



## **The Office of Senator Hollie Hughes**

*Shadow Assistant Minister for the National Disability Insurance Scheme  
Shadow Assistant Minister for Mental Health and Suicide Prevention*

*Wednesday, April 24, 2024*

*Mr Ray Griggs AO CSC  
Secretary  
Department of Social Services*

*Mr David Hazlehurst  
Chief Executive Officer  
Services Australia*

Dear Secretary and Mr Hazlehurst,

I write on behalf of Opposition Senators, ahead of Senate Estimates, to request that Services Australia comes prepared for the tabling of a series of various data sets, the specifics of which are set down below.

As you are no doubt aware, it is important this information is made freely available to allow Senators to effectively discharge their responsibilities.

To further assist officials, additional advice will be provided in due course concerning potential lines of questioning from Opposition Senators.

### **REQUESTED INFORMATION TO BE TABLED FROM SERVICES AUSTRALIA:**

From the period **1 January 2024 to 29 February 2024**, per claim, non-new claim and work, for social security and welfare, health, aged care, child support and emergency claims, respectively, what is:

- Number of claims received
- Number of claims completed
- Number of claims on hand
- Number of claims on hand that took longer to process than the agreed timeliness standard
- Percentage of those claims which took longer to process than the agreed timeliness standard
- Average number of days to process

From **1 January 2024 to 1 May 2024**, per claim, non-new claim and work, for social security and welfare, health, aged care, child support and emergency claims, respectively, what is:

- Number of claims received
- Number of claims completed
- Number of claims on hand
- Number of claims on hand that took longer to process than the agreed timeliness standard
- Percentage of those claims which took longer to process than the agreed timeliness standard
- Average number of days to process

For current social security and welfare claims and non-new claims, and health work, respectively:

- Number of claims on hand
- Percentage and number of claims that exceed their timeliness standard
- Number of claims on hand greater than 60 days old
- Number of claims on hand greater than 90 days old
- Number of claims on hand greater than 120 days old

- Social Security and Welfare by Local Government Area Average Days to Process from 1 January to 1 May 2024.

- Social Security and Welfare by Commonwealth Electoral Boundary Days to Process from 1 January to 1 May 2024.

- The latest Services Australia Telephony Report i.e from 1 January to 1 May 2024.

- The volume and percentage of social security and welfare and health calls which were answered after 60 minutes from 1 January 2024 to 1 May 2024.

- A list of each Major Program and Major Projects on hand and their status from January 2024 onwards.

- The latest customer demand by financial year (weekly).
- The latest Agency Service Level (daily), and if possible, for each month of this financial year.

I trust my timely correspondence has the effect of giving officials sufficient time to fully comply with this request. Failure to produce the requested information will be scrutinised by Opposition Senators.

If you have any concerns or issues that require clarification, please, do not hesitate to reach out through the secretariat, and I will be happy to assist.

Sincerely,

**Senator Hollie Hughes**