

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

QoN No.	Department/Agency	Senator	Subject	Question	Hansard page/Written	Hearing date/Date received
SQ23-000002	Services Australia	Anne Urquhart	APS Code of Conduct - Current or former staff under investigation	<p>Senator URQUHART: Thank you. Can you tell me how many of Senator Reynolds's former staff we are talking about? Is it just one, or is it multiple staff members? Again, I want to be very clear that I am not asking for you to identify individual staff. I'm asking how many we are talking about.</p> <p>Ms Skinner: I think I'd prefer to take that question on notice and consider that. Ministers' offices' staff are small, and I think if I provide that sort of level of detail it is possible for others to draw conclusions or assumptions about staff, and I feel that it is very important that staff are protected.</p> <p>Senator URQUHART: Right. I understand that. But I want to talk about former investigations of Senator Reynolds's staff. So, can you tell me: Is there one or is there multiple staff members?</p> <p>Ms Skinner: I'd prefer to take that question on notice. Senator URQUHART: Do you not know the answer?</p> <p>Ms Skinner: I do know the answer.</p> <p>Senator URQUHART: Then why can't you share that?</p> <p>Ms Skinner: I'd like to consider whether providing a numerical answer—I need to manage the risk that those individuals' privacy is also breached—</p> <p>Senator URQUHART: So you want to take the number on notice.</p> <p>Ms Skinner: Yes. I'd like to take the number on notice and consider how that might relate to individuals' privacy.</p>	Page 7	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000003	Services Australia	Anne Urquhart	APS Code of Conduct - Current of former staff allegations	<p>Senator URQUHART: Is there any allegation that they have misused or misappropriated official information?</p> <p>Ms Skinner: Again, I'd like to take specific questions on notice about the individual matters, because I am concerned for the welfare and privacy of those individuals, and I'd like to take some advice about how I respond to that question.</p> <p>Senator URQUHART: Is there any allegation that Senator Reynolds was party to this alleged misconduct?</p> <p>Ms Skinner: Again, I'll refer to my previous answer. I'll take that on notice.</p>	Page 7	15/02/2023
SQ23-000004	Services Australia	Anne Urquhart	APS Code of Conduct - Allegations on Senator Reynolds	<p>Senator URQUHART: Is there any allegation that Senator Reynolds was party to this alleged misconduct?</p> <p>Ms Skinner: Again, I'll refer to my previous answer. I'll take that on notice.</p>	Page 7	15/02/2023
SQ23-000005	Services Australia	Anne Urquhart	Procurement review - Meeting arrangements	<p>Senator URQUHART: I have a few questions, Ms Skinner, and hopefully you can give me very quick answers on them. All I need is a very quick response. Senator Ruston asked a few questions about the procurement review. Can you tell me: was the agency told that former minister Mr Robert was meeting Synergy360 and/or Infosys up to and after its successful bid?</p> <p>Ms Skinner: We don't manage—</p> <p>Senator URQUHART: You don't know?</p> <p>Ms Skinner: No.</p> <p>Senator URQUHART: Is that something that would be included in Dr Watt's report?</p> <p>Ms Skinner: Dr Watt's report is focused on the procurement practices inside the public sector</p>	Page 12	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>agencies, so it is not looking into ministers</p> <p>Senator URQUHART: Are you able to take that on notice and see if you can get an answer on that question?</p> <p>Ms Skinner: Yes, Senator.</p>		
SQ23-000006	Services Australia	Anne Urquhart	Entitlement Calculation Engine project - Consultants	<p>Senator URQUHART: Did the agency ever inform unsuccessful bidders from the entitlement calculation engine project that former minister Robert had contact with a consultant to Infosys?</p> <p>Ms Skinner: Let me take that question on notice.</p> <p>Senator URQUHART: Former minister Robert travelled to Melbourne on 1 February 2020 to speak at an Infosys conference at the Australian Open with the company's top executives. Was the agency told about that?</p> <p>Ms Skinner: I will take that on notice. That was the day Services Australia was stood up. I wasn't CEO at the time. I will take that on notice.</p>	Page 12	15/02/2023
SQ23-000007	Services Australia	Anne Urquhart	Entitlement Calculation Engine project - Meetings	<p>Senator URQUHART: Is the agency aware of whether Minister Robert attended any meetings between Infosys and the agency regarding this project?</p> <p>Ms Skinner: Mr McHardie and I certainly, rightly, briefed the relevant minister about the project; I would say that. I'll take on notice any specifics around a meeting with Minister Robert, ourselves and the provider. I believe the answer's no.</p>	Page 13	15/02/2023
SQ23-000008	Services Australia	Anne Urquhart	Entitlement Calculation Engine Project status reports	<p>Senator URQUHART: Who drafted the status reports on the project, and what did those reports say?</p> <p>Mr McHardie: It was my team that raised them. Basically, the way program status reports work in the agency is that they're generated every month.</p>	Page 13	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>They're pulled together by the senior officer, which is me, with my team. They get presented to what we call the enterprise portfolio management office. Each of the projects are rated against certain evaluation criteria: how they're tracking financially, how we're tracking with schedule et cetera. They were presented every month, and then they were reviewed at an implementation committee, where we came together as deputies, and there was also regular reporting to the CEO.</p> <p>Senator URQUHART: And what did those reports say?</p> <p>Mr McHardie: I don't have all of those reports with me, but we can take them on notice and give you the trending.</p>		
SQ23-000009	Services Australia	Louise Pratt	Centre Pay and providers	<p>Senator PRATT: I have some questions about Centrepay. I know people can sign over their power to authorise deductions to another party. I know that you can do that to residential accommodation, service providers, community housing et cetera. But I'm interested in examples where there are unregulated private health facilities doing this. I'm thinking of the example of Esther House in Western Australia, where they've recently had a parliamentary inquiry where they found sexual assault, conversion therapy, unregulated pharmaceuticals and a whole range of other adverse findings. These are particularly vulnerable people who are going into these unregulated facilities, yet somehow not only are people able to hand over their money via Centrepay, they're also able to hand over management of their finances as an authorised representative, as far as I understand</p>	Page 31	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>it, to such organisations. Can you tell us what you know about this issue and what other examples you may have seen and how you investigate such complaints?</p> <p>Ms Skinner: We can talk about the investigation piece—are we aware of this particular matter.</p> <p>Senator PRATT: I am interested in Esther House specifically. There has been a state parliamentary inquiry. There are also other facilities like Shalom House that are unregulated drug and alcohol rehabilitation services.</p> <p>Mr Thorpe: The Centrepay service relies and uses an improved business process. In other words, we receive a registration process from a business asking and applying to be part of the Centrepay program. As part of that Services Australia undertakes checks and balances. In terms of the particular example that you're citing, I am not personally aware of fact. We will take that on notice.</p> <p>Senator PRATT: Would you be interested in hearing from former residents of Esther House who were subjected to conversion therapy and a whole range of other practices? Also I was told by them in face-to-face constituency meetings that they were denied the ability to try and get their Centrelink payments back under their own control. It included examples of people being forcibly restrained when they tried to leave the facility, even though it was an unregulated facility. It has since closed, but I am really concerned about this as an example of how people can be abused and have their financial rights abused, and how Centrepay could be</p>		
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**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>complicit in subjecting people to human rights abuses because of that financial relationship between the abusing institution, the resident and Centrepay.</p> <p>Ms Skinner: If there are any complaints about a Centrepay provider we will take those.</p> <p>Senator PRATT: To be fair, this organisation does not exist anymore. What I would like you to do is go away and look at how many payments; what type of provider they were—I am assuming they were an authorised provider—the size of the payment they were taking out; how many people might have had an authorised representative within that institution. It may even have been that you may not have been able to tell that the authorised representative actually worked for that institution. I don't know how these checks and balances work.</p> <p>Ms Skinner: We will take that away.</p>		
SQ23-000010	Services Australia	Janet Rice	Telephony Report - Congestion parameter	<p>Senator RICE: Are those parameters set so you get to a particular number and then you switch over to give that message?</p> <p>Mr Howard: That's right, but a human does manage that. We change our congestion parameters based on the line. As the CEO mentioned, last week congestion messages reduced by 62 per cent as we have changed the parameters listening to some customer feedback and trying to ensure that the feedback that we were seeing was that customers were not happy with the fact that we were congesting and they couldn't get through. Now we have changed those parameters. They can get through on the line into</p>	Page 10	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>the queue. They're just having to wait a little bit longer.</p> <p>Senator RICE: Can you tell me what the parameters are for each line?</p> <p>Mr Howard: I'll take that on notice.</p> <p>Ms Skinner: We'll take that on notice. Mr Howard is trying to explain that those parameters could be anything based on the day. The Services Australia operations centre, if you like, is like a big air traffic control tower that is making daily decisions. We can talk to you about what some of the baseline parameters would be, but that does not mean that we aren't adjusting those parameters in the moment, trying to respond to the various sets of demands across enormous numbers of programs, including health, social security and welfare, the child support and other programs that we run, like child care subsidy, organ donor, that sort of thing.</p>		
SQ23-000011	Services Australia	Janet Rice	Telephony Report - Staffing levels	<p>Senator RICE: Yes. Clearly staffing levels have been an issue. I'd like to get on notice a breakdown of your staffing levels per quarter over the last year. Actually, let's go further back than that—let's go back to 2019.</p> <p>Ms Skinner: Certainly.</p> <p>Senator RICE: Including contracted staff.</p> <p>Ms Skinner: Yes.</p>	Page 11	15/02/2023
SQ23-000012	Services Australia	Janet Rice	Staff retention	<p>Senator RICE: In terms of churn of staff, perhaps you could give me some statistics on notice about the average length of time staff stay with you and how that has changed over time. I presume you do surveys or research into staff satisfaction and reasons why staff are staying and not staying?</p> <p>Ms Skinner: Yes, we do, and we also participate in</p>	Page 17	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>the Australian Public Service Commission census, where we gather most of that data. Those reports are available publicly, and we can provide some additional information about our agency.</p> <p>Senator RICE: Could you provide information particularly about your agency and with granularity in terms of staff satisfaction across various parts of Services Australia?</p> <p>Ms Skinner: The census shows that staff are satisfied with the agency. As the CEO, I do personally sign all of the certificates for long-serving staff at the 40- and 50-year mark. We do enjoy a large number of staff who have been with us for literally decades and their whole careers. They're the base of the agency, and then we build from there. We will provide that information for you.</p>		
SQ23-000013	Services Australia	Janet Rice	Recruitment process	<p>Senator RICE: Have you done any research as to what the barriers are for people joining the workforce?</p> <p>Mr Egan: We're always looking at that, and we're looking at refining our processes. We know—</p> <p>Senator RICE: When you say you're always looking at that, what does that mean?</p> <p>Mr Egan: We talk to people who are recent employees, as well as recent participants, in the processes that we run. We do find that there are opportunities for improvement in the way that we go about our recruitment. We have done some of those improvements, and we have more that we're working on at the moment. We know that we can do better when it comes to speed, from the time that people apply for a job to the time that they</p>	Page 17	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>walk in the door, and there are some process elements in there that we can improve.</p> <p>Senator RICE: I presume you've got some documentation of that as well, then? Would you be able to table the documentation about what those recruitment challenges are?</p> <p>Mr Egan: Yes, we can look at that.</p> <p>Ms Skinner: Yes, we'll look at what we have in the way of that.</p> <p>Mr Egan: We've certainly got information that might be helpful on the recruitment process and some of the time lines that are involved.</p>		
SQ23-000014	Services Australia	Janet Rice	Customer Satisfaction - Corporate Plan 2022-23	<p>Senator RICE: Continuing in terms of customer satisfaction, your Corporate plan 2022-23 includes a number of targets, including 85 per cent customer satisfaction. But your annual report says that your result in 2021-22 was 82 per cent. I'm interested to know about the sample size. Can you talk me through what that 82 per cent out of 100 per cent customer satisfaction is based on?</p> <p>Ms Skinner: We do have a methodology for that. I don't have that with me at the table. I don't think we've got anyone with us who has got that broken down. I can provide the methodology, though, of how we calculate that 82 per cent.</p> <p>Senator RICE: I'm particularly interested in knowing how big the sample size is. I presume you don't survey every customer, or do you?</p> <p>Ms Skinner: There are a range of things that come together to form that, and I think we get some external support to develop that. We've got a very good, detailed explanation, and we can provide that to you.</p>	Page 17	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>Senator RICE: In particular, I'm interested in whether there's a breakdown of satisfaction according to customer type—that is, pensioners versus people who are long-term unemployed with only partial capacity to work and who have problems getting through on phone lines—and a breakdown by interaction. In general, what are you doing to address the 18 per cent of customers who weren't satisfied with their interaction?</p>		
SQ23-000015	Services Australia	Janet Rice	Government Services in Alice Springs - Stakeholder list	<p>Mr Howard: We have had a strong presence in Alice Springs and the surrounds for quite some time now, but, since the beginning of February, we've enhanced our service offer in and around Alice Springs. That includes an additional 45 staff that we have flown in to be based out of Alice Springs and Tennant Creek to assist in servicing customers across Alice Springs and the wider region. We've got a service centre in Alice Springs. We've got remote service centres and access points, over 40 agents and access points, in that area. We have increased our servicing into a number of town camps in and around Alice Springs. This week we have seven remote servicing teams out in community, which is a significant sort of uptick in our remote servicing due to the current situation and our interactions with the Northern Territory government through NIAA and engaging with a number of stakeholders in relation to what services are required and what we can do in order to assist in making sure that the customers we service across that area are getting the best service we can provide.</p> <p>Senator NAMPIJINPA PRICE: With regard to those</p>	Pages 19-20	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>stakeholders, are you able to provide a list of who those stakeholders are?</p> <p>Mr Howard: Happy to that on notice, Senator. We deal predominantly through NIAA. We sit on the interdepartmental committee that NIAA are running. I was in Alice Springs myself last week and met with the Central Australia controller and people from NIAA. I did have some time lined up with the Northern Territory government, but unfortunately they had to postpone. But we can absolutely take on notice the complete list of stakeholders that were engaged.</p>		
SQ23-000016	Services Australia	Janet Rice	Customer Satisfaction - Report	<p>Senator RICE: With customer satisfaction—and people tell you why they're not satisfied—do you have some reporting on specifically how to address those issues that people report to you?</p> <p>Ms Skinner: We will have detailed reporting on that, and we can provide that to you.</p> <p>Senator RICE: If you could provide some information on that, that would be good. The corporate plan said you were going to establish a baseline for customer trust.</p>	Page 18	15/02/2023
