

Record Number	Title
ER25/39807	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Assurance - PN2024.4077 Integrity for Spinal
ER25/39808	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Benefits Assessment - PN2024.4077 Integrity for Spinal
ER25/39809	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Budget, Cost and Financials - PN2024.4077 Integrity for Spinal
ER25/39810	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Business Information Requests - Statistics - PN2024.4077 Integrity for Spinal
ER25/39811	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Decisions - PN2024.4077 Integrity for Spinal
ER25/39812	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Deliverables or Key Milestones - PN2024.4077 Integrity for Spinal
ER25/39813	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Detailed Business Requirements Specifications - PN2024.4077 Integrity for Spinal
ER25/39814	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Education, Including Operational Blueprint - PN2024.4077 Integrity for Spinal
ER25/39815	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - External Costing Request and Proposed Solution Document - PN2024.4077 Integrity for Spinal
ER25/39816	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Functional Specifications
ER25/39817	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Health Checks - Change Management - PN2024.4077 Integrity for Spinal
ER25/39818	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - High Level Business Needs - PN2024.4077 Integrity for Spinal
ER25/39820	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Issues - PN2024.4077 Integrity for Spinal
ER25/39819	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Lessons Learned - PN2024.4077 Integrity for Spinal
ER25/39821	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Other Important Records, Including Emails - PN2024.4077 Integrity for Spinal
ER25/39822	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Project Change Requests - PN2024.4077 Integrity for Spinal
ER25/39823	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Project Management Plan - PN2024.4077 Integrity for Spinal
ER25/39824	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Project Status Reports and Updates - PN2024.4077 Integrity for Spinal
ER25/39825	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Risks - PN2024.4077 Integrity for Spinal
ER25/39826	BUSINESS DEVELOPMENT & SERVICE DELIVERY - CONTRACTED SERVICES (ADMINISTRATION) - Tasks - PN2024.4077 Integrity for Spinal
ER25/35626	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - F2F Service Transformation - PN2024.4147 Customer Appointment Booking Online Enhancements
ER25/32323	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - INCOME APPORTIONMENT RESPONSE BRANCH - CSI - Communication Products - 2022
ER25/32322	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - INCOME APPORTIONMENT RESPONSE BRANCH - CSI - Communication Products - 2023
ER25/32321	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - INCOME APPORTIONMENT RESPONSE BRANCH - CSI - Communication Products - 2024
ER25/32320	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - INCOME APPORTIONMENT RESPONSE BRANCH - CSI - Communication Products - 2025
ER25/32307	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - INCOME APPORTIONMENT RESPONSE BRANCH - CSI - Projects - 2022
ER25/32306	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - INCOME APPORTIONMENT RESPONSE BRANCH - CSI - Projects - 2023
ER25/32305	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - INCOME APPORTIONMENT RESPONSE BRANCH - CSI - Projects - 2024
ER25/32308	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - CSI - Income Apportionment 2025
ER25/32312	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action - Comms
ER25/32315	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action - Deceased
ER25/32313	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action - Letters
ER25/32309	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE and REMEDIATION STRATEGY BRANCH - ICP Class Action - Ombudsman
ER25/32311	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action - Opt Out
ER25/32316	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action - Outcome
ER25/32317	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action - Outcome Categorisation
ER25/32318	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action - Outcome Settlement Payment
ER25/32314	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action - SMS
ER25/32310	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action - UR
ER25/32319	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action [NOT IN USE]
ER25/32304	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - ICP Class Action Court Documents
ER25/32324	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (ROUTINE) - LEGAL COMPLIANCE AND REMEDIATION STRATEGY BRANCH - Robodebt Royal Commission Recommendations - 13.1 and 13.2 Mapping and Journeys
ER25/43979	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (SIGNIFICANT) - PN2025.5031 - Income Apportionment Resolution Scheme - Approvals
ER25/43980	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (SIGNIFICANT) - PN2025.5031 - Income Apportionment Resolution Scheme - Correspondence and Decisions
ER25/43975	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (SIGNIFICANT) - PN2025.5031 - Income Apportionment Resolution Scheme - Project Artefacts
ER25/49309	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (SIGNIFICANT) - PN2025.5031 - Income Apportionment Resolution Scheme - PS-2909 TDP Approvals
ER25/43976	BUSINESS DEVELOPMENT & SERVICE DELIVERY - RESEARCH AND SCOPING (SIGNIFICANT) - PN2025.5031 - Income Apportionment Resolution Scheme - PS-2909 TDP Documents
ER25/49716	CHILD SUPPORT - POLICY (DEVELOPMENT) - CPI Basic Values 2025
ER25/49720	CHILD SUPPORT - POLICY (DEVELOPMENT) - CPI Basic Values 2026
ER25/42158	CHILD SUPPORT - REPORTING (PERIODIC) - 2025-26 Business Quarterly Reporting
ER25/42735	HEALTH & MEDICAL PAYMENTS SERVICES - ELIGIBILITY - Accredited Pathology Laboratories - Reminder Letters 2026
ER25/50113	HEALTH & MEDICAL PAYMENTS SERVICES - ELIGIBILITY - Pathology Approved Collection Centre Payments - 2026
ER25/44233	HEALTH & MEDICAL PAYMENTS SERVICES - INFORMATION & DATA - Consented Data Release - RMS3922 - Psilocybin-assisted psychotherapy (PAP) for treatment resistant major depressive disorder (TR-MDD) Trial - SWINBURNE UNIVERSITY OF TECHNOLOGY - VETERANS BRANCH
ER25/40613	HEALTH & MEDICAL PAYMENTS SERVICES - INFORMATION & DATA - HEALTH AND MEDICAL REGISTER SERVICES - File Correction and Refresh Requests - July to September 2025 - PBS Claiming and Support Services
ER25/40614	HEALTH & MEDICAL PAYMENTS SERVICES - INFORMATION & DATA - HEALTH AND MEDICAL REGISTER SERVICES - File Correction and Refresh Requests - October to December 2025 - PBS Claiming and Support Services
ER25/38260	HEALTH & MEDICAL PAYMENTS SERVICES - INFORMATION & DATA - PN2024.4111 - Gender X Medicare
ER25/45658	HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - Billing Agent - *****
ER25/45688	HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - Billing Agent Annual Reporting - *****

