

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 (GTP) - Monthly Payment Request Reports - 2024 to 2025
ER25/44632	HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - General Practice Training Payments (GTP) - Monthly Payment Request Reports - 2025 to 2026
ER25/44633	HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - General Practice Training Payments (GTP) - Monthly Performance Measures Reports - 2024
ER25/44634	HEALTH & MEDICAL PAYMENTS SERVICES - PAYMENT SERVICES (ADMINISTRATION) - General Practice Training Payments (GTP) - 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 TASNWWIC) - 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 - Questionnaires 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 CNQLD) - 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 NWNSW) - 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 SEVIC) - 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 SWNSW) - 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 SQLD) - 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 SYDM) - 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 TASNWVIC) - 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