SQ23-000017	Services Australia	Janet Rice	Medical exemption - Application report	<p>Senator RICE: I will move on to the issue of medical exemptions from undertaking mutual obligations. In general, how many medical exemptions are granted?</p> <p>Ms Skinner: I will ask Mr Thorpe if he has that information. He might cover where we get the policy guidance for medical exemptions from.</p> <p>Mr Thorpe: The policy guidance as directed is from DEWR. Services Australia is responsible for implementing the policy settings. We will see if we can get those numbers provided to you as quickly</p>	Pages 22-23	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>as possible; otherwise, we will take that on notice.</p> <p>Senator RICE: I am interested in how many are granted and how many are denied. Looking at what is on your departmental page, it says:</p> <p>We assess your need for a temporary incapacity exemption based on your medical certificate. Giving us a medical certificate doesn't always mean we'll give you an exemption. This might include where any of these apply: ...your ability to work is not temporary.</p> <p>I'm interested to know in how many cases where a medical certificate is supplied budget then an exemption is not granted because the inability to work is not temporary.</p> <p>Mr Thorpe: We will that on notice.</p> <p>Senator RICE: How many people have applied to have two medical exemptions in a row? I understand if you apply for two medical exemptions in a row, the chance of you getting second one I considered considerably lower.</p> <p>Mr Thorpe: We will include that in the response.</p>		
SQ23-000019	Services Australia	Janet Rice	Commonwealth Rent Assistance	<p>Senator RICE: Let's move onto Commonwealth rent assistance. I'm interested in knowing how many participants have had their Commonwealth rent assistance cut off in the last year.</p> <p>Mr Thorpe: Again, we will take that question on notice. We will be able to provide it to you but we will take it on notice.</p>	Page 23	15/02/2023
SQ23-000020	Services Australia	Janet Rice	Commonwealth Rent Assistance suspension	<p>Senator RICE: What are the main reasons why somebody who is on income support would have their Commonwealth rent assistance suspended?</p> <p>Mr Thorpe: We will include a response as part of your earlier question, which will have some of the</p>	Page 23	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				key reasons as to why but, again, those policy settings are determined by the policy owner, and Services Australia is responsible—		
SQ23-000021	Services Australia	Janet Rice	Contracts related to births, deaths and marriages	<p>Senator RICE: Let's do that in outcome 4 then. I want to go now to some specific contracts by Services Australia getting information and accessing data relating to marriages. I have two contract numbers for both Queensland and New South Wales accessing information. I can give you the contract numbers, which are CN3618287 for Queensland and, for New South Wales, CN3751897.</p> <p>Ms Skinner: We will see if any official has those contracts. Would you like to ask your question?</p> <p>Senator RICE: I want to know what you are using those contracts for? What data are you accessing about deaths? Are there similar contracts in place for other jurisdictions?</p> <p>Ms Lees: For the debts, part of our compliance assurance program is accessing the death data so we can ensure people are not paid more than their entitlements. We actually get information around debts and we get incarcerations so we can then review and make updates to customer records. I would have to take on notice the other jurisdictions where we may have that same arrangement in place. The births information, again, is to assist us to help ensure that we have the correct identification of those people who are accessing income support payments.</p> <p>Senator RICE: What data do you actually access?</p> <p>Ms Lees: I would have to take that on notice. There is essentially a data exchange. I would have</p>	Page 23	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>to take that on notice so we can come back to you on the parameters of that data exchange.</p> <p>Senator RICE: You are taking on notice whether you have similar contracts with other jurisdictions, so can you take notice the full list of the contracts and the copies of those contracts?</p> <p>Ms Lees: Absolutely.</p>		
SQ23-000022	Services Australia	Janet Rice	Departure Prohibition Order	<p>Senator RICE: Moving on to departure prohibition orders, how many departure prohibition orders are currently in place?</p> <p>Ms Skinner: Mr Howard may have that data.</p> <p>Mr Howard: No, I will have to take that on notice.</p> <p>Senator RICE: Are those departure provision orders because of people who have got debts outstanding?</p> <p>Mr Howard: For a child support debt, essentially where a parent owes money to another parent, a departure provision order may be put in place to prevent them travelling overseas until that amount has been paid.</p> <p>Senator RICE: Is that the only purpose you have departure provision orders for?</p> <p>Mr Howard: That is my understanding but I will take it on notice, just in case. That is my understanding.</p>	Page 23	15/02/2023
SQ23-000023	Services Australia	Janet Rice	Departure Prohibition Order - Breakdown report	<p>Senator RICE: Can you give me some a breakdown of those orders by amount, by how much people are owing?</p> <p>Mr Howard: Yes.</p>	Page 23	15/02/2023
SQ23-000024	Services Australia	Perin Davey	Disaster Recovery Payments - Breakdown report	<p>Senator DAVEY: I have a few questions about disaster recovery payments, which are administered through Services Australia. Figures published in December suggest that disaster</p>	Pages 23-24	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>recovery payments had been paid out to the value of more than \$3 billion to 2.9 million people in the January to December 2022 year. How does that compare to previous years?</p> <p>Ms Skinner: We can get the breakdown of the payments over each of the years, if you like. Of course, the payments fluctuate depending on whether there are disasters. A lot of the COVID disaster payments were paid under that framework and, particularly in 2021, a lot of people received those COVID disaster payments. We will look at a breakdown of the financial years and provide that.</p> <p>Senator DAVEY: Is it possible to break it down between COVID disaster payments—</p> <p>Mr Howard: Absolutely. We have all of that data; we are swimming in it. We just do not have it in that—</p> <p>Senator DAVEY: That would be fantastic for you to take that on notice. My main concern is the speed of the rollout. I know following the Lismore floods in 2022 was one of the fastest rollouts of payments we have seen. Is that speed and agility of rolling out disaster payments once they are declared and approved by relevant ministers being maintained, that speed of service?</p>		
SQ23-000025	Services Australia	Slade Brockman	Surge staff - Allocating in Kimberley	<p>Ms Skinner: I'll ask Mr Howard to go through those arrangements. The cyclone that affected that Kimberley area also significantly damaged the service centre in the region but we managed to get service operating almost immediately.</p> <p>Mr Howard: The standard avenues of servicing we would normally use in an emergency were made available to the communities affected in the</p>	Page 25	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>Kimberley. We had telephony options and digital options. We also had our service centres and staff on the ground. Our service centre in Fitzroy Crossing was quite significantly damaged but the staff there were able to head into the recovery centre in the initial stages of the response, and then we very quickly sourced an alternate building to move a temporary service centre into. We did surge some additional staff into Fitzroy Crossing to assist in the early days—I think an extra three staff. We've got three staff in Fitzroy Crossing normally and we put a few additional people on the ground to meet demand in relation to the community there. Then we also had our service centres operating in a couple of other locations that were affected in Derby. I would say that is our normal response in relation to those types of weather emergency events.</p> <p>Senator BROCKMAN: How long did it take to get the extra staff in? There were some restrictions around movement early on.</p> <p>Mr Howard: There were. I might take on notice the exact time frame. I think it was about five days, from memory. I'll take that on notice to give you the exact time frame.</p>		
SQ23-000026	Services Australia	Slade Brockman	Surge staff - Allocation timeframe	<p>Senator BROCKMAN: In terms of that surge staff, when would you expect to draw them down—or have they already been drawn down?</p> <p>Mr Howard: I can take that on notice, but my understanding is we have now drawn them down because the situation has, for want of a better term, stabilised. The staff we've normally got on</p>	Page 26	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				the ground are able to deal with the customer cohort.		
SQ23-000027	Services Australia	Alexander Antic	Disability Support Pension - Application report	<p>Senator ANTIC: They are fairly broad questions, but I'm interested in some raw data, and I think this might be the easiest place to retrieve it. In particular, are you able to tell me how many Australians have made applications for a disability of any form from the year 2019 to date? Is that information that's available?</p> <p>Ms Skinner: I think Mr Thorpe will have a go here.</p> <p>Mr Thorpe: We'll have to take that question on notice in terms of the time range you've just specified there. But we're able to provide, for example, the number of claims that we've received for a payment type, such as the disability support pension.</p> <p>Senator ANTIC: Is there information available about any other form of—obviously there will be people who don't make claims for disability to the department. There are the application numbers, and then there are the people who are currently receiving payments, and they would probably be the two biggest masthead numbers, I would have thought, in order to determine what the rate of disability looks like in the country.</p> <p>Mr Thorpe: Services Australia will be able to provide some information relating to the number of claims, for example, that have applied for the disability support pension. In terms of broader disability statistics, that will have to be referred to later in the day.</p> <p>Senator ANTIC: Can I perhaps ask for those on notice then, if that's alright, as a simple way of</p>	Page 30	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>doing that.</p> <p>Mr Griggs: I think it's broadly accepted that there are around 4.4 million Australians who have some form of disability. That obviously covers the spectrum from what would be in some cases quite a minor disability through to profound disability.</p>		
SQ23-000028	Services Australia	Alexander Antic	Disability Support Pension - Breakdown report	<p>Senator ANTIC: I might put this question on notice in the interests of time, but have we seen an increase in the rate of disability applications and those receiving support over the last five-year period?</p> <p>Ms Skinner: We can only take that in terms of a particular payment type and—</p> <p>Senator ANTIC: Overall—all payment types.</p> <p>Ms Skinner: We only do a disability support payment. So, in terms of specific questions around disability, that would be the one we could take.</p>	Page 30	15/02/2023
SQ23-000029	Services Australia	Alexander Antic	Disability Support Pension - Application report	<p>Mr Griggs: The disability support payment would be the right thing for Services Australia to comment on. If you're talking about NDIS participation, the NDIA would cover that.</p> <p>Senator ANTIC: In terms of the question that you can answer, have we seen an increase in the last five years?</p> <p>Mr Thorpe: We'll have to take that question on notice, for the time dimension.</p> <p>Senator ANTIC: Okay. This is the question on notice. What I'm looking for is an age stratified statistical breakdown for each month for the period 1 January 2018 to date of the number of applications made for support for a disability, the number of successful applications made for support for a disability and the number of</p>	Pages 30-31	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				Australians receiving support for a disability. That'll all be on the transcript. That's it from me.		
SQ23-000030	Services Australia	Slade Brockman	myGov User Audit	<p>Senator BROCKMAN: Okay. The audit makes reference to 'independent economic analysis commissioned' by the agency. Can that be released? What is the nature of that?</p> <p>Ms Skinner: We'll take that on notice. A small firm called Lateral Economics do some extended economic assessment of the value of such platforms, and they do a lot of different work in the broader economy. So we'll take that on notice and see what we can provide there.</p>	Page 33	15/02/2023
SQ23-000031	Services Australia	Slade Brockman	myGov User Audit - Roundtable discussion	<p>Senator BROCKMAN: The audit notes that there were six roundtable discussions with senior Australian government state and territory officials. I'm actually happy for you to take this one on notice to save the committee some time. Could you provide the dates and locations of the roundtables and attendance?</p> <p>Ms Skinner: Yes, we can.</p>	Page 34	15/02/2023
SQ23-000032	Services Australia	Anne Ruston	Enhanced Income Management - SmartCard	<p>Senator RUSTON: What is the difference in the cost of the technical administration of the new card, compared to the BasicsCard? Do you have per-client cost for the delivery of the service?</p> <p>Ms Skinner: A unit cost?</p> <p>Senator RUSTON: Do you have a unit cost for people on the BasicsCard?</p> <p>Ms Skinner: That's probably not with us. We can take that on notice and provide those two things.</p> <p>Senator RUSTON: If you could just provide me with some stats on the current number of people on the BasicsCard and the current number of people on the CDC in the Northern Territory—obviously,</p>	Page 35	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>that's not going to apply around the rest of the country.</p> <p>Ms Skinner: I think we've taken some of those on notice for Senator Rice.</p> <p>Senator RUSTON: Fantastic, and also what the cost per unit is for the customer interface component that has now been taken in-house, as opposed to previously being provided by an external service provider—that would be great.</p>		
SQ23-000033	Services Australia	Jacqui Lambie	Workforce - Ongoing Employment	<p>How many ongoing APS employees were employed in the Agency between 1 July 2022, and 17 February 2023?</p> <ul style="list-style-type: none"> - How many of these are engaged full time? - How many of these are engaged part time? - How many ongoing positions were advertised by the Agency in this period? - How many of these advertised positions were filled? - How many of the new ongoing employees transferred in from another agency? - What is the average duration for the recruitment of an ongoing employee (i.e. how long does it take, on average, from approval to fill a position to the filling of the position)? - How many ongoing roles that were offered to prospective employees turned down by the prospective employee? 	Written	23/02/2023
SQ23-000034	Services Australia	Jacqui Lambie	Workforce - Non-ongoing Employment	<p>How many non-ongoing employees were employed in the Agency between 1 July 2022, and 17 February 2023?</p> <ul style="list-style-type: none"> - How many of these are engaged full time? - How many of these are engaged part time? - How many non-ongoing positions were advertised 	Written	23/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>by the Agency in this period?</p> <ul style="list-style-type: none"> - How many of these advertised positions were filled? - How many of the new non-ongoing employees transferred in from another agency? - What is the average duration for the recruitment of a non-ongoing employee (I.e. how long does it take, on average, from approval to fill a position to the filling of the position)? - How many non-ongoing roles that were offered to prospective employees turned down by the prospective employee? 		
SQ23-000035	Services Australia	Jacqui Lambie	Workforce - Labour Hire Contractors	<p>How many labour hire contractors were employed at the Agency between 1 July 2022, and 17 February 2023??</p> <ul style="list-style-type: none"> - How many of these are engaged full time? - How many of these are engaged part time? - How many labour hire contract positions were advertised by the Agency in this period? - How many of these advertised positions were filled? - What is the average duration for the recruitment of a labour hire contractor (I.e. how long does it take, on average, from approval to fill a position to the filling of the position)? - Have any labour hire contractors at the Department been given authority to act as a delegate for the Commonwealth in this period? o If yes: <ul style="list-style-type: none"> - How many and at what level? - What was the nature of the delegations? 	Written	23/02/2023
SQ23-000036	Services Australia	Jacqui Lambie	Workforce - Non-ongoing contract extension	<p>How many non-ongoing contract extensions were granted by the Agency between 1 July 2022, and 17</p>	Written	23/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				February 2023? - How many of these were engaged full time? - How many of these were engaged part time?		