ER25/44630 HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - General Practice Training Payments (GPTP) - Monthly Payment Request Reports - 2024 to 2025

ER25/44632 HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - General Practice Training Payments (GPTP) - Monthly Payment Request Reports - 2025 to 2026

ER25/44633 HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - General Practice Training Payments (GPTP) - Monthly Performance Measures Reports - 2024

ER25/44634 HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - General Practice Training Payments (GPTP) - Monthly Performance Measures Reports - 2025

ER25/39741 HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - PN2024.4076 Bulk Bill 12 Month Claim Limit Project

ER25/38760 HEALTH & MEDICAL PAYMENTS SERVICES - POLICY INTERPRETATION - Medicare Benefits Section - Medicare Data Validation Reports - Bulk Bill - 2023

ER25/38751 HEALTH & MEDICAL PAYMENTS SERVICES - POLICY INTERPRETATION - Medicare Benefits Section - Medicare Data Validation Reports - Bulk Bill - 2024

ER25/39696 HEALTH & MEDICAL PAYMENTS SERVICES - POLICY INTERPRETATION - Medicare Benefits Section - Medicare Data Validation Reports - Bulk Bill - 2025

ER25/38761 HEALTH & MEDICAL PAYMENTS SERVICES - POLICY INTERPRETATION - Medicare Benefits Section - Medicare Data Validation Reports - Patient Claims - 2023

ER25/38754 HEALTH & MEDICAL PAYMENTS SERVICES - POLICY INTERPRETATION - Medicare Benefits Section - Medicare Data Validation Reports - Patient Claims - 2024

