



THE SENATE

**LEGAL AND CONSTITUTIONAL AFFAIRS REFERENCES COMMITTEE**

**Impact of changes to service delivery models on the administration and running of  
Government programs**

**PUBLIC HEARING  
Friday 1 November 2019**

**Committee room 2S3  
Parliament House, Canberra**

<b>Time</b>	<b>Witness</b>
9.00 am	<b>Centre for Comparative Constitutional Studies</b> ( <i>Submission 3</i> ) Dr Kristen Rundle, Co-Director  <b>Centre for International Corporate Tax Accountability &amp; Research (CICTAR)</b> ( <i>Submission 27</i> ) Mr Jason Ward, Principal Analyst  <b>Centre for Policy Development</b> Dr Travers McLeod, Chief Executive Officer (via videoconference)
9.55 am	<b>Mr Abul Rizvi (via videoconference)</b> ( <i>Submission 17</i> )
<b>10.35 am</b>	<b>Morning Tea</b>
10.45 am	<b>Commonwealth Ombudsman</b> ( <i>Submission 8</i> ) Mrs Jaala Hinchcliffe, Deputy Commonwealth Ombudsman Mr Paul Pfitzner, Senior Assistant Ombudsman, Complaints Management and Education Branch Mrs Fiona Sawyers, Senior Assistant Ombudsman, Strategy Branch
11.25 am	<b>Community and Public Sector Union (CPSU)</b> ( <i>Submission 32</i> ) Ms Melissa Donnelly, National Secretary Mr Michael Tull, Assistant National Secretary Ms Lisa Newman, Deputy National President Mr Sam Oram, Member
<b>12.05 pm</b>	<b>Lunch</b>

<p>12.50 pm</p>	<p><b>Public Services International</b> (<i>Submission 26</i>) Mr Michael Whaites, Oceania Sub-regional Secretary</p> <p><b>Refugee Advice and Casework Service</b> (<i>Submission 13</i>) Ms Sarah Dale, Centre Director &amp; Principal Solicitor (via videoconference)</p> <p><b>Migration Institute of Australia</b> (<i>Submission 21</i>) Mr John Hourigan FMIA, National President Ms Bronwyn Markey, Professional Support Manager</p> <p><b>Migration Council of Australia</b> (<i>Submission 23</i>) Ms Carla Wilshire, Chief Executive Officer</p>
<p>2.00 pm</p>	<p><b>Universities Australia</b> (<i>Submission 5</i>) Ms Catriona Jackson, Chief Executive Officer Dr John Wellard, Policy Director International</p>
<p>2.40 pm</p>	<p><b>Department of Home Affairs</b> (<i>Submission 28</i>) Ms Malisa Golightly, Deputy Secretary, Immigration and Settlement Services Group Mr Andrew Kefford, First Assistant Secretary, Visa Delivery Transformation Division</p>
<p>3.20 pm</p>	<p><i>Adjournment</i></p>