

Senate Select Committee on COVID-19

INQUIRY INTO THE AUSTRALIAN GOVERNMENT'S RESPONSE TO THE COVID-19 PANDEMIC

PUBLIC HEARING 30 April 2020

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: myGov updates

Question reference number: IQ20-000034

Member: Rex Patrick

Type of question: Hansard page 28

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Question:

Senator PATRICK: I'm interested in the timing of that. At what point did the department first come to the conclusion that they were going to have to update their systems or at least deal with a prospective significant increase in volume?

Ms Skinner: I'd need to take that on notice.

Answer:

As part of Services Australia's response to the COVID-19 crisis, myGov capacity was scaled to support anticipated demand. Following the unprecedented call on myGov's and Centrelink's services after decisions of the National Cabinet were announced on Sunday, 22 March 2020, myGov capacity was further scaled to support up to 300,000 concurrent users.