

## **Senate Finance and Public Administration References Committee**

### **DIGITAL DELIVERY OF GOVERNMENT SERVICES ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Rollout of Pluto - Evaluation

**Question reference number:** QoN 14, from Hansard 23 March 2018

**Member:** McAllister

**Type of question:** Hansard page 31

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**Number of pages:** 1

#### **Question:**

CHAIR: So some things are changing, but has there been an evaluation done internally of the rollout of Pluto?

Mr McHardie: Indeed, that's what we're going through at the moment. As Ms Bridger said, we are going through an evaluation of how we got to where we are and what's next. That is underway as we speak.

CHAIR: I had understood that what Ms Bridger was doing was a scoping study about the future. But it also includes a retrospective evaluation?

Ms Bridger: Absolutely. We've gone out to staff, in particular, and some of the feedback that we're getting is what we could have done better or differently. We're concluding that at the moment.

CHAIR: And that's being managed internally?

Ms Bridger: We've got some external assistance helping us do that.

CHAIR: Who's providing the support?

Ms Bridger: Deloitte.

CHAIR: Are you expecting to make Deloitte's findings public?

Ms Bridger: I would have to take that on notice.

#### **Answer:**

The Department is considering the assessment undertaken by Deloitte. These findings will inform a plan for future enhancements.