

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE - SERVICES AUSTRALIA - 2023-24 SUPPLEMENTARY BUDGET ESTIMATES - INDEX OF QUESTIONS
ON NOTICE – 25 October 2023**

QoN No.	Department/Agency	Senator	Subject	Question	Hansard page/Written	Hearing date/Date received
SQ23-000669	Services Australia	Maria Kovacic	Telephony – Enhanced Tier 1 model	With reference to page 34 of the 2022-23 Annual Report, what is meant by the 'Enhanced Tier 1 telephony model'?	Written	6/11/2023
SQ23-000670	Services Australia	Maria Kovacic	IVR	<ol style="list-style-type: none"> 1. How many customers used IVR, and on how many occasions, during the 2022-23 FY? 2. With reference to page 34 of the 2022-23 Annual Report, how did the agency ensure there was a 'targeted use' of IVR? 3. What services can currently be accessed by using IVR? 4. What is the average time taken by a customer to complete a transaction for IVR? 5. How many customers, if this is tracked, resort to speaking with a staff member if they are unable to complete their business through IVR? 	Written	6/11/2023
SQ23-000671	Services Australia	Maria Kovacic	Serviced within 15 minutes – Virtual Wait Room	How many customers in 2021-22 and in 2022-23 respectively were booked into the Virtual Wait Room?	Written	6/11/2023
SQ23-000672	Services Australia	Anne Urquhart	Reduced staffing numbers between financial years and congestion messaging	<p>Senator URQUHART: I will try to wrap it up. Is it correct that between financial years 2016-17 and 2019-20 the average staffing levels at Services Australia was reduced by about 3,500, representing about 13 per cent of the agency's total workforce? If that is correct, can you talk to me how Services Australia has implemented the congestion messaging in its telephony channels? Prior to that congestion messaging, what would happen when the agency phone lines were busy? Would the caller receive a busy signal? What would happen?</p> <p>Mr Howard: In relation to the first part of your</p>	8	25/10/2023

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				<p>question, I'm not 100 per cent sure about the staff drop. In relation to congestion, I can say that we-</p> <p>Senator URQUHART: Can you take that on notice?</p> <p>Mr Howard: We can take that on notice, yes, absolutely. We use congestion messaging to help the flow of customers in the telephone line so the customers are not waiting for significant periods of time. Prior to implementing congestion messaging on 1 July 2020, the agency did block calls. Customers would not be able to get through on the phone lines. We monitor throughout our ops centre on a daily basis what our call volumes are. We only apply congestion messaging when we need to. Congestion messages will let the customer into the interactive voice recognition system. They get all of the information played back to them. They have the opportunity to self-serve in a lot of instances. If they're not able to self-serve, the congestion message will stop the call and encourage them to call back at another time. That's the difference. If customers can get through the IVR, congestion messages are not applied all the time. That wasn't the case prior to 1 July 2020.</p> <p>Mr Birrer: On the question on the average staffing level for the agency, the result from 2016-17 was 29,837 average staffing level. The target for this financial year is 26,692. That is the difference. In terms of APS staff, I note what Mr Howard said about in the past the greater use of service delivery partners and labour hire staff in certain parts of the agency as well. Thank you.</p>		
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SQ23-000673	Services Australia	Maria Kovacic	Face to face abandons – volume and time to abandon	<p>1. How many customers abandoned their visit to a service centre in the 2021-22 and 2022-23 FYs respectively?</p> <p>2. What was the average time to abandon a face to face visit at a service centre in the 2021-22 and 2022-23 FYs respectively</p>	Written	6/11/2023
SQ23-000674	Services Australia	Maria Kovacic	Face to face abandons	<p>1. Listed per service centre, how many customers abandoned their visit to a service centre and what was the average time tom abandon a visit in the 2021-22 and in the 2022-23 FYs respectively?</p> <p>2. Listed per Service Zone, how many customers abandoned their visit and what was the average time to abandon a visit in the 2021-22 and in the 2022-23 FYs respectively?</p> <p>3. Listed per access point, how many customers abandoned their visit and what was the average time to abandon a visit in the 2021-22 and in the 2022-23 FYs respectively?</p> <p>4. Listed per agent, how many customers abandoned their visit and what was the average time to abandon a visit in the 2021-22 and in the 2022-23 FYs respectively?</p>	Written	6/11/2023
SQ23-000675	Services Australia	Maria Kovacic	Telephony – estimated wait time, actual vs estimates	On how many occasions did a customer's actual Estimated Wait Time exceed their Estimated Wait Time?	Written	6/11/2023
SQ23-000676	Services Australia	Maria Kovacic	Telephony – longest estimated wait time	From June 2023, what has been the longest Estimated Wait Time provided to a customer?	Written	6/11/2023
SQ23-000677	Services Australia	Maria Kovacic	Telephony – longest wait time	What were the longest wait time in the 2021-22 and 2022-23 FYs respectively?	Written	6/11/2023
SQ23-000678	Services Australia	Maria Kovacic	Telephony – single customer making repeat calls	On how many occasions in the 2022-23 FY did customers make single (unique) repeated calls?	Written	6/11/2023

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SQ23-000679	Services Australia	Maria Kovacic	Enterprise Data Warehouse	What type of data points and sets does the Warehouse include?	Written	6/11/2023
SQ23-000680	Services Australia	Maria Kovacic	Response to previous QoNs tabled SQ23-000633 and SQ23-000393	<p>Senator KOVACIC: Thanks, Senator Rice. Respectfully, it appears that the government has been extremely reluctant to provide any sort of granular data to the very specific questions contained in that letter. In addition, I will take you, Mr Birrer, to SQ23-000633. Senator Askew asked the minister and Services Australia a very straightforward question. She asked, and I quote: In table form, list daily, weekly, monthly and yearly footfall for every service centre this financial year to date and in the previous three years. Mr Birrer, the response directed Senator Askew to that document-again, SQ23-000633. I went there. Again, we were referenced to SQ23-000393. That features questions asked by Senator Reynolds to the former CEO about service centres. For example, Senator Reynolds asked Ms Skinner to provide this committee with the number of people who had abandoned their visit to a service centre. Firstly, can you clarify whether the agency does maintain data about the number of face-to-face abandons before I go to my final question?</p> <p>Mr Birrer: If they've checked in, we would, yes.</p> <p>Senator KOVACIC: Thank you.</p> <p>Mr Birrer: Not all customers check in.</p> <p>Senator KOVACIC: Yes, perfect. If the agency does have this data, why did the agency then refer Senator Reynolds and Senator Askew to the Services Australia Find Us tool? I decided to print it out. This is from the Find Us tool on the website, which is where Senator Reynolds and Senator</p>	11-12	25/10/2023

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				<p>Askew were directed.</p> <p>CHAIR: Senator Kovacic, could you table that, please?</p> <p>Senator KOVACIC: Yes, I will, absolutely. Can you explain to me where I can find the requested data on face-to-face abandons on this website, since that is where my colleagues were referred to as an answer to a question in Senate estimates?</p> <p>Mr Birrer: Senator, the Find Us page on the website has information about each service centre. My understanding is that it does not have information about the amount of traffic into our service centre.</p> <p>Senator KOVACIC: Why were senators Reynolds and Askew referred to that page in answer to those questions?</p> <p>Mr Birrer: Well, I think it is because that page does have publicly available information on each of the service centres.</p> <p>Senator KOVACIC: But not the information they specifically requested.</p> <p>Mr Birrer: I would have to go back and look at the question, Senator.</p> <p>Senator KOVACIC: Could you provide that answer to us on notice?</p> <p>Mr Birrer: Yes.</p> <p>Senator KOVACIC: Specifically, whether or not that page would be able to answer the question asked by Senator Reynolds and Senator Askew. If not, why were they referred to that page in a specific written response? Thank you. That's it for me.</p>		
SQ23-000681	Services Australia	Maria Kovacic	Face to face contacts	How many resolved face to face enquiries were there in FY 2022-23 and what is that figure when	Written	6/11/2023

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				expressed a percentage against those who needed to be put into the Virtual Waiting Room?		
SQ23-000682	Services Australia	Maria Kovacic	Recruitment and training of staff	With reference to page 36 of the 2022-23 Annual Report, in the 2022-23 FY, how many hours were spent by experienced staff, and how many staff can be designed thusly, reprioritised routine work to facilitate training to new recruits?	Written	6/11/2023
SQ23-000683	Services Australia	Maria Kovacic	Customer contact preferences	Of customers requiring contact with the agency about a claim, how many of those contacts were conducted via phone versus other methods?	Written	6/11/2023
SQ23-000684	Services Australia	Maria Kovacic	Work types – processing work types and average number of days	In the 2022-23 FY, per processing work types for Social Security and Welfare, Health, Child Support and Emergency Payments respectively, what was the average number of days taken to process a claim?	Written	6/11/2023
SQ23-000685	Services Australia	Maria Kovacic	Work types – processing work types and agreed timeliness standard	In the 2022-23 FY, per processing work types for Social Security and Welfare, Health, Child Support and Emergency Payments respectively, expressed as a percentage and a figure, how many claims took longer to process than the agreed timeliness standard?	Written	6/11/2023
SQ23-000686	Services Australia	Maria Kovacic	Timeliness standards – non-claim activities	What are the non-claim activities for Social Security and Welfare?	Written	6/11/2023
SQ23-000687	Services Australia	Janet Rice	Performance Measure Change (SPM4) for Time to Answer Calls	Senator RICE: I want to go to a table about call wait times in your annual report. It is the strategic performance measure for customers served within 15 minutes. You have a target for 2022-23. The target was more than 70 per cent of calls answered within 15 minutes. Your result was 60.8 per cent, which is extraordinary. Only 60 per cent of calls from customers are served within 15 minutes. In the notes, you in fact reduced your target from 70 per cent to reset to a more realistic target capable	Hansard	25/10/2023

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				<p>of showing year on year improvements, yet your meeting this target has dropped from 68.4 per cent down to 60.8 per cent. Are you going to be resetting the target again to reflect this unsatisfactory result? First of all, do you consider it unsatisfactory that you only reach 60.8 per cent of calls being answered within 15 minutes? Does this mean that, instead of improving your performance, you are going to reset the target once again?</p> <p>Mr Birrer: We would, of course, like to-and we strive to-do better than the result we achieved last year. What you will see in that annual performance statement that we published this year is a lot more information. We've gone through and done quite a lot of work around those strategic performance measures, including that strategic performance measure. I will ask Mr Howard in a minute to speak to it. You have raised in previous estimates hearings questions about how we get to and derive some of the results that we have on strategic performance measures. We've gone away and done a lot of work on those performance measures. What you see there now is a lot more information than what we've provided in the past, including if you turn the page there with table 14, showing a lot more granularity around the measure. I will ask Mr Howard to speak to the performance between the two years and the thinking on that target.</p> <p>Mr Howard: To answer your direct question around whether we will change the performance measure again, at this stage we have no intention of reducing the performance measure. The reason</p>		
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				<p>why we modified it in the first place was to make it more realistic in relation to our ability to target it within the resource portfolio we have. The difference between the two financial years is a reduction in resources. We were able to use part of the resourcing we had under pandemic and emergency budget measures to address some of the SPM performance. As we've previously discussed, last financial year, in 2022-23, those budget measures ceased. We are continually attempting to balance our telephony performance with our processing performance. We know that if we get behind on processing claims, it generates more telephone calls. Part of our strategy at the moment is attempting to really drive on getting our performance in processing right so that it lowers the number of phone calls we receive, which will assist in SPM4. We do continue every day via our operations centre to balance the load between telephony performance and processing and the other things we have to deliver.</p> <p>Mr Birrer: You would note, Senator, that in the notes below that table we set out the reasoning why we changed the target. It wasn't simply because we weren't achieving it. It was because we thought in the circumstances, including the information set out there, it wasn't a realistic target. We have established in those three notes below the target the reasoning behind that adjustment we made.</p> <p>Mr Howard: From memory, we adjusted that SPM down. I would have to take on notice, but I believe</p>		
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				there was one we adjusted up as well. It was an assessment across all SPMs. It wasn't just a focus on SPM4.		
SQ23-000688	Services Australia	Maria Kovacic	Bundling	<p>1. Of all customer interactions, what percentage of those resulting in a customer's work being bundled?</p> <p>2. What are the five most commonly bundled work items?</p> <p>3. Are there particular customer demographics (e.g. expressed as age, gender, geographical location etc.) that bundle work together than other cohorts, and what are those cohorts?</p>	Written	6/11/2023
SQ23-000689	Services Australia	Maria Kovacic	Processing – higher priority payment	With reference to page 38 of the 2022-23 Annual Report, what is meant by 'higher property payment affecting work' and how is this determined?	Written	6/11/2023
SQ23-000690	Services Australia	Janet Rice	Average Speed of Answer	<p>Senator RICE: The average wait time, your ASA-the average speed of answer-clearly is a lot longer than your target of 15 minutes.</p> <p>Senator KOVACIC: It is an average.</p> <p>Senator RICE: Absolutely. It's an average. Do you have any statistics, for example, about how many people are waiting for more than an hour for each of these? Having an average of 20 or 30 minutes means that some people are waiting a very long time.</p> <p>Mr Howard: We can take that on notice.</p> <p>Mr Birrer: We'll take it on notice.</p> <p>Mr Howard: We would have some information about that, but I don't have it on me today.</p>	16	25/10/2023
SQ23-000691	Services Australia	Maria Kovacic	Work types – volume of claims per work time	In the 2022-23 FY, per processing work types for Social Security and Welfare, Health, Child Support and Emergency Payments respectively, how many claims were made for each work type?	Written	6/11/2023

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SQ23-000692	Services Australia	Maria Kovacic	Releases – number, nature and cadence	On digital channels, how many releases, what were they, and when were they released, in the 2022-23 and 2021-22 FYs respectively?	Written	6/11/2023
SQ23-000693	Services Australia	Maria Kovacic	Union Strike Action	<p>Senator KOVACIC: Minister, are you aware of the nationwide union-led strike that hit Services Australia on 9 October 2023?</p> <p>Senator Ayres: Yes.</p> <p>Senator KOVACIC: Can you recall what the cause of the strike was?</p> <p>Senator Ayres: As I understand it, there was some industrial action that was part of collective bargaining that is happening at the moment. I think it is more a question for the Minister for Finance, of course, in terms of where the bargaining is up to.</p> <p>As I understand it, there is an offer out there. I don't want to represent the Minister for Finance here. It is still being considered.</p> <p>Senator KOVACIC: Thank you. Minister, when was Minister shorten formally advised of the union-led strike? Was this via a ministerial submission?</p> <p>Senator Ayres: What do you mean a ministerial submission?</p> <p>Senator KOVACIC: How was he advised and when?</p> <p>Senator Ayres: I'll have to take that on notice. I'm not sure when he was advised.</p> <p>Senator KOVACIC: And how?</p> <p>Senator Ayres: Collective bargaining and industrial action are a feature of the system. It's not-</p> <p>Senator KOVACIC: Are you able to come back to us on that today?</p> <p>Senator Ayres: If I can assist today, I will. Otherwise we'll provide it on notice in the normal way.</p>	17	25/10/2023

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SQ23-000694	Services Australia	Maria Kovacic	Outage time	What was the total outage time for digital channels in 2022-23?	Written	6/11/2023
SQ23-000695	Services Australia	Maria Kovacic	Digital channels – problem records	With reference to page 41 of the 2022-23 Annual Report, what is a ‘problem records’?	Written	6/11/2023
SQ23-000696	Services Australia	Maria Kovacic	Child support – updating of details	With reference to page 42 of the 2022-23 Annual Report, why are customers accessing Child Support to update their details statistically less likely to self-manage this task?	Written	6/11/2023
SQ23-000697	Services Australia	Maria Kovacic	Child support – digital channel availability	What tasks for Child Support are not available through digital channels?	Written	6/11/2023
SQ23-000698	Services Australia	Maria Kovacic	Digital channels – staff supporting customers for self-managed tasks	With reference to page 42 of the 2022-23 Annual Report, can an example of ‘internal messaging and staff communication campaigns to encourage staff to discuss self-managed digital options with customers’?	Written	6/11/2023
SQ23-000699	Services Australia	Maria Kovacic	Tasks	1. What tasks can't be completed via self-management? 2. Per task, in the 2022-23 FY, what is the average time to complete? 3. In the 2022-23 FY, how many tasks were completed? 4. Can all tasks be listed?	Written	6/11/2023
SQ23-000700	Services Australia	Maria Kovacic	Self-managed tasks	1. Per self-managed tasks, in the 2022-23 FY, what is the average time to complete? 2. In the 2022-23 FY, how many self-managed tasks were completed?	Written	6/11/2023
SQ23-000701	Services Australia	Maria Kovacic	Click to call	How many customers in the 2022-23 FY, used the ‘click to call’ function on the Express Plus Centrelink mobile app	Written	6/11/2023
SQ23-000702	Services Australia	Maria Kovacic	Services Australia Employee Census Data	Senator KOVACIC: Thank you. Briefly, do you have a metric that you use to quantitatively assess staff morale at the agency-happiness, productivity et	19	25/10/2023

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				<p>cetera?</p> <p>Mr Birrer: We do, Senator. In fact, the key tool that is used to get insights from our staff in addition to regular leadership and management is the annual Australian Public Service Commission APS census. I will ask Mr Egan to add some of the details about that. In the broad, what you will see in the results from that is consistent with other large APS agencies. You can't really compare small and large. One thing I am struck with by the agency level results is the high degree of recognition that our staff have in their role of assisting Australians, particularly Australians who are vulnerable. I will ask Mr Egan to add a bit more detail around that.</p> <p>Mr Egan: Thank you. As the acting CEO mentioned, some of the results were particularly pleasing in relation to the service orientation of staff in particular. I think your specific question was around engagement. One of the measures that the APSC assists us with is aggregating several of the scores in the survey to produce an engagement index score. For Services Australia, the result was 69 per cent this year, which is a two percentage point decrease from last year. A similar result was achieved by the agency in 2019. Generally, we have seen some of the results in the survey moderate back to a level that is a bit above where they were prior to the pandemic but not as high as they were at the peak of the pandemic.</p> <p>Senator KOVACIC: Are you able to provide us-</p> <p>Senator KOVACIC: Are you able to provide those survey results on notice?</p> <p>Mr Egan: Yes.</p>		
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SQ23-000703	Services Australia	Janet Rice	Centrelink Calls	<p>Senator RICE: I will go back to call wait times. In the time since I was last asking questions I was comparing the two tables you have given us. One is the telephony report for the whole of the financial year 2022-23. The second one is for the financial year to date, July to 31 August, a two-month period. I am struck by how the statistics for that two-month period are far worse than those for the last financial year. For example, you only had 23 per cent of calls answered in July and August compared to 31 per cent for the last financial year. The average wait time was 32 minutes compared to 22 minutes for the whole of the financial year. Thirty-five per cent of the handled calls ended up with congested messages compared with only 21 per cent for the whole of the previous financial year.</p> <p>Mr Birrer: As I mentioned previously, we do have peak periods. Those first couple of months of each financial year are peak periods because of the tax time. We do see a large number of calls from people wanting to reconcile their family tax benefit and child-care subsidy. What we also saw this year was quite a number of calls related to changes in eligibility for certain payments, including rental assistance and others. In addition to the phone work, the agency is also undertaking a lot of claims. Since 1 July, the agency has undertaken 1.5 million family tax benefit and child-care subsidy reconciliations, which are often these issues that people are ringing about. The agency has also processed about a million claims for Centrelink payments and close to 1.74 million manual</p>	21-22	25/10/2023
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				<p>Medicare claims. That is in that same period. We are undertaking the processing as well as the telephony.</p> <p>Senator RICE: I am particularly interested at this stage in the Centrelink calls. Do you have statistics for July-August this year compared with July-August last year?</p> <p>Mr Howard: I can take that on notice.</p>		
SQ23-000704	Services Australia	Janet Rice	Surge and Staff Redeployment	<p>Senator RICE: My understanding from the discussions I've had with you is that you have a surge workforce in that period of time because you know it is a very busy time. Have you had the same level of surge workforce this year compared with last year?</p> <p>Mr Howard: No.</p> <p>Mr Birrer: We don't have a surge workforce. We do plan in our forecasts of the work that we have-</p> <p>Senator RICE: When you say that you don't have the surge workforce, did you not have a surge workforce employed this financial year?</p> <p>Mr Howard: I don't think I quite characterise a surge workforce as extra staff being employed by the agency. We try to move staff at this time of year because we know it is a busy time. This year, we have attempted to do that within the resource allocation we have, which is less than last year.</p> <p>Senator RICE: Can you give me some statistics on that, then, please? How many staff did you have redeployed to cope with this busy time of year this financial year compared with last financial year?</p> <p>Mr Howard: Let me take that on notice. Let me see what data we have. Because we move staff in real time, it can be a bit difficult to give you specific</p>	22-23	25/10/2023