ER25/39697 HEALTH & MEDICAL PAYMENTS SERVICES - POLICY INTERPRETATION - Medicare Benefits Section - Medicare Data Validation Reports - Patient Claims - 2025

ER25/38762 HEALTH & MEDICAL PAYMENTS SERVICES - POLICY INTERPRETATION - Medicare Benefits Section - Medicare Data Validation Reports - Private Hospital - 2023

ER25/38757 HEALTH & MEDICAL PAYMENTS SERVICES - POLICY INTERPRETATION - Medicare Benefits Section - Medicare Data Validation Reports - Private Hospital - 2024

ER25/39698 HEALTH & MEDICAL PAYMENTS SERVICES - POLICY INTERPRETATION - Medicare Benefits Section - Medicare Data Validation Reports - Private Hospital - 2025

ER25/42594 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - Approved Care Organisations - \*\*\*\*\* - Application and Approval

ER25/42595 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - Approved Care Organisations - \*\*\*\*\* - Historical Spreadsheets

ER25/42598 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - Approved Care Organisations - \*\*\*\*\* - Queries & Responses

ER25/42599 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - Approved Care Organisations - \*\*\*\*\* - Spreadsheets received

ER25/46999 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - F2F Service Delivery Support - Endorsed Service Offer

ER25/47000 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - F2F Service Delivery Support - Endorsed Service Offer Variation Requests

ER25/50043 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - Mobile Service Centre (MSC) - Staffing Nominations - Administration and General Enquiries - 2024

ER25/50044 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - Mobile Service Centre (MSC) - Staffing Nominations - Administration and General Enquiries - 2025

ER25/50042 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - Mobile Service Centre (MSC) - Staffing Nominations - Guidelines and Procedures

ER25/46938 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Contact Register Updates - 2021

ER25/46937 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Contact Register Updates - 2022

ER25/46372 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Contact Register Updates - 2023

ER25/46369 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Contact Register Updates - 2024

ER25/46371 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Contact Register Updates - 2025

ER25/46373 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Guidelines and Procedures

ER25/46374 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Network Updates

ER25/47539 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Role Clarification Communications and Enquiries - 2021

ER25/47538 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Role Clarification Communications and Enquiries - 2022

ER25/47244 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Role Clarification Communications and Enquiries - 2023

ER25/47245 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Role Clarification Communications and Enquiries - 2024

ER25/47246 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - MPaSCO Role Clarification Communications and Enquiries - 2025

ER25/46470 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - Real Time Management (RTM) - Daily MS Teams Channel Activity - Front of House Surge Requests and Messaging - 2025

ER25/46490 PAYMENT & SERVICE DELIVERY MANAGEMENT - REVIEWS - Real Time Management (RTM) - Daily MS Teams Channel Activity - Front of House Surge Requests and Messaging - 2026

ER25/41513 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Administrative Correctness Reports

ER25/41469 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - All Staff Communications

ER25/41531 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - ANAO Meetings & Minutes

ER25/41489 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - ANAO Meetings &Minutes

ER25/41534 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - ANAO/ANU 2025

ER25/41453 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Annual Assurance Statement 2025

ER25/41488 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - ANU Meetings & Minutes

ER25/41530 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - ANU Meetings & Minutes

ER25/41535 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - ATO 2025

ER25/41470 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - ATO requests

ER25/41540 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Bilateral Management Committee 2025

ER25/41512 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - BMA Reports

ER25/41449 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Branch control plans

ER25/41471 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - CAM

ER25/41537 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Census 2025

ER25/41523 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Combined PARM 2025

ER25/41541 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Compliance Assurance Program 2025

ER25/33050 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - CUSTOMER INFORMATION - External Complaints Centrelink and Medicare - Leadership

ER25/41542 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Cyclone Alfred 2025

ER25/41543 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Cyclone Debbie 2017

ER25/41494 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Data and Systems Access 2025