SQ23-000037	Services Australia	Jacqui Lambie	Workforce - Engaging Labour Hire Contractors	How many labour hire contractors were engaged by the Agency between 1 July 2022, and 17 February 2023? - How many of these were engaged full time? - How many of these were engaged part time?	Written	23/02/2023
SQ23-000038	Services Australia	Jacqui Lambie	Workforce - Labour Hire Contract Extension	How many existing labour hire contracts were extended by the Agency between 1 July 2022, and 17 February 2023?	Written	23/02/2023
SQ23-000039	Services Australia	Jacqui Lambie	Workforce - Ongoing Employees made redundant	How many ongoing employees were made redundant from the Agency between 1 July 2022, and 17 February 2023? - How many of these were engaged full time? - How many of these were engaged part time?	Written	23/02/2023
SQ23-000040	Services Australia	Jacqui Lambie	Workforce - Resigned ongoing employees	How many ongoing employees resigned from the Agency between 1 July 2022, and 17 February 2023?	Written	23/02/2023
SQ23-000041	Services Australia	Jacqui Lambie	Workforce - Considered excess or made redundant	How many ongoing employees were considered excess, or were made redundant from the Agency between 1st July 2022 and 17 February 2023?	Written	23/02/2023
SQ23-000042	Services Australia	Jacqui Lambie	Workforce - Resigned non-ongoing employees	How many non-ongoing employees resigned from the Agency between 1 July 2022, and 17 February 2023?	Written	23/02/2023
SQ23-000043	Services Australia	Jacqui Lambie	Workforce - Resigned labour hire contractors	How many labour hire contractors resigned from the Agency between 1 July 2022, and 17 February 2023?	Written	23/02/2023
SQ23-000044	Services Australia	Jacqui Lambie	Workplace culture - APS code of conduct reports	In the period between 1 July 2022, and 17 February 2023 were there any allegations (either formally or informally reported) of untoward behaviour (E.g. bullying, harassment, discrimination) made against	Written	23/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>any APS, or labour hire contractors engaged at the Agency?</p> <ul style="list-style-type: none"> - How many of these claims were investigated (formally or informally) and found to have merit? <ul style="list-style-type: none"> o How many of the claims were raised with comcare? o Of those that were deemed to have merit, how many resulted in time away from work for the victim? o What is the total amount of leave taken, in days, from the Department that are attributable to claims of this nature? - How many of these allegations were investigated and found to have no merit? 		
SQ23-000045	Services Australia	Jacqui Lambie	Workers compensation claims	<p>How many workers compensation claims were made to the Agency, by employees of any nature, between 1 July 2022, and 17 February 2023?</p> <ul style="list-style-type: none"> - How many of these claims were successful? <ul style="list-style-type: none"> o How many of the successful claims were due to an injury of a physical nature? o How many of the successful claims were due to an injury of a mental nature (I.e. relating to psychological, or mental health injury)? - How many of these claims were rejected? 	Written	23/02/2023
SQ23-000046	Services Australia	Jacqui Lambie	Unpaid leave	<p>How many ongoing, or non-ongoing employees at the Agency took unpaid leave between 1 July 2022, and 17 February 2023?</p> <ul style="list-style-type: none"> - What is the total number of days of unpaid leave for this same period at the Agency. 	Written	23/02/2023
SQ23-000047	Services Australia	Jacqui Lambie	Consultants - Expenditure	<p>How many consultants (I.e. not APS, or labour hire contract workers) were working in the Agency between 1 July 2022, and 17 February 2023?</p> <ul style="list-style-type: none"> - What was the nature of work these consultants 	Written	23/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>performed on behalf of the Agency? - Were any consultants used to augment work ordinarily conducted by APS employees. - How much money did the Agency spend on consultants between 1 July 2022, and 17 February 2023?</p>		
SQ23-000048	Services Australia	Jacqui Lambie	Consultants - Delegation	<p>Have any consultants at the Agency been given authority to act as a delegate for the Commonwealth since 1 July 2022? - If yes: a. How many and at what level? b. What was the nature of the delegations?</p>	Written	23/02/2023
SQ23-000049	Services Australia	Jacqui Lambie	Supply Nation	<p>How many procurement activities, since 1 July 2022, have resulted in purchases of goods and / or services from Supply Nation Certified organisations? - What is the total value of all Supply Nation procurements to date for the Agency this financial year (2022/23)? - What percentage of the Agency's procurements for the 2022/23 financial year to date does the above value represent? - Would the Agency please categorise the types of procurements undertaken with Supply Nation businesses for financial year 2022/23?</p>	Written	23/02/2023
SQ23-000050	Services Australia	Jacqui Lambie	Supply Nation - Entities	<p>Would the Agency list all of the Supply Nation entities it has purchased goods and / or services from this financial year, with a total value for each supplier?</p>	Written	23/02/2023
SQ23-000051	Services Australia	Jacqui Lambie	Senior Executive Service - Contract summary	<p>Please advise the contracted start date for each Senior Executive Service Officer in the Agency, plus their contracted end dates.</p>	Written	23/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000052	Services Australia	Jacqui Lambie	Senior Executive Service - Previous role	Please advise the previous role (the role immediately prior to taking up their current SES role) for each Senior Executive Service officer.	Written	23/02/2023
SQ23-000053	Services Australia	Janet Rice	Robodebt and PwC - Visual Presentation	The following questions relate to Services Australia's (the Department) contract to PricewaterhouseCoopers (PwC) to review the robo-debt scheme: 1. Please provide a copy of the 'visual presentation' slides and speaking notes delivered to the Department by PwC. 2. How many slides were included in the visual presentation? 3. How many minutes long was the visual presentation? 4. How many PwC staff delivered the visual presentation? 5. How many departmental and/or ministerial staff viewed the visual presentation? 6. Did the Department receive a copy of the visual presentation? 7. What date was the visual presentation delivered?	Written	27/02/2023
SQ23-000054	Services Australia	Janet Rice	Robodebt and PwC - Draft Report	The following questions relate to Services Australia's (the Department) contract to PricewaterhouseCoopers (PwC) to review the robo-debt scheme: 1. How did the Department notify PwC that the draft report was no longer required? Please provide a summary of any verbal communication and a copy of any written communication, including dates and times. 2. What communication or decisions from the Minister, Advisors and/or departmental staff led up	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>to the Department notifying PwC that the draft report was no longer required? Please provide a summary of any verbal communication and a copy of any written communication, including dates and times.</p> <p>3. Did the Department receive a copy of the draft report?</p> <p>4. Did the Department receive a summary of or updates on the draft report? If so, please provide a summary of any verbal communication and a copy of any written communication, including dates and times.</p> <p>5. Please provide a copy of all drafts of the report received by the Department.</p> <p>6. How often did the Department meet with PwC to receive updates on the review? Please provide a copy of all notes from these meetings and attendance.</p>		
SQ23-000055	Services Australia	Janet Rice	Robodebt and PwC - Contract	<p>The following questions relate to Services Australia’s (the Department) contract to PricewaterhouseCoopers (PwC) to review the robo-debt scheme:</p> <p>1. Please provide a copy of the contract between the Department and PwC for PwC to undertake a review of the robo-debt scheme.</p> <p>2. How was the contract awarded? For example, was it awarded through a centralised procurement panel?</p> <p>3. Was PwC's review of the robo-debt scheme evaluated by the Department?</p> <p>4. How was value for money considered and achieved?</p> <p>5. How does the Department assess whether a</p>	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>contract has been fulfilled?</p> <p>6. What is the threshold for determining a consulting service has not fulfilled a contract?</p> <p>7. What are the possible mechanisms for responding to a breach of contract?</p>		
SQ23-000056	Services Australia	Janet Rice	Robodebt and PwC - Subsequent work	<p>The following questions relate to Services Australia’s (the Department) contract to PricewaterhouseCoopers (PwC) to review the robo-debt scheme:</p> <p>1. Please provide a summary report of all the work that PwC did for the Department, after the review of robo-debt, on robo-debt and any other types of projects.</p> <p>a. Please outline how many reports PwC was commissioned to do by the Department and provide copies of all final reports, and summaries of the cost breakdown of each report.</p>	Written	27/02/2023
SQ23-000057	Services Australia	Jacqui Lambie	Personal and private data - Shared information	<p>What personally identifiable information does the agency keep on behalf of recipients of its services?</p> <ul style="list-style-type: none"> - Which other agencies is this data shared with? - Is the data de-identified prior to sharing? - How is the data shared with other agencies? - How frequently is the data shared? - Is the data sharing live, or is it a point in time share? - How is the data from each agency combined with other data <ul style="list-style-type: none"> o For what purposes is the data combined? - Do the individuals the data is about know their data is being shared? <ul style="list-style-type: none"> o Have they ever consented to their data being shared? 	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				- What security provisions are in place to protect personally identifiable information?		
SQ23-000058	Services Australia	Jacqui Lambie	Personal and private data - Enforcement	<p>Is the data used for enforcement, or debt collecting activities?</p> <p>- What is the purpose of sharing the personal data?</p> <p>- Is the data used to validate client eligibility for government services?</p> <p>- Under what authority are you enabled to share personal and private data?</p> <p>- List the agencies that you share personal and private data with and that share personal and private data with you?</p> <p>- Are there scenarios in which staff might have access to personal and private data from multiple agencies, and multiple systems where this data is not usually shared.</p> <p>o For example, an integrity officer working in Services Australia might access a customer’s Centrelink record in one system, then their Medicare record in another to cross reference data?</p>	Written	27/02/2023
SQ23-000059	Services Australia	Jacinta Nampijinpa Price	Engaged Agency staff	How many Agency staff are engaged in the preparation of officials for Estimates?	Written	27/02/2023
SQ23-000060	Services Australia	Jacinta Nampijinpa Price	Quantity on Agency staff work on return of QoNs	How many Agency staff work on the return of Questions on Notice?	Written	27/02/2023
SQ23-000061	Services Australia	Jacinta Nampijinpa Price	Voice biometrics	<p>1. This financial year, how many customers have used Voice Biometrics to access Child Support?</p> <p>2. Of those calls, what do those calls represent when expressed as a percentage of total call volume?</p>	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000062	Services Australia	Jacinta Nampijinpa Price	Aged care specialist officers	<ol style="list-style-type: none"> 1. This financial year to date, how many Aged Care Specialist Officers are employed by the Agency? 2. Of those Officers employed by the Agency as at 31 December 2022, how many are 'outreach officers'? 3. From which service centres do Aged Care Specialist Officers operate from? 	Written	27/02/2023
SQ23-000063	Services Australia	Jacinta Nampijinpa Price	Family and domestic violence strategy	<ol style="list-style-type: none"> 1. Will there be a new Strategy released in 2024? 2. How successful was the Family and Domestic Violence Strategy 2020-23? What outcomes were achieved? 	Written	27/02/2023
SQ23-000064	Services Australia	Jacinta Nampijinpa Price	Family and domestic violence support model	This financial year, how many victim-survivors have confirmed they are affected by family and domestic violence? If this is not recorded by staff, why not?	Written	27/02/2023
SQ23-000065	Services Australia	Jacinta Nampijinpa Price	Why does the Agency not capture data referrals to social workers	With reference to SA SQ22-000092, why does the Agency not currently capture data related to referrals to social workers generated specifically from the Family and Domestic Violence Support Model?	Written	27/02/2023
SQ23-000066	Services Australia	Jacinta Nampijinpa Price	Occurrences of self-reported instances of family and domestic violence	To date, per each state/territory, how many customers have self reported instances of family and domestic violence?	Written	27/02/2023
SQ23-000067	Services Australia	Jacinta Nampijinpa Price	Percentage of in-person versus online confirmation of family and domestic violence	Where customers confirm they are affected by family and domestic violence, what percentage do so in-person versus online?	Written	27/02/2023
SQ23-000068	Services Australia	Jacinta Nampijinpa Price	National Multicultural Advisory Group	<ol style="list-style-type: none"> 1. Who are the current members of the National Multicultural Advisory Group? 2. How many times has the Group met this financial year to date, where and when? 3. Per each meeting, which members attended and what were the minutes of the meeting? 	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000069	Services Australia	Jacinta Nampijinpa Price	National Advisory Forums	<ol style="list-style-type: none"> 1. This financial year, how many National Advisory Forums have been held and on what dates? 2. This financial year, at what locations (suburb & state) were these Forums held? 3. This financial year, who attended each Forum? 4. This financial year, what were the minutes of each Forum? 5. Last financial year, how many National Advisory Forums have been held, at what locations were these Forums held, who attended each Forum, and what were the minutes of each Forum? 	Written	27/02/2023
SQ23-000070	Services Australia	Jacinta Nampijinpa Price	Remote Services Centres	<ol style="list-style-type: none"> 1. In what suburbs are remote service centres located? 2. Per each centre, how many Aboriginal and Torres Strait Islander staff are employed? 3. How many staff are employed in total per each centre? 4. At which remote service centres are state and/or local services offered 'side-by-side'? 5. Per each location, what is the visitation rate this financial year? 6. Per each location, what are the most frequently used services this financial year? 	Written	27/02/2023
SQ23-000071	Services Australia	Jacinta Nampijinpa Price	Language Services	How many bilingual staff are receiving the Community Language Allowance and at what locations?	Written	27/02/2023
SQ23-000072	Services Australia	Jacinta Nampijinpa Price	Agents and access points	<ol style="list-style-type: none"> 1. What are the locations of the Agency's access points? 2. To date, how many agents are employed by the Agency? 	Written	27/02/2023
SQ23-000073	Services Australia	Jacinta Nampijinpa Price	Community engagement officers	This financial year to date, how many Community Engagement Officers are employed by the Agency?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000074	Services Australia	Jacinta Nampijinpa Price	paper-based models of service delivery	<p>1. What services/payments does the Agency currently offer that are only able to be accessed via paper?</p> <p>2. This financial year, of each applicable service/payment, how many customers have transacted with the Agency in this way to date?</p>	Written	27/02/2023
SQ23-000075	Services Australia	Jacinta Nampijinpa Price	Assistance for isolated children	This financial year, how many customers are accessing the Assistance for Isolated Children to date in the Northern Territory, Queensland and Western Australia?	Written	27/02/2023
SQ23-000076	Services Australia	Jacinta Nampijinpa Price	Call wait times	This financial year to date, what was the longest wait time of a telephony customer? What channel and program were being accessed?	Written	27/02/2023
SQ23-000077	Services Australia	Jacinta Nampijinpa Price	Collateral	<p>1. What was the Agency's total expenditure on collateral materials, including banners, publications, maps, charts and high visibility or protective clothing for events, functions, conferences, meetings, press conferences and site visits, including Ministerial events, functions, conferences, meetings, press conferences and site visits for each of the periods 1 July 2022 - 31 December 2022 and 1 January 2023 - to date?</p> <p>2. For each event or function where the Agency expended funds on collateral materials, provide details of the event, including the date and location of each event, and details of the types of materials?</p>	Written	27/02/2023
SQ23-000078	Services Australia	Jacinta Nampijinpa Price	Meeting with Melissa Donnelly and the CPSU	<p>1. How many times has the Minister or his office met with staff or members of the Community Services and Public Sector Union this financial year to date?</p> <p>2. For each meeting the Minister or his office has held with members of the Community Services and</p>	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				Public Sector Union, including Ms Melissa Donnelly, advise which party instigated the meeting, where each meeting held, what were the minutes of each meeting, meeting agenda, who attended each meeting and did the Agency prepare a brief for each meeting?		
