# Services Australia

# Annual report 2022-23

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Services Australia acknowledges the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

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To speak to the agency in languages other than English, please call 131 202.

If you are deaf or have a hearing or speech impairment, please call 1800 810 586 (a TTY phone is required to use this service).

More information about the agency is available at servicesaustralia.gov.au and on social media at:

* facebook.com/ServicesAustralia
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## Agency snapshot

1 July 2022 to 30 June 2023

As the government’s primary services delivery agency, Services Australia supports millions of Australians each year by efficiently delivered high quality, accessible services and payments on behalf of government.

| Our customers |
| --- |
| **26.7M** | Medicare |
| **9.5M** | Centrelink\*\* A unique count of Centrelink customers who had a benefit. A benefit can be a payment or a card. |
| **1.1M** | Child support (children supported) |
| **Emergency payments** |
| **$461.2M** | Pandemic Leave Disaster Payment, High Risk Setting Pandemic Payment  |
| **$1.4B** | Emergency payments |
|  | DIGITAL |
| **1.1B**  | Online transactions |
| **458.3M** | Medicare digital services |
| **780,000** | myGov logins per day |
| **105M** | Website visits with over 270 million page views |
| **Claims** |
| **465.6M** | Total claims |
| **459.6M** | Medicare (services) |
| **3.6M** | Centrelink |
| **51,000** | Child support (new registrations) |
| **2.4M** | Emergency and Pandemic |
| **Payments**  |
| **$219.5B** | Total payments |
| **$77.3B** | Medicare |
| **$140.3B** | Centrelink |
| **$1.8B** | Child support facilitated |
| **Telephone** |
| **55.2M** | Calls handled |
| **11.4M** | Medicare |
| **41.3M** | Centrelink |
| **1.4M** | Child support |
| **977,000** | Emergencies |
| **Face to face** |
| **Over 10M** | Service centre engagements |
| **318** | Service centres (including 16 remote service centres) |
| **576** | Agents and access points |
| **4** | Mobile service centres |

# Letter of transmittal

# About this report

The Services Australia 2022–23 Annual Report is a transparent account, to the Parliament of Australia and the public, of the activities undertaken by the agency throughout the financial year.

We report against our planned performance expectations outlined in the Department of Social Services Portfolio Budget Statements 2022–23.

This report provides financial and performance information about the work of our agency from 1 July 2022 to 30 June 2023. It was prepared in accordance with legislative and parliamentary reporting requirements.

## Guide to this report

Part 1

Provides an overview of the agency’s role and responsibilities and information about the Minister, the agency’s executive and management structure and enterprise governance.

Part 2

Reviews the delivery of essential benefits and services in response to disasters and emergency events.

Part 3

Provides the Annual Performance Statement 2022–23, which reports on the agency’s non-financial performance against planned performance as set out in the Portfolio Budget Statements 2022–23.

Part 4

Details progress on service delivery modernisation and provides an overview of key transformation activities that have improved customer experiences in 2022–23.

Part 5

Details payments and services delivered to customers under the 3 programs of Social Security and Welfare, Health, and Child Support, as well as other targeted services and support the agency delivers on behalf of government.

Part 6

Provides an overview of the agency’s collaboration efforts, shared services and partnerships in delivering government services.

Part 7

Details fraud control and compliance, identity management and debt management, including appeals and reviews.

Part 8

Details our management and accountability processes, including freedom of information and external scrutiny.

Part 9

Provides an overview of the agency’s organisational culture and broad workforce strategies.

Part 10

Sets out information on the agency’s financial performance, procurement and consultancies, and communication and advertising.

Part 11

Includes appendices and reference information, including staffing statistics, service commitments and other information required to be reported in the agency’s annual report by legislation.

# Chief Executive Officer’s review

It’s been a year of service excellence, soul searching, and simplifying online customer journeys. We’ve looked deep into service practices of the past, and delivered a new era for myGov–while focusing on helping the customer right in front of us. Our vision is to ‘make government services simple so people can get on with their lives’. We’re making progress on this commitment every day.

The report covers the breadth and depth of the services we deliver for the Australian community, from millions of social security, health and child support payments, to emergency and specialist support, and projects to simplify and modernise our operations.

Driving this effort is our focus on making government services simple for our customers.

They’re the Australians who need our support in a natural disaster, or the person who uses their Medicare card at a health appointment. They’re the jobseeker, the family of a loved one going into aged care, the farmer needing advice, or the family registering the birth of their baby. They’re also the doctor who calls our Pharmaceutical Benefits Scheme line, or the immigration officer confirming child support details. They’re the staff of other government agencies using our services and seeking our expertise.

For these Australians, and many more, Services Australia delivers an enormous volume of support every day of the year.

When people are in need, we are there. But, our staff deserve to get on with their important jobs without having to worry about their safety, and without fear of violence.

I remain committed to protecting our staff, and that’s why we’ll continue to do everything we can to help prevent incidents like the attack on a colleague in Melbourne this year. This will include careful consideration of all recommendations from the subsequent security risk management review completed by former Victorian Police Commissioner Graham Ashton AM APM soon after this reporting period.

This annual report is testament to the scope of our service delivery remit, and of the efforts we make to meet our customers’ needs.

Progress can be seen in our daily efforts to put the customer experience at the forefront of our business. Examples of that can be seen through initiatives like digital coaching, video chats and the introduction of specialist service officers. It can be seen in our mantra of prioritising people over process and interaction over transaction. It can be seen in the Services Australia website and in myGov, which are important entry points for Australians to government services.

These platforms, with their life event designs, put the customer journey ahead of bureaucratic structures. They remain some of the most viewed sites in Australia.

Progress can also be seen in our digital services that make it easy for the majority, that now see 90 million transactions each month. And it’s also seen in our wraparound servicing approach that sees no-one left behind, with 1 million telephone and face to face transactions each month for those who don’t transact with us digitally.

## myGov milestones

2022–23 was a milestone year for myGov. We recognised 10 years of myGov and its journey to a dynamic site that enables millions of Australians to easily and securely access digital government services. With 780,000 logins each day, we’re leading the way across government to bring world-class, people-centred digital government services to all Australians.

While we continued to add to myGov’s features and useability in 2022–23, we also successfully and seamlessly migrated over 25 million myGov accounts to a new platform, literally overnight while the nation slept.

In December last year, we launched the new myGov app, heralding a new era in the delivery of our digital services. The app quickly became the most downloaded app in Australia in 2023, and is another step towards delivering a unified and seamlessly connected whole-of-government service for our customers.

## Modernisation

We continued to deliver projects that transform the way we deliver services to Australians. We transformed our 100th service centre, which was a significant milestone in the journey we began in October 2019. We had a vision to modernise our face to face services, and we’re now well on our way. We also introduced a new corporate wardrobe, complementing the face to face transformation journey and representing our new ways of operating.

In 2022–23 our virtual service centre served around 71,000 customers using video chat appointments. Our virtual service options are key to removing geographical and other physical barriers so our customers can access support when they need it, wherever they are.

We also continued to improve our customer service systems, including work on Health Delivery Modernisation, aged care reforms and Veteran Centric Reform.

## Support where it’s needed

Services Australia plays an integral role in supporting Australians through natural disasters and emergency events, and in 2022–23, we continued to rise to the challenge. This year was characterised by multiple flooding events, particularly across New South Wales, Victoria and Tasmania. We quickly placed staff in community evacuation and recovery centres to help connect customers with the right support when and where they needed it most.

During 2022–23 our mobile servicing teams visited 479 communities and supported around 9,490 people. Our ability to reach our rural and regional customers was boosted by the introduction of a new mobile service centre, Kangaroo Paw II, to our fleet.

While disasters wreak havoc, some Australians live each day in crisis or trauma. We’re taking our services to where our customers are, partnering with community organisations such as the Salvation Army. We’re placing our service officers at their locations, providing holistic support to those who need it most.

COVID-19 also continued to have an impact on the health and wellbeing of Australians in many ways. As some pandemic payment types reached the end of their cycles, we helped eligible workers in high-risk workplaces transition to a new payment type.

## Investing in our capability

In 2022–23 we continued to invest in our people and networks. We’re one of the largest government agencies, employing approximately 20% of the Australian Public Service. The nature of our agency’s work requires a flexible, responsive and capable workforce.

This year our staff continued to undertake our agency-wide Empowering Excellence program. This program provides staff with the tools to encourage high performance habits, and place customer needs at the centre of everything they do.

All of our new staff also complete Indigenous Cultural Learning training, Building Multicultural Awareness training and Child Safety training within 3 months of commencing with the agency. This year we added Family and Domestic Violence training to our program, with staff completing approximately 39,000 training sessions. All staff continue their learning journey each year with refresher modules of our mandatory training packages.

We also continued to upskill officers to work across multiple programs and help respond to peak surges of work as they happen.

Our capability is recognised and called upon. This financial year, we’ve assisted a number of agencies with service delivery capability and expertise, as well as personnel. In particular, we assisted the Department of Foreign Affairs and Trade with the processing of passport applications, and prepared to assist the Australian Electoral Commission deliver Australia’s first referendum in 20 years later in 2023.

## A period of reflection

In 2022–23 the Royal Commission into Robodebt was held, with the commissioner handing her report to the Governor General shortly after the period this report covers.

The report presents much for the Australian Government and Australian Public Service to consider, including the commissioner’s adverse findings. At the time of tabling this report, the government is considering its response.

For Services Australia, it will take time to work through the report and determine next steps and our response.

Over the past 3 and a half years we’ve demonstrated unwavering service delivery in supporting Australians in times of crisis. We’ve developed resilience and a clear focus on putting our customers at the centre of everything we do. Those attributes will continue to guide us.

## Closing

I’d like to commend and thank Services Australia’s staff, both for their resilience this past year and for their commitment to service.

Our staff are the backbone of our agency, and everything we do to support our fellow Australians is only possible because of them. They are helpful and respectful, and they make government services simpler and more transparent.

I’d also like to acknowledge my executive team for their agility and leadership in a year of scrutiny, organisational change and shifting priorities.

I’m pleased to present the agency’s annual report for 2022–23.

Rebecca Skinner PSM

Chief Executive Officer

Services Australia

# Part 1 - Agency overview – role and functions

# 1.1 Purpose and vision

Services Australia’s purpose is ‘to support Australians by efficiently delivering high-quality, accessible services and payments on behalf of government’.

Our vision is ‘to make government services simple so people can get on with their lives’.

To achieve this purpose and vision, the agency is continuing its transformation and modernisation journey to establish the capacity, structures and capabilities necessary to sustain change in order to deliver simple, helpful, respectful and transparent customer services.

## Ministers

The Hon Bill Shorten MP was the Minister for Government Services in 2022–23.

## Role and function

The agency designs, delivers, coordinates and monitors government services and payments relating to social security, child support, students, families, aged care, health programs, and emergency and disaster payments. We provide advice to government on the delivery of these services and payments, and collaborate with other government agencies, state and territory governments, providers, businesses, and customers to ensure high-quality, accessible and efficient services and payments to individuals, families and communities when they need it.

## Portfolio structure

Services Australia is an executive agency with responsibility for supporting individuals, families, businesses and communities by efficiently delivering high-quality, accessible services and payments on behalf of government.

The agency is part of the Social Services portfolio established under Administrative Arrangements Orders.

# 1.2 Corporate governance

## Agency executive and management structure

Figure 1 outlines the agency’s organisational structure at 30 June 2023.

It shows the reporting lines from General Managers (GMs) to Deputy Chief Executive Officers (DCEOs), and from DCEOs to the Chief Executive Officer (CEO).

**Figure 1: Organisational structure at 30 June 2023**

## Executive responsibilities

Chief Executive Officer – responsible for supporting the Minister for Government Services in the delivery of portfolio responsibilities and development of strategic policy advice. The CEO provides strategic oversight, leadership and management of the agency, ensuring there is collaborative implementation and delivery of government policy and programs and a whole-of-government approach to service delivery. The CEO also manages key stakeholder relationships and contributes to the stewardship of the Australian Public Service. The CEO has statutory functions that arise from her roles as Chief Executive Centrelink, Chief Executive Medicare and Child Support Registrar.

Deputy Chief Executive Officer, Strategy and Performance – responsible for setting the strategic direction and transformation agenda for the agency and monitoring and reporting on performance and strategic risks. The DCEO is also responsible for developing data capability throughout the agency, as well as driving innovation through expert communication advice and support.

Deputy Chief Executive Officer, Service Delivery Excellence – responsible for service delivery optimisation, modernisation and transformation initiatives. The DCEO leads delivery of a customer-focused approach to designing end-to-end customer experiences, and connecting multiple major projects that affect service delivery.

Deputy Chief Executive Officer, Program Design – responsible for program management and service design of payments and services across the health, veterans and aged care sectors, working age and pension programs, and families, older Australians and tailored services.

Deputy Chief Executive Officer, Customer Service Delivery – responsible for the agency’s face‑to‑face, telephony, processing and digital services. The DCEO is responsible for delivering Medicare, Centrelink and Child Support payments and services, and cross-government and surge capacity services on behalf of other government entities. The DCEO is also responsible for 24/7 monitoring of operations, maintaining partnerships across government, non-government and private sector stakeholders, coordinating the agency’s responses to emergencies, and delivering the agency’s remote, Indigenous and multicultural services.

Deputy Chief Executive Officer, Payments and Integrity – responsible for administering the agency’s fraud, non-compliance and payment integrity programs, including management of debt recovery and appeals processes. These measures aim to protect the integrity of government outlays for health and welfare services.

Chief Operating Officer, Corporate Enabling – responsible for the agency’s corporate functions including finance, human resources, audit, legal, property and procurement, and services provided to other agencies and departments through shared services.

Chief Information and Digital Officer, Technology and Digital Programs – responsible for developing and delivering the agency’s information and communications technology (ICT) digital capability. This includes responsibility for designing the digital experience, managing and delivery of the digital product suite and connecting with whole of government digital and technology strategies. The Chief Information and Digital Officer (CIDO) has responsibility for the reliability of the agency’s ICT systems, partnering with technology providers and shared services to develop fit for purpose technology to support the agency’s future direction, and contributing to the Australian Government’s broader digital agenda.

## Enterprise governance

The work of the agency is supported by clear and accountable governance arrangements, supporting decision making that is considered and transparent, based on reliable and accurate information and data. During 2022–23 a review of our enterprise governance commenced to uplift the governance framework, ensuring it remains fit-for-purpose and supported through well-defined lines of responsibility and accountability.

The following 2 committees ceased, with functions incorporated into the Executive Committee.

* Enterprise Business and Risk Committee (ceased 27 July 2022)
* Transformation and Integration Committee (ceased 25 July 2022)

### Executive Committee

The Executive Committee is the agency’s most senior governance committee. It supports the CEO to discharge her duties under the Public Governance, Performance and Accountability Act 2013 (PGPA Act) and section 57 of the Public Service Act 1999. The committee’s focus is on the overall strategic direction and priorities of the agency, as well as providing oversight of the agency’s financial and operational performance. It allocates resources, resolves major issues, oversees the management of enterprise risks, and ensures the agency meets accountability and regulatory requirements. It also provides direction on key organisational matters raised by sub-committees.

### Audit and Risk Committee

The Audit and Risk Committee (ARC) provides independent advice to the CEO, as the Accountable Authority, on the appropriateness of the agency’s financial reporting, performance reporting, system of risk oversight and management, and system of internal control, consistent with subsection 17(2) of the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule).

The Audit and Risk Committee Charter outlines its functions, in accordance with section 17 of the PGPA Rule. To view the charter, see servicesaustralia.gov.au/audit-and-risk-committee-charter

The ARC comprises 3 independent members – the Chair, Ms Jennifer Clark, Ms Carol Lilley, and Mr Greg Divall. Representatives from the Australian National Audit Office also attend meetings as observers.

The Chief Operating Officer (COO) and the DCEO Customer Service Delivery support the committee as senior advisers, as determined by the CEO. The Chief Audit Executive, Chief Financial Officer, and General Manager Technology Strategy, Business and Architecture are all advisers to the ARC.

### Reporting Sub-Committee

The ARC is supported by the Reporting Sub-Committee (RSC). The purpose of the RSC is to support the ARC by providing independent oversight of Services Australia’s financial and performance reporting and related matters as referred by the ARC.

In 2022–23 the ARC met 8 times, and the RSC met 3 times. The qualifications, knowledge, skills, experience and remuneration of committee members are detailed in Table 1.

Table 1: Audit and Risk Committee membership 2022–23

| **Member name, qualifications, knowledge, skills or experience** | **Number of meetings attended**  | **Total annual remuneration****$ (including GST)** |
| --- | --- | --- |
| Jennifer Clark (Chair) and (Chair, reporting sub-committee)Ms Clark is an independent board director and has been the chair or member of over 20 audit, risk and finance committees in the Australian Government and private sector over the past 30 years. Ms Clark has an extensive background in business, finance and governance through a career as an investment banker and non-executive director.Ms Clark is a Fellow of the Australian Institute of Company Directors and has substantial experience in financial and performance reporting, audit, and risk management. | 8/8 – ARC3/3 – RSC | 126,699.96 |
| Carol Lilley (member)Ms Lilley is an independent board director and chair and member of a number of Australian Government audit committees. Ms Lilley was a partner at PricewaterhouseCoopers and has over 20 years’ experience in financial statement audit, internal audit, and project and risk management, with a particular focus on government.Ms Lilley holds a Bachelor of Commerce from the University of Western Australia, is a graduate of the Australian Institute of Company Directors, a Fellow of Chartered Accountants Australia and New Zealand, a certified internal auditor, and was a registered company auditor. | 8/8 – ARC3/3 – RSC | 67,191.80 |
| Greg Divall (member)Mr Divall has over 20 years’ experience in Commonwealth Senior Executive Service leadership roles, with over 35 years’ experience in the public sector. Mr Divall was the group business manager of the $16 billion per annum Capability Acquisition and Sustainment Group and led the group’s reintegration into the Department of Defence.Mr Divall holds a Bachelor of Applied Science (Mathematics, with majors in Computing and Statistics) and a Master of Business Administration. He is a member of the Australian Institute of Company Directors and a Vincent Fairfax Fellow. He completed The Australia and New Zealand School of Government (ANZSOG) Executive Fellows Program, the Harvard Kennedy School’s National and International Security program for senior executives and the Advanced Management and Leadership Programme at Oxford Said Business School. | 8/8 – ARC3/3 – RSC | 52,309.78 |

## Enterprise risk management

Effective risk management is integral to the agency’s strategic and operational environment, and embedded throughout the agency’s governance, decision-making and business processes.

Our Risk Management Policy and Framework is prepared in accordance with the agency’s Accountable Authority Instructions, the Commonwealth Risk Management Policy 2023, and the PGPA Act. It establishes a consistent approach to identifying and managing risk to support the agency in delivering on its purpose. As the accountable authority, the CEO endorses this policy and framework.

DCEOs are accountable to the CEO for managing risk in the agency. Our Risk Management Policy and Framework empowers DCEOs to use their professional judgement and experience to make risk-informed decisions. It also provides DCEOs with direction for implementing risk management approaches across their groups in accordance with the agency’s risk appetite and tolerance, aligned to our governance and accountability arrangements. All staff in the agency actively contribute to risk management by identifying, assessing, controlling, communicating, monitoring and reporting risks.

The Executive Committee sets the direction for risk management in the agency and oversees how risks are managed. The Chief Risk Officer supports the CEO and provides strategic advice to the Executive. Together, they promote positive risk behaviours to continue improving the agency’s risk maturity.

The Audit and Risk Committee provides independent advice to the CEO on the appropriateness of the agency’s systems of risk oversight and management.

# Part 2 - Our response during disasters and emergencies

Services Australia plays a key role in recovery efforts during emergency responses.

Our modernised servicing, systems and platforms ensure our capacity to deliver when Australians need us most. In 2022–23 our staff have again been on hand to help by delivering disaster and rapid response payments, connecting people with other government service providers, and offering wellbeing support.

# 2.1 Disasters and emergency events in 2022–23

Australians faced another difficult year of natural disasters in 2022–23. We responded quickly to provide government assistance by delivering payments on behalf of the National Emergency Management Agency previously the National Recovery and Resilience Agency.

We continued to be responsive to customers in need during emergencies and throughout the COVID-19 pandemic. A digital claiming channel remains in place, enabling customers to claim Australian Government Disaster Recovery Payment (AGDRP), Disaster Recovery Allowance (DRA) and the equivalent New Zealand payments 24/7.

The agency administers the following disaster recovery and rapid response payments on behalf of the National Emergency Management Agency:

* AGDRP
* DRA
* New Zealand Disaster Recovery Payment (NZDRP)
* New Zealand Disaster Recovery Allowance (NZDRA)
* Additional financial support for New South Wales floods February 2022, AGDRP Special Supplement and DRA Top-Up
* Pandemic Leave Disaster Payment (PLDP)
* High-Risk Settings Pandemic Payment (HRSPP)

We also administer the following payments:

* Australian Victims of Terrorism Overseas Payment (AVTOP) on behalf of the Department of Home Affairs
* MH17 Family Support Package on behalf of the Department of Foreign Affairs and Trade (DFAT)
* 2022 Memorial Services for Bali Bombings Travel Assistance Payment on behalf of DFAT

In 2022–23 we focused on improving our ability to design, develop and deliver disaster and rapid response payments.

We implemented improvements to the online claims process for AGDRP, DRA, NZDRP and NZDRA to enhance the customer experience, and enable those affected by disasters to claim these payments through their myGov account at a time that suits them. We have kept phone claiming and paper claiming options available for those who are unable to access online services or require more support.

## Support in disaster affected communities

With the frequency and intensity of extreme weather events increasing, the agency continues to help the community during emergencies, delivering disaster and rapid response payments to people in need.

Our staff are resilient and experienced at delivering quick, effective and appropriate support to people affected by disasters.

In 2022–23 we delivered payments to support people affected by the following disaster events:

* New South Wales floods, July 2022
* New South Wales floods, September 2022
* Victorian floods, October 2022
* Tasmanian floods, October 2022
* South Australian floods, November 2022
* Western Australia Ex-Tropical Cyclone Ellie, December 2022 – January 2023
* Northern Territory Ex-Tropical Cyclone Ellie, December 2022 – January 2023
* Northern Queensland monsoon and flooding, December 2022 – March 2023
* Northern Territory Northern Region flooding, February 2023

During 2022–23 our mobile service centres and mobile servicing teams visited 307 communities and supported over 49,800 people directly affected by disasters. This support included connecting people with social work services, counselling and other government and community services. We also answered 977,000 calls to the Australian Government Emergency Information Line.

We provided vital support to people when they needed it most by delivering:

* $1.4 billion in AGDRP
* $65.4 million in DRA
* $17.5 million in NZDRP
* $1 million in NZDRA
* $6.2 million in AGDRP Special Supplement
* $900,000 in DRA Top-Up

## High-risk settings pandemic payment

High-Risk Settings Pandemic Payment (HRSPP) was a lump sum payment providing targeted financial support for workers in high-risk settings including aged care, disability care, Aboriginal healthcare, hospital care sectors and, from 11 November 2022, custodial settings. HRSPP closed on 31 March 2023.

HRSPP started in October 2022 in conjunction with the end of mandatory isolation requirements for COVID-19 and the cessation of Pandemic Leave Disaster Payment (PLDP). We have delivered over:

* $ 32.5 million in HRSPP
* $ 428.6 million in PLDP

## COVID-19 vaccination administrative support

In 2022–23 the agency provided COVID-19 vaccination administrative support to ensure customers could easily and safely access proof of vaccination, and other important health services.

The agency worked across government and in partnership with non-government organisations (NGOs), to engage with and provide information to communities with a high level of vaccine hesitancy and other vulnerabilities. The agency demonstrated its flexibility and responsiveness, focusing efforts on simplifying processes that helped Australians get the information and services they needed.

With state government vaccination hubs now closed, the agency continues to work closely with state and territory health departments to provide support to customers to resolve missing or incorrectly recorded COVID-19 vaccinations.

In February 2023, an upgrade was made to the Immunisation History Statement allowing customers to access a statement with their full vaccination history or a statement showing only flu and/or COVID-19 vaccinations.

## National emergency call centre surge capability

The agency provides support through the National Emergency Call Centre Surge Capability. This service enables federal, state and territory government agencies to redirect to us calls made to their non-000 emergency lines. In 2022–23 we activated the service for the Tasmanian government in relation to the Tasmanian floods in October 2022.

## Emergency reserve

The agency maintains a register of staff willing to help in recovery efforts known as the Emergency Reserve. Emergency Reserve staff can be called on at short notice to help respond quickly to emergencies. Over 790 staff are registered, providing a range of functions including:

* helping people affected by emergencies through on-the-ground emergency support
* supporting affected service centres.

The agency also has a well-established and experienced internal surge team, made up of staff from across the agency who can be swiftly redeployed to support priority work when the agency experiences a surge in demand.

Where necessary, we also draw on the APS Surge Reserve initiative to bring staff from other government agencies on board to address increased demand.

## Payments and support following other emergency events

The agency provided support to customers affected by the following emergency events.

### 2022 Memorial Services for Bali Bombings Travel Assistance Payment

We delivered the 2022 Memorial Services for Bali Bombings Travel Assistance Payment on behalf of DFAT. This payment provided assistance with travel expenses to attend the 20-year anniversary commemorations of the 2002 bombings in Bali, Indonesia. The payment was available to eligible Australians, including New Zealand citizens residing in Australia who hold a non-protected 444 visa.

### MH17 Family Support Package

We continued to deliver the MH17 Family Support Package on behalf of DFAT. This payment supported families of Australian MH17 victims to attend legal proceedings in the Netherlands. Due to COVID-19 pandemic travel restrictions, the payment was placed on hold for 2020–21 and much of 2021–22. Claims resumed on 11 April 2022 for travel periods between 1 July 2022 and 30 June 2023.

### Disaster Health Care Assistance Scheme

The Disaster Health Care Assistance Scheme helps with reasonable health-related out-of-pocket costs for people who have suffered an injury as a direct result of specific international acts of terrorism and natural disaster events.

The declared events are:

* Balimed – bombing in Bali, Indonesia, 12 October 2002
* Tsunami – Indian Ocean tsunami, 26 December 2004
* London – bombing in London, United Kingdom, 7 July 2005
* Bali 2005 – bombing in Bali, Indonesia, 1 October 2005
* Dahab Egypt – bombing in Dahab, Egypt, 24 April 2006

### Australian Victims of Terrorism Overseas Payment (AVTOP)

AVTOP is a one-off payment on behalf of the Department of Home Affairs to Australians who were harmed (primary victims) or had a close family member who died (secondary victims) as a direct result of a declared overseas terrorist act.

AVTOP is currently available for the following events:

* August 2016 Kabul kidnapping – primary and secondary victims: Claiming closed for secondary victims on 14 August 2022.
* November 2019 London attack – primary and secondary victims: Claiming closed for secondary victims on 16 February 2023 and primary victims on 7 June 2023.
* February 2020 Hulhumale attack – primary and secondary victims: Claiming closed for secondary victims on 3 February 2023.

During the year the Australian Victim of Terrorism Overseas hotline answered over 750 calls. In 2022–2023 no new claims were received.

### National Security Hotline

The National Security Hotline is the single point of contact for people to report possible signs of terrorism or request information. The agency provides surge assistance for the National Security Hotline on request from the Department of Home Affairs. In 2022–23 surge assistance for the hotline was not required.

# Part 3 - Our performance

# 3.1 Annual Performance Statement 2022–23

## Annual Performance Statements

#### Accountable authority statement

As the accountable authority of Services Australia, I present the 2022–23 Annual Performance Statements of
Services Australia, as required under paragraph 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013*.

In my opinion, the 2022–23 Annual Performance Statements are based on properly maintained records, accurately present the performance of Services Australia, and comply with subsection 39(2) of the *Public Governance, Performance and Accountability Act 2013*.

Rebecca SkinnerChief Executive Officer
Services Australia

14 September 2023

### Our purpose, functions, key activities and Strategic Performance Measures

#### Our purpose

To support Australians by efficiently delivering high-quality, accessible services and payments on behalf of government.

We deliver payments and services on behalf of government including social security and welfare, child support, emergency and health programs, in collaboration with other Australian Government agencies.

We focus on enhancing the customer experience by making the right payment to the right customer at the right time and making it easier for Australians to access services.

#### Our Functions

Services Australia is a government agency with key functions to:

* design, develop, deliver, coordinate and monitor government services and payments relating to social security, child support, students, families, aged care and health programs (excluding Health provider compliance)
* provide the government with advice on the delivery of government services and payments
* collaborate with other agencies, providers, and businesses to deliver convenient, accessible, and efficient services to individuals, families and communities
* undertake other relevant tasks the minister may require from time to time.

In addition, the agency:

* performs a number of regulatory functions on behalf of policy entities, including administering, monitoring, enforcing and promoting compliance with regulation, administering payments, and recovering debt
* protects the integrity of government outlays administered by the agency through appropriate fraud prevention, detection, investigation and reporting mechanisms.

#### Our Key Activities and strategic performance measures

In 2022–23, the key activities that we undertook to achieve our purpose have been revised to better reflect the significant areas of work that the agency delivers. In addition, we have updated the title of Strategic Performance Measure 3 from ‘*Payment Quality’* to ‘*Administrative correctness of payments’* to better reflect what is being measured. The methodology underpinning the performance measure has not changed.

The changes to the key activities and title for Strategic Performance Measure 3 supersede those published in the Social Services 2022–23 Portfolio Budget Statements and the agency’s Corporate Plan 2022–23. These changes are reflected in the 2023–24 Services Australia Corporate Plan and will be updated in the Social Services 2023–24 Portfolio Additional Estimates Statements.

| **Key activities and Strategic Performance Measures for 2022–23** |
| --- |
| **Previous key activities**(as published in the Social Services 2022–23 Portfolio Budget Statements and the 2022–23 Services Australia Corporate Plan) |
| **Key activity 1: Organisational Health**Modernising Services Australia to become a world-leading customer focused government organisation where customer feedback is used at the core of both strategic and operational decision making to drive continual service delivery improvements | **Key activity 2: Service Delivery Modernisation** Deliver improved services, focused on providing customers with a seamless experience that includes high-quality, simplified and efficient access to the services and support customers need | **Key activity 3: Technology Foundation**Improve technology and systems through transformation projects and investment in core technology enabling a more efficient digital experience for customers |
| **Revised key activities** |
| **Key activity 1: Build staff and organisational capability to deliver an enhanced customer experience**We have an adaptive workforce, leadership and corporate culture tailored to respond to customer feedback | **Key activity 2: Deliver quality government services and payments to Australians**We provide customers with easy and efficient access to services, support and payments for a seamless experience | **Key activity 3: Deliver digital and technological capability**We invest in our technology and systems to sustain and strengthen the digital experience for customers |
| **Strategic Performance Measures (SPM)** |
| **SPM 1:** Customer satisfaction**SPM 2:** Customer trust | **SPM 3:** Administrative correctness of payments**SPM 4:** Customers served within 15 minutes**SPM 5:** Work processed within timeliness standards | **SPM 6:** Availability of digital channels**SPM 7:** Tasks managed by customers in digital channels |

#### Subsequent events

Shortly after the reporting period covered by the Annual Performance Statements, the following reports were published:

* 7 July 2023: ‘Royal Commission into the Robodebt scheme’. See A period of reflection on page xi in the Annual Report.
* 2 August 2023: The Commonwealth Ombudsman ‘Lessons in Lawfulness: Own motion investigation into Services Australia’s and the Department of Social Services’ response to the question of the lawfulness of income apportionment before 7 December 2020’.
* 28 August 2023: The Commonwealth Ombudsman ‘Making things right insights into Services Australia’s handling of the impact of a system error on certain historic child support assessments’

In 2023–24 the agency will continue to work through the reports and determine next steps and our response to the findings.

#### PERFORMANCE REPORTING IN 2023–24

In 2023–24 the agency is committed to evolving our performance framework to ensure we meet our obligations against the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule).

We will continue to transform performance management and reporting, starting with a review of our 7 Strategic Performance Measures. This review is underpinned by recommendations from the Australian National Audit Office’s (ANAO) audit of the Annual Performance Statements 2022–23.

The agency will also broaden the focus of Strategic Performance Measure 3: *Administrative correctness of payments*, by expanding the data sources for Social Security and Welfare and Health, and will include Child Support.

### Analysis of performance against purpose

The 2022–23 Annual Performance Statements detail how Services Australia has delivered against the agency’s purpose ‘to support Australians by efficiently delivering high quality, accessible services and payments on behalf of government’.

The breadth of services and support the agency delivers to Australians extends beyond the delivery of Social Security and Welfare, Health programs, and Child Support payments. We are an agile service delivery agency that collaborates with other government departments to deliver payments and services on behalf of the Australian Government.

The global pandemic had a significant impact on the volume of payments and support we provided Australians in past years. In 2022–23 the agency started returning to a more business-as-usual posture in terms of the volume of services we provide on behalf of government.

We measure our performance across 7 Strategic Performance Measures, which reflect the agency’s 3 major programs: Social Security and Welfare, Health, and Child Support. Our ability to respond effectively is evidenced in our 2022–23 achievements against each of our 7 Strategic Performance Measures where we achieved 4, substantially achieved 1 and partially achieved 2 of the targets across the measures.

The 4 Strategic Performance Measures targets we achieved relate to customer trust, administrative correctness of payments, availability of digital channels and tasks managed by customers in digital channels. In a complex environment, we substantially achieved the performance target for customer satisfaction and partially achieved the targets for customers served within 15 minutes, and work processed within timeliness standards.

The agency continued to focus on Information and Communication Technology (ICT) capability by improving accessibility and usability. Our service delivery channels are working together to bring greater alignment between our processes, tools and digital services. Investment in providing more digital options for customers who prefer this channel also enabled the agency to make more staff available for tailored services. The agency continues to implement and embed a number of strategies to address service demand, including an advanced telephony model to support digital uptake and targeted use of Interactive Voice Response.

### Strategic Performance Measure summary of results

The table below provides a summary of the performance outcomes for each of the 7 Strategic Performance Measures for 2022–23.

Table 1: Services Australia’s performance against its Strategic Performance Measures

| **Strategic Performance Measure (SPM)** | **Target****2022–23** | **Result** **2022–23** | **Performance Outcome****2022–23** |
| --- | --- | --- | --- |
| SPM 1: Customer satisfaction | ≥85 out of 100 | 80.2 out of 100 | Substantially achieved |
| SPM 2: Customer trust  | ≥70 out of 100 | 78.1 out of 100 | Achieved |
| SPM 3: Administrative correctness of payments | ≥98% | 98.8% | Achieved |
| SPM 4: Customers served within 15 minutes  | ≥70% | 60.8% | Partially achieved  |
| SPM 5: Work processed within timeliness standards | ≥90% | 68.7% | Partially achieved |
| SPM 6: Availability of digital channels  | ≥98.5% | 99.8% | Achieved |
| SPM 7: Tasks managed by customers in digital channels  | ≥81% | 91.5% | Achieved |

For performance outcomes from 2021–22 please see *Services Australia Annual Report 2021–22.*

#### Performance measure tolerance levels

To reflect the agency’s achievement against its performance measure targets we developed and implemented 4 tolerance levels in 2021–22. These tolerance levels continued to be used to assess the agency’s performance outcomes for 2022–23:

* **Achieved:** 100% of the performance target has been achieved
* **Substantially achieved:** 90–99.9% of the performance target has been achieved
* **Partially achieved:** 75–89.9% of the performance target has been achieved
* **Not achieved:** <75% of the performance target has been achieved.

## Strategic Performance Measure Results

**Outcome 1:** Deliver high-quality, accessible services and payments to individuals, families, businesses and partner agencies on behalf of government; with a focus on contemporary service delivery and customer experience.

**Key activity 1:** Build staff and organisational capability to deliver an enhanced customer experience.

We have an adaptive workforce, leadership and corporate culture tailored to respond to customer feedback.

To ensure we are delivering on this key activity, we monitor and assess our performance against the following 2 Strategic Performance Measures.

| **Strategic Performance Measure 1 — Customer satisfaction** |
| --- |
| The agency is focused on the provision of high quality and timely services that meet the needs of customers.This measure provides visibility of our customers’ level of satisfaction with the services delivered by the agency. |
| **Year** | **Target** | **Result**  | **Performance Outcome** |
| 2022–23 | ≥85 out of 100 | 80.2 out of 100 | Substantially achieved |

#### ANALYSIS

The agency substantially achieved its target of ≥85 out of 100 with a result of 80.2 out of 100.

This result indicates most customers are satisfied with the services we deliver. Customer satisfaction results are broken down by program below:

* Social Security and Welfare customer satisfaction was below target this year. Extended wait times for Centrelink customers had a significant impact on satisfaction, which was evidenced in the results for the ‘time to receive service’ driver. Satisfaction was consistent throughout the financial year with Social Security and Welfare’s face to face channel achieving the highest satisfaction score and the online channel achieving the lowest.
* Health customer satisfaction was above target this year. Improved functionality in the digital channels resulted in health customers being able to add a digital Medicare card to their myGov app, allowing customers to self-manage tasks at a time and place that suits them.
* Child Support customer satisfaction was slightly below target as we continue to balance demand for the telephony channel and processing activities to optimise service delivery to customers.

The table below summarises the agency’s customer satisfaction results by program for 2022–23.

Table 2: Customer satisfaction results by program 2022–23

| **Program** | **Results** |
| --- | --- |
| Social Security and Welfare  | 77.8 |
| Health  | 85.3 |
| Child Support  | 84.3 |

Customer satisfaction results are measured across service delivery channels with face to face and mobile apps above target this year. Results were lower for the online and telephony service delivery channels with health provider satisfaction the lowest for the agency.

The table below summarises the agency’s customer satisfaction results and weightings per channel for 2022–23.

Table 3: Customer satisfaction results and weightings per channel 2022–23

| **Channel**  | **Result**  | **Weighting(a)** |
| --- | --- | --- |
| Face to face  | 87.7 | 7% |
| Mobile apps | 87.6 | 26% |
| Telephony  | 78.6 | 21% |
| Online  | 77.1 | 42% |
| Health providers(b) | 60.8 | 4% |
| **Total**  | **80.2(c)** | **100%** |

a) The weighting is derived from transactional volumes from the previous financial year. Volumes can only be calculated and applied retrospectively once available. Using the previous financial year’s data allows effects from seasonality to be minimised.

b) Health providers are reported as a ‘channel’ as the agency is unable to accurately determine the appropriate channel used by the individual surveyed providers.

c) Total is calculated by adding all weighted channel average scores. For more information, please refer to the Calculation Explanation in the Explanatory Notes and Definitions section below.

Customer satisfaction is measured against 6 drivers with the ‘fair treatment­’ driver, measuring customer satisfaction with our staff, recording the highest result.

The ‘time to receive service’ driver, which measures customer satisfaction with wait times, achieved the lowest result. Satisfaction with wait times was lowest for the telephony service delivery channel and for health providers, and was highest for the mobile apps and face to face service delivery channels. Extended call and face to face wait times for Centrelink customers had a significant impact on satisfaction that is reflected in the results for the ‘time to receive services’ driver.

The table below summarises the agency’s results against our 6 satisfaction drivers for 2022–23.

Table 4: Customer satisfaction driver results 2022–23

| **Satisfaction drivers** | **Results** |
| --- | --- |
| Perceived quality  | 80.5 |
| Personalised service  | 83.5 |
| Communications  | 84.6 |
| Time to receive service | 73.7 |
| Fair treatment  | 88.5 |
| Effort  | 77.4 |

The table below summarises the agency’s results for customer satisfaction by channel against our 6 satisfaction drivers for 2022–23.

Table 5: Customer satisfaction results by channel and driver 2022–23

| **Channel / Driver**  | **Perceived quality**  | **Personalised service** | **Communication**  | **Time to receive service** | **Fair treatment**  | **Effort**  | **Overall** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Face to face  | 85.6 | 88.6 | 88.3 | 85.2 | 94.7 | 83.8 | **87.7** |
| Mobile apps | 83.9 | N/A | 92.2 | 87.1 | N/A | 87.4 | **87.6** |
| Telephony  | 84.7 | 86.0 | 86.4 | 52.2 | 89.7 | 73.7 | **78.6** |
| Online  | 77.0 | N/A | 81.2 | 75.8 | N/A | 74.2 | **77.1** |
| Health providers | 63.6 | 62.0 | 54.5 | 57.1 | 71.3 | 55.2 | **60.8** |
| **Overall(a)** | **80.5** | **83.5** | **84.6** | **73.7** | **88.5** | **77.4** | **80.2** |

a) Overall is calculated by adding all weighted channel average scores. For more information, please refer to the Calculation Explanation in the Explanatory Notes and Definitions section below.