ER25/41496 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2015-2016

ER25/41497 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2016-2017  
ER25/41498 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2017-2018  
ER25/41499 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2018-2019  
ER25/41500 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2019-2020  
ER25/41501 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2020-2021  
ER25/41502 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2021-2022  
ER25/41503 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2022-2023  
ER25/41504 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2023-2024  
ER25/41505 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2024-2025  
ER25/41506 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Datasets 2025-2026  
ER25/41483 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - DCEO, CEO & MO Briefs  
ER25/41525 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - DCEO, CEO & MO Briefs  
ER25/41466 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Debt Pause  
ER25/41544 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Debt Pause  
ER25/41485 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Deputy Secretary Briefs  
ER25/41527 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Deputy Secretary Briefs  
ER25/41545 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Disaster Debts  
ER25/41507 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - DSS 2025  
ER25/41487 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - DSS Meetings & Minutes  
ER25/41529 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - DSS Meetings & Minutes  
ER25/41510 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Enterprise Performance Measure  
ER25/48920 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Error Auto Booking Failure - DHS Appointment System - 2021  
ER25/48919 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Error Auto Booking Failure - DHS Appointment System - 2022  
ER25/48918 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Error Auto Booking Failure - DHS Appointment System - 2023  
ER25/48917 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Error Auto Booking Failure - DHS Appointment System - 2024  
ER25/48916 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Error Auto Booking Failure - DHS Appointment System - 2025  
ER25/49265 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Error Auto Booking Failure - DHS Appointment System - 2026  
ER25/41476 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - External Validation 2025  
ER25/48255 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Service Delivery Support Tool - Updates  
ER25/47561 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Service Zone Central and Northern QLD (SZ CNQLD) - Zone Response and Recovery Plan (ZRRP) - Drafts and Correspondence  
ER25/47560 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Service Zone North West NSW (SZ NWNSW) - Zone Response and Recovery Plan (ZRRP) - Drafts and Correspondence  
ER25/47559 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Service Zone South and Northern Australia (SZ SANA) - Zone Response and Recovery Plan (ZRRP) - Drafts and Correspondence  
ER25/47558 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Service Zone South East VIC (SZ SEVIC) - Zone Response and Recovery Plan (ZRRP) - Drafts and Correspondence  
ER25/47557 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Service Zone South West NSW (SZ SWNSW) - Zone Response and Recovery Plan (ZRRP) - Drafts and Correspondence  
ER25/47556 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Service Zone Southern QLD (SZ SQLD) - Zone Response and Recovery Plan (ZRRP) - Drafts and Correspondence  
ER25/47555 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Service Zone Sydney Metropolitan (SZ SYDM) - Zone Response and Recovery Plan (ZRRP) - Drafts and Correspondence  
ER25/47554 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Service Zone Tasmania North West VIC (SZ TASNWVIC) - Zone Response and Recovery Plan (ZRRP) - Drafts and Correspondence  
ER25/47553 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Service Zone Western Australia (SZ WA) - Zone Response and Recovery Plan (ZRRP) - Drafts and Correspondence  
ER25/47562 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - F2F Services Division (FFSD) - Zone Response and Recovery Plan (ZRRP) - Annual Review  
ER25/41467 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Failure to Fully Comply  
ER25/41546 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - February Floods 2022  
ER25/41482 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - General Manager Briefs  
ER25/41524 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - General Manager Briefs  
ER25/48943 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Genesys Workforce Management (GWFM) - F2F Capacity Plan  
ER25/48944 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Genesys Workforce Management (GWFM) - F2F Forecasts  
ER25/48945 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Genesys Workforce Management (GWFM) - Prebuild Templates  
ER25/48947 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Genesys Workforce Management (GWFM) - Quality Assurance Report  
ER25/48948 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Genesys Workforce Management (GWFM) - Review Phase  
ER25/48949 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Genesys Workforce Management (GWFM) - Schedule Release  
ER25/41452 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Head agreements 2025  
ER25/41461 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - ICT Business release including testing 2025  
ER25/41460 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - ICT Estimates 2025  
ER25/41454 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Indigenous Servicing Strategy 2025  
ER25/41491 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Internal stakeholder meetings & minutes  
ER25/41533 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Internal stakeholder meetings & minutes  
ER25/49759 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - January 2026 - CUSTOMER INFORMATION - EXTERNAL COMPLAINTS CENTRELINK AND MEDICARE  
ER25/49767 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - January 2026 MED - CUSTOMER INFORMATION - EXTERNAL COMPLAINTS CENTRELINK AND MEDICARE  
ER25/41511 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Key Performance Measures  
ER25/41479 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Learning and Development 2025