SQ23-000079	Services Australia	Jacinta Nampijinpa Price	Question Time Brief pack for 6 February 2023	What were the list of topics in the Minister’s Question Time Brief for 6 February 2023?	Written	27/02/2023
SQ23-000080	Services Australia	Jacinta Nampijinpa Price	Centrelink older Australian’s line	<ol style="list-style-type: none"> 1. This financial year, how many people have accessed the Centrelink older Australians line? 2. Of those people, who many people qualified as ‘older Australians’? How is this verified by the Agency? 3. On average, how long does a customer using this line have to wait until they are connected with the Agency? 4. How many customers have terminated a call before being connected with the Agency this financial year to date? 	Written	27/02/2023
SQ23-000081	Services Australia	Jacinta Nampijinpa Price	The Aurora Neurodiversity Program (Aurora)	<ol style="list-style-type: none"> 1. In what year was the Program established? 2. This financial year, how many people have been employed by the Program? 3. Of those employed this financial year, how many are in on-going positions and how many are in non-ongoing positions? 4. How many people are on the merit list? 5. How many people this financial year have transitioned from non-going to ongoing positions? 6. Why are there no recruitment rounds in Sydney, Perth, Hobart and Darwin? 7. How are recruitment rounds advertised? 	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				8. This financial year, how many people have expressed interest in the Program?		
SQ23-000082	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – telephony	<p>1. What is the number for the dedicated phone line to assist day-to-day customers with enquiries regarding the SmartCard? When did this phone line become operational? How many Services Australia staff operate this line and what is the basis for this number?</p> <p>2. What is the ASA of the phone line since it became operational?</p> <p>3. What is the terminated by customer number?</p> <p>4. Has the Agency undertaken any work which has given information around how many customers might be expected to access this phone line? If yes, when and what is that number? If not, why not?</p>	Written	27/02/2023
SQ23-000083	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – telephony NT	<p>1. Is there a separate dedicated phone line for customers in the Northern Territory? When did this phone line become operational? How many Services Australia staff operate this line and what is the basis for this number?</p> <p>2. What is the ASA of the phone line since it became operational?</p> <p>3. What is the terminated by customer number?</p> <p>4. Has the Agency undertaken any work which has given information around how many customers might be expected to access this phone line? If yes, when and what is that number? If not, why not?</p>	Written	27/02/2023
SQ23-000084	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – transition contact outside NT	<p>1. On what date were CDC participants outside the Northern Territory first formally contacted by Services Australia regarding the transition from CDC to the new SmartCard?</p> <p>2. How were participants contacted?</p>	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000085	Services Australia	Jacinta Nampijinpa Price	Questions on Notice response deadline	Why did Minister Shorten and his Agency fail to respond to the deadline for the return of questions on notice during the last round of Estimates?	Written	27/02/2023
SQ23-000086	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – transition contact inside NT	1. On what date were CDC participants inside the Northern Territory first formally contacted by Services Australia regarding the transition from CDC to the new SmartCard? 2. How were participants contacted?	Written	27/02/2023
SQ23-000087	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – transition planning	What contingencies are in place to engage customers who do not answer to Agency contact regarding the transition?	Written	27/02/2023
SQ23-000088	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – pre-fill functionality	1. On what date was pre-fill functionality publicly added to MyGov? 2. In what situations is pre-fill functionality currently in operation? 3. What additional situations is the Agency working on to add in pre-fill functionality?	Written	27/02/2023
SQ23-000089	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – issuing	How will Northern Territory participants be issued their SmartCard?	Written	27/02/2023
SQ23-000090	Services Australia	Jacinta Nampijinpa Price	PM’s January Alice Springs visit – briefing	Was the Agency asked to provide material to PM&C for the purposes of supporting the Prime Minister’s January visit to Alice Springs?	Written	27/02/2023
SQ23-000091	Services Australia	Jacinta Nampijinpa Price	Questions on Notice misused title	With respect to QoNs submitted in the previous round of Estimates, why does Minister Shorten’s name appear in some returned questions on notice whereas in others the Agency’s title is provided?	Written	27/02/2023
SQ23-000092	Services Australia	Jacinta Nampijinpa Price	Agency responses to Questions on Notice	Are Agency responses to Questions on Notice submitted or discussed with Minister Shorten or his office prior to their formal lodgement with the Committee?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000093	Services Australia	Jacinta Nampijinpa Price	Discussions prior to Questions on Notice	How many such responses have been submitted or discussed with Minister Shorten or his office prior to their formal lodgement with the Committee?	Written	27/02/2023
SQ23-000094	Services Australia	Jacinta Nampijinpa Price	Services Centres visits	Which Federal Members and Senators have formally visited Service Centres this financial year to date, on which dates and to which centres?	Written	27/02/2023
SQ23-000095	Services Australia	Jacinta Nampijinpa Price	Why Questions on Notice are discussed	Why are Questions on Notice submitted or discussed with Minister Shorten or his office prior to their formal lodgement with the Committee?	Written	27/02/2023
SQ23-000096	Services Australia	Jacinta Nampijinpa Price	Digital Medicare card	When did the Agency start work start on making a Medicare card usable through the digital wallet?	Written	27/02/2023
SQ23-000097	Services Australia	Jacinta Nampijinpa Price	MyGov app – push notifications	The myGov User Audit states that the Agency is testing the use of push notifications as an alternative to SMS. How is this work progressing? When does the Agency project it will be completed and publicly launched?	Written	27/02/2023
SQ23-000098	Services Australia	Jacinta Nampijinpa Price	Tell Us Once Capability	The myGov User Audit states that there are “legislative differences” in how data is captured and used for Tell Us Once capability. What are those differences?	Written	27/02/2023
SQ23-000099	Services Australia	Jacinta Nampijinpa Price	Quick exit functionality	1. What quick exit functionality does the Services Australia website use? 2. Does https://www.servicesaustralia.gov.au/ have a quick exit feature? If yes, please provide an example. If not, why not? 3. This financial year to date, how many times have users used this feature? If the Agency doesn’t collect this data, why not?	Written	27/02/2023
SQ23-000100	Services Australia	Jacinta Nampijinpa Price	Government response to Joint Select Committee Family Law Inquiry	The Government agreed to identify options to further improve the accessibility of the Child Support Scheme for child support customers, particularly those with disability and/or low levels	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				of English proficiency. How is this work progressing?		
SQ23-000103	Services Australia	Jacinta Nampijinpa Price	Instructional materials	1. This financial year to date, what instructional materials have been updated? When were they updated and why? Provide examples of each piece of material updated, including relevant excerpts of the outdated material and the new material. 2. Where applicable, please indicate where material has been tailored to meet the needs of specific customer groups.	Written	27/02/2023
SQ23-000104	Services Australia	Jacinta Nampijinpa Price	Communication preferences	What are the methods by which customers can inform the Agency of their communication preferences?	Written	27/02/2023
SQ23-000105	Services Australia	Jacinta Nampijinpa Price	Family and Domestic Violence Pilot	1. What update can be provided as to how this Pilot is progressing? 2. What performance metrics were established for the pilot?	Written	27/02/2023
SQ23-000106	Services Australia	Jacinta Nampijinpa Price	Media monitoring	This financial year to date, what was the Agency's total expenditure on media monitoring? What services does the Agency use for media monitoring?	Written	27/02/2023
SQ23-000107	Services Australia	Jacinta Nampijinpa Price	Former members of Parliament	How many times has the Agency prepared a brief for statutory authorities, executive agencies, advisory boards, government business enterprises or any other Commonwealth body which includes a reference to a former Australian Labor Party member of parliament at a state, territory or federal level? For each brief prepared, can the Agency advise: The former member. The board or entity. Whether the request originated from the Minister's office. Whether the appointment was made.	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000108	Services Australia	Jacinta Nampijinpa Price	Communications collateral	<p>In relation to all public relations, communications and media staff, can the Agency provide the following:</p> <p>a. How many ongoing staff, the classification, the type of work they undertake and their location.</p> <p>b. How many non-ongoing staff, their classification, type of work they undertake and their location.</p> <p>c. How many contractors, their classification, type of work they undertake and their location. d. How many are graphic designers.</p> <p>e. How many are media managers.</p> <p>f. How many organise events.</p> <p>g. Do any departments/agencies have independent media studios. If yes, why.</p> <p>h. When was it established.</p> <p>i. What is the set-up cost.</p> <p>j. What is the ongoing cost.</p> <p>k. How many staff work there and what are their classifications.</p>	Written	27/02/2023
SQ23-000109	Services Australia	Jacinta Nampijinpa Price	Payments while out of Australia	<p>1. This financial year to date, how many Australians are receiving social security payments who are overseas?</p> <p>2. Can the Agency list per country the number of Australians receiving social security payments?</p> <p>3. What are those payments?</p> <p>4. What is the total value of these payments this financial year to date?</p>	Written	27/02/2023
SQ23-000110	Services Australia	Jacinta Nampijinpa Price	Services to incarcerated customers	<p>1. At what correctional services does the Agency deliver this service?</p> <p>2. In table form, can the Agency list per visit this financial year, the name of the facility, the facility's security classification and the date visited by Agency staff?</p>	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				3. Of services delivered to customers in custody, how many transactions were delivered virtually?		
SQ23-000111	Services Australia	Jacinta Nampijinpa Price	Services to incarcerated customers with highly specialised drugs	<p>1. This financial year, what ‘highly specialised drugs’ did the Agency assist in gaining access for on behalf of customers in custody and to how many customers was this service provided?</p> <p>2. At what youth justice centres/correctional facilities are incarcerated customers gaining access to ‘highly specialised drugs’?</p> <p>3. Are there any limits as to how many drugs incarcerated customers can request at any one time?</p> <p>4. Does a customer's security classification have any impact on what types of drugs they are able to access? If yes, what is this impact?</p> <p>5. What is the general process followed by the Agency with respect of assisting incarcerated persons to access ‘highly specialised drugs’?</p>	Written	27/02/2023
SQ23-000112	Services Australia	Jacinta Nampijinpa Price	Services to incarcerated customers Agency staff process	<p>1. How many Agency staff are engaged in supporting incarcerated customers?</p> <p>2. If Agency staff attend a correctional prison, what is the average wait time of a visit per facility location?</p> <p>3. Do attending Agency staff receive any additional support or training in support of their work with incarcerated customers?</p>	Written	27/02/2023
SQ23-000113	Services Australia	Jacinta Nampijinpa Price	Financial information service	This financial year, at what events has the Agency delivered outreach services?	Written	27/02/2023
SQ23-000114	Services Australia	Jacinta Nampijinpa Price	Partnerships with state and territory governments and other organisations	<p>1. Which not-for-profit agencies is Services Australia engaged in a shared premises arrangement?</p> <p>2. Per each service centre, access point or agent,</p>	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>what side-by-side services are offered by state or territory governments?</p> <p>3. Does the Agency deliver any services in partnership with local government? If yes, which service and what is the name of the relevant local government?</p>		
SQ23-000115	Services Australia	Jacinta Nampijinpa Price	Senior staff conflict of interest declarations	<p>This financial year to date, have any Agency senior executives lodged conflict of interest declarations? If yes, list who lodged a declaration, the date of lodgement and details of the conflict.</p>	Written	27/02/2023
SQ23-000116	Services Australia	Jacinta Nampijinpa Price	Civil Society Advisory Group	<p>1. Who are the member organisations of the Civil Society Advisory Group?</p> <p>2. This financial year to date, how many times has the Agency met with Group members and what dates?</p> <p>3. What specific insights have Group members provided to the Agency this financial year?</p>	Written	27/02/2023
SQ23-000117	Services Australia	Jacinta Nampijinpa Price	Recruitment	<p>1. Advise the number of positions filled to date this financial year that were:</p> <p>a. only advertised on the Agency’s website or social media accounts;</p> <p>b. only advertised on the APS Jobs website;</p> <p>c. recruited only via the services of engaged external means;</p> <p>d. advertised in several methods (ie on the Department's website and/or social media accounts and also by externally engaged recruiters).</p> <p>2. For each ad, provide the advertisement.</p>	Written	27/02/2023
SQ23-000118	Services Australia	Jacinta Nampijinpa Price	Video chat for identity confirmation	<p>1. How is the Agency progressing with expanding virtual servicing for online claims this financial year?</p> <p>2. This financial year to date, how many</p>	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				appointments have been made this financial year for virtual servicing? 3. Does the Agency collect data on the age of customers accessing virtual servicing?		
SQ23-000119	Services Australia	Jacinta Nampijinpa Price	Credit Cards	This financial year to date, provide in table format a list of corporate credit card codes, corresponding descriptors and totals for each code.	Written	27/02/2023
SQ23-000120	Services Australia	Jacinta Nampijinpa Price	Random sample survey	How many Random Sample Surveys have been undertaken this financial year?	Written	27/02/2023
SQ23-000121	Services Australia	Jacinta Nampijinpa Price	Credit Cards - Travel charge cards	This financial year to date, can the Agency provide the number of types of corporate credit cards on issue, the number of each credit card issued and the credit limit on each card. Include travel charge cards.	Written	27/02/2023
SQ23-000122	Services Australia	Jacinta Nampijinpa Price	Advertising	1. What is the current advertising budget of the Agency? 2. How many current government advertising campaigns are underway in the Agency and can you list them in table format? 3. Which of those campaigns are new and when did they start? Please outline the value of each campaign, purpose of the advertisement, including KPIs. Please provide details broken down into social media, print advertising, tv advertising, etc. 4. Are there any campaigns which have ceased since May 2022? If so, please provide a list of these.	Written	27/02/2023
SQ23-000123	Services Australia	Jacinta Nampijinpa Price	Credit Card charges	This financial year to date, how many credit card charges could not be properly coded or accounted for? Provide full details including how each was dealt with.	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000124	Services Australia	Jacinta Nampijinpa Price	Ministerial submissions	<p>1. This financial year to date, how many Ministerial Submissions have been provided to the Minister’s office?</p> <p>2. This financial year to date, how many Submissions have not been returned to the Agency as cleared or have otherwise had no action taken by the Minister (excluding whether the Agency has simply asked for the Minister to ‘note’ a recommendation)?</p>	Written	27/02/2023
SQ23-000125	Services Australia	Jacinta Nampijinpa Price	Property – leasing arrangements	<p>1. In this financial year, how many Agency shopfronts have had leases expire and what were the locations of those shopfronts? Provide date of expiration and detail what if any contingencies are in place for the shopfront.</p> <p>2. In this financial year, how many Agency shopfronts have had their leases renewed?</p> <p>3. 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?</p>	Written	27/02/2023
SQ23-000126	Services Australia	Jacinta Nampijinpa Price	Grandparent, Foster and Kinship Carer Adviser Program	How many Grandparent, Foster and Kinship Carer Adviser Program referrals have there been this financial year to date?	Written	27/02/2023
SQ23-000127	Services Australia	Jacinta Nampijinpa Price	Staffing – internal bullying and harassment claims	This financial year to date, in table format, can the Agency provide the number of Code of Conduct Investigations, breaches substantiated relating to sexual harassment/assault, and breaches resulting in sanction of termination of employment?	Written	27/02/2023
SQ23-000128	Services Australia	Jacinta Nampijinpa Price	Staffing – training	Can the Agency list the names of refresher training courses it offers employees and the last time such a course has been held?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000129	Services Australia	Jacinta Nampijinpa Price	myGov accounts - 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	27/02/2023
SQ23-000130	Services Australia	Jacinta Nampijinpa Price	Functions – Minister Shorten	1. Does Services Australia maintain a record of official duties, including functions and events attended, undertaken by Minister Shorten? If yes, please provide these records. 2. This financial year to date, how many functions has Minister Shorten attended accompanied by a senior executive? For each function, list date, location, event name and purpose function.	Written	27/02/2023
SQ23-000131	Services Australia	Jacinta Nampijinpa Price	Courier services - Minister Shorten	Has the Agency, or a third party on behalf of the Agency, ever had couriered documents to Minister Shorten’s location in instances where the Minister is not working from either his Canberra Ministerial Office or Electorate Office? If yes, list date of couriering service, reason for couriering and distance travelled during all legs of travel.	Written	27/02/2023
SQ23-000132	Services Australia	Jacinta Nampijinpa Price	Ministerial Office – upgrades to Electorate Office	1. How much did it cost the Agency to support the upgrade of Minister Shorten’s Electorate Office? 2. Can the Agency provide a list of all property and/or IT assets provided for the Electorate Office upgrade, including the value of each asset. 3. On what dates did the upgrade commence and conclude?	Written	27/02/2023
SQ23-000133	Services Australia	Jacinta Nampijinpa Price	ICT systems performance – incidents	1. This financial year to date, how many Significant incidents have occurred, and on what dates did the incidents start and/or were detected? 2. This financial year to date, how many Major incidents have occurred, and on what dates did the incidents start and/or were detected?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				3. Can the nature of each Major and Significant incident be outlined?		