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				<p>figures. But we will take it on notice and see what we can do.</p> <p>Mr Birrer: We will give a response, but it's not a simple story.</p> <p>Senator RICE: So what you are saying, Mr Howard, is it is a reflection of the staffing limitations? You are not able to cover that surge time with adequate service because of limitations on staffing?</p> <p>Mr Howard: As you are aware, Senator, I have to employ my budget to the best capability that I can in order to deliver the services to my customers. That is what I am attempting to do within the budget envelope I am given.</p> <p>Mr Birrer: Noting that the first couple of months of each financial year is one of our peaks.</p> <p>Senator RICE: Yes. Even looking at the whole of the financial year, you haven't met your targets. If you look at that two months, even more you haven't met your targets. I'm interested to know whether you have any estimates or budget bids you have put to government as to how many extra staff you would like to have, Mr Howard, to enable you to meet your targets, to meet those targets of people only having to wait on average less than 15 minutes?</p> <p>Senator Ayres: Senator Rice, I will try to be helpful. I think the terminology 'surge' has a different meaning. I take it that surge generally in terms of disaster relief or those big external things has a different meaning to what you are referring to, which is both predictable, seasonal movements.</p> <p>Senator RICE: Yes, exactly.</p> <p>Senator Ayres: They are different things in terms of</p>		
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				<p>the language that is being used by the officials.</p> <p>Senator RICE: But that's what I'm interested in, particularly in the first two months of this financial year, and the last financial year, when we didn't have the disasters, we didn't have COVID and all those factors were already in the past. It seems that we have had a big decline in service. You're going to get the questions back to me. Mr Howard, you seem to be acknowledging that there has been a decline in service and you haven't got the staff to be able to redeploy. Is that the case? Would you agree with that characterisation that you have not been able to redeploy the staff in order to meet what would be desirable targets for your customer service?</p> <p>Mr Birrer: We have a different resourcing profile to past years. That is for a range of reasons that we articulated earlier today. We do have fewer labour hire and service delivery partner staff working than in the past. We've insourced that work into the APS. That means we don't have as many staff available to answer the phones during the day. What that does give us is the option of working on other efficiencies and productivities, such as when a staff member does pick up a piece of work, they are able to work through it to completion. We do have more limited overtime than what we had available to us in previous years, where a lot of the overtime would come in as part of either pandemic funding or as part of disaster relief. But we had been doing some careful planning and calibrated use of the overtime to help us achieve those claims processing results I read out previously. Within the</p>		
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				<p>resource we have available, we are working on greater efficiencies and greater discipline around how we use the resources we have to deliver the best customer experience we can.</p> <p>Senator RICE: Are you actually choosing, then, to allow your call wait times to blow out while deploying staff to meet claims instead?</p> <p>Mr Birrer: At times we allow-</p> <p>Senator RICE: Mr Howard is nodding. That is not reflected in the Hansard.</p> <p>Mr Birrer: At times we allow the wait times to grow longer in order to put more staff on to processing, yes.</p> <p>Mr Howard: Because we do know, Senator, as I think I might have mentioned before, that there are customers calling us to inquire where their claim is at. If we can process claims faster, we expect that the number of calls we receive will reduce. It is a balancing act. We're always attempting to balance. That is part of our strategy at times.</p>		
SQ23-000705	Services Australia	Janet Rice	Surveying why Customers are Attending Service Centres	<p>Senator RICE: I will go to something else which is noted in your annual report. The in-person visits to service centres was up. There were over 10 million in-person visits in 2022-23, up from 9.3 million in the previous year. Why is that the case?</p> <p>Mr Howard: I think there are two probably overall drivers of that. I think part of that is post pandemic. We are seeing more people come into service centres again where there were a couple of years where they either couldn't access or didn't access for pandemic type reasons. I think the second element is that where people can't get through on</p>	23	25/10/2023

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				<p>the telephone or they might have an issue with a digital offering, they will come into a service centre.</p> <p>Senator RICE: Do you do any surveying of your customers as to why they have come in person?</p> <p>Mr Howard: I would have to take it on notice. We do survey our customers. I'm not sure if we ask the reason why they are attending or not. I'll take that on notice.</p>		
SQ23-000706	Services Australia	Janet Rice	Call Wait Time Statistics Criteria	<p>Senator RICE: I have a couple more questions on wait times before I move back to a lot of questions about staffing overall. In terms of the reported telephone wait times, I understand that they exclude calls that terminate in less than five minutes. Is that the case?</p> <p>Mr Howard: Yes.</p> <p>Senator RICE: On what basis? What is the rationale for that?</p> <p>Mr Howard: I would have to take that on notice just to make sure I give you 100 per cent the right answer. There are a couple of different things in my mind. I will take that on notice.</p>	23	25/10/2023
SQ23-000707	Services Australia	Maria Kovacic	Congestion Messaging Statistics	<p>Senator KOVACIC: One important thought that has come to mind now relates to vulnerable individuals, particularly in relation to domestic violence and coercive control. There is the income management piece noted in here. Fifty per cent of those calls were being terminated as at 31 August 2023. Can you confirm for me whether your IVR is able to segment those individuals and prioritise them in any way?</p> <p>Mr Howard: That is correct. When it comes to vulnerability, when you speak into the IVR, there</p>	27	25/10/2023

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				<p>are some key words that will have you bypass congestion messaging if it is applied and you will get straight through to a queue. You still may have to wait a little while in order for a staff member to pick the call up. There are also specific queues where we attempt to answer the calls a lot quicker. We resource particular queues that we know have a particular vulnerability so that they are answered. It is not on every queue you are waiting 30 minutes on average. Yes, the IVR will identify if the caller makes it clear particular things that they are calling about. They'll bypass the congestion messaging.</p> <p>Senator KOVACIC: Do you have any insight into why 50 per cent of those calls are now abandoned compared to less than 20 per cent before?</p> <p>Mr Howard: We provide a lot of information into the IVR. It comes back to the conversation we were having this morning. We're doing a bit of work at the moment across all of our lines looking at whether we can find a bit more information about why customers are terminating. We know, based on our constant changing of the IVR to try to improve the messaging we are giving the customers, that there are customers who will terminate a call because they've received the information they need. Therefore, they don't need to speak to a staff member. They may have an information requirement and they've heard it on the IVR, or they've been able to self-serve through the IVR. So we know that a portion of customers is terminating because of that. We know that a portion of customers is terminating because they are having to wait too long. We are trying to get</p>		
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				<p>more information so that we have a bit more transparency around why that is and we can look at some transformation activities to see whether we can do anything about it.</p> <p>Senator KOVACIC: Very quickly, I will close off that piece. Given you are able to identify callers by their numbers and effectively kick them out of the congestion calls if they've called before, are you capturing data as to the number of times individuals are calling back over and over to access a particular service?</p> <p>Mr Howard: I would have to take that on notice in relation to the specifics. I asked the team a little while ago about a couple of different elements with the telephone lines. In particular, if customer A rings and is congested out and then rings back, do they get prioritised over customer B, who is ringing for the first time? We are doing a bit around-</p> <p>Senator KOVACIC: Like someone who has maybe rung five times in two days, right?</p> <p>Mr Howard: Yes. My preference would be that if a customer has called us multiple times, they get through before a customer who is ringing us for the first time if congestion messaging is being applied. We are trying to bring a bit of balance. We are looking at whether or not that is possible through the IVR. The reason I mention that to you is that they are the types of transformation activities we are trying to investigate. It may be that the IVR can't do those sorts of things. We are constantly listening to customer feedback and trying to</p>		
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				implement ways to improve the customer experience.		
SQ23-000708	Services Australia	Maria Kovacic	Active Registered Projects	<p>Senator KOVACIC: Thank you. I need to move on. Mr Birrer, in the last round of estimates, we heard that Services Australia maintains an active major programs list. Is this different to the active registered projects?</p> <p>Mr Birrer: We have registered projects and then we have major initiatives that we manage. I will ask Ms Smith to go into some detail about what we've done around enterprise portfolio management.</p> <p>Senator KOVACIC: I'm curious if they are different things.</p> <p>Ms Smith: We do have a list of major programs. They are the ones featured in our annual report. They are the result of budget funding we receive each year.</p> <p>Senator KOVACIC: Are they different to the active registered projects?</p> <p>Ms Smith: They are different to active registered projects. Many of the active registered projects are internally funded measures. They are things that the agency does as a result of our internal envelope or some of the other section 74 funding that we receive with policy partners. But it is different to some of the budget funded measures we have.</p> <p>Senator KOVACIC: What is currently on that active major programs list? Can it be tabled?</p> <p>Ms Smith: It is actually in our annual report. It is pages 49 to 52 of our annual report. I can tell you them, though. They are the myGov enhancements program, the GovERP program, the health delivery modernisation program and the Veteran Centric</p>	28	25/10/2023

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				<p>Reform program. Senator KOVACIC: And the current active registered projects list? Can that be tabled, given it's different? Ms Smith: I'll take that on notice. Senator KOVACIC: Could you do that today? Ms Smith: I wouldn't be in a position to table it today. I can take it on notice.</p>		
SQ23-000709	Services Australia	Maria Kovacic	Health of Projects Document	<p>Senator KOVACIC: Okay. Ms Smith, you said during the last round of estimates that the health of projects were reported on using a traffic light system. What is the nature of that document? Ms Smith: That is based on information. We don't necessarily keep a standing document on that. It is based on our assessment against our agency tolerances for the major programs that I just mentioned. It is based on intelligence and information given to us from our senior responsible officers for those programs. They let us know how they are tracking against their planned phasings, the forecasts for delivery, their scope and specifications. As a result of that, we apply a rating for discussion, be it red, green or amber. Senator KOVACIC: Is there a core central document that rates each of those that is shared when you guys are discussing that? Ms Smith: There is, from memory, a short one-pager. I don't have that with me today. Senator KOVACIC: Could you table that document? Ms Smith: I don't have it here with me today, but I can take it on notice. CHAIR: Senator Kovacic, we're due to go to a break. I want to get an indication from senators before we</p>	28	25/10/2023

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				<p>do that. We were due to finish whole of portfolio earlier. Who do we require to come back after the break? Do we still require whole of portfolio? Are we ready to move to Services Australia outcome 1? Senator ASKEW: I have some on whole of portfolio. Senator KOVACIC: Ms Smith, you referenced a document. Could you tell me the name of that document so that I know what we're looking for? Ms Smith: It's our major programs list. Senator Ayres: I think current registered active programs list is the terminology that the department would prefer not to use because it's an unhelpful acronym.</p> <p>Senator KOVACIC: To save time. That would be wonderful. I will complete my last question before I hand over to Senator Rice. I am seeking a table for the last financial year and to date per month each corporate registered program's program status report and the status, be it green, amber and red, for each one. We seek on notice for that to be tabled. Ms Smith: Yes, certainly. Senator KOVACIC: Thank you.</p>		
SQ23-000710	Services Australia	Janet Rice	Congestion Messaging Statistics	<p>Mr Howard: They are the two messages when congested messages are applied, yes. Senator RICE: Regardless, people can't get through. When people call back a second or further time when congestion messaging is in place, are those calls counted in the congestion messaging calls? Mr Howard: Yes. Senator RICE: So even if they are told, 'We know that you've called prior', those congestion</p>	30	25/10/2023

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				<p>messages-</p> <p>Mr Howard: I will take that on notice. I am very confident that they are included, but I will take it on notice just to make sure that is the case, yes.</p>		
SQ23-000711	Services Australia	Janet Rice	Claims Processing	<p>Senator RICE: That is essentially saying that the customers aren't getting as good an experience on the telephony because you are trying to improve the claims processing. Can you tell me what the improvement in the claims processing has been?</p> <p>Mr Birrer: The point we are trying to make is that we know from the call analysis-we have call analyses we can speak to-that a number of people are ringing about the status of their claim. We know that lots of people are waiting a long time.</p> <p>Senator RICE: Mr Birrer, I'm short on time. I want to go to what has been the improvement in claims processing that has resulted from redeploying staff from the telephony centre.</p> <p>Mr Howard: I would say that when we compare 2021-22 to 2022-23, the first thing that is apparent is that there were still some budget measures in 2021-22 that allowed us to have a bit more money around emergencies and that sort of thing. Our resourcing level last financial year was slightly higher than what it is this financial year. The point that I think Mr Birrer was trying to make is that we are balancing our telephony and our processing. Our processing is still not where it needs to be. I don't think I can sit here and say to you that we have had a processing improvement this financial year versus last financial year. What I can say is that-</p> <p>Senator RICE: So your processing has got worse as</p>	31-32	25/10/2023

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				<p>well?</p> <p>Mr Howard: What I can say is that-</p> <p>Senator RICE: Can you answer that please, Mr Howard? Your processing has become worse?</p> <p>Mr Howard: It depends on the claim type. I can't-</p> <p>Senator RICE: Are there any improvements that you can quote for me?</p> <p>CHAIR: Senator Rice and officials, this is bordering on disorderly. If we could let officials answer the question. I will then return to you, Senator Rice, for the call. Mr Howard.</p> <p>Mr Howard: It would depend on the claim type. There are some claim types that we are absolutely within KPI. There are some claim types where we are not. The point about balancing telephony and focusing more on processing is that if we do that, we get money to customers who need it. We do that via processing claims. If we were tipping more people into telephony now, we would be processing fewer claims and we would have a different problem we would be talking about. It comes back to the point I made before. I have a budget. I have to try to maximise the outcomes I've got to achieve.</p> <p>Senator RICE: Understood, Mr Howard. You've got a budget and it is insufficient, from what I'm hearing. Can you tell me whether there are any claim types that have actually improved other than being within KPI?</p> <p>Mr Howard: I would have to take that on notice.</p> <p>Senator RICE: You don't know of any at the moment?</p> <p>Mr Howard: We deal with a lot of claim types. This</p>		
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				<p>is off the top of my head. I would have to take it on notice.</p> <p>Senator RICE: Perhaps you could table it. I don't know whether it's part of the information that we've asked in terms of processing times for claims.</p> <p>Mr Howard: I'll take that on notice.</p> <p>Senator RICE: I expected that we have. Take that on notice. You are not able to tell me that you have actually had a dramatic improvement in claims processing?</p> <p>Mr Howard: No.</p>		
SQ23-000712	Services Australia	Maria Kovacic	Positive Design Solution Change	<p>Senator KOVACIC: In relation to positive solution design reviews, in July this year, the shadow minister for government services, Paul Fletcher, formally asked Minister Shorten a series of basic questions about PSDRs. One of the responses to those questions was that, and I quote:</p> <p>Services Australia's projects do not proceed unless they have a positive solution design outcome.</p> <p>Mr Birrer, how many and what projects received a negative solution design outcome in the 2022-23 financial year?</p> <p>Mr Birrer: I will have to take that on notice unless my colleague has an answer.</p> <p>Ms Smith: I think we mentioned last time that we don't know that terminology. It's not terminology that we use in any of our enterprise. We don't use that language. We don't use that definition at all in any of our reporting. We are just not able to answer what positive solution design is. It's not something that we do as part of our enterprise portfolio management. It's not terminology we're</p>	33	25/10/2023

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				<p>familiar with. Senator KOVACIC: What definition is used? Ms Smith: It's just not a concept that we apply across our major programs. Senator KOVACIC: The minister has responded by referencing it. Ms Smith: I would have to take on notice the specifics of the minister's response. It's not something the agency is familiar with. Senator KOVACIC: Could we have that on notice? I will read the minister's response quickly: Services Australia's projects do not proceed unless they have a positive solution design outcome. Ms Smith: That's the minister's response. It's not something I can speak to. Senator KOVACIC: Can you perhaps find out for us what it could be referencing? Thank you. Ms Smith: I'll take that on notice.</p>		
SQ23-000713	Services Australia	Maria Kovacic	Debts relating to superannuation not assessing at Age Pension age	<p>Senator KOVACIC: In relation to superannuation not assessing at age pension age, is service recovery continuing in this space and for how many customers at this time? Mr Birrer: Yes. I'll ask Ms Faichney to come forward with an update. I think we can describe in general terms what it is. We might not have the data available today on the actual number. Ms Faichney: No. I do apologise. I don't think I have any data. Senator KOVACIC: You don't collect any data? Ms Faichney: No. We do. I just don't have it with me. Senator KOVACIC: If you could provide that on notice.</p>	33	25/10/2023

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				<p>Mr Birrer: We can describe the activity, but we don't have the actual data.</p> <p>Senator KOVACIC: We will seek the data on notice. Thank you.</p> <p>Ms Faichney: I don't think I can provide any greater detail around the assessment of superannuation with the age pension at this point.</p> <p>Senator KOVACIC: We'll get that data on notice.</p> <p>Ms Faichney: Yes.</p> <p>Senator KOVACIC: Can you confirm whether any debts have been raised against any of the impacted customers?</p> <p>Mr Birrer: I will take that on notice as part of the response.</p> <p>Senator KOVACIC: Just for complete clarity, we are seeking on notice data on how many customers are impacted currently in the service recovery piece for superannuation not assessing at age pension age as well as whether any debts have been raised against those customers and the scope of that debt.</p> <p>Ms Faichney: Thank you.</p>		
SQ23-000714	Services Australia	Maria Kovacic	Electoral Division of Parramatta Data	<p>Senator KOVACIC: I will go to electorate level data. In respect of clients accessing services and receiving payments, in the electoral division of Parramatta for the 2022-23 financial year, what is the median number of days to process a claim for a single income family supplement?</p> <p>Mr Birrer: We'll take that on notice. An electorate is not a meaningful geographic entity for our purposes. We do use LGAs.</p> <p>Senator KOVACIC: Parramatta LGA?</p> <p>Mr Birrer: We'll take that on notice.</p> <p>Senator KOVACIC: Perhaps we could have data for</p>	33-34	25/10/2023

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				<p>the Parramatta LGA. Would you segment data, say, by Western Sydney, for example? Wouldn't that help you in determining where you need to have your footprint in terms of service centres? I assume you would be tracking where the customers are coming from.</p> <p>Mr Birrer: We do. We look at that. Of course, LGAs is quite relevant to when we are doing Australian government disaster payments. That is quite a typical geographic area we use. But we will look at what we can do and we'll take that on notice.</p> <p>Senator KOVACIC: Could you provide us on notice the single income family supplement data for the LGAs within Western Sydney? That would be great.</p> <p>Mr Birrer: Yes. We'll take that on notice.</p>		
SQ23-000715	Services Australia	Maria Kovacic	Preparation of SQ23-000570 Response	<p>Senator KOVACIC: Thank you. I will now turn to processing delays. In the previous round of estimates, I think Mr Jongen referenced Senator Askew at SQ23-000570. The question was: for each welfare payment category, list in a table format the number of payments that took longer than six to 17 weeks, 18 to 25 weeks and greater than 26 weeks respectively to process this financial year to date. Who prepared this response-the minister's office or the agency?</p> <p>Mr Birrer: I would have to take on notice that exact question and see what it is. I don't have it in front of me.</p> <p>Senator KOVACIC: Okay.</p> <p>Mr Birrer: We do prepare data in response to questions. I would need to see the specific question.</p> <p>Mr Howard: Obviously the questions on notice are</p>	34	25/10/2023