The agency uses the results of the satisfaction survey to identify initiatives to improve the services we deliver. Satisfaction results help inform how we prioritise our resources to meet the current and emerging needs of customers.

We implemented a range of initiatives this year aimed at reducing the effort required to interact digitally with the agency, allowing customers to engage with us at a time that is convenient to them. These initiatives include:

* launching the new myGov app to make it easier for customers to access services and information on their mobile devices — A personalised homepage allows customers to see messages, information about payments and linked services in one place
* enabling our customers to tell us information once, by updating their Child Support maintenance details in their Centrelink record when they apply for Child Support
* offering customers with complex matters a future appointment to reduce waiting periods in our service centres.

##### LIMITATIONS AND EXCLUSIONS

* While we encourage participation to ensure the survey population is representative of the overall customer base, customer participation in all surveys is voluntary.
* The survey sample is designed to produce reliable monthly estimates for the agency and service brands. The agency seeks to offer surveys to a wide variety of customers, noting feedback from some cohorts is not always possible. These cohorts include:
* some telephony and face to face customers who have not interacted with a staff member via staff assisted channels, as questions are designed to measure perceptions of interactions with staff for the channels of ‘telephony’ and ‘face to face’
* digital Child Support customers due to system functionality barriers. Options for the inclusion of online customers is currently being considered for implementation in future years
* Aged Care customers and providers as this falls within the Department of Health and Aged Care’s remit
* customers who respond to the survey but record responses to less than 3 drivers, contribute to driver responses but not the overall measure
* a small group of customers may be temporarily excluded to limit interview burden (for example customers in crisis or customers claiming emergency payments) or due to technical barriers to collections.

##### EXPLANATORY NOTES AND DEFINITIONS

* The description (only) for this measure has changed to better reflect what is being measured. These changes supersede those published in the [Social Services 2022–23 Portfolio Budget Statements](https://www.servicesaustralia.gov.au/sites/default/files/2022-08/corporate-plan-22-23.pdf) and the agency’s [Corporate Plan](https://www.dss.gov.au/sites/default/files/documents/03_2022/2022-23_social_services_pbs.pdf) 2022–23.
* The performance measure is based on surveyed customers’ perceptions of the agency across the telephony, face to face, online, and mobile app channels.
* Feedback is only collected from a random sample of customers, as opposed to every customer, therefore it is likely that some errors will occur, not in terms of the calculation, but in terms of the sampling. Margins of Error (MoEs) are used to show users the maximum amount by which the sample results are expected to differ from results that would have been produced had we surveyed all customers. Previous years’ MoEs have been below 1%, using a comparable methodology and sample sizes.
* Satisfaction results are aggregated from a 6-driver model[[1]](#footnote-1) (see *Table 5: Customer satisfaction driver results 2022–23*above).
* Satisfaction results from health providers including pharmacists, practitioners and practice managers are also included in the overall agency result.
* Survey questions are tailored to the audience of the survey and the results for this measure are a combination of different surveys.
* A total of 115,839 customers completed these surveys in 2022–23, together with 3,029 health providers.
* Surveys are undertaken via automated interactive voice response (post-call survey), online or via outbound interviews conducted by an external provider.
* Based on the responses provided to the driver of satisfaction questions, an index score ranging from 0 to 100 is established for every survey respondent. All survey questions align to the 6 drivers and are measured on a 5-point scale, with 3 being neutral.

Table 6: Customer response Index score

| **Customer response** | **Index score** |
| --- | --- |
| 1 out of 5 | 0 out of 100 |
| 2 out of 5 | 25 out of 100 |
| 3 out of 5 | 50 out of 100 |
| 4 out of 5 | 75 out of 100 |
| 5 out of 5 | 100 out of 100 |

The below information relates to Strategic Performance Measure 1: Customer satisfaction.

|  |  |
| --- | --- |
| **Reference**  | 2022–23 Portfolio Budget Statements, page 2052022–23 Corporate Plan, page 20 |
| **Data Source**  | External Survey provider Kantar Public |
| **Calculation Explanation**  | Calculated by adding all weighted channel average scores. Scores are gathered from the customer survey responses. The weighting is derived from transactional volumes from the previous financial year. Volumes can only be calculated and applied retrospectively once available. Using the previous financial year’s data allows effects from seasonality to be minimised. As this is calculated quarterly, limiting the weighting for that portion of the financial year (i.e. using data that is available for that portion of the current FY) will not allow for the variability that occurs over a full year.    |
| **Calculation**  | (A Result x A Weighting) + (B Result x B Weighting) + (C Result x C Weighting) + (D Result x D Weighting) + (E Result x E Weighting)A = Online channelB = Mobile Apps channelC = Telephony channelD = Face to face channelE = Health Provider channel[[2]](#footnote-2) |

| **Strategic Performance Measure 2 — Customer trust** |
| --- |
| The agency is committed to ensuring our customers trust the information and advice provided, and that their data is secure, appropriately managed and used ethically.This measure provides visibility of our customers’ level of trust in the agency. |
| **Year** | **Target** | **Result**  | **Performance Outcome** |
| 2022–23 | ≥70 out of 100(a) | 78.1 out of 100 | Achieved  |

a) The 2021–22 result for this measure was taken into account when setting the target for 2022–23. A target of 70 out of 100 was set for 2022–23 with a staggered increase to the target of 2 points each year over a 5 year period (70, 72, 74, 76, 78), demonstrating year on year improvement.

##### ANALYSIS

The agency exceeded its target of ≥70 out of 100 with a result of 78.1 out of 100.

All service delivery programs met the trust target this year, with a strong result for Child Support, followed by Health and Social Security and Welfare customers.

The table below summarises the agency’s customer trust results by program for 2022–23.

Table 7: Customer trust results by program 2022–23

| **Program** | **Results** |
| --- | --- |
| Social Security and Welfare  | 75.9 |
| Health  | 82.6 |
| Child Support  | 86.9 |

Customers were more trusting of the staff-assisted service delivery channels, with telephony achieving the highest result closely followed by face to face. Results were lower for the digital service delivery channels with online and health providers the lower performing channels.

The table below summarises the agency’s customer trust results and weightings per channel for 2022–23.

Table 8: Customer trust results and weighting by channel 2022–23

| **Channel**  | **Result**  | **Weighting(a)** |
| --- | --- | --- |
| Face to face  | 83.6 | 7% |
| Mobile apps | 80.7 | 26% |
| Telephony  | 84.1 | 21% |
| Online  | 73.7 | 42% |
| Health providers(b) | 67.2 | 4% |
| **Total**  | **78.1(c)** | **100%** |

a) The weighting is derived from transactional volumes from the previous financial year. Volumes can only be calculated and applied retrospectively once available. Using the previous financial year’s data allows effects from seasonality to be minimised.

b) Health provider are reported as a ‘channel’ as the agency is unable to accurately determine the appropriate channel used by the individual surveyed providers.

c) Total is calculated by adding all weighted channel average scores. For more information, please refer to the Calculation Explanation in the Explanatory Notes and Definitions section below.

The agency results for all trust drivers, with the exception of ‘responsiveness’, exceeded the target. The digital channels had lower responsiveness scores than the staff-assisted channels, with online and mobile apps achieving a higher result.

Trust in personal data security was the highest performing trust driver, indicating customers have a high level of trust that the agency will keep their personal information safe. Customers reported the highest personal data security trust result for the face to face service delivery channel. The agency continues to prioritise management of customer data noting this is a key priority for customers.

The ‘fairness’ driver, which indicates if customers feel Services Australia treated them fairly and reasonably, was the second highest performing driver, with all service delivery channels and health providers achieving above the target this year. Fairness was highest for the face to face and telephony channels, and lowest for the online channels and health providers.

The table below summarises the agency’s results against our 6 trust drivers for 2022–23.

Table 9: Customer trust driver results 2022–23

| **Trust drivers** | **Results** |
| --- | --- |
| Integrity  | 80.0 |
| Responsiveness  | 68.4 |
| Openness and honesty | 78.4 |
| Reliability  | 77.3 |
| Fairness  | 81.3 |
| Personal data security  | 83.6 |

The table below summarises the agency’s results for customer trust by channel against our 6 trust drivers for 2022–23.

Table 10: Customer trust driver results by channel and driver 2022–23

| **Channel / Driver**  | **Integrity**  | **Responsiveness**  | **Honest and Transparent**  | **Reliability** | **Fairness** | **Personal data security**  | **Overall** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Face to face  | 84.7 | 77.5 | 82.7 | 82.4 | 87.2 | 89.1 | **83.6** |
| Mobile apps | 82.4 | 69.7 | 79.9 | 80.4 | 85.3 | 87.0 | **80.7** |
| Telephony  | 86.6 | 70.1 | 89.1 | 84.7 | 86.9 | 87.2 | **84.1** |
| Online  | 75.5 | 66.3 | 73.0 | 71.9 | 76.1 | 78.9 | **73.7** |
| Health providers | 68.9 | 57.1 | 60.7 | 65.8 | 71.3 | 82.2 | **67.2** |
| **Overall(a)** | **80.0** | **68.4** | **78.4** | **77.3** | **81.3** | **83.6** | **78.1** |

a) Overall is calculated by adding all weighted channel average scores. For more information, please refer to the Calculation Explanation in the Explanatory Notes and Definitions section below.

To build customer trust, the agency implemented a range of initiatives to assist customers to engage with digital channels. This in turn enables staff to better support customers with complex needs. These initiatives include:

* launching the new myGov app to make it easier for customers to access services and information on their mobile devices. A personalised homepage allows customers to see messages, information about payments, and linked services in one place
* introducing digital cards to the myGov app, strengthening the security of personal information and documents
* protecting customer’s Medicare card in the myGov wallet against fraud and theft by including a hologram and QR code.

During the year, 78.1% of surveyed customers using myGov reported that it was easy to find the information they needed.

##### LIMITATIONS AND EXCLUSIONS

* While we encourage participation to ensure the survey population is representative of the overall customer base, customer participation in all surveys is voluntary.
* The sample for the surveys is designed to produce reliable monthly estimates for the agency and service brands. The agency attempts to offer surveys to a wide variety of customers, however, feedback from some cohorts is not possible. These cohorts include:
* some telephony and face to face customers who have not interacted with a staff member via staff assisted channels, as questions are designed to measure perceptions of interactions with staff for the channels of ‘telephony’ and ‘face to face’
* digital Child Support customers due to system functionality barriers. Options for online inclusion are currently being considered for implementation in future years
* Aged Care customers and providers as this falls within the Department of Health and Aged Care’s remit
* customers who respond to the survey but record responses to less than 3 drivers, contribute to driver responses but not the overall measure
* a small group of customers may be temporarily excluded to limit interview burden (for example customers in crisis or customers claiming emergency payments) or due to technical barriers to collections.
* Survey questions used to measure trust in the trust survey were refined in July 2022. Comparisons between 2021–22 and 2022–23 should be contextualised by this revised calculation methodology. Prior to this period, trust was measured by a single question within the customer satisfaction survey, asking customers to rate their overall trust in the agency. This has matured to a [6 driver model](https://www.dss.gov.au/sites/default/files/documents/03_2022/2022-23_social_services_pbs.pdf?expires=1689815582&id=id&accname=guest&checksum=9FCCEAF03DED5DD645B55D18D940E3F1) consistent with industry best practice.

##### EXPLANATORY NOTES AND DEFINITIONS

* The description (only) for this measure has changed to better reflect what is being measured. These changes supersede those published in the [Social Services 2022–23 Portfolio Budget Statements](https://www.servicesaustralia.gov.au/sites/default/files/2022-08/corporate-plan-22-23.pdf) and the agency’s [Corporate Plan](https://www.dss.gov.au/sites/default/files/documents/03_2022/2022-23_social_services_pbs.pdf) 2022–23.
* When developing the trust measure, the agency incorporated elements of public and private sector best practice to continuously review its methodology for measuring customer trust. This approach combines approaches deployed by the Organisation for Economic Cooperation and Development and other Australian Public Service agencies including the Department of the Prime Minister and Cabinet’s *Survey of Trust in the Australian Public Service*. The 6 driver model is an independent measure of customers’ belief that the agency will act consistently with their expectations of positive behaviour. This approach supports the agency in monitoring and assessing whether customers trust the information and advice we provide, and whether they perceive that we keep their personal information safe.
* The performance measure is based on customers’ surveyed perceptions of the agency.
* Feedback is collected from a random sample of customers, as opposed to every customer, therefore it is likely that some errors will occur in terms of the sampling. Margins of Error (MoEs) are used to show users the maximum amount by which the sample results are expected to differ from results that would have been produced had we surveyed all customers. Previous years’ MoEs have been below 1%, using a comparable methodology and sample sizes.
* Trust results are aggregated from a 6-driver model (see *Table 10: Customer trust driver results 2022–23* above*).* Customers provide feedback via surveys about their experience interacting with the agency across the telephony, face to face, online and mobile app service delivery channels. Health provider trust results are also included in the overall agency trust result.
* As survey questions are tailored to the audience of the survey, the results for this measure are a combination of different surveys.
* A total of 85,622 customers completed these surveys in 2022–23, together with 3,029 health providers.
* Surveys are undertaken via automated interactive voice response (post-call survey), online or via outbound interviews conducted by the agency’s external provider.
* Based on the responses provided to the driver of satisfaction questions, an index score ranging from 0 to 100 is established for each survey respondent. All survey questions align to the 6 drivers and are measured on a 5-point scale, with 3 being neutral.

Table 11: Customer response Index score

| **Customer response** | **Index score** |
| --- | --- |
| 1 out of 5 | 0 out of 100 |
| 2 out of 5 | 25 out of 100 |
| 3 out of 5 | 50 out of 100 |
| 4 out of 5 | 75 out of 100 |
| 5 out of 5 | 100 out of 100 |

The below information relates to Strategic Performance Measure 2: Customer trust.

|  |  |
| --- | --- |
| **Reference**  | 2022–23 Portfolio Budget Statements, page 2052022–23 Corporate Plan, page 20 |
| **Data Source**  | External Survey provider Kantar Public |
| **Calculation Explanation**  | Calculated by adding all weighted channel average scores. Scores are calculated from the customer survey responses. The weighting is derived from transactional volumes from the previous financial year. Volumes can only be calculated and applied retrospectively once available. Using the previous financial year’s data allows effects from seasonality to be minimised. As this is calculated quarterly, limiting the weighting for that portion of the financial year (i.e. using data that is available for that portion of the current FY) will not allow for the variability that occurs over a full year.    |
| **Calculation** | (A Result x A Weighting) + (B Result x B Weighting) + (C Result x C Weighting) + (D Result x D Weighting) + (E Result x E Weighting)A = Online channelB = Mobile Apps channelC = Telephony channelD = Face to face channelE = Health Provider channel[[3]](#footnote-3) |

**Key Activity 2:** Deliver quality government services and payments to Australians

We provide customers with easy and efficient access to services, support and payments for a seamless experience.

Toensure we are delivering on this key activity, we monitor and assess our performance against the following 3 Strategic Performance Measures.

| **Strategic Performance Measure 3 —Administrative correctness of payments** |
| --- |
| The agency is committed to ensuring our processes deliver high quality, correct and reliable payments to customers.This measure focuses on making the right payment, to the right customer, at the right time. |
| **Year** | **Target** | **Result**  | **Performance Outcome** |
| 2022–23 | ≥98% | 98.8% | Achieved  |

##### ANALYSIS

The agency achieved its target of ≥98% with a result of 98.8%.

The result demonstrates the agency’s ability to process payments and services within the agency’s agreed quality standards based on the information provided by customers at point of claim.

Administrative correctness of payments results are broken down by programs:

* Social Security and Welfare: administrative correctness result shows that only 1.0% of customers subject to Payment Accuracy Reviews were found to have an incorrect rate, or debt, that was caused by administrative error.
* Health: the administrative correctness of payments target, for the Medicare Benefit Scheme manually and automatically processed and paid services, was achieved. This is a strong result, demonstrating the agency's ability make correct payments.

The table below summarises the agency’s program results for correctness rate and weighting factor for 2022–23.

Table 12: Program results 2022–23

| **Program results** | **Correctness rate**  | **Weighting factor** |
| --- | --- | --- |
| Social Security and Welfare  | 99.0% | 64.5% |
| Health  | 98.3% | 35.5% |
| **Total**  | **98.8%** | **100%** |

The table below summarises the agency’s weighting calculations including the financial outlay and percentage of total outlay for 2022–23.

Table 13: Weighting calculations 2022–23

| **Weighting factor** | **Financial outlays ($ billion)**  | **% of total outlay** |
| --- | --- | --- |
| Social Security and Welfare  | $140.3 | 64.5% |
| Health  | $77.3 | 35.5% |
| **Total**  | **$217.7(a)** | **100%** |

a) Rounding applied.

To reduce the possibility of administrative error and to support the delivery of high-quality payments, the agency continues to focus on expanding self-service options for customers and the use of customer pre-filled data.

#### Debt management, compliance and enforcement

The agency works with customers to help them understand their obligations to minimise the chances of incurring a debt. However, in circumstances where customers have not been paid the right amount and a debt is incurred, we work with the customer taking into account their personal circumstances to recover overpayments.

In 2022–23, around 1.7 million Social Security and Welfare debts were raised, with a total of $1.85 billion recovered from customers who were not paid the right amount. For debt recovery figures, see *Debt management* on page 112 in the Annual Report.

The agency also focuses on reducing Child Support debt through its compliance and enforcement programs. Whilst Child Support is not included in the results of this measure in 2022–23, 193,440 Child Support compliance and enforcement actions were completed with a total of $220.35 million in Child Support collected/corrected. For further Child Support Compliance and Enforcement actions see *Compliance and Enforcement* on page 79 in the Annual Report.

##### LIMITATIONS AND EXCLUSIONS

* The scope of this performance measure is limited to:
* Social Security and Welfare: Payments which are included in the program as agreed between Services Australia and Department of Social Services (refer list below under “Explanatory notes and definitions”)
* Health: Medicare Benefit Scheme manually and automatically processed and paid services.
* Child Support is currently not included in the scope of this performance measure as the program previously did not have an approach to measuring administrative correctness of payments that was consistent with Social Security and Welfare and Health. Child Support will be included in scope for this performance measure from 2023–24.
* Emergency payments are excluded from this measure.

##### EXPLANATORY NOTES AND DEFINITIONS

* The title and description for this measure has changed to better reflect what is being measured. These changes supersede those published in the [Social Services 2022–23 Portfolio Budget Statements](https://www.dss.gov.au/sites/default/files/documents/03_2022/2022-23_social_services_pbs.pdf) and the agency’s [Corporate Plan](https://www.servicesaustralia.gov.au/sites/default/files/2022-08/corporate-plan-22-23.pdf) 2022–23. The methodology underpinning the performance measure did not change.
* The measure focusses on the correct processing of payments based on the information provided to us by customers.
* correctness relates to agency administrative and processing errors based on the information provided by customers and health providers
* accuracy relates to all errors, based on the customer’s circumstances, irrespective of the information provided by customers and health providers.
* A total of 20,508 Payment Accuracy Reviews were completed by the agency in 2022–23 that covered 13 social welfare payments representing 97% of social security and welfare outlays. These include:
* ABSTUDY
* Age Pension
* Austudy
* Carer Allowance
* Carer Payment
* Disability Support Pension
* Family Tax Benefit
* Jobseeker Payment
* Parenting Payment Partnered
* Parenting Payment Single
* Special Benefit
* Youth Allowance (Jobseeker)
* Youth Allowance (Student)
* The Department of Social Services has oversight arrangements for the accuracy and timeliness of welfare payments that Services Australia delivers on its behalf.
* A total of around 168 million manually and 291 million automatically processed and paid Health services were used to calculate the Health correctness rate, for a total of around 459 million Health services delivered in 2022–23.
* All automatically processed and paid services are measured as 100% correct.
* A total of 83,665 randomly sampled manually processed Health items were quality checked.
* Manually processed and paid services include:
* Medicare Manual and those submitted digitally requiring operator intervention
* Medicare Eligibility Enrolments
* Medicare Safety Net Registrations
* Automatically processed and paid services
* Bulk Bill, Patient Claim and Simplified Billing Services submitted digitally.

The below information relates to Strategic Performance Measure 3: Payment Quality.

|  |  |
| --- | --- |
| **Reference**  | 2022–23 Portfolio Budget Statements, page 2062022–23 Corporate Plan, page 21 |
| **Data Source**  | Social Security and Welfare Data - Random Review Results System (RRRS) Health Data - Data Mining (QBBI) |
| **Calculation**  | (A×B) + (C×D)A = Social Security and Welfare Correctness Rate (Payment Accuracy Reviews)B = Social Security and Welfare Weighting FactorC = Health Correctness Rate (QBBI)D = Health Weighting FactorCalculated by adding the weighted Social Security and Welfare quality score (Payment Accuracy Reviews) to the health quality score (QBBI). The weighting methodology is derived from total financial outlays for the same reporting period. |

| **Strategic Performance Measure 4 — Customers served within 15 minutes** |
| --- |
| The agency endeavours to provide customers with timely access to services and support via face to face contact and telephony channels.This measure demonstrates the extent to which customers have access to timely services and support they need to get on with their lives. |
| **Year** | **Target** | **Result**  | **Performance Outcome** |
| 2022–23 | ≥70%(a) (b) | 60.8%(c) | Partially achieved  |

a) The target was set at ≥80% in 2021–22.

b) The 2021–22 result of 68.4% was taken into account when setting the target of ≥70% for 2022–23. Due to natural disasters and other emergency events the 2022–23 target was reset to a more realistic target capable of showing year-on-year improvement.

c) In 2022–23, 3.5 million calls were transferred between queues. Calls transferred internally between telephony queues are counted as separate telephone calls with separate wait times. Our systems are unable to combine call wait times once a call is transferred. This may have an impact on the results for this measure.

##### ANALYSIS

The agency partially achieved its target of ≥70% with a result of 60.8%.

The performance outcome was influenced by the response to customers in need during disasters and emergency events during the year, and the continued recruitment and upskilling of staff to meet demand. Recruitment and upskilling of staff across customer service delivery was undertaken to increase future capability and capacity in both telephony and processing with impacts felt as a result of experienced staff reprioritised to facilitate training, provide staff support and quality check new staff work.

The agency managed demand for the Australian Government Disaster Recovery Payment (AGDRP) and Disaster Recovery Allowance (DRA), as a result of widespread flooding events and emergency response efforts. We answered around 464,100 calls for emergency payments this financial year. For more information see *Part 2: Our response during disasters and emergencies* on page 12 in the Annual Report.

The average handling time for calls remained high, with an increase across all programs while newly trained staff gain proficiency.

A number of strategies to address service demand were utilised. Enhanced Tier 1 telephony model targeted driving up digital uptake to keep customers in the online channel, targeted use of Interactive Voice Response (IVR) and Digital Assistant technology and congestion messaging were also implemented. For more information, see *Telephony and Processing* on page 46, *Voice Biometrics and Interactive Voice Response* and *Service Centre* on page 47 in the Annual Report.

The table below summarises the agency’s face to face and telephony performance by program for customers served within 15 minutes for 2022–23.

Table 14: Channel results by program of Customers served within 15 minutes 2022–23

| **Program** | **Face to face**  | **Telephony** |
| --- | --- | --- |
| Social Security and Welfare | 73.8% | 36.0% |
| Emergency management(a) | N/A(b) | 71.5% |
| Health customers | 75.1% | 53.5% |
| Health providers | N/A(b) | 97.1% |
| Health PBS authorities | N/A(b) | 100% |
| Child Support | N/A(b) | 84.5% |
| Payments and integrity | N/A(b) | 96.8% |

a) Emergency management calls are a subset of Social Security and Welfare calls.

b) No face to face service offering.

The agency carefully balances workforce to meet customer demand across all channels. In 2022–23, the agency prioritised work to support Australians through the dynamic nature of the COVID-19 pandemic and millions of people impacted by multiple national emergencies. This resulted in low performance across some of the telephony channels.

##### LIMITATIONS AND EXCLUSIONS

* The scope of this measure includes customers served in telephony and face to face channels. Wait times for telephony commence when the customer enters the telephony queue to speak to a Service Officer and face to face wait time begins once customers are booked into the Virtual Wait Room (VWR).
* The scope of this measure excludes:
* face to face abandons, on the basis the agency does not have means to identify when a customer has left the Service Centre. The time to abandon is based on when the service officer records it as abandoned. On this basis, there are no means to exclude abandons at a particular time interval and therefore they have been excluded altogether.
* telephone calls that terminate in less than 5 minutes, on the basis that the customer's query may have been addressed by the IVR. The introduction of ‘Estimated Wait Time’ messaging from June 2023, may have influenced the Social Security and Welfare customer’s decision to terminate the call.
* customers who receive congestion messaging, on the basis that the scope of the measure is to include customers served. In 2022–23, 16.4% of calls handled received a congestion message[[4]](#footnote-4).
* Congestion message parameters are regularly reviewed and adjusted, including during the day, to allow as many calls to be answered as possible. The possible parameters include:
* the volume of calls queued
* the longest wait time
* the estimated wait time
* the average speed of answer.
* In order to support our most vulnerable customers, some callers in high risk circumstances bypass congestion and progress to the queue to speak to a suitably skilled service officer.
* The reported telephony results are based on data from our provider. The agency does not currently have a process in place to independently validate the data provided.
* The Front of House app is a customer service streaming tool designed to channel customers to the correct queue types in Customer Service Centres. Limitations with the app restrict the agency’s ability to validate the data collected in the tool itself. Controls exist such as a requirement to register all customers attending a Service Centre, and data quality assurances processes exist at the Enterprise Data Warehouse extraction stage.

##### EXPLANATORY NOTES AND DEFINITIONS

* The description (only) for this measure has changed to better reflect what is being measured. These changes supersede those published in the [Social Services 2022–23 Portfolio Budget Statements](https://www.dss.gov.au/sites/default/files/documents/03_2022/2022-23_social_services_pbs.pdf) and the agency’s [Corporate Plan](https://www.dss.gov.au/sites/default/files/documents/03_2022/2022-23_social_services_pbs.pdf) 2022–23.
* Congestion messaging: are messages that are activated in periods of high demand and provides detail of the digital services available to customers. The message encourages callers to conduct their business through self-service options, saving the need to repeatedly call.
* Calls handled: are calls that have reached the agency and include:
* Social Security and Welfare – successful IVR calls (includes answered calls)
* Health customer – answered calls, calls handled in Health Customer IVR applications (Child Dental Benefits Scheme, Office Locator and from 10 July 2017 Tax Statement)
* Health provider – answered calls, calls handled in the Health Provider IVR application (Optometric and Concessional Entitlement Status Confirmation)
* Health PBS authorities – answered calls
* Child Support – answered calls
* Payments and integrity – successful IVR calls (includes answered calls)
* Resolved face to face enquiries are where customers are served by a service officer at first point of contact upon entering the service centre, and are not required to be signed into the VWR.

The below information relates to Strategic Performance Measure 4: Customers served within 15 minutes.

|  |  |
| --- | --- |
| **Reference**  | 2022–23 Portfolio Budget Statements, page 2062022–23 Corporate Plan, page 21 |
| **Data Source**  | Telstra Computer Telephony Interface (CTI) filesSAPUI5 Front of House application Information |
| **Calculation Explanation**  | Calculated by dividing the sum of all calls and face to face contacts completed within 15 minutes, by the total sum of all calls, face to face contacts and customer terminated calls over five minutes. |
| **Calculation**  | (A + B + C) / (C + D + E + F) (represented as a percentage)A = Calls answered in 15 minutesB = Face to face VWR contacts served in 15 minutesC = Resolved face to face enquiriesD = Total customer terminated calls over 5 minutesE = Total calls answeredF = Total face to face VWR contacts served |

| **Strategic Performance Measure 5 — Work processed within timeliness standards** |
| --- |
| The agency is committed to ensuring the timely processing of work to ensure customers receive the right payment, at the right time, based on the information provided to the agency.This measure demonstrates the agency’s performance against its agreed timeliness standards. |
| **Year** | **Target** | **Result**  | **Performance Outcome** |
| 2022–23 | ≥90% | 68.7% | Partially achieved  |

##### ANALYSIS

The agency partially achieved its target of ≥90% with a result of 68.7%.

The performance outcome was influenced by responses to successive large scale emergency events that saw high volumes of claims lodged in the beginning of 2022, continuing into the 2022–23 financial year.

We processed over 2.4 million claims for emergency payments in 2022–23:

* 696,600 Pandemic Leave Disaster Payment
* 103,200 High-Risk Settings Pandemic Payment
* 1,630,300 AGDRP/DRA payments.

See Part 2: Our response during disasters and emergencies on page 12 in the Annual Report.

Claims that are reopened are assessed from the original date of lodgement. This includes where a review of decision is requested after an original claim has been rejected and further information is provided by the customer. The time it takes for customers and/or third parties including employers and nominees to provide the information, to support claim assessment, is included in the overall processing time. The agency makes every effort to contact customers via phone where additional information may be required to finalise a claim.

The agency continues to recruit and upskill staff across all programs to increase capacity in both telephony and processing. It is noted that impacts to performance during the ongoing recruitment period are expected, due to experienced staff reprioritising to facilitate training, provide staff support and undertake quality checking until new recruits gain experience and become proficient.

A significant number of processing work types with different agreed timeliness standards (see Table 16) have been aggregated to provide an overall agency result for this performance measure. Whilst it is helpful to have an aggregated result to report from a whole of agency perspective, we acknowledge individual processing work types may perform at levels higher or lower than the overall agency result for this measure.

The table below summarises the percentage of claims processed within the agreed timeliness standards by work types for 2022–23.

Table 15: Percentage of claims processed within timeliness standards by work type 2022–23

| **Work types** | **Percentage of claims processed within timeliness standards** |
| --- | --- |
| Social Security and Welfare  | 74.8% |
| Health  | 68.7% |
| Child Support payments  | 77.8% |
| Emergency payments | 62.4% |

##### LIMITATIONS AND EXCLUSIONS

* The scope of this performance measure is limited to processing work types with an agreed timeliness standard as listed in the table below:

Table 16: Work types with agreed timeliness standards 2022–23

| **Processing work types** | **2022–23 agreed timeliness standards** |
| --- | --- |
| **Social Security and Welfare** |
| ABSTUDY – claims | ≥70% of claims processed within 21 days of claim lodgement |
| ABSTUDY PES – claims | ≥70% of claims processed within 21 days of claim lodgement |
| Additional Child Care Subsidy – Child Wellbeing Application – claims | 100% of claims processed within 28 days of claim lodgement |
| Additional Child Care Subsidy – Temporary Financial Hardship v claims | 100% of claims processed within 28 days of claim lodgement |
| Age Pension – claims | ≥80% of claims processed within 49 days of claim lodgement |
| Aged Care – Financial Hardship Application Assessment | 100% of hardship applications completed within 28 days |
| Aged Care – Income and Assessment processing – Home Care | ≥85% of means assessments processed within 28 days |
| Aged Care – Means Assessment processing – Residential Care | ≥85% of means assessments processed within 28 days |
| Assistance for Isolated Children (AIC) Student – claims | ≥70% of claims processed within 21 days of claim lodgement |
| Austudy – claims | ≥85% of claims processed within 42 days of claim lodgement |
| Authorised Review Officer Appeals – Reviews | ≥70% of reviews are undertaken within 49 days of review request  |
| Carer Allowance – claims | ≥80% of claims processed within 49 days of claim lodgement |
| Carer Payment – claims | ≥80% of claims processed within 49 days of claim lodgement |
| Crisis Payment | ≥90% of claims processed within 2 days of claim lodgement (except claims lodged prior to release from prison[[5]](#footnote-5)) |
| Dad and Partner Pay – claims | ≥80% of claims processed within 21 days of claim lodgement |
| Disability Support Pension – claims | ≥80% of claims processed within 84 days of claim lodgement |
| Double Orphan Pension – claims | ≥80% of claims processed within 56 days of claim lodgement |
| Family Tax Benefit – claims | ≥70% of claims processed within 31 days of claim lodgement |
| Farm Household Allowance – claims | ≥80% of claims processed within 28 days of claim lodgement |
| JobSeeker Payment  | ≥80% of claims processed within 16 days of claim lodgement |
| Low Income Card – claims | ≥80% of claims processed within 28 days of claim lodgement |
| Mobility Allowance – claims | ≥85% of claims processed within 42 days of claim lodgement |
| Paid Parental Leave – claims | ≥80% of claims processed within 21 days of claim lodgement |
| Parenting Payment Partnered – claims | ≥80% of claims processed within 28 days of claim lodgement |
| Parenting Payment Single – claims | ≥90% of claims processed within 21 days of claim lodgement |
| Pensioner Education Supplement – claims | ≥70% of claims processed within 21 days of claim lodgement |
| Seniors Health Care Card – claims | ≥80% of claims processed within 28 days of claim lodgement |
| Special Benefit – claims | ≥80% of claims processed within 21 days of claim lodgement |
| Stillborn Baby Payment – claims | ≥80% of claims processed within 14 days of claim lodgement |
| Tasmanian Freight and Bass Straight Equalisation Schemes | ≥80% of claims processed within 30 days of claim lodgement |
| Tertiary Access Payment | ≥80% of claims processed within 42 days of claim lodgement |
| Youth Allowance (Full time student) – claims | ≥80% of claims processed within 42 days of claim lodgement |
| Youth Allowance (Other) – claims | ≥70% of claims processed within 21 days of claim lodgement |
| **Health**  |
| Medicare Benefits Schedule – claims submitted digitally at point of service | ≥82% of claims processed within 2 days of claim lodgement |
| Medicare Benefits Schedule – claims submitted digitally, not at point of service | ≥82% of claims processed within 7 days of claim lodgement. |
| Medicare Benefits Schedule – claims submitted manually | ≥82% of claims processed within 21 days of claim lodgement |
| Child Support  |
| Child Support New Registrations (Domestic) | ≥82% of new registrations processed within 28 days |
| **Emergency payments** |
| Australian Government Disaster Recovery Payment (included from 1 January 2022) | ≥90% of claims processed within 2 days |
| Pandemic Leave Disaster Payment (included from 1 January 2022) | ≥90% of claims processed within 2 days |
| High Risk Setting Pandemic Payment (included from 1 October 2023) | ≥90% of claims processed within 2 days |

* Whilst all three programs are represented within the measure, not all processing work types within these programs are captured. This measure does not capture the full breadth of work processed by the agency.
* As new timeliness standards are agreed with partner agencies, the measure will be updated to incorporate these new work types. Start dates for new timeliness standards will be negotiated with partner agencies and included in the scope of this measure once agreed.
* We have been unable to identify the level of bias arising from the application of timeliness standards that are included or excluded from the measure.
* Social Security and Welfare non-claim activities do not have agreed timeliness standards and are therefore excluded from this measure. Non-claims or non-new claims (NNCL) are activities not attached to a new claim. A number of different activity types may be included in this work type including change of circumstances, medical certificates, reassessments, reviews and follow-up work.
* Staff are focused on completing all work relevant to a customer’s circumstance during every customer interaction. Related work items may be allocated together. A bundle may include work items (claim or non-claim). Bundling helps staff ensure customers are not affected by unnecessary delays in processing.
* Current methodology to measure NNCL involves a tiered allocation approach where work is grouped according to priority. This means higher priority payment affecting work is allocated first.

##### EXPLANATORY NOTES AND DEFINITIONS

* The description (only) for this measure has changed to better reflect what is being measured. These changes supersede those published in the [Social Services 2022–23 Portfolio Budget Statements](https://www.servicesaustralia.gov.au/sites/default/files/2022-08/corporate-plan-22-23.pdf) and the agency’s [Corporate Plan](https://www.dss.gov.au/sites/default/files/documents/03_2022/2022-23_social_services_pbs.pdf) 2022–23.
* This is a proxy measure of efficiency that reflects the timely processing of work to ensure customers receive payments and services at the right time. The timely delivery of payments and services positively impacts our customers’ experience. It also supports the agency’s operational planning and work prioritisation to meet the needs of our customers. This measure allows the agency’s performance to be assessed over time.
* In the ANAO’s performance audit into the Accuracy and Timeliness of Welfare Payments it was recommended that the Department of Social Services and Services Australia assess the merit and viability of developing additional key performance measures for the timeliness of non-claim work items. This will be considered for future years.

The below information relates to Strategic Performance Measure 5: Work processed within timeliness standards.

|  |  |
| --- | --- |
| **Reference**  | 2022–23 Portfolio Budget Statements, page 2062022–23 Corporate Plan, page 21 |
| **Data Source**  | Enterprise Data Warehouse |
| **Calculation Explanation**  | Calculated by dividing all work processed within their individual processing standards by the total work processed. Currently, this includes the work types listed under the Limitation and Exclusion heading above.  |
| **Calculation**  | A / B (represented as a percentage)A = Work processed within timeliness standardsB = Total work processed |

**Key Activity 3:** Deliver digital and technological capability

We invest in our technology and systems to sustain and strengthen the digital experience for customers.

To ensure we are delivering on this program and key activity, we will monitor and assess our performance against the following 2 Strategic Performance Measures.

| **Strategic Performance Measure 6 — Availability of digital channels** |
| --- |
| The agency is committed to ensuring our digital services are stable and available for customers to use when they need them.This measure demonstrates the agency’s performance against ensuring customers have 24/7 access to the agency’s digital channels. |
| **Year** | **Target** | **Result**  | **Performance Outcome** |
| 2022–23 | ≥98.5%(a) | 99.8% | Achieved  |

a) The target has increased to ≥98.5% in 2022–23 since the prior year (98%) to strive for improvement over time.

##### ANALYSIS

The agency exceeded its target of ≥98.5% with a result of 99.8%.

In 2022–23 this performance measure consistently exceeded its target each quarter, reflecting that the agency’s ICT systems were available for customers, both citizens and businesses, when they needed it.

This performance measure supports the delivery of accessible services with a focus on contemporary service delivery and customer experience. It encourages the agency to invest in its ICT systems and to ensure sufficient availability exists to enable customers to manage their business using self-service via online portals and mobile apps at a time that suits them. The agency has continued to tune it’s release cadence and apply rigorous processes.

The table below summarises the agency’s availability of digital channels by program for 2022–23.

Table 17: Availability of digital channels by program 2022–23

| **Program** | **Availability of digital channels** |
| --- | --- |
| Social Security and Welfare  | 99.8% |
| Health  | 99.8% |
| Child Support | 99.7% |

##### LIMITATIONS AND EXCLUSIONS

* The scope of this performance measure is limited to services that allow customers or third-party organisations to self-manage their business with the agency.
* The agency’s services, that customers interact with either directly or via a specific authentication service are:
* Social Security and Welfare
* Centrelink online accounts
* Express Plus Centrelink mobile apps
* Centrelink Business Online Services
* Business Hub
* Health
* Medicare online accounts
* Express Plus Medicare mobile app
* Health Professional Online Services
* Provider Directory System
* Pharmaceutical Benefits Scheme Online
* Medicare Easyclaim
* ECLIPSE
* Child Support
* Child Support online accounts
* Express Plus Child Support mobile app
* Child Support Business Online Services
* The calculation of availability removes periods of planned outages from both the service uptime and the availability window.

##### EXPLANATORY NOTES AND DEFINITIONS

* The description (only) for this measure has changed to better reflect what is being measured. These changes supersede those published in the [Social Services 2022–23 Portfolio Budget Statements](https://www.oecd-ilibrary.org/docserver/b6c5478c-en.pdf) and the agency’s [Corporate Plan](https://www.servicesaustralia.gov.au/sites/default/files/2022-08/corporate-plan-22-23.pdf) 2022–23.
* Availability: The amount of time digital channels and supporting systems are stable and available to support 24/7 customer access to digital channels.
* Outage time: A confirmed disruption to digital channels.
* 24/7 availability of digital channels supports customer up-take of digital services, which may reduce demand for face to face and telephony channels. This measure allows the agency’s performance to be assessed over time.

