



Budget October 2022-23

This information is accurate as of 25 October 2022.

Investing in Front Line Service Delivery

This measure will deliver on the Australian Government's commitment to reinvest in the Australian Public Service. It provides funding to hire an additional 200 Services Australia service delivery staff.

Staff will be placed into roles around Australia to deliver vital services and support to Services Australia's diverse customer base.

The staff will provide face-to-face, telephony and processing services. They include specialised service officers who provide tailored servicing to customers with complex or additional needs.

Services Australia will be allocated \$12.8 million in 2022-23 and \$90.2 million over 4 years for the 200 additional staff.

This measure is not subject to the passage of legislation.

Who does this measure affect?

This affects Australians who want to access government services through Services Australia, including Medicare, Centrelink and Child Support services.

When will this start and finish?

This starts in 2022-23 and will be ongoing.