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				the minister's questions. Even where the agency does provide a response, it's the minister's prerogative to change that response.		
SQ23-000716	Services Australia	Maria Kovacic	Apps	1. What are the functional differences between the MyGov App and the Express Plus Centrelink app? 2. In the 2022-23 FY, what did it cost the agency to maintain the MyGov App and the Express Plus Centrelink App respectively?	Written	6/11/2023
SQ23-000717	Services Australia	Maria Kovacic	Claims Processing Data for 2021-22 and 2022-23 Financial Years	Senator KOVACIC: Okay. Can you also table for me the median number of days to process a claim in the 2022-23 financial year and 2021-22 financial year respectively? What is the number of claims currently on hand? What is this number per payment? What is the number of claims awaiting assessment currently on hand? What is this number per payment? What is the median number of days to pay a claim in the 2022-23 financial year and 2021-22 financial year respectively? For each claim, list in table format the number of payments that took longer than six, six to 17, 18 to 25 weeks and greater than 26 weeks respectively to process in the 2022-23 financial year and the 2021-22 financial year respectively. Can you also list per claim type what the timeliness standard is for each and the percentage and number of claims that met the standard claim time in the 2022-23 year and 2021-22 financial year respectively? For claims processed outside the timeliness standard, how many of those took less than an additional month to process? How many took one to three months to finalise? How many took between three to six additional months to finalise? How many took more than six additional months to finalise in the	34	25/10/2023

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				<p>2022-23 financial year and the 2021-22 financial year respectively?</p> <p>Mr Birrer: I will take that on notice.</p> <p>Senator KOVACIC: Thank you.</p> <p>Mr Birrer: I would say upfront that there's a lot of data there.</p> <p>Senator KOVACIC: There is, yes.</p> <p>Mr Birrer: And a lot of analysis. Not all of those items you read out are ones that I recall we use for any sort of management purpose. We will look to see what is achievable within that question.</p> <p>Senator KOVACIC: It would be important to understand how long your claims are taking to process outside the acceptable standard, surely. Some of them are taking a year or six months. You would want to know that.</p> <p>Mr Birrer: That's true. We do track that daily on a management basis. Some of what you read out is not; it wouldn't be used in our management decision-making. We will look through that question that I just took on notice and see what we can respond to. There is a lot there.</p> <p>Mr Howard: Another point is that it is just a timing issue. There's a lot of data there. That may very well be the case when the team sinks their teeth into it. It's not a large data team. It is a very specialised skill set. It might take more time in stacking all of those questions on notice than what we have timeframes to provide back to the committee.</p> <p>Senator KOVACIC: I have one more question, if that's alright, before lunch. Could I have that</p>		
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				information on notice as reasonably close to those data sets as possible? We would prefer some data as opposed to no data in relation to that. Mr Birrer: Understood. We will look at it. I wanted to be transparent with my initial thoughts.		
SQ23-000718	Services Australia	Maria Kovacic	Error messages on digital services	With reference to page 46 of the Annual Report, how many 'error messages' did customers encounter in the 2022-23 FY while managing their business through a service-service channel, and which channels produced the most 'error messages'?	Written	6/11/2023
SQ23-000719	Services Australia	Maria Kovacic	Smart centres – APS and non-APS headcount	1. In the 2022-23 FY, what was the APS headcount at each smart centre? 2. In 2022-23 FY, what was the non-APS headcount at each smart centre?	Written	6/11/2023
SQ23-000720	Services Australia	Maria Kovacic	Voice biometrics	1. How many calls were made per line using voice biometrics in the 2022-23 FY? 2. Is the expansion of voice biometrics being planned for Health customers? If not, what are the barriers to doing so? 3. How many customers enrolled to use voice biometrics in the 2021-22 and 2022-23 FYs respectively? 4. Of the targeted voice biometrics enrolment offers delivered in FY 2022-23, how many customers subsequently elected to use this service?	Written	6/11/2023
SQ23-000721	Services Australia	Maria Kovacic	Digital coaching appointments	How many customers elected to have a digital coaching appointment in FY 2022-23?	Written	6/11/2023
SQ23-000722	Services Australia	Maria Kovacic	Video chat appointments	What is the average duration of a video chat appointment?	Written	6/11/2023

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SQ23-000723	Services Australia	Maria Kovacic	Systems issue	In FY 2022-23, how many systems issues were identified, what were they and have been the subject of recovery actions?	Written	6/11/2023
SQ23-000724	Services Australia	Maria Kovacic	Single Touch Payroll	How many transactions were completed using STP pre-fill data in FY 2022-23?	Written	6/11/2023
SQ23-000725	Services Australia	Maria Kovacic	Health Delivery Modernisation Program (HDMP)	1. In FY 2022-23, how much of the allocated program funding was expended on the HDMP? 2. In FY 2022-23, what did the agency estimate it would expend on delivering the HDMP?	Written	6/11/2023
SQ23-000726	Services Australia	Maria Kovacic	Gateway reviews	Please list all projects or programs that were subject to gateway reviews in FY 2022-23?	Written	6/11/2023
SQ23-000727	Services Australia	Maria Kovacic	HDMP – status	Per gateway review or status report in FY 2022-23, on what dates did the HDMP move between statuses, what were status movements to and from, and what were the reasons for each movement?	Written	6/11/2023
SQ23-000728	Services Australia	Maria Kovacic	Service Centre footprint	What reviews, and on what dates, did the agency undertake in 2022-23 to monitor and assess the adequacy of its face-to-face service delivery?	Written	6/11/2023
SQ23-000729	Services Australia	Maria Kovacic	Active registered projects	1. Please list all the active registered projects currently on hand, and on hand throughout the 2022-23 FY? 2. What are the planned phasings for each active registered projects? 3. What funding was allocated to each active registered project in the 2022-23 FY? 4. What funding was actually expended to each active registered project in the 2022-23 FY? 5. What if any active registered projects were completed in the 2022-23 FY? 6. What was the health of each active registered project at the end of the 2022-23 FY?	Written	6/11/2023
SQ23-000730	Services Australia	Maria Kovacic	Active registered projects – health	1. What is the currently health of each active registered project?	Written	6/11/2023

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				2. Is the health of a project measured at a specific point in time or as the need arises?		
SQ23-000731	Services Australia	Maria Kovacic	Active registered projects – forecast	1. For each active registered project, what is the current forecast for delivery? 2. For each active registered project, what were the last three variations to their forecasts for delivery and when were these variations made?	Written	6/11/2023
SQ23-000732	Services Australia	Maria Kovacic	Service Centre footprint - centres	Excluding the SPMs, do service centres have any KPIs in terms of service delivery, and if so, what are they?	Written	6/11/2023
SQ23-000733	Services Australia	Maria Kovacic	Active registered projects – scope	1. For each active registered project, what is the scope of each? 2. For each active registered project, when was the last revision of scope and what was this revision to and from?	Written	6/11/2023
SQ23-000734	Services Australia	Maria Kovacic	Project upgrades, uplift	Aside from 'active registered project' and 'Active Major Program List', detail the terminology the agency uses to describe internal projects the agency is working on?	Written	6/11/2023
SQ23-000735	Services Australia	Maria Kovacic	Outsourcing	In FY 2022-23, were any functions that were in-house outsourced and if so, what were they and on what date were the functions carried out?	Written	6/11/2023
SQ23-000736	Services Australia	Maria Kovacic	Property – lease actions	In FY 2022-23, what lease actions were carried out and to which premises did they relate to?	Written	6/11/2023
SQ23-000737	Services Australia	Maria Kovacic	Health Delivery Modernisation Program – flag	With reference to page 49 of the HDMP, is the 'flag' the same as a vulnerability indicator?	Written	6/11/2023
SQ23-000738	Services Australia	Maria Kovacic	Vulnerability indicators and flags	In the 2022-23, how many VI's, flags or other equivalent indicators were applied to customer records?	Written	6/11/2023

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SQ23-000739	Services Australia	Maria Kovacic	Veteran Centric Reform Program – 2022-23 improvements	In FY 2022-23, what improvements were delivered under the VCRP?	Written	6/11/2023
SQ23-000740	Services Australia	Maria Kovacic	Property – work points	As at 30 June 2023, how many work points did the agency preside over?	Written	6/11/2023
SQ23-000741	Services Australia	Maria Kovacic	DVA Modernisation Program	How is the health of deliverables or other such KPIs tracked and measured as part of the agency's role in supporting the DVAMP?	Written	6/11/2023
SQ23-000742	Services Australia	Maria Kovacic	Enhanced myGov	1. What services does the agency expect to add to myGov in 2022-23? 2. To date, how many inactive myGov accounts are there? 3. In FY 2022-23, how many customers accessed myGov using on-device biometrics?	Written	6/11/2023
SQ23-000743	Services Australia	Maria Kovacic	Property – relinquishment of property	In FY 2022-23, what properties were relinquish, why and what were the locational details.	Written	6/11/2023
SQ23-000744	Services Australia	Maria Kovacic	Enhanced myGov – digital wallet	1. In FY 2022-23, how many people used their digital wallet? 2. In FY 2022-23, per type, how many cards have been authenticated in the Digital Wallet respectively?	Written	6/11/2023
SQ23-000745	Services Australia	Maria Kovacic	Property – precincts openings	In FY 2022-23 what Precincts were opened, and on what dates?	Written	6/11/2023
SQ23-000746	Services Australia	Maria Kovacic	Property – relocations	How many Service Centres, and which ones were they, relocated in FY 2022-23?	Written	6/11/2023
SQ23-000747	Services Australia	Maria Kovacic	Enhanced myGov – linked services	1. In FY 2022-23, how many customers linked their services? 2. In FY 2022-23, what were the most linked services in use?	Written	6/11/2023
SQ23-000748	Services Australia	Maria Kovacic	Property – closures	How many Services Centres, and which ones were they, closed during FY 2022-23?	Written	6/11/2023

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SQ23-000749	Services Australia	Maria Kovacic	Enhanced myGov – MyGov Inbox	1. In FY 2022-23, how many messages were delivered to the MyGov Inbox? 2. In FY 2022-23, how many customers actually viewed the message and how many messages were left unread respectively?	Written	6/11/2023
SQ23-000750	Services Australia	Maria Kovacic	Grandparent, foster and kinship carer adviser program	1. In FY 2022-23, what community forums did advisers attend and on what dates? 2. In FY 2022-23, what carer organisations did advisers work with? 3. How many advisers are employed by the agency to date, and in the 2022-23 FY?	Written	6/11/2023
SQ23-000751	Services Australia	Maria Kovacic	Community Partnership Pilot	1. In FY 2022-23, what were the names of each NGO that were part of the CPP? 2. What NGOs approached, and were rejected by, Services Australia for participation in the CPP in FY 2022-23, and was the justification for each rejection? 3. In FY 2022-23 how many customers contacts, listed per NGO, were there?	Written	6/11/2023
SQ23-000752	Services Australia	Maria Kovacic	Medicare services and benefits – processing	What accounts for the increase in FY 2022-23 of processing a Medicare service/benefit?	Written	6/11/2023
SQ23-000753	Services Australia	Maria Kovacic	Channel Strategy	Does the agency still produce a Channel Strategy and if so, what is the nature of this document(s)?	Written	6/11/2023
SQ23-000754	Services Australia	Maria Kovacic	Medicare provider numbers	How many Medicare provider numbers are in use to date?	Written	6/11/2023
SQ23-000755	Services Australia	Maria Kovacic	Aged care – claim processing	For all aged care claims, what was the average number of days taken to process a claim, per claim category/service, in FY 2021-22 and 2022-23?	Written	6/11/2023
SQ23-000756	Services Australia	Maria Kovacic	BAU ICT spend	In FY 2022-23 per relevant project, program and/or system, what was the business as usual ICT spend?	Written	6/11/2023
SQ23-000757	Services Australia	Maria Kovacic	PRODA - logins	In FY 2022-23, what as the national average number of PRODA logins each day?	Written	6/11/2023

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SQ23-000758	Services Australia	Maria Kovacic	Aged care sector – new system	With reference to page 70 of the 2022-23 Annual Report, what is the name of the new aged care system?	Written	6/11/2023
SQ23-000759	Services Australia	Maria Kovacic	CPSU meetings	On how many occasions did staff meet during work hours CPSU representatives?	Written	6/11/2023
SQ23-000760	Services Australia	Maria Kovacic	Health Services for DVA	In FYs 2022-23 and 2021-22 respectively, per claim category, what was the average number of days to assess claims and process payments?	Written	6/11/2023
SQ23-000761	Services Australia	Maria Kovacic	Child Support Program – adjustments	On average, how often are child support assessments varied or otherwise undertaken by the agency?	Written	6/11/2023
SQ23-000762	Services Australia	Maria Kovacic	Property – approaches to market	In FY 2022-23, how many approaches to market has the Agency undertaken in relation to service centres, and per approach, list the affected property, desired outcome, and nature of approach, and date of approach(es).	Written	6/11/2023
SQ23-000763	Services Australia	Maria Kovacic	Property – service centre media	In FY 2022-23, 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?	Written	6/11/2023
SQ23-000764	Services Australia	Maria Kovacic	Key life events	What life event-based services is the Agency working on and which jurisdiction has the lead?	Written	6/11/2023
SQ23-000765	Services Australia	Maria Kovacic	Multicultural Service Officers	1. Which communities are currently being supported by MSOs? 2. What community and third part organisations did MSOs engage with in FY 2022-23?	Written	6/11/2023
SQ23-000766	Services Australia	Maria Kovacic	Property – media enquiries	What individual service centres have been the subject of media enquiries in FY 2022-23?	Written	6/11/2023
SQ23-000767	Services Australia	Maria Kovacic	National Advisory Forums	As at the end of FY 2022-23, what was the membership of each respective NAF Group?	Written	6/11/2023

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SQ23-000768	Services Australia	Maria Kovacic	Media – Mr Hank Jongen	How many media interviews has Mr Jongen undertaken in FY 2022-23, on what dates and from what outlet?	Written	6/11/2023
SQ23-000769	Services Australia	Maria Kovacic	National Multicultural Advisory Group – MyGov User Audit	What specific feedback and input did the NMAG provide to the agency concerning the MyGov User Audit?	Written	6/11/2023
SQ23-000770	Services Australia	Maria Kovacic	Document Not Provided Relating to SQ23-000379	<p>Senator KOVACIC: Thank you. Mr Birrer, also in the last round of estimates at SQ23-000379, Senator Reynolds asked Ms Skinner to provide this committee with a document that detailed, for each question on notice, the date they were lodged with the minister's office and the date there was a response to the question on notice from the minister's office. This document wasn't provided. Could you let us know why?</p> <p>Mr Birrer: I don't know, Senator, but I'll take that on notice.</p> <p>Senator KOVACIC: Could you find that out for us today?</p> <p>Mr Birrer: I'll see what I can do. I'll take it on notice.</p> <p>Senator KOVACIC: Thank you.</p>	35	25/10/2023
SQ23-000771	Services Australia	Maria Kovacic	Multicultural advisory forums – meeting details	On what dates, and at which locations, were multicultural advisory forums held in FY 2022-23?	Written	6/11/2023
SQ23-000772	Services Australia	Maria Kovacic	CEO message	Can every all-staff CEO Message issued in FY 2022-23 please be provided?	Written	6/11/2023
SQ23-000773	Services Australia	Janet Rice	Super Saturdays Financial Year 2022-23	<p>Senator RICE: The Saturday Paper reported on super Saturdays. Can you explain what they are?</p> <p>Mr Birrer: Yes. We undertake targeted overtime activities. A super Saturday is where we promote overtime amongst the staff with a particular focus on certain claims types. In recent weeks, we have been focusing what we like to term super Saturday overtime efforts. It includes JobSeeker claims</p>	35	25/10/2023

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				<p>where we know there have been delays in processing and Medicare public claims; they are good examples. We have a targeted, focused effort on particular claim types.</p> <p>Senator RICE: So you're having them, what, every Saturday at the moment?</p> <p>Mr Birrer: Not every Saturday, no.</p> <p>Senator RICE: It varies?</p> <p>Mr Birrer: It varies. We have campaigns of overtime that we plan and organise around what pressures we're seeing and taking into account the staff involved.</p> <p>Senator RICE: When you say it varies, if it's not every week, is it every fortnight, once a month?</p> <p>Mr Howard: At the moment, there is no pattern because we are being sporadic in how we offer it.</p> <p>Senator RICE: When did you first start having them?</p> <p>Mr Howard: I think we've done three or four so far this financial year.</p> <p>Mr Birrer: We can take it on notice.</p> <p>Mr Howard: I can take on notice the exact number. Part of the reason why we are being a bit sporadic with it and part of the reason we are changing up the types of claims that are happening each time is to go to your point, Senator: we're trying to make sure that we're not burning staff out by asking them to do more overtime. That's the strategy around it.</p> <p>Senator RICE: And you expect to continue with them for the foreseeable future?</p> <p>Mr Howard: Yes.</p>		
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SQ23-000774	Services Australia	Maria Kovacic	Mobile Service Centres – towns visited	Which 479 towns were visited by MSCs in FY 2022-23?	Written	6/11/2023
SQ23-000775	Services Australia	Janet Rice	Debt Recovery Redeployment	<p>Senator RICE: I recently saw someone tweeting that a number of debt collection staff have been retrained and redeployed into claims processing into call centres. I tabled that tweet this morning. Can the agency confirm this?</p> <p>Mr Birrer: Yes. We do move staff. We have moved some staff from the payments and integrity group to work in the customer service delivery group.</p> <p>Senator RICE: Why is that?</p> <p>Mr Birrer: That helps us to balance staffing within the agency. It has been done in the past, including using payments and integrity group staff to assist in disasters. They are a common-</p> <p>Senator RICE: Is it that they are being multi-trained and then will move backwards and forwards? Are they actually being deployed so you're going to have fewer staff on debt recovery and more on claims processing?</p> <p>Mr Birrer: We did transfer people from predominantly compliance and debt raising issues into customer service delivery in order to assist customer service delivery to have more staff available to undertake the work that we've been talking about.</p> <p>Mr Howard: I will come back to what I mentioned this morning around first contact resolution. It does mean that if a customer rings a business line, which quite often they will, and they have a debt related question, we have people who are trained to answer that without having to transfer the customer to a different line because they don't</p>	37	25/10/2023

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				<p>have the right skill tag. Senator RICE: What proportion of the debt recovery staff are being redeployed? Mr Birrer: We'll take that on notice. Mr Howard: It is about 300 people, I think, but we can take the exact number on notice.</p>		
SQ23-000776	Services Australia	Maria Kovacic	Social work services – employment	How does the agency determine at which locations social workers are to be employed at?	Written	6/11/2023
SQ23-000777	Services Australia	Maria Kovacic	Social work services – channel	Can the 99,553 referrals for FDV victims be broken down into relevant channels?	Written	6/11/2023
SQ23-000778	Services Australia	Janet Rice	Staff Related Issues	<p>Senator RICE: Thank you. I will continue with my questions about the culture and morale of staff. Can you take on notice what the agency is doing to relieve the pressure on staff, given the huge demand at the moment? Has the agency taken any active steps to ensure that staff don't experience burnout or poor mental health? How many complaints have been received in the last financial year from Services Australia staff? How many have been resolved? What percentage of these complaints were related to workload or payment? Mr Birrer: Yes. We'll take it on notice.</p>	35	25/10/2023
SQ23-000779	Services Australia	Janet Rice	Data Relating to IIEs	<p>Senator RICE: What percentage and number of Services Australia staff are casual workers on non-ongoing contracts, which I understand are IIEs, or irregular, intermittent employees? Mr Egan: As at 31 August, we had 1,769 irregular, intermittent workers. Senator RICE: That is out of the number? Mr Egan: That was a head count figure, so it's at that time a total of 31,366 public servants. Mr Birrer: You asked about redundancies. For non-SES redundancies, last financial year, we had a total</p>	38	25/10/2023

