



Annual report 2022–23





Acknowledgement of Country

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.

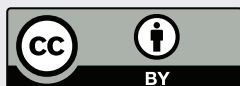
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ISSN: 1832-8792 (Print)

ISSN: 1838-2452 (Online)

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This annual report is available online at transparency.gov.au or servicesaustralia.gov.au

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:

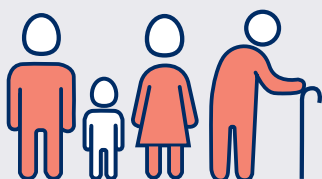
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AGENCY SNAPSHOT

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*

1.1M Child support (children supported)

* A unique count of Centrelink customers who had a benefit. A benefit can be a payment or a card.



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

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Letter of transmittal



Australian Government



Services
Australia

Rebecca Skinner PSM
Chief Executive Officer

The Hon Bill Shorten
Minister for the National Disability Insurance Scheme
Minister for Government Services
Parliament House
CANBERRA ACT 2600

Dear Minister

I am pleased to present Services Australia's Annual Report for the financial year 2022–23.

The report has been prepared in accordance with all applicable obligations of the *Public Governance, Performance and Accountability Act 2013*, including section 46, which requires you to table the report in Parliament. It also meets the reporting requirements under section 42 of the *Human Services (Medicare) Act 1973*.

As required by sections 10 and 17AG(2)(b) of the *Public Governance, Performance and Accountability Rule 2014*, I certify that all reasonable measures have been taken to deal appropriately with fraud relating to the agency, including that:

- fraud risk assessments and fraud control plans have been prepared; and
- appropriate mechanisms for fraud prevention, detection, investigation and reporting mechanisms are in place.

Yours sincerely

Rebecca Skinner
27 September 2023



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.

A handwritten signature in black ink, appearing to read 'Rebecca Skinner', with a long horizontal flourish extending to the right.

Rebecca Skinner PSM
Chief Executive Officer
Services Australia



Agency overview – role and functions

1.1 Purpose and vision

2

1.2 Corporate governance

3



1

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.

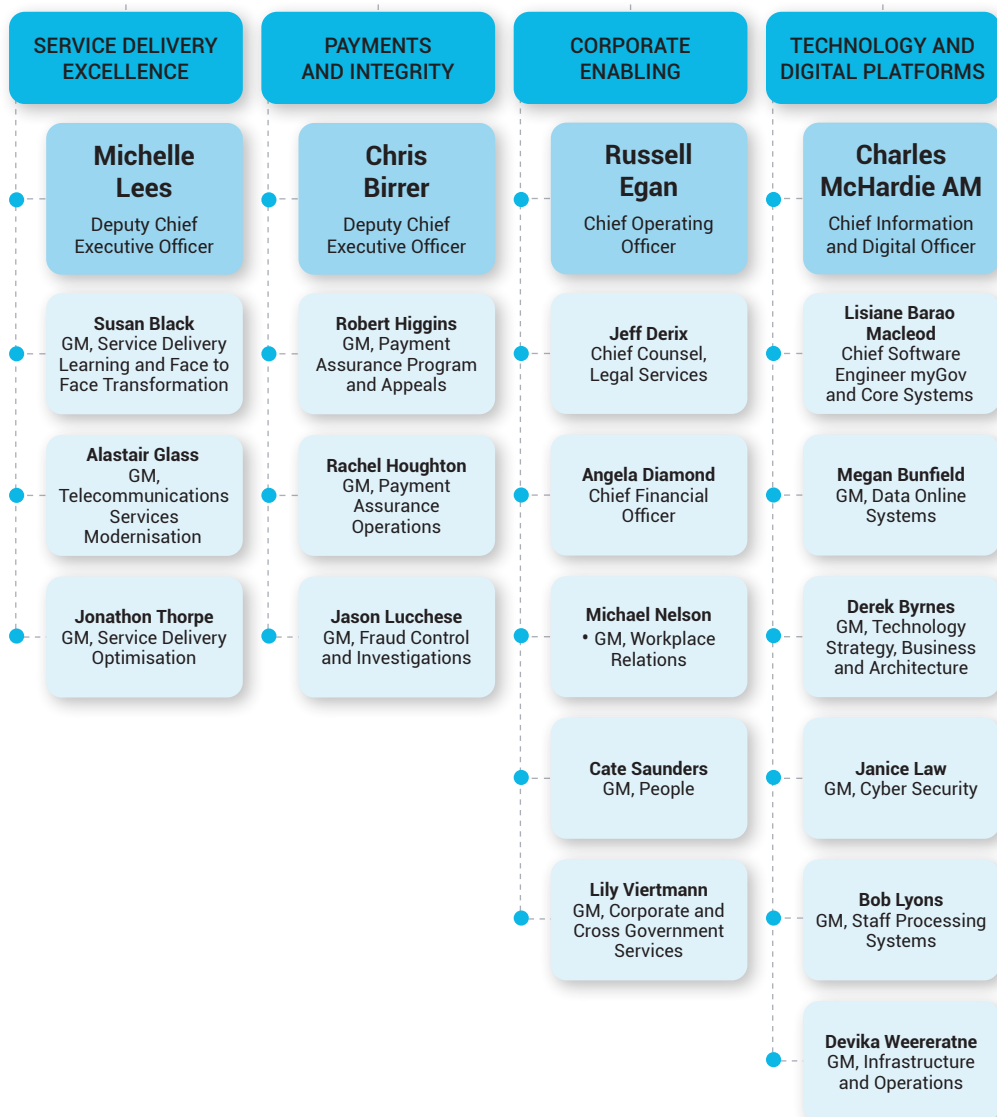
It shows the reporting lines from General Managers (GMs) to Deputy Chief Executive Officers (DCEOs), and from DCEOs to the Chief Executive Officer (CEO).

Figure 1: Organisational structure at 30 June 2023



Key
A/g – Acting
GM – General Manager
– Position reports to more than one DCEO
• – Temporary role

Acting arrangements are indicated in italics and are shown when tenure is four weeks or more.



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 – ARC 3/3 – RSC	126,699.96

Member name, qualifications, knowledge, skills or experience	Number of meetings attended	Total annual remuneration \$ (including GST)
<p>Carol Lilley (member)</p> <p>Ms Lilley is an independent board director and chair and member of a number of Australian Government audit committees.</p> <p>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.</p> <p>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.</p>	<p>8/8 – ARC</p> <p>3/3 – RSC</p>	67,191.80
<p>Greg Divall (member)</p> <p>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.</p> <p>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.</p>	<p>8/8 – ARC</p> <p>3/3 – RSC</p>	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.



Our response during disasters and emergencies

2.1 Disasters and emergency events in 2022–23

12



2

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 (HRSP)

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 (HRSP) 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. HRSP closed on 31 March 2023.

HRSP 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 HRSP
- \$ 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.



Our performance

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3.1 Annual Performance Statement 2022–23

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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 Skinner
Chief Executive Officer
Services Australia

14 September 2023

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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.

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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
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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
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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
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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.

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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*.

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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.

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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.

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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.

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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 and the agency's Corporate Plan 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

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- 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 model¹ (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 205 2022–23 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	$(A \text{ Result} \times A \text{ Weighting}) + (B \text{ Result} \times B \text{ Weighting}) + (C \text{ Result} \times C \text{ Weighting}) + (D \text{ Result} \times D \text{ Weighting}) + (E \text{ Result} \times E \text{ Weighting})$ A = Online channel B = Mobile Apps channel C = Telephony channel D = Face to face channel E = Health Provider channel ²

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"

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.

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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.

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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.

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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 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 and the agency's Corporate Plan 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.

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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 205 2022–23 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	$(A \text{ Result} \times A \text{ Weighting}) + (B \text{ Result} \times B \text{ Weighting}) + (C \text{ Result} \times C \text{ Weighting}) + (D \text{ Result} \times D \text{ Weighting}) + (E \text{ Result} \times E \text{ Weighting})$ A = Online channel B = Mobile Apps channel C = Telephony channel D = Face to face channel E = Health Provider channel ³

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.

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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.

To ensure 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.

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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 and the agency's Corporate Plan 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.

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- Manually processed and paid services include:
 - o Medicare Manual and those submitted digitally requiring operator intervention
 - o Medicare Eligibility Enrolments
 - o Medicare Safety Net Registrations
- Automatically processed and paid services
 - o 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 206 2022–23 Corporate Plan, page 21
Data Source	Social Security and Welfare Data - Random Review Results System (RRRS) Health Data - Data Mining (QBBi)
Calculation	$(A \times B) + (C \times D)$ A = Social Security and Welfare Correctness Rate (Payment Accuracy Reviews) B = Social Security and Welfare Weighting Factor C = Health Correctness Rate (QBBi) D = Health Weighting Factor Calculated 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.

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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 message⁴.
 - 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.

⁴The 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.

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- 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 and the agency's Corporate Plan 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 206 2022–23 Corporate Plan, page 21
Data Source	Telstra Computer Telephony Interface (CTI) files SAPUI5 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	$(A + B + C) / (C + D + E + F) \text{ (represented as a percentage)}$ <p>A = Calls answered in 15 minutes B = Face to face VWR contacts served in 15 minutes C = Resolved face to face enquiries D = Total customer terminated calls over 5 minutes E = Total calls answered F = Total face to face VWR contacts served</p>

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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%

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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)
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

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.

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Processing work types	2022–23 agreed timeliness standards
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 and the agency's Corporate Plan 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

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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	<ul style="list-style-type: none"> • 2022–23 Portfolio Budget Statements, page 206 • 2022–23 Corporate Plan, page 21
Data Source	<ul style="list-style-type: none"> • 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	<p>A / B (represented as a percentage)</p> <p>A = Work processed within timeliness standards</p> <p>B = Total work processed</p>

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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 its 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

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- o 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 and the agency's Corporate Plan 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 207 2022–23 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:

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- 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

SERVICES AUSTRALIA ANNUAL PERFORMANCE STATEMENTS

- 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 counts⁶.
- 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 and the agency's Corporate Plan 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 customer's 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 207 2022–23 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 channels B = Total volume of tasks completed.

⁶ This includes changes to the underlying data captured or changes to business rules used to define tasks (due to improved understanding of processes).

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.



Service delivery modernisation

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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.



Delivering payments and services to our customers

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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 (Naphthine 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:

1. Strong engagement with CALD customers and communities when designing, delivering and evaluating our payments and services.
2. Modernising our approach by leveraging data, technology and digitalisation, making our services simple and more accessible for CALD customers and communities.
3. Building and using the unique cultural knowledge, skills and perspectives of our staff to optimise our performance.
4. 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 Türkiye 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.



Shared services and partnerships

6.1 Shared services

98

6.2 Partnerships

99



6

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.





Compliance and business integrity

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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



Management and accountability

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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.

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.

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

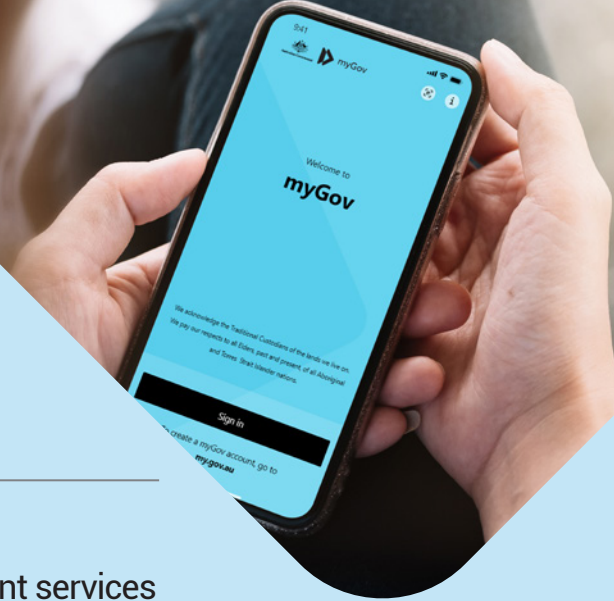
The myGov app is just one of the ways Services Australia is making government services simpler, helpful, more respectful and transparent. When developing the app, we focused on a user-centred design approach, undertaking extensive testing and making iterative improvements.

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.





Our people

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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.

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

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**

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.



Financial reporting

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10.1 Report on financial performance

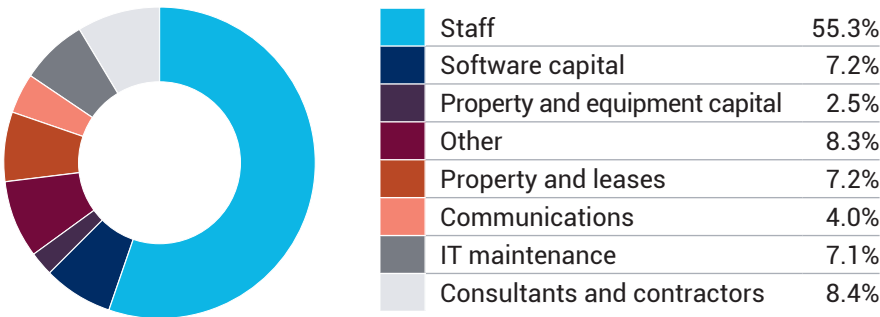
In 2022–23 Services Australia made Social Services and Welfare, and Health payments totaling approximately \$217.7 billion.

