



## **Senator Hollie Hughes**

**Shadow Assistant Minister for Mental Health & Suicide Prevention  
Shadow Assistant Minister for the National Disability Insurance Scheme**

14.10.2024

*Mr Ray Griggs AO CSC  
Secretary  
Department of Social Services*

*Mr David Hazlehurst  
Chief Executive Officer  
Services Australia*

Dear Secretary and Mr Hazlehurst,

I write on behalf of Opposition Senators to request that officials from both Services Australia and the Department of Social Services come prepared to answer questions, including but not limited to, the following areas within your purview during the upcoming Budget Estimates hearings.

We trust this advanced notice will give you ample time and guidance on what to prepare for ahead of the hearings.

### **Department of Social Services**

#### **The Coalition Requests DSS to be prepared to provide:**

- Answers to outstanding Questions on Notice;
- Information on all payments in Outcome 1;
- Detailed information on all areas of expenditure (grants, programs, funding for groups) in Outcome 2, 3 and 4, including contracted / uncontracted;
- Information on all grant funding programs and the total funding over the forward estimates for each of these grant programs;
- Income Management;
- NDIS Sustainability Framework;
- NDIS data breaches;
- NDIS reforms;
- NDIS plans;
- NDIS PACE system

- NDIS fraud;
- NDIS data;
- NDIS claims;
- National Agreement on Social Housing and Homelessness (NASHH);

### **Services Australia**

- Workforce management;
- Major Programs and Projects;
- Claims and work processing;
- Telephony performance;
- MyGov;

### **SPECIFIC REQUESTS FOR DATA**

Officials should table the requested data, as set out below:

- For the 2023-24 financial year, per claim, non-new claim and work/program, for social security and welfare, health, aged care, child support and emergency claims, respectively, what was the average number of days to process a claim;
- As at 30 June 2024, per claim, non-new claim and work/program, for social security and welfare, health, aged care, child support and emergency claims, respectively, what was the number of claims received;
- Number of claims complete; Number of claims on hand;
- Number of claims on hand that took longer to process than the agreed timeliness standard;
- Percentage of those claims which took longer to process than the agreed timeliness standard;
- Social security and welfare by Local Government Area Average Days to Process for the 2023-24 financial year;
- Health work by Local Government Area Average Days to Process for the 2023-24 financial year;
- Social security and welfare by Service Zone Average Days to Process for the 2023-24 financial year;
- Health work by Service Zone Average Days to Process for the 2023-24 financial year;
- Social security and welfare by Commonwealth Electoral Boundary Average Days to Process for the 2023-24 financial year;
- Health work by Commonwealth Electoral Boundary Average Days to Process for the 2023-24 financial year;
- Services Australia Telephony Report for the 2023-24 financial year (that is, Centrelink, Payments and Integrity, Health Customer, Health Provider, Health PBS Authorities and Child Support), detailing total number of calls handled, self-managed, by service officer, terminated by customer, ASA and congestion messages;
- Number of calls answered over sixty minutes and percentage of calls answered over sixty minutes per program for the 2023-24 financial year;

- For each of Services Australia's Major Programs, the health of the project from March 2024, forecast and actual expenditure per each Major Program to date, the Delivery Confidence Assessment of the project and the date of the last assessment, whether the project has been subject to remedial action, and the forecast project end date;
- For each of Services Australia's Major Projects, the health of the project from March 2024, forecast and actual expenditure per each Major Program to date, the Delivery Confidence Assessment of the project and the date of the last assessment, whether the project has been subject to remedial action, and the forecast project end date;
- Total customer demand and contact, per channel (Face to Face, Telephony (Handled Calls), Social Security claims and non-claims, Health and Child Support work), and overall, for the 2023-24 financial year;
- Per service centre, the daily, monthly and yearly number of customers attending in the 2023-24 financial year, whether that attendance is a decrease or increase from the previous financial year, and (yearly) average wait time, and the total number of customers who abandoned their visit;
- Average speed of answer for the Social Work Line and Social Work High Risk Line for the financial year;
- For the Aged Care Line, the total number of calls, number of answered calls, number of customer terminated calls and average speed of answer for the 2023-24 financial year;
- For the 2023-24 financial year, the total number of hours spent by staff per function;
- Latest current and historical workforce headcount profile;
- Total number of hours spent in the 2024-24 financial year spent processing claims;
- For each registered project, expenditure over the forward estimates (actual and forecast) from 2024-25 to 2027-28;

We also request that the Department and Services Australia confirm receipt of this correspondence and the nature of the requests therein.

Please note again that these lists are not exhaustive, and Opposition Senators will have questions referring to expenditure and other matters extending across the responsibilities of Services Australia and the Department of Social Services.

Sincerely,

**Senator Hollie Hughes**

*Shadow Assistant Minister for the NDIS*

*Shadow Assistant Minister for Mental Health & Suicide Prevention*

Liberal Senator for New South Wales