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				<p>of 20. This financial year to 31 August, we've had eight. So it's not a very common outcome.</p> <p>Senator RICE: Can you take on notice what percentage of these IIE employees have worked for Services Australia for over a year, five years and 10 years? How many hours do they work each week? Can I have some statistics about how intermittent and irregular the work is or how regular it is? What proportion of IIEs is actually working regular hours each week?</p> <p>Mr Egan: I'm happy to take that on notice. We have transitioned a very large number of both IIE workers as well as non-ongoing workers into ongoing employment. From memory, it is over 3½ thousand in the last couple of years. We find that employees who join us as IIEs often apply for permanent jobs in the agency. Generally their experience stands them in good stead.</p> <p>Senator RICE: Is there the option of part-time work?</p> <p>Mr Egan: For employees generally?</p> <p>Senator RICE: Yes?</p> <p>Mr Egan: Yes. We have, I think, 27½ per cent of our workforce working part time hours.</p> <p>Senator RICE: Do you have a target for the percentage of employees on IIEs?</p> <p>Mr Egan: No.</p>		
SQ23-000780	Services Australia	Maria Kovacic	Recommendations of Digital ID Exposure Draft	<p>Senator KOVACIC: Mr Birrer, the government has released at long last an exposure draft for digital ID legislation. In the draft legislation, it is stipulated that Services Australia will have some functions in relation to the Australian government digital identity system. Have all the recommendations</p>	38	25/10/2023

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				<p>identified in the February 2023 OAIC report entitled Handling personal information: Services Australia's role as the identity exchange been actioned? What were the refinements, if any, as a result?</p> <p>Mr Birrer: I'll ask the relevant officials to come to the table. They are from the payments integrity group.</p> <p>Mr Higgins: Are you asking in respect of the functions that the agency fulfils? Is that correct?</p> <p>Senator KOVACIC: It is to understand whether all the recommendations identified in that Handling personal information document have been actioned and if there are any refinements to the recommendations of that document.</p> <p>Mr Higgins: We'll have to take that on notice.</p> <p>Senator KOVACIC: Thank you. Just for clarity, you'll take on notice whether all recommendations were identified and implemented and, if there were any changes, what those refinements were?</p> <p>Mr Higgins: Correct.</p>		
SQ23-000781	Services Australia	Maria Kovacic	Corporate Plan	<p>Senator KOVACIC: Thank you. Mr Birrer, in the agency's corporate plan for 2022-23, starting on page 9 and 10, the agency has helpfully tracked key deliverables. I note that the preparation of this report was largely completed under the coalition government and that prior reports prepared under the coalition also contain similar reporting structures. I could use this data, for example, to look at the health of particular projects, such as myGov or the Health Delivery Modernisation Program, which we've just spoken about, because progression was tracked from the planning to the</p>	40-41	25/10/2023

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				<p>implementation to the finalised stage. I note that the 2021-22 report said of these key deliverables, and I quote: Our progress in achieving the desired outcomes will be reported in our annual report for 2022-23. I noted my surprise when I turned to the current annual report, the first released solely under this government, and found that there is actually no such report. I thought perhaps there was a mistake. I double-checked that, given this government's desire to be transparent and have the Australian public able to clearly monitor the performance of one of its most important agencies. Would you be able to tell me why, when I've looked in that section on key deliverables, it actually isn't there? Is this a printing error? Are we now unable to track the agency's progress on rolling out key projects under this government?</p> <p>Mr Birrer: I will ask Ms Smith to speak to that. I note that corporate plans are a longstanding document that agencies produce, as are annual reports. It does contain information about our key programs. We do make adjustments to what is in each document each time. I will ask Ms Smith to speak in more detail about the specifics of the portfolio management.</p> <p>Senator KOVACIC: I am noting that this is reporting on key deliverables, noting the key programs that have changed. These are key deliverables of the department.</p> <p>Ms Smith: Where we have what we delivered is in the annual report, not the corporate plan. The corporate plan is generally forecasting for the year</p>		
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				<p>ahead. The annual report is what we delivered for the previous financial year. In the annual report, I draw your attention to pages 49 through to 52, where we have the dot points from this year's annual report regarding what we have achieved on health delivery modernisation, Veteran Centric Reform, the veterans modernisation program, and enhanced myGov. So we do have some dot points there on the specific improvements delivered, for example.</p> <p>Senator KOVACIC: But you can't currently track planning to implementation to the finalised stage in the current corporate report?</p> <p>Ms Smith: With the corporate plan, we don't forecast out at that specific level what we expect in the major programs. We flag what we are intending to deliver over the year in terms of identifying major programs. In the annual report, we round that back by saying what we did achieve against those major programs.</p> <p>Senator KOVACIC: This is my last question. Why has that changed? We did report on that previously. We did in 2022-23.</p> <p>Ms Smith: I will have to take that on notice because I'm not aware that we have had a change in our reporting approach.</p> <p>Senator KOVACIC: If you could, please. I would like to understand why it has changed and who made the decision to change it.</p> <p>Ms Smith: Sure.</p> <p>Senator KOVACIC: Thank you.</p>		
SQ23-000782	Services Australia	Maria Kovacic	Community Engagement Officers – NGO outreach	What were the names of each of the 3,500 plus community and third party organisations that the	Written	6/11/2023

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				90 Community Engagement Officers had relationships with in FY 2022-23?		
SQ23-000783	Services Australia	Maria Kovacic	Vulnerability – definition	In general terms, what does the agency define as 'vulnerability'?	Written	6/11/2023
SQ23-000784	Services Australia	Maria Kovacic	Community Engagement Officers – face to face vs. virtual	With reference to page 90 of the 2022-23 Annual Report, what percentage of customers opted to engage with CEO's virtually versus face-to-face in FY 2022-23?	Written	6/11/2023
SQ23-000785	Services Australia	Louise Pratt	Centrepay ASIC Investigation	<p>Senator PRATT: How many businesses using Centrepay deductions are breaching new consumer protection laws?</p> <p>Mr Birrer: I will ask the relevant official, Ms Faichney, to come forward and speak about Centrepay arrangements.</p> <p>Senator PRATT: If you don't have the actual data of the number of investigations with you, I don't want too much context because I'm reasonably familiar with it. How many investigations have you got underway?</p> <p>Ms Faichney: I don't have data on how many we have underway. I have data on how many were undertaken in the 2022-23 year.</p> <p>Senator PRATT: Yes. How many were there?</p> <p>Ms Faichney: We undertook 386 reviews in the 2022-23 year.</p> <p>Senator PRATT: How many resulted in removal?</p> <p>Ms Faichney: And 12 resulted in a business-</p> <p>Senator PRATT: And how many have you removed from ASIC action?</p> <p>Ms Faichney: I would have to take on notice which ones were specific around ASIC.</p> <p>Senator PRATT: I asked ASIC in a hearing last week to identify on your Centrepay businesses register,</p>	41-42	25/10/2023

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				<p>which is a public register-I presume it's up to date-organisations that they had issued penalties against or were currently investigating. They found a whole bunch of them. Are you concerned about that?</p> <p>Ms Faichney: I'm not surprised. We work very closely with ASIC and the other regulators with regard to non-compliance with the Centrepay program.</p> <p>Senator PRATT: If you work closely, why are organisations such as the Rent the Roo, Rent4Keeps, Local Appliance Rentals and Mr Rental on the list?</p> <p>Ms Faichney: I won't go into the specifics of businesses. I can take them on notice whether we can go into the specifics of each. What I can say is where we are identified or told that there are concerns with a business, we do our compliance against the Centrepay rules for that business. The nature of the non-compliance will determine what action we need to take. We're really conscious that there are customers who have deductions associated with this business. Depending on-</p>		
SQ23-000786	Services Australia	Maria Kovacic	Citizenship testing – locations	<ol style="list-style-type: none"> 1. What are the 41 service centres that undertake citizenship test services? 2. How were the 41 service centres chosen to provide citizenship test services? 3. At what locations does the agency anticipate or plan to extend its citizenship testing service into? 4. In FY 2022-23, what was the average duration of a citizenship test? 5. How many Services Australia staff are implicated in the delivery of citizenship test services? 	Written	6/11/2023

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SQ23-000787	Services Australia	Maria Kovacic	Support for refugees and humanitarian entrants - HSP	Who are the Humanitarian Settlement Program providers the agency worked with in FY 2022-23?	Written	6/11/2023
SQ23-000788	Services Australia	Janet Rice	South Melbourne Outreach Services	<p>Senator RICE: I will start with going back to the South Melbourne Centrelink, noting your answers to Senator Urquhart's questions. Given the issue that you noted in response to Senator Urquhart-that there can be a stigma attached to having a Centrelink office-did you have a back-up plan in place for South Melbourne? Do you have back-up plans in place for other Centrelink locations when you know that a lease is coming up for renewal?</p> <p>Mr Birrer: I'll ask Mr Thorpe to talk through the process.</p> <p>Mr Thorpe: In terms of our preparations to maintain our network of 318 service centres, we undertake an assessment of the current leases we have in place. They are not all ending on the same date. They expire at different points of time. We go out to market quite early to understand the particular demographics of that area. Some locations have more properties available than others. Some areas have no commercial leasing whatsoever. Part of that assessment we do quite early in order to understand essentially the challenges we'll have in front of us in looking at this issue. In terms of South Melbourne in particular, we went out very early. We've had a number of extensions in the current location. However, we were advised on 6 March that there will be no further extensions. We have continued those market sweeps to try to find any possible properties that might suit the agency's</p>	43	25/10/2023

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				<p>requirements. We haven't been able to achieve that.</p> <p>Senator RICE: Are you going to continue trying? You are not going to give up on the South Melbourne area?</p> <p>Mr Thorpe: Senator, the agency maintains a commitment to continue looking for available properties in South Melbourne or the local suburbs that are surrounding it.</p> <p>Senator RICE: We know that the closest Centrelink office is Windsor, which on a public transport trip can be at least a half an hour, if not 45-minute, trip for people. Other people aren't able to get there. What are you doing for those people who need to have in-person services who can't get to other areas?</p> <p>Mr Thorpe: We mentioned earlier as part of the servicing that the agency provides an outreach service. We have 14 organisations that the agency goes to on a regular basis just in the South Melbourne area alone. We've also increased some of the servicing we've provided to Park Towers in particular to understand what services they will need as the transition to the closing has occurred.</p> <p>Senator RICE: How frequent are your visits to, say, Park Towers?</p> <p>Mr Thorpe: I might need to take that question on notice unless one of my colleagues has some information. I think it is on a weekly or fortnightly basis. The take-up has been quite low, but we continue to offer that service to make sure that people understand the services available and understand how we can help them.</p>		
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				Senator RICE: Perhaps you could take on notice the outreach services and what the take-up has been and what you are going to do to increase that take-up once South Melbourne has closed.		
SQ23-000789	Services Australia	Maria Kovacic	Support for refugees and humanitarian entrants – Ukraine support	How many Ukrainian nationals did the agency support in FY 2022-23?	Written	6/11/2023
SQ23-000790	Services Australia	Janet Rice	High-Risk Circumstances/Vulnerability Indicators in the Annual Report	<p>Senator RICE: Thank you. In my remaining time, I want to go to callers in high-risk circumstances or with vulnerability indicators. In your annual report you discuss callers in high-risk circumstances. What does the agency consider to be a high-risk circumstance?</p> <p>Mr Howard: Sorry; could you say that again?</p> <p>Senator RICE: In your annual report you discuss callers in high-risk circumstances. I previously discussed vulnerability indicators and had a question on notice, which I want to go to as well. What do you consider to be people in high-risk circumstances?</p> <p>Mr Howard: I don't have the exact definition on me. I might take that on notice.</p> <p>Senator RICE: Are you willing to give us a list? I've asked a similar question previously and you weren't willing to tell me what the list was because of people trying to game the system.</p> <p>Mr Howard: I'm not willing to give the list of items that can be mentioned in the IVR to bypass congestion messaging. I think last time that is what we were not willing to give. We can absolutely take on notice how we define high-risk circumstance and, therefore, from the annual report perspective, what that means.</p>	45	25/10/2023

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SQ23-000791	Services Australia	Maria Kovacic	Financial Information Service – outreach	With reference to page 93 of the 2022-23 Annual Report, what are the 1,240 events where FIS outreach services were provided, including date, time and location of each event?	Written	6/11/2023
SQ23-000792	Services Australia	Maria Kovacic	Centrelink Confirmation eServices	In FY 2022-23, how many businesses used CCeS?	Written	6/11/2023
SQ23-000793	Services Australia	Janet Rice	High-Risk Circumstances and IVR/High-Risk Circumstances Statistics	<p>Senator RICE: How do you determine whether somebody is in a high-risk circumstance or whether they are vulnerable? Do they have to say it to the IVR? Is there another indication on their file?</p> <p>Mr Howard: Yes. It would be both. If they mention certain words in the IVR, they will bypass congestion messages. We set what those parameters are. In relation to whether or not a customer is assessed by us as being vulnerable, that can be on their file based on interaction with a service officer or a social worker.</p> <p>Senator RICE: If they went through the IVR, even if they didn't say the magic words, if there were a matching between what was on their file, they would automatically bypass the system?</p> <p>Mr Howard: No. The system doesn't quite work like that. The IVR won't directly correlate or directly deal with a customer's file.</p> <p>Senator RICE: They would have to actually say the magic words?</p> <p>Mr Howard: From a telephony perspective and wanting to get through, if congestion parameters are activated, they have to say specific words.</p> <p>Senator RICE: Do you have statistics for wait times for those people who are in high-risk circumstances?</p> <p>Mr Howard: I don't think we would specifically. I</p>	45-46	25/10/2023

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				will take that on notice and double-check. I don't think we will have specific data in relation to that, but I will take it on notice.		
SQ23-000794	Services Australia	Maria Kovacic	Cashless Debit Card	As at 6 March 2023, how many participants were using a CDC at each respective location?	Written	6/11/2023
SQ23-000795	Services Australia	Maria Kovacic	Enhanced Income Management	1. How many Cashless Debit Card Card participants elected not to proceed with any form of income/enhanced management following the 6 March 2023 deadline? 2. Per channel, how many engagements has the agency had with customers about the CDC, IM or eIM respectively, in FY 2022-23?	Written	6/11/2023
SQ23-000796	Services Australia	Maria Kovacic	Shared services – offers	What specifically are the shared corporate and ICT services the agency has offered in FY 2022-23, and to date?	Written	6/11/2023
SQ23-000797	Services Australia	Janet Rice	Vulnerability Indicators – Free Text	Senator RICE: Okay. In terms of what is on the customer's record, is it just free-form text? Is there a code in terms of what that indication of vulnerability is on a customer's record? Mr Howard: Free-form text-that is my understanding. It depends on where we're assessing the vulnerability. Child support, Centrelink and health are separate systems in the agency. It differs slightly depending on how the customer is contacting us. Senator RICE: What is the impact of having that indicator or that free-form text? Mr Howard: It depends on the context of the customer. It might mean that they get wraparound support in a particular way. It might mean we refer them to different services, such as a social worker, or connect them up with another community- Senator RICE: Does it ensure that a staff member	46-47	25/10/2023

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				<p>dealing with this person has specialised training for dealing with them as a vulnerable person?</p> <p>Mr Howard: We train all of our service officers to various degrees to be able to deal with people with vulnerability. We do get a large cohort of customers that present with vulnerability. Therefore, we do have to train a large portion of staff. When a customer presents and a staff member has read the file and can see that they are vulnerable, they will assess the circumstances for that customer and decide whether or not they need a referral somewhere or whether they are best placed to assess the customer's needs.</p> <p>Senator RICE: Can the customer request to have contact with a staff member with specialised training?</p> <p>Mr Howard: They can.</p> <p>Senator RICE: Is the customer aware that indication of their vulnerability is on their record? Can they ask for it to be removed?</p> <p>Ms Faichney: Again, as Mr Howard has said, it is how it is recorded on the record. There are certain things that they probably wouldn't see, because our staff will have recorded that this person could be experiencing vulnerability as a result of some of the information they presented with. Equally, depending on what the circumstance is, absolutely they can see some information, such as whether they've got a crisis payment regularly or they've requested weekly payments, all of which are indicators of vulnerability. They can see that information on their record. As for the actual notes within our system, no.</p>		
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				<p>Mr Birrer: The vulnerability indicators are directly discussed with someone. Some other notes on customer records can come from patterns of behaviour. A good example of that is regular crisis payment applications.</p> <p>CHAIR: Can we make this the last question?</p> <p>Senator RICE: Okay. I will put the rest on notice.</p> <p>The royal commission into Robodebt recommends that the agency remove any feature that would allow for the automatic expiry of a vulnerability indicator or equivalent flagging tool. If somebody has had suicide ideation, surely that would be ongoing? Until it is removed, that should stay there. Is that the case?</p> <p>Mr Howard: Yes. That would have been entered. If that sort of vulnerability has been assessed by a service officer or has been declared by a customer to a service officer, and they've marked that on their file, there is no automatic removal of that free text element of their file. We don't have an indicator we mark that says a customer is-</p> <p>Senator RICE: But if it's a vulnerability indicator that was free text from three years ago, is the person who is dealing with them now actually going to see that?</p> <p>Ms Faichney: It's in the record.</p> <p>Mr Howard: I think it would depend on what the customer is presenting with at that point in time. There are ways for the system to flag particular docs on the system in front of others in some instances. It does depend on the circumstance of the person that's being-</p> <p>Senator RICE: I'm not convinced that you're going</p>		
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				<p>to necessarily have the appropriate treatment for somebody who has ongoing mental health problems.</p> <p>Mr Birrer: We have been looking at that lately. We will take that question on notice and provide a bit more granularity on that issue.</p>		
SQ23-000798	Services Australia	Janet Rice	Approved Voluntary Work Organisation – Freedom of Information	<p>Senator RICE: I want to move to another issue. A journalist in April put in a freedom of information request to Services Australia requesting a list of approved voluntary work organisations. I understand that the agency has this list. It details over 34,000 approved voluntary work organisations. But the FOI request was rejected because the work involved would substantially and unreasonably divert the resources of the agency from its other operations. Are we able to get a copy of this list?</p> <p>Ms Faichney: There isn't actually a list. We do have a database that has a large number of businesses that at some stage have been approved to be a voluntary work organisation. That is not a list. The reason the question was answered the way it was is that, in being a voluntary work organisation, we don't ask the organisations whether they wish to be publicly put on a list. To do that would require us going to all the businesses on that database. I couldn't confirm whether it is 34,000. It would be a large number because it goes across everyone who has ever been an agency willing to be one. As a result, it would be a third party consult out to all of them. That is the unreasonable diversion.</p> <p>Senator RICE: So you're not able to provide us with that list, then?</p>	44, 47	25/10/2023

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				<p>Ms Faichney: It's not a list, no.</p> <p>Senator RICE: Well, it's on a database. It's essentially a list.</p> <p>Ms Faichney: No. I think we all like to believe our systems can be a bit more effective than they are, but it is not one that you can actually extract something from.</p> <p>Senator RICE: When I asked the Department of Employment and Workplace Relations about their list of Work for the Dole sites, they were able to provide it to us. What is the difference?</p> <p>Ms Faichney: I assume it is because it is through Workforce Australia, which is a different organisation. They would capture the information in a different way to what we do.</p> <p>Senator RICE: Does it mean they are more efficient in managing their information than Services Australia is, then? You are being a bit disparaging about the quality of your database as well when you say that you can't even extract a list.</p> <p>Ms Faichney: No. I think it would depend on how they establish their list and the consent that they are requesting from those organisations. I couldn't answers questions around that. You would have to raise it with employment and workplace relations. All I can answer is from our perspective. We did look-I assure you that we tried-but in the end there is no way we can extract a list. Even if we could, we would have to go out to all of the organisations to say, 'Do you now consent for your name to be on a list?'</p> <p>Senator RICE: Are you still adding organisations to this list?</p>		
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				<p>Ms Faichney: If a jobseeker goes into an organisation and they are not currently a voluntary work organisation, they would go through the process.</p> <p>Senator RICE: And are you asking them for consent now?</p> <p>Ms Faichney: Yes.</p> <p>Senator RICE: So you've changed your practices now?</p> <p>Ms Faichney: Well, I think it's just ensuring that, in doing so, if we at some stage are able to-</p> <p>Senator RICE: When did you change your practices, then, to ask for consent for this to be published?</p> <p>Ms Toze: That's very recently, Senator. We're actually looking at the application form and process for voluntary work organisations.</p> <p>Senator RICE: Do you agree that it would be desirable for this information to be transparent?</p> <p>Ms Toze: Yes, I do. Yes, I think transparency is always good. What I would say about this database is that it is quite old. Obviously, practices improve. That is exactly what we're trying to do now with the database and the processes around the approval of new organisations going into the database.</p> <p>*****Preamble above ends 13:49:15, question asked at 14:02:12 below*****</p> <p>Senator RICE: I have two follow-up questions. With regard to the FOI and according to the decision letter, the journalist was told the agency holds one document totalling 689 pages relevant to your request. I was just told that there wasn't a document and it was just a database. Could I get</p>		
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				some clarification on that, please? Mr Birrer: We'll take that on notice and clarify it.		
SQ23-000801	Services Australia	Janet Rice	Enhanced Income Management Exit Process	<p>Senator RICE: I'm ready to move onto outcome 2. I did have lots of questions about income management and enhanced income management, which I'm mostly going to put on notice, about the statistics of people exiting the scheme. But I wanted to ask: what process do people who have been forcibly placed on income management or enhanced income management need to follow if they wish to exit the scheme?</p> <p>Ms Hope: Mr Burford will talk through the process.</p> <p>Mr Burford: Are you talking about the enhanced income management?</p> <p>Senator RICE: I'm talking about both income management as it currently exists and enhanced income management as is being rolled out.</p> <p>Mr Burford: I'll just ask Mr Boneham to come help me with this response.</p> <p>Mr Boneham: There is no exit process in income management or enhanced income management. There is an exemption process, which means that people won't go onto the system. Some of those things are in place if you are an apprentice in full-time study. There are other ones for people who only receive 25 per cent of the total value of income support. So they're the main types of exemptions which exist. But, from the point of view of an equivalence to CDC, there is no exit process.</p> <p>Senator RICE: There is no exit process at all?</p> <p>Mr Boneham: No, there is an exemption process.</p> <p>Senator RICE: And under the enhanced income management-</p>	107-108	25/10/2023