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



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



INDEPENDENT AUDITOR'S REPORT

To the Minister for Government Services

Opinion

In my opinion, the financial statements of Services Australia (the Entity) for the year ended 30 June 2023:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2023 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2023 and for the year then ended:

- Statement by the Chief Executive Officer and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to and forming part of the financial statements.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial statements of the current period. These matters were addressed in the context of my audit of the financial statements as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

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Key audit matter**Valuation of Software**

Refer to Note B2.1 'Property, plant and equipment and software'

The Entity has various information technology systems to manage its operations and the payments made on behalf of other entities. These systems are recognised as software assets in the Entity's financial statements.

I considered this area a key audit matter due to the:

- judgements involved in determining whether the cost of internally developed software assets have been appropriately capitalised;
- significant assumptions and judgements involved in considering whether the value of a software asset may be impaired, such as whether current or expected changes in the Entity's operating environment may reduce the usefulness of the software asset and whether software under development will achieve expected benefits; and
- judgements in determining the appropriate useful lives for software assets.

As at 30 June 2023, the carrying value of these software assets was \$894,260,000. This carrying value was net of an allowance for write down and impairment of \$230,513,000.

How the audit addressed the matter

To address this key audit matter, I have:

- assessed the design, implementation and operating effectiveness of key controls related to capturing the costs of internally generated software assets;
- evaluated the application of the Entity's policies on capitalisation and impairment of software assets are consistent with Australian Accounting Standards and undertaken testing, on a sample basis, to assess the application of those policies;
- assessed the appropriateness of management's judgements about the current and future usefulness of software assets against project owners' assessments and internal reporting on the operating environment and the expected benefits from software under development; and
- evaluated the reasonableness of management's judgements in assigning useful lives of software assets against project owners' assessments.

Key audit matter**Valuation of receivables related to the Child Support Scheme**

Refer to Note B7.3 'Child support receivables'

I considered this area a key audit matter as the valuation of child support receivables involves significant judgements about the rates of collection. The valuation is based on historical collection rates and these may not be consistent with future rates due to changes in government policy or economic conditions.

The judgements relate to the amount and timing of future cash flows including estimating the period over which payments are expected to be received by the Entity and use of an appropriate discount rate. These judgements rely on the completeness and accuracy of the underlying data used in the estimation process.

As at 30 June 2023, the net carrying value of receivables relating to the child support scheme were \$988,856,000. This carrying value was net of an allowance for unrecoverable receivables of \$773,007,000.

How the audit addressed the matter

To address this key audit matter, I have:

- assessed the design, implementation and operating effectiveness of information technology application controls designed to prevent and detect the inaccurate recording of information in the systems from which data is extracted;
- assessed the competence, capability and objectivity of the actuary engaged by the Entity to assist in making the estimation;
- evaluated the design, implementation and operating effectiveness of the Entity's review and approval process to assess the reasonableness of actuarial assumptions used in the estimation of receivables;
- assessed the reasonableness of the discount rate applied in the estimation against the risk faced by the Commonwealth and market evidence of the time value of money;
- assessed the reasonableness of the assumed rate of collection against historical actual repayment of the Child Support Scheme; and
- assessed the data used in the estimation process

for accuracy and completeness, by reviewing the data extraction process, mapping the data back to the system and testing any manual adjustments made to the data.

Key audit matter

Valuation of lease Right-of-Use (ROU) assets and lease liabilities

Refer to Note B2.1 'Property, plant and equipment and software' and Note B5.1 'Leases'

The Entity has various property, information technology and other business lease agreements to manage its operations. These leases are recognised as ROU assets and lease liabilities in the Entity's financial statements:

I considered this area a key audit matter due to the:

- judgements in the recognition of lease option periods for ROU valuations; and
- judgements in the derivation of an appropriate discount rate to present value the value of future cash flows for each individual ROU valuation.

As at 30 June 2023, the net carrying value of lease Right-of-Use (ROU) assets were \$1,907,695,000 and Lease liabilities \$2,009,392,000.

How the audit addressed the matter

To address this key audit matter, I have:

- evaluated the reasonableness of management's judgements in assigning reasonably certain lease option period extensions against contract owners' assessments; and
- assessed the reasonableness of the discount rate applied in the estimation against the market evidence of the time value of money.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Chief Executive Officer is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Chief Executive Officer is also responsible for such internal control as the Chief Executive Officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Chief Executive Officer is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Chief Executive Officer is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;

- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

From the matters communicated with the Accountable Authority, I determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Australian National Audit Office



Rona Mellor PSM
Deputy Auditor-General
Delegate of the Auditor-General
Canberra
12 September 2023

10.3 Financial statements

SERVICES AUSTRALIA

Financial Statements

for the year ended 30 June 2023

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SERVICES AUSTRALIA
STATEMENT BY THE CHIEF EXECUTIVE OFFICER AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2023 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that Services Australia will be able to pay its debts as and when they fall due.



Rebecca Skinner
Chief Executive Officer

8 September 2023



Angela Diamond
Chief Financial Officer

8 September 2023

SERVICES AUSTRALIA
STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2023

		2023	2022	Original Budget ¹
	Notes	\$'000	\$'000	2023 \$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	A1.1	3,078,883	3,109,544	3,122,510
Supplier expenses	A1.2	1,435,775	1,976,149	1,388,060
Depreciation and amortisation	B2.1	781,742	772,694	762,256
Finance costs	A1.3	29,122	22,349	14,083
Write-down and impairment of other assets	B2.1	232,609	15,669	-
Other expenses	A1.4	5,518	5,008	3,310
Impairment loss on financial instruments		-	97	-
Total expenses		5,563,649	5,901,510	5,290,219
Own-source income				
	A2			
Own-source revenue				
Revenue from contracts with customers	A2.1	233,646	253,114	238,589
Resources received free of charge	A2.2	4,713	16,223	2,060
Rental income		13,957	11,302	11,453
Other revenue		1,981	2,428	-
Total own-source revenue		254,297	283,067	252,102
Gains				
Reversal of write-downs and impairment		1,000	-	-
Other gains		19,264	2,287	-
Total gains		20,264	2,287	-
Total own-source income		274,561	285,354	252,102
Net cost of services		(5,289,088)	(5,616,156)	(5,038,117)
Revenue from Government		4,645,527	5,381,461	4,656,741
Deficit after income tax on continuing operations		(643,561)	(234,695)	(381,376)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve ²	B2.1, B6.1	38,103	28,431	-
Total comprehensive deficit		(605,458)	(206,264)	(381,376)

¹Budget reported in the 2022-23 Portfolio Budget Statements published in October 2022.

²Changes in asset revaluation reserve includes revaluations recognised in note B2.1 (\$41.2 million) offset by make good provision adjustments in note B6.1 (\$3.1 million).

The above statement should be read in conjunction with the accompanying notes.
Refer to the Departmental budget variations for explanations of major variances to the Original Budget.

SERVICES AUSTRALIA
STATEMENT OF FINANCIAL POSITION
as at 30 June 2023

		2023	2022	Original Budget ¹
	Notes	\$'000	\$'000	2023 \$'000
ASSETS				
Financial assets				
Cash		20,267	18,236	18,236
Trade and other receivables	B1.1	1,258,939	1,485,112	1,255,883
Total financial assets		1,279,206	1,503,348	1,274,119
Non-financial assets				
Prepayments		116,759	159,202	143,891
Plant and equipment (including right-of-use)	B2.1	381,055	411,355	458,777
Land and buildings (including right-of-use)	B2.1	2,257,134	2,227,472	2,408,414
Software	B2.1	894,260	879,033	996,366
Total non-financial assets		3,649,208	3,677,062	4,007,448
Total assets		4,928,414	5,180,410	5,281,567
LIABILITIES				
Payables				
Employee benefits		77,991	75,160	81,906
Trade creditors and accruals		233,356	224,598	195,030
Other payables	B4.1	27,430	6,737	6,737
Total payables		338,777	306,495	283,673
Interest bearing liabilities				
Leases	B5.1	2,009,392	1,931,751	2,190,273
Total interest bearing liabilities		2,009,392	1,931,751	2,190,273
Provisions				
Other provisions	B6.1	61,875	168,997	57,120
Employee provisions	B6.2	812,183	794,101	796,560
Total provisions		874,058	963,098	853,680
Total liabilities		3,222,227	3,201,344	3,327,626
Net assets		1,706,187	1,979,066	1,953,941
EQUITY				
Contributed equity		4,158,852	3,826,273	4,182,524
Reserves		307,519	269,416	269,416
Accumulated deficit		(2,760,184)	(2,116,623)	(2,497,999)
Total equity		1,706,187	1,979,066	1,953,941

¹Budget reported in the 2022-23 Portfolio Budget Statements published in October 2022.

The above statement should be read in conjunction with the accompanying notes.

Refer to the Departmental budget variations for explanations of major variances to the Original Budget.

SERVICES AUSTRALIA
STATEMENT OF CHANGES IN EQUITY
for the year ended 30 June 2023

		2023	2022	Original Budget ¹ 2023
	Notes	\$'000	\$'000	\$'000
CONTRIBUTED EQUITY				
Balance carried forward from previous year		3,826,273	3,332,760	3,826,273
Transactions with owners				
Distributions to owners				
Prior year appropriation		(25,978)	(26,179)	-
Contributions by owners				
Equity injection - appropriations	C1.1	179,386	324,981	177,067
Departmental capital budget	C1.1	179,171	194,711	179,184
Total transactions with owners		332,579	493,513	356,251
Closing balance as at 30 June		4,158,852	3,826,273	4,182,524
RESERVES				
Balance carried forward from previous year		269,416	240,985	269,416
Changes in asset revaluation reserve				
Revaluations of property, plant and equipment	B2.1	41,162	39,031	-
Revaluations of property make good provision	B6.1	(3,059)	(10,600)	-
Closing balance as at 30 June		307,519	269,416	269,416
ACCUMULATED DEFICIT				
Balance carried forward from previous year		(2,116,623)	(1,881,928)	(2,116,623)
Deficit for the year		(643,561)	(234,695)	(381,376)
Closing balance as at 30 June		(2,760,184)	(2,116,623)	(2,497,999)
Total equity closing balance as at 30 June		1,706,187	1,979,066	1,953,941

Accounting Policy

Amounts appropriated which are designated as equity injections (less any formal reductions) and the departmental capital budget are recognised directly in contributed equity in that year.

¹Budget reported in the 2022-23 Portfolio Budget Statements published in October 2022.

The above statement should be read in conjunction with the accompanying notes.
Refer to the Departmental budget variations for explanations of major variances to the Original Budget.

SERVICES AUSTRALIA
CASH FLOW STATEMENT
for the year ended 30 June 2023

	2023	2022	Original Budget ¹ 2023
	\$'000	\$'000	\$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations	5,379,923	5,989,217	5,179,231
Rendering of goods and services	272,865	225,506	256,920
GST received	244,999	270,433	203,270
Other	103,838	103,782	-
Total cash received	6,001,625	6,588,938	5,639,421
Cash used			
Employees	3,073,900	3,150,139	3,113,305
Suppliers	1,666,776	2,324,980	1,603,527
Section 74 receipts transferred to the Official Public Account	623,106	607,256	412,440
Interest payments on lease liabilities	28,173	21,926	14,150
Borrowing and other financing costs	8	9	-
Other	108,196	6,241	115,119
Competitive neutrality	2,274	2,825	-
Total cash used	5,502,433	6,113,376	5,258,541
Net cash from operating activities	499,192	475,562	380,880
INVESTING ACTIVITIES			
Cash received			
Proceeds from sale of plant and equipment	1,404	7,534	-
Total cash received	1,404	7,534	-
Cash used			
Purchase of property, plant and equipment	137,297	303,670	197,243
Purchase of software	401,763	279,130	283,308
Total cash used	539,060	582,800	480,551
Net cash used by investing activities	(537,656)	(575,266)	(480,551)
FINANCING ACTIVITIES			
Cash received			
Contributed equity - departmental capital budget	179,171	194,711	179,184
Contributed equity - equity injection	231,686	272,761	289,367
Total cash received	410,857	467,472	468,551
Cash used			
Principal payments of lease liabilities	370,362	370,169	368,880
Total cash used	370,362	370,169	368,880
Net cash from financing activities	40,495	97,303	99,671
Net increase/(decrease) in cash held	2,031	(2,401)	-
Cash at the beginning of the year	18,236	20,637	18,236
Cash at the end of the year	20,267	18,236	18,236

¹Budget reported in the 2022-23 Portfolio Budget Statements published in October 2022.

The above statement should be read in conjunction with the accompanying notes
Refer to the Departmental budget variations for explanations of major variances to the Original Budget.

SERVICES AUSTRALIA BUDGET VARIANCE REPORTING

for the year ended 30 June 2023

Departmental budget variations

The table below provides explanations for major variances between the agency's original budget estimates, as published in the October 2022-23 Portfolio Budget Statements (PBS), and the actual financial performance and position for the year ended 30 June 2023. The budget is not audited.