ER25/41539 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Legal Requests and Documents 2025  
ER25/41547 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - March Floods 2021  
ER25/41493 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Methodologies and Selections 2025  
ER25/50032 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Mobile Service Centre (MSC) Blue Gum - Staffing Nominations - 2024  
ER25/50031 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Mobile Service Centre (MSC) Blue Gum - Staffing Nominations - 2025  
ER25/50033 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Mobile Service Centre (MSC) Desert Rose - Staffing Nominations - 2024  
ER25/50034 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Mobile Service Centre (MSC) Desert Rose - Staffing Nominations - 2025  
ER25/50035 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Mobile Service Centre (MSC) Golden Wattle - Staffing Nominations - 2024  
ER25/50036 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Mobile Service Centre (MSC) Golden Wattle - Staffing Nominations - 2025  
ER25/50038 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Mobile Service Centre (MSC) Kangaroo Paw II - Staffing Nominations - 2024  
ER25/50039 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Mobile Service Centre (MSC) Kangaroo Paw II - Staffing Nominations - 2025  
ER25/41478 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Modified Servicing Arrangements 2025  
ER25/41451 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Modified Servicing Arrangements 2025  
ER25/41548 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - North QLD Floods 2025  
ER25/41549 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - NSW Floods 2021  
ER25/41550 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - NSW/QLD Storms/Floods November 2021  
ER25/41551 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Official Notices of ADGRP  
ER25/41462 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Operational Blueprint 2025  
ER25/41536 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Org Charts 2025  
ER25/41490 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Other external agencies meetings & minutes  
ER25/41532 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Other external agencies meetings & minutes  
ER25/41477 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - PAR Hub & Sharepoint 2025  
ER25/41459 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - PAR Tool 2025  
ER25/41468 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - PAROchute  
ER25/41538 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - PARP SharePoint 2025  
ER25/41455 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Payment Assurance Strategy 2025  
ER25/49517 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Performance - F2F Thursday Performance and Insights  
ER25/49518 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Performance - F2F Tuesday Performance and Insights  
ER25/49519 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Performance - F2F Weekly Outlier Summary  
ER25/41486 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Placemats  
ER25/41528 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Placemats  
ER25/45730 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - PN\_2025.5015 Tertiary Collection of Student Information (TCSI) changes to TFN for Vocational Student Loans (VSL)  
ER25/41474 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Policy Quality (Level 2)  
ER25/41472 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Property Verification  
ER25/41508 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Quarterly Performance Assurance Report  
ER25/41463 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Questionaires 2025  
ER25/48177 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Reference Data Facility (RDF) - General Enquiries  
ER25/41552 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Reporting Database  
ER25/41495 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Data 2025  
ER25/41514 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Management and PARMs: Age Pension  
ER25/41515 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Management and PARMs: Carers  
ER25/41516 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Management and PARMs: Disability Support Pension  
ER25/41517 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Management and PARMs: Family Tax Benefit  
ER25/41518 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Management and PARMs: Jobseeker  
ER25/41519 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Management and PARMs: Parenting  
ER25/41520 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Management and PARMs: Sickness  
ER25/41521 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Management and PARMs: Special Benefit  
ER25/41522 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Risk Management and PARMs: Youth Allowance  
ER25/41457 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - RMRI 2025  
ER25/41458 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - RRRS 2025  
ER25/41553 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - SA Bushfires 2015  
ER25/41450 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Section control plans  
ER25/41484 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Senates and QoNs  
ER25/41526 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Senates and QoNs  
ER25/41509 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Strategic Performance Measure  
ER25/41473 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Student Requests  
ER25/41475 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Team Management and Administration 2025  
ER25/41492 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Team Management and Administration 2025  
ER25/41465 PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Tertiary Collection of Student Information (TCSI)