SQ23-000134	Services Australia	Jacinta Nampijinpa Price	ICT systems performance – downtime arising from incidents	This financial year to date, what is the total cumulative downtime arising from ICT incidents?	Written	27/02/2023
SQ23-000135	Services Australia	Jacinta Nampijinpa Price	Customers attending Sorell	Can the Agency provide a tabulation which details the name and number of service centres in each federal electorate?	Written	27/02/2023
SQ23-000136	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – social worker assessments	Will the Agency undertake social worker assessments as required on customers using the SmartCard and on what basis will these assessments be triggered?	Written	27/02/2023
SQ23-000137	Services Australia	Jacinta Nampijinpa Price	Enhanced income management	1. To date, how many participants are expected in the Cape York and Doomadgee region and the Northern Territory, as well as volunteers from the Ceduna, East Kimberley, Goldfields, Bundaberg and Hervey Bay regions, to transition, per region, to the Smart Card? 2. What is the basis for this expectation?	Written	27/02/2023
SQ23-000138	Services Australia	Jacinta Nampijinpa Price	Number of relocations of shopfronts	This financial year to date, how many shopfronts have been relocated? Please list in table form setting out date of closure, date of relocation, reason for relocation, shopfront location, square footage of old premises and square footage of new premises.	Written	27/02/2023
SQ23-000139	Services Australia	Jacinta Nampijinpa Price	CDC – participants	This financial year to date, how many customers are CDC participants in the Northern Territory? Of those, list the number of participants per suburb or applicable geographical designation.	Written	27/02/2023
SQ23-000140	Services Australia	Jacinta Nampijinpa Price	BasicsCard – participants	This financial year to date, how many customers use The Basics Card in the Northern Territory? Of those, list the number of participants per suburb or applicable geographical designation.	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000141	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – NT staff	How many Agency staff are specifically engaged on managing the transition in the Northern Territory to Enhanced Income Management?	Written	27/02/2023
SQ23-000147	Services Australia	Jacinta Nampijinpa Price	Enhanced income management – Alice Springs	What specific information, steps and support have been tailored to support CDC participants transition in Alice Springs? How does this compare with other communities?	Written	27/02/2023
SQ23-000149	Services Australia	Jacinta Nampijinpa Price	NT – remote service centres	What are the locations of the nine remote service centres in the Northern Territory?	Written	27/02/2023
SQ23-000150	Services Australia	Jacinta Nampijinpa Price	Contractor use	How important is the use of contractors, labour hire and Service Delivery Partners to the delivery of the government’s priorities for the Agency?	Written	27/02/2023
SQ23-000151	Services Australia	Jacinta Nampijinpa Price	SmartCard – capabilities	1. What new ICT capabilities have been procured to operationalise the SmartCard? 2. What is the cost of this procurement?	Written	27/02/2023
SQ23-000152	Services Australia	Jacinta Nampijinpa Price	Minister Shorten – Alice Springs	How many times has Minister Shorten visited Alice Springs since he was sworn in?	Written	27/02/2023
SQ23-000153	Services Australia	Jacinta Nampijinpa Price	Contractors - November and December 2022	a. In the months of November and December 2022, how many contractor, labour hire and SDP positions were terminated/contracts came to an end? b. From which divisions did each contractor come from and what projects were each contractor working on? c. Of those ceased contractor positions, how many re-entered into full-time or part-time employment with the Agency?	Written	27/02/2023
SQ23-000154	Services Australia	Jacinta Nampijinpa Price	Minister Shorten – NT	How many times has Minister Shorten visited the Northern Territory since he was sworn in?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000155	Services Australia	Jacinta Nampijinpa Price	Minister leave arrangements	1. Can the Agency provide the dates of all leave periods of Minister Shorten? 2. Can the Agency further provide Acting Minister arrangements for each leave period.	Written	27/02/2023
SQ23-000156	Services Australia	Jacinta Nampijinpa Price	Welfare payment infrastructure transformation	1. How is the WPIT program progressing? 2. This financial year to date, how many contractors engaged on WPIT have ceased employment with the Agency?	Written	27/02/2023
SQ23-000157	Services Australia	Jacinta Nampijinpa Price	Approved voluntary work organisations	1. What organisations have registered with the Agency to offer voluntary work opportunities? 2. Per organisation, provide name of organisation, state, suburb, postcode, ABN if applicable, public website URL, telephone or mobile number, organisation point of contact and email.	Written	27/02/2023
SQ23-000158	Services Australia	Jacinta Nampijinpa Price	Reviews/reports	This financial year to date, how many Reports or Reviews have been commissioned by the Agency? Please provide details of each report including a. Date commissioned. b. Date report handed to Government. c. Date of public release. d. Terms of Reference. e. Committee members and/or reviewers.	Written	27/02/2023
SQ23-000159	Services Australia	Jacinta Nampijinpa Price	Income compliance	This financial year to date, how many income compliance reviews have been initiated?	Written	27/02/2023
SQ23-000160	Services Australia	Jacinta Nampijinpa Price	Rebranding	1. Is the Agency currently considering any rebranding? 2. Have any Ministerial Submissions been provided to the Minister's office regarding branding or rebranding this financial year to date?	Written	27/02/2023
SQ23-000161	Services Australia	Jacinta Nampijinpa Price	Data matching	1. Can the Agency list all activities undertaken by the Agency this financial year to date which involve data matching?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				2. Per each activity, provide a justification as to why this practice is used, latest date it was used, whether there are any manual checks.		
SQ23-000162	Services Australia	Jacinta Nampijinpa Price	Ordering of material	This financial year to date, per product number, advise how many people or organisations have ordered Agency products, forms and publications.	Written	27/02/2023
SQ23-000163	Services Australia	Jacinta Nampijinpa Price	Financial information service – events	This financial year to date, how many FIS seminars have organised? Please include date, start and finish time, location and number of attendees per FIS seminar. In addition, per each FIS seminar held this financial year to date, provide an itemised cost breakdown of costs incurred holding the event.	Written	27/02/2023
SQ23-000164	Services Australia	Jacinta Nampijinpa Price	Approved care organisations	Please provide details of each approved care organisations, including name and location	Written	27/02/2023
SQ23-000165	Services Australia	Jacinta Nampijinpa Price	Digital identity	What stakeholders has Services Australia consulted with on draft legislation dealing with Digital Identity?	Written	27/02/2023
SQ23-000166	Services Australia	Jacinta Nampijinpa Price	Debt recovery – deceased customers	1. Where a deceased customer has a social welfare debt, how long until the Agency undertakes a recovery action? 2. This financial year to date, how many recovery actions from deceased customers have been undertaken? 3. How much debt has been recouped from these recovery actions this financial year to date and how much debt this financial year to date remains outstanding?	Written	27/02/2023
SQ23-000167	Services Australia	Jacinta Nampijinpa Price	Government priorities	What are the government’s priorities for Services Australia over the next 6 to 12 months?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000168	Services Australia	Jacinta Nampijinpa Price	Compensation - subpoenas	This financial year to date, how many subpoenas have been issued by legal professionals on behalf a customer claiming compensation?	Written	27/02/2023
SQ23-000169	Services Australia	Jacinta Nampijinpa Price	Redundancies	1. How many redundancies have occurred this financial year to date? How many were: a. voluntary b. Involuntary. 2. How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies.	Written	27/02/2023
SQ23-000170	Services Australia	Jacinta Nampijinpa Price	Sorell Service Centre – customer demand	With reference to SQ22-000105, can the Agency explain what this ‘demand’ is?	Written	27/02/2023
SQ23-000171	Services Australia	Jacinta Nampijinpa Price	Minister-CEO meetings	This financial year to date, on how many occasions did the CEO formally meet with the Minister? Please provide the dates and location of each meeting.	Written	27/02/2023
SQ23-000172	Services Australia	Jacinta Nampijinpa Price	CEO	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	27/02/2023
SQ23-000173	Services Australia	Jacinta Nampijinpa Price	CEO conferences, events, forums, seminars - Speaker	Can the Agency provide a list of all external conferences, events, forums, seminars this financial year to date where the CEO was invited to speak and/or present in her capacity as CEO of the Agency. Please ensure that the location of each event is provided as well as a copy of the CEO’s speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates.	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000174	Services Australia	Jacinta Nampijinpa Price	Operational funding for service centres – agency to government	1. Per each service centre, including access points and agents, what is the funding required on a yearly basis required to operate the service? 2. Are any services currently underfunded?	Written	27/02/2023
SQ23-000175	Services Australia	Jacinta Nampijinpa Price	Service centre signage - cost for new signage	1. Can the Agency advise how much was spent on new shop signage or other relevant amenity work this financial year to date? How much is projected to be spent next FY? 2. Can the Agency advise the location of each new signage installed this financial year to date?	Written	27/02/2023
SQ23-000176	Services Australia	Jacinta Nampijinpa Price	CEO Office - employee count	Excluding the CEO, how many employees are there in the CEO's office; can details be provided as to position titles, the number of employees in each position and the employment status of each position (full-time, part-time, casual and permanent or fixed-term contract).	Written	27/02/2023
SQ23-000177	Services Australia	Jacinta Nampijinpa Price	Service centre signage - reasoning for new work	1. Can the Agency advise, in relation to each new shop signage, what the justification is for each new work? 2. Can the Agency outline how it determines new shopfront signage is required?	Written	27/02/2023
SQ23-000178	Services Australia	Jacinta Nampijinpa Price	Service centre signage - concept design	Can the Agency provide a picture or concept design of each new shopfront signage or other such amenity work this financial year to date?	Written	27/02/2023
SQ23-000179	Services Australia	Jacinta Nampijinpa Price	Service centre signage - Ministerial approval	1. Does new shopfront signage or other such amenity work require Ministerial approval? 2. When was the latest example of this approval being given not given, or of new shopfront signage being formally noted by the Minister? 3. When was the last time this financial year the Agency recommended to the Minister there be	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				new shopfront signage installed, upgraded or replaced?		