Variances are considered to be 'major' if they are core to the agency's activities and based on the following criteria:

- the variance between budget and actual is greater than +/- 10% and \$50 million of the original budget for a line item;
- an item is below this threshold but is considered important for the reader's understanding or is relevant to an assessment of the discharge of accountability and to an analysis of the agency's performance; and
- variances relating to cash flows are a result of the factors explained for net cost of services, assets or liabilities variations. Unless otherwise individually significant, no additional commentary has been included.

The nature and timing of the Commonwealth's budget process can also contribute to the variances.

Budget variance explanation	Affected statements and line items
As part of the agency's annual review of software assets, the agency identified indicators for impairment for software assets which resulted in a write-down of the asset value. Future write-downs and impairment of assets cannot be quantified at the time of preparing the Budget estimates.	Statement of Comprehensive Income <ul style="list-style-type: none"> • Write-down and impairment of other assets Statement of Financial Position <ul style="list-style-type: none"> • Software
The agency increased expenditure on internally developed software capital projects and reprioritised from the acquisition of property, plant and equipment, compared to that which was anticipated in the Budget. The increase in capital expenditure was partially offset by a movement of \$60 million in capital funding from 2022-23 to 2023-24 in the 2023-24 Budget.	Statement of Financial Position: <ul style="list-style-type: none"> • Plant and equipment (including right-of-use) • Software Cash Flow Statement: <ul style="list-style-type: none"> • Purchase of property, plant and equipment • Purchase of software • Financing cash received
From a budget reporting perspective, the receipt of section 74 revenue and the repatriation of these cash flows are shown as a net amount. However, from a financial reporting perspective these are shown on a gross basis.	Cash Flow Statement <ul style="list-style-type: none"> • Other cash received (operating activities) • Section 74 receipts transferred to the Official Public Account (operating activities)

SERVICES AUSTRALIA
ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME
for year ended 30 June 2023

		2023	Restated ²	Original
		\$'000	2022	Budget ¹
	Notes		\$'000	2023
NET COST OF SERVICES				
Expenses	A3			
Child support maintenance expenses ²		1,782,022	1,565,756	1,942,691
Write-down and impairment of assets ²	A3.1	142,512	250,311	86,851
Total expenses		1,924,534	1,816,067	2,029,542
Income	A4			
Non-taxation revenue				
Child support maintenance revenue		1,916,226	1,806,058	2,016,720
Compensation recoveries		53,010	28,579	51,587
Fees and fines		11,348	13,850	19,818
Other revenue		101	195	330
Total non-taxation revenue		1,980,685	1,848,682	2,088,455
Gains				
Reversal of write-downs and impairment	A4.1	7,987	11,413	10,000
Total gains		7,987	11,413	10,000
Total income		1,988,672	1,860,095	2,098,455
Net contribution by services		64,138	44,028	68,913
Total comprehensive surplus		64,138	44,028	68,913

¹Budget reported in the 2022-23 Portfolio Budget Statements published in October 2022.

²Prior period balances have been restated. Refer to Note D6 for further details.

The above schedule should be read in conjunction with the accompanying notes.

Refer to the Administered budget variations for explanations of major variances to the Original Budget.

SERVICES AUSTRALIA
ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES
as at 30 June 2023

		2023	Restated ²	Original
	Notes	\$'000	2022	Budget ¹
		\$'000	\$'000	2023
				\$'000
ASSETS				
Financial assets				
Cash and cash equivalents	B7.1	211,460	246,064	246,064
Other receivables	B7.2	20,577	14,727	14,950
Child support receivables ²	B7.3	988,856	1,025,630	1,186,920
Total assets administered on behalf of Government		1,220,893	1,286,421	1,447,934
LIABILITIES				
Payables				
Child support payments received in advance		30,032	29,032	29,032
Child support and other payables	B8.1	42,177	37,854	37,847
Recovery of compensation payable		9,764	8,941	8,948
Total payables		81,973	75,827	75,827
Provisions				
Child support maintenance provision ²	B9.1	985,384	1,021,499	1,180,837
Recovery of compensation provision	B9.1	128,647	164,751	164,751
Total provisions		1,114,031	1,186,250	1,345,588
Total liabilities administered on behalf of Government		1,196,004	1,262,077	1,421,415
Net assets		24,889	24,344	26,519

¹Budget reported in the 2022-23 Portfolio Budget Statements published in October 2022.

²Prior period balances have been restated. Refer to Note D6 for further details.

The above schedule should be read in conjunction with the accompanying notes.
Refer to the Administered budget variations for explanations of major variances to the Original Budget.

SERVICES AUSTRALIA
ADMINISTERED RECONCILIATION SCHEDULE
for the year ended 30 June 2023

		2023	2022
	Notes	\$'000	\$'000
Opening assets less liabilities as at 1 July		24,344	18,888
Net contribution by services			
Income		1,988,672	1,860,095
Expenses to entities other than corporate Commonwealth entities		(1,924,534)	(1,816,067)
Transfers (to)/from the Australian Government			
Appropriation transfers from Official Public Account			
Annual appropriations			
Payments to entities other than corporate Commonwealth entities		953	1,189
Special appropriations (unlimited)			
Payments to entities other than corporate Commonwealth entities ¹	C1.2	10,420	272
Special accounts (unlimited)			
Payments to entities other than corporate Commonwealth entities ²	C2	40,534	44,206
Appropriation transfers to Official Public Account			
Appropriations ¹		(11,253)	(1,304)
Special accounts		(92,739)	(68,928)
Other		(11,508)	(14,007)
Closing assets less liabilities as at 30 June		24,889	24,344

Accounting Policy

Revenue administered and managed on behalf of the Australian Government is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under parliamentary appropriations (including from special accounts) on behalf of the Government. These transfers to and from the OPA are reported in the Administered Cash Flow Statement, in this schedule and through the special accounts.

¹The agency has reflected the movement of repayments made under section 77 of the *Public Governance, Performance and Accountability Act 2013* in the 2022-23 financial statements for both 2021-22 and 2022-23 financial years.

²Amounts relate to sections 77 and 78 of the *Child Support (Registration and Collection) Act 1988* credited directly to the Child Support Special Account.

The above schedule should be read in conjunction with the accompanying notes.

SERVICES AUSTRALIA
ADMINISTERED CASH FLOW STATEMENT
for the year ended 30 June 2023

		2023	2022	Original Budget ¹
	Notes	\$'000	\$'000	2023 \$'000
OPERATING ACTIVITIES				
Cash received				
Child support		1,818,473	1,754,343	1,884,013
Health compensation receipts		479,605	476,628	500,099
Fees and fines		11,252	13,721	-
Other		1,457	951	-
Total cash received		2,310,787	2,245,643	2,384,112
Cash used				
Child support		1,812,900	1,749,916	1,869,012
Health compensation payments		467,784	433,836	448,362
Other		1,114	520	-
Total cash used		2,281,798	2,184,272	2,317,374
Net cash from operating activities		28,989	61,371	66,738
Cash from Official Public Account				
Appropriations ²		11,373	1,461	48,918
Special Accounts		40,534	44,206	-
Total cash from Official Public Account		51,907	45,667	48,918
Cash to Official Public Account				
Appropriations ²		11,253	1,304	48,918
Special Accounts		92,739	68,928	32,099
Other		11,508	14,007	34,639
Total cash to Official Public Account		115,500	84,239	115,656
Net cash to Official Public Account		(63,593)	(38,572)	(66,738)
Net increase/(decrease) in cash held		(34,604)	22,799	-
Cash and cash equivalents at the beginning of the year		246,064	223,265	246,064
Cash and cash equivalents at the end of the year	B7.1	211,460	246,064	246,064

¹Budget reported in the 2022-23 Portfolio Budget Statements published in October 2022.

²The agency has reflected the movement of repayments made under section 77 of the *Public Governance, Performance and Accountability Act 2013* in the 2022-23 financial statements for both the 2021-22 and 2022-23 financial years.

The above statement should be read in conjunction with the accompanying notes.

Refer to the Administered budget variations for explanations of major variances to the Original Budget.

SERVICES AUSTRALIA
ADMINISTERED BUDGET VARIANCE REPORTING
for the year ended 30 June 2023

Administered budget variations

The table below provides explanations for major variances between the agency's original administered budget estimates, as published in the October 2022-23 Portfolio Budget Statements (PBS), and the actual financial performance and position for the year ended 30 June 2023. The budget is not audited.

Variances are considered to be 'major' if they are core to the agency's activities and based on the following criteria:

- the variance between budget and actual is greater than +/- 10% and \$50 million of the original budget for a line item;
- an item is below the threshold but is considered important for a reader's understanding or is relevant to an assessment of the discharge of accountability and to an analysis of the agency's performance; and
- variances relating to cash flows are a result of the factors explained for net contribution by services, assets or liabilities variations. Unless otherwise individually significant, no additional commentary has been included.

The nature and timing of the Commonwealth's budget process can also contribute to the variances.

Budget variance explanation	Affected statements and line items
<p>The Recovery of Compensation for Health Care and Other Services Special Account is used to manage monies received by the agency as part of the compensation recovery program. The agency manages this on behalf of the Department of Health, who has administrative responsibility of the <i>Health and Other Services (Compensation) Act 1995</i>.</p> <p>Funds received into the special account represent insurance claims for expenses previously paid out as health benefits. Funds are held as a provision until an assessment has been made as to how much is owed to the Commonwealth. Once the assessment has been made, monies owed to the Commonwealth are recognised as compensation recoveries revenue and transferred to the Official Public Account. Any remaining funds are returned to the claimant or insurer.</p> <p>The balance in the special account is dependent upon the amount of insurance recoveries received and assessed during the year. During 2023, the variance largely relates to improving the processing delays caused by COVID-19, which has contributed to a lower balance in the special account and provision.</p>	<p>Administered Schedule of Assets and Liabilities</p> <ul style="list-style-type: none"> • Cash and cash equivalents • Recovery of compensation provision
<p>The variance is driven by actuarial adjustments to the impairment provision for the Child Support program, including the correction of a prior period error (refer to Note D6 for further details), and the impacts of changes in Australian Government bond rates.</p> <p>The impacts of the actuarial assessment and the Australian Government bond rate could not reasonably have been known at the time of the Budget preparation.</p>	<p>Administered Schedule of Comprehensive Income</p> <ul style="list-style-type: none"> • Child support maintenance expenses • Write-down and impairment of assets <p>Administered Schedule of Assets and Liabilities</p> <ul style="list-style-type: none"> • Child support receivables • Child support maintenance provisions

SERVICES AUSTRALIA

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the year ended 30 June 2023

Overview

Objectives of Services Australia

Services Australia (the agency) is an Australian Government controlled not-for-profit entity that administers the Centrelink, Medicare and Child Support programs on behalf of its Australian Government Partner agencies and has a nationwide presence. The objectives of the agency are to 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.

As outlined in the agency's 2022-23 Corporate Plan, Services Australia has continued the modernisation of services across all channels as the agency works towards delivering simple, helpful, respectful and transparent services for all Australians.

The agency's activities are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, revenue and expenses controlled or incurred by the agency in its own right. Administered activities (shown with grey shading throughout the financial statements) involve the management and oversight by the agency, on behalf of the Australian Government, of items controlled or incurred by the Australian Government.

The continued existence of the agency is dependent on government policy and on continuing funding by Parliament for the agency's activities and programs.

Basis of preparation of the financial statements

The annual financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

They have been prepared in accordance with the:

- *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and
- Australian Accounting Standards and Interpretations including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results of the financial position. Unless otherwise stated, administered items are accounted for on the same basis, using the same policies as for departmental items including the application of the Australian Accounting Standards.

The financial statements are presented in Australian dollars. Revenue, expenses, assets and liabilities are recognised net of Goods and Services Tax (GST) except:

- where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- for receivables and payables.

New accounting standards

Standard/ Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements
AASB 2021-2 <i>Amendments to Australian Accounting Standards- Disclosure of Accounting Policies and Definition of Accounting Estimates</i>	AASB 2021-2 amends AASB 7, AASB 101, AASB 108, AASB 134 and AASB Practice Statement 2. The amending standard requires the disclosure of material, rather than significant, accounting policies, and clarifies what is considered a change in accounting policy compared to a change in accounting estimate.
AASB 2021-6 <i>Amendments to Australian Accounting Standards - Disclosure of Accounting Policies: Tier 2 and Other Australian Accounting Standards</i>	AASB 2021-6 amends the Tier 2 reporting requirements set out in AASB 1049, AASB 1054 and AASB 1060 to reflect the changes made by AASB 2021-2.

The details of the changes in accounting policies and adjustments are disclosed below and in the relevant notes to the financial statements. This amending standard is not expected to have a material impact on the agency's financial statements for the 2022-23 or future reporting periods.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

Taxation

The agency is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). The agency provides Centrepay services which are subject to the Australian Government's competitive neutrality policy including a requirement to make payroll taxation equivalent payments.

Material estimates and judgments

In the preparation of the financial statements, management adopts a number of estimates and judgments relating to the treatment of transactions and balances under Australian Accounting Standards. Individually material estimates and judgments are outlined in the notes to which they relate:

Material accounting estimate/judgement	Note
Reasonable certainty of option exercise in relation to right-of-use assets	B2.1
Revaluation of assets	B2.1
Software impairment	B2.1
Employee provision	B6.2
Impairment of child support receivables	B7.3

Events after the reporting period

There were no subsequent events that had the potential to significantly affect the ongoing structure and financial activities of the agency.

