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21 March 2024


Committee Secretary
Joint Committee of Public Accounts and Audit

Dear 

RE: Right of Reply – Submission 4 from the Community and Public Sector Union

Thank you for giving us the opportunity to comment on the Community and Public Sector Union submission (**CPSU Submission**) in the context of the Inquiry being undertaken by the Joint Standing Committee of Public Accounts and Audit.

Accenture has not at this stage made submissions to the Inquiry (including with respect to the CPSU Submission or any other submissions). As indicated in our letter to the Acting Secretary of the Committee dated 30 January 2024, Accenture is supportive of the Inquiry and notes the recently expanded terms of reference.

Whilst reserving Accenture's position more broadly, we thought it important to clarify one aspect of the CPSU Submission in relation to the Permissions Capability, including the Digital Passenger Declaration (**DPD**) (together, the **Permissions Program**).

The CPSU Submission states:


Home Affairs engaged Accenture in September 2021 to build a new permissions capability platform that would initially cover a digital passenger declaration (DPD) and a simple digital visa product. This came at a cost of \$60.1 million, with no workable product delivered.

Unfortunately, this statement does not accurately reflect the nature of Accenture's involvement in the Permissions Program.

The cited figure reflects the potential contract value had the Permissions Program ran its full term. The highly secure DPD was launched in February 2022 and processed DPDs for inbound passengers during the period from February to July 2022, at which point the DPD functionality was switched off in the context of changing border entry requirements during the COVID-10 pandemic. The Permissions Program was concluded early by agreement between The Department of Home Affairs and Accenture. As a result, the cited figure of \$60.1m is erroneous and significantly overstated.

Accenture appreciates the opportunity to comment on the CPSU Submission.

Yours sincerely,


Peter Burns
Market Unit Lead for Accenture Australia & New Zealand