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				<p>Mr Boneham: The enhanced income management process follows the income management process.</p> <p>Mr Burford: To add to that: whilst not a formal exit process, some of those measures are time limited. For example, voluntary arrangement would be determined by the individual. Some of the measures that would trigger someone on income management have a set period of time, up to 12 months in some cases, but some can be shorter periods of times as well. For example, the Family Responsibilities Commission would have a time limit on how long-</p> <p>Senator RICE: Despite the fact that there's no process, do people apply? Do they actually write to you and say, 'I want to be exited'?</p> <p>Mr Boneham: They would probably go to Services Australia rather than Department of Social Services.</p> <p>Senator RICE: What if they said, 'I don't want to be on income management'?</p> <p>Mr Griggs: We'll just get Services Australia officers up. They would deal with this.</p> <p>Ms Toze: Could I just ask you to repeat the question, Senator Rice? I'm sorry.</p> <p>Senator RICE: We've just been told that there is no exit process for people on compulsory income management and/or enhanced income management. I was asking: what if they did engage with Services Australia or whoever to say, 'I want to be off this scheme.' Is there any way of getting off this scheme?</p> <p>Ms Toze: My understanding is that there is an assessment through a social worker in the agency</p>		
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				<p>that can make an assessment around coming off income management as a program, but I would have to take it on notice to provide some more information.</p> <p>Senator RICE: So there is actually a process, then.</p> <p>Ms Toze: Yes, people can approach and have an assessment to exit off income management.</p> <p>Senator RICE: If you could take on notice what that process is, I would appreciate that.</p>		
SQ23-000802	Services Australia	Maria Kovacic	Staffing Levels on Serco Contracts	<p>Senator KOVACIC: Mr Howard, how many non-APS staff were delivering telephony or processing functions under the Serco contract?</p> <p>Mr Howard: I would need to take that on notice. The number changes on a regular basis, depending on demand and the availability of staff from Serco or from the relevant service delivery partner.</p> <p>Mr Birrer: By way of explanation, with the service delivery partners, the way we purchase services from them is by seconds. The management of the workforce is predominantly left to the provider to provide a given number of seconds of telephony interactions under the contract. The number of staff they have is a factor, but it's ultimately an issue for them to manage as part of delivering their contractual service obligations.</p> <p>Senator KOVACIC: It would be great if we could have the number and the seconds that were required over the period of time that we specified.</p> <p>Mr Birrer: Yes.</p>	4	7/11/2023
SQ23-000803	Services Australia	Maria Kovacic	Minimum Standards for Service Delivery Partners	<p>Senator KOVACIC: Was there a specified minimum or maximum number of hours that had to be made by each employee, or as a cohort, for telephony each day, week or month? Did you have a set</p>	4	7/11/2023

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				<p>minimum, referencing those particular seconds? If so, what was that number?</p> <p>Mr Howard: I'll take the exact number on notice. The requests for seconds do change based on forecasts, but there would be a minimum level of service that we request from service delivery partners.</p> <p>Senator KOVACIC: With those numbers, could we also have the average.</p> <p>Mr Howard: Yes.</p>		
SQ23-000804	Services Australia	Maria Kovacic	Concentrix and TSA Current Staff Numbers	<p>Senator KOVACIC: In the prior estimates, you mentioned that two companies have now taken up Serco's work: TSA and Concentrix. How many staff, respectively, do they engage for this work?</p> <p>Mr Howard: TSA is still training members at the moment, because they're our new contractor, whereas Concentrix was a successful contractor that had been a service delivery partner with us previously. At the moment we are working to up to 600 FTE, but I don't have the breakdown of which is with which company. I'll take the specifics on notice.</p>	4	7/11/2023
SQ23-000805	Services Australia	Maria Kovacic	Difference between Serco and Concentrix/TSA	<p>Senator KOVACIC: That leads to my next question. Are the staff under the two contracts, with TSA and Concentrix, required to provide the same amount of hours and/or seconds of work as was the case with Serco, or is it different?</p> <p>Mr Howard: No. It would be different.</p> <p>Senator KOVACIC: Is it less? Mr Howard: Yes. There has been a reduction in our resources, as we discussed previously, from last financial year to this financial year. That means that we have reduced the amount of money that is available to pay for</p>	5	7/11/2023

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				<p>service delivery partners, which means that we're asking for less seconds. The ratio of seconds that we ask for differs for each company. I would have to take on notice exactly what we're asking Serco for and then what we're asking TSA and Concentrix for-</p> <p>Senator KOVACIC: If you could provide that on notice-</p> <p>Mr Howard: but it would be a lesser amount for this financial year.</p>		
SQ23-000806	Services Australia	Maria Kovacic	Difference in Capability between TSA and Serco	<p>Senator KOVACIC: I want to get my head around that. We have fewer seconds or fewer people, but, either way, we have less capability. Also, TSA hasn't fully rolled. How many people on their people would be on the ground as a percentage? Would that be 10, 20 or 30 per cent?</p> <p>Mr Howard: I would have to take that on notice; I'm not 100 per cent sure. What I can say is that the operational headcount, current as of 30 September, for Concentrix is 470 and for TSA is 209. What I need to double-check is exactly how many of those are operational versus training. I'd have to take that on notice.</p> <p>Mr Birrer: By way of context, our reduction in the use of labour hire, in particular, but also service delivery partners is consistent with the government's position about using fewer outsourced providers and using more APS capability where we can. We've certainly been pivoting towards doing that within Services Australia.</p> <p>Senator RICE: For clarification, what are the APS equivalent numbers of that 209 or 470?</p>	5	7/11/2023

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				<p>Mr Birrer: They're not directly comparable because we have a different employment agreement.</p> <p>Mr Howard: Senator, to clarify your question, you're asking about the comparable as in-</p> <p>Senator RICE: They're doing the same sort of work as Concentrix and TSA are doing.</p> <p>Mr Howard: In Concentrix and TSA, they're just providing a telephony service. It is predominantly telephony. On any one given day, we have about 5,000 APS staff answering telephones. As I mentioned previously, that will surge up and down, depending on operational requirements, but that's roughly comparable across all programs. It's about 5,000 FTE.</p> <p>Senator KOVACIC: Mr Howard, you've told us that the contract seconds are less. Can you give us an indication of how much less those contracts were determined in terms of telephony capability? So, if Serco was X, are the new contracts 20 per cent less or 30 per cent less? How many less?</p> <p>Mr Howard: I'll take that on notice.</p> <p>Senator KOVACIC: Can you tell us how many seconds were asked for, on top of how many fewer than before?</p> <p>Mr Howard: Yes.</p>		
SQ23-000807	Services Australia	Maria Kovacic	Service Delivery Partner Locations	<p>Senator KOVACIC: At which locations did Serco operate, and from which locations do TSA and Concentrix now operate?</p> <p>Mr Howard: Serco was predominantly located in Victoria. TSA is located in West Perth and Concentrix is located in Brisbane and Robina.</p> <p>Senator KOVACIC: Brisbane and Robina?</p> <p>Mr Howard: Yes. I will double-check. For us, Serco's</p>	5-6	7/11/2023

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				main hub was in Victoria. There may have been some people in other locations because of the size of the Serco footprint. I will take the Serco locations on notice to make sure I've given you the most accurate information. But TSA is definitely in Perth and Concentrix is in Brisbane and Robina on the Gold Coast.		
SQ23-000808	Services Australia	Maria Kovacic	Proficiency Assessments for APS and Non-APS Staff	<p>Senator KOVACIC: I've got one quick question. In relation to the telephony piece, in financial year 2022-23, how many proficiency assessments were triggered for APS and then for non-APS staff, respectively?</p> <p>Mr Howard: I'll have to take it on notice. I'm not familiar with the term 'proficiency assessment'. Obviously, we train staff up to a level of proficiency, and, generally, particularly with processing, they will be QAed to make sure that they hit a standard before a staff member's claim just flows through to the customer when processed. But I don't know that particular term; I'd have to take it on notice and double check.</p>	6	7/11/2023
SQ23-000809	Services Australia	Louise Pratt	Centrepay Investigations	<p>Senator PRATT: Thank you very much. How many organisations within Centrepay providing household goods are currently under review because they provide goods or services with payment arrangements that, in the agency's view, have significant potential for higher-cost but low-value goods or expose customers to unacceptable risks of financial exploitation?</p> <p>Ms Toze: I don't have the exact number of organisations which are under review at this time, but I can provide that on notice, if that's alright-</p>	10	7/11/2023

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SQ23-000810	Services Australia	Maria Kovacic	ICT Budget	<p>Senator KOVACIC: In that case, do you have an itemised budget that talks about the ICT, for example, and the equipment versus the labour? You're saying that the labour component can be telephony or it can be something else-</p> <p>Ms Diamond: That's right.</p> <p>Senator KOVACIC: but you have budgetary notations, obviously, for tech and systems.</p> <p>Ms Diamond: That's right.</p> <p>Mr Birrer: Is this ICT in relation to telephony or ICT for the agency?</p> <p>Senator KOVACIC: For telephony.</p> <p>Ms Diamond: I can take that on notice. We do have detailed cost expenditure, as you would imagine, across the organisation. We do outline the particular items that we are buying in terms of expenditure line for things like telephony capital costs or operational costs. We can actually provide that, but I'll have to take that on notice.</p>	13	7/11/2023
SQ23-000811	Services Australia	Maria Kovacic	Shared services – automating	<p>In 2022-23, per government agency, what opportunities did the agency identify for 'automating processing'?</p>	Written	6/11/2023
SQ23-000812	Services Australia	Janet Rice	Staff Satisfaction and Attrition	<p>Senator RICE: I do want to go back to staff satisfaction and the levels of attrition. You said that there's an overall attrition rate of 10 to 14 per cent. That's on a financial year basis, I presume. Do you have a breakdown of that in terms of your frontline staff, particularly those that are at service centres and on the phones?</p> <p>Mr Birrer: I'll ask Mr Egan to give you the details of that.</p> <p>Mr Egan: I'm sorry, I don't think I have a breakdown</p>	18	7/11/2023

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				of different business units of the agency with me here today, so I'd have to take that one on notice.		
SQ23-000813	Services Australia	Janet Rice	Measures to Improve Staff Retention	<p>Senator RICE: Mr Howard, you said 20 per cent said that they wouldn't recommend their agency as a good place to work. That's for 2023. In 2022 that was only 14 per cent.</p> <p>Mr Howard: Yes, so it is slightly higher.</p> <p>Senator RICE: More than a slightly higher. That's massively higher. That would be ringing alarm bells for me if I were a senior manager.</p> <p>CHAIR: Can you allow the officials time to actually answer or respond to the assertions.</p> <p>Mr Howard. Mr Howard: What I would say is we're coming off the back of a financial year where the Prime Minister was standing up every day saying how fantastic Services Australia staff were because of the amount of processing that we were doing for the supports through the pandemics, and the staff did and still do a fantastic job in supporting our customers.</p> <p>Senator RICE: Absolutely.</p> <p>Mr Howard: When you look at the results-and we spend a lot of time, as an executive, looking at these results. Both as an executive of the agency and also within the service delivery group, we're trying to work out how we can best continue to improve the support that we give to staff, and there are a range of tactical measures that we've implemented-</p> <p>Senator RICE: Perhaps you could take on notice as to what they are.</p> <p>Mr Howard: Absolutely.</p>	19-20	7/11/2023

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SQ23-000814	Services Australia	Maria Kovacic	Partnerships with Australian Government agencies	<p>1. With which agencies does Services Australia maintain bilateral management arrangements with?</p> <p>2. With which Australian Government entities does the agency maintain formal biliteral forums with, on what dates were the forums, what were the minutes and agenda of each, and where applicable, what were the names of the forums?</p> <p>3. Can the annual assurance statements delivered in FY 2022-23 provided to key bilateral partners be tabled?</p>	Written	6/11/2023
SQ23-000815	Services Australia	Maria Kovacic	Side-by-side services	In FY 2022-23 and to date, what specific insights in improved service design did Services Australia share with other organisations, such as Service NSW, on what date were each of these insights provided, and how?	Written	6/11/2023
SQ23-000816	Services Australia	Janet Rice	Telephony Staff Breaks	<p>Senator RICE: What types of rates do the people answering the calls get?</p> <p>Mr Howard: It depends on the amount of time they're rostered for. Under our EA, they get screen breaks, they get specific meal breaks and they go to the toilet when they need to. It was reported that we were stopping people from going to the toilet, which was not correct. The specifics I can absolutely take on notice, but it does depend on how long the staff member is rostered for.</p> <p>Mr Birrer: And it's driven predominantly through the employment agreement.</p> <p>Mr Egan: From memory, I believe there's a five-minute screen break every hour, and, if a staff member is working a shift of five hours or more, they need to have a break in the middle of that shift.</p>	21	7/11/2023

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				<p>Senator RICE: Are the conditions for the contracted employees the same as your APS employees? Mr Howard: The contracted employees work to the contractor. So there are different conditions of service, is my understanding. I'll take the specifics on notice. Senator RICE: Could you take on notice the specifics of those contractors compared with your APS conditions? Mr Howard: Yes.</p>		
SQ23-000817	Services Australia	Maria Kovacic	Fraud – detection vulnerability	In FY 2022-23 and to date, what detections vulnerability were identified and what is the status of each?	Written	6/11/2023
SQ23-000818	Services Australia	Janet Rice	Staff Survey Results	<p>Senator RICE: Can I ask another follow-up question. Do you do other staff surveys other than the census? Mr Howard: We will survey staff on a variety of different matters. Senator RICE: Okay. Can you take on notice the results of any surveys related to staff satisfaction? Mr Howard: Yes. Senator RICE: Do it for over the last five years.</p>	21	7/11/2023
SQ23-000819	Services Australia	Maria Kovacic	Reporting arrangements	What are the names given to the reporting documents which alert relevant agency staff to system anomalies or issues which require remediation or to be addressed?	Written	6/11/2023
SQ23-000820	Services Australia	Janet Rice	Exit Surveys	<p>Senator RICE: Do you do exit surveys of staff that leave? Mr Howard: We do some exit surveys. Senator RICE: Then can you take on notice any details of exit surveys that you do of staff that leave, please. Mr Birrer: We can take that on notice.</p>	21	7/11/2023

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SQ23-000821	Services Australia	Maria Kovacic	Taskforce Integrity – Medicare	Of the investigation undertaken by the taskforce in FY 2022-23, how many were Medicare-related consumer fraud?	Written	6/11/2023
SQ23-000822	Services Australia	Linda Reynolds	Staffing Levels	<p>Senator REYNOLDS: Could I come to the statistics you keep for your staffing. I've jotted down here, from memory, what I understand you break your headcount down into. Do you still categorise it into APS ongoing, APS non-ongoing and part time and APS irregular and intermittent? Then you have secondees, which are non-APS labour hire, non-APS contractors and non-APS service delivery partners. I think that's the last one. Is that still how you break down the workforce?</p> <p>Mr Birrer: Yes, we do have a breakdown like that.</p> <p>Senator REYNOLDS: Would you be able to table that and provide the numbers for this budgeted year plus the previous two?</p> <p>Mr Birrer: I will take that on notice.</p>	24	7/11/2023
SQ23-000823	Services Australia	Maria Kovacic	Taskforce Integrity – cases on hand	How many criminal cases are currently on hand, that are yet to be completed, that have arisen as a result of work undertaken by Taskforce Integrity?	Written	6/11/2023
SQ23-000824	Services Australia	Maria Kovacic	Property – co-location	Currently, what service centres, agents and access points are co-located with state and territory entities?	Written	6/11/2023
SQ23-000825	Services Australia	Maria Kovacic	Taskforce Integrity – dissolution	Why will Taskforce Integrity be combined with the Fraud Fusion Taskforce in 2023-2024?	Written	6/11/2023
SQ23-000826	Services Australia	Linda Reynolds	Multiple Data Requests	Senator REYNOLDS: Thank you for the ones that you have tabled. There's the claims processed over standard SSW document. On notice, could you provide us, in one table, which I know you can do, the previous two years as well so that it's three years in total? I would like the same thing for the Services Australia telephony report for the financial	25	7/11/2023

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				<p>year to date. Could you give us the actuals for the previous two years as well? Could you remind me: in the tables OSS, what does OSS stand for?</p> <p>Mr Birrer: One-stop shop. It's where you can do Medicare business as well as Centrelink.</p> <p>Senator REYNOLDS: Thank you for reminding me. Can you also provide that data for the previous two financial years so that we can compare them, and can you give a total at the end? You've got them for each OSS, but it doesn't look like you've got the totals</p>		
SQ23-000827	Services Australia	Maria Kovacic	Property – transformation achieved	What service centres were transformed in FY 2022-23?	Written	6/11/2023
SQ23-000828	Services Australia	Maria Kovacic	Digital identity – systems	With reference to page 108 of the 2022-23 Annual Report, what systems are being updated to accommodate digital identity, what are the names of the projects, and how much funding has been allocated to each?	Written	6/11/2023
SQ23-000829	Services Australia	Maria Kovacic	Property – un-transformed	To date, what service centres remain to be transformed?	Written	6/11/2023
SQ23-000830	Services Australia	Linda Reynolds	Electoral Level Data	<p>Senator REYNOLDS: I wasn't here for estimates, because I was in Angola, but I was watching some of the discussion, and there was some discussion that you couldn't do Commonwealth electoral boundary data anymore and LGA data. I know you did provide that in some detail, which we provided to all MPs. Can you just refresh my memory about what data you can provide by CEB and LGA?</p> <p>Mr Birrer: The discussion there was that our core data extractions and analysis are against information that's relevant to the agency's business and to improve our service delivery. So we look predominantly at LGA in terms of geographic</p>	25	7/11/2023