Breach of section 83 of the Constitution

Section 83 of the *Commonwealth of Australia Constitution Act 1900* ("the Constitution") provides that no amount may be paid out of the Consolidated Revenue Fund except under an appropriation made by law. The agency has controls in place to reduce any instances of non-compliance with section 83 wherever possible and ensure there is no intentional misuse of funds. Recovery action is taken to rectify any instance of non-compliance as soon as it is identified.

In 2022-23, the agency identified 83 payments totalling \$46,526 (2021-22: 70 payments totalling \$55,590) from the Child Support Special Account that were not consistent with section 83 of the Constitution. The agency undertook recovery action or offsets of an amount against future payments to the customer. As at 30 June 2023, \$14,304 (as at 30 June 2022: \$22,461) of this amount had been recovered or offset.

In 2022-23, the agency identified 6 payments totalling \$111,128 (2021-22: 6 payments totalling \$1,343,269) from the Recovery of Compensation for Health Care and Other Services Special Account that were not consistent with section 83 of the Constitution. The agency undertook recovery action and as at 30 June 2023 \$110,630 (as at 30 June 2022: \$1,309,269) of this amount had been recovered.

Recovery action continues for all outstanding debts.

Disclosure of prior period errors

An accounting error has been identified relating to the treatment of write-off data in the calculation of the child support receivable impairment loss provision during the March 2023 methodology review for Child Support Impairment rates. A restatement of the 2021-22 comparative information for Administered financial information is presented in note D6 Restatement of Prior Period Errors.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

A: Financial Performance

A1: Expenses

	2023	2022
	\$'000	\$'000
<u>A1.1: Employee benefits</u>		
Wages and salaries	2,154,161	2,288,764
Superannuation		
Defined contribution plans	245,993	239,613
Defined benefit plans	193,771	198,021
Leave and other entitlements	478,447	371,686
Separations and redundancies	3,146	7,814
Other employee expenses	3,365	3,646
Total employee benefits	3,078,883	3,109,544

Accounting Policy

Staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the Public Sector Superannuation accumulation plan (PSSap) or other superannuation funds held outside the Australian Government. The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap and other non-government super funds are defined contribution schemes.

The agency made employer contributions to the employees' defined benefit superannuation schemes at rates determined by an actuary to be sufficient to meet the current cost to the Government. The agency accounts for contributions as if they were contributions to defined contribution plans.

A1.2: Supplier expenses

Goods and services supplied or rendered

Consultants and contractors	467,937	973,706
IT maintenance	392,733	373,251
Communications	223,914	278,180
Property operating	169,585	184,026
Customer related	46,317	41,564
Staff related	28,183	37,930
Fees and charges	19,533	19,478
Legal expenses	39,594	18,272
Travel	17,388	11,955
Other	7,908	10,808
Total goods and services supplied or rendered¹	1,413,092	1,949,170

Services rendered	1,321,583	1,772,189
Goods supplied	91,509	176,981
Total goods and services supplied or rendered	1,413,092	1,949,170

Other supplier expenses

Workers compensation premium	11,778	16,815
Short-term leases ²	8,346	5,779
Low value leases ²	2,559	4,385
Total other suppliers	22,683	26,979
Total supplier expenses	1,435,775	1,976,149

The above lease disclosures should be read in conjunction with the accompanying notes A1.3, B2.1 and B5.1.

¹Includes \$183.6 million (2022: \$166.1 million) in related entity transactions.

²The agency has elected not to recognise right-of-use assets and lease liabilities for leases of low value assets or for leases with a lease term of 12 months or less. The agency recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term. The agency has short-term lease commitments of nil (2022: \$1.0 million) as at 30 June 2023.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

	2023	2022
	\$'000	\$'000
A1.3: Finance costs		
Interest on lease liabilities	28,173	21,926
Other finance costs	949	423
Total finance costs	29,122	22,349

The above lease disclosures should be read in conjunction with the accompanying notes B2.1 and B5.1.

A1.4: Other expenses		
Competitive neutrality - state tax equivalent ¹	2,274	2,825
Resolution of claims	2,460	1,673
Losses from asset sales	112	-
Legal settlements	641	443
Act of grace payments	31	67
Total other expenses	5,518	5,008

¹The agency provides Centrepay services which are subject to the Australia Government's competitive neutrality policy. The agency is required to make payroll taxation equivalent payments to the Australian Government.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

A2: Income

Revenue from contracts with customers primarily relates to the provision of shared services to other government entities.

Gains include incidental transactions and events outside of ordinary operations such as contributions of assets at no cost or for nominal consideration, gains arising from the disposal of non-current assets and reversals of provisions and previous asset write-downs and impairment.

Rental income primarily relates to the provision of accommodation to the National Disability Insurance Agency at Services Australia sites under co-location agreements. These agreements do not constitute sublease arrangements under AASB 16 *Leases*. Co-located agencies do not control the use of the property lease and the risks and rights to the leased assets remain with Services Australia.

	2023 \$'000	2022 \$'000
<u>A2.1: Revenue from contracts with customers</u>		
Rendering of services		
Australian Government entities (related parties)	212,004	231,020
External parties	21,642	22,094
Total revenue from contracts with customers	233,646	253,114
<u>A2.2: Resources received free of charge</u>		
Seconded staff ¹	-	14,354
Australian National Audit Office financial statement audit fee	1,080	1,020
Australian Taxation Office processing fees	3,633	849
Total resources received free of charge	4,713	16,223

¹The comparative balance was in relation to the APS surge activities in the prior year to support the delivery of COVID-19 and disaster payments.

Accounting Policy

Revenue from contracts with customers

Revenue is recognised when the agency has satisfied performance obligations contained within customer contracts, either at a point in time at which the customer obtains control of a promised asset and the agency satisfies performance obligation, or over time where the services are provided and consumed simultaneously.

In relation to the sale of goods, this is ordinarily when control of the goods has been transferred to the buyer. In relation to the provision of services, revenue is recognised over time as the services are delivered to the customer. Amounts paid by customers in advance are treated as unearned income until the related performance obligations are satisfied (refer note B4.1).

Resources received free of charge

Resources received free of charge are recognised as revenue when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

Revenue from Government

Amounts appropriated for departmental outputs for the year (adjusted to reflect the agency's funding agreement, formal additions, reductions and restructures) are recognised as revenue from Government when the agency gains control of the appropriation. Appropriations receivable are recognised at their nominal amounts (refer note B1.1).

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

A3: Administered - Expenses

	2023	2022
	\$'000	\$'000
<u>A3.1: Write-down and impairment of assets</u>		
Child support maintenance discharge	40,577	47,186
Child support write-down and impairment ¹	101,813	202,937
Child support waivers	25	89
Child support cost recovery discharge	-	3
Child support cost recovery waivers	-	5
Other - fees and fines	97	91
Total write-down and impairment of assets	142,512	250,311

¹Prior period balances have been restated. Refer to Note D6 for further details.

Accounting Policy

Child support maintenance expenses are recognised and measured in line with child support maintenance revenue (refer note A4).

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

A4: Administered - Income

	2023	2022
	\$'000	\$'000
A4.1: Reversal of write-downs and impairments		
Reversal of impairment losses - child support	7,987	11,413
Total reversal of write-downs and impairment	7,987	11,413

Accounting Policy

All administered revenue relates to ordinary activities performed by the agency on behalf of the Australian Government.

Child support maintenance revenue

The child support program acts as the intermediary in the transfer of child support payments, which are collected from the paying parent and then paid to the receiving parent.

Revenue from the assessment and collection of child support is recognised in the Administered Schedule of Comprehensive Income at the nominal amounts. The revenue is recognised at the point when a child support assessment, private child support agreement administered by the agency or maintenance court order is registered for collection by the child support Registrar under the *Child Support (Registration and Collection) Act 1988*. In accordance with this Act, the revenue is adjusted when a private settlement is agreed by both parents for a particular period of payment.

Compensation recoveries revenue

The Recovery of Compensation for Health Care and Other Services Special Account (the Special Account) is used to manage monies received by the agency as part of the compensation recovery program. The agency manages this on behalf of the Department of Health, who has administrative responsibility of the *Health and Other Services (Compensation) Act 1995*. The Special Account itself was established by the *PGPA Act (Recovery of Compensation for Health Care and Other Services Special Account 2015 – Establishment) Determination 2015/06*.

Compensation recovery amounts are recognised as revenue when a notice of charge is issued and the recoverable benefits owed to the Government have been determined.

Fees and fines

Calculation of the penalty amount is determined by the relevant section(s) of the *Child Support (Registration and Collection) Act 1988* and *Child Support (Assessment) Act 1989*. Penalties are recognised as revenue at the time the cash is received. Of the \$11.3 million (2022: \$13.8 million) of fees and fines revenue in administered income, \$11.3 million (2022: \$13.7 million) relates to penalty revenue receipts in the child support program as at 30 June 2023.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

B: Financial Position

B1: Financial Assets

	2023	2022
	\$'000	\$'000
B1.1: Trade and other receivables		
Trade receivables in connection with		
Goods and services ¹	107,346	114,762
Total trade receivables	107,346	114,762
Appropriations receivable		
Operating	1,055,571	873,443
Accrued appropriation revenue - operating	-	319,396
Equity	60,000	112,300
Total appropriations receivable²	1,115,571	1,305,139
Other receivables		
Goods and service tax	36,161	65,398
Total other receivables	36,161	65,398
Total trade and other receivables (gross)	1,259,078	1,485,299
Less expected credit loss allowance		
Trade receivables	(139)	(187)
Total expected credit loss allowance	(139)	(187)
Total trade and other receivables (net)	1,258,939	1,485,112

¹Receivables related to contracts with customers total \$103.5 million (2022: \$106.4 million).

²Departmental Capital Budget appropriation receivable balance at 30 June 2023 is nil (2022:nil).

Accounting Policy

Cash and cash equivalents

Cash is recognised at its nominal amount. Cash and cash equivalents includes cash on hand.

Trade and other receivables

The agency classifies its financial assets at the time of initial recognition depending on the nature and purpose of the asset. All receivables are classified as trade and other receivables and are expected to be recovered within 12 months unless otherwise indicated.

Trade receivables are recognised when the agency becomes party to an agreement and has the right to receive cash. Trade receivables have a maximum 30 day terms (2022: 30 days) and are recognised at the nominal amount due, less any impairment loss allowance. The collectability of debts is reviewed at the end of the reporting period and an impairment loss allowance is recognised.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

B2: Non-Financial Assets

B2.1 Property, plant and equipment and software

The asset capitalisation thresholds for ICT data centre equipment have increased from the 2021-22 financial year, all other asset classes remain unchanged. The useful life of ICT and software asset classes have been updated to better reflect the consumption of the assets.

Departmental assets	2023 Useful life	2023 Threshold
Land	Unlimited	nil
Buildings	50 years	nil
Leasehold improvements	Shorter of unexpired lease term or useful life	\$20,000
General plant and equipment	3 to 10 years	\$3,000
ICT desktop equipment	2 to 4 years	nil ¹
ICT data centre equipment	5 years	\$10,000
Purchased software	2 to 5 years	\$100,000
Internally developed software	2 to 5 years ²	\$1,000,000
Right-of-use assets	Lease term ³	\$10,000 ⁴

¹ ICT desktop equipment acquired with a value of less than \$1,000 are treated as low value pooled assets with a useful life of 2 years.

² In limited circumstances, a longer useful life has been applied to more appropriately reflect the use of the software asset.

³ The term of the lease includes any lease options where there is a reasonable expectation at the commencement of the lease that the option will be exercised.

⁴ Refers to the underlying asset value, not the calculated right-of-use asset.

Material Judgement

Revaluation of assets

All property, plant and equipment is measured at the estimated fair value in the Statement of Financial Position. Leasehold improvements are assessed annually and ICT equipment is assessed regularly in line with the agency's Asset Management Guidance. The agency engages an independent valuer to assess the fair value of all property, plant and equipment. This assessment is based on data provided by the agency.

The valuation of the agency's property, plant and equipment requires significant management judgment and assumptions. These judgements include the assets estimated useful life, capitalisation rates, benefit to the agency, condition of the asset and indicators of impairment.

Software impairment

All software assets are assessed annually for indicators of impairment, which involves the application of professional judgement in considering a range of internal and external sources of information. The factors considered by the agency include whether the software asset is working as intended and meeting the agency's requirements, any recent legislative changes, technology obsolescence, and the availability of future funding to enhance the system's functionality. Where required, professional judgment is applied to assess the usability and useful life of current software assets.