SQ23-000180	Services Australia	Jacinta Nampijinpa Price	Correspondence - letterhead	Does the Agency use a letterhead? Can digital examples be provided?	Written	27/02/2023
SQ23-000181	Services Australia	Jacinta Nampijinpa Price	Correspondence - QR technology	Does the Agency use QR technology in its correspondence?	Written	27/02/2023
SQ23-000182	Services Australia	Jacinta Nampijinpa Price	Correspondence - average cost	What is the average cost per unit, including paper stock and postage, of a written item correspondence to a customer? Excluding postage, what is the average cost per unit of a written item of correspondence?	Written	27/02/2023
SQ23-000183	Services Australia	Jacinta Nampijinpa Price	Correspondence - paper stock	1. What paper stock does the Agency use for outgoing written correspondence? What gsm is the stock and is it printed on recycled material? 2. Does paper stock vary according to which division or person is sending correspondence? 3. Does paper stock vary according to the subject matter of the correspondence?	Written	27/02/2023
SQ23-000184	Services Australia	Jacinta Nampijinpa Price	Ministerial travel - Alice Springs	Has Minister Shorten visited Alice Springs since he was sworn in? If not, why not?	Written	27/02/2023
SQ23-000185	Services Australia	Jacinta Nampijinpa Price	Agency Uniform - cost	1. What is the cost per year of providing staff with Agency-branded uniforms? 2. What is the price point of each uniform?	Written	27/02/2023
SQ23-000186	Services Australia	Jacinta Nampijinpa Price	CEO - Vehicle lease	Has the Chief Executive elected to lease a vehicle as part of her total remuneration package? If yes, what are the details of the vehicle, including make and model.	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000187	Services Australia	Jacinta Nampijinpa Price	Payment processing times	For each welfare payment category, list in table format the number of payments that took longer than 6, 18 and 26 weeks respectively to process this financial year to date.	Written	27/02/2023
SQ23-000188	Services Australia	Jacinta Nampijinpa Price	Service centre numbers – electorate	Can the Agency provide a tabulation which details the name and number of service centres in each federal electorate?	Written	27/02/2023
SQ23-000189	Services Australia	Jacinta Nampijinpa Price	DTA – joint projects	<ol style="list-style-type: none"> 1. What projects is the Agency currently undertaking in conjunction with the Digital Transformation Agency? 2. For each project detail the following: <ol style="list-style-type: none"> a. What is the name of the project? b. When did the project initiate? c. What is the project’s purpose? d. What is the role of the Agency and DTA respectively in the project? e. How often is the project benchmarked? f. What is the timeframe for completion? g. What is the cost of the project? h. Which body has ultimate responsibility for the project? i. How many Agency staff work on the project? j. How many contractors work on the project? 	Written	27/02/2023
SQ23-000190	Services Australia	Jacinta Nampijinpa Price	Services centres data - locational analysis	Can the Agency provide per service centre the Agency-developed locational analysis? If not, why not?	Written	27/02/2023
SQ23-000191	Services Australia	Jacinta Nampijinpa Price	Services centres data - customer and community profile	Can the Agency provide per service centre the Customer and Community Profile? If not, why not?	Written	27/02/2023
SQ23-000192	Services Australia	Jacinta Nampijinpa Price	Services centres data - customer demand modelling	Can the Agency provide per service centre the Customer Demand modelling? If not, why not?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000193	Services Australia	Jacinta Nampijinpa Price	Service centres – facilities for staff	Does every service centre have some sort of ‘break room’ facility?	Written	27/02/2023
SQ23-000194	Services Australia	Jacinta Nampijinpa Price	Local forums – Agency involvement process	What is the process behind which Services Australia is represented in local or community-based forums?	Written	27/02/2023
SQ23-000195	Services Australia	Jacinta Nampijinpa Price	Local forums – Agency involvement (Lakemba)	Why did Services Australia attend a ‘community forum’ in Lakemba on 2 February 2023?	Written	27/02/2023
SQ23-000196	Services Australia	Jacinta Nampijinpa Price	Agency representation - ministerial/parliamentary events	This financial year to date, can the Agency please provide any and all examples of requests by Federal Members of Parliament, State Members of Parliament or local government councilors to the Agency or Minister’s office for Services Australia representation at an event?	Written	27/02/2023
SQ23-000197	Services Australia	Jacinta Nampijinpa Price	Local forums – Agency representation	This financial year to date, can the Agency please detail any local events, forums, markets, town hall meetings or equivalent that Services Australia has been present at. Include date of event, suburb of event, purpose of event, purpose of Agency representation, and event point of contact?	Written	27/02/2023
SQ23-000198	Services Australia	Jacinta Nampijinpa Price	Services Australia shopfronts	What is the total number of Services Australia service centres nationally?	Written	27/02/2023
SQ23-000199	Services Australia	Jacinta Nampijinpa Price	Comcar	This financial year to date, how much has been expended on Comcar use by the Chief Executive and each senior executive?	Written	27/02/2023
SQ23-000200	Services Australia	Jacinta Nampijinpa Price	Corporate meetings	How many times and what dates has the Executive Committee met this financial year to date?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000201	Services Australia	Jacinta Nampijinpa Price	AEC and Services Australia data	The AEC used a dataset which contained details of nearly 17,000 individuals in the Northern Territory. Can the Agency explain how this data set was constructed and what additional uses the dataset could be used for?	Written	27/02/2023
SQ23-000202	Services Australia	Jacinta Nampijinpa Price	Comcare	For each Comcare case to date this financial year, please provide details of the nature of the matter to which Comcare took action, provide details of the result and whether the matter is concluded or ongoing.	Written	27/02/2023
SQ23-000203	Services Australia	Jacinta Nampijinpa Price	Ukraine access to welfare	How many Ukrainian asylum seekers or nationals have been granted access to welfare services?	Written	27/02/2023
SQ23-000204	Services Australia	Jacinta Nampijinpa Price	Acting senior staff arrangements	With reference to the Agency's organisational chart as at 6 February 2023, for all positions that are vacant (including where there is an acting officer), can a copy of all job advertisements be provided together with evidence of internal and external advertising.	Written	27/02/2023
SQ23-000205	Services Australia	Jacinta Nampijinpa Price	Conflict of interest policy	Can the Agency produce the current Services Australia's Conflict of Interest Policy?	Written	27/02/2023
SQ23-000206	Services Australia	Jacinta Nampijinpa Price	Question Time Brief Topics	1. Can the Agency provide the topics of QTBs requested by the Minister or his office to date per each question time?	Written	27/02/2023
SQ23-000207	Services Australia	Jacinta Nampijinpa Price	Standing desks	This financial year to date, has the Agency bought or procured standing desks for employees? a. If yes, how many, at what cost per unit and at which locations have they been installed? b. Have ergonomic assessments been carried out prior to their purchase?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000208	Services Australia	Jacinta Nampijinpa Price	Question Time Brief Topics - 16 February 2023	As at 16 February 2023, what were the QTB topics of Minister Shorten’s QTB?	Written	27/02/2023
SQ23-000209	Services Australia	Jacinta Nampijinpa Price	Public tip-offs - data and process	a. This financial year to date, how many public tip-offs have been received? b. How many staff are assigned to asses tip-offs? c. Of the tip-offs received, how many have been received via the Australian Government Services Fraud Tip-off Line and how many have been received online via the Reporting Fraud page?	Written	27/02/2023
SQ23-000210	Services Australia	Jacinta Nampijinpa Price	Public tip-offs - annual report	With reference to page 108 of the Services Australia Annual Report 2021-22 concerning public tip-offs, can the Agency detail what it means by ‘other sources’? What are those ‘other sources’?	Written	27/02/2023
SQ23-000211	Services Australia	Jacinta Nampijinpa Price	Functions – ministerial	This financial year to date, in relation to expenditure on any functions or official receptions etc. hosted by Minister Shorten and supported by the Agency, can the Agency provide the following: a. List of functions. b. List of all 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. g. Any available photographs of the function. h. Details of any entertainment provided.	Written	27/02/2023
SQ23-000212	Services Australia	Jacinta Nampijinpa Price	Functions – departmental	This financial year to date, in relation to expenditure on any functions or official receptions etc. hosted by Services Australia, can the Agency provide the following: a. List of functions. b. List of all attendees.	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>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. g. Any available photographs of the function. h. Details of any entertainment provided.</p>		
SQ23-000213	Services Australia	Jacinta Nampijinpa Price	Debts and compliance activity	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	27/02/2023
SQ23-000214	Services Australia	Jacinta Nampijinpa Price	Cairns – additional staff	<p>1. Of the 100 promised staff to be based in Cairns, how many have been on-boarded this financial year to date? 2. When does the Agency expect the full complement of staff will be on-boarded and what is the justification for this time frame?</p>	Written	27/02/2023
SQ23-000215	Services Australia	Jacinta Nampijinpa Price	Events of significance	This financial year to date, what ‘events of significance’ have been recognised by the Agency? How have these events been recognised? Does the Agency issue any internal memos to staff related to these events? If yes, can they be provided per event?	Written	27/02/2023
SQ23-000216	Services Australia	Jacinta Nampijinpa Price	Caring	How many Agency employees have caring responsibilities?	Written	27/02/2023
SQ23-000217	Services Australia	Jacinta Nampijinpa Price	Sorell – additional staff	<p>1. Of the promised five staff to be hired for the Sorell Service Centre, how many have been on-boarded this financial year to date? 2. When does the Agency expect to on-board all staff required to operate the Sorell service centre?</p>	Written	27/02/2023
SQ23-000218	Services Australia	Jacinta Nampijinpa Price	Support for Indigenous staff	How many Indigenous Champions have been appointed this financial year to date?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000219	Services Australia	Jacinta Nampijinpa Price	Reconciliation Action Plan	1. This financial year to date, has the Agency delivered or updated its Reconciliation Action Plan and Indigenous Servicing Strategy? 2. How is the Agency meeting its RAP commitments this financial year to date?	Written	27/02/2023
SQ23-000220	Services Australia	Jacinta Nampijinpa Price	Sorell - ministerial submissions	This financial year to date, how many Ministerial Submissions have been received by Minister Shorten which directly concern Sorell service centre?	Written	27/02/2023
SQ23-000221	Services Australia	Jacinta Nampijinpa Price	Awards	What external awards has the Agency won this financial year to date?	Written	27/02/2023
SQ23-000222	Services Australia	Jacinta Nampijinpa Price	Staff pay	This financial year to date, how many Agency staff have had their salary range advanced? How many advancements have occurred per classification?	Written	27/02/2023
SQ23-000223	Services Australia	Jacinta Nampijinpa Price	Ministerial travel – agency involvement	1. With reference to SA SQ22-000162, how many Agency staff accompanied the Minister and what was the purpose of this visit? 2. What was the total cost of their: (a) air transport; (b) accommodation; (c) land transport; (d) hospitality; and (e) other expenses?	Written	27/02/2023
SQ23-000224	Services Australia	Jacinta Nampijinpa Price	Flexible working arrangements - data	How many staff have individual flexibility arrangements? Please list by state/territory and classification.	Written	27/02/2023
SQ23-000225	Services Australia	Jacinta Nampijinpa Price	Language services - service providers	List the service providers providing multiple language services.	Written	27/02/2023
SQ23-000226	Services Australia	Jacinta Nampijinpa Price	NT Aboriginal Interpreter Service	This financial year to date, how many customers have used services provided by the Northern Territory Aboriginal Interpreter Service?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000227	Services Australia	Jacinta Nampijinpa Price	Debt recovery - External Collection Agent referral	Why does the Agency referral debts of people no longer in receipt of a Centrelink payment to External Collection Agencies for recovery 56 days from the date a debt is raised? Why 56 days?	Written	27/02/2023
SQ23-000228	Services Australia	Jacinta Nampijinpa Price	Media advisers	1. How many Agency media advisers report to Minister Shorten's office? 2. What is the process followed by the Agency in dealing with media enquiries provided to it from Minister Shorten's office?	Written	27/02/2023
SQ23-000229	Services Australia	Jacinta Nampijinpa Price	Joondalup Lease Dispute	What is the nature of the Joondalup lease dispute?	Written	27/02/2023
SQ23-000230	Services Australia	Jacinta Nampijinpa Price	Media enquiries - CEO office	This financial year to date, have any media enquiries required the direct involvement of the CEO or her office?	Written	27/02/2023
SQ23-000231	Services Australia	Jacinta Nampijinpa Price	Minister visits - service centres	Since his appointment as Minister, how many service centres has Minister Shorten, what are those centres and on what dates?	Written	27/02/2023
SQ23-000232	Services Australia	Jacinta Nampijinpa Price	Mobile service centre incident at Queenstown War Memorial	What is the nature of the mobile service centre incident at Queenstown War Memorial?	Written	27/02/2023
SQ23-000233	Services Australia	Jacinta Nampijinpa Price	Peak periods	1. What are the peak periods for services/impacted lines this financial year to date? 2. Are extra Agency staff assigned to cover peak telephony or face-to-face peak periods?	Written	27/02/2023
SQ23-000234	Services Australia	Jacinta Nampijinpa Price	Services Australia ICT job stream	1. How many contractors are in the Services Australia ICT Job Stream? 2. How many FTE APS employees are in the Services Australia ICT Job Stream?	Written	27/02/2023
SQ23-000235	Services Australia	Jacinta Nampijinpa Price	Debts raised – demographics	What is the amount collected (all debt programs) for Indigenous Australians and Non-Indigenous Australians?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000236	Services Australia	Jacinta Nampijinpa Price	ASL	For 2022-2023, what is the ASL actual and what is the ASL cap for the Agency?	Written	27/02/2023
SQ23-000237	Services Australia	Jacinta Nampijinpa Price	Welfare payments - demographic	What is the breakdown by welfare payment for both Indigenous and Non-Indigenous Australians?	Written	27/02/2023
SQ23-000239	Services Australia	Jacinta Nampijinpa Price	Services Australia ICT job stream – remuneration	1. What is the topmost salary point of a contractor at APS Level 6 as part of the ICT Job Stream? 2. What is the topmost salary point of a contractor at APS Level 5 as part of the ICT Job Stream?	Written	27/02/2023
SQ23-000240	Services Australia	Jacinta Nampijinpa Price	FOI requests	1. This financial year to date, how many Freedom of Information requests have been received by the Agency. 2. Per FOI request, list its topic.	Written	27/02/2023
SQ23-000241	Services Australia	Jacinta Nampijinpa Price	Uptake of digital tasks – child support	Can the Agency explain why the uptake of digital self-managed tasks for child support is relatively low compared to other welfare categories?	Written	27/02/2023
SQ23-000242	Services Australia	Jacinta Nampijinpa Price	Aboriginal Health Services	Please list the Aboriginal Health Services, including details of name and location.	Written	27/02/2023
SQ23-000243	Services Australia	Jacinta Nampijinpa Price	Service transition to Agent Services	1. How many service arrangements have transitioned to Agent Services this financial year to date? 2. Per each service, name the service and include the date of transition.	Written	27/02/2023
SQ23-000244	Services Australia	Jacinta Nampijinpa Price	Service centres – days of delivery	How many service centres operate less than five days a week? Per applicable service, provide it's name, location and hours of operation.	Written	27/02/2023
SQ23-000245	Services Australia	Jacinta Nampijinpa Price	Service centres - staff availability	1. How many service centres are facing acute staff availability shortages? 2. Provide per each applicable service centre, its	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				name and location, and detail the nature of the staffing challenge.		
SQ23-000246	Services Australia	Jacinta Nampijinpa Price	Debt recovered – demographics by state	What is the breakdown of debt collected by State and Territory from Indigenous Australians and Non-Indigenous Australians?	Written	27/02/2023
SQ23-000247	Services Australia	Jacinta Nampijinpa Price	Service centres – details	Per each service centre in Australia, provide the following: a. Name of service b. Location c. Hours of operation d. Number of staff, broken down into full time and part time rostering e. Number of contacts per welfare cohort f. Latest Customers by Queue Type g. Number (approximate) of customers per day h. Number of customers who have attended the service this financial year to date i. Number of customer contacts this financial to date, and in 2019, 2020, 2021 and 2022 j. Date the centre was last upgraded k. Digital claiming data l. Self-service that exceeds or underperforms under the national usage rate m. Number of people who left a service centre having not been served/abandoned visit	Written	27/02/2023
SQ23-000248	Services Australia	Jacinta Nampijinpa Price	Telephony - wait times	1. How many calls this financial year to date took over 15 minutes to answer? What percentage is that compared to total call volume? 2. How many calls this financial year to date took over 30 minutes to answer? What percentage is that compared to total call volume? 3. How many calls this financial year to date took over 60 minutes to answer? What percentage is	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				that compared to total call volume? 4. For all responses, which payment types resulted in the longest wait times?		
