



**Australian Government**  
**Services Australia**

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

Dear Senator Askew

**2021-22 Supplementary Budget Estimates Hearing,  
Thursday, 28 October 2021 – Clarification of Evidence**

I write to clarify an answer provided to the Committee during its examination of Services Australia at the 2021-22 Supplementary Budget Estimates Hearing on 28 October 2021.

In answering a question from Senator Gallagher regarding the number of people accessing the Braddon Service Centre (pages 59-60 of the *Hansard* transcript), Ms Sandy Mamo, Acting Deputy Chief Executive Officer said, "... For instance, in 2015-16 we had 58,175 customers coming through at that point. In 2019-20, it was 27,250."

I would like to correct the above and confirm the figure of 27,250 was for the 2020-21 period.

Yours sincerely

Ms Rebecca Skinner  
Chief Executive Officer  
Services Australia

6 December 2021