Where impairment indicators exist for an asset, an assessment is conducted to determine whether the asset's carrying amount exceeds its recoverable amount for the purposes of determining whether an impairment loss is recognised. This process may involve judgements in the calculation of the present value of future cash flows expected to be derived from the asset, expected costs of disposal, or the asset's depreciated replacement cost.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

Reconciliation of the opening and closing balances of property, plant and equipment and software

	Plant and equipment		Land and buildings		Software	
	Owned Right-of-use \$'000	Total \$'000	Owned Right-of-use \$'000	Total \$'000	Total \$'000	Total \$'000
Total as at 30 June 2022	379,247	32,108	411,355	405,008	1,822,464	2,227,472
Gross book value	420,976	121,399	542,375	433,172	2,886,240	3,319,412
Accumulated depreciation and amortisation	(41,729)	(89,291)	(131,020)	(28,164)	(1,063,776)	(1,091,940)
Total as at 1 July 2022	379,247	32,108	411,355	405,008	1,822,464	2,227,472
Additions						
Purchase or internally developed Right-of-use assets	49,745	-	49,745	73,942	-	73,942
Revaluations recognised in other comprehensive income	-	74,681	74,681	-	124,667	124,667
Write-down and impairment recognised in net cost of services	(435)	-	(435)	41,162	-	41,162
Impairment reversal recognised in net cost of services	1,000	-	1,000	(1,661)	-	(1,661)
Depreciation and amortisation expense	(123,537)	(32,037)	(155,574)	(93,105)	(362,964)	(456,069)
Other movements ¹	(26)	698	672	436	248,085	248,521
Disposals	(382)	(7)	(389)	(900)	-	(900)
Total as at 30 June 2023	305,612	75,443	381,055	424,882	1,832,252	2,257,134
Gross book value ²	465,483	195,938	661,421	443,549	3,212,190	3,655,739
Accumulated depreciation and amortisation	(159,871)	(120,495)	(280,366)	(18,667)	(1,379,938)	(1,398,605)
Total as at 30 June 2023	305,612	75,443	381,055	424,882	1,832,252	2,257,134

¹Includes early termination, remeasurements and modifications of right-of-use assets, assets received at no cost, found assets and increase to make good assets.

²Includes asset under construction amounts for land and buildings of \$93.7 million (2022: \$131.2 million) and software of \$265.4 million (2022: \$297.5 million).

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

B2.2 Capital commitments payable (GST inclusive)

	<1 year	Between 1-5 years	Total	<1 year	Between 1-5 years	Total
	2023	2023	2023	2022	2022	2022
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Land and buildings	48,813	-	48,813	86,622	123,601	210,223
Plant and equipment	21,592	19,313	40,905	13,087	3,003	16,090
Intangibles	392	228	620	-	-	-
Total¹	70,797	19,541	90,338	99,709	126,604	226,313

¹Contractual obligations primarily for the purchase of leasehold improvements and information and communication technology hardware and software.

Accounting Policy

Property, Plant and Equipment

Unless otherwise stated, depreciation rates are applied on a straight-line basis. Rates, useful lives and indicators of impairment are assessed annually, with any necessary adjustments recognised as appropriate.

All property, plant and equipment is reported at fair value (refer note B3). Revaluations are conducted by an independent valuer. Assets under construction are carried at cost, which is considered an acceptable fair value proxy. An indexation test is applied annually to verify the carrying amount is reasonable.

Intangibles

Software assets are carried at cost less accumulated amortisation and impairment.

Where material software assets have not been budgeted to be enhanced, replaced, or retired, a minimum remaining useful life of two years is applied. A longer useful life has been applied if this is determined to more appropriately reflect the use of the software asset.

All software assets are assessed annually for indicators of impairment and, where appropriate, the asset's carrying value is adjusted. Impairment is assessed by management applying professional judgement. This assessment reviews the remaining useful life, takes into account how assets are being used and is impacted by factors such as legislative changes, program cessations and platform changes.

Leased right-of-use (ROU) assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise the initial lease liability amount and option terms where sufficient certainty exists, initial direct costs incurred when entering into the lease less any lease incentives received. Subsequently, ROU assets are measured at cost and accounted for as separate asset classes to owned assets.

An impairment review is undertaken annually and where appropriate, the carrying value is adjusted.

Material Judgement

Reasonable certainty of option exercise in relation to ROU assets

The agency enters into property lease arrangements for its national network of service centres as well as office accommodation. A significant number of leases have options for the agency to extend its ROU beyond the initial term. The next available option is included in the measurement of the ROU asset and lease liability when management makes the judgment that the option is reasonably certain to be exercised based on historical experience and the circumstances of a particular location.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

B3: Fair Value Measurement

In 2023, Jones Lang LaSalle Advisory Services Pty Ltd, conducted revaluation of all leasehold improvement assets (2022: all property, plant and equipment assets, excluding ROU assets). Results of the revaluation are disclosed at note B2.1.

The following table provides an analysis of assets that are measured at fair value. The remaining assets disclosed in the Statement of Financial Position do not apply the fair value hierarchy.

Fair value measurements	Level ¹	2023 \$'000	2022 \$'000
Non-financial assets			
Freehold land and buildings	2	8,770	7,560
Freehold land and buildings	3	15,077	15,512
Leasehold improvements	3	401,035	381,936
Plant and equipment	2	176,260	192,145
Plant and equipment	3	129,352	187,102
Total non-financial assets		730,494	784,255

¹In 2023, no assets were transferred from level 2 to level 3 comparing with \$87.4 million transferred in 2022 due to a change in observable inputs.

Accounting Policy

The agency adopts a risk-based asset valuation approach to measure non-financial assets at fair value in accordance with AASB 13 *Fair Value Measurement*. Each class of non-financial assets, excluding software and right-of-use assets, is subject to a formal independent valuation at least once every three years dependent upon an annual risk assessment. In years where a formal valuation is not undertaken, non-financial assets are subject to a desktop review.

Fair value is a market-based, rather than entity specific, measurement. The objective in all cases is to estimate the price at which an orderly transaction to sell the asset would take place between market participants under current market conditions at the measurement date. Where possible, assets are valued based upon observable inputs, such as quoted prices in active markets or other market transactions or information. Where this information is not available, valuation techniques rely upon unobservable inputs.

The different levels of the fair value hierarchy are:

Level 1: Quoted prices (unadjusted) in active markets for identical assets.

Level 2: Inputs other than quoted prices included within level 1 that are observable for the asset, either directly or indirectly.

Level 3: Unobservable inputs for the asset.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

B4: Payables

	2023	2022
	\$'000	\$'000
B4.1: Other payables		
Unearned income ¹	26,652	5,875
Fringe benefits tax	778	862
Total other payables	27,430	6,737

¹Unearned income represents amounts paid by customers in advance of services (refer note A2).

B5: Interest Bearing Liabilities

B5.1: Leases

Lease liabilities

Land	1,017	953
Buildings	1,932,745	1,904,811
Plant and equipment	75,630	25,987
Total leases²	2,009,392	1,931,751

²Total cash outflow for leases for the year ended 30 June 2023 was \$398.5 million (2022: \$392.1 million).

Maturity analysis - contractual undiscounted cash flows

Within 1 year	345,882	373,447
Between 1 to 5 years	1,069,228	996,138
More than 5 years	789,371	661,300
Total leases³	2,204,481	2,030,885

³Services Australia in its capacity as lessee holds significant leases in Canberra and Perth that make up \$791.1 million (2022: \$839.0 million) of the above costs.

The above note disclosure should be read in conjunction with the accompanying notes A1.3 and B2.1.

Accounting Policy

For all new contracts entered into, the agency considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the agency's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

SERVICES AUSTRALIA
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B6: Provisions

	2023	2022
	\$'000	\$'000
B6.1: Other provisions		
Property make-good provision	60,683	55,931
Other	<u>1,192</u>	<u>113,066</u>
Total other provisions	<u>61,875</u>	<u>168,997</u>

Movements in other provisions

	Property make good ¹	Resolution of claims ²	Total
	\$'000	\$'000	\$'000
As at 1 July 2022	55,931	113,066	168,997
Additional provisions made ³	10,235	3,187	13,422
Amounts used	(666)	(104,576)	(105,242)
Amounts reversed	(5,758)	(10,484)	(16,242)
Unwinding of discount or change in discount rate	941	(1)	940
Total as at 30 June 2023	60,683	1,192	61,875

¹There are 383 (2022: 396) agreements for the leasing of premises which have provisions requiring the agency to restore the premises to their original condition at the conclusion of the lease.

²The total provision for resolution of claims includes \$112.0 million as at 1 July 2022 for the Income Compliance settlement. Payments for the Income Compliance settlement were made during 2022-23.

³The total additional provision includes property make good revaluations for existing arrangements. The revaluation conducted by Jones Lang LaSalle Advisory Services Pty Ltd increased the provision by \$9.8 million (net) and resulted in a \$3.1 million decrement to the asset revaluation reserve, with \$6.8 million recognised in goods and services expense (property operating) and other gains.

B6.2: Employee provisions

Leave	<u>812,183</u>	<u>794,101</u>
Total employee provisions	<u>812,183</u>	<u>794,101</u>

Accounting Policy

Employee provisions include annual and long service leave. No provision is made for personal leave, which is non-vesting.

Liabilities for short-term employee benefits and termination benefits expected to be settled wholly within twelve months of the end of reporting period are measured at their nominal amounts. In accordance with AASB 119 *Employee Benefits*, recreation and long service leave liabilities are measured at the present value of the estimated future cash outflows.

Material Judgement

The liability for long service leave has been determined by reference to the actuarial review. The agency engaged the Australian Government Actuary (AGA) to undertake a triennial actuarial assessment of the leave provisions. The estimate of future cash outflows requires management and independent actuarial assessment of assumed salary growth rates, future on-cost rates, the likely tenure of existing staff and patterns of leave claims and payouts. The future cash outflows are then discounted to present value using market yields on government bonds which have a comparable term to the leave obligations, in accordance with AASB 119 *Employee Benefits*.

The agency conducted an assessment on future cash outflows assumptions during the 2022-23 financial year. The assessment determined that factors recommended through the actuarial review in 2021-22 and short term salary growth rate assumptions remain appropriate as at 30 June 2023. Long term salary growth rate assumptions for long service leave were revised based on the recently proposed APS-wide pay offer of 10.5% over three years (4% in the first year, 3.5% in the second year and 3% in the third year), published by the Australian Public Service Commission on 16 May 2023.

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B7: Administered - Financial Assets		
	2023	2022
	\$'000	\$'000
<u>B7.1: Cash and cash equivalents</u>		
Special account cash - held by the agency	139,251	179,178
Special account cash - held in the OPA	72,209	66,886
Total cash and cash equivalents	211,460	246,064
<u>B7.2: Other receivables</u>		
Fees and fines	2,850	2,754
Less: impairment loss	(2,720)	(2,623)
Net fees and fines receivables	130	131
Cost recovery	1,792	1,935
Less: impairment loss	(954)	(1,040)
Net cost recovery receivables	838	895
Debt repayment	172	172
Less: impairment loss	(172)	(172)
Net debt repayment receivables	-	-
Compensation recoveries	19,609	13,701
Total net other receivables	20,577	14,727
All significant receivables are expected to be collected within 12 months.		
Accounting Policy		
Cash is recognised at its nominal amount. Cash and cash equivalents includes cash in special accounts (refer note C2).		

SERVICES AUSTRALIA
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	2023	2022
	\$'000	\$'000
<u>B7.3: Child support receivables</u>		
Maintenance receivables ¹	1,756,245	1,690,870
Less: impairment loss ²	(770,861)	(669,371)
Net maintenance receivables	985,384	1,021,499
Customer miscellaneous receivables	3,658	3,536
Less: impairment loss	(1,416)	(1,335)
Net customer miscellaneous receivables	2,242	2,201
Client top up receivables	1,960	2,437
Less: impairment loss	(730)	(507)
Net client top up receivables	1,230	1,930
Total net child support receivables^{2,3}	988,856	1,025,630

¹As at 30 June 2023 the child support receivables total included \$11.0 million in overpayments (2022: \$9.8 million) which was not included in the impairment loss calculation.

²Prior period balances have been restated. Refer to Note D6 for further details.

³Child support receivables are in connection with external parties.

Accounting Policy

Child support maintenance receivables and impairment loss

The child support program acts as the intermediary in the transfer of child support payments, which are collected from the paying parent and paid to the receiving parent. The majority of the receivable balance relates to maintenance debt for which the Australian Government does not have any financial exposure given that the child support program acts as the intermediary only.

Child support penalty receivables

Child support penalty revenue is recognised at the time cash is received, not when the debt is raised (refer note A4). As at 30 June 2023, amounts not recorded in the financial statements included total outstanding penalty debt of \$1.1 billion (2022: \$1.0 billion), penalty debts raised during 2023 of \$154.6 million (2022: \$116.0 million), and total penalty debts remitted, written off, waived or discharged of \$75.5 million (2022: \$73.8 million).

Material Judgement

Impairment of child support receivables

The impairment of child support receivables involves assumptions about uncertain future outcomes and the behaviour of paying parents. The agency actively manages the collection of child support debt on a continual basis and engages an independent actuary annually to perform a review of the impairment provision for child support maintenance debt. During 2023, a review of the impairment rate assessment was performed by Ernst and Young (EY). The valuation of the impairment provision involves modelling historical repayment data against the current child support maintenance debt, and is projected against future repayment expectations. Key assumptions have been made regarding expected future repayment patterns and the mean term for debt repayment, which are used to determine the present value of future cash flows.