SQ23-000249	Services Australia	Jacinta Nampijinpa Price	Mobile service centre – visit details	What locations have mobile service centres visited this financial year to date? Include date of visit, duration of visit, justification of visit, explain how each visit was publicised, and the number of customers who attended the service.	Written	27/02/2023
SQ23-000250	Services Australia	Jacinta Nampijinpa Price	Telephony data - by payment type	From 1 July 2022 to date, please provide the following national data: a. Number of handled calls, answered calls, number of calls terminated by a customer, ASA, and congestion messages, broken down per welfare category/payment/service being accessed. b. Please break this down per welfare category/payment/service being accessed.	Written	27/02/2023
SQ23-000251	Services Australia	Jacinta Nampijinpa Price	Telephony data - by state/territory	From 1 July 2022 to date, please provide the following data: a. Number of handled calls, answered calls, number of calls terminated by a customer, ASA, and congestion messages, broken down per welfare category/payment/service being accessed. b. Can this data also be overlaid and segmented according to the state/territory of the customer(s)?	Written	27/02/2023
SQ23-000252	Services Australia	Jacinta Nampijinpa Price	Telephony data - by SA2	From 1 July 2022 to date, please provide the following data: a. Number of handled calls, answered calls, number of calls terminated by a customer, ASA, and congestion messages, broken down per welfare category/payment/service being accessed. b. Can this data also be overlaid and segmented according to the SA2 of the customer(s)?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000253	Services Australia	Jacinta Nampijinpa Price	Telephony data - by SA3	From 1 July 2022 to date, please provide the following data: a. Number of handled calls, answered calls, number of calls terminated by a customer, ASA, and congestion messages, broken down per welfare category/payment/service being accessed. b. Can this data also be overlaid and segmented according to the SA3 of the customer(s)?	Written	27/02/2023
SQ23-000254	Services Australia	Jacinta Nampijinpa Price	Telephony data - by SA4	From 1 July 2022 to date, please provide the following data: a. Number of handled calls, answered calls, number of calls terminated by a customer, ASA, and congestion messages, broken down per welfare category/payment/service being accessed. b. Can this data also be overlaid and segmented according to the SA4 of the customer(s)?	Written	27/02/2023
SQ23-000255	Services Australia	Jacinta Nampijinpa Price	Telephony staff - data	1. This financial year to date, how many telephony Service Officers are employed by the Agency nationally? 2. How many telephony Service Officers are employed in each state and territory by the Agency? 3. Of the telephony Service Officers employed by the Agency, how many are FTE? 4. Of the telephony Service Officers employed by the Agency, how many are contractors/service delivery partners/labour hire?	Written	27/02/2023
SQ23-000256	Services Australia	Jacinta Nampijinpa Price	CEO Message	1. Please provide the messages (if any) sent to staff (on the most recent occasions) of Christmas/New Year, Easter and Ramadan etc. by the CEO. 2. Were any other all-staff messages sent by the CEO this financial year to date? If so, please provide.	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000257	Services Australia	Jacinta Nampijinpa Price	Correspondence - quantity issued and cost	How many written items of correspondence did the Agency issue this financial year to date and what was the total cost of this action?	Written	27/02/2023
SQ23-000258	Services Australia	Jacinta Nampijinpa Price	Telephone - vulnerability keywords	How often are 'keywords on vulnerability' reviewed and revised?	Written	27/02/2023
SQ23-000259	Services Australia	Jacinta Nampijinpa Price	Telephone - vulnerability keywords data	Per line, how many times this financial year have vulnerability keywords been uttered per line?	Written	27/02/2023
SQ23-000260	Services Australia	Jacinta Nampijinpa Price	Agency support for private appointments when overseas	What if any support has the Agency provided to Minister Shorten during private appointments while overseas?	Written	27/02/2023
SQ23-000261	Services Australia	Jacinta Nampijinpa Price	Projects - program increments	1. How many projects over the past financial year to date have not progressed from one program increment to another? 2. How many projects have trended behind schedule?	Written	27/02/2023
SQ23-000262	Services Australia	Jacinta Nampijinpa Price	Cyber operational issues	With reference to SA SQ22-000065, what does the Agency define as 'operational cyber issues'?	Written	27/02/2023
SQ23-000263	Services Australia	Jacinta Nampijinpa Price	myGov – staff	1. From January 2023 to date, how many FTE APS employees are engaged in supporting the myGov app and supporting operations? 2. Of those APS employees, how many are Agency staff and how many were from other bodies? Please include the names of other bodies. 3. With reference to SA SQ22-000066, what are the 'supporting operations'.	Written	27/02/2023
SQ23-000264	Services Australia	Jacinta Nampijinpa Price	Project status reports	To date, per project status reports, how many projects are trending, what are the projects, and what are the reasons for any delays?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000265	Services Australia	Jacinta Nampijinpa Price	myGov – new features	Please outline what new or additional features/functionality the Agency is currently developing for MyGov? Include date development started and date of expected public release.	Written	27/02/2023
SQ23-000266	Services Australia	Jacinta Nampijinpa Price	Web content accessibility guidelines	When did the Agency last review the Web Content Accessibility Guidelines and what if anything changed as a result of the review?	Written	27/02/2023
SQ23-000267	Services Australia	Jacinta Nampijinpa Price	Agency staffing – in house technical workforce	1. To date, how many staff are in the in-house technical workforce? 2. What are the specific skills of the workforce? 3. This financial year to date, how many contractors formerly engaged with the Agency have transitioned to APS work in the in-house technical workforce?	Written	27/02/2023
SQ23-000268	Services Australia	Jacinta Nampijinpa Price	myGov – improved functionality for People from CALD backgrounds	1. With reference to SA SQ22-000067, what “research” has been undertaken since 16 December 2022? 2. With reference to SA SQ22-000067, how many people since 16 December 2022 have identified as CALD in user testing?	Written	27/02/2023
SQ23-000269	Services Australia	Jacinta Nampijinpa Price	System outages	This financial year to date, please detail any system outages, date of outage, time to fix, and nature of outage.	Written	27/02/2023
SQ23-000270	Services Australia	Jacinta Nampijinpa Price	Agency staffing - contractor/APS split	1. As at 15 February 2023, what is the percentage split between Services Australia APS employees versus contractors? 2. As at 1 July 2022 what was the split when expressed in percentage terms? 3. As at 1 January 2023 what was the split when expressed in percentage terms?	Written	27/02/2023
SQ23-000271	Services Australia	Jacinta Nampijinpa Price	myGov – user testing	1. How often does the Agency undertake user testing of myGov? 2. This financial year to date, how many users and	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				on what dates has user testing been conducted? 3. Can the Agency outline how it undertakes user testing?		
SQ23-000272	Services Australia	Jacinta Nampijinpa Price	December 2022 contractor retention	1. Of the contractor positions cut over November-December 2022, how many were offered employment with the agency? 2. How many of those offered have chosen employment with the APS?	Written	27/02/2023
SQ23-000273	Services Australia	Jacinta Nampijinpa Price	Accounts payable letters	From 1 October 2022 to date, how many initial Accounts Payable letters for recoverable social welfare debts have been issued?	Written	27/02/2023
SQ23-000274	Services Australia	Jacinta Nampijinpa Price	Agency staffing – Alice Springs and Tennant Creek	1. On what date were additional staff flown to Alice Springs/Tennant Creek? 2. On what date was this action approved by the Minister or the Agency? 3. How many staff were brought into Alice Springs? How many staff were brought into Tennant Creek? 4. Why were staff brought into Alice Springs and Tennant Creek? 5. What are the roles of the staff? 6. How many of the staff flown in remain in Alice Springs/Tennant Creek?	Written	27/02/2023
SQ23-000275	Services Australia	Jacinta Nampijinpa Price	Debt recovery – reminder notices	1. This financial year to date, how many reminder notices for recoverable social welfare debts have been issued? 2. In general, how many reminder notices are issue for recoverable social welfare debts before further recovery action is taken?	Written	27/02/2023
SQ23-000276	Services Australia	Jacinta Nampijinpa Price	myGov release and user audit	What major technology releases or new functionality will be added to the myGov platform this calendar year? What date is the expected launch, what is the nature of the release and when was each project started?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000277	Services Australia	Jacinta Nampijinpa Price	Repayment arrangements	<p>1. How many customers are currently on repayment arrangements?</p> <p>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.</p> <p>3. Of those customers in repayment arrangements, how many entered into a repayment arrangement for the previous four financial years? Please express this in table form and include the number of repayment arrangements per payment type.</p>	Written	27/02/2023
SQ23-000278	Services Australia	Jacinta Nampijinpa Price	myGov user audit - government response	<p>1. Has the Agency provided to the government its response to the myGov User Audit?</p> <p>2. When does the government expect a response? Has a deadline been established by the Minister or his office?</p> <p>3. What are the measures the Agency is preparing in response to the myGov User Audit?</p>	Written	27/02/2023
SQ23-000279	Services Australia	Jacinta Nampijinpa Price	Debt – totals	What is the total quantum of debt currently owed to Services Australia?	Written	27/02/2023
SQ23-000280	Services Australia	Jacinta Nampijinpa Price	Consultancy services	This financial year to date, how much as the Agency expended on consultancy services?	Written	27/02/2023
SQ23-000281	Services Australia	Jacinta Nampijinpa Price	Agency staffing - IT contractors	How many FTE contractors are in the Technology Services Group?	Written	27/02/2023
SQ23-000282	Services Australia	Jacinta Nampijinpa Price	Contractors – reduced use	What are the “opportunities” identified by the Agency to reduce ongoing ICT contractor expenditure?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000283	Services Australia	Jacinta Nampijinpa Price	Funding – FDV pilot	In 2021-22, the Agency received funding under the Women’s Safety Budget to continue and expand a specialist case management program for customers affected by FDV, is this program still ongoing?	Written	27/02/2023
SQ23-000284	Services Australia	Jacinta Nampijinpa Price	Property portfolio – timeline of significant events	Can the Agency provide for this financial year to date a timeline of significant events related to the property portfolio?	Written	27/02/2023
SQ23-000285	Services Australia	Jacinta Nampijinpa Price	Service centres - transformation	1. This financial year, what service centres have been transformed? 2. This financial year, what additional service centres does the agency expect will be transformed?	Written	27/02/2023
SQ23-000286	Services Australia	Jacinta Nampijinpa Price	Service centres - co-located	What service centres, agents and access points are co-located with state and territory entities?	Written	27/02/2023
SQ23-000287	Services Australia	Jacinta Nampijinpa Price	Debt recovery - External Collection Agents	1. From 1 October 2022 to date, how many debt recovery cases have been referred to an External Collection Agency (ECA)? 2. How many cases are currently with an ECA that have been referred from this financial year to date?	Written	27/02/2023
SQ23-000288	Services Australia	Jacinta Nampijinpa Price	Digital learning	This financial year to date, has the Agency held digital learning events? Per each session, list date and location of the event(s).	Written	27/02/2023
SQ23-000289	Services Australia	Jacinta Nampijinpa Price	Service centres – media strategy	1. What service centres or other face-to-face offerings have been the subject of a media strategy and community communication plan this financial year to date? 2. Per action, detail the nature of the strategy and/or plan including a justification for activation and the date at which the action commenced.	Written	27/02/2023
SQ23-000290	Services Australia	Jacinta Nampijinpa Price	Service centres - approaches to market	This financial year to date, how many approaches to market has the Agency undertaken in relation to service centres? Per approach, list the affected	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				property, desired outcome, and nature of approach, and date of approach(es).		
SQ23-000291	Services Australia	Jacinta Nampijinpa Price	Service centres - site profiles	Can the Agency provide per service centre a site profile? If not, why not?	Written	27/02/2023
SQ23-000292	Services Australia	Jacinta Nampijinpa Price	Service centres - channel analysis	Can the Agency provide per service centre a Channel Analysis? If not, why not?	Written	27/02/2023
SQ23-000293	Services Australia	Jacinta Nampijinpa Price	Service centres - Broome	Is the Agency currently considering alternative accommodation for the Broome Service Centre? If yes, why?	Written	27/02/2023
SQ23-000294	Services Australia	Jacinta Nampijinpa Price	Agency precincts	1. What are the locations of the Agency precincts? 2. What is the status of each precinct? 3. Per each precinct, what are the forecast savings over 10 years and 20 years respectively?	Written	27/02/2023
SQ23-000295	Services Australia	Jacinta Nampijinpa Price	Service centres - site profiles and channel analysis	If the Agency is unable to provide the requested site profiles and channel analysis can the Agency provide a justification for this course of action?	Written	27/02/2023
SQ23-000296	Services Australia	Jacinta Nampijinpa Price	Agency precincts - new precincts	Does the Agency have any plans to create a precinct in New South Wales or Victoria?	Written	27/02/2023
SQ23-000297	Services Australia	Jacinta Nampijinpa Price	Talking points – myGov User Audit	Can the Agency produce the talking points it provided to the Minister’s office to coincide with the release of the myGov User Audit? If not, why not?	Written	27/02/2023
SQ23-000298	Services Australia	Jacinta Nampijinpa Price	Services centres – Benalla	What are the benefits of the Benalla agent service in comparison to the former service centre?	Written	27/02/2023
SQ23-000299	Services Australia	Jacinta Nampijinpa Price	Agency media staff	How many staff are employed as media advisers in the Agency’s Communications Division?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000300	Services Australia	Jacinta Nampijinpa Price	EOIs – access agent	How many EOIs have been issued this financial year to date for Access Agents?	Written	27/02/2023
SQ23-000301	Services Australia	Jacinta Nampijinpa Price	Services centres – media enquiries	Can the Agency list the number of media enquiries received this financial year to date which concern its property portfolio? Include date of enquiry, whether a response was provided, name of outlet, whether the enquiry was received first by the Agency or Minister’s office, and the nature of the enquiry, including text of the enquiry itself.	Written	27/02/2023
SQ23-000302	Services Australia	Jacinta Nampijinpa Price	CPSU - Fair Work Commission	How many disputes has the CSPU notified the Fair Work Commission of this financial year to date and can relevant identifier information be provided?	Written	27/02/2023
SQ23-000303	Services Australia	Jacinta Nampijinpa Price	Sorell service centre – site profile and channel analysis	Can the Agency provide the site profile and Channel Analysis for the Sorell Service Centre?	Written	27/02/2023
SQ23-000304	Services Australia	Jacinta Nampijinpa Price	CPSU - meetings	1. On what dates has the Agency formally met with CSPU representatives this financial year to date? Include location of meeting, minutes, agenda, list of attendees, details of any follow-ups from the meeting and advise which party instigated the meeting?	Written	27/02/2023
SQ23-000305	Services Australia	Jacinta Nampijinpa Price	Budget measures – investing in front line service delivery	With reference to the Investing in Front Line Service Delivery Budget measure, how many of the 200 additional Agency staff have been hired?	Written	27/02/2023
SQ23-000306	Services Australia	Jacinta Nampijinpa Price	Optus data breach	What was the date set down by the Agency in its letter to Optus of 27 September 2022 for the return of leaked data containing compromised credentials?	Written	27/02/2023
SQ23-000307	Services Australia	Jacinta Nampijinpa Price	Ministerial correspondence – KPIs	1. Has the Minister or his office established KPIs for the handling of correspondence requiring Agency input? Or is there an Agency KPI? 2. If yes, what are the KPIs?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000308	Services Australia	Jacinta Nampijinpa Price	Royal Commission Response Team	1. How many Agency staff are in this team? 2. On what date was this team stood up? 3. To whom do they report to?	Written	27/02/2023
SQ23-000309	Services Australia	Jacinta Nampijinpa Price	Ministerial correspondence – colleagues	1. How many items of correspondence has the Minister’s office received to date from Federal MPs? 2. Which five Federal MPs have written the most to Minister Shorten and how many correspondence items respectively does that include?	Written	27/02/2023
SQ23-000310	Services Australia	Jacinta Nampijinpa Price	Customer satisfaction	1. Can the Agency provide in table form, customer satisfaction results by brand and channel this financial year to date? 2. Can this table also include an indication as to whether the numbers recorded are an increase or decreased from the previous financial year?	Written	27/02/2023
SQ23-000311	Services Australia	Jacinta Nampijinpa Price	Ministerial correspondence - correspondence – ministerial office handling	Of the 4,200 items of correspondence received by the Minister concerning the Government Services portfolio to date, how many remained unanswered (excluding any ‘auto-reply’ response)?	Written	27/02/2023
SQ23-000313	Services Australia	Jacinta Nampijinpa Price	Procurement review	1. On what date did Mr Watt commence his review of Agency procurement practices? 2. What are the review’s terms of reference? 3. When is Mr Watt expected to complete his review?	Written	27/02/2023
SQ23-000314	Services Australia	Jacinta Nampijinpa Price	Telephony - congestion messaging	1. How many times has congestion messaging been turned on this financial year to date? 2. What are the baseline parameters under which congestion messaging is activated?	Written	27/02/2023
SQ23-000315	Services Australia	Jacinta Nampijinpa Price	Telephony - queue lengths	1. How many times this financial year to date have queue lengths been adjusted? What have they been adjusted from and to and what has been the	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				basis of the adjustment per occasion? 2. To date, what are the queue lengths per line?		
