

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Welfare Payment Infrastructure Transformation Programme

Question reference number: HS 23

Senator: Cameron

Type of question: Hansard pages 133-134

Date set by the committee for the return of answer: 4 April 2016

Number of pages: 2

Question:

- a) Senator CAMERON: Can you provide details of any analysis that has been done within the department to link lower call wait times to the implementation of Whip It?

Ms Campbell: We will take that on notice.

- b) Senator Cameron: Has there been any analysis done as to when Whip It will start making a difference to call wait times?

Ms Campbell: We will take that on notice.

Senator CAMERON: You don't know?

Ms Campbell: You asked me for analysis, and I do not have analysis with me. That is why I said I would take it on notice.

- c) Ms Campbell: We are only in tranche 1 of Whip It. We have been very clear on what we have asked tranche 1 to deliver, and that is about the procurement—

Mr Shepherd: The design, the first initial deliverables.

Ms Campbell: the design and first initial deliverables, which include the applications about where claims are up to.

Senator CAMERON: Can you provide me some documentation as to the detail of tranche 1?

Ms Campbell: We will take that on notice.

Answer:

- a) The Welfare Payment Infrastructure Transformation (WPIT) Programme is a seven year business transformation programme, with work being delivered through multiple tranches from 2015 to 2022. The programme will modernise the delivery of welfare payments and services by simplifying business and ICT processes across face-to-face, phone and digital channels. Increasing digital connectivity, simplifying unnecessary complexity, providing better data matching capability, delivering real-time data analysis and taking advantage of modern technology will all help to allow recipients to interact with us through online and digital channels rather than having to call or visit a branch.

- b) Analysis of tranche one digital enhancements is being undertaken to assist in reduction of contact to the department. Tranche one is not scheduled to be completed until end-December 2016.
- c) Tranche one of the programme focuses on the business planning, scoping and design work required to deliver the programme. Since its commencement on 1 July 2015, the WPIT Programme has: set up a Programme Management Office; established governance arrangements; commenced procurement activities through approaching the market on 18 September 2015 for Requests for Expressions of Interest for a Core Software Vendor; and has been working with policy departments, customers, staff and stakeholders on the design of the solution.

Tranche one also includes four digital projects that will provide early benefits for the programme. Online services will be improved through:

- a capability for customers to monitor circumstance updates online, including required follow-up actions and estimated time of finalisation;
- early trial of applying automated, real time circumstance updates to customer profiles;
- providing new functionality, content, tools and capabilities to support customers using the digital channel; and
- providing staff with access to a dedicated digital training environment and tools to increase and improve staff digital capabilities.