During the Child Support methodology review undertaken in March 2023, an accounting error has been identified relating to the treatment of write-off data in the calculation of the child support receivable impairment rates in 2021-22, which resulted the restatement of prior period balances in these financial statements. Refer to note D6 for further details.

The results of the June 2023 review is an impairment rate of 43.62%, which is 4.26% higher than the restated impairment rate of 39.36% in June 2022. The impact on the impairment provision is an increase of \$75.3 million at 30 June 2023 with the total child support receivable of \$1.0 billion comparing to \$1.0 billion at 30 June 2022.

AASB 136 *Impairment of Assets* requires that payments are discounted at a rate reflecting the estimated timing of the payments. As at 30 June 2023, EY's assessment of the mean term for child support receivables was 3.6 years (3.75 years in 2022), and therefore the same duration Australian government bond yield of 3.93% p.a. was adopted as the interest rate (refer note B7.3 above).

SERVICES AUSTRALIA
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B8: Administered - Payables

Recovery of compensation payable as shown in the Administered Schedule of Assets and Liabilities reflects amounts collected from insurers and third parties for compensation recovery claims to be transferred to the claimant or the OPA following finalisation of the assessment.

Child support maintenance payables reflect amounts collected to be transferred to the receiving parent. All payables are expected to be settled within 12 months and are measured at their nominal amount.

	2023	2022
	\$'000	\$'000
B8.1: Child support and other payables		
Child support maintenance	41,926	37,689
Other	251	165
Total child support and other payables	42,177	37,854

B9: Administered - Provisions

The child support maintenance provision reflects child support obligations to the receiving parent that are due but not yet received.

Recovery of compensation provision reflects amounts collected from insurers and third parties for compensation recovery claims where the assessment to determine the appropriate allocation of funds has not yet been performed. Once an assessment is complete, amounts previously recognised in the provision are transferred to the recovery of compensation payable to be returned to the claimant or the OPA.

B9.1: Child support maintenance provisions

Movements in provisions

	Child support maintenance \$'000	Recovery of compensation \$'000
As at 1 July 2022¹	1,021,499	164,751
Additional provisions made	1,916,226	479,605
Amounts used	(1,818,137)	(515,709)
Amounts reversed	(134,204)	-
Total as at 30 June 2023	985,384	128,647

¹Prior period balances have been restated. Refer to Note D6 for further details.

Accounting Policy

The child support maintenance provision liability is calculated on the basis of the present value of the estimated future cash flows to be made to receiving parents at the reporting date. Estimated future cash flows are calculated with reference to the past experience of the recoverability of gross child support receivables from paying parents. The estimate does not include future cash outflows that may result from child support re-assessments, prior to the reporting date, that are requested by paying or receiving parents after the reporting date.

SERVICES AUSTRALIA
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for the year ended 30 June 2023

C: Funding
C1: Appropriations

C1.1: Annual appropriations (recoverable GST excluded)

	Total unspent 30 June 2022 \$'000	Amount appropriated in 2022-23				Appropriation applied in 2022-23 Current and prior years \$'000	Repealed appropriation \$'000	Total unspent 30 June 2023 \$'000
		Current year Appropriation \$'000	Section 75 Transfers \$'000	Section 74 Receipts and others \$'000	Total appropriation \$'000			
Annual appropriations								
Departmental - Ordinary Annual Services								
Appropriation Act (No. 1) 2019-2020 ¹	66,357	-	-	-	-	-	(66,357)	-
Appropriation Act (No. 5) 2019-2020 ¹	175,794	-	-	-	-	-	(175,794)	-
Appropriation Act (No. 1) 2020-2021 ^{2,3}	26,179	-	-	-	-	-	-	26,179
Appropriation Act (No. 3) 2020-2021	112,003	-	-	-	-	(112,003)	-	-
Appropriation Act (No. 1) 2021-2022 ⁴	257,544	-	-	-	-	(223,392)	-	34,152
Appropriation Act (No. 3) 2021-2022	537,977	-	-	-	-	(537,977)	-	-
Supply Act (No. 1) 2022-2023 ⁵	-	2,885,650	-	125,384	3,011,034	(2,968,036)	-	42,998
Supply Act (No. 1) 2022-2023 - DCB ^{6,7}	-	147,364	-	-	147,364	(130,063)	-	17,301
Supply Act (No. 3) 2022-2023 ⁵	-	971,223	-	-	971,223	(60,000)	-	911,223
Supply Act (No. 3) 2022-2023 - DCB ^{7,8}	-	49,121	-	-	49,121	(49,108)	-	13
Appropriation Act (No. 1) 2022-2023 ⁵	-	1,076,961	-	248,461	1,325,422	(1,229,255)	-	96,167
Appropriation Act (No. 3) 2022-2023 ⁵	-	10,405	-	-	10,405	-	-	10,405
Cash and cash equivalents	18,236	-	-	-	-	2,031	-	20,267
Total ordinary annual services	1,194,090	5,140,724	-	373,845	5,514,569	(5,307,803)	(242,151)	1,158,705
Departmental - Other Services								
Appropriation Act (No. 2) 2020-2021 ^{3,9}	591	-	-	-	-	-	-	591
Appropriation Act (No. 2) 2021-2022	77,424	-	-	-	-	(77,424)	-	-
Appropriation Act (No. 4) 2021-2022	34,876	-	-	-	-	(34,876)	-	-
Supply Act (No. 2) 2022-2023	-	110,470	-	-	110,470	(50,470)	-	60,000
Supply Act (No. 4) 2022-2023	-	37,225	-	-	37,225	(37,225)	-	-
Appropriation Act (No. 2) 2022-2023	-	29,372	-	-	29,372	(29,372)	-	-
Appropriation Act (No. 4) 2022-2023	-	2,319	-	-	2,319	(2,319)	-	-
Total other services	112,891	179,386	-	-	179,386	(231,686)	-	60,591
Total Departmental	1,306,981	5,320,110	-	373,845	5,693,955	(5,539,489)	(242,151)	1,219,296

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CL1.1: Annual appropriations (recoverable GST exclusive) Continued

	Total unspent 30 June 2022 \$'000	Amount appropriated in 2022-23			Appropriation applied in 2022-23 Current and prior years \$'000	Repealed appropriation \$'000	Total unspent 30 June 2023 \$'000
		Current year Appropriation \$'000	Section 75 Transfers \$'000	Section 74 Receipts and others \$'000			
Administered							
Supply Act (No.1) 2019-2020 ¹	685	-	-	-	-	(685)	-
Appropriation Act (No. 1) 2019-2020 ¹	958	-	-	-	-	(958)	-
Supply Act (No. 1) 2020-2021 ^{3,10}	1,686	-	-	-	-	-	1,686
Appropriation Act (No. 3) 2020-2021 ¹⁰	5	-	-	-	-	-	5
Appropriation Act (No. 1) 2021-2022	1,688	-	-	-	-	-	1,688
Appropriation Act (No. 3) 2021-2022	7	-	-	-	-	-	7
Supply Act (No. 1) 2022-2023 ¹¹	-	1,353	-	960	(960)	-	1,353
Total Administered	5,029	1,353	-	960	(960)	(1,643)	4,739

¹2019-20 Supply and Appropriation Acts automatically repealed on 1 July 2022 under section 39 of FRR.

³\$26.2 million of operating appropriations withheld under PGPA Act section 51.

¹⁰2020-21 Supply and Appropriation Acts will be automatically repealed on 1 July 2023 under section 39 of FRR.

¹¹\$34.2 million of operating appropriations withheld under PGPA Act section 51.

¹⁰In 2023, the revenue from Government reported in the Statement of Comprehensive Income is \$4,645.5 million, \$298.7 million less than the ordinary annual services appropriation of \$4,944.2 million. This is due to adjustments that met the recognition criteria of a formal amendment to revenue.

¹¹\$17.3 million capital appropriations withheld under PGPA Act section 51.

¹²Departmental capital budgets are appropriated through Appropriation Acts (No. 1, 3, 5) and Supply Acts (No.1,3). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

¹³\$13,000 capital appropriations withheld under PGPA Act section 51.

¹⁴\$591,000 capital appropriations withheld under PGPA Act section 51.

¹⁵These amounts reflect unspent appropriations relating to the child support program quarantined for administrative purposes.

¹⁶The Balance includes \$87,000 administered appropriations withheld under PGPA Act section 51.

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CL 1: Annual appropriations (recoverable GST exclusive)

	Total unspent 30 June 2021 \$'000	Amount appropriated in 2021-22				Appropriation applied in 2021-22 Current and prior years \$'000	Repealed appropriation \$'000	Total unspent 30 June 2022 \$'000
		Current year Appropriation \$'000	Section 75 Transfers \$'000	Section 74 Receipts and others \$'000	Total appropriation \$'000			
Annual appropriations for 2022								
Departmental - Ordinary Annual Services								
Appropriation Act (No. 1) 2018-2019 ¹	55,654	-	-	-	-	-	(55,654)	-
Appropriation Act (No. 1) 2019-2020 ^{2,3}	66,357	-	-	-	-	-	-	66,357
Appropriation Act (No. 5) 2019-2020 ^{2,3}	175,794	-	-	-	-	-	-	175,794
Appropriation Act (No. 1) 2020-2021 ³	1,101,786	-	-	-	-	(1,075,607)	-	26,179
Appropriation Act (No. 3) 2020-2021	139,385	-	-	-	-	(27,382)	-	112,003
Appropriation Act (No. 1) 2021-2022 ^{4,5}	-	4,535,555	960	332,543	4,869,058	(4,611,514)	-	257,544
Appropriation Act (No. 3) 2021-2022 - DCB ⁶	-	194,711	-	-	194,711	(194,711)	-	-
Appropriation Act (No. 3) 2021-2022	-	537,977	-	-	537,977	-	-	537,977
Cash and cash equivalents	20,637	-	-	-	-	(2,401)	-	18,236
Total ordinary annual services	1,559,613	5,268,243	960	332,543	5,601,746	(5,911,615)	(55,654)	1,194,090
Departmental - Other Services								
Appropriation Act (No. 2) 2018-2019 ¹	9,597	-	-	-	-	-	(9,597)	-
Appropriation Act (No. 2) 2020-2021 ⁷	60,671	-	-	-	-	(60,080)	-	591
Appropriation Act (No. 2) 2021-2022	-	286,005	-	-	286,005	(208,581)	-	77,424
Appropriation Act (No. 4) 2021-2022	-	38,976	-	-	38,976	(4,100)	-	34,876
Total other services	70,268	324,981	-	-	324,981	(272,761)	(9,597)	112,891
Total Departmental	1,629,881	5,593,224	960	332,543	5,926,727	(6,184,376)	(65,251)	1,306,981

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CL1.1: Annual appropriations (recoverable GST exclusive) Continued

	Total unspent 30 June 2021 \$'000	Amount appropriated in 2021-22				Appropriation applied in 2021-22 Current and prior years \$'000	Repealed appropriation \$'000	Total unspent 30 June 2022 \$'000
		Current year Appropriation \$'000	Section 75 Transfers \$'000	Section 74 Receipts and others \$'000	Total appropriation \$'000			
Administered 2022								
<i>Appropriation Act (No. 1) 2018-2019¹</i>	1,558	-	-	-	-	-	(1,558)	-
<i>Supply Act (No. 1) 2019-2020²</i>	685	-	-	-	-	-	-	685
<i>Appropriation Act (No. 1) 2019-2020²</i>	958	-	-	-	-	-	-	958
<i>Supply Act (No. 1) 2020-2021³</i>	1,686	-	-	-	-	-	-	1,686
<i>Appropriation Act (No. 3) 2020-2021⁴</i>	5	-	-	-	-	-	-	5
<i>Appropriation Act (No. 1) 2021-2022</i>	-	1,688	-	-	-	(1,194)	-	1,688
<i>Appropriation Act (No. 3) 2021-2022</i>	-	7	-	1,194	2,882	-	-	-
Total Administered	4,892	1,695	-	1,194	2,889	(1,194)	(1,558)	5,029

¹2018-19 Appropriation Acts automatically repealed on 1 July 2021.

²2019-20 Supply and Appropriation Acts automatically repealed on 1 July 2022.

³\$268.3 million of operating appropriations withheld under PCPA Act section 51.

⁴In 2022, the revenue from Government reported in the Statement of Comprehensive Income is \$5,381.5 million, \$308.0 million more than the ordinary annual services appropriation of \$5,073.5 million. This is due to adjustments that met the recognition criteria of a formal amendment to revenue.

⁵In 2022, \$0.96 million was transferred from the Digital Transformation Agency to Services Australia through *Appropriation Act (No. 1) 2021-22* for the integrated delivery management of the Digital Identity function.

⁶Departmental capital budgets are appropriated through *Appropriation Acts (No. 1.3.5)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

⁷\$0.6 million capital appropriations withheld under PCPA Act section 51.

⁸These amounts reflect unspent appropriations relating to the child support program quarantined for administrative purposes.

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C1.2: Special appropriations applied (recoverable GST exclusive)		
	2023	2022
	\$'000	\$'000
Authority		
Public Governance, Performance and Accountability Act 2013 Section 77 ^{1,2}	10,420	272
Total special appropriations applied	10,420	272
¹ Refund appropriation to enable repayment of funds to third parties for incorrect or unidentified payments that were previously received and sent to the OPA as an administered receipt.		
² The agency has reflected the movement of repayments made under section 77 of the <i>Public Governance, Performance and Accountability Act 2013</i> in the 2022-23 financial statements for both the 2021-22 and 2022-23 financial years.		