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				<p>distributions. Senator REYNOLDS: But you and I both know that two years ago you were providing a wide range of data by-I think the acronym was CEB, Commonwealth electoral boundaries. So are you no longer doing that? Mr Birrer: We'll take that question on notice.</p>		
SQ23-000832	Services Australia	Maria Kovacic	Property - timeline of significant events	<p>What were the significant events related to property in FY 2022-23?</p>	Written	6/11/2023
SQ23-000833	Services Australia	Janet Rice	Congestion Messaging	<p>Senator RICE: Thank you for that clarification. Now, going to the situation where somebody has said they tried to ring JobSeeker and they tried again and congestion messaging is still on and they don't have the opportunity to go through the IVR, they are basically blocked until the congestion messaging- Mr Howard: Is turned off. Senator RICE: Are there any numbers that don't get blocked in that circumstance? Mr Howard: Yes. If they're ringing from a private number. If the IVR can't pick up the number that they are ringing from, then they will play through the whole message. If I call from my mobile number and it picks up my mobile number twice and congestion messages are applied, then the second time I won't get through, and I won't get through until either the next day or congestion messaging has been turned off. If I'm ringing from my office number, which in Services Australia is a private number-it will come up as a private number-I will get the first congestion message every time. Senator RICE: Are there other numbers, other than</p>	27	7/11/2023

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				private numbers, that don't get blocked? Mr Howard: I'd have to take that on notice. If the system can pick up your number, then it will factor in the fact that you're calling more than once. If it can't, it will play the first message. I know definitely from private numbers; I'll take on notice if there are any other types of numbers.		
SQ23-000834	Services Australia	Maria Kovacic	Technology Services Group – headcount	As at 30 June 2022 and 30 June 2023, what was the APS and non-APS headcount respectively in the Technology Services Group?	Written	6/11/2023
SQ23-000835	Services Australia	Maria Kovacic	Compliance program	What does the agency define as 'priority compliance activities'?	Written	6/11/2023
SQ23-000836	Services Australia	Maria Kovacic	Repayment arrangements	In FY 2022-23, how many customers entered into repayment arrangements?	Written	6/11/2023
SQ23-000837	Services Australia	Janet Rice	IVR Congestion Messaging	Senator RICE: Are there any numbers that don't get blocked in that circumstance? Mr Howard: Yes. If they're ringing from a private number. If the IVR can't pick up the number that they are ringing from, then they will play through the whole message. If I call from my mobile number and it picks up my mobile number twice and congestion messages are applied, then the second time I won't get through, and I won't get through until either the next day or congestion messaging has been turned off. If I'm ringing from my office number, which in Services Australia is a private number-it will come up as a private number-I will get the first congestion message every time. Senator RICE: Are there other numbers, other than private numbers, that don't get blocked? Mr Howard: I'd have to take that on notice. If the system can pick up your number, then it will factor	27	7/11/2023

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				<p>in the fact that you're calling more than once. If it can't, it will play the first message. I know definitely from private numbers; I'll take on notice if there are any other types of numbers.</p> <p>Senator RICE: What I'm interested in is how it accommodates for outbound services such as the National Relay Service, where multiple people are making calls using one outbound number.</p> <p>Mr Howard: Let me take that on notice and make sure I get you a fully accurate answer.</p> <p>Senator RICE: So you don't know? Is anybody here that would know?</p> <p>Mr Howard: I'll take it on notice. I want to make sure I'm giving you a completely accurate answer.</p> <p>Mr Birrer: These questions are often complex, so we need to dig in.</p> <p>Senator RICE: You've multiple staff here. I'm just wondering if somebody might have more detailed knowledge than you as to what happens with the National Relay Service.</p> <p>Mr Howard: No-</p> <p>Mr Birrer: We'll take it on notice.</p> <p>Mr Howard: We'll take it on notice.</p>		
SQ23-000838	Services Australia	Maria Kovacic	Reflection digital collection	How much did the agency expend, and how many working hours were taken, in the production of the Reflection website?	Written	6/11/2023
SQ23-000839	Services Australia	Maria Kovacic	Web Content Accessibility Guidelines	Is the Agency currently meeting its responsibilities under the Web Content Accessibility Guidelines?	Written	6/11/2023
SQ23-000840	Services Australia	Maria Kovacic	Corporate wardrobe	How much did it cost the agency to introduce the new corporate wardrobe?	Written	6/11/2023
SQ23-000841	Services Australia	Maria Kovacic	Project health	How many times and on what dates did projects enter in red status in FY 2022-23 and what projects were they?	Written	6/11/2023

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SQ23-000842	Services Australia	Janet Rice	Social Worker Call Wait Times	<p>Senator RICE: What does 'make a social work referral' mean?</p> <p>Mr Howard: They can be transferred through to a social worker. There are social workers on the telephone to be able to refer.</p> <p>Senator RICE: I've heard multiple examples of people where that's the theory, that you get transferred to a social worker, but you haven't got enough social workers. One person that I heard of was left waiting for 45 minutes for a social worker and ended up hanging up. Do you monitor what the wait time is for your social workers-how long it is before they see a social worker or talk to a social worker?</p> <p>Mr Howard: Yes, we would. I don't have the figures with me.</p> <p>Senator RICE: Could you take that on notice?</p> <p>Mr Howard: Yes.</p>	28	7/11/2023
SQ23-000843	Services Australia	Maria Kovacic	Freedom of Information Requests	In FY 2022-23, what is the average number of days taken for a decision to be made on an FOI request?	Written	6/11/2023
SQ23-000844	Services Australia	Maria Kovacic	Telephony – staff	How many APS and non-APS staff respectively as at 30 June 2022, 30 June 2023 and 1 November 2023, were assigned to undertake telephony work?	Written	6/11/2023
SQ23-000845	Services Australia	Maria Kovacic	Agency capability reviews	From 2015 to date, what Agency capability reviews have taken place?	Written	6/11/2023
SQ23-000846	Services Australia	Janet Rice	External Agency Referrals	<p>Senator RICE: It sounds like you're making substantial referrals for significant mental health problems that are being caused by people living on poverty payments, having long wait times and having calls being held for a long time. You are then having to refer them on to external, underfunded, overworked services?</p> <p>Mr Birrer: That's not the only thing-I wouldn't</p>	29	7/11/2023

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				<p>agree with that, Senator. One thing the social workers do as well, if they have a claim in with us, is escalate the claim and expedite that within the system. There is a service recovery process that social workers and others can use or for the service officer to engage-</p> <p>Senator RICE: So you can try to make up for the massive impact on their mental health that that can cause. Can I ask you to take one more thing on notice, please. I presume you monitor how many of those referrals to external agencies you are making?</p> <p>Mr Howard: I'll take that on notice. I would assume that we would, but-</p> <p>Senator RICE: I would like some data for that, and perhaps some longitudinal data of that too, please, over, say, the last five years.</p>		
SQ23-000847	Services Australia	Maria Kovacic	Customer contacts – service centre	How many customer contacts were there per service centre in FY 2022-23?	Written	6/11/2023
SQ23-000848	Services Australia	Maria Kovacic	Operational workforce response plans	Can the operational response plans for FY 2022-23 be tabled?	Written	6/11/2023
SQ23-000849	Services Australia	Maria Kovacic	2023-27 Strategic Workforce Plan	<p>1. Can the 2023-27 Strategic Workforce Plan be tabled?</p> <p>2. What workforce risks did the 2023-27 Strategic Workforce Plan identify?</p>	Written	6/11/2023
SQ23-000850	Services Australia	Louise Pratt	WPIT	<p>Senator PRATT: The WPIT program was predicted by the previous government to have savings attached to it. How much was your funding reduced in this financial year as a result of that previous decision and predicted returns by the last government?</p> <p>Mr Birrer: I will ask Ms Diamond to walk through the WPIT numbers.</p>	29	7/11/2023

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				<p>Ms Diamond: Senator, for your question, as we mentioned before, the WPIT program had four tranches of work. The cumulative amount of those four tranches and the impact to our budget was a reduction of \$277 million. Would you like me to go from 2015-16 onwards? I've got the entire table.</p> <p>Senator PRATT: What savings were delivered as part of each of those tranches?</p> <p>Ms Diamond: We do monitor the efficiencies that have been gained as part of this particular program. We do monitor that on a regular basis. We are falling short of those particular efficiencies. As for the exact number, that would be best for me to take on notice, but it's in the order of \$80 million per annum.</p> <p>Mr Birrer: The shortfall.</p>		
SQ23-000851	Services Australia	Maria Kovacic	Customer contacts – remote site	Per remote site, how many customer contacts were recorded in FY 2022-23?	Written	6/11/2023
SQ23-000852	Services Australia	Maria Kovacic	Our Safety	<p>1. In FY 2022-23 and to date, how many incidents were raised and tracked on the Our Safety management system?</p> <p>2. What corrective actions were implemented per incidents under the Our Safety system?</p> <p>3. Do any incidents logged in Our Safety remain unresolved, what are they, why and how many are there of them?</p>	Written	6/11/2023
SQ23-000853	Services Australia	Maria Kovacic	Customer contacts – queue categories	Per service centre, what were the top five queue categories in FY 2022-23?	Written	6/11/2023
SQ23-000854	Services Australia	Maria Kovacic	Visits to agency property	In FY 2022-23, what Federal Members and/or Senators visited Services Australia properties, on what date and at which site(s)?	Written	6/11/2023

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SQ23-000855	Services Australia	Maria Kovacic	Comcare – serious injury or illness	Can the four 'serious injury or illness' incidents in FY 2022-23 raised with Comcare be detailed in general terms?	Written	6/11/2023
SQ23-000856	Services Australia	Maria Kovacic	Workforce - Mental health - APS	<p>1. In FY 2022-23, how many APS staff took planned or unplanned leave for reasons of mental health and wellbeing?</p> <p>2. In FY 2022-23, per division, group and branch, how many APS staff took planned and/or unplanned leave undertaken for reasons of mental health and wellbeing?</p> <p>3. In FY 2022-23, what was the average duration of planned and/or unplanned leave undertaken by APS staff for reasons of mental health and wellbeing?</p>	Written	6/11/2023
SQ23-000857	Services Australia	Maria Kovacic	Property – shared service arrangements	With which NFP organisations is the agency currently hosting, what state and in what site?	Written	6/11/2023
SQ23-000858	Services Australia	Maria Kovacic	Property – local government	To date, is the agency delivering any services with Local Government entities?	Written	6/11/2023
SQ23-000859	Services Australia	Maria Kovacic	Workforce - Mental health – non-APS	<p>1. In FY 2022-23, how many non-APS staff took planned or unplanned leave for reasons of mental health and wellbeing?</p> <p>2. In FY 2022-23, per function (e.g. telephony, ICT work) how many non-APS staff took planned and/or unplanned leave undertaken for reasons of mental health and wellbeing?</p> <p>3. In FY 2022-23, what was the average duration of planned and/or unplanned leave undertaken by non-APS staff for reasons of mental health and wellbeing?</p>	Written	6/11/2023
SQ23-000860	Services Australia	Maria Kovacic	Diners corporate credit cards	How many times in FY 2022-23 were virtual Diners corporate credit cards used, on what dates, for what reason and what was the per transaction value?	Written	6/11/2023

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SQ23-000861	Services Australia	Maria Kovacic	National Graduate Program	Of the 128 graduates, how many went into each respective stream in FY 2022-23?	Written	6/11/2023
SQ23-000862	Services Australia	Maria Kovacic	Outage time	In FY 2022-23, what was the outage time arising from major incidents across all services?	Written	6/11/2023
SQ23-000863	Services Australia	Maria Kovacic	Cultural and social messages	Can all messages sent by SES to staff in FY 2022-23 and to date which concern occasions of a cultural or social nature, such as Harmony Week, be tabled?	Written	6/11/2023
SQ23-000864	Services Australia	Louise Pratt	Code of Conduct Breaches	<p>Senator PRATT: I now have some further questions following up from questions Senator Urquhart raised some months ago in Senate estimates. Services Australia at the time could only give a limited response, given the sensitivity of the investigation. I'm hoping that you might now be able to be more candid in answers to senators' questions. I would like to ask the progress of any civil or potential criminal inquiries relating to investigations regarding the APS Code of Conduct and employees who took leave from their substantive positions with Services Australia to work as ministerial advisers in the former minister's office, during Minister Reynolds's time as Minister for the NDIS and Minister for Government Services.</p> <p>Mr Birrer: You'll recall that, when those questions have been raised in the past, the response of the agency has been that we take code of conduct allegations very seriously.</p> <p>Senator PRATT: Yes.</p> <p>Mr Birrer: We do investigate them where there is prima facie information to investigate them. We also take the privacy of members of the APS very seriously, and so we don't openly discuss individual circumstances.</p>	30-31	7/11/2023

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				<p>Senator PRATT: But this is an accountability mechanism of the parliament to the government. You are expected to answer these questions in the public interest. I understand you have to weigh up issues of privacy- whether people's personal privacy in a situation like this is greater than the public interest-but I would contend that, given the nature of the obligations of the minister and her office and of public servants, the public interest is significant here.</p> <p>Mr Birrer: In the initial question that you presented to me, you described a set of circumstances around the incident that you're raising. Those circumstances point to a small group of people, and so I think, in this instance, not discussing individual cases is appropriate.</p> <p>Senator PRATT: Can I ask if you are able to identify the nature of the information that was removed and whether you had any protocol to return it?</p> <p>CHAIR: Sorry, Senator Pratt. Senator Kovacic has a point of order.</p> <p>...</p> <p>Senator PRATT: What protocols do you have in place for the investigation of these kinds of breaches? Was there a code of conduct investigation?</p> <p>Mr Birrer: We can take the individual questions on notice.</p> <p>Senator PRATT: I beg your pardon? You're not obliged to take them on notice. Are you able to tell me now if there was a code of conduct investigation?</p> <p>Mr Birrer: Well, there were allegations. We of</p>		
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				<p>course take allegations seriously and we take data security seriously, but, as I mentioned, we also take the privacy of individuals seriously. You outlined a scenario where there was a small group of people who could have been involved in the circumstances that you depicted. So, I'll take that away and answer the question on notice, and undertake any appropriate consultations required in doing so.</p> <p>Senator PRATT: Okay, so you'll take on notice the nature of code of conduct investigations into relevant staff, including the potential improper handling of official information, in relation to former minister Senator Reynolds and the ministerial staff attached to that office?</p> <p>Mr Birrer: We'll take that on notice.</p> <p>Senator PRATT: Okay. Will you take on notice the kind of information that was retrieved by the minister? Perhaps you can give me an overview now of what your processes are for data misappropriation or breaches.</p> <p>Mr Birrer: I'll take the specifics on notice, but in general terms the agency takes the proper handling of information, both government information and information that relates to customer circumstances, very seriously. It's at the core of the work that we do. We hold personal information on nearly every Australian to some extent.</p> <p>Senator PRATT: Yes, you do.</p> <p>Mr Birrer: We take those obligations seriously and so we'll take the specifics on notice.</p> <p>Senator PRATT: Given you take those obligations seriously, I would expect that you should be able to give me a direct answer now as to whether the</p>		
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				<p>information retrieved by Senator Reynolds or her staff was in breach of those obligations. Mr Birrer: I'll take that on notice, noting what I've said previously about the descriptions of the incident that you're asking about. Senator PRATT: I beg your pardon? So, you'll take it on notice noting whether it has privacy implications? I'm not asking for disclosure of who those staff are or whether they have a current or prior role in the Department of Human Services. I'm simply asking if the information retrieved and the handling of that information was in breach of the obligations that you say you take seriously. Mr Birrer: I want to make sure that I get the answer to that question correct. So, I'm taking it on notice. Senator PRATT: Okay.</p>		
SQ23-000865	Services Australia	Maria Kovacic	Learning and development	For all professional development courses undertaken in 2022-23, how many hours did staff spend collectively in attending them?	Written	6/11/2023
SQ23-000866	Services Australia	Maria Kovacic	CEO speeches and talking points	Can all talking points provided to the CEO for her/his use at external events in FY 2022-23 be provided?	Written	6/11/2023
SQ23-000867	Services Australia	Maria Kovacic	Learn2Lead and Lead2Inspire	What accounted for the rise in the number of staff attending these forums in FY 2022-23?	Written	6/11/2023
SQ23-000868	Services Australia	Maria Kovacic	Direct Customer Emails to Members of Staff	Senator KOVACIC: I will do my best. I want to quickly read one person's post, which I want to table because it's typical of this situation. Two months ago, user Feeling Debt 7913 said: 'Get your Centrelink problems moving. Tired and frustrated waiting 12 weeks for a Centrelink claim, I emailed the general manager, Hank Jongen, directly and all matters got sorted that day. Give it a try.' My question, Mr Birrer, is: how many emails did Mr	35	7/11/2023

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				<p>Jongen receive in financial year 2022-23 to date that were from media outlets, and how many emails in total that were actioned and escalated as a result?</p> <p>Mr Birrer: I'll take that on notice. I'm always cautious about responding to comments on social media. But we'll take your question on notice.</p>		
SQ23-000869	Services Australia	Maria Kovacic	Property – signage	In FY 2022-23, what service centres had new signage installed?	Written	6/11/2023
SQ23-000870	Services Australia	Maria Kovacic	National Consultative Committee	<p>1. In FY 2022-23, on which dates and locations did the NCC meet?</p> <p>2. In FY 2022-23, per each meeting, can the agenda be tabled?</p> <p>3. In FY 2022-23, per each meeting, can the minutes be tabled?</p> <p>4. In FY 2022-23, per each meeting, can any handouts be tabled?</p> <p>5. In FY 2022-23, per each meeting, how many staff attended and what was their band?</p> <p>6. In FY 2022-23, per each meeting, can any formal post-meeting communications to staff be provided?</p>	Written	6/11/2023
SQ23-000871	Services Australia	Maria Kovacic	Performance pay	How many staff were advanced through salary ranges?	Written	6/11/2023
SQ23-000872	Services Australia	Janet Rice	Debts	<p>Senator RICE: I have a series of questions, which I'll put on notice, about income apportionment debts and the fact that they have been paused as of 31 October. I did want to ask the question: will those debts be waived? Can you answer yes or no on that now?</p> <p>Mr Birrer: No, we can't. We'll take that on notice.</p> <p>Senator RICE: Okay. Thank you.</p>	35	7/11/2023

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SQ23-000873	Services Australia	Maria Kovacic	Breaches of Section 83 of the Constitution	Can the reason for each breach be detailed?	Written	6/11/2023
SQ23-000874	Services Australia	Maria Kovacic	Consultancy contracts	What was the estimated expenditure on consultancy contracts for FY 2022-23?	Written	6/11/2023
SQ23-000875	Services Australia	Jane Hume	Ministerial Briefs Turnaround Time	<p>Since 1 July 2023, has the Department/Agency been provided with advice or a direction on a minimum turnaround time for consideration of briefs by the Minister?</p> <p>If so, when was this advice provided to the Department? Please provide the minimum turnaround requirement.</p> <p>If there has been a change in a previously set minimum turnaround requirement, please provide: 1. the previous turnaround requirement; and 2. the date the change was requested.</p>	Written	3/11/2023
SQ23-000876	Services Australia	Maria Kovacic	Joint projects	In FY 2022-23, what joint projects did the agency work on with the Digital Transformation Agency?	Written	6/11/2023
SQ23-000877	Services Australia	Maria Kovacic	Universal McCann	What was the purpose of advertising undertaken by Universal McCann in 2022-23 and can all examples of final products be provided?	Written	6/11/2023
SQ23-000878	Services Australia	Linda Reynolds	People Employed	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: People Employed	Written	8/11/2023
SQ23-000879	Services Australia	Linda Reynolds	Service Centre Numbers	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: a. Number of Service Centres b. Number of Service centre co-locations	Written	8/11/2023
SQ23-000880	Services Australia	Maria Kovacic	Market Research – Kantar Public Australia	In FY 2022-23, what satisfaction research program products were produced by Kantar Public Australia,	Written	6/11/2023

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				on what dates, for what purpose and can examples of each be provided?		
SQ23-000881	Services Australia	Linda Reynolds	Calls Handled	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: Number of Calls handled	Written	8/11/2023
SQ23-000882	Services Australia	Maria Kovacic	National Agents and Access Points Remove Indigenous Customer Survey - findings	What were the findings of this survey and can it be provided?	Written	6/11/2023
SQ23-000883	Services Australia	Linda Reynolds	Medicare and PBS Payments	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: a. Total Medicare payments b. Total Medicare benefits paid c. Total Pharmaceutical benefits paid	Written	8/11/2023
SQ23-000884	Services Australia	Maria Kovacic	Audience message and content testing – content	What specific messages and content were tested in FY 2022-23?	Written	6/11/2023
SQ23-000885	Services Australia	Maria Kovacic	Audience message and content testing – results	What were the specific results of each message and content tested in FY 2022-23	Written	6/11/2023
SQ23-000886	Services Australia	Linda Reynolds	Payments Made	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: a. Total Centrelink payments b. Total Family related payments made c. Total Child support payments	Written	8/11/2023
SQ23-000887	Services Australia	Linda Reynolds	Medicare Claims Processed	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: Total Medicare claims processed	Written	8/11/2023
SQ23-000888	Services Australia	Maria Kovacic	Market Research – products	Can the names of each document, report, memo or otherwise provided by market research	Written	6/11/2023

