

Joint Committee of Public Accounts and Audit

AUDITOR-GENERAL'S REPORT No 452 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Welfare Payment Infrastructure Transformation

Question reference number: QoN 3

Member: Joint Committee of Public Accounts and Audit

Type of question: Written

Date set by the committee for the return of answer: 16 March 2018

Number of pages: 1

Question:

What are the expected costs of each of the tranches or stages and the expected benefits of each stage?

Answer:

In the 2015-16 Budget the Government provided \$60.5 million net funding over four years for Tranche One of the Welfare Payment Infrastructure Transformation Programme. Benefits from Tranche One are an improved online experience, including a virtual assistant to answer peoples' queries quickly and easily. A claim tracker was deployed allowing claimants of some payments to track the progress of their claim online.

In the 2016-17 Mid-Year Fiscal and Economic Outlook and following adjustments at the 2017-18 Mid-Year Fiscal and Economic Outlook, the Government provided \$260.3 million net funding for Tranche Two over four years. Benefits from Tranche Two have enabled students to report their employment status "anytime online" rather than by phone or face to face. The online application for some students has also been made easier and quicker, with 117 questions reduced to 38, a 68 per cent reduction in questions achieved by re-using information they have previously provided.

The costs and benefits for future tranches are subject to government consideration.