ER25/41480	PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Trials & Proposals 2025
ER25/41554	PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Trimester 2 Bushfires 2019-2020
ER25/41481	PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Trimester Administration
ER25/41464	PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Trimester Information Sessions 2025
ER25/41555	PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - VIC Storm/Floods 2021 Comms
ER25/41456	PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Vulnerability Strategy 2025
ER25/49536	PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Zone Communications - Correspondence
ER25/49535	PAYMENT & SERVICE DELIVERY MANAGEMENT - ROUTINE - Zone Communications - Initial
ER25/39013	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - Customer Aggression
ER25/30937	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - EBT Enhancements 2025
ER25/43668	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Disruptions - 2025
ER25/47091	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Agenda and Minutes - 2023
ER25/47089	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Agenda and Minutes - 2024
ER25/47088	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Agenda and Minutes - 2025
ER25/47185	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Coordination and Correspondence - 2023
ER25/47186	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Coordination and Correspondence - 2024
ER25/47187	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Coordination and Correspondence - 2025
ER25/47096	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Presentations - 2023
ER25/47094	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Presentations - 2024
ER25/47093	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Presentations - 2025
ER25/47097	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - EL2 Operational Forum - Terms of Reference
ER25/41306	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalation - pre GM - Includes Customer Information - 2024
ER25/41312	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalation - pre GM - Includes Customer Information - 2025
ER25/41305	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalation - to GM - Includes Customer Information - 2024
ER25/41270	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalation - to GM - Includes Customer Information - 2025
ER25/41309	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalation - to GM - Includes Customer Information - 2025
ER25/41608	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalations - Includes Customer Information - 2020
ER25/41607	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalations - Includes Customer Information - 2021
ER25/41606	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalations - Includes Customer Information - 2022
ER25/41604	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalations - Includes Customer Information - 2023
ER25/43661	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalations and Business Disruptions Line - Guidelines and Procedures
ER25/43660	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Escalations and Business Disruptions Line - Service Arrangements
ER25/43665	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - F2F Escalations and Business Disruptions Group - Guidelines and Procedures
ER25/43663	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - F2F Escalations and Business Disruptions Group - Service Arrangements
ER25/42320	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - FFSD Control Plan Forum
ER25/41834	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Managed Service Plans (MSP) Letters Project
ER25/41609	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Security Risk Management Review (SRMR) - Recommendation 37 Implementation (General)
ER25/41836	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Security Risk Management Review (SRMR) - Recommendation 37 Implementation (PS Triage)
ER25/41774	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Security Risk Management Review (SRMR) - Recommendation 39 Implementation (Leadership Handover Checklist)
ER25/41830	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Security Risk Management Review (SRMR) - Recommendation 40 Implementation (Process Servers)
ER25/44807	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Security Risk Management Review (SRMR) - Recommendation 5 (Spans of Control)
ER25/47084	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Service Delivery Learning Nominations and Amendments - 2021
ER25/47083	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Service Delivery Learning Nominations and Amendments - 2022
ER25/47082	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Service Delivery Learning Nominations and Amendments - 2023
ER25/47081	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Service Delivery Learning Nominations and Amendments - 2024
ER25/47080	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Service Delivery Learning Nominations and Amendments - 2025
ER25/43670	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Shared Mailbox - F2F.SDS.COMPLEX.CUSTOMER.MANAGEMENT - Guidelines and Procedures
ER25/43669	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Shared Mailbox - F2F.SDS.COMPLEX.CUSTOMER.MANAGEMENT - Service Arrangements
ER25/43667	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Shared Mailbox - F2F.SDS.ESCALATIONS - Guidelines and Procedures
ER25/43666	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division - Shared Mailbox - F2F.SDS.ESCALATIONS - Service Arrangements
ER25/48124	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Review of Service Centre Opening Hours
ER25/48130	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Centre Bandwidth Review - August 2025
ER25/48127	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Centre Bandwidth Review - December 2024
ER25/48128	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Centre Bandwidth Review - February 2025
ER25/48125	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Centre Bandwidth Review - June 2024
ER25/48129	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Centre Bandwidth Review - May 2025
ER25/48126	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Centre Bandwidth Review - September 2024
ER25/48162	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Centre Bandwidth Upgrade - April 2024
ER25/48169	PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Centres with Bandwidth Issues - March 2024