The below information relates to Strategic Performance Measure 6: Availability of digital channels.

|  |  |
| --- | --- |
| **Reference**  | 2022–23 Portfolio Budget Statements, page 2072022–23 Corporate Plan, page 22 |
| **Data Source**  | Internal data sources including ICT incident records, problem records, and scheduled maintenance periods (planned periods of time systems are unavailable for maintenance), and are utilised to calculate the availability result. |
| **Calculation Explanation**  | Calculated by dividing the total hours of service uptime by the total hours in the availability window. Excludes scheduled maintenance periods (planned periods of time systems are unavailable for maintenance) and planned outages. |
| **Calculation**  | A / B (represented as a percentage)A = Service uptime (sum of availability window of digital channels minus sum of outage time of digital channels)B = Availability window (sum of total service hours of digital channels minus sum of scheduled maintenance periods) |

| **Strategic Performance Measure 7 — Tasks managed by customers in digital channels** |
| --- |
| The agency endeavours to develop and deliver services that enable customers to manage their own business digitally where possible.This measure demonstrates the agency’s performance against providing customers the ability to use our digital service offering to self-manage their business with the agency. |
| **Year** | **Target** | **Result**  | **Performance Outcome** |
| 2022–23 | ≥81%(a) | 91.5% | Achieved  |

a) The target has increased to ≥81% in 2022–23 since the prior year (80%) to strive for improvement over time.

##### ANALYSIS

The agency exceeded its target of ≥81% with a result of 91.5%.

The performance outcome against this measure was influenced by increased volume of self-managed activities due to introducing additional digital functionalities and promoting digital service.

This result comprises 611.4 million tasks self-managed by customers in digital channels with demand by programs detailed below:

* Social Security and Welfare: 73.5 million tasks were self-managed to achieve 70.1%
* Health: 536.7 million tasks were self-managed to achieve 96.2%
* Child Support: 1.2 million tasks were self-managed to achieve 25.6%

The result is primarily driven by regular tasks that customers self-manage in high volumes, including:

* Social Security and Welfare: customers completing mutual obligation reporting statements (41.2 million, of which 90.7% were self-managed)
* Health customers accessing PBS scripts (346 million, of which 100% were self-managed)
* Child Support customers updating their details (1.5 million, of which 33.5% were self-managed).

Child Support has a low proportion of self-managed activities as the services provided are often complex and require higher levels of intervention. Some tasks are not currently available through digital channels due to their complexity. These include risk mitigation strategies requiring customers to contact us, depending on their circumstances.

The table below summarises the agency’s digital task availability, customer uptake of digital options and self-managed work completed digitally against each program for 2022–23.

Table 18: Availability, uptake and self-managed work completed digitally by program 2022–23

| **Program** | **Digital task availability(a)** | **Customer uptake of digital options (b)** | **Self-managed work completed digitally** |
| --- | --- | --- | --- |
| Social Security and Welfare(c)  | 85.2% | 82.2% | 70.1% |
| Health  | 99.4% | 96.7% | 96.2% |
| Child Support | 62.9% | 40.8% | 25.6% |
| **Total (d)** | **96.9%** | **94.4%** | **91.5%** |

a) Digital task availability is the volume of tasks that are offered in digital channels that can be self-managed by customers, as a proportion of the total tasks completed.

b) Customer uptake of digital options is the volume of tasks that were self-managed by customers, as a proportion of the volume of tasks that were offered in digital channels.

c) Social Security and Welfare includes Emergency payments.

d) Total results are calculated based on the volume of tasks completed within each program. This means the total results represent the proportion of tasks self-managed by customers across the agency.

Performance this year was also influenced by a number of external factors, including:

* Following COVID-19, there has been a growth of the ‘normal’ influenza and viral seasons, which positively increased use of digital channels. These illnesses increased the volumes of Pharmaceutical Benefits Scheme (PBS) scripts and Medicare Patient claims, both of which are self-managed at high rates (100% and 93.1% respectively).
* Social Security and Welfare was negatively impacted by an 8.7% reduction in JobSeekers between May 2022 and May 2023 as this cohort has high rates for self-managing mutual obligation reporting statements. As these tasks have the largest contribution to the result for Social Security and Welfare (90.7% or 37.4 million tasks self-managed), a reduction in JobSeekers reduces demand for digital channels.
* Health performance has been negatively impacted due to a reduction in COVID-19 impacts. Fewer COVID-19 vaccinations reduces immunisation processing. As these tasks are self-managed at a high rate (97.3% self-managed), a reduction in this task reduces demand for digital channels.

The agency has focused on enabling customers to self-manage their business through a range of initiatives including:

* Introducing additional digital services to allow customers to remove and add individuals to their Medicare card
* Promoting digital services through remote, rural, and low digital usage customers with specialised support services
* Providing additional support for staff to assist customers to self-manage their activities. This includes internal messaging and staff communication campaigns to encourage staff to discuss self-managed digital options with customers.

##### LIMITATIONS AND EXCLUSIONS

* Tasks are defined through consultation with business owners and diverse stakeholders throughout the agency. Through these consultations, as well as responding to changing systems and processes, we undertake regular reviews to continuously improve the data supporting this measure. This ensures the data remains current, taking into account any data changes which may impact task counts[[6]](#footnote-6).
* Therefore, different time periods should not be used to comparatively measure performance improvements. While differences occur between the previous methodology and the enhanced method, there is increased confidence that the effort transfer is improved.
* Tasks that are inappropriate to be made available to customers to self-manage, such as social worker interactions and internal reviews, are excluded from the calculation.

##### EXPLANATORY NOTES AND DEFINITIONS

* The description (only) for this measure has changed to better reflect what is being measured. These changes supersede those published in the [Social Services 2022–23 Portfolio Budget Statements](https://www.servicesaustralia.gov.au/sites/default/files/2022-08/corporate-plan-22-23.pdf) and the agency’s [Corporate Plan](https://www.servicesaustralia.gov.au/sites/default/files/2022-08/corporate-plan-22-23.pdf) 2022–23.
* Task: A task represents a discrete and identifiable process related to a customer and/or their record. A task may be an interaction with a customer (e.g. a phone call where no other tasks were completed during the call), an interaction with a customer’s record (e.g. processing a customers claim), or a transaction completed by the customer digitally or with staff assistance (e.g. updating their phone number).
* Self-managed tasks are completed by customers through digital channels:
* Customer online accounts
* Express Plus mobile apps
* Interactive Voice Response
* Third party health claiming channels
* This is a proxy measure of efficiency with increased customer up-take of self-managed digital services enabling the agency to shift resources towards other activities which support improved customer outcomes and operating efficiencies.

The below information relates to Strategic Performance Measure 7: Tasks managed by customers in digital channels.

|  |  |
| --- | --- |
| **Reference**  | 2022–23 Portfolio Budget Statements, page 2072022–23 Corporate Plan, page 22 |
| **Data Source**  | Electronic Data Warehouse |
| **Calculation Explanation**  | This measure is calculated by taking the total volume of tasks self-managed by customers in digital channels in the period over the total number of tasks completed in the same period. |
| **Calculation**  | A / B (represented as a percentage)A = Total volume of tasks self-managed by customers in digital channelsB = Total volume of tasks completed. |

#### Modernising access to Medicare services

Services Australia continues to streamline experiences for customers and health providers when accessing health-related services and support. One of the improvements we made in 2022–23 centred on helping customers navigate the Medicare levy exemption process.

Each year around 500,000 Australian taxpayers apply for a Medicare levy exemption when lodging their tax return. These customers require a Medicare Entitlement Statement from us. Applying for this exemption also requires input from the Australian Taxation Office and the Department of Home Affairs.

Historically, the process was manual and required the completion of a complex paper form, along with supporting documents including a certified copy of a passport and visa information. This resulted in a lengthy process, with many steps and room for error, particularly for people from non-English speaking backgrounds.

We have transformed this process by implementing a new digital Medicare Entitlement Statement service, collaborating closely with the Australian Taxation Office and Department of Home Affairs to make the process simpler and reducing the administrative burden on our customers.

The new service interacts in real time with the Department of Home Affairs to verify the customer’s passport and visa information, and guides customers through a tailored and dynamic personalised service. This streamlines the data requirements customers need to meet, and presents timely information to our staff to make an informed decision.

Once an outcome has been determined, the statement is conveniently available to download through the customer’s myGov inbox.

The new service became the number one lodgement channel for Medicare Entitlement Statement applications in its first week, leading to faster outcomes for customers who can then lodge their tax return sooner.

# Part 4 - Service delivery modernisation

# 4.1 Simplifying services

## Improving customer experiences

In 2022–23 the agency continued to modernise service delivery so people can access government services and payments when they need them. We have continued to enhance digital products, our Express Plus apps and online services. We have also improved the way we support customers over the phone and in person in our service centres.

## Digital services

Expectations of customers continue to evolve, with digital options now preferred by most people. To keep pace with the growing preference for digital services we have continued to enhance our products, improving accessibility, usability, and enabling efficient staff processing. Our service delivery channels are working together to bring greater alignment between our processes, tools and digital services. This has resulted in improved digital services, such as access to video appointments, an increase in proactive notifications sent to help customers’ self-manage tasks, and improvements to online services to guide customers towards making updates that can be applied without staff intervention. This is creating further capacity for our people to focus on customers with more complex needs.

Our digital services also include phone self-service with millions of transactions happening each month from this channel. We support the high demand with our digital assistants, which are updated regularly to respond to common customer questions and provide customers with links to the most appropriate online service to manage their enquiry. We have introduced ‘click to call’ in the Express Plus Centrelink mobile app, allowing customers who are reporting income to connect with suitably skilled staff, should they receive an error message while managing their business through the self-service channel.

## Telephony and processing

The agency operates the largest contact centre in the southern hemisphere, with a network of over 79 smart centres located across Australia delivering telephony and processing services for Centrelink, Child Support, and Medicare. To deliver on our commitment to provide simple, helpful, respectful and transparent services to Australians, our staff are available to support customers over the phone and in person to use the vast array of digital services we have available.

We also provide surge capacity for other government agencies, including claim processing services for the Department of Veterans’ Affairs (DVA). During 2022–23 the Australian Passports Office requested the agency help to process approximately 600,000 passport renewals and applications for Australian citizens, following a surge in applications after pandemic-related international travel restrictions eased. While helping people within Australia impacted by COVID-19 and national emergencies such as extreme weather events, we also worked in partnership with DFAT to deliver services for Australians abroad.

In 2022–23 we provided telephony services for the whole-of-government response to overseas incidents such as the Beirut explosion, Afghanistan evacuation, Ukraine conflict, MH17 verdict and travel assistance payments for families attending the 2022 Memorial Services for Bali Bombings.

Our staff have a broad skill set and knowledge to provide high-quality services for customers. We review customer feedback to make it easier for people to connect with the most suitably skilled staff member. We continue to modernise our telephony and processing operations while encouraging and supporting customers to access self-service options over the phone, in our Express Plus mobile apps, and through online services.

## Voice biometrics and Interactive Voice Response

Voice biometrics is the foundational technology for delivering an integrated service delivery experience. Together with Interactive Voice Response (IVR), these connected technologies provide authentication and personalised services to our customers. They deliver a smarter and integrated service that streamlines the customer experience, and reduces the number of callers that need service officer assistance.

Customers have a higher level of security by using their own voice to access their personal details and manage their business with us through self-service. This means a customer can efficiently complete multiple transactions without the assistance of a service officer.

Voice biometrics is enabled on the Centrelink and Child Support main business lines, debt recovery, emergency, and online services. During 2022–23 voice biometrics enabled the authentication of over 58,000 calls per working day (across all lines).

During 2022–23 we improved and expanded capabilities to include:

* enabled voice biometrics for the Assistance for Isolated Children line
* targeted voice biometrics enrolment offers delivered according to customer needs and personal circumstances
* cross channel enrolment and authentication connection between the Centrelink application and the telephony platform
* improved personalisation in the IVR to enhance targeted servicing.

## Service centres

Our face to face services remain a critical part of our integrated service offer. We have an extensive face to face presence across Australia, with 318 service centres and 576 agents and access points.

We are continuing to modernise and improve face to face services to ensure they meet customer needs and expectations, including those of vulnerable customers and people who require additional support. Improvements include:

* a new service environment that aligns with our approach to service delivery
* the ability for Centrelink customers to book an appointment if they need to speak with our team face to face or over the phone
* digital coaching appointments to help customers use our digital services
* updated self-service facilities offering options for customers to use onsite computers in a seated area or use tablet devices for quicker transactions
* mobile device charging points to complement free Wi-Fi, making it easier for customers to connect using their own devices
* the opportunity to provide real-time survey feedback on the customer experience. Over 750,000 customer surveys were completed in 2022–23, providing in-the-moment feedback to improve our services.

In 2022–23 we conducted around 1.7 million appointments with Centrelink customers who chose to access services by appointment, reducing their wait time in a service centre and allowing them to get on with their day.

Our video chat options for customers have expanded in 2022–23 reducing the need for customers to visit a service centre. The agency operates 2 virtual service centres and has completed around 71,000 video chat appointments.

We are supporting increased cooperation with government service delivery partners allowing more customers to access government services from a single location. All our service centres provide support for customers to access Medicare, Centrelink, DVA and My Aged Care services. In addition, staff from the National Disability Insurance Agency (NDIA) are co-located in over 100 Services Australia sites.

Our mobile service centres were modernised and are providing support in regional, rural and remote communities. We have partnered with state government and other government agencies to provide side-by-side mobile servicing so that people in regional and remote communities can access an extended range of services in a single location.

The modernisation of 100 of our service centres enables us to deliver services in new and more convenient ways, making services more accessible to people who need our assistance.

# 4.2 Simplifying employment income reporting

The agency is helping customers by making employment income reporting as simple as possible.

## Single touch payroll

Single Touch Payroll (STP) is an Australian Government initiative where employers report employee payroll information such as salary and wages, allowances, pay-as-you-go withholdings and superannuation deductions to the Australian Taxation Office (ATO). Where an employee is a mutual client of the ATO and Services Australia, the employee’s payroll information is shared with us to:

* pre-fill employment income reports for our customers
* provide ways to remind customers to update their family income estimates. We now send SMS and email messages to customers when STP data shows their family income estimate may be too low, they have a new job or their employment has changed
* establish child support deductions from an employee’s pay more efficiently where it is appropriate to do so.

Customers are benefiting from improved employment income reporting as we pre-fill details we already know.

# 4.3 Health Delivery Modernisation Program

Under the Health Delivery Modernisation Program, we have continued remediation work on the health payments system that supports Medicare, the Pharmaceutical Benefits Scheme (PBS) and other health-related programs. We have also continued to build and transform health systems to align with emerging digital health and primary health care reform.

Specific improvements delivered in 2022–23 include:

* a modernised Medicare compensation case management system
* system enhancements to enable staff to record a flag where a person has or is currently experiencing family and domestic violence
* a new online claim for Australians applying for a Medicare Entitlement Statement.

# 4.4 Veteran Centric Reform Program

Veteran centric reform is a comprehensive multi-year transformation of the DVA ICT platform, with a strong emphasis on improving services for veterans and their families. Since 2017, the measure has supported DVA’s transformation to improve the wellbeing of veterans and their families through a focus on early access to services, preventative health approaches, and care for veterans with complex circumstances. Improvements to services to support veterans and their families include:

* enhanced digital integration between MyService and processing systems to include automatic property valuation
* additional task functionality in MyService to support online customers
* improving the quality of information captured to enable streamlined processes
* new SMS capabilities that allow DVA to provide more transparent customer communications
* further expansion of myGov letter capability
* an improved information exchange from the Department of Defence ICT systems to help process DVA claims
* further improvements to DVA ICT legacy systems to support ongoing transformation requirements
* preparing for the next phase of DVA Transformation.

# 4.5 Department of Veterans’ Affairs Modernisation Program

Building upon the foundations implemented as part of the Veteran Centric Reform program, the DVA Modernisation Program has been established as the next phase of transformation. Commencing in January 2023 the DVA Modernisation Program will make it simpler and easier for veterans and their families to lodge claims and access support and services through enhanced ICT systems.

The agency partners with DVA to implement:

* improvements to MyService, including providing document upload functionality and the introduction of nudge messaging to assist in the completeness of claims being submitted
* expansion of computer-based decision making to help process claims faster for common conditions
* improved customer analytics tools to better assess and respond to the needs of veterans and their families.

We will continue to work collaboratively with DVA as a strategic partner to support their ongoing transformation.

# 4.6 Enhanced myGov

In 2022–23 myGov was Australia’s largest authenticated government online platform. With more than 25 million active accounts, myGov supports Australians to connect to government services where and when they need them.

The agency delivered substantial improvements in 2022–23 to ensure myGov continues to deliver a secure, trusted, and easy to use digital service.

In September 2022 a new look myGov was released, offering people a personal dashboard with quick access to their secure Inbox and linked government services. Further myGov enhancements include more details being available about government payments and services. Information is organised around significant life events, which means people do not need to know how government operates to find the services they need.

The new platform delivers enhanced security, is scalable and supports functions that can be replicated across government. For our customers it means they can be confident their information is secure. As more services are added to myGov, customers will become more familiar with them and find them easier to use.

Following public user testing the myGov app was released in December 2022 offering another secure and convenient way to use myGov in a way people want. The app features a digital wallet, where people can add government cards and certificates, such as a digital version of their Medicare card, and Centrelink concession and health care cards.

Leveraging smart device capabilities like biometric security, accessibility settings, and push notifications, the myGov app offers a quick and secure sign-in process for users to access their myGov account and receive messages about new mail items. The myGov app has driven an increase to participation usage with more people using the app to quickly check their myGov Inbox and access their linked services. The app is just one of the ways we are making government services simple, helpful and transparent.

Within 6 months of release we saw more than 1.6 million people using the app. Additional features will be added over time to ensure the myGov app continues to meets people’s needs.

# 4.7 Government Enterprise Resource Planning

Government Enterprise Resource Planning (GovERP) is a shared services delivery program led by the agency.

The agency is leading GovERP to deliver a common enterprise resource platform, including essential corporate capabilities to deliver back-office functions. These functions include financial, human resources and procurement services.

The GovERP solution consolidates people, processes, tools and technology, bringing together common corporate services in a way that supports a consistent whole-of-government business.

The program will streamline processes, improve the speed and quality of outputs and free up time spent on administrative tasks. These efficiencies will allow Australian Public Service (APS) staff to prioritise more of their core business activities on community engagement. The consolidation of ERP platforms will also reduce the cost of ownership and upgrade, drive innovation and improve legislative compliance, and streamline and simplify staff movements across the APS.

# Part 5 - Delivering payments and services to our customers

As the Australian Government’s main service delivery agency, Services Australia is responsible for delivering payments and services on behalf of government. The range of payments and services we deliver is so broad that we consider all Australians our customers.

We provide advice to government on service delivery and we collaborate with other agencies, providers and businesses to ensure convenient, accessible and efficient services for individuals, families and communities. We work closely with state, territory and Australian government partners to ensure people can access the services they need.

This section details the payments and services we delivered in 2022–23 across social security and welfare, health, child support, targeted support for particular groups and issues, and supporting people to manage their money.

# 5.1 Social security and welfare

Table 2 shows that in 2022–23 the agency processed around 3.6 million claims for social security and welfare. Of these, around 2.7 million claims were granted and just over 902,000 were rejected.

Table 2: Claims finalised in 2022–23

| **Payment type** | **Claims** | **Granted** | **Rejected** |
| --- | --- | --- | --- |
| ABSTUDY |  26,400  |  21,100  |  5,300  |
| Additional Child Care Subsidy |  125,500  |  103,600  |  21,900  |
| Age Pension |  216,700  |  182,600  |  34,100  |
| Assistance for Isolated Children |  7,600  |  5,800  |  1,800  |
| Carer Payment and Carer Allowance |  206,200  |  140,600  |  65,600  |
| Child Care Subsidy |  482,600  |  459,800  |  22,800  |
| Crisis Payment |  355,400  |  178,400\*  |  177,000\*  |
| Dad and Partner Pay |  105,900  |  94,100  |  11,800  |
| Disability Support Pension |  93,600  |  50,300  |  43,300  |
| Double Orphan Pension |  150  |  130  |  20  |
| Family Tax Benefit |  419,200  |  302,600  |  116,600  |
| JobSeeker Payment |  528,000  |  383,300  |  144,700  |
| Low Income Card |  127,500  |  81,300  |  46,200  |
| Mobility Allowance |  7,400  |  1,200  |  6,200  |
| Paid Parental Leave |  309,700  |  284,700  |  25,000  |
| Parenting Payment |  110,700  |  72,500  |  38,200  |
| Pensioner Education Supplement |  26,800  |  18,900  |  7,900  |
| Seniors Health Card |  112,400  |  96,900  |  15,500  |
| Special Benefit |  18,100  |  5,900  |  12,200  |
| Stillborn Baby Payment |  1,900  |  1,100  |  800  |
| Youth Allowance (JobSeeker) |  88,500  |  58,300  |  30,200  |
| Youth Allowance Student and Austudy |  202,600  |  127,300  |  75,300  |
| Total |  3,572,850  |  2,670,430  |  902,420  |

\* To be eligible for Crisis Payment, the customer must have experienced one of the defined extreme circumstances, and be in severe financial hardship and have claimed within the specific timeframe.

Note: Rounding has been applied.

## Older Australians

Age pension is an income support payment for eligible older Australians. It is income and assets tested, with entitlement assessed under the social security income and assets tests. Customers also receive a Pension Concession Card which provides access to a range of concessions.

In 2022–23:

* there were approximately 2.6 million age pension customers
* 66.9% of age pension recipients received the full-rate pension and 32.6% received a part-rate pension based on their income and assets

In 2022–23 over $54.6 billion was paid in age pension payments.

## Carers

### Carer Payment

Carer Payment is an income support payment for carers who, because of the demands of their caring role, are unable to support themselves through substantial employment.

To be eligible for Carer Payment, a carer must be providing constant care for either:

* an adult or child with disability or severe medical condition
* an adult who is frail aged.

In 2022–23, $7.0 billion was paid in Carer Payment.

### Carer Allowance

Carer Allowance is an income supplement for people who provide additional daily care and attention for either:

* an adult or child with disability or a severe medical condition
* an adult who is frail aged.

Carer Allowance is income tested but is not assets tested or taxable.

In 2022–23, $2.6 billion was paid in Carer Allowance.

## People with disability

### Disability Support Pension

Disability Support Pension (DSP) is an income support payment for people with a permanent physical, intellectual or psychiatric condition that prevents them from working.

In 2022–23, $19.4 billion was paid in DSP.

The agency uses impairment tables to assess work-related functional impairments arising from a disability or medical condition and how these affect a person’s capacity to work. In 2022 the Department of Social Services, supported by the agency, undertook a comprehensive review of the tables.

In April 2023, the new Social Security (Tables for the Assessment of Work-related Impairment for Disability Support Pension) Determination 2023, came into effect. The new tables reflect a contemporary understanding of disability and acknowledge advancements in medical technology, assessments, and terminology that have occurred since their introduction.

All DSP claims lodged before 1 April 2023 were assessed using the previous tables, while all DSP claims lodged from 1 April 2023 are assessed using the new tables. The agency has updated communication products and processes, such as the website and DSP online claim process, to support these changes.

### Mobility Allowance

Mobility Allowance is a supplementary payment that helps eligible people with travel costs for work, study or looking for work. Mobility Allowance is paid to eligible people with disability, illness or injury that prevents them from using public transport.

In 2022–23, $33.6 million was paid in Mobility Allowance.

## Families

The agency administers a range of payments and support to help families meet the costs of raising children. We also help parents planning to return to work and education, and grandparents and non-parent carers needing information.

### Parenting Payment

Parenting Payment is the main income support payment that helps families with the costs of raising children.

There are 2 payment rates:

* Parenting Payment Single, which is for single parents and carers with principal care of a child under 8.
* Parenting Payment Partnered, which is for partnered parents and carers with principal care of a child under 6.

Both payments are income and assets tested, and the amount paid is based on individual circumstances.

In 2022–23, $5.7 billion was paid in Parenting Payment.

### Family Tax Benefit

Family Tax Benefit (FTB) is a supplementary payment available to low and middle income families to help with the day-to-day cost of raising children. It has 2 parts:

* FTB Part A, which is paid per child
* FTB Part B, which is paid for the family.

Both payments are income tested and the amount each family is paid is based on the family’s individual circumstances.

In 2022–23, $16.6 billion was paid in FTB.

### Paid Parental Leave Scheme

The Paid Parental Leave Scheme helps eligible parents to take time off work to care for a new baby or recently adopted child. There are 2 payments under the scheme:

* Parental Leave Pay, which is a payment to parents of newborns and newly adopted children
* Dad and Partner Pay, which is a short-term payment to fathers or partners who are on leave to help care for a new child.

To receive these payments the applicant must meet income and work tests and residency requirements.

In 2022–23, $2.5 billion was paid in Paid Parental Leave Scheme.

### Child Care Subsidy

Child Care Subsidy helps families with the cost of approved child care. There are 2 Child Care Subsidy payments:

* Child Care Subsidy, which is an income and activity tested subsidy to reduce the out-of-pocket cost of approved child care
* Additional Child Care Subsidy, which gives eligible families extra help with the cost of approved child care.

These payments are generally paid directly to child care service providers.

In 2022–23, $11.2 billion was paid in Child Care Subsidy.

### Newborns and newly adopted children

The agency delivers payments that help parents with expenses for newborn or newly adopted children. They are:

* Newborn Upfront Payment — a one-off payment
* Newborn Supplement, which increases the rate of FTB Part A for up to 13 weeks
* Paid Parental Leave Scheme payments.

### Stillborn Baby Payment

Stillborn Baby Payment is a one-off payment to help families with the extra costs they face when a child is stillborn. Claiming timeframes, income test requirements and eligibility to more financially beneficial assistance, and Parental Leave Pay (PPL) may affect eligibility. Stillborn Baby Payment and PPL cannot be paid for the same child.

In 2022–23, $3.2 million was paid in Stillborn Baby Payment.

### Double Orphan Pension

Double Orphan Pension helps with the costs of caring for children who are orphaned, or whose parents are unable to care for them, in certain circumstances. It is not income or assets tested.

In 2022–23, $2.2 million was paid in Double Orphan Pension.

### Grandparent, Foster and Kinship Carer Adviser program

The Grandparent, Foster, and Kinship Carer Adviser Program provides tailored information to non-parent carers about payments and services that are available through the Australian, state and territory governments, and community service providers.

Our advisers also operate an adviser line for grandparents, attend community forums and work with carer organisations. In 2022–23 the Grandparent Adviser Line handled around 58,000 calls, compared to around 27,000 calls in 2021–22.

### ParentsNext

ParentsNext is a service that supports study and work goals for parents and carers who have children aged under 6 and who are receiving Parenting Payment. The agency connects eligible customers with a ParentsNext provider, who help them to identify and achieve study and work goals, and connects them to activities and support services in their local community. Since starting the program in 2018 we have referred 275,791 customers to a ParentsNext provider. In May 2023 the government announced changes to the program, with compulsory participation paused from that date.

## Jobseekers

### JobSeeker Payment

JobSeeker Payment provides financial support to people aged between 22 and age pension age, who are looking for work, or are sick or injured and can’t do their usual work or study. To be eligible, people need to meet income and asset tests and residency requirements. JobSeeker Payment customers are required to demonstrate they are actively looking for work, or undertaking activities to improve their work prospects, such as further study, training or approved voluntary work.

In 2022–23, $13.2 billion was paid in JobSeeker Payment.

### Youth Allowance (jobseeker)

Youth Allowance (jobseeker) provides financial help for young people aged between 16 and 21 years who are looking for full-time work or undertaking approved activities. To be eligible, people need to meet income and assets tests and residency requirements. Youth Allowance (jobseeker) customers are required to demonstrate they are actively looking for work, or undertaking activities to improve their work prospects, such as further study, training or approved voluntary work.

In 2022–23, $0.9 billion was paid in Youth Allowance (jobseeker).

## Students

### ABSTUDY

The ABSTUDY scheme provides financial assistance for Aboriginal and Torres Strait Islander peoples who are undertaking approved secondary or tertiary study, or are a full-time Australian apprentice aged between 16 and 24.

In 2022–23, $0.3 billion was paid in ABSTUDY.

### Assistance for Isolated Children

Assistance for Isolated Children is a suite of payments for parents and carers of children who cannot attend their local government schools because of geographical isolation, disability or special needs.

In 2022–23, $0.1 billion was paid under the Assistance for Isolated Children Scheme.

### Austudy

Austudy provides financial assistance to full-time students and Australian apprentices aged 25 and older. To be eligible, people need to meet income and assets tests and residency requirements.

In 2022–23, $0.5 billion was paid in Austudy.

### Youth Allowance (Students and Australian apprentices)

Youth Allowance provides financial assistance to full-time students and Australian apprentices aged between 16 and 24. To be eligible, people need to meet income and assets tests and residency requirements.

In 2022–23, $1.8 billion was paid in Youth Allowance (Students and Australian Apprentices).

### Tertiary Access Payment

The Tertiary Access Payment (TAP) is part of the Australian Government’s Job-ready Graduates Package and its response to the National Regional, Rural and Remote Tertiary Education Strategy (Napthine Review), aimed at helping students with the costs of relocating to undertake tertiary study. This one-off payment is only available in the first year of tertiary study.

We administer the TAP for eligible students relocating to study with a vocational education and training provider, a non-university higher education provider or a university.

The TAP is paid at different rates that reflect how participation and attainment rates decrease, and associated costs increase, the further away students are from a major city. Students relocating from outer regional, remote and very remote locations can be eligible to receive up to $5,000 and students relocating from inner regional areas can be eligible for up to $3,000.

## Assessment services

### Assessments of medical conditions and work capacity

The agency can assess whether a person has barriers to work, including medical conditions. The assessments are:

* Medical Assessment Team (MAT) Assessments – an early assessment of all available medical evidence to determine if the more comprehensive Job Capacity Assessment (JCA) is required to assess eligibility for DSP.
* JCAs – determine the impact of medical conditions on a person’s ability to work, and whether the person would benefit from employment assistance and/or whether they are eligible for DSP.
* Employment Services Assessments (ESAts) – identify a person’s work capacity and the most appropriate type of employment service for job seekers with multiple and/or complex barriers.

Table 3: Medical and non medical ESAts, MAT assessments and JCA completions

|  | **2020–21** | **2021–22** | **2022–23** | **change since 2021–22** |
| --- | --- | --- | --- | --- |
| MAT assessments |  104,465 | 87,500 | 112,079 | +28% |
| JCAs |  44,487 | 42,686 | 51,126 | +20% |
| ESAts—medical |  249,609 | 185,046 | 174,513 | –6% |
| ESAts—non-medical |  16,294 | 13,205 | 8,708 | –34% |
| Total  |  414,855 | 328,473 | 346,426 | 5% |

### Assessors

The agency employs 518 qualified health and allied health professionals (assessors) to assess whether customers have medical or other barriers that may prevent them from participation in the workforce. Assessors may recommend a reduction of the participation expectations for job seekers, connect people to employment services providers for support, or assess medical eligibility for the DSP.

Assessment Services also includes a Health Professional Advisory Unit (HPAU), a team of 8 medical advisors and 9 health and allied health professionals, who offer medical opinion to support agency decision making regarding complex DSP claims.

In 2022–23 the HPAU completed 1,307 referrals.

#### Helping customers in need — a community-based approach

The Community Partnership Pilot is a collaborative service that helps people in difficult circumstances access the support they need.

Experienced Services Australia service officers, known as Community Partnership Specialist Officers, work with 18 non-government organisations (NGOs) around Australia to provide wraparound, in-person support for people experiencing vulnerability, with a particular focus on homelessness.

These specialist officers collaborate with partner NGOs to connect with people who have difficulty accessing us online, by phone or in a service centre. Together, our specialist officers and NGOs address these barriers to support people to access our payments and services and other community support.

Our specialist officers are also able to build the partner NGO’s knowledge of our payments and services, and bring back their valuable feedback so we can continue our work to reduce barriers for people with complex needs.

This service helps customers with complex needs such as major mental and physical health issues, reduced literacy and minimal or no access to digital services. Thanks to the collaboration with NGOs, we have been able to reach many people who are often sleeping rough, and build rapport and trust with them to the point where they can confidently access our services.

This collaboration can include working with doctors who are connected to the partner NGO, and a senior member of our Assessment Services team, to help vulnerable people access the right payment for their circumstances.

By providing wraparound support and helping people access income support, NGOs have more options to help customers find the housing and health support they need.

# 5.2 Health

The agency administers a range of health, pharmaceutical, aged care and veterans’ programs and related services. These enable access to cost-effective medicines, health services and care, as well as supporting and improving the wellbeing of an ageing population.

For more reporting about health programs, payments and services, refer to the Department of Health Annual Report 2022–23.

## Medicare

Medicare provides access to essential health services such as seeing a doctor, getting medicines, and accessing mental health services and other medical services.

In 2022–23, 26.7 million people were enrolled in Medicare and $27.7 billion was paid in Medicare benefits.

Table 4: Medicare enrolments

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| People enrolled at 30 June | 26.1 million | 26.4 million | 26.7 million |
| Active cards at 30 June | 14.8 million | 15.2 million | 15.4 million |
| New enrolments | 428,413 | 493,244 | 538,530 |

### Medicare Entitlement Statements

People who do not meet the eligibility criteria for Medicare may apply to be exempt from paying the Medicare levy as part of their tax return. If an individual is not eligible for Medicare for all or part of a financial year, a Medicare Entitlement Statement can be obtained from the agency and submitted to the ATO with an application for an exemption.

Table 5: Medicare entitlement statements

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Accepted applications | 94,980 | 79,075 | 112,371 |
| Rejected applications | 3,266 | 2,763 | 2,422 |
| Total applications | 98,246 | 81,838 | 114,793 |

### Medicare Safety Net

The Medicare Safety Net provides an additional Medicare benefit to eligible individuals, couples and families who have high out-of-hospital medical expenses. When the total out-of-pocket costs a customer pays reaches a certain threshold, the customer can receive higher Medicare benefits for the rest of the calendar year.

There are 2 Medicare Safety Nets:

* the Original Medicare Safety Net threshold for the 2023 calendar year is $531.70 and applies to all Medicare cardholders (individuals and registered families)
* the Extended Medicare Safety Net has 2 threshold levels for 2023:
* $770.30 for Commonwealth concession cardholders and families eligible for Family Tax Benefit Part A
* the general threshold of $2,414.00 for all other Medicare cardholders.

### Access to Medicare benefits

In 2022–23 we implemented changes to 6,477 Medicare Benefits Schedule (MBS) items to support access to essential Medicare-subsidised health services. The changes included extending a series of primary care measures in response to the COVID-19 pandemic.

### Medicare claiming

Health professionals can bulk-bill their patients. This means that the patient agrees to have their Medicare benefit paid directly to the health professional. The health professional can then claim the Medicare benefit directly from the agency. For services that are not bulk-billed, the patient pays the health professional and claims the Medicare benefit.

When a patient has received in-hospital services, Medicare claims can be made through simplified billing arrangements.

Table 6: Medicare services and benefits by claim type

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Bulk-billing | 382.3 million | 421.3 million | 353.2 million |
| Patient claiming | 53.5 million | 57.4 million | 71.6 million |
| Simplified billing | 35.3 million | 32.8 million | 34.8 million |
| Total services processed(a) | 471.1 million | 511.5 million | 459.6 million |
| Bulk-billing | $20.0 billion | $21.0 billion | $18.4 billion |
| Patient claiming | $4.9 billion | $5.4 billion | $6.3 billion |
| Simplified billing | $2.9 billion | $2.7 billion | $2.9 billion |
| Total benefits paid(a) | $27.7 billion | $29.1 billion | $27.7 billion |
| Average benefit per service | $58.99 | $56.81 | $60.13 |
| Average period (date of lodgement to processing) | 0.57 days | 1.00 day | 1.63 days |

(a) Rounding has been applied.

Table 7: Medicare services by payment type

|  | **2020–21 million** | **%** | **2021–22 million** | **%** | **2022–23 million** | **%** |
| --- | --- | --- | --- | --- | --- | --- |
| Electronic Funds Transfer (EFT) to claimant | 40.6 | 8.6 | 44.7 | 8.7 | 54.7 | 11.9 |
| EFTPOS payment to claimant | 10.7 | 2.3 | 10.7 | 2.1 | 15.1 | 3.3 |
| EFT to health professional | 382.3 | 81.2 | 421.3 | 82.4 | 353.2 | 76.8 |
| Pay doctor via claimant cheque | 2.2 | 0.5 | 2.0 | 0.4 | 1.8 | 0.4 |
| Payment to private health fund or billing agent | 35.3 | 7.5 | 32.8 | 6.4 | 34.8 | 7.6 |
| Total services(a) | 471.1 | 100 | 511.5 | 100 | 459.6 | 100 |

(a) Rounding has been applied.

Table 8: Volumes of services transmitted digitally

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Medicare Online |  |  |  |
| Bulk-billing | 360.6 million | 401.5 million | 335.2 million |
| Patient claiming | 38.5 million | 42.5 million | 52.4 million |
| Medicare Easyclaim |  |  |  |
| Bulk-billing | 17.3 million | 15.4 million | 13.7 million |
| Patient claiming | 10.8 million | 10.8 million | 15.2 million |
| ECLIPSE(a) |  |  |  |
| Simplified billing | 33.9 million | 31.6 million | 33.7 million |
| Simple File Transfer Protocol |  |  |  |
| Simplified billing | 1.4 million | 1.2 million | 1.1 million |
| Medicare Online Account |  |  |  |
| Patient claiming | 1.7 million | 1.8 million | 1.7 million |
| Express Plus Medicare mobile app |  |  |  |
| Patient claiming | 1.0 million | 1.2 million | 1.3 million |
| Health Professionals Online Service |  |  |  |
| Bulk-billing | 3.3 million | 3.5 million | 3.6 million |
| Patient claiming | 0.4 million | 0.4 million | 0.4 million |
| Total digital services | 468.8 million | 510 million | 458.3 million |
| Percentage of overall claims lodged digitally | 99.5% | 99.7% | 99.7% |

(a) ECLIPSE: Electronic Claim Lodgement Information Processing Service Environment.

### Health professionals under Medicare

Health professionals that provide services covered by Medicare are given a Medicare provider number for each practice location. The provider number allows health professionals to prescribe medications, refer or request health services for patients, and claim benefits under the MBS and on behalf of DVA.

In 2022–23 we issued 225,547 new Medicare provider numbers.

Practices that have diagnostic imaging services, including radiation oncology, are required to register with the agency and have a Location Specific Practice Number to claim Medicare benefits. An eligible pathology practitioner must register with the agency and have an approved pathology authority to claim Medicare benefits for pathology services delivered in laboratory and collection centres.

Table 9: Health professionals under Medicare

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Medicare provider numbers issued(a) | 201,696 | 207,110 | 225,547 |
| Diagnostic imaging or radiation oncology practices registered | 5,214 | 5,280 | 5,285 |
| Approved Pathology Authorities (APAs) | 104 | 102 | 97 |
| Approved Pathology Practitioners (APPs) | 393 | 430 | 344 |
| Accredited Pathology Laboratories (APLs) | 723 | 672 | 716 |
| Approved Collection Centres (ACCs)(b) | 4,078 | 4,061 | 4,508 |

(a) These numbers do not equate to individual health professionals, as health professionals are issued more than one provider number if providing services at multiple locations.

(b) These numbers do not represent the number of unique ACC locations. It represents relationships between APAs and ACCs.

### Medicare compensation recovery

Medicare compensation recovery aims to recover any Medicare benefits, nursing home benefits, residential care, or home care government subsidies paid to a claimant resulting from compensable injury or illness. When a person receives a lump sum compensation payment of more than $5,000, they may have to pay the costs of these back to the Australian Government before they receive their compensation payment.

Table 10: Compensation recovery

|  | **2020–21** | **2021–22** | **2022–23** | **change since 2021–22** |
| --- | --- | --- | --- | --- |
| Cases finalised | 39,081 | 39,735 | 50,928 | 28.2% |
| Benefits recovered | $42.0 million | $29.2 million | $47.1 million | 61.5% |

## Access to medicines

The agency administers 2 schemes that subsidise access to medicines:

* the Pharmaceutical Benefits Scheme (PBS) – provides access to a wide range of medicines at a reduced cost to Australian residents and eligible overseas visitors
* the Repatriation Pharmaceutical Benefits Scheme (RPBS) – gives eligible veterans and their widows, widowers and dependants subsidised access to some additional medicines and dressings at concession rates, and if clinically justified, items not listed under either scheme.

Table 11: PBS and RPBS expenditure

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| PBS benefits paid(a) | $13.7 billion | $14.5 billion | $ 17.2 billion |
| RPBS benefits paid(a)(b) | $0.3 billion | $0.3 billion | $0.4 billion |
| Total benefits paid | $14.0 billion  | $14.8 billion | $17.5 billion(d) |
| PBS services processed(c) | 210.7 million  | 213.6 million | 219.0 million |
| RPBS services processed(b)(c) | 7.6 million  | 7.2 million | 7.0 million |
| Total services processed | 218.3 million  | 220.8 million | 226.0 million |

(a) Excludes electronic prescription fee payments.