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				organisations to Services Australia in FY 2022-23 be listed?		
SQ23-000889	Services Australia	Linda Reynolds	Centrelink Claims Processed	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: Total Centrelink claims processed	Written	8/11/2023
SQ23-000890	Services Australia	Maria Kovacic	Media officers	Currently, how many APS media and/or communications officers does the agency employ?	Written	6/11/2023
SQ23-000892	Services Australia	Linda Reynolds	Customer Satisfaction Service Delivery	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: a. Centrelink Customer satisfaction service delivery (%) b. Medicare customer satisfaction service delivery (%) c. Child Support customer satisfaction service delivery (%)	Written	8/11/2023
SQ23-000893	Services Australia	Maria Kovacic	Glossary of terms, abbreviations and acronyms	Does the agency maintain either a master or per division/branch etc. a manual, list or other such document(s) that records commonly used terms, abbreviations and acronyms by staff and if so, what is the name of this document?	Written	6/11/2023
SQ23-000894	Services Australia	Linda Reynolds	Customer Services Call Wait Time	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: Average call wait time: customer services	Written	8/11/2023
SQ23-000895	Services Australia	Maria Kovacic	Service Centre wait times – by centre	Per Service Centre, in FY 2022-23, what was the average wait time by month and by year?	Written	6/11/2023
SQ23-000896	Services Australia	Linda Reynolds	Provider Services Call Wait Times	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: Average call wait time: provider services	Written	8/11/2023

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SQ23-000897	Services Australia	Maria Kovacic	Service Centre wait times – by zone	Per Service Zone, in FY 2022-23, what was the average wait time by month and by year?	Written	6/11/2023
SQ23-000898	Services Australia	Linda Reynolds	Service Centre Wait Times	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: Average service centre wait times	Written	8/11/2023
SQ23-000899	Services Australia	Maria Kovacic	Claims on hand	1. Per payment type, how many claims are currently on hand and of those, how many are actionable, how many are un-actionable? 2. As at 30 June 2022 and 30 June 2023 respectively, how many claims are currently on hand and of those, how many are actionable, how many are un-actionable?	Written	6/11/2023
SQ23-000901	Services Australia	Linda Reynolds	myGov Daily Logins	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: Number of MyGov Daily Logins	Written	8/11/2023
SQ23-000902	Services Australia	Maria Kovacic	Claims on hand over standard	1. What is the current total number of claims on hand over standard? 2. As at 30 June 2022 and 30 June 2023 respectively, how many claims are currently on hand over standard?	Written	6/11/2023
SQ23-000903	Services Australia	Linda Reynolds	myGov Postage Savings	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: MyGov Savings on postage costs	Written	8/11/2023
SQ23-000904	Services Australia	Maria Kovacic	Property - headcount	As at 30 June 2022 and 30 June 2023 respectively, per location, being service centre, agent, smart centre and access point, how many APS employees were there, broken down to full time and part time?	Written	6/11/2023
SQ23-000905	Services Australia	Jane Hume	Minister Office hospitality and policy	Since 1 July 2023, has the Department provided any hospitality in Ministers' offices?	Written	3/11/2023

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			amendments on providing Minister Office hospitality	<p>Please specify the date, itemised cost, purpose, and attendees for the hospitality.</p> <p>Since 1 July 2023, have there been any amendments to the Department's policy on providing hospitality in the Ministers offices?</p> <p>If so, please provide a copy of the policy and a reference for the amendment</p>		
SQ23-000906	Services Australia	Jane Hume	Departmental Liaison Officer allocation	<p>How many Departmental Liaison Officers have been allocated to each Minister in the portfolio?</p> <p>Please provide a list that outlines the level of the member of the department, the Minister they have been allocated to, and the time they have been allocated to the Minister.</p> <p>Please denote any change in this allocation since May 2023.</p>	Written	3/11/2023
SQ23-000907	Services Australia	Jane Hume	Agency staff in Minister Office	<p>How many staff have been provided to Ministers offices not in a capacity as a Departmental Liaison Officer?</p> <p>Please provide a list that outlines the level of the member of the department, the Minister they have been allocated to, and the time they have been allocated to the Minister.</p> <p>Please denote any change in this allocation since May 2023.</p>	Written	3/11/2023
SQ23-000908	Services Australia	Jane Hume	CEO meetings with portfolio Ministers	<p>How many meetings has the Secretary/agency head had with the Ministers in their portfolio since</p>	Written	3/11/2023

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				1 July 2023? Please provide a list with the number of meetings by Minister, and the date of the first meeting with each Minister.		
SQ23-000909	Services Australia	Jane Hume	CEO meetings with Ministers not in portfolio	How many meetings has the Secretary/agency head had with any Ministers not in their portfolio since 1 July 2023? Please provide a list with the number of meetings by Minister, and the date of the first meeting with each Minister.	Written	3/11/2023
SQ23-000910	Services Australia	Jane Hume	Minister Briefs	a. How many briefs has the Department/agency provided to each Minister in its portfolio? Please provide a list with the number of briefs for each Minister, and the date of the first provided brief. b. How many briefs have been returned to the Department for redraft? Please provide a list with the number of briefs for each Minister, and the dates of the return of briefs to the Department.	Written	3/11/2023
SQ23-000911	Services Australia	Jane Hume	New Policy Proposals	How many New Policy Proposals has the Department/agency provided to each Minister in its portfolio since 1 July 2023? Please provide a list with the number of New Policy Proposals by Minister, and the date of the first provided New Policy Proposal.	Written	3/11/2023

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SQ23-000912	Services Australia	Jane Hume	Paper sourced from Australian Producers	<p>Please provide the amount of paper the Department/agency sources from Australian producers and from overseas producers.</p> <p>Please provide the amount in dollar value on a financial year basis for the last five financial years.</p>	Written	3/11/2023
SQ23-000913	Services Australia	Jane Hume	Agency membership - Commonwealth inter-departmental committees	<p>Please provide a list of all the Commonwealth inter-departmental committees of which the Department/agency has membership.</p> <p>Please specify where there are changes to the list since May 2023.</p>	Written	3/11/2023
SQ23-000914	Services Australia	Jane Hume	Agency membership - Commonwealth taskforces	<p>Please provide a list of all the Commonwealth taskforces of which the Department/agency has membership.</p> <p>Please specify where there are changes to the list since May 2023.</p>	Written	3/11/2023
SQ23-000915	Services Australia	Jane Hume	2022-23 October Budget, Savings from External Labour, and Savings from Advertising, Travel and Legal Expenses	<p>In relation to the measure in the 2022-23 October Budget, Savings from External Labour, and Savings from Advertising, Travel and Legal Expenses.</p> <p>a. What was the value of savings that the Department/agency was requested to deliver for the 2022-23 year in aggregate?</p> <p>b. Has the Department/agency identified the savings they will make across the following areas to achieve this cut:</p> <p>I. External labour hire</p> <p>II. Consultancy</p> <p>III. Advertising campaigns</p> <p>IV. Travel</p> <p>V. Legal expenses</p> <p>c. Can the Department/agency provide a</p>	Written	3/11/2023

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				<p>breakdown of the funding reductions they have made in totality, and in each of the above areas, and what they relate to?</p> <p>d. 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>e. 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> <p>I. External labour hire</p> <p>II. Consultancy</p> <p>III. Advertising campaigns</p> <p>IV. Travel</p> <p>V. Legal expenses</p> <p>f. 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>g. Is the Department/agency on track to meet the saving target?</p> <p>h. Has the Department/agency sought an exemption or alternation from/to the savings target?</p> <p>i. If so, why and was it approved?</p>		
SQ23-000916	Services Australia	Jane Hume	Functions or official receptions hosted by Agency	<p>In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies in the portfolio in financial year 2023/24 to date, please provide the following:</p> <p>a. List of functions;</p>	Written	3/11/2023

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				<p>b. List of 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; and g. Details of any entertainment provided.</p>		
SQ23-000917	Services Australia	Jane Hume	Functions or official receptions hosted by Ministers or Assistant Ministers	<p>In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio in financial year 2023/24 to date, please provide the following:</p> <p>a. List of functions; b. List of 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; and g. Details of any entertainment provided.</p>	Written	3/11/2023
SQ23-000918	Services Australia	Jane Hume	Upgrades to CEO or Deputy CEO Office furniture, fixtures or fittings	<p>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 2023/24 to date?</p> <p>Please provide an itemised list of costs (GST inclusive). Please provide photographs of the works conducted.</p>	Written	3/11/2023
SQ23-000919	Services Australia	Jane Hume	CEO travel 2023/24	<p>Please provide an itemised list of the Secretary's/agency deputy head's travel for financial year 2023/24 to date, including costs of flights and accommodation.</p>	Written	3/11/2023

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SQ23-000920	Services Australia	Jane Hume	Deputy CEO travel 2023/24	Please provide an itemised list of each Deputy Secretary's/agency head's travel for financial year 2023/24 to date, including costs of flights and accommodation.	Written	3/11/2023
SQ23-000921	Services Australia	Jane Hume	Facilities upgrades 2023/24	<p>Were the facilities of any of the Departments/agency premises upgraded in financial year 2023/24 to date, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment?</p> <p>Please provide a detailed description of the relevant facilities upgraded together with an itemised list of costs (GST inclusive).</p> <p>Please provide photographs of the upgraded facilities.</p>	Written	3/11/2023
SQ23-000922	Services Australia	Jane Hume	Staff travel 2023/24	What was the total cost of staff travel for departmental/agency employees in financial year 2023/24 to date?	Written	3/11/2023
SQ23-000923	Services Australia	Jane Hume	Expenditure 2023/24 – Media monitoring services	What was the Department's/agency's total expenditure on media monitoring services in financial year 2023/24 to date?	Written	3/11/2023
SQ23-000924	Services Australia	Jane Hume	Expenditure 2023/24 – Advertising and Information Campaigns	<p>What was the Department's/agency's total expenditure on advertising and information campaigns in financial year 2023/24 to date?</p> <p>Please provide an itemised list of the campaigns, their purpose, and their expected costs.</p>	Written	3/11/2023
SQ23-000925	Services Australia	Jane Hume	Expenditure 2023/24 – total expenditure on	What was the Department's/agency's total expenditure on promotional merchandise in financial year 2023/24 to date?	Written	3/11/2023

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			promotional merchandise	<p>Please provide an itemised list of the merchandise purchased with costs.</p> <p>Please provide examples and photographs of the merchandise purchased.</p>		
SQ23-000926	Services Australia	Jane Hume	Agency Credit Cards	<p>In relation to departmental use of credit cards:</p> <p>a. How many credit cards are currently on issue for department or agency staff?</p> <p>b. What was the value of the largest reported purchase on a credit card in financial year 2023/24 to date and what was it for?</p> <p>c. How much interest was paid on amounts outstanding from credit cards in financial year 2023/24 to date?</p> <p>d. How much was paid in late fees on amounts outstanding from credit cards in financial year 2023/24 to date?</p> <p>e. What was the largest amount outstanding on a single card at the end of a payment period in financial year 2023/24 to date?</p> <p>f. How many credit cards were reported as lost or stolen in financial year 2023/24 to date and what was the cost of their replacement?</p> <p>g. How many credit card purchases were deemed to be illegitimate or contrary to department or agency policy in financial year 2023/24 to date? What was the total value of those purchases? How many purchases were asked to be repaid on that basis in financial year 2023/24 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>	Written	3/11/2023

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				<p>h. What was the largest purchase that was deemed illegitimate or contrary to department or agency policy and asked to be repaid in financial year 2023/243 to date? What that amount actually repaid, in full? If no, what amount was left unpaid?</p> <p>i. 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>j. Please provide a copy of the department or agency's staff credit card policy.</p> <p>k. Please denote any changes to this policy that have been made since February 2023</p>		
SQ23-000927	Services Australia	Jane Hume	Comcare matters	<p>In relation to department/agency:</p> <p>a. In the current financial year to date, how many matters have been referred to Comcare?</p> <p>b. 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>c. What has the Department/agency learned from past Comcare claims?</p> <p>d. Of those employees who submitted a Comcare claim, how many returned to work after a period of absence?</p>	Written	3/11/2023
SQ23-000928	Services Australia	Jane Hume	Fair Work Commission matters	<p>In relation to the department/agency:</p> <p>a. In the current financial year to date, how many matters have been referred to the Fair Work Commission?</p> <p>b. 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</p>	Written	3/11/2023

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				nature of the determination of the Fair Work Commission, Fair Work Ombudsman and/or conciliator.		
SQ23-000929	Services Australia	Jane Hume	Agency reviews – current	<p>Please provide a list of the number of reviews that the department/agency is currently conducting.</p> <p>Please provide:</p> <ul style="list-style-type: none"> a. the name of the review; b. the purpose of the review; c. the name or names of the reviewer(s); d. the remuneration for each of the reviewer(s); e. the budgeted cost of the review; f. the amount spent to date; and g. the date the review is due to be completed. 	Written	3/11/2023
SQ23-000930	Services Australia	Jane Hume	Agency reviews – completed since July 2022	<p>Please provide a list of the number of reviews that the department/agency has completed since 1 July 2022.</p> <p>Please provide:</p> <ul style="list-style-type: none"> a. the name of the review; b. the purpose of the review; c. the name or names of the reviewer(s); d. the remuneration for each of the reviewer(s); e. the budgeted cost of the review; f. the amount spent; g. the date the review was due to be completed; h. the date the review was completed; i. the date the review was provided to the Department; j. the date the review was provided to the Minister; and k. the date the review was provided to the Minister's office. 	Written	3/11/2023

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SQ23-000931	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.</p> <p>Please provide:</p> <p>a. the name of the interdepartmental committee;</p> <p>b. a list of the membership;</p> <p>c. the date it was established; and</p> <p>d. its purpose.</p>	Written	3/11/2023
SQ23-000932	Services Australia	Jane Hume	New entities (including advisory boards and agencies) since May 2022	<p>How many new entities (including advisory boards and agencies) have been created within the portfolio since May 2022?</p> <p>Please list each entity, its purpose, and the date it was created.</p>	Written	3/11/2023
SQ23-000933	Services Australia	Jane Hume	New entities (including advisory boards and agencies) wound up, amalgamated, ceased or disbanded since May 2022	<p>How many new entities (including advisory boards and agencies) have been wound up, amalgamated, ceased or disbanded since May 2022?</p> <p>Please list each entity, its purpose, and the date it was wound up, amalgamated, ceased, or disbanded.</p>	Written	3/11/2023
SQ23-000934	Services Australia	Jane Hume	Minister Office request for data/information by electorate	<p>Since 1 July 2023, has the department / agency ever received a request from a portfolio minister's office seeking data or information separated out by electorate?</p> <p>a. Please provide a list of all requests, including any timeframe provided for a response, whether a response was provided, and the context of the request if provided.</p> <p>b. Please provide a copy of all responses to the request.</p>	Written	3/11/2023

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SQ23-000935	Services Australia	Maria Kovacic	Property – precinct locations	Which states currently have Precincts and which do not?	Written	9/11/2023
SQ23-000936	Services Australia	Jane Hume	Agency ASL at 1 July 2023	<p>Please provide the number of current ASL allocated to the department/agency as at 1 July 2023.</p> <p>Please provide:</p> <p>a. total number of ASL;</p> <p>b. total number of FTE by APS classification;</p> <p>c. the number of ASL allocated to each outcome for which the department/agency is responsible; and</p> <p>d. the number of FTE, by classification, allocated to each outcome for which the department/agency is responsible; and</p> <p>e. the number of FTE positions that are not currently filled, broken down by classification.</p>	Written	3/11/2023
SQ23-000937	Services Australia	Maria Kovacic	Property – OSS	Which Service Centres are not 'One Stop Shops'?	Written	9/11/2023
SQ23-000938	Services Australia	Jane Hume	Market research conducted – Commonwealth Information and Advertising Campaign	<p>Has the department/agency provided any Minister's office with market research conducted in relation to a Commonwealth Information and Advertising Campaign?</p> <p>Please provide a list of the Ministers and the date on which they were provided the research.</p>	Written	3/11/2023
SQ23-000939	Services Australia	Jane Hume	Agency – Freedom of Information applications since 1 July 2023	<p>How many freedom of information applications has the department/agency received since 1 July 2023? Please provide a breakdown of the number including;</p> <p>a. the number of applications withdrawn;</p> <p>b. the number of applications refused under section 34 of the Freedom of Information Act 1982;</p> <p>c. the number of applications refused under section 24 of the Freedom of Information Act 1982;</p> <p>d. the number of applications refused under</p>	Written	3/11/2023

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				<p>section 24A of the Freedom of Information Act 1982;</p> <p>e. the number of applications subject to internal review;</p> <p>f. the number of applications subject to review by the OAIC;</p> <p>g. the number of applications subject to review by the AAT;</p> <p>h. the number of applications subject to review by the Federal Court; and</p> <p>i. the number of applications where the original decision has been overturned.</p>		
SQ23-000940	Services Australia	Maria Kovacic	Health Insurance Act	Has the Department of Health sought advice from Services Australia about giving effect to potential changes to the Health Insurance Act 1973, such that verbal consent can become a permanent feature for the assignment of benefits	Written	9/11/2023
SQ23-000941	Services Australia	Jane Hume	Minister Office – Freedom of Information applications since 1 July 2023	<p>How many freedom of information applications have been received by the Minister's office since 1 July 2023?</p> <p>Please provide a breakdown including;</p> <p>a. the number of applications by Minister,</p> <p>I. the number of applications that are yet to be decided;</p> <p>II. the number of applications refused; and</p> <p>III. the number of applications overdue, including the number of days overdue.</p>	Written	3/11/2023
SQ23-000942	Services Australia	Maria Kovacic	Payments – cheques	<p>1. What claims or services does the agency operate which include the option for the use of cheques?</p> <p>In FY 2022-23, how many transactions used cheques when dealing with the agency?</p>	Written	9/11/2023

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SQ23-000943	Services Australia	Jane Hume	Ten largest estimate variations	For the portfolio, please provide a list of the ten largest estimate variations in the most recent financial year.	Written	3/11/2023
SQ23-000944	Services Australia	Jane Hume	Ten largest movements of funds	For the portfolio, please provide a list of the ten largest movements of funds in the most recent financial year, including a profile of the forward estimates for the impact of the movement.	Written	3/11/2023
SQ23-000945	Services Australia	Maria Kovacic	Legacy systems	2. What ICT legacy systems does the agency currently operate?	Written	9/11/2023
SQ23-000946	Services Australia	Jane Hume	Flexible work arrangement	a. How many staff have a flexible work arrangement in place that enables them to work from home? b. Please provide a breakdown including; I. The proportion of staff who work from home one day a week? II. The proportion of staff who work from home two days a week? III. The proportion of staff who work from home three days a week? IV. The proportion of staff who work from home four days a week? V. The proportion of staff who work from home five days a week? c. What is the annual cost of renting out office space for employees? d. Please provide a copy of the department/agency's work from home policy.	Written	3/11/2023
SQ23-000947	Services Australia	Maria Kovacic	Customer dissatisfaction	In FY 2022-23, what were the top reasons for customer disassociation by channel for SSW and Health?	Written	9/11/2023
SQ23-000948	Services Australia	Maria Kovacic	Service delivery partners – delegated functions	Per service delivery partner, what delegated functions do each of them currently have?	Written	9/11/2023

