

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – 24 FEBRUARY 2009

Human Services Portfolio

Department/Agency: Centrelink

Outcome/Output Group: Outcome 1/Output Group 1.1

Topic: Payments made within departmental parameters

Senator: Scullion

Question reference number: HS3

Type of question: Hansard F&PA 115, 24 February 2009

Date set by the committee for the return of answer: 9 April 2009

Question:

HS3: Senator SCULLION—Would you be able to supply me, for the 2007-08 financial year, with a list of the departments that have asked you to make a payment where there are parameters that the department would like you to adhere to, and the percentage of payments that have been made within those parameters? You can take that on notice.

Mr Pratt—We will take that on notice and we will attempt to give you as much of that as we can.

Answer:

HS3: Centrelink's 2007-08 results* for policy department Key Performance Indicators are:

- achievement of policy department Key Performance Indicators of 87.23 per cent against a target of 95 per cent; and
- overall level of payment correctness of 95.32 per cent against a target of 95 per cent.

*Centrelink Annual Report, page 18.

Policy departments typically describe their policy parameters in terms of Key Performance Indicators. The notable exceptions are the Departments of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and the Department of Veterans' Affairs.

Performance against the Business Partnership Agreement between Centrelink and FaHCSIA is not measured through traditional Key Performance Indicators. Instead, the agreement includes four Centrelink Service Delivery Indicators. These represent key areas of risk to achieving program outcomes and are Payment Integrity, Effective Customer Servicing, Data and System Integrity and Assurance.

The 2007-08 Annual Assurance Statement to FaHCSIA stated that controls operated effectively during the year to manage the risks identified for all service delivery indicators for which Centrelink has responsibility.

A list of agencies and Centrelink's performance against agreed Key Performance Indicators is shown in the table below.

Agency	Number of KPIs	Centrelink Performance % met
Agriculture, Fisheries and Forestry	4	100
Education, Science and Training	14	100
Education, Employment and Workplace Relations	15	87
Foreign Affairs and Trade	13	100
Health and Ageing	3	100
Infrastructure, Transport, Regional Development and Local Government	6	95.8

Department of Veterans' Affairs assess Centrelink's performance by conducting ongoing evaluations of the effectiveness of the services.

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