(b) Payments/services processed on behalf of Department of Veterans’ Affairs.

(c) Excludes services under co-payment prescriptions, patient refund claims, Aboriginal Health Service Section 100 claims, and claims that are yet to be closed by approved suppliers.

(d) Rounding has been applied.

### Pharmaceutical Benefits Scheme concessions

There are 2 concession levels for PBS listed medicines:

* The maximum cost for a pharmaceutical benefit item at the general rate for 2023 is $30. All Australian residents and eligible overseas visitors can access PBS medicines at the general rate.
* Patients (and their families) with a valid concession card from the agency or DVA are eligible for the concession rate of $7.30 maximum cost for a pharmaceutical benefit item.

Patients may pay extra for more expensive brands of medicines.

### Pharmaceutical Benefits Scheme Safety Net

The PBS Safety Net helps patients with the cost of their medicines when they or their families need a large number of PBS prescription medicines in a calendar year.

The 2023 thresholds are:

* $262.80 for concession card holders
* $1,563.50 for general patients.

When people meet the relevant threshold, a pharmacist can issue them with a PBS Safety Net card. Their contribution for PBS medicines for the rest of the calendar year is then:

* free for concession card holders
* up to $7.30 for general patients.

The patient must still pay any applicable special patient contributions, brand premiums or therapeutic group premiums.

### Aboriginal and Torres Strait Islander peoples’ access to the PBS

Special PBS arrangements are administered to people in remote Indigenous communities through Aboriginal Health Services, and some state and territory-funded health services. Patients of approved remote area Aboriginal Health Services can access PBS medicines directly from these services at no cost.

At 30 June 2023 there were 167 approved Aboriginal Health Services around the country.

The agency also supports Aboriginal and Torres Strait Islander peoples living with chronic disease, or at risk of it, by helping with the cost of PBS medicines through the Closing the Gap PBS Co-Payment measure.

### Travelling with PBS medicines

It is illegal to take or send PBS subsidised medicines out of Australia unless they are for the personal use of the person for who it was prescribed.

The Pharmaceutical Benefits Scheme – Taking or Sending Medicines Overseas enquiry line, and the Services Australia website provide information and advice to people about their responsibilities and rights when travelling overseas with PBS medicines.

In 2022–23 the enquiry line received around 1,300 calls (compared to 700 in 2021–22). The ‘How to manage PBS medicines overseas’ web page was visited 25,510 times (compared to 11,999 in 2021–22). This figure includes visits to the webpage from 29 November 2022 to 30 June 2023 following the launch of the new Services Australia website.

### Online claiming and payments for the PBS

Online claiming for the PBS allows approved suppliers to lodge prescription claims with the agency each time a PBS or RPBS medicine is supplied. Payments are made to approved suppliers within 2 to 9 days of the claim submission. At 30 June 2023, 99.9% of approved suppliers of PBS and RPBS medicines used online claiming.

### Authority-required medicines

The Pharmaceutical Benefits Schedule lists medicines that can be dispensed for a subsidised price. Some of these medicines need prior authority approval from the agency before they can be prescribed to patients as PBS benefits. These medicines are subsidised for the treatment of specific conditions.

In 2022–23, 7.35 million authority approval requests were received, including 0.34 million RPBS authority requests processed by DVA.

For more information about health programs, payments and services see the Services Australia website and the Department of Health and Aged Care 2022–23 Annual Report on the Department of Health and Aged Care website.

## Aged care

### Aged care programs

The agency delivers subsidies and supplements to approved aged care providers on behalf of the Department of Health and Aged Care and DVA. We also conduct means test assessments for people entering aged care to determine the level of government-subsidised care a person is eligible for, and any co-contribution they need to make to the cost of their care.

Table 12: Aged care overview

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Residential care provider claims processed | 32,640 | 32,399 | 32,159 |
| Home care package provider claims processed | 28,428 | 26,451 | 26,010 |
| Transition care provider claims processed | 963 | 886 | 924 |
| Short-term restorative care provider claims processed | 1,181 | 1,324 | 1,430 |
| Total provider claims processed | 63,212 | 61,060 | 60,523 |
| Total amount paid(a)  | $18.3 billion(b) | $18.7 billion | $21.8 billion |
| Total number of providers | 1,671 | 1,623 | 1,437(c) |
| Residential care services | 2,747 | 2,720 | 2,643 |
| Home care services | 2,237 | 2,483 | 2,448 |
| Transition care services | 77 | 79(d) | 75 |
| Short-term restorative care services | 82 | 136 | 129 |
| Total number of services | 5,143 | 5,448 | 5,295 |

(a) Includes $0.7 billion in 2020–21, $0.6 billion in 2021–22 and $0.6 billion in 2022–23 paid on behalf of DVA.

(b) Includes COVID-19 pandemic stimulus payments.

(c) Measurement of total number of providers updated to reflect unique count of providers across aged care programs accurately.

(d) Transition care services result for 2021–22 was inconsistently reported in the 2021–22 Annual Report as 109 services. The revised result of 79 services is now included, which aligns to the calculation methods used in other financial years.

### Improving services to the aged care sector

The agency continues to work with the Department of Health and Aged Care to implement aged care reforms to support the Australian Government’s response to the final report of the Royal Commission into Aged Care Quality and Safety.

The agency completed work on a jointly delivered, multi-year transformation program, which has modernised residential aged care capabilities and provided a simplified digital platform to support aged care payments.

In August 2022 we replaced the residential aged care payment system with more user-friendly technology. We also implemented changes to support the Australian National Aged Care Classification funding model from 1 October 2022. Payments to providers made under the new funding model are processed by the agency’s new system.

The agency has established the My Aged Care face to face service offer, to help older Australians and their families navigate aged care. This provides a general aged care information service available in all of our service centres and some telephony lines, as well as in-depth support in some service centre locations.

As at 30 June 2023 there were 81 aged care specialist officers based in service centres in metropolitan and regional locations around Australia. These officers provide a highly flexible and tailored aged care information and referral service, with outreach and video chat channels available to support customers in a range of circumstances. Surveyed customers have reported a 96%+ satisfaction rating with the service.

## Health services for the Department of Veterans’ Affairs

The agency assesses claims and processes payments for providers treating eligible DVA clients. This includes medical, specialist, diagnostic imaging, pathology, allied health and dental services, private hospital admissions, and prostheses. We also produce DVA’s Gold Card, White Card and Orange Card health care cards for eligible veterans.

Over 183,000 provider locations claimed digitally for these services in 2022–23.

In partnership with DVA, we continued to promote the benefits of electronic claiming to providers. As a result, in 2022–23:

* electronic claiming increased to 98.22%
* electronic claiming for allied health services increased to 96.82%
* electronic claiming for medical services increased to 99.07%
* electronic claiming for hospitals increased to 94.53%
* manual claiming for DVA decreased to 1.78%

Table 13: Department of Veterans’ Affairs processing

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Cards produced | 105,733 | 38,878 | 33,439 |
| Services processed | 16.1 million | 15.0 million | 15.2 million |
| Total benefits paid | $1.9 billion | $1.8 billion | $1.8 billion |

## Private health insurance rebate

The Private Health Insurance Rebate reimburses or discounts the cost of private health insurance cover. It is available to all people who are eligible for Medicare and have a complying health insurance policy.

The income testing rebate can be claimed in one of 2 ways:

* as an upfront reduction in the cost of premiums – the Premium Reduction Scheme (administered by the agency)
* as a tax offset in annual income tax returns (administered by the Australian Taxation Office).

Table 14: Private Health Insurance Rebate

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Memberships registered | 7.1 million | 7.3 million | 7.5 million |
| Total paid to private health funds | $6.3 billion | $6.5 billion | $6.7 billion |

## External breast prostheses reimbursement program

The External Breast Prostheses Reimbursement Program reimburses up to $400 for each new or replacement external breast prosthesis for women who have had breast surgery due to breast cancer. Claimants must be eligible for Medicare and must not have claimed under the program in the previous 2 years unless there is a medical reason.

Table 15: External breast prostheses reimbursements

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Number of claims processed | 13,720 | 12,334 | 13,686 |
| Amount paid | $6.1 million | $5.5 million | $6.0 million |

## Continence aids payment scheme

The Continence Aids Payment Scheme gives eligible people with severe and permanent incontinence yearly or twice-yearly payments to help cover the cost of products to help manage incontinence.

Table 16: Continence aids payments

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Number of applications processed | 31,221 | 40,789 | 43,021 |
| Amount paid | $91.2 million | $97.0 million  | $103.3 million  |

## Health care provider incentives

### Practice Incentives Program

The Practice Incentives Program encourages general practices to continue providing quality care, enhance capacity and improve access and health outcomes for patients. Payments are made through the program to eligible medical practices and individual providers.

Table 17: Practice Incentives Program

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Number of practices participating | 6,376 | 6,422 | 6,422 |
| Amount paid to practices | $438.0 million | $492.5 million  | $449.9 million  |

### Workforce Incentive Program – practice stream

This program targets financial incentives to support general practices to engage nurses, Aboriginal and Torres Strait Islander health workers and health practitioners, and allied health professionals in multidisciplinary and team-based primary health care across Australia.

Table 18: Workforce Incentive Program – practice stream

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Number of practices participating | 5,698 | 5,812 | 5,849 |
| Amount paid to practices(a) | $389.3 million | $390.8 million  | $395.3 million  |

(a) Amount paid to practices includes DVA loading paid to eligible practices.

### Workforce Incentive Program – doctor stream

The Workforce Incentive Program – doctor stream encourages medical practitioners to practise in rural and remote communities and to promote careers in rural medicine.

Table 19: Workforce Incentive Program – doctor stream

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Medical practitioners paid (GPs and specialists) | 8,284 | 8,331 | 8,339 |
| Payments made | 8,481 | 8,517 | 8,526 |
| Amount paid | $124.6 million | $126.3 million | $124.6 million |

## Child dental benefits schedule

The Child Dental Benefits Schedule provides families, teenagers and approved care organisations with financial support for basic dental services for eligible children. Dental services include examinations, X-rays, cleaning, fissure sealing, fillings, root canals and extractions.

Benefits for basic dental services are capped at $1,052 per child over 2 consecutive calendar years. In 2022–23 the agency processed 5.2 million services and paid $316.0 million in benefits under the Child Dental Benefits Schedule. This compares to 4.7 million services and $281.6 million in benefits paid in 2021–22.

## Australian immunisation register (air)

AIR is a national register that records vaccines given to people of all ages in Australia. The AIR is used to determine an individual’s vaccination status, provide proof of vaccination, and monitor and measure immunisation coverage.

Changes made to the Australian Immunisation Register Act 2015 made it mandatory for vaccination providers to report:

* all COVID-19 vaccinations from 20 February 2021
* all influenza vaccinations from 1 March 2021
* all National Immunisation Program (NIP) vaccinations from 1 July 2021
* all Japanese encephalitis virus vaccinations from 21 December 2022.

Table 20: Australian Immunisation Register

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Vaccine episodes(a) | 26.0 million | 74.0 million | 27.6 million |
| Amount paid to vaccination providers(b) | $8.9 million | $7.9 million | $7.8 million |

(a) The number of vaccines administered by vaccination providers and recorded on the AIR. A vaccine can consist of multiple antigens. For example, the measles, mumps, rubella vaccine has 3 antigens.

(b) Payments are made to eligible vaccination providers on completion of the childhood National Immunisation Program schedule for a child aged under 7 years, or for vaccinating a child aged under 7 years who is more than 2 months overdue for their childhood National Immunisation Program scheduled vaccines.

## Australian organ donor register

The Australian Organ Donor Register is a national register that records people’s decisions about becoming organ and/or tissue donors for transplantation after death.

The register enables authorised medical personnel to verify a person’s decision about donating their organs and/or tissue for transplantation. People can register their donation decision online using their Medicare online account through myGov or the Express Plus Medicare mobile app.

There are 2 types of organ donor registrations:

* Intent registration, available to people aged 16 and older—where intent to donate is registered through a channel, such as phone or email that does not require a signature or electronic authentication.
* Consent registration, available to people aged 18 and older—where consent to donate is provided through a signed registration form or a Medicare online account through myGov or the Express Plus Medicare mobile app.

Whether registration is by intent or consent, approval is always sought from the person’s family before proceeding with the donation process.

Table 21 shows the cumulative total numbers of registrations since the register began.

Table 21: Organ donor registrations

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Consent registrations(a) | 2,788,915 | 3,164,600 | 3,337,496 |
| Intent registrations(b) at 30 June | 4,338,052 | 4,285,999 | 4,280,694 |
| Total registrations | 7,126,967 | 7,450,599 | 7,618,190 |
| Enquiry line calls received  | 10,130 | 8,745 | 7,339 |

(a) Consent from a signed registration form using myGov or the Express Plus Medicare mobile app.

(b) Consent that does not require a signature or electronic authentication, via phone or email.

## Australian thalidomide survivors support program

The Australian Thalidomide Survivors Support Program provides a lifetime support package for all recognised Australian thalidomide survivors. The agency administers 2 components of the program:

* the Extraordinary Assistance Fund—for home and vehicle modifications
* the Health Care Assistance Fund—for all out-of-pocket health care expenses.

Table 22: Extraordinary Assistance Fund and Health Care Assistance Fund

|  | **2021–22** | **2022–23** |
| --- | --- | --- |
| Extraordinary Assistance Fund | $177,000.37 | $123,649.96 |
| Health Care Assistance Fund  | $165,147.91 | $331,525.83 |
| Total claims | 675 | 960 |
| Amount paid | $342,148.28 | $455,175.79 |

## Covid-19 vaccination claims scheme

The COVID-19 Vaccine Claims Scheme is a scheme intended to provide a simple, streamlined process to compensate people who have experienced harm because of a Therapeutic Goods Administration (TGA) approved COVID-19 vaccine or its administration. To be eligible for compensation, the claimant must have:

* developed a claimable medical condition or an injury during the administration of a TGA approved COVID-19 vaccine
* been admitted to hospital as an inpatient (or sought a waiver) because of the harm suffered
* had losses or expenses of $1,000 or more, excluding pain and suffering.

The agency administers the COVID-19 Vaccine Claims Scheme on behalf of the Department of Health and Aged Care.

In 2022–23 the agency received 1,260 claims, and a total of $9,459,430 was paid to eligible claimants.

## Indemnity schemes for health care providers

### Medical and Midwife Indemnity

The Indemnity Insurance Fund (IIF) is an Australian Government initiative designed to consolidate funds that provide Commonwealth support for medical indemnity and professional indemnity for eligible midwives.

Initiatives funded under the IIF are:

* High Cost Claims Indemnity Scheme
* Incurred but Not Reported Indemnity Scheme
* Run-off Cover Indemnity Scheme
* Premium Support Scheme
* Midwife Professional Indemnity Commonwealth Contribution Scheme
* Midwife Professional Indemnity Run-off Cover Scheme.

These schemes are designed to promote stability of the medical indemnity insurance industry and support the availability of affordable indemnity insurance for medical practitioners and eligible midwives.

### High Cost Claims Indemnity Scheme

Under the High Cost Claims Indemnity Scheme the government funds 50% of the cost of medical indemnity insurance payouts that are greater than the threshold amount, up to the limit of the medical practitioner’s insurance cover.

Table 23: High Cost Claims Indemnity Scheme

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Claims received | 558 | 463 | 485 |
| Benefits paid | $73.0 million | $54.4 million | $63.3 million |

### Incurred but Not Reported Indemnity Scheme

Under the Incurred but Not Reported Indemnity Scheme, the government covers the costs of claims from medical defence organisations that do not have adequate reserves to cover their liabilities. United Medical Protection Limited is the only medical defence organisation actively participating in the scheme.

Table 24: Incurred but not reported indemnity scheme

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Claims received | 13 | 11 | 13 |
| Benefits paid | $1.0 million | $0.2 million | $0.3 million |

### Run-off Cover Indemnity Scheme for medical practitioners

Under the Run-off Cover Indemnity Scheme the government covers the cost of claims for eligible medical practitioners who have left the private medical workforce. To pay for the scheme, government uses funds received through the Run-off Cover Support Payment, which is a tax paid by medical indemnity insurers each year.

Table 25: Run-off Cover Indemnity Scheme for medical practitioners

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Claims received | 147 | 248 | 310 |
| Benefits paid | $10.6 million | $16.4 million | $27.9 million |

### Premium support scheme

Under the Premium Support Scheme, eligible medical practitioners receive a subsidised reduction in their insurance premiums. Insurers are then reimbursed the subsidised amount.

Table 26: Premium Support Scheme

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Eligible practitioners | 943 | 520(a) | 533 |
| Amount paid | $6.2 million | $3.9 million | $8.0 million |

(a) The reduction in eligible participants for the scheme is due to a combination of an increase in income from private practice and the more general affordability of indemnity insurance.

### Midwife Professional Indemnity Commonwealth Contribution Scheme

Under the Midwife Professional Indemnity Commonwealth Contribution Scheme, the government funds a percentage of eligible midwife indemnity insurance payouts that are greater than the threshold amount, up to the limit of the midwife’s insurance cover. In 2022–23 no claims were made under this scheme (and no claims were made in 2021–22).

### Midwife Professional Indemnity Run-off Cover Scheme

Under the Midwife Professional Indemnity Run-off Cover Scheme, the government covers the cost of claims for eligible midwives who have left private practice. To pay for the scheme, government uses funds received through the Run-off Cover Support Payment, which is a tax paid by midwife indemnity insurers each year.

## Digital health

The agency delivers 3 key core services that underpin the digital health ecosystem:

* the Healthcare Identifiers Service
* components of the My Health Record digital health record platform
* the National Authentication Service for Health.

Improvements to these services in 2022–23 have focused on continuing to ensure they are fit for purpose, scalable and flexible enough to meet the needs of the current and evolving digital health landscape. These have included:

* improving customers’ experience when requesting certificates from the National Authentication Service for Health Public Key Infrastructure
* allowing users of Provider Connect Australia (administered by the Australian Digital Health Agency) to authenticate using Provider Digital Access Credentials.

# 5.3 Child Support

The agency delivers the Child Support Program, which aims to ensure that children receive an appropriate level of financial support from parents who are separated.

We provide child support registration, assessment, and collection and disbursement services to parents and non-parent carers such as grandparents, legal guardians and other family members.

The person entitled to receive child support can either elect to have child support payments transferred to them privately (Private Collect) or ask us to collect on their behalf (Child Support Collect). The agency has compliance and enforcement programs to maximise the timely collection and transfer of payments.

We work with parents to review and update child support assessments as circumstances change to ensure the right levels of child support are paid.

## Child support transfers

In 2022–23 the agency worked with separated parents to facilitate the transfer of $4.015 billion to support approximately 1.1 million children.

The amount of child support collected represents cash payments collected and transferred by the agency and other allowable payments (such as direct payment of school fees) that are credited as payments but are not collected and transferred by the agency. It does not include Private Collect transfers when the agency assesses the amount payable but does not arrange for collection.

Table 27: Child support transferred between parents

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Child Support Collect | $1.738 billion | $1.824 billion | $1.880 billion |
| Private Collect(a) | $2.076 billion | $2.069 billion | $2.135 billion |
| Total | $3.814 billion | $3.893 billion | $4.015 billion |

(a) The amount of Private Collect transferred assumes 100% of Private Collect payments are collected.

### Private Collect

When appropriate, separated parents can choose to manage their child support responsibilities through Private Collect arrangements. In Private Collect cases, we assess the rate of child support payable, and the paying parent pays child support directly to the other parent or non-parent carer. In 2022–23, 51.3% of child support cases were Private Collect.

### Child Support Collect

If parents do not choose to make and receive child support payments directly between themselves, they can ask us to collect and transfer payments on their behalf. In 2022–23 we collected and transferred approximately $1.88 billion in child support payments.

## Change of assessment in special circumstances

The child support formula accommodates most parents’ circumstances and provides flexibility for most changes that affect the assessment. A parent can apply to have their child support assessment reviewed if there are certain special circumstances that the formula cannot accommodate and that significantly affect either parent’s capacity to financially support the child or maintain themselves or a dependant.

In 2022–23 we received 15,213 change of assessment in special circumstances applications. There were 14,384 finalised applications, with 44.2% resulting in a change to the rate of child support to reflect the special circumstances of parents and their children better. Of all the applications to change the assessment in special circumstances, 71.2% related to a parent’s income, property, financial resources or earning capacity.

## Compliance and enforcement

The agency focuses on reducing child support debt through its compliance and enforcement programs. This includes setting up payment arrangements to repay child support debt in the shortest possible time based on a parent’s capacity to pay. Table 28 shows the percentage of active paying parents who do not have a child support debt. It also shows the percentage of active paying parents with a child support debt who have a payment arrangement in place to repay the debt.

An active paying parent is someone who is responsible for paying child support in at least one active child support case – that is, a case where there is a current or future liability.

Table 28 does not include parents whose cases have ended (meaning there is no current or future child support liability) but who still have a child support debt.

Table 28: Active paying parents without debt and with debt under a payment arrangement

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Active paying parents without debt | 75.8% | 75.7% | 75.7% |
| Active paying parents with a child support debt which is under a payment arrangement | 58.0% | 53.8% | 50.9% |

Whenever possible, child support is collected from employer withholding and income support payments to ensure timely and sustainable payments are made (see “Table 30: Employer withholding from wages and salaries” on page 80).

In 2021–22 employers started reporting child support deductions from STP, reducing their administrative burden (see Single Touch Payroll on page 49). In 2022–23 the number of employers reporting increased as more payroll software products were released.

When voluntary compliance is not possible, the agency pursues collection. This could include seeking a Departure Prohibition Order (DPO) or pursuing collection from a paying parent through the courts. DPOs stop child support debtors from leaving Australia without paying or arranging to pay their child support. In 2022–23, 872 DPOs were issued, resulting in $29.9 million being collected.

Table 29: Child support compliance and enforcement actions

|  | **Number of actions** | **Child support collected/corrected $ million** |
| --- | --- | --- |
|  | **2020–21** | **2021–22** | **2022–23** | **2020–21** | **2021–22** | **2022–23** |
| Lodgement of finalisations(a) | 83,039 | 127,528 | 73,426 | 6.48 | 14.88 | 10.35 |
| Tax refund intercept payment(b) | 118,960 | 126,642 | 119,105 | 158.6 | 183.9 | 168.3 |
| Departure Prohibition Orders(c) | 922 | 690 | 872 | 21.3 | 26.5 | 29.9 |
| Litigation(d)  | 76 | 33 | 37 | 13.3 | 9.8 | 11.8 |

(a) To ensure assessments for child support are accurate, the ATO takes lodgement enforcement action for mutual customers. A finalisation is defined as a tax return lodgement, an ATO determination that a return is not necessary, a further return is not necessary, or an ATO determined income. This definition has been updated to include all actions undertaken by the ATO, therefore this table will differ from previously published annual reports.

(b) Tax refund intercepts resulting from actions taken to enforce ATO taxable incomes (lodgement enforcement) are included in this figure.

(c) Departure Prohibition Orders preventing overseas travel are issued to people who have not made satisfactory arrangements to clear substantial debts.

(d) When other enforcement options have been unsuccessful and an assets or income stream is identified, the agency takes litigation action against parents who repeatedly avoid paying their child support.

Table 30: Employer withholding from wages and salaries

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Active paying parents with employer withholding payments set up(a) | 82,259 | 81,255 | 88,976 |

(a) The agency may initiate employer withholding for both current liability and child support debt.

Table 31: Deductions from Centrelink and DVA payments

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Amounts collected from Centrelink and DVA payments(a)(b) | $96.3 million | $78.9 million | $73.6 million |

(a) Represents the total amount of deductions from both Centrelink and DVA payments.

(b) These deductions may be made for both current liability and child support debt.

#### Birth of a Child Service — giving time back to new parents

In 2018 the Australian Data and Digital Ministers’ forum identified a series of key life events where cross-jurisdictional government services could be integrated. The ACT Government was asked to lead the multi-jurisdictional ‘having a baby’ life event.

Services Australia is partnering with the ACT and Queensland governments to deliver the Birth of a Child service. Our vision is to remove the administrative burden on parents dealing with multiple government agencies after the birth of a newborn, so they can spend more time with their baby.

We are working closely with the ACT and Queensland health departments and their registries of births, deaths and marriages. Together, we are developing and implementing a streamlined cross-agency process for registering a birth, enrolling newborns in Medicare and confirming proof of birth for the purposes of Centrelink Family Assistance claims.

Through this partnership, we have implemented our services in 3 maternity hospitals: Centenary Hospital for Women and Children in the ACT, and Townsville and Gold Coast university hospitals in Queensland.

Since the pilot started in November 2021, 5,454 newborns have been enrolled through the service, helping parents by streamlining interactions with government for more than 93% of participants.

# 5.4 Tailored support services

The agency provides a number of specialised and tailored services to support customers experiencing vulnerability. This includes providing support to people from multicultural backgrounds, incarcerated customers, people who are affected by family and domestic violence, and farmers, with access to appropriate payments and services.

## Vulnerability strategy

The agency is committed to delivering timely connection to services and support for people experiencing vulnerability. Our vulnerability strategy released in 2021–22 recognises the complex and transient nature of vulnerability. People can be at risk of vulnerability due to their personal history, existing vulnerabilities, structural or situational circumstances and support systems.

The strategy enables staff to respond to individual needs while maintaining a safe and respectful environment. It incorporates the needs of vulnerable people into our policy and process design.

## People affected by family and domestic violence

Our priority is to help people who are affected by family and domestic violence to access payments, services and support.

The agency’s Family and Domestic Violence Support Model helps staff identify these customers and offer them support. In 2022–23:

* we granted more than 27,700 crisis payments to support these customers affected by family and domestic violence
* our family and domestic violence webpages were viewed 243,932 times across 158,846 unique sessions
* in 2023 we introduced mandatory family and domestic violence training and our staff completed 39,020 training sessions targeting how to help customers and agency staff affected by family and domestic violence.

The Family and Domestic Violence Pilot launched in 2021 has applied a case management approach for a cohort of child support customers where a family and domestic violence risk has been identified. We will monitor the progress of this pilot to design new ways of supporting customers experiencing family and domestic violence, across all our payments and services. The pilot will end in 2024.

## Commonwealth child safe framework

The Commonwealth Child Safe Framework aims to protect children from risk of harm or abuse.

The agency is committed to the safety of children and vulnerable people. We have zero tolerance for child abuse and take any allegation of reportable conduct and safety concerns seriously.

We undertake an annual child safety risk assessment with the aim of identifying and mitigating risks to children through the interactions they may have with us.

The agency is fully compliant with the Child Safe Framework. This is embedded in our policy, business processes, resources and training, which all support our commitment to being a child safe organisation.

## Aboriginal and Torres Strait Islander peoples

Aboriginal and Torres Strait Islander peoples can often face particular challenges in accessing services, especially if they live in remote areas.

The National Agreement on Closing the Gap is a call to action to transform the agency’s approach to delivering programs and services in partnership with Aboriginal and Torres Strait Islander peoples.

As the Australian Government’s primary service delivery agency, we are committed to embracing the new approach outlined in the National Agreement and prioritising Aboriginal and Torres Strait Islander culture in what we do. We have a clear implementation plan that sets out our contribution to the National Agreement.

The implementation plan was co-designed with First Nations staff and includes:

* a set of 4 strengths-based cultural principles to listen, share, value and learn
* a focus on Aboriginal and Torres Strait Islander ways of thinking, knowing, being and doing
* a commitment to co-designing products and services with First Nations Australians.

The agency’s internal Aboriginal and Torres Strait Islander voice is central to this process. We have worked closely with Indigenous senior executive staff, program and service delivery representatives, the National Indigenous Coalition (NIC) and the National Indigenous Employees Network to develop our approach.

Our implementation plan is action based to drive bold transformational change. This financial year we have been working on:

* an agency Statement of Commitment to the National Agreement to provide a best practice example when co-designing products and services with First Nations Australians
* a re-imagining of the agency’s NIC as the agency’s internal First Nation’s voice.

We look forward to strengthening and building partnerships that are more formal with Aboriginal and Torres Strait Islander peoples, communities and organisations throughout the life of the National Agreement on Closing the Gap and beyond.

### Indigenous Servicing Strategy

The agency is committed to making a difference in the lives of Aboriginal and Torres Strait Islander peoples.

We are working on the next iteration of an Indigenous Servicing Strategy which will outline our commitment to improving outcomes for Aboriginal and Torres Strait Islander peoples.

The next iteration of the Indigenous Servicing Strategy will align to the National Agreement on Closing the Gap.

For more information about Closing the Gap and our Indigenous Servicing Strategy, see the Services Australia website.

### Indigenous service officers

Indigenous service officers (ISOs) help support Aboriginal and Torres Strait Islander peoples, families and communities to understand and access the agency’s payments, services and programs. ISOs apply cultural insights and work through their established stakeholder and community relationships to help address operational and strategic service delivery issues and identify customer and community service gaps and trends. At 30 June 2023, there were 67 filled ISO positions compared to 62 at 30 June 2022.

### National Indigenous Coalition

The NIC is the agency’s peak strategic and advisory forum on the effective delivery of payments and services for Aboriginal and Torres Strait Islander peoples. The NIC gives our Indigenous servicing network opportunities to engage with business areas on issues affecting Aboriginal and Torres Strait Islander customers, communities and staff.

### Indigenous interpreting services

The agency offers free access to interpreters for Aboriginal and Torres Strait Islander customers.

Indigenous interpreters are sourced from a number of language services providers including the Northern Territory Aboriginal Interpreter Services, Aboriginal Interpreting Western Australia, and ABC Multilingua Pty Ltd.

In 2022–23 we received over 2,500 requests for an Indigenous telephone interpreter and over 290 hours of face to face Indigenous interpreting services were provided in service centres.

## Farm household allowance

Farm Household Allowance is a payment for farming families experiencing financial hardship. It is a time-limited payment, which customers can receive for up to 4 years, once in every 10-year period. The next 10-year period begins on 1 July 2024.

Funding is available for farmers and their partners to improve their financial self-reliance by accessing training, developing skills and accessing professional advice. In 2022–23 we finalised more than 1,000 Farm Household Allowance claims. As at 30 June 2023 approximately 3,000 customers were receiving the payment.

## Multicultural services

We are committed to ensuring our services respond effectively to the needs of culturally and linguistically diverse (CALD) customers.

### Multicultural Servicing Strategy

The Multicultural Servicing Strategy 2023 to 2025 aligns with the agency’s master plan principles and the Australian Government Multicultural Access and Equity Policy commitments of leadership, engagement, responsiveness, performance, capability and openness. It reinforces our commitment of delivering and modernising our programs and services for CALD customers and communities.

The strategy has 4 key themes:

* Strong engagement with CALD customers and communities when designing, delivering and evaluating our payments and services.
* Modernising our approach by leveraging data, technology and digitalisation, making our services simple and more accessible for CALD customers and communities.
* Building and using the unique cultural knowledge, skills and perspectives of our staff to optimise our performance.
* Working in partnership across government and with community to improve outcomes for CALD customers and communities.

### Multicultural service officers

Multicultural service officers (MSOs) connect people with CALD backgrounds including migrants and refugees to our information, payments and services. There are approximately 70 MSOs nationally, providing services to urban and regional CALD communities.

In 2022–23 the MSO program focused on:

* ensuring CALD communities had information to access payments and services during emergency events
* supporting newly arrived refugees, including those from Afghanistan and Ukraine, to access payments and services
* supporting returning Australian citizens from the earthquakes in Turkiye and Syria
* educating CALD communities about how to identify and avoid scams
* providing information about our digital channels, debt prevention, financial literacy and family and domestic violence
* building staff cultural capability and promoting interpreter and translation services.

In 2022–23 MSOs conducted 49,162 direct engagement activities with 3,091 community and third party organisations.

### Multicultural community engagement

As part of our commitment to the Australian Government Multicultural Access and Equity Policy and CALD community engagement, the agency convenes 2 representative groups, the National Multicultural Advisory Group (NMAG) and Multicultural Community Engagement Group (MCEG), and holds advisory forums.

NMAG comprises a number of multicultural peak bodies and grass roots multicultural community organisations, ensuring broad and inclusive representation. The group provides insight, advice and feedback on all aspects of service delivery to CALD customers and communities, allowing us to remain responsive to their diverse and evolving needs.

In 2022–23 we consulted the NMAG to obtain input and feedback on key projects and initiatives including:

* Multicultural Servicing Strategy 2023 to 2025
* myGov User Audit
* Financial Capability Plan
* Vulnerability Support Model.

MCEG is a forum of government agencies with a focus on community engagement with multicultural communities. In 2022–23 the focus of discussion was:

* Services Australia Community Partnership Pilot
* Translated information
* Australian Human Rights Commission’s ‘Racism It Stops with Me’ campaign.

Multicultural advisory forums are held in areas with high multicultural populations across all states and territories. The agency uses these forums to update participants on major changes to services and payments. The forums help us work more collaboratively across government and with the community and third party organisations at state, territory and local levels to identify and address service delivery issues affecting people from CALD backgrounds.

In 2022–23 the agency used multicultural advisory forums as a platform to discuss important community issues such as scams and family and domestic violence.

### Language services

The agency provides customers who have limited or no English with free interpreter and translation services in over 200 languages. This includes Indigenous interpreters and Auslan interpreters for customers who are deaf or hard of hearing. Interpreters can help with phone and face to face customer contacts.

In 2022–23 more than 1,500 contracted interpreters and translators delivered these services on behalf of the agency. This included over 700,000 interpreter interactions and more than 5,800 document translations.

Bilingual staff receiving the Community Language Allowance provide direct customer services in languages other than English.

The Services Australia website provides translated information, such as fact sheets and audio files, about our payments and services.

## Regional, rural and remote servicing

The agency provides face to face access to services in regional, rural and remote locations across Australia, including many remote Aboriginal and Torres Strait Islander communities. We do this through a mix of service centres, agents and access points, and visits by remote servicing teams and mobile service centres.

### Remote service centres

The agency engages directly with people living in remote Aboriginal and Torres Strait Islander communities to deliver services that are culturally appropriate, effective and empowering.

We have 16 service centres in remote communities across the Northern Territory (9), Queensland (3), and Western Australia (4), offering a range of face to face services as well as supported digital services from a single physical location.

Wherever possible we recruit local Aboriginal and Torres Strait Islander staff to work in these centres. Staff from remote communities are more likely to speak local Aboriginal or Torres Strait Islander languages and understand local customs, traditions and relationships. Aboriginal and Torres Strait Islander staff can also act as role models for young people.

We also partner with other Commonwealth departments and agencies and state, territory and local governments to deliver services in remote areas.

In July 2022, we engaged local Fitzroy Crossing communities in Western Australia in the design and development of a new service centre design and experience that is respectful of their distinct set of languages, histories and culture (see page 140 for more information).

### Agents and access points

Our agents and access points help people in rural, regional and remote communities to access our services.

Access points provide self-service equipment, including internet enabled computers and printers, and free Wi-Fi without a password, which enables customers to independently access government services online.

Agents also provide a face to face information service, identity document confirmation, and help customers use self-service. Agents continue to perform a crucial frontline role in response to emergencies, helping people in local communities to access payments and services at times when they need them the most.

As at 30 June 2023 we had 364 agents and 212 access points throughout regional, rural and remote Australia.

### Remote servicing teams

The agency has 27 remote servicing teams who provide access to income support payments and services through face to face and virtual services to 355 remote locations across Australia. These teams operate across the agency’s remote footprint in the Northern Territory, Queensland, Western Australia, South Australia and Tasmania.

Remote servicing staff:

* help people who are vulnerable and/or who have complex needs requiring assistance to engage with services and supports
* tailor digital support for customers with digital capability and access
* work collaboratively with specialist and professional services, including community-based service providers.

### Mobile service centres

The agency has 4 mobile service centres: Golden Wattle, Desert Rose, Blue Gum and Kangaroo Paw II, with the latest joining the fleet in June 2023. Our mobile service centres travel to rural and regional communities to ensure they have access to the same range of services available at any other service centre in Australia.

In 2022–23 the mobile service centres:

* visited 479 towns, 276 of which were more than 50 kilometres from a service centre
* helped 9,490 people by bringing government services into rural and regional communities who would not usually have access to those services
* spent 43 days in 45 flood-affected communities in New South Wales, Tasmania and Victoria, helping over 1,088 people.

## Social work services

Agency social workers are available through a national network of service centres, telephony services, online channels and outreach supports such as mobile service centres. This ensures the social work service is accessible and responsive for all Australians, regardless of their geographical location. At 30 June 2023 there were 650 social workers employed in 212 locations.

Social workers provide professional support, counselling and interventions, which are prioritised to people presenting at risk of suicide or self-harm, people affected by family and domestic violence, young people without adequate support and people impacted by disasters and emergencies. Social workers also deliver training to agency staff and consult the community to ensure there is support for individuals with multiple and complex needs.

During disasters, social workers can be deployed to mobile service teams, mobile service centres and evacuation and recovery centres to provide support to affected individuals and families. Social work services also operate a specific telephony queue for customers affected by disaster. We work collaboratively with other departments to provide whole-of-government support to Australians impacted by disasters and emergencies abroad. In 2022–23 social workers travelled to Bali to support Australian survivors and families attending the 2022 Memorial Service for the Bali bombings, and to the Netherlands to support families attending the delivery of the MH17 verdict.

In 2022–23 social workers responded to 222,306 referrals for support, including:

* 99,553 referrals to assist people affected by family and domestic violence
* 5,183 people at risk of suicide and self-harm
* 2,223 vulnerable young people without adequate support requiring more targeted interventions
* 953 referrals to assist people affected by disasters and emergencies including:
* floods in New South Wales, Victoria, Tasmania and South Australia
* collaborative responses with the DFAT to support returning Australians from Libya and Sudan
* families attending the 2022 Memorial Service for Bali bombings and the MH17 verdict in the Netherlands, in cooperation with the Australian Federal Police (AFP).

## Community engagement officers

In 2022–23 the agency had approximately 90 Community engagement officers who had relationships with over 3,500 community and third-party organisations.

Community engagement officers work in partnership with other agency staff including Multicultural and Indigenous service officers to support people experiencing vulnerability and complex issues.

Their core functions are to:

* work collaboratively with community and third-party organisations to ensure they are aware of the range of agency services available
* support customers to increase their capacity for greater self-sufficiency by promoting and demonstrating the agency’s digital services
* deliver agency services in locations such as mental health facilities, family and domestic violence services, general crisis and support services, drug and alcohol services, specialist accommodation services and youth services.

Community engagement officers typically meet customers in their own environment where they feel most comfortable. With a significant easing of COVID-19 restrictions in 2022–23 community engagement officers were able to transition back to face to face engagement, though where beneficial, virtual servicing was retained.

Community engagement officers continue to support individuals and communities experiencing disasters and emergencies such as floods or fires, providing vital support to ensure impacted Australians receive the entitlements they are eligible for and the services they need.

## Status resolution support services payment

The Status Resolution Support Services Payment provides temporary, needs-based support to asylum seekers who are unable to support themselves while resolving their immigration status. As at 30 June 2023, 1,057 customers were receiving payment.

## Citizenship testing

The agency delivers Australian citizenship test services on behalf of Home Affairs in 41 service centres. We are working closely with Home Affairs to continue expanding these services into more locations.

In 2022–23 the agency conducted 24,400 citizenship tests.

## Support for refugees and humanitarian entrants

The agency helps refugees and humanitarian entrants on arrival to Australia by offering streamlined services. These services include payments, information and referrals, Medicare enrolment, language services, information seminars and support for finding work.

We work closely with Home Affairs and Humanitarian Settlement Program providers, as well as community groups, to ensure that refugees receive appropriate services and support on arrival. A network of specialist teams and subject matter experts deliver these services at locations with high settlement populations, including in regional areas.

In 2022–23 the agency played a critical role in supporting Ukrainian nationals in Australia as part of a whole-of-government response. We connected Ukrainian nationals registered for the Humanitarian visa pathway to social welfare payments, Medicare and other support services.

## Special benefit

Special Benefit payment helps people in severe financial hardship who are unable to support themselves and their dependants and are not eligible for another payment.

## Assurance of Support

The Assurance of Support (AoS) scheme supports migrants entering Australia, while protecting Australian Government social security outlays. Migrants can enter Australia on specific visa types with a legally binding commitment by an Australian resident (assurer) who will support the migrant, and repay certain social security payments they receive during an AoS period.

* AoS periods can be 12 months, 2 years or 10 years depending on the visa type.

The Community Support Program is a sub-set of the AoS scheme, which gives humanitarian entrants sponsorship by either an individual, community organisation or business, with a 12-month AoS period.