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CL3: Disclosure by agent in relation to annual and special appropriations (recoverable GST exclusive)

Payments are made from appropriations administered by other agencies. The related revenue, expense, assets, liabilities and cash flows are disclosed in the financial statements of the relevant government agency which is responsible for the outcomes to which the items relate.

Department	Total receipts 2023 \$'000	Total payments 2023 \$'000	Total receipts 2022 \$'000	Total payments 2022 \$'000	Purpose of payment
Australian Trade and Investment Commission	-	-	44,083	44,083	COVID-19 Consumer Travel Support Program
Department of Agriculture, Fisheries and Forestry ¹	74,897	74,897	102,344	102,344	Farm Household Allowance
Department of Education ²	11,211,120	11,211,120	10,115,903	10,115,903	Child Care Subsidies and Tertiary Access payments
Department of Employment and Workplace Relations ²	18	18	633	633	PaTH Internship Incentive payment
Department of Foreign Affairs and Trade	707	707	7	7	MH17 Family Support Package and Bali Memorial Services 2022
Department of Health and Aged Care ³	74,671,797	74,520,161	70,543,475	69,941,308	Aged care, medical and pharmaceutical benefits
Department of Home Affairs	14,256	14,256	16,710	16,710	Asylum seeker support and payments for victims of terrorism
Department of Infrastructure, Transport, Regional Development, Communications and the Arts ⁴	240,840	240,840	208,172	208,172	Tasmania Freight Equalisation Scheme and Bass Strait Passenger Vehicle Equalisation Scheme
Department of Social Services	126,867,222	126,867,222	124,918,022	124,918,022	Age Pension, Disability Support Pension, Carer Payment, Family Tax Benefit, Austudy, ABSTUDY, Youth Allowance and JobSeeker Payments
Department of Veterans' Affairs	2,667,104	2,818,740	2,151,659	2,753,826	Aged care, medical and pharmaceutical benefits
National Emergency Management Agency ⁵	1,907,389	1,907,389	16,839,888	16,839,888	Disaster recovery relief and COVID-19 support payments
Total	217,655,350	217,655,350	224,940,896	224,940,896	

¹Under the Administrative Arrangements Order (AAO) effective from 1 July 2022, education functions were transferred from the Department of Education, Skills and Employment to the Department of Health and Aged Care.

²Under the AAO effective from 1 July 2022, education functions were transferred from the Department of Education, Skills and Employment to the Department of Health and Aged Care.

³Under the AAO effective from 1 July 2022, the Department of Health was renamed to the Department of Health and Aged Care.

⁴Under the AAO effective from 1 July 2022, the Department of Infrastructure, Transport, Regional Development and Communications was renamed to the Department of Infrastructure, Transport, Regional Development, Communications and the Arts.

⁵National Emergency Management Agency commenced on 1 September 2022 and incorporates the functions of the former National Recovery and Resilience Agency, which ceased on 2 September 2022.

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C2: Special Accounts

Child Support Special Account

This special account was established under the *Child Support (Registration and Collection) Act 1988*, section 73. It is used for the receipt and payment of child support maintenance obligations. Monies received are required to be paid to the relevant recipients. As such, net child support receivables reported in the Administered Schedule of Assets and Liabilities are offset by equivalent child support provisions.

Recovery of Compensation for Health Care and Other Services Special Account (RCHCOS)

This special account was established under the *PGPA Act (Recovery of Compensation for Health Care and Other Services Special Account 2015–Establishment) Determination 2015/06*. It is used for the recovery of Medicare benefits, residential care and home care subsidies where the recipient receives compensation from a third party as a result of the injury or illness for which they have received benefits. The agency is responsible for making payments under the *Health and Other Services (Compensation) Act 1995* including for case management and the recovery of benefits back to the Australian Government. No expense is recognised in relation to recovery of compensation, amounts returned to the OPA are recognised as revenue in the Administered Schedule of Comprehensive Income and transfers to the OPA in the Administered Reconciliation Schedule.

Services for Other Entities and Trust Moneys Special Account (SOETM)

This special account was established under the *PGPA Act Determination (Services Australia SOETM Special Account 2020)*. It is a multi-purpose account, used for receipts and payments of amounts held on trust or otherwise for the benefit of persons other than the Commonwealth. This includes amounts associated with departure prohibition orders, an administrative enforcement option that requires a paying parent with an outstanding child support liability to deposit the balance prior to leaving Australia. The special account is also used for receipts and refunds of foreign countries' transactions relating to administrative agreements with other countries.

(Recoverable GST Exclusive)	Child Support		RCHCOS		SOETM	
	2023	2022	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance brought forward from previous period	93,413	86,048	199,454	176,707	165	20
Increases						
<i>Child Support (Registration and Collection) Act 1988</i> sections 77 and 78 crediting clause ¹	40,534	44,206	-	-	-	-
Appropriations credited	953	1,189	-	-	-	-
Other receipts	1,798,520	1,736,521	479,605	476,628	1,200	665
Total increases	1,840,007	1,781,916	479,605	476,628	1,200	665
Available for payments	1,933,420	1,867,964	679,059	653,335	1,365	685
Decreases						
Payments made	(1,834,718)	(1,774,551)	(528,562)	(453,881)	(1,114)	(520)
Total decreases	(1,834,718)	(1,774,551)	(528,562)	(453,881)	(1,114)	(520)
Total balance carried to the next period	98,702	93,413	150,497	199,454	251	165
Represented by:						
Cash held in entity bank accounts	-	-	150,497	199,454	-	-
Cash held in the Official Public Account	98,702	93,413	-	-	251	165
Balance carried forward	98,702	93,413	150,497	199,454	251	165
Reconciliation to cash and cash equivalents reported in the Administered Schedule of Assets and Liabilities and Administered Cash Flow Statement						
Balance carried forward	98,702	93,413	150,497	199,454	251	165
Adjust timing differences ²	(26,744)	(26,692)	(11,246)	(20,276)	-	-
Cash and cash equivalents	71,958	66,721	139,251	179,178	251	165

¹Amounts relate to sections 77 and 78 of the *Child Support (Registration and Collection) Act 1988* credited directly to the Child Support Special Account via budget appropriation adjustments.

²The timing differences relate to transactions that have not yet been reflected either in the OPA cash balance or the Child Support Agency's Case Management System. Special accounts are reported on a cash basis whereas cash and cash equivalents in the Administered Schedule of Assets and Liabilities and Administered Cash Flow Statement are reported on an accruals basis.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

C3: Net Cash Appropriation Arrangements

	2023	2022
	\$'000	\$'000
Total comprehensive deficit - as per the Statement of Comprehensive Income		
Income	(605,458)	(206,264)
Plus: depreciation/amortisation of assets funded through appropriations	386,741	381,076
Plus: depreciation of right-of-use assets	395,001	391,618
Less: lease principal repayments	(370,362)	(370,169)
Net cash operating surplus/(deficit)	(194,078)	196,261

From 2011, the Government introduced net cash appropriation arrangements where revenue appropriations for depreciation and amortisation expenses ceased. Entities now receive a separate capital budget provided through equity appropriations and/or departmental capital budget funding. Capital budgets are appropriated in the period when cash payment for capital expenditure is required.

The inclusion of depreciation/amortisation expenses related to right-of-use leased assets and the lease liability principal repayment amount reflects the impact of AASB 16 *Leases*, which does not directly reflect a change in appropriation arrangements.

D: Other Items

D1: Contingent Assets and Liabilities

Contingent assets and liabilities may arise from uncertainty as to the existence of an asset or liability, or where the amount cannot be reliably measured.

The agency had a number of legal claims for which it has denied liability and is defending, and also claims which the agency is pursuing. It is not possible to estimate the amount of any eventual payments or compensation in relation to these claims.

Contingent assets

As at 1 July	-	437
New contingent assets recognised	1,791	-
Re-measurement	-	(437)
Total contingent assets as at 30 June	1,791	-

Contingent liabilities

As at 1 July	673	2,633
New contingent liabilities recognised	1,277	667
Re-measurement	132	(572)
Liabilities realised	(306)	(1,379)
Obligations expired	(440)	(676)
Total contingent liabilities as at 30 June¹	1,336	673
Net contingent assets/(liabilities) as at 30 June	455	(673)

¹Contingent liabilities include compensation claims.

Unquantifiable Contingencies

Child Support

The *Child Support (Assessment) Act 1989* and *Child Support (Registration and Collection) Act 1988* contain provisions which enable parents to object or seek a review of certain decisions made by the Registrar. A variety of reasons exist for seeking a review, including where the agency has not considered all the facts, has applied the law incorrectly, or where an assessment was made on the basis of wrong or old information.

The effects of objections or reviews are not recognised in the administered financial statements until the review is completed and the assessment has been amended. An amended assessment could result in overpayments or underpayments to either parent.

The Australian Government does not have any financial exposure as the agency acts as an intermediary only in the transfer of child support payments. Any eventual amended assessment would result in no net impact on the assets and liabilities reported in the administered financial statements.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

Child Support System Calculation Error

The agency is aware of historical system issues with the income data used by the child support case management system, which may result in incorrectly calculated child support payment rates for approximately 33,000 customers between 2011 and 2018. The agency has previously corrected payment records for 21,000 current customers and is now contacting former customers to provide an opportunity to have their assessments corrected. It is not possible to estimate the amounts of any eventual amended assessments in relation to these cases.

The effects of objections or reviews are not recognised in the administered financial statements until the review is completed and the assessment has been amended. An amended assessment could result in overpayments or underpayments by either parent, and has no net impact on the assets and liabilities reported in the administered financial statements.

Accounting Policy

Contingent assets and contingent liabilities are not recognised in the Statement of Financial Position but are reported in the notes. They may arise from uncertainty as to the existence of an asset or liability or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

D2: Financial Instruments

	2023	2022
	\$'000	\$'000
<u>D2.1: Categories of financial instruments</u>		
Financial assets at amortised cost		
Cash	20,267	18,236
Trade and other receivables	107,207	114,575
Total assets at amortised cost	127,474	132,811
Total financial assets	127,474	132,811
Financial liabilities		
Financial liabilities measured at amortised cost		
Trade creditors and accruals	233,356	224,598
Total financial liabilities measured at amortised cost	233,356	224,598
Total financial liabilities	233,356	224,598
<u>D2.2: Categories of financial instruments</u>		
Financial assets at amortised cost		
Cash and cash equivalents	211,460	246,064
Other receivables	19,609	13,701
Total financial assets at amortised cost	231,069	259,765
Total financial assets¹	231,069	259,765
Financial liabilities		
Financial liabilities measured at amortised cost		
Recovery of compensation payable	9,764	8,941
Total financial liabilities measured at amortised cost	9,764	8,941
Total financial liabilities¹	9,764	8,941

¹These figures exclude statutory receivables and payables, which are not within the scope of AASB 9 *Financial Instruments*.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

Accounting Policy

Financial assets

Financial assets are recognised when the agency becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date. They are classified and measured at amortised cost determined using the effective interest method and are assessed for impairment at the end of each reporting period based on expected credit losses.

Financial liabilities

Financial liabilities, including trade and other payables are classified as other financial liabilities which are recognised and derecognised upon trade date. Financial liabilities are initially measured at fair value, net of transaction costs and are subsequently measured at amortised cost using the effective interest method. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

D3: Current/Non-current Distinction for Assets and Liabilities

	2023 \$'000	2022 \$'000
<u>D3.1: Departmental</u>		
Assets expected to be recovered in		
No more than 12 months		
Cash	20,267	18,236
Trade and other receivables	1,258,939	1,485,112
Prepayments	100,139	136,051
Total no more than 12 months	1,379,345	1,639,399
More than 12 months		
Prepayments	16,620	23,151
Plant and equipment (including right-of-use)	381,055	411,355
Land and buildings (including right-of-use)	2,257,134	2,227,472
Software	894,260	879,033
Total more than 12 months	3,549,069	3,541,011
Total assets	4,928,414	5,180,410
Liabilities expected to be settled in		
No more than 12 months		
Employee benefits	77,244	74,241
Trade creditors and accruals	233,356	224,598
Other payables	27,430	6,737
Leases	341,209	354,329
Other provisions	14,196	130,553
Employee provisions	244,249	245,540
Total no more than 12 months	937,684	1,035,998
More than 12 months		
Employee benefits	747	919
Leases	1,668,183	1,577,422
Other provisions	47,679	38,444
Employee provisions	567,934	548,561
Total more than 12 months	2,284,543	2,165,346
Total liabilities	3,222,227	3,201,344

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

	2023	2022
	\$'000	\$'000
D3.2: Administered		
Assets expected to be recovered in		
No more than 12 months		
Cash and cash equivalents	211,460	246,064
Other receivables	9,686	3,939
Child support receivables ¹	317,329	315,438
Total no more than 12 months	538,475	565,441
More than 12 months		
Other receivables	10,891	10,788
Child support receivables ¹	671,527	710,192
Total more than 12 months	682,418	720,980
Total assets	1,220,893	1,286,421
Liabilities expected to be settled in		
No more than 12 months		
Child support payments received in advance	30,032	29,032
Child support and other payables	42,177	37,854
Recovery of compensation payable	9,764	8,941
Child support maintenance provisions ¹	315,750	313,284
Recovery of compensation provisions	124,508	163,109
Total no more than 12 months	522,231	552,220
More than 12 months		
Child support maintenance provisions ¹	669,634	708,214
Recovery of compensation provisions	4,139	1,643
Total more than 12 months	673,773	709,857
Total liabilities	1,196,004	1,262,077

¹Prior period balances have been restated. Refer to Note D6 for further details.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

D4: Key Management Personnel Remuneration

Key management personnel (KMP) are those persons having authority and responsibility for planning, directing and controlling the activities of the agency, directly or indirectly, including any director (whether executive or otherwise) of the agency. The agency has determined the KMP to be the Chief Executive Officer and Deputy Chief Executive Officers. For 2022-23, the total number of KMP is 11 (2022: 13), and includes acting arrangements (12 weeks or more), where it is determined the individual meets the definition of a KMP. The Portfolio Minister's remuneration and other benefits are excluded as it is set by the Remuneration Tribunal and are not paid by the agency. Key management personnel remuneration is reported in the table below.

