



SENATOR KERRYNN LIDDLE

Shadow Minister for Child Protection and the Prevention of Family Violence
Senator for South Australia

18 October 2023

Mr Ray Griggs AO CSC

Secretary of the Department of Social Services

Via email: Ray.Griggs@dss.gov.au

Mr Chris Birrer

Acting Chief Executive Officer of Services Australia

Via email: chris.birrer@servicesaustralia.gov.au

Dear Secretary Griggs and Mr Birrer,

I write on behalf of the Opposition Senators ahead of the 2023-2024 Supplementary Senate Budget Estimates hearings, which will take place on October 25th and 26th, 2023.

While we understand that you will both attend Senate Estimates with detailed information regarding the operations of your relevant agencies, I request that you come ready to table answers to the questions and topics set down below.

I note that Services Australia tabled answers to questions asked of the Agency by Senator Rice on the same day in which the agency appeared before the Community Affairs Committee during the last round of Estimates.

I trust that this precedent will apply.

The following provides specific information of when you appeared before the Community Affairs Committee:

QUESTIONS FOR SERVICES AUSTRALIA

- Telephony data, including the average speed to answer and number of calls answered, for the dates of 9 and 10 October 2023.
- Number of APS staff with working from home arrangements currently in place, and the percentage of that figure for those arrangements which are not hybrid work arrangements.
- Number of APS staff with working from home arrangements for the 2021-22 and 2022-23 financial years respectively, and the percentage of that figure for those arrangements which are not hybrid work arrangements.
- The daily, weekly, monthly and yearly footfall for each service centre for the 2022-2023 financial years respectively.
- Median number of days the Agency took to process a claim, the median number of days spent on payment processing, and how many customers received a payment for all Australian Government payments administered by, arranged by year, starting with the 2022-23 financial year, and for every financial year from 2019-20 onwards.
- Number of face-to-face contacts for social security and welfare customers for each service centre in the 2022-2023 financial year, and for the previous three financial years.
- Average number of days to process social security and welfare claims for the 2021-22 and 2022-23 financial years respectively.
- Percentage of customers who were served within 15 minutes, nationally and per channel, for the 2022-2023 financial year.
- The names of service centres which operate outside the hours of 8.30am – 4.30pm.
- Names of each skill tag used by the agency.
- Number of Disaster Recovery Funding Arrangements granted per LGA this financial year and in the 2022-23 financial year respectively, and the median number of days the Agency took to process a claim and pay a claim.
- Traffic light system status for each Active Major Program to date, and for the 2022-23 financial year.
- Per claim type, the number and percentage of claims that were completed within the timeliness standard in the 2022-23 financial year and in the 2021-22 financial year respectively.
- Per claim type, the number and percentage of claims on hand there were over 21 days old as at 30 June 2022 for the 2022-23 financial year and at the conclusion of the in the 2021-22 financial year respectively.
- Per claim type, the number and percentage of claims for the 2022-22 financial year and in the in the 2021-22 financial year respectively, that took within a month to finalise and between 1-3 months to finalise.
- Number of customer contacts per service centre for the 2022-23 and 2021-22 financial years respectively.

- Per claim type, the number of claims that took longer than 6, 6-17 and 26 weeks respectively, to finalise as at 30 June 2022 for the 2022-23 financial year and at the conclusion of the in the 2021-22 financial year respectively.

QUESTIONS FOR DSS

- Information on all payments from outcome 1 for the 2022-23 financial year.
- Detailed line by line information on all programs, grants and expenditure in outcomes 2, 3 and 4.
- Detailed information related to income management programs operating throughout Australia.
- Detailed information on all support services currently in operation in former CDC sites following the abolition of the cashless debit card.
- Detailed information on all funding that was reprioritised in the budget.
- Information on all payments from outcome 1 for the 2022-23 financial year.
- Detailed line by line information on all programs, grants and expenditure in outcomes 2, 3 and 4.
- Detailed information related to income management programs operating throughout Australia.
- Detailed information on all support services currently in operation in former CDC sites following the abolition of the cashless debit card.
- Information on all committed uncontracted funding.
- Information on all unallocated funding.
- Detailed information on all funding that was reprioritised in the budget.
- Alcohol restrictions .
- BetStop.
- The work bonus.
- NDIS AAT claims.
- NDIS disability spend and the 8 per cent growth target for the Scheme.
- NDIS Quality and Safeguards Commission.
- NDIS data breach.
- Fraud.
- Provider inclusion within the NDIS.
- Cost per plan.
- Specialist disability accommodation (SDA) processes.
- IR laws and disability employment.
- National Autism Strategy.
- \$2 billion Accelerator and \$3.5 billion incentive for states to lift housing target.
- Labor's new National Housing and Homelessness Plan.
- Housing affordability crisis and foreign investment.
- 1.5 million migrants over 5 years and the housing crisis.
- Housing Australia Future Fund.

It is expected that Opposition Senators similarly expect the Agency to promptly respond to the terms of the letter, in addition to confirming receipt of this correspondence.

Please note that this list of topics is not exhaustive, and Opposition Senators will likely have several other questions referring to expenditure across Services Australia.

Yours Sincerely,

Copy: Community Affairs Secretariat