## Bereavement payments

Bereavement payments help customers adjust to changed financial circumstances following the death of their partner, child or care receiver. The type of bereavement payment a customer receives and the amount they can get depends on their individual circumstances and when the agency is notified of the death.

Bereavement payments are usually paid as a lump sum.

## Payments while outside australia

Some customers may continue receiving social security payments when they are outside Australia. This is called ‘portability’. A datalink between the agency and the Department of Home Affairs identifies social security customers who depart from or return to Australia and provides information used to review payments for people who have departed from Australia.

## Tasmanian transport schemes

The agency administers 2 Tasmanian transport equalisation schemes:

* the Tasmanian Freight Equalisation Scheme, which helps to alleviate the sea freight cost disadvantage for shippers of eligible non-bulk goods that are moved by sea between mainland Australia and Tasmania
* the Bass Strait Passenger Vehicle Equalisation Scheme, which helps to alleviate the cost of sea travel across Bass Strait between Tasmania and mainland Australia.

In 2022–23 we processed 17,048 payments for assistance to the value of $240.8 million through these schemes. This compares to 16,573 payments and $208.2 million in 2021–22.

## Services to incarcerated customers

The agency provides services to incarcerated customers in approximately 150 correctional facilities (including youth justice centres, prison work camps and mental health units) across Australia.

We provide these services in consultation with state and territory correctional authorities. Our services align with 3 stages of incarceration:

* Entry into custody – where we suspend or cancel payments to prevent debt and check that child support assessments are correct.
* During custody – where we help customers who remain eligible for payments, assess and process their correspondence, conduct child support reassessments and help with access to highly specialised drugs.
* Release from custody – where we help customers to claim or reconnect to appropriate payments and services.

# 5.5 Supporting people to manage their money

## Financial information service

The agency’s Financial Information Service (FIS) offers free, independent and confidential information, tools and resources to help customers make informed decisions about their current and future financial needs. It helps financially vulnerable people to improve their financial capability and builds self-sufficiency by looking at financial options beyond the payments we offer.

FIS is available by phone and by face to face or video appointment. Financial information and education is delivered through online public webinars, targeted community events and outreach.

Our free FIS webinars provide access to financial education for members of the community. They are live and interactive, and recordings are available on the Services Australia website.

In 2022–23 FIS officers:

* answered more than 76,000 phone calls
* conducted more than 18,000 face to face interviews and around 2,700 video chat interviews
* delivered around 3,780 hours of outreach services at more than 1,240 events
* conducted interactive public webinars with viewings, both live and post-event reaching over 12,000 people.

## Centrepay

Centrepay is a free, voluntary, bill-paying service for Centrelink customers. Through Centrepay, a customer can authorise the agency to deduct regular amounts from their Centrelink payments. Centrepay deductions are made before the balance of the customer’s payment is deposited into their bank account. Customers can use Centrepay to pay eligible businesses for goods and services such as accommodation, utilities and other regular expenses. A business must apply to and be found eligible by the agency to offer Centrepay as a payment option to customers.

At 30 June 2023:

* 604,411 customers were using Centrepay
* 10,205 businesses received a Centrepay deduction.

In 2022–23 we made 23.7 million Centrepay deductions to the value of $2.7 billion.

## Centrelink Confirmation eservices

Centrelink Confirmation eServices (CCeS) is a secure online service that provides real-time customer information and allows approved businesses to confirm Centrelink or DVA customer entitlements for a concession, rebate or service. Businesses can use CCeS to confirm:

* a customer is eligible to receive a concession, rebate or service (customer confirmation)
* the customer’s income, assets and payment details (income confirmation)
* the customer meets the income support eligibility requirements for superannuation to be released early due to financial hardship (superannuation confirmation).

Businesses must obtain customer consent before accessing any customer information via CCeS.

## Rent deduction scheme

The Rent Deduction Scheme is a voluntary service that enables Centrelink customers to pay their government rent and other housing expenses to their state or territory housing authority, through regular deductions from their Centrelink payments.

At 30 June 2023, 294,807 customers were using the scheme. In 2022–23, 8.3 million rent deductions were made using the scheme.

## Tax deduction service

The Tax Deduction Service allows customers who receive taxable Centrelink income support payments to choose to have tax withheld from their payments.

The service is an easy and free way for customers to meet their tax obligations. In 2022–23, $14,468,930 was withheld from customers who chose to use this service.

## Income management

Income Management helps people in specific locations who receive income support to manage their money to meet essential household expenses. We work with people on Income Management to identify how their income support can be used to pay organisations for items they and their families need.

Income Management customers have access to a BasicsCard, a reusable Personal Identification Number (PIN) card that can be used to purchase goods and services.

Income Management operates in the following locations:

* Northern Territory
* Greater Shepparton, Victoria
* Bankstown, New South Wales
* Greater Adelaide, Playford and Anangu Pitjantjatjara Yankunytjatjara Lands, South Australia
* Metropolitan Perth, the Peel district, the Kimberley region (excluding Wyndham and Kununurra) and Ngaanyatjarra Lands, Western Australia
* Logan, Rockhampton and Livingstone, Queensland.

Table 32: Numbers of Income Management customers(a)

| **Measure** | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Child Protection Income Management  | 69 | 48 | 41 |
| Disengaged Youth  | 5,588 | 4,748 | 5,012 |
| Long Term Welfare Payment Recipient  | 19,130 | 16,148 | 16,107 |
| Supporting People at Risk  | 40 | 7 | <5 |
| Voluntary Income Management  | 2,929 | 2,644 | 2,590 |
| Vulnerable Welfare Payment Recipient  | 1,449 | 1,095 | 1,247 |

(a) The numbers are as at 30 June 2023 and do not represent recipient movements between measures, and on and off Income Management.

## Enhanced income management

In March 2023 the agency began offering Enhanced Income Management (enhanced IM).

Enhanced IM is a tool to help customers budget their income support payment. The program involves setting aside a percentage of a customer’s payment into their enhanced IM account to ensure they can pay for essentials such as food, housing, electricity and education.

Enhanced IM operates in the following locations:

* Northern Territory
* Cape York and Doomadgee region, Queensland
* Bundaberg and Hervey Bay region, Queensland
* Kununurra and Wyndham regions in the East Kimberley, Western Australia
* Goldfields region, Western Australia
* Ceduna and surrounding region, South Australia.

Enhanced IM customers have access to enhanced card technology via a SmartCard and account. Customers can use their card to shop at over 1 million stores.

Table 33: Number of enhanced Income Management customers(a)

| **Location** | **2022–23** |
| --- | --- |
| Northern Territory  | 3,664 |
| Cape York and Doomadgee region, Queensland  | 92 |
| Bundaberg and Hervey Bay region, Queensland | 20 |
| Kununurra and Wyndham regions in the East Kimberley, Western Australia | 38 |
| Goldfields region, Western Australia | 41 |
| Ceduna and surrounding region, South Australia | 19 |
| Out of Area | 49 |

(a) The numbers are as at 30 June 2023 and do not represent recipient movements between measures, and on and off enhanced Income Management.

## Cashless debit card

In September 2022 a Bill was passed in Australian Parliament that allowed the cessation of the Cashless Debit Card program across Australia. The Cashless Debit Card program ceased on 6 March 2023 with 4,060 customers transitioning to enhanced Income Management.

# Part 6 - Shared services and partnerships

# 6.1 Shared services

In 2022–23 the agency continued to offer shared services through corporate and ICT services to various government agencies including the Department of Social Services (DSS), the National Disability Insurance Scheme Quality and Safeguards Commission (NDIS Commission), the NDIA and the DVA.

The shared services we provide includes procurement, assistive technology support, human resources and payroll services, credit card management, accounts payable and receivable, travel, fleet management, records management, co-located accommodation, security, ICT infrastructure and ICT applications. We also deliver internet gateway and/or data centre hosting services for 10 Australian Government entities.

To continuously improve and support shared services, we have:

* an accessible services catalogue which is updated regularly to provide currency of service offerings
* developed a shared services costing and pricing framework and model to provide greater consistency and transparency of prices
* identified opportunities for automating processes to reduce cost and improve efficiencies.

# 6.2 Partnerships

## Partnerships with Australian Government agencies

We deliver payments and services on behalf of a range of Australian Government entities. We work in partnership with these entities to ensure that our customers’ life journey and experience is represented in our policies to ensure improved delivery of services.

Each partnership operates under structured bilateral management arrangements to enable collaboration between the entities when:

* co-designing policy, service delivery and cross-government services
* delivering customer insights and experience
* exchanging data securely and appropriately
* delivering myGov and ICT infrastructure, capability and support
* providing the National Emergency Call Centre Surge Capability.

The agency maintains formal bilateral forums with several other Australian Government entities on policy, program and service delivery. We undertake ongoing and detailed engagement to ensure that bilateral management arrangements are fit-for-purpose.

Through bilateral arrangements, we support a range of important policy areas across government including changes to citizenship testing.

Through these relationships, we have become increasingly involved in leading and championing discussions on the safe, secure and effective management and use of customer data across government.

We provide strategic assurance on the integrity of the services and programs delivered on behalf of our key bilateral partners through the provision of annual assurance statements.

## Partnerships with state and territory governments and other organisations

We have bilateral arrangements with state and territory government entities and third-party organisations to deliver government services, share data and effectively manage shared premises. This can include services such as rent deduction and prison servicing, or initiatives such as the National Emergency Call Centre Surge Capability.

Our shared premises arrangements have been successful in delivering integrated services to customers. In addition to sharing premises with government entities, we have arrangements with not-for-profit agencies, which helps us connect to and understand the needs of the broader community. Our mobile service centres regularly collaborate with state and territory government entities, as well as Australian Government entities, to provide coordinated government services for communities. These services include:

* providing information to veterans and their families about DVA programs and support services
* delivering side-by-side mobile servicing with the Queensland Department of Communities, Housing and Digital Economy
* delivering side-by-side mobile servicing with Services Tasmania and NBN Co.

We work proactively with organisations such as Service NSW to share insights on improved service design, and explore opportunities for government to provide enhanced identification and shared data services.

The agency continues to explore partnership opportunities to bring a greater range of government services to communities across Australia.

## Engagement with community peak bodies

The agency engages with community peak organisations through a range of mechanisms, including the Civil Society Advisory Group (CSAG). CSAG is a forum for advocacy groups and peak community organisations in the social security and welfare sector. Its members provide insights on customer experiences and advice on opportunities to improve service delivery.

CSAG currently has members from 17 peak body organisations representing a rich and diverse network of communities across Australia, including people with disability, carers, LGBTI+, older people, young people, people from multicultural communities, and people affected by poverty, disadvantage and inequality.

We hold other stakeholder forums with specific groups, including people with disability, Aboriginal and Torres Strait Islander peoples, older Australians, people from multicultural communities and health and medical organisations. These forums provide insights and advice about the unique experience of different customer cohorts.

## Community partnership pilot

In August 2022 the agency started the Community Partnership Pilot (the pilot). The pilot aims to better support Australians experiencing homelessness and other complex circumstances to access essential government support. Under the pilot, the agency’s community partnership specialist officers work on-site at participating charitable/partner organisations, to connect people to payments and services based on their individual circumstances. In October 2022, the pilot expanded to include 14 sites across the country.

This move towards a more coordinated community-based approach is improving experiences for people with vulnerabilities and complex needs.

## International partnerships

The agency maintains close working relationships with a range of international entities, including foreign government bodies and overseas pension authorities. In 2022–23 the agency has supported meetings with a range of overseas delegations including New Zealand, India and the United Kingdom.

We administer formal social security agreements with 31 countries. These agreements outline the shared responsibility for social security coverage and entitlements when people move between the agreement countries. In 2022–23 approximately 77,660 people received an Australian pension under international agreements.

We also administer access to health services under Reciprocal Health Care Agreements (RHCA) with 11 countries. These agreements outline the basis for coverage under each countries respective health systems when people move between the agreement countries. In 2022–23 approximately 55,900 RHCA Medicare cards were issued to visitors from the 11 agreement countries.

#### Supporting evacuees from Sudan

In April 2023 the security situation in Sudan deteriorated and it became a volatile and dangerous environment for people caught in the conflict. The Australian Government moved quickly to help Australian citizens living in Sudan needing to return abruptly to Australia.

The Department of Foreign Affairs and Trade and the Department of Home Affairs asked Services Australia to develop and provide a service offer for affected Australians.

Staff across the agency collaborated to develop and implement wraparound support for these vulnerable Australians. We developed a broad service offer to ensure returning Australians could access income support payments where eligible, and additional support and services from social workers and agency specialists. We adopted a case management approach, with Personalised Service Officers acting as the single point of contact for evacuees. Information was also published on the Services Australia website, and on internal communication channels for broader staff reference, to ensure staff and customers could access information quickly when they needed it.

On their return to Australia, evacuees were assessed promptly for payment and service eligibility. The Department of Foreign Affairs and Trade has formally recognised and thanked Services Australia staff for their role in supporting Australians when they needed it most.

# Part 7 - Compliance and business integrity

# 7.1 Fraud control and compliance

The agency takes all reasonable measures to prevent, detect and respond to fraud and corruption. We manage fraud and corruption in accordance with the PGPA Rule and the Commonwealth Fraud Control Framework.

Our Fraud and Corruption Control Plan 2020–24 details our comprehensive and agile approach to managing fraud and corruption risks, and sets out the responsibilities of all staff including risk owners.

We undertake assessments of the risks posed by the changing environment and new policies and programs, to ensure that we are effectively managing risks.

We strategically review and test fraud and corruption controls against a risk-based work plan, supporting risk owners to embed fraud controls upfront and implement strengthened fraud control approaches where appropriate.

We deliver a comprehensive fraud and corruption awareness program. The program includes a suite of tailored training packages targeting internal and external fraud risks and messaging to respond to identified issues.

Our strategic governance and reporting arrangements provide oversight and effective management of fraud and corruption risks.

In 2022–23 we became aware that a delay in addressing a potential detection vulnerability in one of our systems was inconsistent with PGPA Rule 10. The vulnerability was limited to specific scenarios and did not affect our other proactive detection programs. We addressed the vulnerability in November 2022.

# 7.2 Fraud and corruption detection and disruption

In 2022–23 we significantly enhanced our fraud prevention capability. This capability is embedded within agency operations and acts as a key strategy in preventing fraud and protecting government outlays.

Fraud, identity theft and related crimes have become increasingly complex, with offenders exploiting technological advances to enable criminal activity. The agency’s intelligence and investigation teams employ a multi-faceted approach. We increased our work with other departments and law enforcement agencies to address crime.

Our prevention, detection and disruption activities include:

* staff fraud and corruption awareness raising to ensure staff understand their responsibilities to prevent fraud and corruption and report suspicious behaviour
* collaboration across government to achieve whole-of-government fraud and corruption control outcomes
* integrity measures that help stop the payment of suspicious claims and discourage opportunists from exploiting payments and processes
* joint investigations with other law enforcement bodies to disrupt serious, organised and complex fraud activities and related crimes
* disciplinary, administrative and civil or criminal sanctions when appropriate
* focused fraud detection, disruption and investigation, including cooperation with law enforcement agencies to support the integrity of child support services
* working with partners to develop strategies to educate, protect and support the Australian community in relation to scams and identity security risks.

In 2022–23 our effort to combat fraud and corruption led to:

* 1,464 criminal or administrative investigations completed
* 238 referrals to the Commonwealth Director of Public Prosecutions (CDPP).
* Internal investigations:
* 722 criminal and administrative investigations completed
* 40 referrals to the CDPP

# 7.3 Fraud and corruption control capability across government

In 2022–23 we continued to strengthen our relationships with external intelligence functions, including those in the Australian Taxation Office (ATO), the Australian Federal Police (AFP), the Australian Securities and Investments Commission and the Australian Criminal Intelligence Commission (ACIC). These partnerships enabled us to gain access to new data, improve our capability to analyse data, and detect fraud and related crimes. We also continued to collaborate with the Commonwealth Fraud Prevention Centre, Attorney-General’s Department to enhance cross-government fraud and corruption capability. The agency works collaboratively with the National Disability Insurance Agency, providing support through our digital forensic capability and surge capacity as required.

Our memberships include a number of national and international partners including the Australian Border Force’s Illicit Tobacco Taskforce, ATO-led Serious Financial Crime Taskforce, Six Countries Working Group on Benefit Fraud, the Australian Transaction Reports and Analysis Centre’s Fintel Alliance and the Black Economy Standing Taskforce. This allows a collaborative whole-of-government approach to deter, disrupt and prosecute serious crime entities and their activities.

In 2022–23 we worked collaboratively with key stakeholders to improve myGov cyber and fraud controls. This included providing fraud risk advice as myGov capabilities were built and continuing to develop capability to identify fraud risks in the myGov ecosystem.

# 7.4 Taskforce integrity

Taskforce Integrity, a joint operation with the AFP, looks at serious fraud and identity crime and enhances the government’s ability to prevent, detect and respond to emerging criminal threats to the system of social supports. It leverages existing relationships with law enforcement and intelligence agencies, including state and territory law enforcement agencies, ACIC, the Australian Transaction Reports and Analysis Centre and the ATO-led Serious Financial Crime Taskforce to deal effectively with fraud and identity crime, allowing for increased capability, collaboration and responsiveness in a complex and ever-changing environment.

The taskforce has continued to evolve its response to new criminal threats and a significant area of emerging investigations has been Medicare consumer fraud.

In 2022–23 Taskforce Integrity achieved the following key outcomes:

* 67 criminal investigations completed
* 33 referrals to the CDPP
* $18.1 million recovered in debt owed to the Commonwealth arising from fraud or serious non-compliance.

The number of criminal investigations and the number of matters referred to the CDPP as part of the taskforce are included in the figures under Fraud and corruption detection and disruption on page 105.

In 2022–23 the government initiated the Fraud Fusion Taskforce. The Taskforce strives to strengthen the Commonwealth’s fraud detection, prevention and response capability. It does this through enhanced intelligence sharing, a coordinated government approach to detection and treatment of serious and organised crime and systemic fraud. The agency and the NDIA jointly lead the Fraud Fusion Taskforce. The scope of work undertaken within Taskforce Integrity will be combined with the Fraud Fusion Taskforce during 2023–24.

# 7.5 Identity management

Identity management and the security of personal information is critical to the agency and to a whole-of-government approach to combatting fraud and other crimes. The foundation of the agency’s fraud controls is confirming that a person is who they say they are. We implement a range of strategies to check, confirm and protect the identity of customers who interact with us.

In 2022–23 we:

* confirmed the identities of around 520,000 customers
* successfully matched over 8.1 million identity documents from customers.

During 2022–23 the agency implemented improvements to its identity verification systems, in line with enhancements to the Document Verification Service (DVS), progressed by Home Affairs. These enhancements support all users of the DVS to verify identity credentials, and include introduction of the Home Affairs’ Credential Protection Register to stop verification of known compromised credentials.

In 2022–23 other organisations used the DVS to verify over 21.4 million Medicare Cards and 30,000 Concession Cards.

## Using digital identity for identity confirmation

The Finance Portfolio, including the Digital Transformation Agency, continues to lead the development of the national Digital ID System. Together with a number of Commonwealth partners, they provide a platform for Australians to verify their identity safely and securely online. A digital identity is a reusable identity credential to access government services without the need for individuals to visit a shopfront with their identity documents.

The agency is continuing to update agency systems to accommodate digital identity, which provides customers with seamless and secure access to services in a digital channel. Customers can register with Centrelink, link their Centrelink record to their myGov account and satisfy Centrelink’s identity requirements without the need to attend a service centre in person.

During 2022–23 almost 126,000 customers have shared their digital identity with the agency.

## Video chat for identity confirmation

During 2022–23 virtual servicing expanded to enable eligible online claimants of Austudy student, Austudy apprentice and Youth Allowance apprentice payments to confirm their identities. Virtual servicing allows customers to complete their entire claim within the digital channel, and removes the need for them to attend a service centre in person.

As of June 2023 we have completed over 67,000 appointments through virtual servicing.

## Keeping identity safe

### Digital ID Oversight Authority

In 2022–23 we provided regulatory oversight to the Australian Government Digital Identity System. We played a crucial part in ensuring the system operates in a safe and connected manner. This included sophisticated fraud and cyber-security management capabilities that enabled us to quickly identify and manage fraudulent activity and cyber-security threats, resulting in 149 investigations.

### Third party data breaches

The agency has well established procedures to respond to third party data breach or compromise events. Where appropriate, we apply security measures to our affected customer records to increase security and reduce the risk of future misuse, and arrange corrective action of the agency’s customer records when necessary.

We provide information to customers about steps they can take to safeguard their personal information. This is publicly available on the Services Australia website or by calling the agency’s Scams and Identity Theft Helpdesk on 1800 941 126.

This is ongoing work and the agency is in a key position to adapt and support whole-of-government activities, including participating in the development of the National Strategy for Identity Resilience.

### Scams and identity theft

In 2022–23 our Scams and Identity Theft Helpdesk continued to support customers who were potential victims of scams or identity theft. We expanded our capacity and capability to help manage the significant increase in scams reported to the agency. The helpdesk assesses the risk of compromise to a customer’s identity and, if necessary, secures their agency records and refers customers to other services such as IDCARE, Australia’s national identity support service.

In 2022–23 we:

* responded to over 18,000 calls to the Scams and Identity Theft Helpdesk
* referred more than 5,800 customers to IDCARE.

# 7.6 Public tip-offs

Tip-offs about suspected public health, welfare and child support fraud are an essential part of maintaining the integrity of the system. Specialist staff assess all public tip-offs and work alongside our compliance and intelligence colleagues to identify emerging concerns.

People can share tip-off information with us by either:

* visiting the reporting fraud page on the Services Australia website and filling out the online form, or
* phoning the Australian Government Services Fraud Tip-off Line on 131 524.

In 2022–23 we received more than 50,000 tip-offs through the tip-off line and more than 68,600 tip-offs from other sources.

# 7.7 Payment accuracy and correctness

The agency aims to pay the right person the right amount through the right program at the right time. To support this aim, in 2022–23 we focused on supporting customers through upfront and ongoing prevention, education and early intervention activities. For example, staff engage in a proactive conversation with customers or their nominee each time they contact us by telephone, unless they have had a proactive conversation in the last 30 days. This short conversation at the conclusion of the contact helps us to identify other changes to the customer’s circumstances, which may affect their payment. Helping customers and their nominees to understand their notification obligations and educating them on the impacts of not reporting changes when they happen ensure customers continue to receive the correct rate of payment.

# 7.8 Payment accuracy reviews

A payment accuracy review is a point-in-time assessment of a customer’s circumstances. We use the results to identify administrative and customer errors, measure our ability to pay customers the exact payment they are entitled to (administrative correctness), and support DSS to measure the integrity of government outlays (payment accuracy).

In 2022–23 the agency achieved 99.01% administrative correctness, against a target of 95%.

# 7.9 Compliance program

To ensure the accuracy of social welfare and other payments and address inconsistencies in information that customers provide, we source information from other government agencies and third parties.

In 2022–23 the volume of compliance interventions increased from the previous financial year, and was similar to levels delivered in 2020–21. We continued to deliver priority compliance activities to help customers receiving social welfare payments to meet their obligations and prevent overpayment.

Table 34: Social welfare compliance activity

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Compliance interventions | 194,770 | 165,948 | 198,765 |
| Reductions in fortnightly payments | 26,834 | 34,113 | 39,172 |
| Value of fortnightly reductions | $15.6 million | $20.5 million | $22.8 million  |
| Debts raised | 31,654 | 25,682 | 31,736 |
| Total debt value(a) | $59.2 million | $54.9 million | $82.2 million |

(a) The increase in total debt value in 2022–23 compared to previous financial years reflects the targeted focus on customers at high risk of payment inaccuracy.

# 7.10 Income compliance program

The agency is refunding repayments on debts raised between July 2015 and November 2019 under the Income compliance program. These debts were incorrectly raised based on averaged ATO income information (see Judicial decisions on page 116).

We have refunded all former customers who have provided their correct bank account details, and all current customers who are eligible for a refund.

As of April 2023, of the $752.7 million in estimated refunds, over $749.1 million has been refunded.

As of June 2023, approximately 3,100 former customers are yet to engage with the agency to receive refunds. The agency continues to attempt contact with these customers by liaising with other agencies to obtain more accurate contact details. These refund amounts will remain on customer records until contact is made, which will allow refunds to be issued.

In September 2022 the agency completed making settlement payments to eligible registered group members of the Income Compliance class action for repayments on debts raised under the program between July 2015 and November 2019. We have distributed approximately $101.7 million to eligible registered group members.

# 7.11 Debt management

The agency works with customers through measures that help them to understand their obligations, to minimise the chances of incurring a debt. However, in circumstances where customers have not been paid the right amount and a debt is incurred, we work with the customer taking into account their personal circumstances to recover overpayments.

When a person is finding it difficult to repay a debt, the agency is flexible. For example, the agency can pause recovery of a debt for a specified period for people experiencing financial hardship, and people in vulnerable situations. The agency can also provide support to customers through our network of social workers for more specialised assistance.

During the year, the agency made several improvements to services for customers who were overpaid. These included:

* making it easier for customers to understand what they need to do when they have been overpaid
* simplifying processes for customers when they want to make repayments
* transitioning away from the use of external collection agents to recover debts. This allows the agency to take a more consistent approach to engaging with customers, improving their overall experience, and capitalising on existing agency resources and capabilities.

We improved the way we communicate with people about their overpayments, including updates to the account payable notice to provide better debt explanations. We are also using SMS messaging to help customers understand how to manage their debt.

Improvements were made to the way people who were impacted by natural disasters can manage their overpayments, including options to pause repayments via the Money You Owe online service. To improve customer experiences, enhancements were also made to the Centrelink Online app, the Money You Owe online service, and Interactive Voice Response technologies on the dedicated debt recovery phone line.

The agency continues to review and improve the way it supports customers with overpayments to take into account individual circumstances.

Table 35: Debts raised from customers who received social welfare payments

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Number of debts raised | 1,693,911 | 1,636,710 | 1,729,773 |
| Amount raised | $2.0 billion | $2.1 billion | $2.5 billion |

Table 36: Social welfare debts recovered

|  | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- |
| Total debts recovered | $0.85 billion | $1.34 billion | $1.85 billion |
| Amount recovered by contracted agents | $42.2 million | $52.8 million | $35.0 million |
| % of total recovered by contracted agents | 5.0 | 4.0 | 1.9 |

#### *Reflection* — A digital collection

In May 2023, during National Reconciliation Week, the website *Reflection: Experiences of First Nations peoples with social security and services 1947 to 1997* was launched.

Reflection presents over 100 historical artefacts that shed light on Aboriginal and Torres Strait Islander peoples’ experiences with, and contributions to, social services in Australia.

By bringing together existing primary sources in an accessible online format, *Reflection* acknowledges past injustices in accessing social security. It engages in government truth telling, while also promoting understanding of the lived experiences of Aboriginal and Torres Strait Islander people.

Highlighting their voices, memories and work, the artefacts in *Reflection* recognise the efforts of Aboriginal and Torres Strait Islander activists and advocates to improve outcomes for their families and communities. *Reflection* also reveals the contributions made by Aboriginal and Torres Strait Islander staff in the public service.

Aboriginal and Torres Strait Islander people’s knowledge, perspectives and experiences were essential to the creation of Reflection. First Nations people were integral to the project’s advisory group that shaped the development of the collection, and to the working group that reviewed all written content to ensure it was culturally appropriate.

Permissions were sought from Aboriginal and Torres Strait Islander rights holders, who created or participated in relevant artefacts, and these permissions are described on each artefact page.

The website can be accessed at **reflection.servicesaustralia.gov.au**

# Part 8 - Management and accountability

# 8.1 Judicial decisions

On 11 June 2021, Justice Murphy of the Federal Court of Australia approved a settlement in Katherine Prygodicz & Ors v Commonwealth of Australia (VID1252/2019).

The proceedings relate to a class action commenced pursuant to Part IVA of the Federal Court of Australia Act 1976 seeking declarations, restitution, damages and other relief involving some 648,000 group members who had debts raised based on averaged ATO income information. This averaging process was part of the Income Compliance Program (see Income Compliance Program on page 111).

In May 2020 the Commonwealth announced that it would refund debts raised wholly or partially using averaged ATO income data. Under the Deed of Settlement, the Commonwealth agreed to pay an additional settlement sum of $112 million (inclusive of legal costs) to eligible group members.

The agency wrote to group members between 29 October and 19 November 2021 to advise them of their eligibility for a settlement payment based on:

* the categorisation of their Income Compliance Program debts
* how to register or update their details to receive a payment
* how to raise a dispute.

Eligible group members who had received a refund were automatically registered for a settlement payment. Other eligible group members could register by providing their details through an online portal or by telephone.

The agency completed calculation and independent assurance of individual settlement payments by June 2022. The agency completed all steps required of it under the implementation plan for the settlement distribution in 2023. On 6 June 2023, the parties filed draft consent orders with the Federal Court requesting the court dismiss the class action and pay any unclaimed settlement payments to a not-for-profit organisation. Once the court issues final orders, the class action will be at an end.

# 8.2 Administrative Appeals Tribunal

If a person disagrees with a decision by the agency in relation to social welfare payments, they may, after a formal internal review by an Authorised Review Officer, apply to the Social Services and Child Support Division of the Administrative Appeals Tribunal (AAT) for a review of that decision (AAT first review). If they are dissatisfied with the outcome of an AAT first review, they may apply for further review of the decision by the AAT General Division (AAT second review).

In 2022–23 the majority of social welfare payment decisions challenged in the AAT concerned decisions to raise or recover debts, claim rejections, rate of payment, start date of payment and cancellation of payment or benefit. The AAT made no decisions that had, or may have, a significant effect on the operations of the agency.

Table 37: Social welfare payments merits review applications and outcomes 2022–23

|  | **Applications received** | **Unchanged decisions(a)** | **Changed decisions** |
| --- | --- | --- | --- |
| AAT first review | 7,433 | 4,223 | 1,954 |
| AAT second review – customer initiated | 952 | 787 | 287 |
| AAT second review – Secretary applications(b) | 33 | 27 | 17 |

(a) Unchanged decisions include applications for review that were affirmed by the AAT, withdrawn or dismissed.

(b) Refers to the Secretary of any department where the relevant minister is responsible, under the Administrative Arrangements Order, for that part of social security law that allows for appeal of a decision to the AAT.

The Social Services and Child Support Division of the AAT is also responsible for independently reviewing objections to child support decisions. The child support decisions challenged in the AAT in 2022–23 most commonly concerned changes of assessment and disputed care arrangements for children.

Table 38: Child support assessment merits review applications and outcomes 2022–23

|  | **Applications received** | **Unchanged decisions** | **Changed decisions** |
| --- | --- | --- | --- |
| AAT first review | 2,001 | 1,130 | 698 |

# 8.3 Freedom of Information

Entities subject to the Freedom of Information Act 1982 (FOI Act) are required to publish certain information as part of the Information Publication Scheme (IPS). Each agency must display on its website the information it publishes in accordance with the IPS requirements. This includes a requirement to publish in the IPS the information in annual reports prepared by the agency and laid before the Parliament. For information about the agency’s IPS Plan, see the [Services Australia website.](http://www.servicesaustralia.gov.au)

# 8.4 Auditor-General reports

Since 1 July 2022 ANAO has tabled 2 audits of the agency:

* Debt Management and Recovery in Services Australia assessed the effectiveness of the agency’s management and recovery of social security and welfare payment debt. The audit was tabled on 31 May 2023 and made 4 recommendations.
* Procurement of Office Furniture – Cross entity with Department of Home Affairs examined whether procurements of office furniture were consistent with the Commonwealth Procurement Rules and achieved value for money. The audit was tabled on 14 June 2023 and made 3 recommendations.

The agency also supported ANAO audits undertaken with other agencies, including:

* the Expansion of Telehealth Services Performance audit that was tabled on 19 January 2023
* Australia’s COVID-19 Vaccine Rollout audit that was tabled on 17 August 2022
* Procurement of 1800RESPECT audit that was tabled on 8 March 2023
* Effectiveness of the National Disability Insurance Agency’s Management of Assistance with Daily Life Supports audit that was tabled on 28 June 2023.

The agency’s results from interim and financial statements audits by the ANAO were reported in:

* Audits of the Financial Statements of Australian Government Entities for the period ended 30 June 2022, in December 2022.
* Interim report on Key Financial Controls of Major Entities in May 2023.

The agency participated for the first time in the ANAO Annual Performance Statement audit, which started in February 2023.

For more information about these and other ANAO audit reports, see the ANAO website.

## 8.5 Commonwealth Ombudsman

The agency maintains a collaborative and productive working relationship with the Office of the Commonwealth Ombudsman. We monitor the implementation of recommendations from reports published by the Commonwealth Ombudsman.

In October 2022, the Commonwealth Ombudsman published the Did They Do What They Said They Would? Volume 2 report, which contained a chapter on Services Australia. This report reviewed the implementation of Ombudsman recommendations across Commonwealth agencies from 1 July 2019 to 30 June 2021.

The Services Australia chapter was a point-in-time assessment of the agency’s progress in implementing the Commonwealth Ombudsman’s recommendations from the April 2021 report: Services Australia’s Income Compliance Program: A report about Services Australia’s implementation of changes to the program in 2019 and 2020.

# 8.6 Australian Information Commissioner

In 2022–23 the Office of the Australian Information Commissioner did not make any privacy determinations relating to Services Australia.

In 2022–23 the Office of the Australian Information Commissioner published a report into Services Australia’s handling of personal information as the Identity Exchange for the Australian Government Digital Identity System ‘Handling personal information: Services Australia’s role as the Identity Exchange’. Services Australia accepted all recommendations within the report, which is published on the [Office of the Australian Information Commissioner’s website](https://www.oaic.gov.au).

# 8.7 Agency capability reviews

In 2022–23 no capability reviews of Services Australia were conducted.

# 8.8 Parliamentary committee reports

In 2022–23 the agency supported a range of parliamentary inquiries (see below), which involved providing written submissions, attending public hearings and private briefings, and submitting answers to questions on notice.

## Purpose, intent and adequacy of the disability support pension

On 13 May 2021 the Senate referred an inquiry into the purpose, intent and adequacy of the DSP to the Senate Community Affairs References Committee for inquiry and report. The Committee tabled its final report on 18 February 2022.

The agency continues to assist DSS who is leading the government response to the report.

## Select committee on the effectiveness of the Australian Government’s Northern Australia agenda

On 4 July 2019 the Senate agreed to the establishment of the Select Committee on the effectiveness of the Australian Government’s Northern Australia agenda. The committee tabled an interim report in December 2020 and a final report in April 2021. The Office of Northern Australia in the Department of Infrastructure, Transport, Regional Development, Communications and the Arts coordinated the Australian Government’s response to these reports and sought input from the agency, which was provided on 24 January 2023.

## Adult literacy and its importance

On 25 March 2022 the House of Representatives Standing Committee on Employment, Education and Training agreed to a corrigendum for the report, ‘Don’t take it as read – Inquiry into adult literacy and its importance’. The Committee tabled its final report for its inquiry into adult literacy and its importance on 31 March 2022. The Department of Employment and Workplace Relations led the Australian Government response to the report and sought input from the agency, which was provided on 26 August 2022.

## Social Services Legislation Amendment (Enhancing Pensioner and Veteran Workforce Participation) Bill 2022

On 4 August 2022 the Senate referred the Social Services Legislation Amendment (Enhancing Pensioner and Veteran Workforce Participation) Bill 2022 to the Senate Community Affairs Legislation Committee for inquiry and report. The agency provided input to a question taken on notice by the DSS during a hearing held on 21 September 2022.

## Workforce australia employment services

On 2 August 2022 the House of Representatives Select Committee on Workforce Australia Employment Services was established to inquire into and report on matters related to Workforce Australia Employment Services. The agency attended a private briefing alongside the Department on Employment and Workplace Relations and the DSS on 12 and 13 October 2022. Services Australia also attended public hearings on 11 November 2022 and 18 January 2023. The agency responded to 2 questions on notice taken during the hearing of 18 January 2023. The Committee tabled its interim report on ParentsNext on 1 March 2023.

## Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Bill 2022

On 4 August 2022 the Senate referred the Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Bill 2022 to the Senate Community Affairs Legislation Committee for inquiry and report. The Department of Social Services and the agency provided a joint submission to the Committee on 12 August 2022. The agency appeared alongside the DSS at a public hearing of the committee on 22 August 2022. DSS led the response to 7 questions on notice with input from the agency, which were tabled on 25 August 2022. The Committee tabled its final report on 31 August 2022.

## The extent and nature of poverty in Australia

On 7 September 2022 the Senate referred an inquiry into the extent and nature of poverty in Australia to the Senate Community Affairs References Committee for inquiry and report. The agency provided input to a whole-of-government submission to this inquiry led by the DSS. The Committee tabled an interim report for the inquiry on 4 May 2023.

## Work and care in Australia

The Senate Select Committee on Work and Care was appointed by resolution of the Senate on 3 August 2022 to inquire into the impact that combining work and care responsibilities has on the wellbeing of workers, carers and those they care for. The agency and the DSS provided a joint submission on 20 October 2022. The agency attended a public hearing on 8 December 2022 and provided a response to 1 question on notice. The Committee tabled an interim report on 18 October 2022 and a final report on 9 March 2023.

## Provision of and access to dental services in Australia

On 8 March 2023 the Senate resolved that the Select Committee into the Provision of and Access to Dental Services in Australia be established. On 1 May 2023, the agency provided input to the submission led by the Department of Health and Aged Care.

## Social security (administration) amendment (income management reform) bill 2023 [provisions]

On 9 March 2023 the Senate referred the provisions of the Social Security (Administration) Amendment (Income Management Reform) Bill 2023 to the Community Affairs Legislation Committee for inquiry and report. The agency appeared at a hearing alongside the DSS on 15 May 2023.

## Management and assurance of integrity by consulting services (consulting services)

On 9 March 2023 the Senate referred an inquiry into the management and assurance of integrity by consulting services provided for by the Australian Government to the Senate Finance and Public Administration References Committee for inquiry and report. The agency was invited to make a submission to the inquiry. On 9 May 2023, the agency provided a submission via correspondence.

## Assessment and support services for people with attention deficit hyperactivity disorder (ADHD)

On 28 March 2023 the Senate referred an inquiry into the barriers to consistent, timely and best practice assessment of ADHD and support services for people with ADHD, to the Senate Community Affairs References Committee for inquiry and report. The agency contributed to the portfolio submission led by DSS.

## Potential impacts of the Commonwealth Paid Parental Leave scheme on small businesses and their employees

On 30 March 2023 the Senate referred the potential impacts of the Commonwealth Paid Parental Leave scheme on small businesses and their employees (both before and after legislative changes come into effect from 1 July 2023) and related matters to the Education and Employment References Committee for inquiry and report. The agency provided input to a joint submission to the inquiry with the DSS.

## Commonwealth procurement: inquiry into auditor-general reports 6, 15, 30, 42 (2021–22) and 5 (2022–23)

The Joint Committee of Public Accounts and Audit is conducting an inquiry into Commonwealth procurement with a view to improving the culture of how procurement rules and guidelines are implemented across the Australian Public Service. On 14 April 2023 the agency attended a hearing alongside NDIA. The agency took 25 questions on notice during the hearing and received 4 written questions on notice. The agency tabled the responses on 12 May 2023.

## Inquiry into procurement at Services Australia and the national disability insurance agency

The Joint Committee of Public Accounts and Audit is conducting an inquiry into procurement at Services Australia and the NDIA, with a particular focus on the matters contained in or related to the Independent Review of Services Australia and NDIA Procurement and Contracting (the ‘Watt review’). The Committee confirmed all previously supplied evidence would be used.

#### Putting our customers at the centre of the design process

The myGov app is just one of the ways Services Australia is making government services simpler, helpful, more respectful and transparent. When developing the app, we focused on a user-centred design approach, undertaking extensive testing and making iterative improvements.

In the months before its release we tested the initial app functions with small groups of users, and then moved to private beta testing with Services Australia staff, expanding to include staff in other government agencies.

As the app design and functions progressed, we continued beta testing with more than 2,000 members of the public across a range of demographics. This group of testers included people of various ages, socio-economic backgrounds, location, and accessibility needs, including Aboriginal and Torres Strait Islander people, people with disability and people with varying digital literacy.

These research insights and testing feedback were used to refine the app, modifying functions and incorporating features such as in-app help content. The quick access to sign-in and the intuitive design of the myGov inbox emerged as standout features.