SQ23-000316	Services Australia	Jacinta Nampijinpa Price	Telephony - handling time	1. Does the Agency collect data on the average time taken by an Agency staff member to handle a call/complete a transaction? 2. If yes, this financial year to date, what is the average time it takes for a transaction to be completed per line?	Written	27/02/2023
SQ23-000317	Services Australia	Jacinta Nampijinpa Price	Flexible repayment arrangements – exceptional circumstances	1. How many customers have entered into flexible repayment arrangements owing to family or domestic violence this financial year to date? 2. How many customers have entered into flexible repayment arrangements owing financial hardship this financial year to date?	Written	27/02/2023
SQ23-000318	Services Australia	Jacinta Nampijinpa Price	Debt recovery – indicators of vulnerability	1. With reference to SA SQ22-000078, what are the ‘other indicators of vulnerability’? 2. How are such indicators assessed?	Written	27/02/2023
SQ23-000319	Services Australia	Jacinta Nampijinpa Price	Debt recovered	1. From 1 October 2022 to date, how much debt has been recouped by the Agency? 2. How does this compare with the past four previous financial years?	Written	27/02/2023
SQ23-000320	Services Australia	Jacinta Nampijinpa Price	Debt - formal reviews	1. From 1 October 2022 to date, how many customers have requested a formal review of decisions by Services Australia? 2. From 1 October 2022 to date, how many formal reviews are still ongoing and how many have been completed? 3. Of those, how many have resulted in a favourable outcome for the customer? 4. This financial year to date, what is the average time it takes for a formal review to be completed?	Written	27/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000321	Services Australia	Jacinta Nampijinpa Price	Debt - explanation of decision	From 1 October 2022 to date, how many customers have requested informal explanation of a decision?	Written	27/02/2023
SQ23-000322	Services Australia	Slade Brockman	Questions on Notice	<p>Senator BROCKMAN: In that case, we can bypass a couple of questions. One final one, back to the questions on notice: I notice that Minister Shorten's name appears in some of the questions on notice that are returned, whereas others have the agency title provided. An example of this is SQ-22000126. Is there a reason why that's the case?</p> <p>Ms Skinner: I'll have to check with my parliamentary team. I'm not completely down at that level of detail on those.</p> <p>Senator BROCKMAN: Could you get back to us on that one on notice?</p> <p>Ms Skinner: Absolutely.</p>	Written	15/02/2023
SQ23-000323	Services Australia	Jane Hume	Advice on turnaround of briefs to Minister	Has the Department/Agency been provided with advice or a direction on a minimum turnaround time for consideration of briefs by the Minister?	Written	3/03/2023
SQ23-000324	Services Australia	Jane Hume	Policy on providing hospitality to Ministers office	What is the Agency's policy on providing hospitality in the Ministers offices? Please provide a copy of the policy.	Written	3/03/2023
SQ23-000325	Services Australia	Jane Hume	Quantity of DLOs in Minister's office	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 Agency, the Minister they have been allocated to, and the time they have been allocated to the Minister	Written	3/03/2023
SQ23-000326	Services Australia	Jane Hume	Quantity of Non DLO Staff in Minister's office	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 Agency, the Minister they	Written	3/03/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				have been allocated to, and the time they have been allocated to the Minister.		
SQ23-000327	Services Australia	Jane Hume	CEO and Minister meetings	How many meetings has the Secretary/agency head had with the Ministers in their portfolio? Please provide a list with the number of meetings by Minister, and the date of the first meeting with each Minister.	Written	3/03/2023
SQ23-000328	Services Australia	Jane Hume	Briefs provided to the Minister	How many briefs has the Department/agency provided to each Minister in its portfolio? Please provide a list with the number of briefs by Minister, and the date of the first provided brief.	Written	3/03/2023
SQ23-000329	Services Australia	Jane Hume	New Policy Proposals	How many New Policy Proposals has the Department/agency provided to each Minister in its portfolio? Please provide a list with the number of New Policy Proposals by Minister, and the date of the first provided New Policy Proposal	Written	3/03/2023
SQ23-000330	Services Australia	Jane Hume	Amount of paper sourced	Please provide the amount of paper the Department/agency sources from Australian producers and from overseas. Please provide the amount in dollar value on a financial year basis for the last five financial years.	Written	3/03/2023
SQ23-000331	Services Australia	Jane Hume	Commonwealth inter-departmental committees	Please provide a list of all the Commonwealth inter-departmental committees of which the Department/agency has membership.	Written	3/03/2023
SQ23-000332	Services Australia	Jane Hume	Commonwealth taskforces	Please provide a list of all the Commonwealth taskforces of which the Department/agency has membership.	Written	3/03/2023
SQ23-000333	Services Australia	Jane Hume	October Budget savings	In relation to the measure in the 2022-23 October Budget, Savings from External Labour, and Savings from Advertising, Travel and Legal Expenses. 1. What was the value of savings that the Department/agency was requested to deliver for	Written	3/03/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>the 2022-23 year in aggregate?</p> <p>2. Has the Department/agency identified the savings they will make across the following areas to achieve this cut:</p> <ul style="list-style-type: none"> a. External labour hire b. Consultancy c. Advertising campaigns d. Travel e. Legal expenses <p>3. 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?</p> <p>4. 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?</p> <p>5. 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"> a. External labour hire b. Consultancy c. Advertising campaigns d. Travel e. Legal expenses 		
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**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>6. 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>7. Is the Department/agency on track to meet the saving target?</p> <p>8. Has the Department/agency sought an exemption or alternation from/to the savings target?</p> <p>a. If so, why and was it approved?</p>		
SQ23-000334	Services Australia	Jane Hume	Expenditure of Agency functions	<p>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> <p>a. List of functions;</p> <p>b. List of attendees;</p> <p>c. Function venue;</p> <p>d. Itemised list of costs (GST inclusive);</p> <p>e. Details of any food served;</p> <p>f. Details of any wines or champagnes served including brand and vintage; and</p> <p>g. Details of any entertainment provided.</p>	Written	3/03/2023
SQ23-000335	Services Australia	Jane Hume	Expenditure of Ministers functions	<p>In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio in financial year 2022/23 to date, can the following please be provided:</p> <p>a. List of functions;</p> <p>b. List of attendees;</p>	Written	3/03/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>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.</p>		
SQ23-000336	Services Australia	Jane Hume	Executive staff office upgrade	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? If so, can an itemised list of costs please be provided (GST inclusive)?	Written	3/03/2023
SQ23-000337	Services Australia	Jane Hume	CEO travel costs	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	3/03/2023
SQ23-000338	Services Australia	Jane Hume	Deputy CEOs travel costs	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	3/03/2023
SQ23-000339	Services Australia	Jane Hume	Agency facility upgrades	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 equipment? If so, 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.	Written	3/03/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000340	Services Australia	Jane Hume	Staff travel costs	What was the total cost of staff travel for departmental/agency employees in financial year 2022/23 to date?	Written	3/03/2023
SQ23-000341	Services Australia	Jane Hume	Media Expenditure	What was the Department's/agency's total expenditure on media monitoring services in financial year 2022/23 to date?	Written	3/03/2023
SQ23-000342	Services Australia	Jane Hume	Advertising Expenditure	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 with costs.	Written	3/03/2023
SQ23-000343	Services Australia	Jane Hume	Promotional merchandise expenditure	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.	Written	3/03/2023
SQ23-000344	Services Australia	Jane Hume	Agency credit cards	How many credit cards are currently on issue for department or agency staff? a. 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? b. How much interest was paid on amounts outstanding from credit cards in financial year 2022/23 to date? c. How much was paid in late fees on amounts outstanding from credit cards in financial year 2022/23 to date? d. What was the largest amount outstanding on a single card at the end of a payment period in financial year 2022/23 to date? e. 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?	Written	3/03/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>f. 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>g. 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>h. 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>i. Can a copy of the department or agency’s staff credit card policy please be provided?</p>		
SQ23-000345	Services Australia	Jane Hume	Comcare referral	<p>In the current financial year to date, how many matters have been referred to Comcare?</p> <p>a. 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>b. What has the Department/agency learned from past Comcare claims?</p> <p>c. Of those employees who submitted a Comcare claim, how many returned to work after a period of absence?</p>	Written	3/03/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

SQ23-000346	Services Australia	Jane Hume	Fair Work Commission referral	<p>In the current financial year to date, how many matters have been referred to the Fair Work Commission?</p> <p>a. 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	3/03/2023
SQ23-000347	Services Australia	Jane Hume	Agency reviews	<p>Please provide a list of the number of reviews that the department/agency is currently conducting. Please provide:</p> <p>a. the name of the review; b. the name or names of the reviewers; c. the date the review is due to be completed; and d. the purpose of the review.</p>	Written	3/03/2023
SQ23-000348	Services Australia	Jane Hume	Interdepartmental committees	<p>Please provide a list of the interdepartmental committees that the department/agency participates in or provides representation to. Please provide:</p> <p>a. the name of the interdepartmental committee; b. a list of the membership; c. the date it was established; and d. its purpose.</p>	Written	3/03/2023
SQ23-000349	Services Australia	Jane Hume	New entities	<p>How many new entities (including advisory boards and agencies) have been created within the portfolio since May 2022? Please list each one and the date it was created.</p> <p>a. How many new entities (including advisory</p>	Written	3/03/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				boards and agencies) have been wound up, amalgamated, ceased or disbanded? Please list each one and the date it was wound up, amalgamated, ceased, or disbanded.		
SQ23-000352	Services Australia	Lidia Thorpe	Centrepay - Inquiries	There have been a host of issues identified with Centrepay, since its inception in 1998, which have been the subject of multiple inquiries. Aside from the 2013 independent inquiry, have there been any more recent inquiries that have looked at Centrepay?	Written	6/03/2023
SQ23-000353	Services Australia	Lidia Thorpe	Centrepay - Implementation of recommendations	Has there been a review of the implementation of the recommendations from the 2013 Independent Inquiry by Anna Buduls? How many of its recommendations can you confidently say have been implemented?	Written	6/03/2023
SQ23-000354	Services Australia	Lidia Thorpe	Centrepay - Measures taken to avoid exploitation	How are you ensuring that people aren't spending all their Centrelink payments on debts they can't afford? What measures are being undertaken to avoid the exploitation of individuals?	Written	6/03/2023
SQ23-000355	Services Australia	Lidia Thorpe	Centrepay - Contact details and support	How does someone contact Centrepay? There doesn't seem to be a number on the Services Australia website, and people instead have to go through Centrelink, is that correct? Why is there no direct contact for speaking to someone from Centrepay?	Written	6/03/2023
SQ23-000356	Services Australia	Lidia Thorpe	Centrepay - Compliance Reviews Update	Can you please provide an update on recent compliance reviews? Last estimates you stated you'd done 205 compliance reviews - what was the outcome of these?	Written	6/03/2023
SQ23-000357	Services Australia	Lidia Thorpe	Centrepay - Legality of overcharging	You state that it is the role of ASIC and ACCC as the Regulators to determine if relevant Australian Laws have been breached by an entity. Can you please confirm whether or not it is illegal to charge people	Written	6/03/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				3 times as much for goods and services as the next shop, and whether you think it is appropriate for the government to be facilitating such a transaction?		
SQ23-000358	Services Australia	Lidia Thorpe	Centrepay - Adherence to core objectives	The objective of Centrepay is to 'assist Customers in managing expenses that are consistent with the purposes of welfare payments, and reducing financial risk' (from Centrepay Policy and Terms). 1. Aside from ensuring no Australian laws have been breached, what other measures do you think are important to achieve this objective, including additional scrutiny above and beyond whether a company has breached the law? 2. What steps does Centrepay take to ensure that businesses are providing products and services in a manner consistent with Centrepay's objective?	Written	6/03/2023
SQ23-000359	Services Australia	Janet Rice	Disability Support Pensions - Suspension due to incarceration	Senator RICE: The arguments are that it will enable students to focus on their studies rather than having to work ridiculous hours at the same time that they're studying, they'll be less likely to drop out and they'll be less likely to experience mental health problems. There's a whole raft of really good evidence that has been put together, particularly by the National Union of Students and the Foundation for Young Australians. I urge you to read the report. I want to move on to people having had their disability support pensions suspended due to being in custody and undergoing a prison sentence. How many people have had their DSPs suspended due to being in custody this year and, in fact, in the last 10 years? You may need to take all this on notice. Ms Evans: We will have to take it on notice.	Pages 89-90	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>Senator RICE: If you could, take it on notice and provide it broken down by state, territory, gender, age range and Indigenous status. I'll put the details on notice.</p> <p>Ms Evans: Thank you.</p>		
SQ23-000360	Services Australia	Anne Ruston	Telephone Call Service Staff - Indue replacement engagements	<p>Senator RUSTON: I'm just wondering how many staff have been employed or deployed to provide the telephone call service that you refer to, which is the new element that is no longer being provided by Indue but is now provided by Services Australia. How many staff have been engaged?</p> <p>Mr Griggs: Having pledged to Senator Brockman that I wouldn't do this, I'm about to do it, Senator: that really is for Services Australia. I don't have the details of the redeployment within Services Australia.</p> <p>Senator BROCKMAN: You promised, Mr Griggs.</p> <p>Mr Griggs: I did promise. I'm sorry, but that really is a Services Australia question. You're talking about what level of call centre support is being moved across?</p> <p>Senator RUSTON: I'm just interested to know because one of the things I'm trying to get my head around is the cost of this.</p> <p>Mr Griggs: I understand.</p> <p>Senator RUSTON: And part of the cost is the people. There was previously a contract with Indue, and I'm assuming that that component of the contract with Indue has not been renewed and there is a new contract with Indue in relation to the technology part of it that Indue is continuing with. Therefore, the part that Indue is no longer taking on is being done by another group. I'm just trying</p>	Page 97	15/02/2023

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SERVICES AUSTRALIA - 2022-23 SUPPLEMENTARY ESTIMATES - INDEX OF QUESTIONS ON NOTICE –
15 FEBRUARY 2023**

				<p>to understand— Mr Griggs: Remembering that Services Australia already have people allocated to servicing income management clients in the Territory as it is, I don't know what spare capacity there is and how much they're absorbing. I think we'll just get that on notice from Services Australia. I know exactly what you're trying to get at, Senator.</p>		
SQ23-000361	Services Australia	Anne Ruston	Centrelink Payments - Mutual Obligations	<p>Senator RUSTON: Okay. Minister, I'm just interested in whether you or the government believes that mutual obligations should continue to be applied to Centrelink payments?</p> <p>Senator Farrell: I'm happy to have a chat with the relevant minister about their view on this topic and come back to you.</p>	Page 34	15/02/2023