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SQ23-000949	Services Australia	Jane Hume	ChatGPT	<p>a. Does the department/agency allow for the use of ChatGPT on the internal network?</p> <p>i. If so, what risk management and governance mechanisms are in place to protect government data?</p> <p>b. Please provide the department/agency policy on use of artificial intelligence.</p>	Written	3/11/2023
SQ23-000950	Services Australia	Maria Kovacic	Labour hire personnel	What is the current headcount for labour hire personnel?	Written	9/11/2023
SQ23-000951	Services Australia	Maria Kovacic	Staff – redundancy	How many employees were made redundant in FY 2022-23?	Written	9/11/2023
SQ23-000952	Services Australia	Jane Hume	Encouraged donations to the YES Campaign	<p>It was reported in the The Age and Sydney Morning Herald by journalists Richard Baker, Nick McKenzie and Hannah Bowers that Mr Richard Pratt said that he had donated \$1 million to the Voice referendum's Yes campaign because he had fielded a request to do so from a senior adviser to Prime Minister Anthony Albanese.</p> <p>a. Have any personal staff in the Office of the Minister solicited or encouraged donations to the YES Campaign prior to or during the course of the referendum campaign?</p> <p>b. Have any personal staff in the Office of the Minister solicited or encouraged donations to the YES Campaign on the basis of policy decisions?</p>	Written	3/11/2023
SQ23-000953	Services Australia	Maria Kovacic	Staff – reason for leaving agency	In so far as it is known, for FY 2022-23 and to date, what are the top reasons for staff resigned their employment with the agency and how many staff cited said top reason respectively?	Written	9/11/2023
SQ23-000954	Services Australia	Maria Kovacic	Comcare	In FY 2022-23, how many notifiable incidents have been raised with Comcare, and of those, how many are ongoing?	Written	9/11/2023

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SQ23-000955	Services Australia	Gerard Rennick	Jobseeker Interview Third Party Platform	When Services Australia conducts a jobseeker interview on its platform what third party system is used and who owns it?	Written	6/11/2023
SQ23-000956	Services Australia	Maria Kovacic	Meetings with union representatives - volume	1. In FY 2022-23, per occasion, how many staff participated in meetings with union members during work hours? In FY 2022-23, how many hours did staff spend collectively in meetings with union members during work hours?	Written	9/11/2023
SQ23-000957	Services Australia	Maria Kovacic	Working from home arrangements	2. Per group, how many staff have working from home arrangements?	Written	9/11/2023
SQ23-000958	Services Australia	Gerard Rennick	DSS and Vanguard Relationship	Can you detail the relationship between the Department of Social Services and Vanguard in relation to Services Australia?	Written	6/11/2023
SQ23-000959	Services Australia	Maria Kovacic	CPSU meetings	On what dates has the agency's leadership met with the CPSU in FY 2022-23 and to date?	Written	9/11/2023
SQ23-000960	Services Australia	Gerard Rennick	Vanguard Costings	How much money has been paid by the Australian Government to Vanguard for its Services Australia technologies?	Written	6/11/2023
SQ23-000961	Services Australia	Maria Kovacic	Fraud – volumes of incidents	On how many occasions in FY 2022-23, did the agency obtain data for use in connection with fraud and criminal offences?	Written	9/11/2023
SQ23-000962	Services Australia	Gerard Rennick	Vanguard Data Mining	To quote Services Australia, "We have over 450 million interactions with customers every year and provide services to almost every Australian at some point. This often includes during key transitions and events in people's lives." The data, including medical data, is gathered and stored by a third party, \$11-trillion-investment giant Vanguard. What guarantees does the Australian Government have in place that this information isn't being used for data mining purposes, given that Vanguard is one of the leading members of the World Economic	Written	6/11/2023

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				Forum, keeping in mind the WEF is on the record as promoting big data analytics to untap and release database systems of the past?		
SQ23-000963	Services Australia	Maria Kovacic	Services Australia Identity Exchange – lines of reporting and staffing	<p>1. To which Minister does the agency currently report to on the operation of the Services Australia Identity Exchange?</p> <p>2. What risks does the agency currently manage in relation to its role as the operators of the exchange?</p> <p>3. How many APS staff are currently engaged in operating the exchange?</p>	Written	9/11/2023
SQ23-000964	Services Australia	Maria Kovacic	Services Australia Identity Exchange – cyber Security and risks	<p>1. What cyber security capacity and capability does the agency currently exhibit in relation to its role as the operators of the exchange?</p> <p>3. In FY 2022-23, how many cyber risks or incidents were identified and what was the nature of each?</p>	Written	9/11/2023
SQ23-000965	Services Australia	Gerard Rennick	Employee Contracts	Have your employment contracts been altered to include a clause saying your employees, who are federal employees, must follow state-mandated guidelines? If so, when was that clause included?	Written	6/11/2023
SQ23-000966	Services Australia	Maria Kovacic	Find Us Tool – footfall	2. Why does the agency's Find Us Tool not record footfall per service centre?	Written	9/11/2023
SQ23-000967	Services Australia	Maria Kovacic	Service Centres – no interactions	Per service centre, how many customers left the service centre in FY 2022-23 having not interacted with a service officer?	Written	9/11/2023
SQ23-000969	Services Australia	Maria Kovacic	Family and Domestic Violence Strategy	Has the new Strategy been released?	Written	9/11/2023
SQ23-000970	Services Australia	Gerard Rennick	COVID 19 Claims	<p>How many people have lodged claims for injuries from Covid-19 vaccines? Please include all claims regardless of eligibility.</p> <p>How many of these claims are still outstanding?</p>	Written	6/11/2023

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				What's the average time for a claim to be processed? How many claims have been paid out on to date, and what is the amount of compensation?		
SQ23-000971	Services Australia	Maria Kovacic	Family and domestic violence – customers	In FY 2022-23, how many times did victim-survivors of FDV have recorded this vulnerability?	Written	9/11/2023
SQ23-000972	Services Australia	Maria Kovacic	Enterprise Governance	Why did the Enterprise Business and Risk Committee and the Transformation and Integration Committee cease to be constituted?	Written	6/11/2023
SQ23-000973	Services Australia	Maria Kovacic	Vulnerability – nature	What vulnerability does the agency currently track?	Written	9/11/2023
SQ23-000974	Services Australia	Maria Kovacic	Digital claiming	In FY 2022-23. Per claim, how many customers accessed claims for those claims which can't be accessed digital (e.g. PBS Safety Net Claims)?	Written	9/11/2023
SQ23-000975	Services Australia	Maria Kovacic	DLO staff – Ministers office	How many Departmental Liaison Officers have left/been rotated out of Mr Shorten's office FY 2022-23 and to date?	Written	9/11/2023
SQ23-000976	Services Australia	Maria Kovacic	Questions on Notice	To date, how many Questions on Notice have not been returned to the Community Affairs Legislation Committee by the Committee's due date by Minister Shorten?	Written	9/11/2023
SQ23-000977	Services Australia	Maria Kovacic	Disaster and emergency-related payments	What improvements were made to the online claims process for the AGDRP, DRA, NZDRP and NZDRA last FY?	Written	6/11/2023
SQ23-000978	Services Australia	Maria Kovacic	MyGov – Tell Us Once	With reference to SQ23-000098, what specific legislative differences are currently preventing the disclosure of information from the agency to member services?	Written	9/11/2023
SQ23-000979	Services Australia	Maria Kovacic	Customer support materials	In FY 2022-23, what customer support materials were changed, and can examples of each edit be provided?	Written	9/11/2023

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SQ23-000980	Services Australia	Maria Kovacic	Mobile service centres	<ol style="list-style-type: none"> 1. Per MSC, what towns were visited and on what dates? 2. Per MSC visit, what were the total number of customer contracts? 3. Does the agency estimate expected customer contact when an MSC is routinely visiting (i.e not during a disaster event) a community? 4. On average, how many staff routinely man an MSC? 	Written	6/11/2023
SQ23-000981	Services Australia	Maria Kovacic	Family and Domestic Violence Pilot - volume	In FY 2022-23, how many customers have been referred to the pilot?	Written	9/11/2023
SQ23-000982	Services Australia	Maria Kovacic	Australian Government Emergency Information Line	<ol style="list-style-type: none"> 1. How many calls were handled, answered or terminated on this line during the 2022-23 FY? 2. What was the average speed to answer on this line for the 2022-23 FY? 3. On average, how many APS employees operated the line for the 2022-23 FY? 	Written	6/11/2023
SQ23-000983	Services Australia	Maria Kovacic	Correctional facilities	At which correctional facilities does the agency currently service?	Written	9/11/2023
SQ23-000984	Services Australia	Maria Kovacic	Local government side-by-side servicing	To date, does the agency delivery any services side-by-side with local government entities?	Written	9/11/2023
SQ23-000985	Services Australia	Maria Kovacic	Emergency Reserve	How many staff were on the Reserve in the 2021-22 and 2022-23 FY's respectively?	Written	6/11/2023
SQ23-000986	Services Australia	Maria Kovacic	Claims processing – state by state	Per state, what is the median number of days taken to process SSW claims?	Written	9/11/2023
SQ23-000988	Services Australia	Maria Kovacic	Property – lease expiry events	In FY 2022-23, which service centres were subject to lease expiry events?	Written	9/11/2023
SQ23-000989	Services Australia	Maria Kovacic	Mandatory Refresher Program	In FY 2022-23, did all staff undertake the Mandatory Refresher Program?	Written	9/11/2023
SQ23-000990	Services Australia	Maria Kovacic	Key activities – revision	Why were the key activities revised as per the 2022-23 Annual Report?	Written	6/11/2023

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SQ23-000991	Services Australia	Maria Kovacic	Service Delivery Partners – seconds	In FY 2022-23, per SDP, how many seconds were fulfilled and how many were requested by the agency?	Written	9/11/2023
SQ23-000992	Services Australia	Maria Kovacic	Customer satisfaction health providers - per cohort	What was the customer satisfaction result by channel and driver for a) pharmacists b) practitioners and c) practice managers respectively, and how many people per cohort completed the survey?	Written	6/11/2023
SQ23-000993	Services Australia	Maria Kovacic	Rebranding	Is the agency considering any rebranding?	Written	9/11/2023
SQ23-000995	Services Australia	Maria Kovacic	Timeliness of Health services	What was the median number of days to process a Health claim in the 2021-22 and 2022-23 FYs respectively?	Written	6/11/2023
SQ23-000996	Services Australia	Maria Kovacic	Ordering of material	In FY 2022-23, per product name, how many orders did the agency review for products, forms and publications?	Written	9/11/2023
SQ23-000997	Services Australia	Maria Kovacic	Call wait times – staffing	With reference to page 34 of the 2022-23 Annual Report, how does the agency track and measure the proficiency of staff handling inbound calls? Is there a standard metric used to measure proficiency? What is that metric?	Written	6/11/2023
SQ23-000998	Services Australia	Maria Kovacic	Compensation – subpoenas	In FY 2022-23, how many subpoenas were received by the agency?	Written	9/11/2023
SQ23-000999	Services Australia	Maria Kovacic	Call wait times – 'newly trained staff'	With reference to page 34 of the 2022-23 Annual Report, how many 'newly trained staff' there?	Written	6/11/2023
SQ23-001000	Services Australia	Maria Kovacic	Redundancies	In FY 2022-23, how many employees were identified as an excess employee?	Written	9/11/2023
SQ23-001001	Services Australia	Maria Kovacic	Corporate wardrobe	What is the average cost per unit of the new corporate wardrobe?	Written	9/11/2023
SQ23-001002	Services Australia	Maria Kovacic	External events – CEO and A/G CEO	At which events and on what dates did the CEO and a/g CEO attend, present or be a panellist at in FY 2022-23?	Written	9/11/2023

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SQ23-001003	Services Australia	Maria Kovacic	Claims process – weeks	How many claims, listed per claim type, took to longer than 6, 6-17, 18-25 and greater than 26 weeks to finalise in FY 2022-23?	Written	9/11/2023
SQ23-001004	Services Australia	Linda Reynolds	Self-Services Transactions	Please provide the data for the following areas for the financial years 2021-22 and 2022-23 a. Number of Centrelink online services transactions b. Number of Centrelink Phone self-service transactions c. Number of Centrelink Express Plus mobile apps d. Total Centrelink self-service transactions	Written	8/11/2023
SQ23-001005	Services Australia	Linda Reynolds	Centrelink Digital Services Registrations	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: i. Centrelink Digital Services Registrations: a. Number of Online services b. Number of Phone self-service c. Number of Calls handled	Written	8/11/2023
SQ23-001006	Services Australia	Linda Reynolds	Online Medicare Transactions	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: Number of Medicare online services transactions	Written	8/11/2023
SQ23-001007	Services Australia	Linda Reynolds	Medicare Customer Registrations by Channel	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: i. Medicare Customer registrations by channel: a. Number of Online services b. Number of Medicare Online Services (reg users) c. Number of calls handled d. Total self-service transactions	Written	8/11/2023
SQ23-001008	Services Australia	Linda Reynolds	Child Support Calls and Self-Service Transactions	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: a. Number of child support calls made to separated parents b. Number of child support calls handled c. Total child support self-service transactions	Written	8/11/2023

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SQ23-001009	Services Australia	Linda Reynolds	Multilingual Smart Centre Services	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: i. Multilingual smart centre services: a. Number of calls answered b. Number of multicultural service officers c. Number of undertaken activities	Written	8/11/2023
SQ23-001010	Services Australia	Linda Reynolds	Rural Smart Centre Services	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: i. Rural smart centre services: a. Number of calls answered	Written	8/11/2023
SQ23-001011	Services Australia	Linda Reynolds	Indigenous Smart Centre Services	Please provide the data for the following areas for the financial years 2021-22 and 2022-23: i. Indigenous smart centre services: a. Number of calls answered	Written	8/11/2023
SQ23-001012	Services Australia	Maria Kovacic	Telephony – smart centre	How many calls were answered in FY 2022-23 by APS staff and how many calls were answered by non-APS staff?	Written	9/11/2023
SQ23-001013	Services Australia	Maria Kovacic	Telephony – Non-APS	How is it determined as to whether an APS or a non-APS staff member answers a call?	Written	9/11/2023
SQ23-001014	Services Australia	Maria Kovacic	Service delivery partners - handling	Are there any business lines, tasks or other such functions which in both telephony and claims processing that non-APS staff cannot undertake, and what are those functions?	Written	9/11/2023
SQ23-001015	Services Australia	Maria Kovacic	Training – telephony and claims processing	What is the average duration of an APS employee's telephony/claims processing training period?	Written	9/11/2023
SQ23-001016	Services Australia	Maria Kovacic	Call transfers	In FY 2022-23, how many calls were transferred between non-APS staff to APS staff?	Written	9/11/2023
SQ23-001017	Services Australia	Maria Kovacic	Telephony – per queue, daily	What was the percentage of calls answered by a service officer by each queue, daily, in the 2022-23 FY and to date?	Written	9/11/2023
SQ23-001018	Services Australia	Maria Kovacic	Telephony - > 30 minutes	Of calls answered in FY 2022-23, what was the percentage of calls answered at greater than 30	Written	9/11/2023

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				minutes, daily, in the last financial year and to date?		
SQ23-001019	Services Australia	Maria Kovacic	Centrelink Appointment System – explanation	What is the Centrelink Appointment System?	Written	9/11/2023
SQ23-001020	Services Australia	Maria Kovacic	Centrelink Appointment System – 20 minute window	Where a customer receives a return call from a staff member for the purpose of a Centrelink appointment, on how many occasions in FY 2022-23 were appointments made outside the 20 minute window?	Written	9/11/2023
SQ23-001021	Services Australia	Maria Kovacic	Self-service options – cost	In FY 2022-23, per respective channel, what was the cost to the agency of maintaining and operating self-service options?	Written	9/11/2023
SQ23-001022	Services Australia	Maria Kovacic	Customer Service Delivery Group	What was the APS headcount of this group as at 31 June 2023?	Written	9/11/2023
SQ23-001023	Services Australia	Maria Kovacic	Quality On Line – explanation	What is Quality On Line checking?	Written	9/11/2023
SQ23-001024	Services Australia	Maria Kovacic	Payment correctness principles – critical errors	In FY 2022-23, from each financial year since 2019, how many times have payment correctness principles not been met by way of an error, and what percentage of those cases are a result of non-critical errors?	Written	9/11/2023
SQ23-001025	Services Australia	Maria Kovacic	Payment correctness principles – non-critical errors	In FY 2022-23, from each financial year since 2019, how many times have payment correctness principles not been met by way of an error, and what percentage of those cases are a result of non-critical errors?	Written	9/11/2023
SQ23-001026	Services Australia	Maria Kovacic	Personal quality of line	In FY 2022-23, how many APS staff in FY 2022-23, failed to maintain a 95% a personal quality of line correctness?	Written	9/11/2023

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SQ23-001027	Services Australia	Maria Kovacic	Claims processing – per LGA	Per claim type, in FY 2022-23, what is the median number of days taken to process a claim in each Local Government Area respectively?	Written	9/11/2023
SQ23-001028	Services Australia	Maria Kovacic	Telephony – results per smart centre	Per Smart Centre and business line, what is the average speed to answer in FY 2022-23 and to date respectively?	Written	9/11/2023
SQ23-001029	Services Australia	Maria Kovacic	Claims processing – per Commonwealth Electoral Boundaries	Noting that the agency can in fact produce data by electorate, per claim type, in FY 2022-23, what is the median number of days taken to process a claim within each Commonwealth electorate?	Written	9/11/2023
SQ23-001030	Services Australia	Maria Kovacic	Claims – days old	Currently, what percentage of claims are greater than 5 business days old via main business line?	Written	9/11/2023
SQ23-001031	Services Australia	Maria Kovacic	Data by LGA	What data does the agency extract and analyse on an LGA basis?	Written	9/11/2023
SQ23-001032	Services Australia	Maria Kovacic	Hank Jongen – emails	1. How many emails did Mr Jongen send or receive in his inbox in FY 2022-23? 2. Of those emails sent or received by Mr Jongen in his inbox in FY 2022-23, how many were from media outlets? 3. Of those emails received by Mr Jongen in his inbox in FY 2022-23, how many were not from media outlets?	Written	9/11/2023
SQ23-001033	Services Australia	Maria Kovacic	Hank Jongen – complains	1. How many Level 2 customer complaints were sent and/or received by Mr Jongen in FY 2022-23 via his email? 2. Of those Level 2 customer complaints sent and/or received by Mr Jongen in FY 2022-23, how many resulted in a resolution? 3. How many customer complaints sent and/or received by Mr Jorgen in FY 2022-23 were escalated in some fashion?	Written	9/11/2023
SQ23-001034	Services Australia	Ralph Babet	Vaccine Claims Scheme – Claims	To date, how many Australians have made an application to the scheme (irrespective of the	Written	13/11/2023

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				<p>outcome, and inclusive of any applications that may have been withdrawn)?</p> <p>a. How many claims have been approved?</p> <p>b. How many claims have been rejected?</p> <p>c. How many claims have been withdrawn by the applicant?</p> <p>d. How many claims are yet to be processed?</p> <p>e. What is the average timeline from claim submission to a final decision?</p> <p>f. How many claims that were initially rejected were subsequently approved on appeal?</p> <p>g. How many applicants were denied a claim for conditions that have subsequently been included as recognised conditions? Will the department be contacting these claimants and reviewing their applications?</p>		
SQ23-001035	Services Australia	Ralph Babet	Vaccine Claims Scheme - Payment Amounts	<p>What is the average amount in dollars being offered to applicants whose claims are approved?</p> <p>a. How much in total has been paid out to successful claimants?</p> <p>b. What is the largest amount paid to a claimant to date?</p> <p>c. Have any deaths been paid out and if so, what were the dollar amounts?</p>	Written	13/11/2023
SQ23-001036	Services Australia	Ralph Babet	Vaccine Claims Scheme - Claims processed on average	How many claims are processed on average per day?	Written	13/11/2023
SQ23-001037	Services Australia	Ralph Babet	Vaccine Claims Scheme - Training prior to claims processing	Do staff undertaking assessment of claims have any prior training in insurance claims? If so, how many?	Written	13/11/2023
SQ23-001039	Services Australia	Maria Kovacic	Processing – Prescriptions	In FY 2021-22 and FY 2022-23, what was the median number of days to process written authority prescriptions.	Written	6/11/2023

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