Nearly 92% of the public user testing participants expressed satisfaction with the app beta, with 68% preferring the app over the myGov website. Overall, the app was found to be convenient and well-integrated. We are encouraged by the strong uptake so far, which saw more than 1.5 million people using the myGov app in the first 6 months of its release. There is still more to come as we continue to add features, continuing to use testing and consultation to ensure the myGov app meets people’s needs.

# Part 9 – Our people

This year we developed our future-focused People Strategy 2023–25, setting goals to support a capable workforce, healthy people, modern workplaces, and purposeful leadership.

Through these initiatives, we are ensuring our work, workplaces and people are engaged, capable, productive and future ready. With a focus on continuous learning, wellbeing, and engagement, we have continued to empower our staff to deliver the best customer service possible.

We established an employee ambassador program to promote the key attributes of working with the agency. Over 100 employee ambassadors nominated to be part of the program, and contribute to showcase the benefits of working with us.

At 30 June 2023 the agency employed 32,412 staff (see Table 61 on page 216).

## Our approach

Our staff are critical to achieving outcomes for our customers and bringing an approach of respect, integrity and service excellence to their roles. Our ongoing commitment to diversity, inclusion and understanding the needs of our staff, customers and stakeholders enables us to be agile in responding to the changing needs of the Australian community. In 2022–23 the agency delivered shorter-term operational workforce response plans. This enabled us to increase service delivery capacity to meet customer demand and emergency response pressures. Staff are provided with learning opportunities and conditions of service that enable them to perform at their best to meet the needs of Australians.

## Workforce strategies and planning

The 2023–27 Strategic Workforce Plan will support the overarching people strategy, providing a 4-year outlook on current and future workforce capacity and capability requirements, and highlight the agency’s future workforce priorities and mitigation initiatives. The plan will continue to best position the agency to reduce workforce risks and support the agency’s vision of making government services simple so people can get on with their lives.

# 9.1 Work health and safety

The agency complies with its obligations under the Work Health and Safety Act 2011. The Work health and safety strategy 2021–26 guides continuous improvement in safety while demonstrating a shared commitment to ensuring safe and healthy workplaces. It provides the framework for initiatives in:

* Systems — work health and safety tools and resources, critical risk identification and control
* Workplaces — safe service design, mentally safe workplaces, and wellbeing
* People — WHS consultation, safety leadership and capability.

During the year, we increased staff communication about the importance of making health and wellbeing a priority and provided staff with a library of mental health resources (see Mental health and wellbeing on page 128).

The agency undertook a comprehensive review of its WHS Safety Management System content and resources to align with the Comcare WHS National Audit Tool, relevant legislation, codes of practice and Australian Standards, and provided leaders and their teams with health, safety and wellbeing information and resources.

The agency introduced Our Safety incident management system in August 2022 to provide a single incident reporting system for all WHS incidents, hazards, and injuries and allow for the online raising and tracking of corrective actions.

This year some staff were subjected to serious violent attacks on their personal safety within our service centres. Subsequently we initiated a security risk management review conducted by former Victorian Police Commissioner Graham Ashton AM APM. We will carefully consider all recommendations in the review to reduce serious workplace risks to staff safety.

## *Work Health and Safety Act 2011* reporting

In 2022–23 Comcare undertook 7 reactive workplace inspections and 2 proactive engagements in the agency. Comcare issued an improvement notice under Work Health and Safety Act 2011 (Cth) to ensure effective emergency management procedures for a site.

The agency notified Comcare of 14 incidents during 2022–23 compared with 36 in 2021–22.

Table 39: Incidents notified to Comcare in 2022–23

| **Type of incident**  | **Number**  |
| --- | --- |
| Death  | 0 |
| Serious injury or illness | 4 |
| Dangerous incidents  | 10 |
| **Total**  | **14** |

## Mental health and wellbeing

The agency recognises the value of taking an integrated approach towards mental health and wellbeing at work. We continuously improve our efforts in protecting, responding to, and promoting mental health at work. We have piloted new approaches to identify and manage work-related risks to mental health, and include critical and psychosocial risks in our risk management approaches. We identify and respond to people experiencing mental ill-health or distress.

In 2023 a staff distress response toolkit was introduced to provide protocols and tools to step leaders through psychological first aid and its application in the workplace. We continue to provide mental health and wellbeing support through an employee assistance program for all staff, including contractors and labour hire staff, and their immediate families.

The agency’s WHS strategy and framework provide the strategic priorities and direction for our health, safety and wellbeing efforts (see Work health and safety on page 127). The principles established under the strategy and framework are supported by health and wellbeing champions and our wellbeing working group, who work with key stakeholders to raise awareness of the importance of early response to distress.

We have completed implementing the first 5 phases of the APS Mental Health Capability Framework, and started implementing the final phase.

We will continue to implement key initiatives identified in the agency’s health and wellbeing framework 2021–26:

* progressing key psychological safety work to reduce the risk of psychological injury within the workplace
* continuing to create and maintain a health and safety culture within the agency, where people understand their obligations and actively engage to manage WHS safety-related matters.

# 9.2 Recruitment

## National graduate program

Our National Graduate Program offers placements across 8 streams:

* Communication
* Data
* Digital
* Finance
* Generalist
* Human Resources
* Legal
* Social Work

The 2023 intake comprised 128 graduates.

## Digital apprenticeship and digital cadetship program

The APS Digital Apprenticeship Program offers a career path for people completing Year 12 or seeking a career change. In 2022–23, 15 apprentices joined the agency.

## Aps academy campus initiative

The APS Academy Campus initiative provides opportunities in digital and data apprenticeships and cadetships in regional areas. In 2022–23, 1 cadet and 1 apprentice started in the agency at the Newcastle, NSW campus.

# 9.3 Inclusion and diversity

We are committed to creating workplaces that are accessible and inclusive for all staff. In 2022–23 we continued to implement our workplace inclusion and diversity strategy. This strategy acknowledges the importance of inclusion and diversity in the agency and sets out commitments to improved workforce representation and positive employment experiences for all staff.

## Cultural and linguistic diversity

The agency recognises the value and importance of having cultural and linguistic diversity (CALD) in the workforce. At 30 June 2023, 25.5% of our APS workforce identified as CALD.

In 2022–23, 18,375 staff completed multicultural awareness training. Face to face training resumed following the easing of COVID-19 restrictions, with a hybrid model of training delivery implemented through face to face and virtual sessions.

We also recognised and celebrated events of significance such as Harmony Week and Refugee Week.

## Employment of people with disability

In 2022–23 the agency continued its commitment to disability inclusion through implementing our workplace inclusion and diversity strategy and inclusion action plan. The strategy and plan outline recruitment and retention strategies for attracting, supporting, and retaining people with disability. At 30 June 2023, 2,591 staff had self-identified as having disability. This equates to 8% representation across the agency.

We continued to deliver an employment pathway for university students with disability, through our national graduate program (see National Graduate Program on page 129).

In 2022 we celebrated our 25-year partnership with Koomarri JobMatch, which supports employment of people with intellectual disability who work in administrative and office support services.

## Australia’s Disability Strategy 2021–2031

Australia’s Disability Strategy 2021–2031, developed by all levels of government, people with disability, their families, carers and representatives recognises the responsibility of all levels of government in supporting people with disability to reach their full potential as equal members of the community. The strategy supports Australia’s commitment under the United Nations Convention on the Rights of Persons with Disabilities. The strategy will also drive change over the next decade to uphold the rights, inclusion, and participation of people with disability in all areas of Australian life. For more information, see the [DSS website](http://www.dss.gov.au).

A range of reports providing updates on progress of the strategy’s actions and outcome areas, as well disability reporting are included in the Australian Public Service Commission’s State of the Service report and the APS Statistical Bulletin available at [disabilitygateway.gov.au](http://disabilitygateway.gov.au)

## Employment of people on the autism spectrum

In 2022–23 the agency continued its commitment to providing employment opportunities for people on the autism spectrum through the Aurora Neurodiversity Program.

The Aurora Neurodiversity Program, an entry-level employment initiative developed in partnership with Specialisterne Australia, provides professional development, paid employment and work experience. In 2022–23 this program engaged 35 people with autism into specialist roles within the agency.

The Aurora Neurodiversity Program uses ‘affirmative measures — specific type of disability (autism)’ provisions of the Australian Public Service Commissioner’s Directions 2022.

## Other diversity initiatives

We promote workplace diversity through active participation in a range of measures including:

* a learning framework to support developing and practising inclusive behaviour for staff and managers
* the Diversity Council Australia Inclusion@Work Index, in which we were recognised as an inclusive employer
* a new disability inclusion training product to strengthen disability awareness and confidence for staff and managers
* the 2022 Australian Workplace Equality Index (AWEI) Survey, a national benchmark on LGBTI+ workplace inclusion, in which we were recognised as a gold tier employer
* diversity networks to share information and to support Aboriginal and Torres Strait Islander staff, staff with disability, mature age staff, staff with CALD backgrounds and LGBTI+ staff
* membership with Diversity Council Australia, Pride in Diversity, and the Australian Network on Disability
* official support of the Australian Human Rights Commission’s ‘Racism. It Stops with Me’ Campaign
* participation in the Workplace Gender Equality Agency Public Sector Voluntary Reporting Program
* celebration of diversity events of significance such as Wear it Purple Day and International Day of People with Disability
* re-accreditation as a breastfeeding workplace with the Australian Breastfeeding Association
* participation in the Workplace Gender Equality voluntary reporting program.

## Workplace accessibility

In 2022–23 the agency provided support, training and advice to approximately 650 staff who have an accessibility requirement, including those who:

* use assistive technology software
* need accessible telecommunication equipment
* use hearing aids or are cochlear implant recipients.

We maintain an accessibility service desk that aims to remove barriers to workplace participation for staff with accessibility requirements.

During the year, we continued to deliver accessibility support shared services to the:

* DSS
* NDIA
* ATO
* DVA
* NDIS Quality and Safeguards Commission.

## *Carer Recognition Act 2010* Report

The agency complies with its obligations under the Carer Recognition Act 2010 and adheres to the principles of the Statement for Australia’s Carers. Our internal human resources policies take account of the statement in areas that may significantly affect an employee’s caring role. We support staff with caring responsibilities through:

* flexible working arrangements
* part-time work
* home-based work
* an elder care advisory service
* our employee assistance program.

## Employment of Aboriginal and Torres Strait Islander staff

At 30 June 2023, 1,866 Services Australia staff had self-identified as Aboriginal and/or Torres Strait Islander. This equates to 5.8% representation across the agency.

Under the Australian Public Service Commissioner’s Directions 2022, government agencies can advertise employment opportunities restricted to Aboriginal and Torres Strait Islander applicants only. In 2022–23 the agency ran 2 large agency-wide affirmative measures selection processes:

* Indigenous Apprenticeships Program (APS2 and APS3 level) (see Indigenous Apprenticeships Program on page 133)
* Indigenous Affirmative Measures (APS5 and APS6 level) with 66 placements.

## Indigenous Apprenticeships Program

The Indigenous Apprenticeships Program is designed to attract Aboriginal and Torres Strait Islander peoples into entry-level positions in the APS. In 2022 the APS consolidated the Indigenous Apprenticeships Program and the agency was selected to take the lead for 2023. Creating 1 APS program simplifies and improves the process for both candidates and partnering agencies. The Indigenous Apprenticeships Program represents an opportunity for agencies to work together to increase the representation of Aboriginal and Torres Strait Islander peoples across the APS. It also builds cultural capability and strengthens the delivery of programs and services to Aboriginal and Torres Strait Islander peoples and communities.

Under this program in 2022–23:

* 226 apprentices were placed within the agency
* we partnered with 16 agencies, placing 73 apprentices
* we have increased to 34 partners for 2023–24.

## Supporting Aboriginal and Torres Strait Islander staff

During 2022–23 our activities under the Aboriginal and Torres Strait Islander Employees Strategy 2018–22 included:

* continued participation in Indigenous Employee Network meetings, and the Indigenous Mentoring Program with 200 registered mentors
* 9,172 staff completing Indigenous Cultural Awareness eLearning training
* 952 staff participating in facilitated and virtual Indigenous Cultural Awareness training. Numbers were limited as all training returned to post COVID-19 business-as-usual processes
* Aboriginal and Torres Strait Islander employment performance measures in business plans
* delivering Aspiring, a targeted leadership training program for APS5 to EL1 Aboriginal and Torres Strait Islander staff
* partnering with the Department of Defence to source graduates through its affirmative measure, Indigenous provisions. We recruited 1 Indigenous candidate into the National Graduate Program through this partnership (see National Graduate Program on page 129)
* the Pat Turner Scholarship supported 5 Aboriginal and/or Torres Strait Islander staff to undertake postgraduate studies. In 2022–23, 3 students completed their scholarships.

# 9.4 Reconciliation

Indigenous voices and perspectives play a critical role in shaping the development of strategies, policy and effective delivery of payments and services for Aboriginal and Torres Strait Islander customers. We do this with our staff through our Indigenous champions, Reconciliation Steering Group, Reconciliation Working Group and advisory groups, such as the National Indigenous Coalition (NIC) and National Indigenous Employees Network.

We continue our key role in driving reconciliation across the APS, including through chairing the cross-APS Reconciliation Sharing Network forum. This network continues to grow and currently has representation from 21 APS agencies. The forum provides an opportunity for agencies to share their reconciliation journey experiences and look for ways to progress reconciliation across government.

In May 2023 the agency released the Reflection website during National Reconciliation Week. The website presents artefacts showing Aboriginal and Torres Strait Islander peoples’ experiences with and contributions to social services from 1947 to 1997 and was the transformation project from our 2018–2022 RAP (see page 114). The website can be accessed at [reflection.servicesaustralia.gov.au](http://reflection.servicesaustralia.gov.au)

Through our 2023–26 Reconciliation Action Plan (RAP), we will continue to advance national reconciliation.

# 9.5 Learning and development

The Learning Academy (academy) is comprised of 8 faculties that focus on business-specific learning and agency-wide capability development. The faculties of technology, data, digital, transformation and delivery, service delivery, integrity, customer experience, and corporate services, work together to advance learning through creating:

* an agency-wide learning plan
* centralised governance
* an agency quarterly learning plan
* an agency quarterly learning report
* quality standards
* an evaluation framework
* learning pathways and professional streams to cultivate a workforce that is appropriately skilled.

The academy is a core component of the agency’s transformation agenda of a flexible, adaptable and agile workforce based on a central, modern and professional approach.

The academy:

* aligns to and supports the agency’s implementation of APS Learning Board initiatives including the APS Learning and Development (L&D) Strategy and Action Plan
* works together to drive a connected, professional and consistent learning practice and culture across the agency
* is consistent with the objectives of the agency and the need to support staff to build capability to deliver sustained change and improve the customer experience
* will progress the Learning and Development Plan 2023–26 to guide agency learning activities.

The academy will continue to monitor critical system dependencies such as whole-of-government Enterprise Resource Planning (GovERP) and the potential of an integrated learning experience platform. This will enable the agency to make informed investment decisions that will markedly enhance the L&D operations and the learning experience.

## Leadership programs and talent management

Leadership Unlimited is a talent and leadership development program targeted to high-performing and high-potential EL2 and SES Band 1 staff. As at June 2023, 94 participants had completed the program across 6 cohorts.

The Aspiring Program is a talent and leadership development program for high-performing and high-potential Aboriginal and Torres Strait Islander staff at the APS5, APS6 and EL1 classifications. As at 30 June 2023, 20 participants had completed the Aspiring Program.

Enterprise leadership programs aim to help strengthen the resilience and leadership qualities of managers and supervisors across the agency. The programs are:

* Learn2Lead for APS5 and APS6 level staff, and Lead2Inspire for EL1 staff, each providing leadership training in a modular format
* Exceed (for EL2 staff), a 3-day leadership program held annually.

In 2022–23:

* a total of 986 staff participated in Learn2Lead and Lead2Inspire, compared with 493 staff in 2021–22
* 121 EL2 staff participated in the Exceed Program
* 62 Aboriginal and Torres Strait Islander staff participated in the agency’s Aspiring Leadership Program.

The agency offers a range of cultural and career development opportunities to support the leadership and development of Aboriginal and Torres Strait Islander staff (see Employment of Aboriginal and Torres Strait Islander staff on page 132). During the year:

* we partnered with National Indigenous Australians Agency (NIAA) in piloting 2 Aboriginal and Torres Strait Islander development programs
* 2 staff were included in the Australian National University Management Program–1 staff member completed the program and the other started
* 4 Aboriginal and/or Torres Strait Islander staff participated in the Indigenous Development and Employment Program
* 3 Aboriginal and/or Torres Strait Islander staff graduated from the Australian Graduate School of Management Executive Leadership program, and 6 staff started the program
* 5 Aboriginal and/or Torres Strait Islander staff were supported through Pat Turner Scholarships to undertake postgraduate studies.

The Public Sector Management Program provides formal education opportunities through participating in a postgraduate course. This provides individuals with a graduate certificate in business (Public Sector Management). In 2022–23, 30 agency managers were accepted into the program.

## Digital learning

The agency continues to prioritise awareness of digital technologies for learning. A growing proportion of staff are engaging with technology to increase their capacity in the workplace and support the agency’s digital transformation. We offer a variety of virtual learning to allow regular staff interaction with subject matter experts, and peers who are located across the nation.

# 9.6 Performance Management

The agency has designed its performance management process to foster a culture of high performance by providing staff with a clear link between their work effort and agency priorities. In 2022–23, 92.96% of our staff negotiated individual performance agreements with their managers. Most of those who did not do this were on long-term leave or had not yet completed more than 8 weeks of duties during the performance cycle.

## Staff engagement and recognition

The agency’s peak staff consultative forum, the National Consultative Committee met 5 times during 2022–23 to discuss matters of strategic significance, including on topics such as refurbishment of service centres, workplace health and safety, and workplace flexibility. Consultation with staff also happens regularly within business areas and locally across the agency. Staff engagement scores in the APS Census have remained consistently high.

## Internal awards

The agency’s Awards and Honours Program recognises and rewards excellent performance. It identifies individuals and teams achieving exceptional service delivery, successful innovation, inspiring leadership and business excellence. In 2022–23:

* 7 individuals and 7 teams won Pinnacle Achievement Awards for their exceptional contribution and performance, and 10 nominees were highly recommended
* 21 staff were recognised in the Australia Day Achievement Awards for their commitment and dedication to their work
* 6 individuals won achievement awards for Indigenous servicing, and 4 individuals were highly commended for their work in Indigenous servicing.

## External awards

In 2022–23 the following public and private sector industry association awards programs recognised individuals and teams from the agency:

* Public Service Medal – Australia Day Honours: Lisiane Barao Macleod, Javier Ribalta
* Public Service Medal – King’s Birthday Honours: Cathy Toze, Dac Ho, Graham Archer
* Australian HR Institute (AHRI) Awards – Inclusive Workplace: Corporate Enabling Multiculturalism: Our Stories
* Australian Corporate Lawyer Awards – Large Legal Team of the Year Award
* Commonwealth Awards for Excellence in Risk Management winner
* iAwards Government/Public Sector winner for AIR Uplift
* Emergency Event Capability finalist for executive management dashboards and new Services Australia website
* Australian Institute of Project Management winner – Project Management Office – WPIT Delivery Management Branch. Winner Category 2 – Government Projects –WPIT Programme
* iTnews Benchmark Awards – Best Federal Government Benchmark Award: Winner – Online claims for the AGDRP
* IPAA ACT Spirit of Service Awards – collaboration: Finalist – myGov Linking Project
* Project Management Achievement Awards winner – WPIT Programme Office.

## Performance pay

The agency made no performance or bonus payments in 2022–23 as these payments are not part of the remuneration framework for staff or executives in the agency. Eligible staff who met or exceeded agreed performance goals were advanced through the salary range for their classification in accordance with their enterprise agreements.

# 9.7 Employment arrangements

## Workplace agreements

Most of our staff are employed under the Department of Human Services Enterprise Agreement 2017–2020, which sets out their terms and conditions of employment. This agreement expired on 3 November 2020. However, it continues to operate because of a determination that the Minister Assisting the Prime Minister for the Public Service and Cabinet made on 30 January 2020 pursuant to section 24(3) of the Public Service Act 1999. This determination maintained arrangements for staff with the creation of Services Australia on 1 February 2020.

In October 2022 the Australian Public Service Commission released the Public Sector Workplace Relations Policy 2023. The policy provides for APS-wide bargaining in the APS, and agency-level bargaining for a new enterprise agreement. Agency level bargaining formally started on 23 March 2023.

In the meantime, the agency’s existing agreements continue to apply.

## Individual flexibility arrangements

In exceptional circumstances, the agency makes individual flexibility arrangements with staff. For example, we use these arrangements to attract and retain staff in remote and isolated work locations, or those with specialised skills in critical roles. In 2022–23 the agency had 99 individual flexibility arrangements.

#### Incorporating the voice of Indigenous people in the design of the Fitzroy Crossing Service Centre

Fitzroy Crossing is an Aboriginal community in the very remote Kimberley region of Western Australia, and is home to 5 Aboriginal language groups: Bunuba, Walmajarri, Nyikina, Wangkatjungka and Gooniyandi.

Our staff visited Fitzroy Crossing in July 2022 to discuss the services we offered and the physical design of the local Services Australia service centre. Collaborating with community stakeholders, customers, and local staff, we then reimagined the service experience. Guided by community, we used yarning as a collaborative, informal engagement approach. Through this approach, the idea for key inclusive design elements was formed to represent the 5 Aboriginal language groups of the community.

The insights, ideas and feedback from the community, customers and stakeholders were captured and incorporated into our Fitzroy Crossing Service Centre.

These include:

* a connection to community through the introduction of local artwork and scenery within the centre
* private interview spaces to respect cultural requirements
* a video chat service to support customers to access services not available at the site and respectful of cultural requirements
* digital coaching to help customers access online services.

The transformed Fitzroy Crossing Service Centre opened in October 2022, encompassing the voice of local Aboriginal and Torres Strait Islander people and community in its design.

# Part 10 – Financial reporting

# 10.1 Report on financial performance

In 2022–23 Services Australia made Social Services and Welfare, and Health payments totaling approximately $217.7 billion.

The government supplemented the agency’s budget with around $5.3 billion in operating and capital funding so that we could make these payments and provide other customer services. We also received around $0.3 billion in own-source revenue for the provision of shared services and delivery of information and communications technology (ICT) projects.

The agency acts as the intermediary in the transfer of child support payments by collecting from the paying parent and paying to the receiving parent. During 2022–23 the child support revenue and expenses totaled $1.8 billion.

The agency’s total funding of $5.6 billion was used as detailed in Figure 2.

Figure 2: Agency funding 2022–23

Staff 55.3%

Software capital 7.2%

Property and equipment capital 2.5%

Other 8.3%

Property and leases 7.2%

Communications 4.0%

IT maintenance 7.1%

Consultants and contractors 8.4%

The agency’s financial result was an operating deficit of $194.1 million. This result includes principal lease payments under the Australian Accounting Standards Board (AASB) accounting standard 16 and excludes non-cash items relating to depreciation and amortisation.

Our 2022–23 financial statements, including details of the significant drivers of change from budget and the previous year actuals, begin on page 148.

For more information about the agency’s resourcing and expenses by outcomes, see Entity resource statement and expenses by outcome on page 192.

## Significant non-compliance

During the reporting period, no matters of significant non-compliance with finance law were reported under section 19(1) (e) of the Public Governance, Performance and Accountability Act 2013 (PGPA Act).

## Asset management

The agency manages its assets according to relevant accounting standards and Department of Finance (Finance) requirements. We have policies and procedures covering whole-of-life asset management. Our asset base comprises software, leasehold improvements, data centre equipment, and right-of-use assets associated with accounting standard AASB 16, relating mainly to property leases.

We manage investment in the agency’s property portfolio through our property facilities maintenance and upgrade capital plan to ensure our workplaces, service centres and customer engagement areas are maintained at a suitable standard.

We manage investment in ICT software and hardware according to our ICT technology plan and roadmap, which ensures our ICT is sustained and capable of delivering for the agency and our customers.

# 10.2 Independent Auditor’s report

# 10.3 Financial statements

## Entity resource statement and expenses by outcome

### Resource statement

This resource statement (Table 40) provides information about the funding sources available to the agency for its operations, and to deliver programs and services on behalf of the government.

Table 40: Agency resource statement 2022–23

|  | Actual available appropriation | Payments made | Balance remaining |
| --- | --- | --- | --- |
| $'000 | $'000 | $'000 |
|  | (x) | (y) | (x)–(y) |
| Departmental |  |  |  |
| Annual appropriations – ordinary annual services(a) | 6,186,234 | 5,110,396 | 1,075,838 |
| Annual appropriations – capital budget(b) | 179,171 | 179,171 | – |
| Total annual appropriations – ordinary annual services | 6,365,405 | 5,289,567 | 1,075,838 |
| Annual appropriations – other services – non-operating(c) | 291,686 | 231,686 | 60,000 |
| Total departmental resourcing | 6,657,091 | 5,521,253 | 1,135,838 |
| Administered |  |  |  |
| Annual appropriations – ordinary annual services(a) | 2,313 | 960 | – |
| Total administered annual appropriations | 2,313 | 960 | – |
| Special accounts | 2,566,876 | 2,355,416 | 211,460 |
| Total special accounts | 2,566,876 | 2,355,416 | 211,460 |
| less administered appropriations drawn from annual appropriations and credited to special accounts | 953 | 953 |  |
| Total administered resourcing | 2,568,236 | 2,355,423 | 212,813 |
| Total resourcing and payments for Services Australia | 9,225,327 | 7,876,676 | 1,348,651 |

(a) Supply Act (No 1) 2022–2023, Supply Act (No 3) 2022–2023, Appropriation Act (No 1) 2022–2023 and Appropriation Act (No 3) 2022–2023. This may also include prior year departmental appropriation and external revenue under section 74 of the PGPA Act.

(b) Departmental capital budgets are not separately identified in the Appropriation Act (Nos 1, 3, 5) and form part of ordinary annual services items. For accounting purposes, this amount has been designated as a ‘contribution by owner’.

(c) Supply Act (No 2) 2022–2023, Supply Act (No 4) 2022–2023, Appropriation Act (No 2) 2022–2023 and Appropriation Act (No 4) 2022–2023.

## Expenses by outcome

Government outcomes are the intended results, impacts or consequences of government actions on the Australian community. Commonwealth programs are the main ways in which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs that contribute to government outcomes.

Table 41 provides information on the agency’s expenditure in achieving its outcome. Results are reported by program for administered and departmental funding sources.

Table 41: Agency expenses by outcome 2022–23

Outcome 1: Deliver high-quality, accessible services and payments to individuals, families, businesses, and partner agencies on behalf of government, with a focus on contemporary service delivery and customer experience.

|  | Budget(a) | Actual expenses | Variation |
| --- | --- | --- | --- |
| $'000 | $'000 | $'000 |
|  | (x) | (y) | (x)–(y) |
| Program 1.1: Strategy and Corporate Enabling |
| Departmental expenses |  |  |  |
| Departmental appropriation | 555,888 | 693,082 | (137,194) |
| s 74 External revenue(b) | 8,896 | 45,776 | (36,880) |
| Expenses not requiring appropriation in the Budget year(c) | 445,882 | 510,082 | (64,200) |
| Departmental total | 1,010,666 | 1,248,940 | (238,274) |
| Total expenses for Program 1.1 | 1,010,666 | 1,248,940 | (238,274) |
| Program 1.2: Customer Service Delivery |
| Administered expenses |  |  |  |
| Ordinary annual services (Appropriation Act No 1 and Appropriation Act No 3) | 1,266 | 953 | 313 |
| Special accounts – Child Support Special Account | 1,941,425 | 1,781,069 | 160,356 |
| Expenses not requiring appropriation in the Budget year(c) | 86,851 | 142,512 | (55,661) |
| Administered total | 2,029,542 | 1,924,534 | 105,008 |
| Departmental expenses |  |  |  |
| Departmental appropriation | 2,773,639 | 2,561,881 | 211,758 |
| s 74 External revenue(b) | 131,945 | 106,810 | 25,135 |
| Expenses not requiring appropriation in the Budget year(c) | – | 21,220 | (21,220) |
| Departmental total | 2,905,584 | 2,689,911 | 215,673 |
| Total expenses for Program 1.2 | 4,935,126 | 4,614,445 | 320,681 |
| Program 1.3: Technology and Transformation |
| Departmental expenses |  |  |  |
| Departmental appropriation | 957,701 | 1,041,079 | (83,378) |
| s 74 External revenue(b) | 97,201 | 95,016 | 2,185 |
| Expenses not requiring appropriation in the Budget year(c) | 319,067 | 488,703 | (169,636) |
| Departmental total | 1,373,969 | 1,624,798 | (250,829) |
| Total expenses for Program 1.3 | 1,373,969 | 1,624,798 | (250,829) |
| Outcome 1 totals by appropriation type |
| Administered expenses |  |  |  |
| Ordinary annual services (Appropriation Act No 1 and Appropriation Act No 3) | 1,266 | 953 | 313 |
| Special accounts | 1,941,425 | 1,781,069 | 160,356 |
| Expenses not requiring appropriation in the Budget year(c) | 86,851 | 142,512 | (55,661) |
| Administered total | 2,029,542 | 1,924,534 | 105,008 |
| Departmental expenses |  |  |  |
| Departmental appropriation | 4,287,228 | 4,296,042 | (8,814) |
| s. 74 External revenue(b) | 238,042 | 247,602 | (9,560) |
| Expenses not requiring appropriation in the Budget year(c) | 764,949 | 1,020,005 | (255,056) |
| Departmental total | 5,290,219 | 5,563,649 | (273,430) |
| Total expenses for Outcome 1 | 7,319,761 | 7,488,183 | (168,422) |
|  | Budget(a) | Actual | Variation |
| Average staffing level (number) | 28,564 | 28,312 | 252 |

(a) Budget reported in the 2022–23 Portfolio Budget Statements published in October 2022.

(b) Estimated expenses incurred in relation to receipts retained under section 74 of the Public Governance, Performance and Accountability Act 2013.

(c) Expenses not requiring appropriation are made up of depreciation/amortisation, resources received free of charge, write-down and impairment of assets, and non-cash adjustments to make-good provisions.

# 10.4 Procurement and consultancy

The agency’s Accountable Authority Instructions are an important element of our control framework. They give practical effect to matters in the PGPA Act framework, including procurement and other key requirements for agency officials. We periodically review our instructions to ensure they remain aligned with the PGPA Act and other requirements and reflect best practice.

## Consultancy contracts

We engage consultants to provide specialist professional services, independent research or assessment, and necessary skills that are otherwise unavailable in the agency. Our need for consultants is determined by particular requirements at a point in time and therefore can vary significantly from year to year.

We categorise consultancy contracts in accordance with the PGPA Rule for annual reports and guidance from the Finance on reporting consultancies. In addition to the requirements of the agency’s procurement guidelines and policies, all consultancy service proposals undergo a compliance assessment by at least 2 procurement specialists and are approved by a delegate.

During 2022–23, 3 new consultancy contracts were entered into, involving total actual expenditure of $186,399 (including GST). In addition, 7 active ongoing consultancy contracts were in place during the period, involving total actual expenditure of $8,964,621 (including GST), bringing total expenditure on consultancy services for the year to $9,151,020.

Table 42: Expenditure on reportable consultancy contracts 2022–23

|  | **Number** | **Expenditure $ (including GST)** |
| --- | --- | --- |
| New contracts entered into during the reporting period | 3 | 186,399 |
| Ongoing contracts entered into during a previous reporting period | 7 | 8,964,621 |
| Total | 10 | 9,151,020 |

Table 43: Organisations receiving a share of reportable consultancy contract expenditure 2022–23

|  | **Expenditure $ (including GST)** |
| --- | --- |
| KPMG (51 194 660 183) | 8,349,636 |
| PricewaterhouseCoopers (52 780 433 757) | 264,220 |
| Escient Pty Ltd (20 613 555 810) | 198,000 |
| IJ Watt Pty Ltd (23 603 419 030) | 91,085 |
| Sententia Consulting Pty Ltd (85 639 580 662) | 87,360 |

Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the [AusTender website](https://www.tenders.gov.au).

Table 44 shows total expenditure (including GST) on consultancy contracts for 2022–23 and the previous 2 financial years.

 Table 44: Expenditure on consultancy services

|  | **2020–21 $ (including GST)** | **2021–22 $ (including GST)** | **2022–23 $ (including GST)** |
| --- | --- | --- | --- |
| New consultancy services | 8,895,496 | 3,098,161 | 186,399 |
| Ongoing consultancy services | 4,395,635 | 10,493,263 | 8,964,621 |
| Total consultancy services | 13,291,131 | 13,591,424 | 9,151,020 |

Table 45: Reportable non-consultancy contracts 2022–23

|  | **Number** | **Expenditure $ (including GST)** |
| --- | --- | --- |
| New contracts entered into during the reporting period | 1,508 | 1,091,026,749 |
| Ongoing contracts entered into during a previous reporting period | 1,901 | 1,387,254,684 |
| Total | 3,409 | 2,478,281,433 |

Table 46: Organisations receiving a share of reportable non-consultancy contract expenditure 2022–23

|  | **Expenditure $ (including GST)** |
| --- | --- |
| Jones Lang LaSalle (ACT) Pty Ltd (69 008 585 260) | 242,378,012 |
| IBM Australia Ltd (79 000 024 733) | 197,631,692 |
| Telstra Group (33 051 775 556 & 64 086 174 781) | 178,556,289 |
| Infosys Technologies Limited (52 090 591 209) | 55,836,696 |
| Serco Citizen Services Pty Ltd (89 062 943 640) | 52,933,160 |

Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the [AusTender website](https://www.tenders.gov.au).

## Small business

We recognise the importance of ensuring that small businesses are paid on time.

For results of the Australian Government Pay On-Time Survey to small business, see the information on the [DEWR website](https://www.dewr.gov.au).

We support small to medium enterprises (SMEs) through a range of procurement measures including:

* using the Commonwealth Contracting Suite for low-risk procurements valued under $1 million
* implementing the Supplier Diversity Strategy to increase the level of activity between the agency and supplier groups such as Australian Disability Enterprises and Indigenous SMEs
* being a member of Supply Nation—a non-profit organisation that supports growth in the Aboriginal and Torres Strait Islander business sector by promoting supplier diversity
* reporting the agency’s results against the Australian Government’s Indigenous Procurement Policy and the agency’s Reconciliation Action Plan (RAP) on the number of contracts, contract values and expenditure for all Indigenous SMEs. In 2022–23 we spent $37,450,091 (including GST) with Aboriginal and Torres Strait Islander businesses
* using Australian industry participation plans in whole-of-government procurement where applicable
* encouraging credit card use to expedite payments
* supporting the Supplier Pay-On-Time or Pay Interest Policy, implementing a standard payment term of 20 business days and a 5-day payment term for compliant e-invoicing capable suppliers.

## Exempt contracts

In 2022–23 the agency had no exempt contracts.

## Communication and advertising campaigns

The agency did not undertake any communication or advertising campaigns in 2022–23.

### Advertising costs

In 2022–23 the agency’s advertising payments totalled $1,514,514. This included expenditure on print and online advertising in areas such as recruitment, public notices and procurement.

Table 47: Payments associated with advertising for 2022–23

| **Payee** | **Purpose** | **Cost $ (including GST)** |
| --- | --- | --- |
| Thryv Australia Pty Ltd | White Pages | $925,155 |
| Universal McCann (Mediabrands Australia Pty Ltd) | Advertising | $589,359 |
| Total |  | $1,514,514 |

## Market research payments

The agency commissioned vendors for projects and services listed in Table 48.

Table 48: Payments associated with market research organisations for 2022–23

| **Vendor**  | **Research type** | **Cost $ (including GST)** |
| --- | --- | --- |
| Kantar Public Australia Pty Ltd | Satisfaction research program | $1,828,730 |
| Instinct and Reason Pty Ltd | Audience message and content testing | $601,449 |
| Instinct and Reason Pty Ltd | National Agents and Access Points Remote Indigenous Customer Survey | $63,250 |
| Whereto Research Based Consulting Pty Ltd | Audience communication research | $406,147 |
| Lonergan Research Pty Ltd  | User research and testing sessions | $240,394 |
| Askable Pty Ltd  | User research and testing sessions | $141,760 |
| McNair yellowSquares Pty Ltd  | User research and testing sessions | $32,782 |
| Total |  | $3,314,512 |

## ANAO access clauses

All the agency’s contract templates include a standard clause giving the Auditor-General appropriate access to a contractor’s premises and records.

# Part 11 – Appendices

# Appendix A – Staffing statistics

### PGPA rule s 17ad(da) executive remuneration

Table 49: Information about remuneration for key management personnel 2022–23

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position title** | **Short-term benefits(a)** | **Post-employment benefits(b)** | **Other long-term benefits** | **Termination benefits**  | **Total remuneration (d)** |
|  |  | **Base salary** **$** | **Bonuses****$** | **Other benefits and allowances(c)** **$** | **Superannuation contributions****$** | **Long service leave** **$** | **Other long-term benefits** **$** | **Termination benefits****$** | **Total remuneration $** |
| Rebecca Skinner | CEO, Services Australia | $677,218 | $0 | $1,483 | $101,522 | $26,092 | $0 | $0 | $806,315 |
| Charles McHardie | CIDO, Technology and Digital Programs | $480,539 | $0 | $1,608 | $66,380 | $12,500 | $0 | $0 | $561,027 |
| Michelle Lees | DCEO, Payments and Integrity | $426,483 | $0 | $27,583 | $71,652 | $24,512 | $0 | $0 | $550,230 |
| Chris Birrer | DCEO, Payments and Integrity | $401,925 | $0 | $1,483 | $65,712 | $20,067 | $0 | $0 | $489,187 |
| Jonathon Thorpe | DCEO, Service Delivery Excellence | $370,079 | $0 | $1,602 | $54,671 | $45,498 | $0 | $0 | $471,850 |
| Russell Egan | COO, Corporate Enabling | $360,215 | $0 | $1,483 | $73,474 | $21,038 | $0 | $0 | $456,210 |
| Annette Musolino | Special Advisor | $370,751 | $0 | $1,483 | $59,787 | $16,995 | $0 | $0 | $449,016 |
| Kirsty Faichney | DCEO, Program Design | $359,856 | $0 | $1,483 | $69,404 | $13,830 | $0 | $0 | $444,573 |
| Susie Smith | DCEO, Strategy and Performance | $362,497 | $0 | $1,483 | $58,862 | $17,457 | $0 | $0 | $440,299 |
| Jarrod Howard | DCEO, Customer Service Delivery | $363,773 | $0 | $1,483 | $55,564 | $19,351 | $0 | $0 | $440,171 |
| Grant Tidswell | Strategic Advisor Transformation | $426,941 | $0 | $1,483 | $0 | $0 | $0 | $0 | $428,424 |
| **Total** | **11** | **$4,600,277** | **$0** | **$42,657** | **$677,028** | **$217,340** | **$0** | **$0** | **$5,537,302** |

(a) Includes base salary, annual leave benefit, bonuses, allowances and other benefits.

(b) Includes contributed superannuation depending on the scheme the employee is in. Where an employee is in a defined contribution scheme, such as PSSap, this will be the superannuation amount on the individual’s pay slip. Where an employee is in a defined benefits scheme, such as PSS and CSS, this will include the Notional Employer Contribution Amount and Employer Productivity Superannuation Contribution.

(c) Includes motor vehicle allowance and other benefits such as the provision of a car park.

(d) Figures are reported on an accrual basis and reference employee expenses incurred by the agency over the financial year.

Table 50: Information about remuneration for senior executives 2022–23

| **Remuneration band** | **Number of Senior Executive Staff** | **Short-term benefits(a)** | **Post-employment benefits(b)** | **Other long-term benefits** | **Termination benefits**  | **Total remuneration (d)** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **Average base salary** **$** | **Average bonuses****$** | **Average other benefits and allowances(c)** **$** | **Average superannuation contributions****$** | **Average long service leave** **$** | **Average other long-term benefits** **$** | **Average termination benefits****$** | **Average total remuneration $** |
| $0 – $220,000  | 40 | $75,118 | $0 | $746 | $15,914 | $4,120 | $0 | $31,845 | $127,743 |
| $220,001 – $245,000  | 28 | $192,566 | $0 | $2,325 | $32,342 | $8,447 | $0 | $0 | $235,680 |
| $245,001 – $270,000 | 58 | $208,257 | $0 | $1,952 | $36,842 | $11,037 | $0 | $0 | $258,088 |
| $270,001 – $295,000 | 22 | $226,724 | $0 | $1,483 | $41,213 | $11,649 | $0 | $0 | $281,069 |
| $295,001 – $320,000 | 24 | $248,510 | $0 | $2,263 | $42,503 | $12,919 | $0 | $0 | $306,195 |
| $320,001 – $345,000 | 12 | $267,883 | $0 | $1,845 | $45,757 | $15,273 | $0 | $0 | $330,758 |
| $345,001 – $370,000 | 11 | $287,802 | $0 | $1,505 | $54,086 | $13,925 | $0 | $0 | $357,318 |
| $370,001 – $395,000 | 5 | $295,099 | $0 | $6,480 | $47,547 | $36,833 | $0 | $0 | $385,959 |
| $395,001 – $420,000 | 1 | $324,046 | $0 | $1,483 | $57,690 | $25,423 | $0 | $0 | $408,642 |
| $420,001 – $445,000 | 2 | $191,213 | $0 | $1,248 | $35,743 | $2,971 | $0 | $206,938 | $438,113 |
| $595,001 – $620,000 | 1 | $244,290 | $0 | $1,313 | $43,890 | $14,216 | $0 | $253,955 | $557,664 |
| **Total** | **204** |  |  |  |  |  |  |  |  |

(a) Includes base salary, annual leave benefit, bonuses, allowances, and other benefits.

