Department and Services Australia promptly respond to the terms of the letter, in addition to confirming receipt of this correspondence.

Please note that this list of topics is not exhaustive, and Opposition Senators will likely have several other questions referring to expenditure across Services Australia and the Department of Social Services.

Yours Sincerely,

**Senator Maria Kovacic**

Copy: Community Affairs Secretariat