

**Senate Finance and Public Administration Standing Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**BUDGET ESTIMATES – 29 MAY 2008**

**Human Services Portfolio**

**Department/Agency:** Department of Human Services  
**Outcome/Output Group:** Outcome 1 Output Group 1  
**Topic:** Evidence of Identity



**Senator:** Coonan

**Question reference number:** HS18

**Type of question:** Hansard F&PA 77

**Date set by the committee for the return of answer:** 11 July 2008

**HS18: Senator COONAN**—Leaving aside data matching, what other mechanisms have been put in place to address the systemic risk to the Commonwealth arising from, for example, each of the different service standards, access point and standards for proof of identity in each of the department’s agencies?.

Could you just deal with different service standards, different access points and different standards of proof of identity in different DHS agencies? If you could just deal with those three first. I have a few, but it might help you if I remind you of the question...

**Ms Hartland**—I might need to take it on notice.

**Senator Ludwig**—Centrelink can go to some of the specifics that you actually refer to. In terms of the core department, we might need to take that on notice.

**Answer:** Each Human Services Portfolio Agency currently has its own Evidence of Identity (EOI) requirements that reflect the needs of their business models, taking into account the nature of their customers, the payments and services they provide to these customers and the available access points.

As part of the Service Delivery Reform agenda and in cooperation with relevant Agencies/Departments, EOI arrangements will be examined. This examination will be undertaken in consultation with the Australian Government Information Management Office and the Attorney General’s Department.