(b) Includes contributed superannuation depending on the scheme the employee is in. When an employee is in a defined contribution scheme, such as PSSap, this will be the superannuation amount on the individual’s pay slip. When an employee is in a defined benefits scheme, such as PSS and CSS, this will include the Notional Employer Contribution Amount and Employer Productivity Superannuation Contribution.

(c) Includes motor vehicle allowance and other benefits such as the provision of a car park, where applicable.

(d) Figures are reported on an accrual basis and reference employee expenses incurred by the agency over the financial year.

Table 51: Information about remuneration for other highly paid staff 2022–23

| **Remuneration band** | **Number of other highly paid staff** | **Short-term benefits(a)** | **Post-employment benefits(b)** | **Other long-term benefits** | **Termination benefits**  | **Total remuneration (d)** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **Average base salary** **$** | **Average bonuses****$** | **Average other benefits and allowances(c)** **$** | **Average superannuation contributions****$** | **Average long service leave** **$** | **Average other long-term benefits** **$** | **Average termination benefits****$** | **Average total remuneration $** |
| $240,000 – $245,000  | 4 | $178,991 | $0 | $6,801 | $20,894 | $35,443 | $0 | $0 | $242,129 |
| $245,001 – $270,000  | 7 | $187,431 | $0 | $2,572 | $26,421 | $42,349 | $0 | $0 | $258,773 |
| $270,001 – $295,000  | 6 | $200,974 | $0 | $1,338 | $27,643 | $51,048 | $0 | $0 | $281,003 |
| $295,001 – $320,000  | 4 | $222,572 | $0 | $3,858 | $26,858 | $53,788 | $0 | $0 | $307,076 |
| $320,001 – $345,000  | 2 | $295,325 | $0 | $727 | $9,106 | $27,688 | $0 | $0 | $332,846 |
| **Total** | **23** |  |  |  |  |  |  |  |  |

(a) Includes base salary, annual leave benefit, bonuses, allowances, and other benefits.

(b) Includes contributed superannuation depending on the scheme the employee is in. When an employee is in a defined contribution scheme, such as PSSap, this will be the superannuation amount on the individual’s pay slip. When an employee is in a defined benefits scheme, such as PSS and CSS, this will include the Notional Employer Contribution Amount and Employer Productivity Superannuation Contribution.

(c) Includes motor vehicle allowance and other benefits such as the provision of a car park, where applicable.

(d) Figures are reported on an accrual basis and reference employee expenses incurred by the agency over the financial year.

### PGPA rule S 17(AE(1)(AA)(i)-(iii) accountable authority

Table 52: Details of accountable authority during 2022–23

| **Name**  | **Position title/position held** | **Date of commencement**  | **Date of cessation** |
| --- | --- | --- | --- |
| Rebecca Skinner | Chief Executive Officer | 1 July 2022 | 30 June 2023 |

### PGPA rule S 17AG(4)(AA) management of human resources

Table 53: Australian Public Service Act ongoing employees 2022–23 (as at 30 June 2023)

|  | **Male** | **Female** | **Non-binary** | **Prefers not to answer** | **Uses a different term** | **Total** |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total**  | **Full-time** | **Part-time** | **Total** | **Full-time**  | **Part-time**  | **Total**  | **Full-time**  | **Part-time**  | **Total** |  |
| NSW | 1,433 | 166 | 1,599 | 3,476 | 1,694 | 5,170 | 14 | 3 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | **6,786** |
| QLD | 1,603 | 146 | 1,749 | 3,104 | 1,283 | 4,387 | 24 | 6 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | **6,166** |
| SA | 777 | 80 | 857 | 1,005 | 462 | 1,467 | 4 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | **2,329** |
| TAS | 377 | 56 | 433 | 516 | 443 | 959 | 6 | 2 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | **1,400** |
| VIC | 1,344 | 136 | 1,480 | 2,250 | 1,221 | 3,471 | 9 | 1 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | **4,961** |
| WA | 467 | 32 | 499 | 923 | 426 | 1,349 | 10 | 1 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | **1,859** |
| ACT | 1,692 | 101 | 1,793 | 1,799 | 365 | 2,164 | 26 | 2 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | **3,985** |
| NT | 74 | 6 | 80 | 230 | 52 | 282 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | **363** |
| External territories | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Overseas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Total | 7,767 | 723 | 8,490 | 13,303 | 5,946 | 19,249 | 94 | 16 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | **27,849** |

Table 54: Australian Public Service Act ongoing employees 2021–22 (as at 30 June 2022)

|  | **Male** | **Female** | **Non-binary** |  |
| --- | --- | --- | --- | --- |
|  | **Full-time** | **Part-time** | **Total Male** | **Full-time** | **Part-time** | **Total Female** | **Full-time** | **Part-time** | **Total Non-binary** | **Total** |
| NSW | 1,345 | 190 | 1,535 | 3,255 | 1,927 | 5,182 | 14 | 1 | 15 | **6,732** |
| QLD | 1,486 | 134 | 1,620 | 2,934 | 1,288 | 4,222 | 16 | 1 | 17 | **5,859** |
| SA | 744 | 90 | 834 | 959 | 526 | 1,485 | 2 |   | 2 | **2,321** |
| TAS | 375 | 64 | 439 | 557 | 459 | 1,016 | 3 | 2 | 5 | **1,460** |
| VIC | 1,314 | 137 | 1,451 | 2,219 | 1,311 | 3,530 | 5 |   | 5 | **4,986** |
| WA | 428 | 32 | 460 | 884 | 435 | 1,319 | 1 | 1 | 2 | **1,781** |
| ACT | 1,782 | 95 | 1,877 | 1,785 | 396 | 2,181 | 21 | 1 | 22 | **4,080** |
| NT | 55 | 6 | 61 | 215 | 51 | 266 | 1 |   | 1 | **328** |
| External territories | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Overseas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Total** | **7,529** | **748** | **8,277** | **12,808** | **6,393** | **19,201** | **63** | **6** | **69** | **27,547** |

Table 55: Australian Public Service Act non-ongoing employees 2022–23(a) (as at 30 June 2023)

|  | **Male** | **Female** | **Non-binary** | **Prefers not to answer** | **Uses a different term** | **Total** |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** |  |
| NSW | 158 | 71 | 229 | 364 | 366 | 730 | 12 | 7 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | **978** |
| QLD | 172 | 152 | 324 | 402 | 309 | 711 | 29 | 24 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | **1,088** |
| SA | 79 | 81 | 160 | 78 | 131 | 209 | 4 | 7 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | **380** |
| TAS | 24 | 24 | 48 | 37 | 41 | 78 | 5 | 8 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | **139** |
| VIC | 152 | 166 | 318 | 223 | 461 | 684 | 19 | 9 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | **1,030** |
| WA | 65 | 46 | 111 | 108 | 231 | 339 | 7 | 3 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | **460** |
| ACT | 84 | 56 | 140 | 153 | 114 | 267 | 9 | 6 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | **422** |
| NT | 14 | 5 | 19 | 31 | 15 | 46 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | **66** |
| External territories | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Overseas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Total** | **748** | **601** | **1,349** | **1,396** | **1,668** | **3,064** | **86** | **64** | **150** | **0** | **0** | **0** | **0** | **0** | **0** | **4,563** |

(a) Non-ongoing employees include irregular/intermittent staff.

Table 56: Australian Public Service Act non-ongoing employees 2021–22 (a) (as at 30 June 2022)

|  | **Male** | **Female** | **Non-binary** |  |
| --- | --- | --- | --- | --- |
|  | **Full-time** | **Part-time** | **Total Male** | **Full-time** | **Part-time** | **Total Female** | **Full-time** | **Part-time** | **Total Non-binary** | **Total** |
| NSW | 76 | 150 | 226 | 146 | 639 | 785 | 4 | 3 | 7 | **1,018** |
| QLD | 94 | 251 | 345 | 208 | 531 | 739 | 4 | 12 | 16 | **1,100** |
| SA | 68 | 114 | 182 | 79 | 169 | 248 | 1 | 2 | 3 | **433** |
| TAS | 16 | 15 | 31 | 23 | 32 | 55 | 1 | 0 | 1 | **87** |
| VIC | 40 | 248 | 288 | 68 | 577 | 645 | 1 | 9 | 10 | **943** |
| WA | 47 | 93 | 140 | 108 | 321 | 429 | 3 | 7 | 10 | **579** |
| ACT | 75 | 121 | 196 | 124 | 208 | 332 | 4 | 5 | 9 | **537** |
| NT | 7 | 13 | 20 | 12 | 32 | 44 | 1 | 1 | 2 | **66** |
| External territories | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Overseas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Total | 423 | 1,005 | 1,428 | 768 | 2,509 | 3,277 | 19 | 39 | 58 | **4,763** |

(a) Non-ongoing employees include irregular/intermittent staff.

### PGPA rule S 17AG(4)(B)(I)-(IV) Australian Public Sector (APS) classification and gender

Table 57: Australian Public Service Act ongoing employees 2022–23 (as at 30 June 2023)

|  | **Male** | **Female** | **Non-binary** | **Prefers not to answer** | **Uses a different term** | **Total** |
| --- | --- | --- | --- | --- | --- | --- |
| **Substantive classification** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** |  |
| SES3 | 4 | 0 | 4 | 5 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **9** |
| SES2 | 16 | 1 | 17 | 17 | 0 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **34** |
| SES1 | 50 | 0 | 50 | 84 | 0 | 84 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | **136** |
| EL2 | 493 | 11 | 504 | 453 | 52 | 505 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1,009** |
| EL1 | 1,091 | 46 | 1,137 | 1,353 | 304 | 1,657 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **2,794** |
| APS6 | 1,654 | 123 | 1,777 | 2,505 | 1,125 | 3,630 | 12 | 4 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | **5,423** |
| APS5 | 1,004 | 57 | 1,061 | 1,664 | 547 | 2,211 | 10 | 3 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | **3,285** |
| APS4 | 2,350 | 382 | 2,732 | 5,044 | 3,303 | 8,347 | 41 | 7 | 48 | 0 | 0 | 0 | 0 | 0 | 0 | **11,127** |
| APS3 | 966 | 77 | 1,043 | 2,045 | 578 | 2,623 | 28 | 2 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | **3,696** |
| APS2 | 21 | 1 | 22 | 22 | 15 | 37 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **59** |
| APS1 | 22 | 5 | 27 | 23 | 5 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **55** |
| Other | 96 | 20 | 116 | 88 | 17 | 105 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | **222** |
| **Total** | **7,767** | **723** | **8,490** | **13,303** | **5,946** | **19,249** | **94** | **16** | **110** | **0** | **0** | **0** | **0** | **0** | **0** | **27,849** |

Table 58: Australian Public Service Act ongoing employees 2021–22 (as at 30 June 2022)

|  | **Male** | **Female** | **Non-binary** |  |
| --- | --- | --- | --- | --- |
| **Substantive classification** | **Full-time** | **Part-time** | **Total Male** | **Full-time** | **Part-time** | **Total Female** | **Full-time** | **Part-time** | **Total Non-binary** | **Total** |
| SES 3 | 3 | 0 | 3 | 4 | 0 | 4 | 0 | 0 | 0 | **7** |
| SES 2 | 20 | 1 | 21 | 18 | 0 | 18 | 0 | 0 | 0 | **39** |
| SES 1 | 52 | 0 | 52 | 81 | 0 | 81 | 1 | 0 | 1 | **134** |
| EL 2 | 499 | 9 | 508 | 467 | 46 | 513 | 0 | 0 | 0 | **1,021** |
| EL 1 | 1,131 | 50 | 1,181 | 1,366 | 323 | 1,689 | 3 | 0 | 3 | **2,873** |
| APS 6 | 1,707 | 114 | 1,821 | 2,422 | 1,154 | 3,576 | 8 | 2 | 10 | **5,407** |
| APS 5 | 1,007 | 68 | 1,075 | 1,754 | 609 | 2,363 | 7 | 0 | 7 | **3,445** |
| APS 4 | 2,197 | 399 | 2,596 | 4,931 | 3,583 | 8,514 | 29 | 3 | 32 | **11,142** |
| APS 3 | 706 | 74 | 780 | 1,466 | 637 | 2,103 | 5 | 1 | 6 | **2,889** |
| APS 2 | 20 | 1 | 21 | 22 | 18 | 40 | 0 | 0 | 0 | **61** |
| APS 1 | 25 | 5 | 30 | 24 | 8 | 32 | 0 | 0 | 0 | **62** |
| Other | 162 | 27 | 189 | 253 | 15 | 268 | 10 | 0 | 10 | **467** |
| **Total** | **7,529** | **748** | **8,277** | **12,808** | **6,393** | **19,201** | **63** | **6** | **69** | **27,547** |

Table 59: Australian Public Service Act non-ongoing employees 2022–23 (a) (as at 30 June 2023)

|  | **Male** | **Female** | **Non-binary** | **Prefers not to answer** | **Uses a different term** | **Total** |
| --- | --- | --- | --- | --- | --- | --- |
| **Substantive classification** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** | **Full-time** | **Part-time** | **Total** |  |
| SES3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| SES2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| SES1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| EL2 | 1 | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **3** |
| EL1 | 5 | 2 | 7 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **11** |
| APS6 | 7 | 2 | 9 | 19 | 13 | 32 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | **42** |
| APS5 | 24 | 3 | 27 | 22 | 10 | 32 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | **61** |
| APS4 | 72 | 36 | 108 | 139 | 115 | 254 | 2 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | **366** |
| APS3 | 638 | 558 | 1,196 | 1,213 | 1,526 | 2,739 | 82 | 61 | 143 | 0 | 0 | 0 | 0 | 0 | 0 | **4,078** |
| APS2 | 0 | 0 | 0 | 1 |   | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| APS1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Total** | **748** | **601** | **1,349** | **1,396** | **1,668** | **3,064** | **86** | **64** | **150** | **0** | **0** | **0** | **0** | **0** | **0** | **4,563** |

(a) Non-ongoing employees include irregular/intermittent staff.

Table 60: Australian Public Service Act non-ongoing employees 2021–22 (a)

|  | **Male** | **Female** | **Non-binary** |  |
| --- | --- | --- | --- | --- |
| **Substantive classification** | **Full-time** | **Part-time** | **Total Male** | **Full-time** | **Part-time** | **Total Female** | **Full-time** | **Part-time** | **Total Non-binary** | **Total** |
| SES 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| SES 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| SES 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| EL 2 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | **3** |
| EL 1 | 5 | 5 | 10 | 1 | 5 | 6 | 1 | 0 | 1 | **17** |
| APS 6 | 12 | 4 | 16 | 20 | 8 | 28 | 0 | 2 | 2 | **46** |
| APS 5 | 25 | 2 | 27 | 42 | 12 | 54 | 0 | 0 | 0 | **81** |
| APS 4 | 141 | 72 | 213 | 248 | 177 | 425 | 4 | 3 | 7 | **645** |
| APS 3 | 239 | 239 | 1,159 | 457 | 2,307 | 2,764 | 14 | 34 | 48 | **3,971** |
| APS 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| APS 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Total** | **423** | **1,005** | **1,428** | **768** | **2,509** | **3,277** | **19** | **39** | **58** | **4,763** |

(a) Non-ongoing employees include irregular/intermittent staff.

### PGPA RULE S 17AG(4)(B)(I)-(III) EMPLOYMENT TYPE BY FULL-TIME AND PART-TIME STATUS

Table 61: Australian Public Service Act employees by full-time and part-time status 2022–23 (a) (as at 30 June 2023)

|  | **Ongoing** | **Non-ongoing(a)** |  |
| --- | --- | --- | --- |
| **Substantive classification** | **Full-time** | **Part-time** | **Total Ongoing** | **Full-time** | **Part-time** | **Total Non-ongoing** | **Total** |
| SES 3 | 9 | 0 | 9 | 0 | 0 | 0 | **9** |
| SES 2 | 33 | 1 | 34 | 0 | 0 | 0 | **34** |
| SES 1 | 136 | 0 | 136 | 1 | 0 | 1 | **137** |
| EL 2 | 946 | 63 | 1,009 | 3 | 0 | 3 | **1,012** |
| EL 1 | 2,444 | 350 | 2,794 | 5 | 6 | 11 | **2,805** |
| APS 6 | 4,171 | 1,252 | 5,423 | 27 | 15 | 42 | **5,465** |
| APS 5 | 2,678 | 607 | 3,285 | 47 | 14 | 61 | **3,346** |
| APS 4 | 7,435 | 3,692 | 11,127 | 213 | 153 | 366 | **11,493** |
| APS 3 | 3,039 | 657 | 3,696 | 1,933 | 2,145 | 4,078 | **7,774** |
| APS 2 | 43 | 16 | 59 | 1 | 0 | 1 | **60** |
| APS 1 | 45 | 10 | 55 | 0 | 0 | 0 | **55** |
| Other | 185 | 37 | 222 | 0 | 0 | 0 | **222** |
| **Total** | **21,164** | **6,685** | **27,849** | **2,230** | **2,333** | **4,563** | **32,412** |

(a) Non-ongoing employees include irregular/intermittent staff.

Table 62: Australian Public Service Act employees by full-time and part-time status 2021–22 (a) (as at 30 June 2022)

|  | **Ongoing** | **Non-ongoing(a)** |  |
| --- | --- | --- | --- |
| **Substantive classification** | **Full-time** | **Part-time** | **Total Ongoing** | **Full-time** | **Part-time** | **Total Non-ongoing** | **Total** |
| SES 3 | 7 | 0 | 7 | 0 | 0 | 0 | **7** |
| SES 2 | 38 | 1 | 39 | 0 | 0 | 0 | **39** |
| SES 1 | 134 | 0 | 134 | 0 | 0 | 0 | **134** |
| EL 2 | 966 | 55 | 1,021 | 1 | 2 | 3 | **1,024** |
| EL 1 | 2,500 | 373 | 2,873 | 7 | 10 | 17 | **2,890** |
| APS 6 | 4,137 | 1,270 | 5,407 | 32 | 14 | 46 | **5,453** |
| APS 5 | 2,768 | 677 | 3,445 | 67 | 14 | 81 | **3,526** |
| APS 4 | 7,157 | 3,985 | 11,142 | 393 | 252 | 645 | **11,787** |
| APS 3 | 2,177 | 712 | 2,889 | 710 | 3,261 | 3,971 | **6,860** |
| APS 2 | 42 | 19 | 61 | 0 | 0 | 0 | **61** |
| APS 1 | 49 | 13 | 62 | 0 | 0 | 0 | **62** |
| Other | 425 | 42 | 467 | 0 | 0 | 0 | **467** |
| **Total** | **20,400** | **7,147** | **27,547** | **1,210** | **3,553** | **4,763** | **32,310** |

(a) Non-ongoing employees include irregular/intermittent staff.

### PGPA RULE S 17AG(4)(B)(V) AUSTRALIAN PUBLIC SERVICE ACT

Table 63: Australian Public Service Act employees by Employment type by location 2022–23 (as at 30 June 2023)

|  | **Ongoing** | **Non-ongoing(a)** | **Total** |
| --- | --- | --- | --- |
| NSW | 6,786 | 978 | **7,764** |
| QLD | 6,166 | 1,088 | **7,254** |
| SA | 2,329 | 380 | **2,709** |
| TAS | 1,400 | 139 | **1,539** |
| VIC | 4,961 | 1,030 | **5,991** |
| WA | 1,859 | 460 | **2,319** |
| ACT | 3,985 | 422 | **4,407** |
| NT | 363 | 66 | **429** |
| External territories | 0 | 0 | **0** |
| Overseas | 0 | 0 | **0** |
| **Total** | **27,849** | **4,563** | **32,412** |

(a) Non-ongoing employees includes irregular/intermittent staff.

Table 64: Australian Public Service Act employees by Employment type by location 2021–22 (as at 30 June 2022)

|  | **Ongoing** | **Non-ongoing(a)** | **Total** |
| --- | --- | --- | --- |
| NSW | 6,732 | 1,018 | **7,750** |
| QLD | 5,859 | 1,100 | **6,959** |
| SA | 2,321 | 433 | **2,754** |
| TAS | 1,460 | 87 | **1,547** |
| VIC | 4,986 | 943 | **5,929** |
| WA | 1,781 | 579 | **2,360** |
| ACT | 4,080 | 537 | **4,617** |
| NT | 328 | 66 | **394** |
| External territories | 0 | 0 | **0** |
| Overseas | 0 | 0 | **0** |
| **Total** | **27,547** | **4,763** | **32,310** |

(a) Non-ongoing employees includes irregular/intermittent staff.

### PGPA rule S17AG(4)(B)(VI) Indigenous employment

Table 65: Australian Public Service Act employees by Indigenous employment 2022–23 (as at 30 June 2023)

|  | **Total** |
| --- | --- |
| Ongoing | **1,735** |
| Non-ongoing(a) | **131** |
| **Total** | **1,866** |

(a) Non-ongoing employees includes irregular/intermittent staff.

Table 66: Australian Public Service Act employees by Indigenous employment 2021–22 (as at 30 June 2022)

|  | **Total** |
| --- | --- |
| Ongoing | **1,778** |
| Non-ongoing(a) | **119** |
| **Total** | **1,897** |

(a) Non-ongoing employees includes irregular/intermittent staff.

### PGPA RULE S17AG(4)(C)(I) EMPLOYMENT ARRANGEMENTS OF SES AND NON-SES EMPLOYEES

Table 67: Australian Public Service Act employees by employment arrangements 2022–23 (as at 30 June 2023)

|  | **SES** | **Non-SES** | **Total** |
| --- | --- | --- | --- |
| Section 24(1) of the Public Service Act 1999 | 180 | 0 | **180** |
| Individual flexibility agreements | 0 | 99 | **99** |
| Common law contract | 0 | 0 | **0** |
| **Total** | **180** | **99** | **279** |

Table 68: Australian Public Service Act employees by employment arrangements 2021–22 (as at 30 June 2022)

|  | **SES** | **Non-SES** | **Total** |
| --- | --- | --- | --- |
| Section 24(1) of the Public Service Act 1999 | 180 | 0 | **180** |
| Individual flexibility agreements | 0 | 43 | **43** |
| Common law contract | 0 | 0 | **0** |
| **Total** | **180** | **0** | **223** |

### PGPA rule S17AG(4)(C)(II) salary ranges by classification level

Table 69: Australian Public Service Act employment salary ranges by classification level (minimum/maximum) 2022–23 (as at 30 June 2023)

|  | **Minimum salary(a)****$** | **Maximum salary(b)****$** |
| --- | --- | --- |
| SES3  | 361,300 | 418,000 |
| SES2  | 263,300 | 317,800 |
| SES1 | 202,400 | 253,100 |
| EL2 | 126,991 | 151,019 |
| EL1 | 109,738 | 121,598 |
| APS6 | 87,735 | 101,451 |
| APS5 | 79,257 | 85,523 |
| APS4 | 71,063 | 78,735 |
| APS3 | 63,760 | 71,062 |
| APS2 | 57,517 | 62,074 |
| APS1 | 51,471 | 55,188 |
| Medical Officer Class 4 | 182,113 | 194,063 |
| Medical Officer Class 3 | 167,579 | 175,119 |
| Medical Officer Class 2 | 132,330 | 157,349 |
| Deputy General Counsel – EL2 (Legal Job Stream) | 160,379 | N/A |
| Senior Rehabilitation Consultant – APS6 (Professional Job Stream) | 106,909 | N/A |
| Rehabilitation Consultant 2+ – APS6 (Professional Job Stream) | 101,786 | N/A |
| Graduate APS | 63,760 | 71,063 |
| Cadet ICT (Technical Trainee) | 57,517 | 71,063 |
| APS Trainee (Apprentice) | 57,517 | 71,063 |
| APS Trainee (ICT Apprentice) | 51,471 | 61,307 |
| Cadet APS | 29,340 | 63,760 |
| APS Trainee (School-based pathway) Year 12 | 25,737 | N/A  |
| APS Trainee (School-based pathway) Year 11 | 23,349 | N/A |
| Minimum/maximum range | 23,349 | 418,000 |

(a) The salary ranges in this table cover base salary rates only. They do not include reportable fringe benefits, allowances, and salary sacrifice arrangements.

(b) The salary ranges in this table are as at 30 June 2023.

# Appendix B – The agency’s service commitments

Services Australia’s service commitments are a public expression of our vision to make services simple so people can get on with their lives.

Our service commitments underpin our business priorities. These commitments are:

* respect
* quality information
* honesty and integrity
* efficiency.

We regularly assess and report on our performance against each of the 4 service commitment themes. The results for 2022–23 are based on responses to a survey conducted throughout the year that explored each respondent’s most recent interaction with the agency. Respondents who were unable to provide an answer were removed from the calculation of results.

## Respect

We listen and work to understand individual and cultural needs. We measure our performance against this commitment by assessing how respected customers feel and their perception of staff behaviours:

* 84.4% of customers surveyed about Medicare services agreed that Services Australia respected them. Additionally, 91.4% agreed that staff treated them with respect and 88.0% agreed that staff took into account their individual circumstances.
* 76.6% of customers surveyed about Centrelink services agreed that Services Australia respected them. Additionally, 90.8% agreed that staff treated them with respect and 85.6% agreed that staff took into account their individual circumstances.
* 88.3% of customers surveyed about Child Support services agreed that Services Australia respected them. Additionally, 88.2% of customers surveyed about Child Support services agreed that staff treated them with respect and 84.6% agreed that staff took into account their individual circumstances.

## Quality information

We are committed to providing consistent and accurate information to our customers. We measure our performance against this commitment by evaluating how customers assess the consistency and accuracy of information they received from us:

* 91.7% of customers surveyed about Medicare services agreed that information was accurate and consistent.
* 84.8% of customers surveyed about Centrelink services agreed that information was accurate and consistent.
* 86.6% of customers surveyed about Child Support services agreed that information was accurate and consistent.

## Honesty and integrity

We are open and honest and follow through on our commitments. We measure our performance against this commitment by assessing if customers believe the agency is honest and transparent and whether their requests were actioned as promised:

* 81.2% of customers surveyed about Medicare services agreed that Services Australia is honest and transparent, and 86.8% were confident their requests were actioned as promised.
* 70.2% of customers surveyed about Centrelink services agreed that Services Australia is honest and transparent, and 77.1% were confident their requests were actioned as promised.
* 90.6 % of customers surveyed about Child Support services agreed that Services Australia is honest and transparent, and 85.1% were confident their requests were actioned as promised.

## Efficiency

We will simplify service delivery. We measure our performance against this commitment by assessing our customer’s perception of whether they achieved what they wanted in their interaction with us:

* 88.9% of customers surveyed about Medicare services agreed that they achieved what they wanted in their interaction.
* 80.9% of customers surveyed about Centrelink services agreed that they achieved what they wanted in their interaction.
* 88.6% of customers surveyed about Child Support services agreed that they achieved what they wanted in their interaction.

## Satisfaction research program

The agency’s Satisfaction Research Program includes a number of survey modules that measure satisfaction with the services we deliver:

* The Satisfaction and Experience Survey measures customers’ perceptions of the quality of service they received in their most recent interaction with the agency.
* The Trust Survey measures customers’ trust in the agency’s ability to deliver services impartially and consistently, including confidence in how we manage personal data.
* The Strategic Survey measures customers’ general perceptions of, and engagement with, the agency.
* The Health Provider Survey measures satisfaction with the agency’s services from health professionals, including pharmacists, general practitioners and practice managers.

Table 70: Summary of the agency’s satisfaction survey activities

| **Survey title** | **Target audience, timing and sample size** | **Results 2021–22** | **Results 2022–23** |
| --- | --- | --- | --- |
| Satisfaction and Experience Survey | Random selection of current users who have recently interacted with the agency continuously throughout the year.115,839 surveys completed. | Satisfied with:* Agency services: 82.1 out of 100
* Medicare services: 84.9 out of 100
* Centrelink services: 80.1 out of 100
* Child Support services 87.0 out of 100
 | Satisfied with:* Agency services: 80.2 out of 100
* Medicare services: 85.3 out of 100
* Centrelink services: 77.8 out of 100
* Child Support services 84.3 out of 100
 |
| Trust Survey  | Random selection of current users who have recently interacted with the agency continuously throughout the year.85,622 surveys completed. | Trust in:* Agency services: 77.9 out of 100
* Medicare services: 80.5 out of 100
* Centrelink services: 76.6 out of 100
* Child Support services: 83.4 out of 100
 | Trust in:* Agency services: 78.1\* out of 100
* Medicare services: 82.6\* out of 100
* Centrelink services: 75.9\* out of 100
* Child Support services: 86.9\* out of 100
 |
| Strategic Survey | Random selection of users who have had any interaction with the agency in the previous 3 months.Every 6 months, 5,999 surveys completed. | Satisfied with:* Medicare: 78.7%
* Centrelink: 64.4%
* Child support: 42.6%
 | Satisfied with:* Medicare: 75.2%
* Centrelink: 59.5%
* Child support: 38.6%
 |
| Health Provider Survey | Random selection of health professionals who have interacted with the agency in the previous 12 months.3,029 surveys completed. | Satisfied with or neutral about the agency’s services: 85.3% | Satisfied with: 60.8%\*\*Trust in: 67.2 out of 100 |

\* Survey questions used to measure trust in the Trust Survey were uplifted in July 2022. Comparisons between 2021/22 and 2022/23 should be contextualised by this revised calculation methodology. Prior to this period, trust was measured by a single question within the Customer Satisfaction survey, asking customers to rate their overall trust in the agency. This has matured to a [six driver model](https://www.oecd-ilibrary.org/docserver/b6c5478c-en.pdf?expires=1689815582&id=id&accname=guest&checksum=9FCCEAF03DED5DD645B55D18D940E3F1) consistent with industry best practice.

\*\* Results cannot be compared to previous years, as there was a change of methodology from July 2022. Previously, satisfaction was calculated as a percentage of Health Providers who reported being satisfied or neutral with the agency’s services. From July 2022, the methodology changed to the six driver model which is consistent with the agency calculation.

## Feedback on services

We are committed to delivering high-quality services to the Australian people. We value the feedback we receive as it helps us improve our business processes and deliver better services.

We are committed to ensuring that people are aware of their right to complain and provide feedback. Customers can contact the agency:

* by calling the [**complaints and feedback line**](https://www.servicesaustralia.gov.au/complaints-and-feedback) on 1800 132 468
* online via their myGov account, Services Australia website, or by calling one of our international numbers from overseas. This information can be found at [servicesaustralia.gov.au](http://servicesaustralia.gov.au)
* by mail (no postage stamp required)
* by calling the National Relay Service for people who are deaf, have hearing loss or have speech disability
* by speaking to a service officer at any service centre or on the phone.

In 2022–23 we received 9,362 compliments. Of these, 77.0% were about the service provided by staff, 19.3% were about programs, and 3.7% were about products.

We actively encourage feedback and suggestions about programs, services and new initiatives. In 2022–23 we received 11,073 suggestions.

### Medicare feedback

In 2022–23 we recorded 11,033 feedback contacts about Medicare services. Of these, 8,648 were complaints. The top 3 complaint reasons, by volume, were:

* dissatisfaction with a claim, application or assessment process including waiting too long, incorrect information, and not being updated regarding the claim progress (35.8%)
* dissatisfaction with a decision, outcome or payment including not receiving a payment or service, rejection of an application or claim, and waiting too long (21.0%).
* dissatisfaction with a digital service including inability to access services, incorrect, unavailable or unclear information, and inability to update details (13.9%).

We resolved 81% of Medicare complaints within 10 working days.

### Centrelink feedback

In 2022–23 we recorded 195,280 feedback contacts about Centrelink services. Of these, 177,467 were complaints. The top 3 complaint reasons, by volume, were:

* dissatisfaction with a decision, outcome or payment including waiting too long, cancellation or suspension of a payment or service, and not receiving a payment or service (32.6%)
* dissatisfaction with a claim, application or assessment process including waiting too long, not being updated on claim progress, and making multiple contacts to progress a claim (29.2%)
* dissatisfaction with phone services including the call ending unexpectedly, the line being busy or engaged, and waiting too long (12.1%).

We resolved 58% of Centrelink complaints within 10 working days.

### Child Support feedback

In 2022–23 we recorded 15,752 feedback contacts about Child Support services. Of these, 15,515 were complaints. The top 3 types of complaints, by volume, were to do with:

* collection including lack of collection, issues with account balance, and issues with employer withholdings (32.1%)
* quality of service including lack of courtesy, poor advice and processing delays (31.7%)
* assessment including income used, care level used, and change of assessment (22.2%).

We resolved 90% of Child Support complaints within 10 working days.

# Appendix C – Other legislative requirements

## Data matching program

The Data-matching Program is governed by the Data-matching Program (Assistance and Tax) Act 1990 (DMP Act). Under section 12(4) of the DMP Act, participating agencies are required to table reports in both houses of Parliament. This appendix has been prepared in accordance with section 21 of the Data-matching (Assistance and Tax) Rules 2021.

The agency performed Data-matching program activities in 2022–23 solely on behalf of the Department of Veterans’ Affairs (DVA).

For results of Data-matching program activities required under section 12(4) of the DMP Act, see the DVA Annual Report for 2022–23 on [DVA’s website](https://www.dva.gov.au).

There are no relevant non-financial quantifiable factors to report. The program continued to operate smoothly, with no identified difficulties. In 2022–23 we did not undertake any internal audits or forms of assessment of the program.

Table 71 shows the number of residual debts raised under the DMP Act in previous financial years that were paid in full or for which a repayment arrangement commenced in 2022–23.

Table 71: Results for matters relating to DMP Act activity in 2022–23

| **Cases** | **Number** |
| --- | --- |
| Number of matches produced | 0 |
| Number and proportion of matches that resulted in discrepancies | 0 |
| Number and proportion of discrepancies that resulted in the agency giving notice under section 11 of the DMP Act | 0 |
| Number and proportion of discrepancies that resulted in action being taken | 0 |
| Number of cases in which an overpayment was identified | 0 |
| Number of cases in which action proceeded despite a challenge to accuracy of the data | 0 |
| Number of cases not proceeded with after contacting the individual who is the subject of the match | 0 |
| Cases where recovery action was initiated(a) | 631 |
| Cases where the debt was fully recovered(b) | 2,984 |

(a) The number of cases where recovery action commenced on a debt. The agency recovers debts through withholding part of a customer’s payment or through cash repayments.

(b) Recovery of a debt can take place over a number of years, so the number and value of debts raised in a year does not necessarily correspond to the number and value of recoveries.

### Program savings and costs

The Data-matching Program has 3 direct savings components:

* downward variations in rate, or stopping payments
* raised debts of social security payments
* ceasing payments to new recipients for failure to comply with Tax File Number requirements.

As we do not use the Data-matching Program for compliance review activity, savings from the program are solely generated from new recipients failing to comply with Tax File Number requirements.

In 2022–23 the Data-matching Program achieved $8.019 million in savings.

Administrative costs: The equipment used to run the program cycles has some ongoing administrative costs associated with computer hardware and software maintenance.

Salary costs: The program’s main salary costs were associated with:

* managing and supporting the program within the agency
* the agency’s operational network activity, including its management and coordination.

Direct cost–benefit summary: When the costs and benefits (direct savings) are compared, the net benefit of the program is significant. In 2022–23 the net benefit of the program was $7.513 million.

Table 72: Direct cost–benefit summary

|  | **2022–23 actual** |
| --- | --- |
| Benefits(a) | $8,019,000 |
| Costs | $506,000 |
| Net benefits(b) | $7,513,000 |
| Cost–benefit ratio(c) | 1:15.8 |

(a) Net savings, including the effect of upward variations.

(b) Calculated by subtracting costs from benefits.

(c) Calculated by dividing benefits by costs.

### Chronology

The following data-matching cycles were run with the Office of the Australian Information Commissioner in accordance with the DMP Act during 2022–23.

* 18 July 2022 Cycle 3/2022 commenced
* 22 August 2022 Cycle 3/2022 commenced
* 11October 2022 Cycle 4/2022 commenced
* 14 November 2022 Cycle 4/2022 completed
* 30 January 2023 Cycle 1/2023 commenced
* 6 March 2023 Cycle 1/2023 completed
* 24 April 2023 Cycle 2/2023 commenced
* 29 May 2023 Cycle 2/2023 completed

## Notices under section 42 *Human Services (Medicare) Act 1973*

Part IID of the Human Services (Medicare) Act 1973 provides the agency with investigative powers relevant to offences against the Medicare programs we deliver.

The CEO, as the Chief Executive Medicare, may authorise the exercise of these powers in connection with an investigation. In 2022–23, 1 authorised officer was appointed under section 8M, and 81 section 8P notices were issued.

## Environmental management

The agency’s environmental sustainability policy helps us to manage and report on greenhouse gas emissions, energy use, resource use and waste arising from building operations, motor vehicle and air travel, information and ICT, and stationery supplies.

Section 516a of the Environment Protection and Biodiversity Conservation Act 1999 requires Australian Government agencies to report annually on their contribution to the principles of Ecologically Sustainable Development (ESD) and the measures taken to minimise their effect on the environment.

The ESD principles are set out in section 3A of the Environment Protection and Biodiversity Conservation Act 1999.

### How administered programs accord with ESD principles – section 516a(6)(a)

In 2022–23 we delivered the Centrelink, Medicare, Child Support and myGov programs according to the principles of ESD.

Fundamental considerations in administering these programs are the economic, environmental, equity and social consequences of short-term and long-term decision-making.

### How Outcome 1 contributed to ESD principles – section 516a(6)(b)

In 2022–23 the agency’s activities that made a direct contribution to ESD included:

* increasing the use of online self-service by customers
* improving the functionality of Express Plus mobile apps
* exploring new ways of providing digital services through a technology innovation centre
* reduced staff travel through the increased use of Microsoft Teams for video-conferencing and modern document collaboration workflows
* enhancing myGov and delivering the myGov app to make it easier for people to connect with different government services in a way that is convenient for them, in an intuitive and personalised way.

### Effect of activities on the environment – section 516a(6)(c)

We manage activities that pose the most significant risk through our environmental sustainability policy. The activities that generally most affect the environment are those that consume considerable resources and generate significant waste. They include:

* building operations and refurbishments
* use of ICT
* use and disposal of stationery supplies, including paper
* operating vehicles.

Table 73: Resources use

|  | **Units** | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- | --- |
| Stationary energy(a) (electricity and gas) | gigajoules | 321,676 | 315,496 | 278,960 |
| Transport energy (fuels)(b) | gigajoules | 4,639 | 6,457 | 9,994 |
| Total energy use | gigajoules | 326,315 | 321,953 | 288,954 |
| Internal paper use | tonnes | 300 | 267 | 254 |
| Letters to customers(c) | tonnes | 372 | 408 | 330 |
| Property use(d) | square metres | 728,032 | 717,602 | 734,206 |

(a) The stationary energy use for 2022–23 excludes accrued data. Previous years (2020–21 and 2021–22) included accrued data for missing invoices.

(b) Transport energy relates to the agency’s fleet vehicles only and does not include air travel.

(c) Paper procured by the agency and letters printed by an external print provider. Previous years’ (2020–21 and 2021–22) data has been converted to tonnes from A4 sheets assuming 80GSM weight.

(d) Figures are for the commercial lease portfolio only and exclude car parking licences and staff housing.