ER25/47552 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Zone Central and Northern QLD (SZ CN QLD) - Zone Response and Recovery Plan (ZRRP)  
ER25/47551 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Zone North West NSW (SZ NW NSW) - Zone Response and Recovery Plan (ZRRP)  
ER25/47550 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Zone South and Northern Australia (SZ SANA) - Zone Response and Recovery Plan (ZRRP)  
ER25/47549 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Zone South East VIC (SZ SE VIC) - Zone Response and Recovery Plan (ZRRP)  
ER25/47548 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Zone South West NSW (SZ SW NSW) - Zone Response and Recovery Plan (ZRRP)  
ER25/47547 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Zone Southern QLD (SZ SQ QLD) - Zone Response and Recovery Plan (ZRRP)  
ER25/47546 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Zone Sydney Metropolitan (SZ SDM) - Zone Response and Recovery Plan (ZRRP)  
ER25/47545 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Zone Tasmania North West VIC (SZ TAS NW VIC) - Zone Response and Recovery Plan (ZRRP)  
ER25/47544 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - F2F Services Division (FFSD) - Service Zone Western Australia (SZ WA) - Zone Response and Recovery Plan (ZRRP)  
ER25/40867 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - Local Area Panel (LAP) 2025  
ER25/42742 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - Local Area Panel (LAP) 2026  
ER25/42590 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - Managed Service Plans (MSP) Review 2026  
ER25/47541 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - MPaSCO Network - Quality Assurance Checks - 2021  
ER25/47540 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - MPaSCO Network - Quality Assurance Checks - 2022  
ER25/46375 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - MPaSCO Network - Quality Assurance Checks - 2023  
ER25/46376 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - MPaSCO Network - Quality Assurance Checks - 2024  
ER25/46377 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - MPaSCO Network - Quality Assurance Checks - 2025  
ER25/47002 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - Privacy Controls - Leadership Handover Checklist & CCTV Images  
ER25/48242 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - Reference Data Facility (RDF) - Bulk Region Code Updates (BRCU) - F2F Service Delivery Sites  
ER25/48171 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - Reference Data Facility (RDF) - Region Office Code (ROC) Updates - F2F Service Delivery Sites  
ER25/30945 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - UP Enhancements 2025  
ER25/38048 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project  
ER25/37846 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - Decisions  
ER25/37847 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - Endorsement  
ER25/37848 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - Legal advice  
ER25/37849 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - Overpayments  
ER25/37850 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - Plans  
ER25/37851 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - Privacy Impact Assessment  
ER25/37852 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - Privacy Incident - Letter to Nominees  
ER25/37853 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - PS-2714 TDP Documents  
ER25/37854 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - Status Reports  
ER25/37855 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - Supporting documentation for Service Delivery  
ER25/37856 PAYMENT & SERVICE DELIVERY MANAGEMENT - SERVICE DEVELOPMENT AND IMPROVEMENT - \*\*\*\*\* Restitution Payment Project - System Specs  
ER25/43640 SERVICE DELIVERY (SAU) - PLANNING - BETA Milestones  
ER25/49948 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Claiming Support  
ER25/49962 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Claims  
ER25/49921 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Completed  
ER25/49937 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Complex  
ER25/49945 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Content  
ER25/49918 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Enquiries  
ER25/49925 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Enquiries  
ER25/49928 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - External Emails  
ER25/49960 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Feedback  
ER25/49978 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Files  
ER25/49935 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Fraud  
ER25/49977 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Fraud  
ER25/49936 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - General  
ER25/49922 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Interactive Voice Response (IVR) A  
ER25/49923 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Interactive Voice Response (IVR) B  
ER25/49924 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Interactive Voice Response (IVR) C  
ER25/49941 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Local Peer Support  
ER25/49949 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Manual Claims  
ER25/49950 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Online Claiming  
ER25/49919 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Operational Blueprint  
ER25/49926 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Operational Blueprint  
ER25/49957 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Operational Blueprint  
ER25/49981 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Payments  
ER25/49986 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Payments  
ER25/49982 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Payments 2

