

## SENATE SUPPLEMENTARY BUDGET ESTIMATES – SERVICES AUSTRALIA RESPONSES TO SENATOR LIDDLE LETTER

Information Request
<p>The names of service centres which operate outside the hours of 8.30am - 4.30pm.</p> <p>The majority of Services Australia's (the Agency) service centres operate between the hours of 8:30am and 4:30pm, with a number of service centres maintaining different operating hours to accommodate the needs of the local community. The operating hours for each service centre is located on the Agency's website and can be accessed using the <a href="#">Find us tool</a>.</p>
<p>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.</p> <p>As at 31 August 2023,</p> <ul style="list-style-type: none"><li>• approximately 6,500 (21%) APS staff were working from home, and</li><li>• approximately 420 (6%) of the 6,500, work 100% from home (i.e., not on a hybrid arrangement, a mix of in the office and home).</li></ul>
<p>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.</p> <p>Data has been provided as at 30 June for the respective financial years.</p> <p>As at 30 June 2022,</p> <ul style="list-style-type: none"><li>• approximately 2,700 (8%) APS staff were working from home, and</li><li>• approximately 500 (19%) of the 2,700, work 100% from home (i.e., not on a hybrid arrangement, a mix of in the office and home).</li></ul> <p>As at 30 June 2023:</p> <ul style="list-style-type: none"><li>• approximately 6,200 (19%) APS staff were working from home, and</li><li>• approximately 500 (9%) of the 6,200, work 100% from home (i.e., not on a hybrid arrangement, a mix of in the office and home).</li></ul>

### Responses to Questions in relation to:

- Percentage of customers who are served within 15 minutes, nationally and per channel, for the 2022-23 financial year
  - Names of each skill tag used by the agency
  - Traffic light system status for each Active Major Program to date, and for the 022-23 financial year
- are provided as separate attachments.