Table 74: Waste, resource recovery and pollution

|  | **Measure** | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- | --- |
| Net greenhouse gas emissions — energy use(a) | tonnes of carbon dioxide equivalents | 77,281 | 77,396 | 62,814 |
| Office copy paper recycling | % coverage (square metres) | 97 | 97 | 98 |
| Mobile phone reuse and recycling | kilograms | 17 | 126 | 832 |
| Fluorescent and other lamps recycled | units | 4,203 | 2,036 | 1,931 |

(a) The net greenhouse gas emissions for energy use for 2022–23 excludes accrued data. Previous years (2020–21 and 2021–22) included accrued data for missing invoices.

### How we minimise the effect of activities on the environment – section 516(6)(d)

The agency is reviewing the Environmental Sustainability Policy to align with the Australian Government’s policy for the Australian Public Service (APS) to reduce its greenhouse gas emissions to net zero by 2030 (APS Net Zero 2030). Our agency policy guides our efforts to minimise the effect of our activities on the environment and to drive better practice, performance and accountability. We assess any proposed environmental initiative or measure by conducting a cost-benefit analysis that includes other business benefits associated with the initiative.

Table 75: Measures taken to minimise effect on the environment

|  |  |
| --- | --- |
| **Activity** | **Measure**  |
| Air travel | The agency encourages staff to use online conferencing rather than air travel to attend meetings. |
| Building operations | Our leases for large offices are guided by the Green Lease Schedule for landlords and tenants.We conducted National Australian Built Environment Rating System energy assessments at offices over 2,000 m2 with green lease schedules. Our leasing heads of agreement requires leasers to consider installing photovoltaic solar systems and/or upgrading to LED lighting at selected sites. We use reputable eco-labels, certifications and other environmental standards to improve environmental performance – such as Green Star for selected building designs and fit-out, and the Energy Rating Label star system for electrical appliances.We participate in Earth Hour each year to promote sustainability. |
| ICT | Our data centres are located in highly energy-efficient premises.We continue to virtualise server applications, which reduces the need to purchase extra servers.We continue to roll out docked tablets to enable better workforce mobility; these have lower electricity consumption than desktop PCs.Our desktop computers and televisions automatically shut down after 3 hours of inactivity.Our printers and multifunction devices are allocated to maximise resource efficiency. |
| Management and communication | The government has committed to reducing the APS greenhouse gas (GHG) emissions to net zero emissions by 2030. We are reviewing the Environmental Sustainability Policy to meet updated sustainability targets. The Environmental Sustainability Policy will support and strengthen our environmental management program. We use an online sustainability reporting system to improve reporting and performance capability.We continue to promote and communicate environmental initiatives within our offices.We use reputable eco-labels and environmental standards in making relevant procurement decisions, to improve environmental performance at product and supplier levels. |
| Motor vehicle travel | The government has set a target of 75% of new passenger vehicle orders to be low emission vehicles by 2025.We procure energy-efficient vehicles in line with the Australian Government Fleet Vehicle Selection Policy.The agency uses an electronic log-book system to accurately monitor and manage vehicle use and to improve reporting quality. |
| Stationery (including paper) | In 2022–23, 66% of the paper we purchased for internal use (printers, photocopiers and multifunction devices) was 100% recycled content paper.In 2022–23 the paper procured by the agency for letters to customers was 85% carbon neutral paper and 15 % was recycled carbon neutral paper.70% of the paper purchased for PBS prescription forms was FSC or PEFC certified.The agency is working towards correspondence that is digital, where appropriate, reducing the need for unnecessary paper letters and forms.To support this commitment, the agency reviews all correspondence as it is developed and applies modernisation principles wherever possible. |
| Corporate wardrobe | The agency supports the use of recycled polyester REPREVE® in a number of our corporate wardrobe styles, which has saved 15,500 plastic bottles from landfill. Swing tags are also made using 100% recycled paper with Soy Ink printing and garment labels are made from 100% recycled polyester.The agency delivered a recycling program for old corporate wardrobe items at all of our major tenancies in 2022–23. A local Queensland business was contracted to deliver this service, collecting the old uniform items and separating them back into their raw materials for reuse as new products. This initiative diverted 37.2 tonnes of textiles waste from landfill in 2022–23. |
| Waste | Our agency supports transforming the components from mobile phone waste into valuable materials for reuse. In 2022–23 we have collected 6,956 devices of which 96% had their data securely erased. The devices are being reused or donated and 4% have been recycled. We avoided 804 kilos of e-waste going into landfill.We support the FluoroCycle scheme to ensure that hazardous fluorescent lamps are recycled on disposal at 59 sites.In some of our ACT tenancies, we support battery recycling to recover and recycle non-renewable resources from all battery types. This keeps toxic substances out of landfill.We support organic waste bins in one of our ACT tenancies. A local ACT business collects the organic waste to produce a nutritious soil conditioner and a high-protein insect meal. This initiative diverted 1.8 tonnes of waste from landfill in 2022–23. |

### Mechanisms to review and increase the effectiveness of these measures – section 516(6)(e)

In 2022–23 we continued to review and report on our environmental performance while seeking ways to achieve further improvements.

As part of the reporting requirements under section 516a of the Environment Protection and Biodiversity Conservation Act 1999, and in line with APS Net Zero 2030, the agency is required to publicly report on the emissions from our operations, commencing with public reporting of 2022–23 emissions in our annual report.

Table 76 outlines our greenhouse gas emissions reporting, which has been developed with methodology that is consistent with the whole-of-government approach as part of the APS Net Zero 2030 policy.

Table 76: Greenhouse gas emissions inventory 2022–23

| **Emission source**  | **Scope 1 kg****CO2-e** | **Scope 2 kg****CO2-e** | **Scope 3 kg****CO2-e** | **Scope 4 kg****CO2-e** |
| --- | --- | --- | --- | --- |
| Electricity | N/A | 53,894,603 | 5,620,580 | 59,515,182 |
| Natural gas | 116,026 | N/A | 24,444 | 140,470 |
| Fleet vehicles | 683,188 | N/A | 170,744 | 853,932 |
| Domestic flights | N/A | N/A | 2,304,100 | 2,304,100 |
| Other energy | – | N/A | – | – |
| Total kg CO2-e | 799,214 | 53,894,603 | 8,119,868 | 62,813,684 |

Note: CO2-e = Carbon Dioxide Equivalent

Table 77 outlines our performance against the Australian Government’s Energy Efficiency in Government Operations policy targets.

Table 77: Office energy performance

| **Measures**  | **EEGO target** | **2020–21** | **2021–22** | **2022–23** |
| --- | --- | --- | --- | --- |
| Office – tenant light and power (megajoules per person) | 7,500 | 6,017 | 5,778 | N/A(a) |
| Office – central services (megajoules per square metre) | 400 | 262 | 244 | N/A(a) |

(a) From 2022–23, Services Australia will commence APS Net Zero greenhouse gas emissions inventory reporting (Table 76) which will replace office energy performance reporting (Table 77).

## Corporate record keeping

The Australian Government’s policy, Building trust in the public record: managing information and data for government and community, identifies key requirements for managing government information assets (records, information and data). See the policy on the [National Archives of Australia website](https://www.naa.gov.au).

The agency promotes, creates and maintains administrative records digitally, thus reducing paper records. This is in line with our goal to transition to a digital record keeping model, including converting incoming paper to digital records whenever possible. Our focus on online and self-service capabilities for customers has further reduced the volume of paper received and stored in 2022–23.

# Appendix D – List of requirements

| **PGPA Rule Reference** | **Description** | **Requirement** | **Location in the report (page number)** |
| --- | --- | --- | --- |
| 17AD(g) | Letter of transmittal |   |  |
| 17AI | A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report. | Mandatory | vi |
| 17AD(h) | Aids to access |   |  |
| 17AJ(a) | Table of contents (print only). | Mandatory | iv |
| 17AJ(b) | Alphabetical index (print only). | Mandatory | 247 |
| 17AJ(c) | Glossary of abbreviations and acronyms. | Mandatory | 244 |
| 17AJ(d) | List of requirements. | Mandatory | 235 |
| 17AJ(e) | Details of contact officer. | Mandatory | ii |
| 17AJ(f) | Entity’s website address. | Mandatory | ii |
| 17AJ(g) | Electronic address of report. | Mandatory | ii |
| 17AD(a) | Review by accountable authority |   |  |
| 17AD(a) | A review by the accountable authority of the entity. | Mandatory | ix |
| 17AD(b) | Overview of the entity |  |  |
| 17AE(1)(a)(i) | A description of the role and functions of the entity. | Mandatory | 2 |
| 17AE(1)(a)(ii) | A description of the organisational structure of the entity. | Mandatory | 4–5 |
| 17AE(1)(a)(iii) | A description of the outcomes and programmes administered by the entity. | Mandatory | 18–43, 148–191, 193–194 |
| 17AE(1)(a)(iv) | A description of the purposes of the entity as included in corporate plan. | Mandatory | 2 |
| 17AE(1)(aa)(i) | Name of the accountable authority or each member of the accountable authority. | Mandatory | 207 |
| 17AE(1)(aa)(ii) | Position title of the accountable authority or each member of the accountable authority. | Mandatory | 207 |
| 17AE(1)(aa)(iii) | Period as the accountable authority or member of the accountable authority within the reporting period. | Mandatory | 207 |
| 17AE(1)(b) | An outline of the structure of the portfolio of the entity. | Portfolio departments – mandatory | Not applicable |
| 17AE(2) | Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change. | If applicable, mandatory | Not applicable |
| 17AD(c) | Report on the Performance of the entity |   |  |
|   | Annual performance Statements |   |  |
| 17AD(c)(i); 16F | Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule. | Mandatory | 18–43 |
| 17AD(c)(ii) | Report on Financial Performance |  |  |
| 17AF(1)(a) | A discussion and analysis of the entity’s financial performance. | Mandatory | 142 |
| 17AF(1)(b) | A table summarising the total resources and total payments of the entity. | Mandatory | 192–199 |
| 17AF(2) | If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entityhow the entity has responded to the loss and the actions that have been taken in relation to the lossany matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity’s future operation or financial results. | If applicable, mandatory. | Not applicable |
| 17AD(d) | Management and Accountability |  |  |
|   | Corporate Governance |  |  |
| 17AG(2)(a) | Information on compliance with section 10 (fraud systems) | Mandatory | 106–113 |
| 17AG(2)(b)(i) | A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared. | Mandatory | vi |
| 17AG(2)(b)(ii) | A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place. | Mandatory | vi |
| 17AG(2)(b)(iii) | A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity. | Mandatory | vi |
| 17AG(2)(c) | An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance. | Mandatory | 3–10 |
| 17AG(2)(d) – (e) | A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non compliance with Finance law and action taken to remedy non compliance. | If applicable, mandatory | 143 |
|  | Audit Committee |  |  |
| 17AG(2A)(a) | A direct electronic address of the charter determining the functions of the entity’s audit committee. | Mandatory | 7 |
| 17AG(2A)(b) | The name of each member of the entity’s audit committee. | Mandatory | 8–9 |
| 17AG(2A)(c) | The qualifications, knowledge, skills or experience of each member of the entity’s audit committee. | Mandatory | 8–9 |
| 17AG(2A)(d) | Information about the attendance of each member of the entity’s audit committee at committee meetings. | Mandatory | 8–9 |
| 17AG(2A)(e) | The remuneration of each member of the entity’s audit committee. | Mandatory | 8–9 |
|   | External Scrutiny |  |  |
| 17AG(3) | Information on the most significant developments in external scrutiny and the entity’s response to the scrutiny. | Mandatory | 118–123 |
| 17AG(3)(a) | Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity. | If applicable, mandatory | 116–117 |
| 17AG(3)(b) | Information on any reports on operations of the entity by the Auditor General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman. | If applicable, mandatory | 118–119 |
| 17AG(3)(c) | Information on any capability reviews on the entity that were released during the period. | If applicable, mandatory | 120–123 |
|   | Management of Human Resources |  |  |
| 17AG(4)(a) | An assessment of the entity’s effectiveness in managing and developing employees to achieve entity objectives. | Mandatory | 126–139 |
| 17AG(4)(aa) | Statistics on the entity’s employees on an ongoing and non ongoing basis, including the following:(a) statistics on full time employees(b) statistics on part time employees(c) statistics on gender(d) statistics on staff location | Mandatory | 208–211 |
| 17AG(4)(b) | Statistics on the entity’s APS employees on an ongoing and non ongoing basis; including the following:Statistics on staffing classification levelStatistics on full time employeesStatistics on part time employeesStatistics on genderStatistics on staff locationStatistics on employees who identify as Indigenous. | Mandatory | 212–217 |
| 17AG(4)(c) | Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the Public Service Act 1999. | Mandatory | 139 |
| 17AG(4)(c)(i) | Information on the number of SES and non SES employees covered by agreements identified in paragraph 17AG(4)(c). | Mandatory | 219 |
| 17AG(4)(c)(ii) | The salary ranges available for APS employees by classification level. | Mandatory | 220 |
| 17AG(4)(c)(iii) | A description of non-salary benefits provided to employees. | Mandatory | 202–206 |
| 17AG(4)(d)(i) | Information on the number of employees at each classification level who received performance pay. | If applicable, mandatory | 138 |
| 17AG(4)(d)(ii) | Information on aggregate amounts of performance pay at each classification level. | If applicable, mandatory | 138 |
| 17AG(4)(d)(iii) | Information on the average amount of performance payment, and range of such payments, at each classification level. | If applicable, mandatory | 138 |
| 17AG(4)(d)(iv) | Information on aggregate amount of performance payments. | If applicable, mandatory | 138 |
|   | Assets Management |   |  |
| 17AG(5) | An assessment of effectiveness of assets management where asset management is a significant part of the entity’s activities. | If applicable, mandatory | 143 |
|   | Purchasing |   |  |
| 17AG(6) | An assessment of entity performance against the Commonwealth Procurement Rules. | Mandatory | 195 |
|  | Reportable consultancy contracts |  |  |
| 17AG(7)(a) | A summary statement detailing the number of new reportable consultancy contracts entered into during the period, the total actual expenditure on all such contracts (inclusive of GST), the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period, and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).  | Mandatory | 195 |
| 17AG(7)(b) | A statement that ‘During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of $[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of $[specified million]’. | Mandatory | 195 |
| 17AG(7)(c) | A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged. | Mandatory | 195–196 |
| 17AG(7)(d) | A statement that ‘Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.’ | Mandatory | 196 |
|  | Reportable non-consultancy contracts |  |  |
| 17AG(7A)(a) | A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period, the total actual expenditure on such contracts (inclusive of GST), the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period, and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).  | Mandatory | 196–197 |
| 17AG(7A)(b)  | A statement that ‘Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.’  | Mandatory | 197 |
| 17AD(daa) | Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts  |  |  |
| 17AGA | Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.  | Mandatory | 199 |
|   | Australian National Audit Office access clauses |   |  |
| 17AG(8) | If an entity entered into a contract with a value of more than $100,000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor’s premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract. | If applicable, mandatory | 199 |
|   | Exempt contracts |   |  |
| 17AG(9) | If an entity entered into a contract or there is a standing offer with a value greater than $10,000 (inclusive of GST), which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters. | If applicable, mandatory | 198 |
|   | Small business |   |  |
| 17AG(10)(a) | A statement that ‘[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance’s website.’ | Mandatory | 197 |
| 17AG(10)(b) | An outline of the ways in which the procurement practices of the entity support small and medium enterprises. | Mandatory | 197 |
| 17AG(10)(c) | If the entity is considered by the department administered by the Finance Minister as material in nature—a statement that ‘[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.’ | If applicable, mandatory | 197 |
|   | Financial Statements |   |  |
| 17AD(e) | Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act. | Mandatory | 148–191 |
|  | Executive Remuneration |  |  |
| 17AD(da) | Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2 3 of the Rule. | Mandatory | 202–206 |
| 17AD(f) | Other Mandatory Information |  |  |
| 17AH(1)(a)(i) | If the entity conducted advertising campaigns, a statement that ‘During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.’ | If applicable, mandatory | Not applicable |
| 17AH(1)(a)(ii) | If the entity did not conduct advertising campaigns, a statement to that effect. | If applicable, mandatory | 198 |
| 17AH(1)(b) | A statement that ‘Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].; | If applicable, mandatory | Not applicable |
| 17AH(1)(c) | Outline of mechanisms of disability reporting, including reference to website for further information. | Mandatory | 56–57 |
| 17AH(1)(d) | Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found. | Mandatory | 118 |
| 17AH(1)(e) | Correction of material errors in previous annual report. | If applicable, mandatory | 256 |
| 17AH(2) | Information required by other legislation. | Mandatory | 226–234 |

# Appendix E – Glossary of abbreviations and acronyms

AASB Australian Accounting Standards Board

AAT Administrative Appeals Tribunal

ACC Approved Collection Centre

ACIC Australian Criminal Intelligence Commission

ACT Australian Capital Territory

ADHD Attention Deficit Hyperactivity Disorder

AFP Australian Federal Police

AGDRP Australian Government Disaster Recovery Payment

AHRI Australian Human Resource Institute

AIR Australian Immunisation Register

ANAO Australian National Audit Office

ANZSOG Australia and New Zealand School of Government

APS Australian Public Service

ARC Audit and Risk Committee

ATO Australian Taxation Office

AVTOP Australian Victims of Terrorism Overseas Payment

AWEI Australian Workplace Equality Index

CALD Culturally and linguistically diverse

CCeS Centrelink Confirmation eServices

CDPP Commonwealth Director of Public Prosecutions

CEO Chief Executive Officer

CIDO Chief Information and Digital Officer

COO Chief Operating Officer

CSAG Civil Society Advisory Group

DCEO Deputy Chief Executive Officer

DEWR Department of Employment and Workplace Relations

DMP Act Data-matching Program (Assistance and Tax) Act 1990

DPO Departure Prohibition Order

DRA Disaster Recovery Allowance

DSP Disability Support Pension

DSS Department of Social Services

DVA Department of Veterans’ Affairs

DVS Document Verification Service

ECLIPSE Electronic Claim Lodgement Information Processing Service Environment

EFT Electronic Funds Transfer

EFTPOS Electronic Funds Transfer at Point Of Sale

EEGO Energy Efficiency in Government Operations

EL Executive Level

ESAt Employment Services Assessment

ESD Ecologically Sustainable Development

FIS Financial Information Service

FOI Act Freedom of Information Act 1982

FTB Family Tax Benefit

GP General practitioner

GST Goods and Services Tax

HPAU Health Professional Advisory Unit

HRSP High Risk Settings payment

ICT Information and communications technology

IIF Indemnity Insurance Fund

IPS Information Publication Scheme

ISO Indigenous Service Officer

IVR Interactive Voice Response

JCA Job Capacity Assessment

KPI Key Performance Indicator

LGBTI+ Lesbian, Gay, Bisexual, Transgender and Intersex

MAT Medical Assessment Team

MBS Medicare Benefits Schedule

MP Member of Parliament

MSO Multicultural Service Officer

N/A Not applicable

NDIA National Disability Insurance Agency

NDIS National Disability Insurance Scheme

NIC National Indigenous Coalition

NMAG National Multicultural Advisory Group

NSW New South Wales

NT Northern Territory

NZDRA New Zealand Disaster Recovery Allowance

NZDRP New Zealand Disaster Recovery Payment

MCEG Multicultural Community Engagement Group

PBS Pharmaceutical Benefits Scheme

PGPA Act Public Governance, Performance and Accountability Act 2013

PGPA Rule Public Governance, Performance and Accountability Rule 2014

PLDP Pandemic Leave Disaster Payment

QLD Queensland

RAP Reconciliation Action Plan

RPBS Repatriation Pharmaceutical Benefits Scheme

SES Senior Executive Service

SMS Short Message Service

SPM Strategic Performance Measure

STP Single Touch Payroll

TAP Tertiary Access Payment

TAS Tasmania

TGA Therapeutic Goods Administration

VIC Victoria

WA Western Australia

WHS Work Health and Safety

WHS strategy Work Health and Safety Strategy 2021–26

WPIT Welfare Payment Infrastructure Transformation

# Appendix F – Index

A

abbreviations and acronyms, 244

Aboriginal and Torres Strait Islander
access to the PBS, 68

peoples, 83, 100

Indigenous servicing strategy, 84

interpreting services, 84, 87

Reflection, 114

remote servicing, 87

staff, 132, 133, 136, 219

ABSTUDY, 55, 60

access clauses, ANAO, 199

accessibility, workplace, 132

accountable authority, 18, 146, 195, 207

Administrative Appeals Tribunal, 117

adult literacy, 120

advertising campaigns, 198

Age Pension, 55, 56

aged care programs, 69

improving services, 70

My Aged Care, 70

Aged Care Specialist Officers , 70

agency capability reviews, 119

agency resource statement, 192

agency snapshot, iii

annual assurance statements, 99

Annual Performance Statements 2022–23, 18–43

apprentices, 60, 108

APS Academy Campus Initiative, 129

APS Census, 137

APS Digital Apprenticeship and Cadetship Program, 129

APS Mental Health Capability Framework, 128

APS Net Zero 2030, 230

APS Reconciliation Sharing Network forum, 134

Aspiring Program, 133, 135

assessments

medical conditions and work capacity, 61

services, 61

assessors, 61

asset management, 143

Assistance for Isolated Children, 47, 55, 60

assistive technology support, 98, 132

Assurance of Support (AoS) scheme, 91

asylum seekers, 90

Attorney-General’s Department, 106

Audit and Risk Committee, 7

membership, 8

Reporting Sub-Committee, 8

audit reports, 118

Auditor-General reports, 118

Aurora Neurodiversity Program, 131

Auslan interpreters, 87

AusTender, 196–197

Australia Day Achievement Awards, 137

Australia’s Disability Strategy 2021–2031, 130

Australian Border Force, 106

Australian Criminal Intelligence Commission (ACIC), 106–107

Australian Digital Health Agency, 77

Australian Electoral Commission, xi

Australian Federal Police (AFP), 89, 106

Australian Government Disaster Recovery Payment (AGDRP), 12–13

Australian Government Emergency Information Line, 13

Australian Immunisation Register (AIR), 73

Australian Information Commissioner, 119

Australian National Audit Office (ANAO), 118

Australian Organ Donor Register, 74

Australian Public Service Commission, 131, 139

Australian Public Service Surge Reserve, 15

Australian Securities and Investments Commission (ASIC), 106

Australian Taxation Office (ATO), 49, 71, 106

Australian Transaction Reports and Analysis Centre (AUSTRAC), 106, 107

Australian Victims of Terrorism Overseas Payment (AVTOP), 12, 16

Austudy, 60, 108

awards, internal and external, 137, 138

B

Bass Strait Passenger Vehicle Equalisation Scheme, 92

bereavement payments, 91

bill-paying service, Centrelink customer, 93

Birth of a Child Service, 81

Black Economy Standing Taskforce, 106

C

capability reviews, 119

carers

allowance, 56

payment, 56

Carer Recognition Act 2010, 132

Cashless Debit Card, 96, 121

Centrelink, 48

appointments, 48

bill-paying service, 93

Centrepay, 93

feedback on services, 225

telephone services, 46

voice biometrics in, 47

Centrelink Confirmation eServices (CCeS), 94

Centrepay, 93

Chief Executive Officer, 3, 4

responsibilities, 6

review, ix-xii

Child Care Subsidy, 58

Child Dental Benefits Schedule, 73

Child Support, 78

feedback on services, 225

telephone services, 46

voice biometrics, 47

Child Support Collect, 78

Child Support Program, 78

change of assessment, 79

compliance and enforcement, 79

deductions from Centrelink and DVA payments, 80

Departure Prohibition Order (DPO), 80

employer withholding payments, 80

Private Collect, 78

children and young people

Commonwealth Child Safe Framework, 83

child safety risk assessment, 83

citizenship testing, 90, 99

Comcare, 127

Commonwealth Director of Public Prosecutions (CDPP), 105, 107

Commonwealth Fraud Control Framework, 104

Commonwealth Fraud Prevention Centre, 106

Commonwealth Ombudsman, 119

Commonwealth procurement

parliamentary committee report, 123

communication campaigns, 198

Community engagement officers, 90

Community Partnership Pilot, 62, 101

Community Partnership Specialist Officers, 62

community peak bodies, engagement with, 100

complaints, 224

compliance programs, 110–11

consultancy contracts, 195

consulting services

management and assurance of integrity, 122

Continence Aids Payment Scheme, 72

Corporate Enabling, 5

executive responsibilities, 6

corporate governance, 3

enterprise governance, 7

corporate record keeping, 234

corruption

control capability across government, 106

detection and disruption, 105

risks, 104

COVID-19 pandemic, 12

business-as-usual processes, 133

COVID-19 Vaccination Claims Scheme, 75

COVID-19 vaccinations

administrative support, 14

culturally and linguistically diverse (CALD)

customers, 85

staff, 130

customer experience

improving, 46

Customer Service Delivery, 4

executive responsibilities, 6

customers, iii

cyber-security threats, 109

D

Dad and Partner Pay, 58

Data-matching Program, 226

debts

management, 112

refunds, 111, 116

dental services, 122

Department of Defence, 133

Department of Finance, 143

Department of Foreign Affairs and Trade, 12, 47, 102

Department of Health and Aged Care, 69

Department of Home Affairs, 12, 16, 44, 90, 91, 92, 102, 108, 118

Department of Social Services, 56, 98

Department of Veterans’ Affairs (DVA)

claim processing services, 47

data-matching, 226

health services, 70

modernisation program, 50

shared services, 98

Departure Prohibition Order (DPO), 80

digital and online services, 46

Digital Apprenticeship program, 129

Digital Cadetship program, 129

digital health services, 77

Digital ID

oversight authority, 109

system, 108, 119

digital learning, 136

Digital Transformation Agency, 108

disability, people with, 100, 130

employment of, 130

Disability Support Pension (DSP), 56

parliamentary committee report, 120

Disaster Health Care Assistance Scheme, 15

Disaster Recovery Allowance (DRA), 12

disasters see natural disasters and emergencies

diversity and inclusion, 126, 130

initiatives, 131

Diversity Council Australia, 131

Inclusion@Work Index, 131

Document Verification Service (DVS), 108

Double Orphan Pension, 58

drug and alcohol services, 90

E

ECLIPSE, 65

Ecologically Sustainable Development (ESD), 228, 229

efficiency, 221, 222

emergencies see natural disasters and emergencies

Emergency Reserve, 15

employee ambassador program, 126

employee assistance program, 128, 132

employment arrangements, 139

employment income reporting, 49

Employment Services Assessments, 61

Enhanced Income Management, 95

Enterprise Agreement, 139

enterprise governance, 7

environmental management, 228

environmental sustainability, 228, 229

Executive Committee, 7

executive responsibilities, 6

exempt contracts, 198

expenses by outcomes, 193

Express Plus Centrelink mobile app, 46, 47

Express Plus Medicare mobile app, 47, 74, 229

External Breast Prostheses Reimbursement Program, 71

Extraordinary Assistance Fund, 75

F

face to face services, iii, x, 48

agents, 88

community engagement officers, 90

financial information service, 93

multicultural awareness training, 130

My Aged Care, 70

remote servicing teams, 88

rural, regional and remote communities, 87

family and domestic violence, 49

Community Engagement Officers, 90

multicultural communities, 86

people affected by, 82

social work services, 89

Support Model, 82

training, xi, 82

Family Tax Benefit, 55, 57

Farm Household Allowance, 85

feedback on services, 224

Centrelink, 225

child support, 225

Medicare, 225

financial hardship, 85, 91, 94, 112

Financial Information Service (FIS), 93

financial performance, 142

Financial Statements, 148

Fitzroy Crossing Service Centre, 87, 140

flexible working arrangements, 132

Fraud and Corruption Control Plan 2020–24, 104

fraud control and compliance, 104

control capability across government, 106

detection and disruption, 105

public tip-offs, 110

Taskforce Integrity, 107

Fraud Fusion Taskforce, 107

Freedom of Information, 118

G

Government Enterprise Resource Planning (GovERP), 52

graduates, 129, 133

Grandparent, Foster and Kinship Carer Adviser Program, 59

greenhouse gas emissions inventory, 233

H

Health Care Assistance Fund, 75

Health Delivery Modernisation Program, 49

Health Professional Advisory Unit, 61

health professionals and providers

incentives, 72

Health Program, 63

Healthcare Identifiers Service, 77

High Cost Claims Indemnity Scheme, 76

High-Risk Settings Pandemic Payment (HRSPP), 12, 14

highly paid staff, 206

homelessness, 62, 101

honesty and integrity, 221, 222

human resources management, 208

Human Services (Medicare) Act 1973 notices, 228

Humanitarian Settlement Program, 91

I

IDCARE, 109

identity confirmation, 108

identity management, 108

identity safety, 109

identity security risks, 105

identity theft, 105, 109

Illicit Tobacco Taskforce, 106

incarcerated customers, 92

incidents, hazards and injuries, 127

Inclusion@Work Index, 131

Income Compliance class action, 111, 116

Income compliance program, 111

Income Management (IM), 94

enhanced, 95

reform Bill, 122

Incurred But Not Reported Indemnity Scheme, 76

Indemnity Insurance Fund (IIF), 75

Independent Auditor’s Report, 144

Indigenous Affirmative Measures, 132

Indigenous Apprenticeships Program, 132, 133

Indigenous Cultural Learning training, 133

Indigenous Development and Employment Program, 136

Indigenous Employees Network, 133, 134

Indigenous interpreting services, 84

Indigenous people see Aboriginal and Torres Strait Islander peoples

Indigenous Service Officers, 84, 90

Indigenous Servicing Strategy, 84

individual flexibility arrangements, 139

information and communications technology (ICT)

delivering, 99

DVA platform, 50

enhanced systems, 50

environmental management, 228, 231

shared services, 98

Information Publication Scheme (IPS), 118

Interactive Voice Response (IVR) technology, 47

internal surge team, 15

international partnerships, 101

interpreters and translators, 87

J

Job Capacity Assessments, 61

job seekers, 59

JobSeeker Payment, 55, 59

judicial decisions, 111, 116

K

key activities, 19

build organisational capability, 23

deliver quality government services and payments, 31

digital and technological capability, 40

Koomarri JobMatch, 130

L

language services, 87

leadership programs, 135

LGBTI+ inclusion, 100, 131

Low Income Card, 55

M

market research payments, 199

Medical Assessment Team Assessments, 61

Medicare, 63

bulk-billing, 64

claiming, 64

compensation recovery, 66

consumer fraud, 107

Document Verification Service, 108

enrolments, 63

ESD principles, 228

feedback on services, 225

health professionals under, 66

levy exemption process, 44

modernising access to services, 44

offences against, 228

reciprocal health care agreements, 101

services and benefits by claim type, 64

services by payment type, 65

services transmitted digitally, 65

telephone services, 46

Medicare benefits

access to, 64

amount of, 63

Medicare Benefits Schedule (MBS), 64

changes to, 64

Medicare Entitlement Statements, 44, 49, 63

Medicare provider numbers, 66

Medicare Safety Net, 63

medicines

access to, 67

authority-required, 68

travelling with, 68

Memorial Services for Bali Bombings Travel Assistance Payment, 12, 15, 47, 89

mental health and wellbeing, staff, 127, 128

mental health services, 90

mental health units, 92

MH17 Family Support Package, 12, 15, 47, 89

Midwife Professional Indemnity Commonwealth Contribution Scheme, 76, 77

Midwife Professional Indemnity Run-off Cover Scheme, 76, 77

migrants, 91

Minister for Government Services, 2

mobile apps

Express Plus Centreline mobile app, 46, 47

Express Plus Medicare mobile app, 47, 74

mobile service centres, 88

Mobility Allowance, 55, 57

modernisation

Department of Veteran’s Affairs, 50

health delivery modernisation program, 49

Medicare services, access to, 44

service centres, of, 48

service delivery, 45, 46

money management, 93

Money You Owe, 112

Multicultural Access and Equity Policy, 86

Multicultural Community Engagement Group, 86

Multicultural Service Officers, 85, 90

multicultural services, 85

Multicultural Servicing Strategy, 85

My Aged Care services, 48

My Health Record, 77

myGov, 99

app, 51, 124

cyber and fraud controls, 106

enhanced, 51

ESD principles, 228

milestones, x

website, 124

N

National Agreement on Closing the Gap, 83, 84

National Archives of Australia, 234

National Authentication Service for Health, 77

National Consultative Committee meetings, 137

National Disability Insurance Agency (NDIA), 48, 98, 106, 107

procurement, 123

National Disability Insurance Scheme Quality and Safeguards Commission, 98

National Emergency Call Centre Surge Capability, 14, 99, 100

National Emergency Management Agency, 12

National Graduate Program, 129, 133

National Indigenous Australians Agency (NIAA), 136

National Indigenous Coalition, 83, 84, 134

National Indigenous Employees Network, 83

National Multicultural Advisory Group, 86

National Reconciliation Week, 114, 134

National Security Hotline, 16

National Strategy for Identity Resilience, 109

natural disasters and emergencies

Community Engagement Officers, 90

digital claiming channel, 12

social work services, 89

support in affected communities, 13

New Zealand Disaster Recovery Allowance (NZDRA), 12

New Zealand Disaster Recovery Payment (NZDRP), 12

Newborn Supplement, 58

Newborn Upfront Payment, 58

Northern Australia Agenda, 120

notifiable incidents, 127

O

older Australians, 56

organ and tissue donation, 74

organisational structure, 3, 4

Our Safety incident management system, 127

outcome, 23

ESD principles, 229

outcomes, 126

expenses by, 192, 193

overpayments, 110, 112

P

Paid Parental Leave Scheme, 55, 58, 123

Pandemic Leave Disaster Payment (PLD), 12

Parental Leave Pay, 58

Parenting Payment, 55, 57

ParentsNext, 59

Parliamentary committee reports, 120

partnerships and collaboration

government agencies, with, 99

international, 101

state and territory governments, with, 100

Pat Turner Scholarships, 133, 136

payment accuracy

correctness and, 110

reviews, 110

payment portability, 92

Payments and Integrity, 5

executive responsibilities, 6

payments and services

accuracy, 110

compliance programs, 110

Pensioner Education Supplement, 55

People Strategy 2023–25, 126

performance

management process, 137

purpose, analysis against, 21

performance measure tolerance levels, 22

performance pay, 138

performance reporting 2023–24, 20

Pharmaceutical Benefits Scheme (PBS), 49, 67

Aboriginal and Torres Strait Islander Peoples’ access, 68

concessions, 67

online claiming and payments, 68

safety net, 67

portfolio structure, 2

poverty, nature and extent of, 121

Practice Incentives Program, 72

Premium Support Scheme, 77

prisoners, 92

Private Collect, 78

Private Health Insurance Rebate, 71

procurement

inquiry into, 123

Program Design, 4

executive responsibilities, 6

Provider Connect Australia, 77

Public Sector Management Program, 136

Public Sector Workplace Relations Policy 2023, 139

purpose, 2, 19

Performance, 18–43

Q

quality information, 222

Queensland Department of Communities, Housing and Digital Economy, 100

R

‘Racism. It Stops with Me’ Campaign, 131

Reciprocal Health Care Agreements (RHCA), 101

Reconciliation, 134

Reconciliation Action Plan 2023–26, 134, 197

recruitment, 129

Reflection, 114, 134

refugees and humanitarian entrants, 91

regional, rural and remote servicing, 87

access points, 88

agents, 88

mobile service centres, 88

remote service centres, 87

remote servicing teams, 88

remuneration

executive, 202

highly paid staff, 206

senior executives, 204

Rent Deduction Scheme, 94

Repatriation Pharmaceutical Benefits Scheme (RPBS), 67

respect, 221

risk management, 10

Risk Management Policy and Framework, 10

role and function, 2, 19

Royal Commission into Aged Care Quality and Safety, 70

Run-off Cover Indemnity Scheme, 76

Run-off Cover Support Payment, 76

S

salary ranges

classification level, 220

Satisfaction Research Program, 223

scams, 86, 105, 109

scholarship programs, staff, 133, 136

Serious Financial Crime Taskforce, 106, 107

service centres, 48

improvements, 48

mobile, 48

modernisation, 48

service commitments, agency, 221

service delivery, 54

feedback on, 224

modernisation, 45, 46

Service Delivery Excellence, 5

executive responsibilities, 6

Service NSW, 100

Services Tasmania, 100

shared services, 98

Shorten, Hon Bill, MP, 2

Single Touch Payroll (STP), 49

Skinner, Rebecca PSM (Chief Executive Officer), 4

small business, 197

social security agreements with other countries, 101

social security and welfare payments, 55

Social Security and Welfare Program

payments while outside Australia, 92

social work services, 89

Special Benefit, 55, 91

staff

Aboriginal and Torres Strait Islander, 131, 132, 133, 136, 219

attacks on, in service centres, 127

autism, with, 131

cultural and linguistic diversity, 130

disability, with, 130

distress response toolkit, 128

diversity and inclusion, 126, 130

employment type by location, 218

engagement and recognition, 137

full time and part time status, 216

leadership programs and talent management, 135

learning and development, 135

LGBTI+, 131

mental health and wellbeing, 127, 128

performance management, 137

statistics, 202

work health and safety, 127

Statement for Australia’s Carers, 132

Status Resolution Support Services Payment, 90

Stillborn Baby Payment, 58

strategic performance measures, 19

summary of results, 21

Strategic Workforce Plan, 126

Strategy and Performance, 4

executive responsibilities, 6

students, 60

Supply Nation, 197

support services, tailored, 82

suspicious claims, 105

T

Taskforce Integrity, 107

Tasmanian Freight Equalisation Scheme, 92

Tasmanian transport schemes, 92

Tax Deduction Service, 94

Technology and Digital Platforms, 5

executive responsibilities, 6

telephone services, 46

terrorism, 15, 16

Tertiary Access Payment (TAP), 60

Therapeutic Goods Administration (TGA), 75

third party data breaches, 109

tip-offs, public, 110

Transformation, 4

U

Ukrainian nationals, supporting, 91

United Medical Protection Limited, 76

United Nations Convention on the Rights of Persons with Disabilities, 130

V

Veteran Centric Reform program, 50

video chat

identity confirmation using, 108

vision, 2

voice biometrics, 47

vulnerability strategy, 82

vulnerable customers, 82, 83, 89, 90, 101

W

webinars, 93

website, ix, 57, 6, 69, 84, 102

feedback, providing, 224

FIS webinars, 93

FOI, 118

launch, 68

personal information, safeguarding, 109

public tip-offs, 110

Reflection, 114, 134

translated information, 87

visits to, iii

women

Birth of a Child Service, 81

external breast prosthesis, 71

Work and Care, 122

work health and safety, 127

reporting, 127

Workforce Australia Employment Services, 121

Workforce Incentive Program – Doctor Stream, 73

Workforce Incentive Program – Practice Stream, 72

workforce participation

pensioners, 121

veterans, 121

workforce strategies and planning, 126

workplace

accessibility, 132

breastfeeding, 131

inspections, Comcare, 127

workplace agreements, 139

Workplace Gender Equality Agency Public Sector Voluntary Reporting Program, 131

Y

Youth Allowance, 108

Youth Allowance (JobSeeker), 59

Youth Allowance Student, 60

youth justice centres, 92

youth services, 90

# Appendix G – Omissions and errors

The Services Australia 2021–22 Annual Report contained the following omissions/errors:

Page 1 – Corrected figures for agency snapshot

| Child support (children supported) | 1.1 million  |
| --- | --- |

Page 197 – Corrected description for KPI 2

| Key Performance Indicator 2 | Achievement of payment quality standards: Centrelink: delivery of correct customer payments |
| --- | --- |

Page 198 – Corrected description for KPI 5

| Key Performance Indicator 5 | Achievement of face to face service level standards: average wait time |
| --- | --- |

8802.2310

1. This model is founded on established research detailing drivers of customer satisfaction in public institutions. Refer page 47 of the report “*An Updated Organisation for Economic Cooperation and Development Framework on Drivers of Trust in Public Institutions to meet current and Future Challenges, 2021*” [↑](#footnote-ref-1)
2. Health provider are reported as a ‘channel’ as the agency is unable to accurately determine the appropriate channel used by the individual surveyed providers. [↑](#footnote-ref-2)
3. Health provider are reported as a ‘channel’ as the agency is unable to accurately determine the appropriate channel used by the individual surveyed providers. [↑](#footnote-ref-3)
4. The methodology used to extract the percentage of calls handled that received a congestion message was calculated by the sum of the total number of congested messages, divided by the calculated total number of calls handled (excluding busy signals). The calculation does not take into account a single (unique) customer making repeated calls. [↑](#footnote-ref-4)
5. Claims can only be processed when a customer becomes eligible (released from prison).The start date is assessed from the date the customer is eligible, not the date of claim. [↑](#footnote-ref-5)
6. This includes changes to the underlying data captured or changes to business rules used to define tasks (due to improved understanding of processes). [↑](#footnote-ref-6)