ER25/49987 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Payments 2  
ER25/49938 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Pharmaceutical Advisor Updates (PA Updates)  
ER25/49940 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Pharmaceutical Benefits Scheme Service Delivery Support Team (PBS SDST) Monthly Analysis  
ER25/49961 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Pharmacy Payments  
ER25/49958 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Policy  
ER25/49976 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Privacy  
ER25/49942 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quality  
ER25/49954 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quality  
ER25/49967 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quality  
ER25/49983 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quality  
ER25/49953 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quality Checking  
ER25/49988 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quality Checking  
ER25/49984 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quality Checking Disputes  
ER25/49990 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quality/Feedback  
ER25/49931 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quarter 1 2025  
ER25/49932 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quarter 2 2025  
ER25/49933 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quarter 3 2025  
ER25/49930 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Quarter 4 2025  
ER25/49951 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Reason Codes  
ER25/49979 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Remote Area Aboriginal Health Services (RAAHS)  
ER25/49959 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Reports  
ER25/49965 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Reports  
ER25/49939 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Shortages Substitute  
ER25/49980 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Stoma Appliance Scheme  
ER25/49955 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Support  
ER25/49966 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Support  
ER25/49968 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Support  
ER25/49947 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Teams  
ER25/49943 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Technical Updates/Sessions  
ER25/49963 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Thresholds  
ER25/49970 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Tiers  
ER25/49946 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Topics  
ER25/49952 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Travelling with Medicines (TWM)  
ER25/49944 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Updates  
ER25/49971 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - Upskilling  
ER25/49964 SERVICE DELIVERY (SAU) - ROUTINE - Pharmaceutical Benefits Scheme (PBS) - VOIDS  
ER25/32889 SERVICE DELIVERY (SAU) - ROUTINE - Project Documents for PN2023.3038 ECA Transition  
ER25/40559 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Buddy Support  
ER25/40564 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Business staffing information and reports - 2025  
ER25/40565 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Business staffing information and reports - 2026  
ER25/42804 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Census - 2025  
ER25/42807 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Census - 2026  
ER25/40561 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - CSAT  
ER25/40570 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Escalations - 2025  
ER25/40571 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Escalations - 2026  
ER25/40562 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Meetings - 2025  
ER25/40563 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Meetings - 2026  
ER25/42808 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Nominations - 2025  
ER25/42809 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Nominations - 2026  
ER25/40560 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Parent Support FDV team  
ER25/40568 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Releases of Information - 2025  
ER25/40569 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Releases of Information - 2026  
ER25/40566 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Sensitive customer cases and consultations - 2025  
ER25/40567 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - Sensitive customer cases and consultations - 2026  
ER25/42803 SERVICE DELIVERY (SAU) - ROUTINE - SCSW WAQ - UTLAH  
ER25/44184 SOCIAL WELFARE SERVICES - PROCEDURES (WORKING PAPERS) - International Services - PD Referral fix - Development Operational Readiness  
ER25/44156 SOCIAL WELFARE SERVICES - PROCEDURES (WORKING PAPERS) - International Services - PD Referral fix - Development Systems  
ER25/44152 SOCIAL WELFARE SERVICES - PROCEDURES (WORKING PAPERS) - International Services - PD Referral fix - Discovery  
ER25/44180 SOCIAL WELFARE SERVICES - PROCEDURES (WORKING PAPERS) - International Services - PD Referral fix - Implementation