



Australian Government
Services Australia

Senator Wendy Askew
Chair
Senate Community Affairs Legislation Committee
Parliament House
Canberra ACT 2600

Dear Senator Askew

2022-23 Budget Estimates Hearings – Clarification of Evidence

I write to clarify answers I provided to the Committee during its examination of Services Australia at the 2022 Budget Estimates Hearings on Friday 1 and Thursday 7 April 2022.

Friday 1 April 2022

In responding to a question from Senator Rice regarding Services Australia's Average Staffing Level (ASL), page 111 of the Hansard transcript provides "One point I thought we could make is that we don't expect attrition will take care of the reductions." Upon reviewing the Hansard transcript and my testimony it is apparent that I need to clarify my statement. What I meant to state is that attrition is expected to take care of most of the reductions. This is consistent with my response to Senator Urquhart also about attrition (page 114, Hansard transcript).

Thursday 7 April 2022

In response to a question from Senator Ciccone regarding Services Australia's ASL, the Hansard transcript (page 39) records me saying, "You can see that we've been able to support over 1.5 million customers, for example, following the floods with payments and we have close to 24,000 or 25,000 people out on the ground supporting customers in some of the hardest hit areas."

The correct response was "You can see that we've been able to support over 1.5 million customers, for example, following the floods with payments and we have *supported* close to 24,000 or 25,000 people, also out on the ground supporting customers in some of the hardest hit areas."

I would like to correct the above please.

Yours sincerely

Ms Rebecca Skinner
Chief Executive Officer
Services Australia

2 June 2022