

Mr David Hazlehurst  
Chief Executive Officer  
Services Australia

20 November 2024

Dear Mr Hazlehurst

As you would be aware, Senators of the Community Affairs Legislation Committee have requested an additional hearing into Services Australia following the initial hearing of 6 November 2024. This hearing will take place on 12 December 2024.

We note that this is the second time in two years that Services Australia has been recalled to an additional hearing.

We reiterate that it is imperative that the Senate be unobstructed from considering Services Australia's performance and expenditure. The agency's 2023-24 Annual Report clearly shows that the agency has yet again failed to meet its own strategic performance measures.

The purpose of this additional hearing, as noted in correspondence to the Chair of the Committee, Senator Marielle Smith, is to enable Services Australia to table all the information requested of it during the initial hearing of 6 November 2024, and to table all the information requested by Senator Hughes in her correspondence to you of 14 October 2024.

This information to be tabled should be machine readable and conform to the requested periodisation, where relevant. The agency should present this information in hard copy for Senators' use during the hearing. Ideally, this information would also be added to data.gov.au. For absolute clarity, attached to this letter is an appendix detailing the data requested of the agency.

In addition to the requests set down in the appendix, we would like to know the following:

- For social security and welfare, per programme, the total (or average) quantum of funds that were held up where the agency failed to process a claim over the timeliness standard in 2023-24.

Further, it is also our expectation that witnesses come ready to answer questions which they took on notice during the initial hearing.

Yours sincerely,

**Senator Hollie Hughes**

**Senator Linda Reynolds**

**Senator Maria Kovacic**

CC: Senator Marielle Smith, Chair, Community Affairs Legislation Committee  
Mr Ray Griggs AO CSC, Secretary, Department of Social Services  
The Hon Paul Fletcher MP, Shadow Minister for Government Services and the Digital Economy

## APPENDIX

### For social security and welfare claims in 2023-24

- Programme
- Received
- On Hand as at 30 June 2024
- On Hand Over Standard%
- On Hand Over Standard
- Total number of claims <30 days
- Total number of claims 30-59 days
- Total number of claims 60-89 days
- Total number of claims 90-129 days
- Total number of claims 130-199 days
- Total number of claims over 200 days
- Completed as at 30 June 2024
- Completed within Standard
- % Completed Within Standard
- Completed Over Standard
- % Completed Over Standard
- Number of claims granted
- Number of claims rejected
- Average Days to Process
- Administrative correctness per programme (SSW correctness rate)
- Payment accuracy per programme
- Totals

### For social security and welfare claims in 2023-24 – By LGA

- Programme
- Received
- State
- LGA
- On Hand as at 30 June 2024
- On Hand Over Standard%
- On Hand Over Standard
- Total number of claims <30 days
- Total number of claims 30-59 days
- Total number of claims 60-89 days
- Total number of claims 90-129 days
- Total number of claims 130-199 days
- Total number of claims over 200 days
- Completed as at 30 June 2024
- Completed within Standard
- % Completed Within Standard
- Completed Over Timeliness
- % Completed Over Timeliness
- Average Days to Process

- Administrative correctness per programme (SSW correctness rate)
- % Administrative correctness per programme (SSW correctness rate)
- Payment accuracy per programme
- Totals

#### Social security non-claims for 2023-24

- Program category
- Received
- On hand
- Totals

#### Health claims/work for 2023-24

- Programme
- Received
- On Hand as at 30 June 2024
- On Hand Over Standard
- % On Hand Over Standard
- Total number of claims <30 days
- Total number of claims 30-59 days
- Total number of claims 60-89 days
- Total number of claims 90-129 days
- Total number of claims 130-199 days
- Total number of claims over 200 days
- Completed
- Completed within Standard
- % Completed Within Standard
- Completed Over Standard
- % Completed Over Standard
- Average Days to Process
- Administrative correctness per programme (Health correctness rate)
- % Administrative correctness per programme (Health correctness rate)
- Payment accuracy per programme
- Totals

#### Health claims (Medicare Services)

- Lodgement channel
- Percentage
- Target

#### Health non-claims/work for 2023-24

- Service Reason
- Received
- On hand
- Completed
- Average Days to Process
- Totals

#### Child support (CSP) work for 2023-24

- Category
- Received
- On Hand as at 30 June 2024
- On Hand Over Standard
- % On Hand Over Standard
- Total number of claims <30 days
- Total number of claims 30-59 days
- Total number of claims 60-89 days
- Total number of claims 90-129 days
- Total number of claims 130-199 days
- Total number of claims over 200 days
- Completed
- Completed Within Standard
- % Completed Within Standard
- Completed Over Standard
- % Completed Over Standard
- Average Days to Process
- Administrative correctness per category (correctness rate)
- Totals

#### Face to face contacts 2023-24 – service centre

- Service Centre
- Average Daily Contacts
- Total Contacts
- Social Security Contacts
- Health Contacts
- Abandoned Contacts

#### Face to face contacts 2023-24 – service zone

- Service Zone
- Average Daily Contacts
- Total Contacts
- Social Security Contacts
- Health Contacts
- Abandoned Contacts

#### Monthly processing hours vs work processed for 2023-24

- Processing Hours (Social Security, Health & CSP)
- Social Security Claims Processed
- Social Security Non-Claims Processed
- Health claims Processed
- Health Non-Claims processed
- Child Support Intrays Processed

### Telephony 2023-24

- Master program and business line
- Handled calls
- Self-managed
- By service officer
- Terminated by customer
- ASA
- Congestion messages
- Number of times the agency allow telephony wait times to grow longer in order to address other service delivery priorities
- The longest call wait time per master program and business
- Number of calls which took >30 minutes to be answered by a service officer
- Number of calls which took >60 minutes to be answered by a service officer
- Number of calls which took >90 minutes to be answered by a service officer
- Number of calls which took >120 minutes to be answered by a service officer

### Telephony 2023-24 – dedicated lines

- Line (per all lines, e.g. MyGov helpdesk, Aged Care Line, Social Work High Risk Line)
- Handled calls
- Self-managed
- By service officer
- Terminated by customer
- ASA
- Congestion messages
- Number of times the agency allow telephony wait times to grow longer in order to address other service delivery priorities
- The longest call wait time per line
- Number of calls which took >30 minutes to be answered by a service officer
- Number of calls which took >60 minutes to be answered by a service officer
- Number of calls which took >90 minutes to be answered by a service officer
- Number of calls which took >120 minutes to be answered by a service officer

### Payment integrity results - social security and welfare claims

- Payment accuracy result, the number of payments which did not meet agreed accuracy levels, and the quantum of funds inaccurately paid to recipients, per social security and welfare payment per financial years 2021-22, 2022-23 and 2023-24.
- Payment aggregate total social security and welfare payments.