	2023 \$'000	2022 \$'000
Key management personnel remuneration expenses		
Short-term employee benefits	4,643	4,173
Post-employment benefits	677	556
Other long-term employee benefits	217	167
Termination benefits	-	286
Total key management personnel remuneration expenses	5,537	5,182

D5: Related Party Disclosures

Related party relationships

Services Australia is an Australian Government controlled entity. Related parties to the agency are KMP, Cabinet Ministers and other Australian Government entities.

Transactions with related parties

Given the breadth of government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Such transactions include the payment or refund of taxes, receipt of a Medicare rebate or higher education loans. These transactions have not been separately disclosed in this note.

Significant transactions with related parties can include:

- the payments of grants or loans;
- purchase of goods and services;
- asset purchases, sales transfers or leases;
- debts forgiven; and
- guarantees.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period by the agency, it has been determined there are no related party transactions to be separately disclosed. The agency has considered materiality when determining significant transactions requiring disclosure.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2023

D6: Restatement of Prior Period Balances - Administered

In the 2022-23 financial period, Services Australia has identified an error relating to Administered balances reported in prior financial periods resulting in the restatement of comparatives within the 2021-22 Administered financial statements. The error was identified through the Child Support methodology review and calculation of debt impairment rate activities undertaken in March 2023.

D6.1: Administered Restatement of Prior Period Balances	2022 Original Balance \$'000	Increase/(Decrease) due to errors¹ \$'000	2022 Restated Balance \$'000
SCHEDULE OF COMPREHENSIVE INCOME			
Expenses			
Child support maintenance expenses	1,650,788	(85,032)	1,565,756
Write-down and impairment of assets	165,279	85,032	250,311
Income			
Non-taxation revenue			
Child support maintenance revenue	1,806,058	-	1,806,058
Compensation recoveries	28,579	-	28,579
Fees and fines	13,850	-	13,850
Other revenue	195	-	195
Gains			
Reversal of write-downs and impairment	11,413	-	11,413
Total comprehensive surplus	44,028	-	44,028
SCHEDULE OF ASSETS AND LIABILITIES			
Financial Assets			
Cash and cash equivalents	246,064	-	246,064
Other receivables	14,727	-	14,727
Child support receivables	1,110,662	(85,032)	1,025,630
LIABILITIES			
Payables			
Child support payments received in advance	29,032	-	29,032
Child support and other payables	37,854	-	37,854
Recovery of compensation payable	8,941	-	8,941
Provisions			
Child support maintenance provision	1,106,531	(85,032)	1,021,499
Recovery of compensation provision	164,751	-	164,751
Net Assets	24,344	-	24,344

SERVICES AUSTRALIA
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for the year ended 30 June 2023

D6.1: Administered Restatement of Prior Period Balances Continued			
	2022 Original Balance \$'000	Increase/(Decrease) due to errors ¹ \$'000	2022 Restated Balance \$'000
Current/Non-current Distinction for Assets and Liabilities			
Assets expected to be recovered in			
No more than 12 months			
Cash and cash equivalents	246,064	-	246,064
Other receivables	3,939	-	3,939
Child support receivables	342,075	(26,637)	315,438
More than 12 months			
Other receivables	10,788	-	10,788
Child support receivables	768,587	(58,395)	710,192
Total assets	1,371,453	(85,032)	1,286,421
Liabilities expected to be settled in			
No more than 12 months			
Child support payments received in advance	29,032	-	29,032
Child support and other payables	37,854	-	37,854
Recovery of compensation payable	8,941	-	8,941
Child support maintenance provisions	339,921	(26,637)	313,284
Recovery of compensation provisions	163,109	-	163,109
More than 12 months			
Child support maintenance provisions	766,609	(58,395)	708,214
Recovery of compensation provisions	1,643	-	1,643
Total liabilities	1,347,109	(85,032)	1,262,077

Notes:

- During the Child Support methodology review undertaken in March 2023, an accounting error has been identified relating to the treatment of write-off data in the calculation of the child support receivable impairment rates. The methodology for March 2023 has been altered to enable the impact of debts that were fully written-off, fully discharged or waived to be reflected in the repayment history. The change of assumption in the methodology resulted in an increase to the impairment loss provision balances in 2021-22. The adjustment does not have an Administered cash flow impact, nor does it impact the comprehensive result in the Administered Schedule of Comprehensive Income and net assets in the Administered Schedule of Assets and Liabilities in 2021-22.

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 \$'000	Payments made \$'000	Balance remaining \$'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

	Budget ^(a)	Actual expenses	Variation
	\$'000	\$'000	\$'000
	(x)	(y)	(x)–(y)
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.

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.

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.

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 (Mediabrand 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
Where to 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.

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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

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 \$		
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	
Jarrold 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

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 total remuneration \$
\$395,001 – \$420,000	1	\$324,046	\$0	\$1,483	\$57,690	\$25,423	\$0	\$408,642
\$420,001 – \$445,000	2	\$191,213	\$0	\$1,248	\$35,743	\$2,971	\$0	\$438,113
\$595,001 – \$620,000	1	\$244,290	\$0	\$1,313	\$43,890	\$14,216	\$0	\$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	Full-time	Part-time	Total	Full-time	Part-time	Total
NSW	1,345	190	1,535	3,255	1,927	5,182	14	1	15
QLD	1,486	134	1,620	2,934	1,288	4,222	16	1	17
SA	744	90	834	959	526	1,485	2		2
TAS	375	64	439	557	459	1,016	3	2	5
VIC	1,314	137	1,451	2,219	1,311	3,530	5		5
WA	428	32	460	884	435	1,319	1	1	2
ACT	1,782	95	1,877	1,785	396	2,181	21	1	22
NT	55	6	61	215	51	266	1		1
External territories	0	0	0	0	0	0	0	0	0
Overseas	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
NSW	76	150	226	146	639	785	4	3	7
QLD	94	251	345	208	531	739	4	12	16
SA	68	114	182	79	169	248	1	2	3
TAS	16	15	31	23	32	55	1	0	1
VIC	40	248	288	68	577	645	1	9	10
WA	47	93	140	108	321	429	3	7	10
ACT	75	121	196	124	208	332	4	5	9
NT	7	13	20	12	32	44	1	1	2
External territories	0	0	0	0	0	0	0	0	0
Overseas	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)

Substantive classification	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	Full-time	Part-time	Full-time	Part-time	
SES3	4	0	4	5	0	5	0	0	0	0	0	0	9
SES2	16	1	17	17	0	17	0	0	0	0	0	0	34
SES1	50	0	50	84	0	84	2	0	2	0	0	0	136
EL2	493	11	504	453	52	505	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	2,794
APS6	1,654	123	1,777	2,505	1,125	3,630	12	4	16	0	0	0	5,423
APS5	1,004	57	1,061	1,664	547	2,211	10	3	13	0	0	0	3,285
APS4	2,350	382	2,732	5,044	3,303	8,347	41	7	48	0	0	0	11,127
APS3	966	77	1,043	2,045	578	2,623	28	2	30	0	0	0	3,696
APS2	21	1	22	22	15	37	0	0	0	0	0	0	59
APS1	22	5	27	23	5	28	0	0	0	0	0	0	55
Other	96	20	116	88	17	105	1	0	1	0	0	0	222
Total	7,767	723	8,490	13,303	5,946	19,249	94	16	110	0	0	0	27,849

Table 58: Australian Public Service Act ongoing employees 2021–22 (as at 30 June 2022)

Substantive classification	Male			Female			Non-binary		
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total
SES 3	3	0	3	4	0	4	0	0	0
SES 2	20	1	21	18	0	18	0	0	0
SES 1	52	0	52	81	0	81	1	0	1
EL 2	499	9	508	467	46	513	0	0	0
EL 1	1,131	50	1,181	1,366	323	1,689	3	0	3
APS 6	1,707	114	1,821	2,422	1,154	3,576	8	2	10
APS 5	1,007	68	1,075	1,754	609	2,363	7	0	7
APS 4	2,197	399	2,596	4,931	3,583	8,514	29	3	32
APS 3	706	74	780	1,466	637	2,103	5	1	6
APS 2	20	1	21	22	18	40	0	0	0
APS 1	25	5	30	24	8	32	0	0	0
Other	162	27	189	253	15	268	10	0	10
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)

Substantive classification	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	
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)

Substantive classification	Male			Female			Non-binary		
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total
SES 3	0	0	0	0	0	0	0	0	0
SES 2	0	0	0	0	0	0	0	0	0
SES 1	0	0	0	0	0	0	0	0	0
EL 2	1	2	3	0	0	0	0	0	3
EL 1	5	5	10	1	5	6	1	0	1
APS 6	12	4	16	20	8	28	0	2	2
APS 5	25	2	27	42	12	54	0	0	0
APS 4	141	72	213	248	177	425	4	3	7
APS 3	239	239	1,159	457	2,307	2,764	14	34	48
APS 2	0	0	0	0	0	0	0	0	0
APS 1	0	0	0	0	0	0	0	0	0
Other	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)

Substantive classification	Ongoing			Non-ongoing ^(a)			Total
	Full-time	Part-time	Total Ongoing	Full-time	Part-time	Total Non-ongoing	
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)

Substantive classification	Ongoing			Non-ongoing ^(a)			Total
	Full-time	Part-time	Total Ongoing	Full-time	Part-time	Total Non-ongoing	
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 <i>Public Service Act 1999</i>	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 <i>Public Service Act 1999</i>	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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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

Survey title	Target audience, timing and sample size	Results 2021–22	Results 2022–23
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: <ul style="list-style-type: none"> • Medicare: 78.7% • Centrelink: 64.4% • Child support: 42.6% 	Satisfied with: <ul style="list-style-type: none"> • 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 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 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**
- 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.

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
- 11 October 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	<ul style="list-style-type: none"> The agency encourages staff to use online conferencing rather than air travel to attend meetings.
Building operations	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Activity	Measure
Motor vehicle travel	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The agency supports the use of recycled polyester REPREE® 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.

Activity	Measure
Waste	<ul style="list-style-type: none"> • 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.

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

PGPA Rule Reference	Description	Requirement	Location in the report (page number)
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)	<p>If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including:</p> <ul style="list-style-type: none"> the cause of any operating loss of the entity how the entity has responded to the loss and the actions that have been taken in relation to the loss any 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

PGPA Rule Reference	Description	Requirement	Location in the report (page number)
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

PGPA Rule Reference	Description	Requirement	Location in the report (page number)
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: <ul style="list-style-type: none"> Statistics on staffing classification level Statistics on full time employees Statistics on part time employees Statistics on gender Statistics on staff location Statistics 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 <i>Public Service Act 1999</i> .	Mandatory	139

PGPA Rule Reference	Description	Requirement	Location in the report (page number)
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

PGPA Rule Reference	Description	Requirement	Location in the report (page number)
17AG(7)(b)	A statement that <i>'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]'</i> .	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 <i>'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.'</i>	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 <i>'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.'</i>	Mandatory	197

PGPA Rule Reference	Description	Requirement	Location in the report (page number)
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 ' <i>[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.</i> '	Mandatory	197

PGPA Rule Reference	Description	Requirement	Location in the report (page number)
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 <i>'[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.'</i>	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 <i>'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.'</i>	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 <i>'Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website].'</i>	If applicable, mandatory	Not applicable
17AH(1)(c)	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory	56–57

PGPA Rule Reference	Description	Requirement	Location in the report (page number)
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	<i>Data-matching Program (Assistance and Tax) Act 1990</i>
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	<i>Freedom of Information Act 1982</i>
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	<i>Public Governance, Performance and Accountability Act 2013</i>
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

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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
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Page 197 – Corrected description for KPI 2

Key Performance Indicator 2	Achievement of payment quality standards: Centrelink: delivery of correct customer payments
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Page 198 – Corrected description for KPI 5

Key Performance Indicator 5	Achievement of face to face service level standards: average wait time
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