



Australian Government



Services
Australia

ANNUAL REPORT 2023-24





Acknowledgement of Country

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

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This annual report is available online, go to transparency.gov.au or servicesaustralia.gov.au

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

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

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

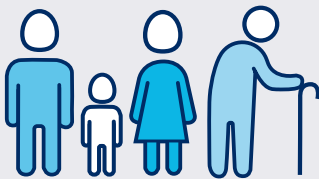
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AGENCY SNAPSHOT

1 July 2023 to 30 June 2024

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

OUR CUSTOMERS



27.1M Medicare

8.5M Centrelink*

1.1M Child support (children supported)

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



PAYMENTS

\$241.0B Total payments

\$87.8B Medicare

\$151.3B Centrelink

\$1.9B Child support facilitated



DIGITAL

1.1B Online transactions

463.5M Medicare digital services

864,000 myGov logins per day

186M Website visits with over 227 million page views



EMERGENCY PAYMENTS

\$80.4M Emergency payments



TELEPHONE

53.9M Calls handled

9.6M Medicare

43.0M Centrelink

1.3M Child support

114,000 Emergencies



CLAIMS

468.5M Total claims

464.7M Medicare (services)

3.7M Centrelink

55,800 Child support (new registrations)

135,000 Emergency and Pandemic



FACE TO FACE

10.7M Service centre engagements

318 Service centres

568 Agents and access points

4 Mobile service centres

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Letter of transmittal



Services
Australia

David Hazlehurst
Chief Executive Officer

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

Dear Minister

I am pleased to present Services Australia's Annual Report for the financial year 2023–24.

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

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

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

Yours sincerely

A handwritten signature in black ink, appearing to read 'David Hazlehurst'.

David Hazlehurst
10 October 2024



About this report

The Services Australia 2023–24 Annual Report is a transparent account, to the Parliament of Australia and the public, of the activities undertaken by the agency against our planned performance expectations outlined in the Department of Social Services Portfolio Budget Statements 2023–24.

This report provides financial and performance information about the work of our agency from 1 July 2023 to 30 June 2024 and is prepared in accordance with legislative and parliamentary reporting requirements.

GUIDE TO THIS REPORT

- | | |
|---------------|--|
| Part 1 | Provides an overview of the agency's role and responsibilities, and includes information about the Minister, the agency's executive and management structure, enterprise governance and enterprise risk management. |
| Part 2 | Details the agency's response during disasters and emergency events. |
| Part 3 | Provides the agency's Annual Performance Statements 2023–24, which reports on the agency's non-financial performance against planned performance as set out in the Social Services Portfolio Budget Statements 2023–24. |
| Part 4 | Provides an overview of key activities to simplify service delivery and improve the customer experience. |
| Part 5 | Details payments and services delivered to customers under the 3 programs of Social Security and Welfare, Health, and Child Support, as well as other targeted services and support the agency delivers on behalf of government. |
| Part 6 | Provides an overview of the agency's collaboration efforts, shared services and partnerships, across government, non-government and peak bodies in delivering government services. |
-

Part 7	Details fraud control and compliance including prevention, detection and response, identity management and debt management, including appeals and reviews.
Part 8	Details our management and accountability processes, including the Royal Commission into Robodebt, freedom of information and external scrutiny.
Part 9	Provides an overview of the agency's culture, recruitment and broad workforce strategies.
Part 10	Sets out information on the agency's financial performance, procurement and consultancies, and communication and advertising, including the agency's Financial Statements 2023–24.
Part 11	Includes appendices and reference information, including staffing statistics, feedback and other information required to be reported in the agency's annual report by legislation.

Chief Executive Officer's review

I'm pleased to present the
2023–24 Services Australia Annual Report.



Services Australia is a pivotal organisation in the Australian Public Service (APS), responsible for supporting all Australians by efficiently delivering high-quality, accessible services and payments on behalf of the government¹.

Through our network of service centres the agency is embedded in communities right across the country. No one else in the Commonwealth or states has the scale, resources, connection and reach that we do.

Since joining the agency in January this year, I've witnessed first-hand the commitment Services Australia staff have to our vision of helping people to get on with their lives through simple, helpful, respectful and transparent government services.

It's a clear purpose that energises the whole agency to be truly human-centred.

This report details our performance across the areas of focus in our 2023–24 Corporate Plan, our progress in meeting processing demand and call wait times and how we'll continue to build trust and confidence in our agency.

1 Social Services Portfolio Budget Statements 2023–24

PROCESSING AND WAIT TIMES

In 2023–24 the agency processed 468.5 million claims, including 464.7 million Medicare services, 3.7 million Centrelink claims, 55,800 new registrations for Child Support, and 135,000 emergency claims.

While we received a funding surge during the COVID-19 pandemic, the agency returned to baseline funding in 2023. It became clear our resourcing wasn't enough to meet the demand for our services. As a result, the agency's performance by early 2023–24 deteriorated with our claims backlog peaking at 1.35 million, and calls taking on average 30 minutes to answer.

Government investment meant we were able to recruit 5,000 ongoing staff in the latter part of 2023 and into January 2024.

By June 2024, these new staff had processed more than 823,000 claims and answered 1.1 million calls from customers, significantly reducing our work on hand.

Call wait times also improved, with staff answering Centrelink calls around 6 minutes faster and Medicare customer calls 9 minutes faster than in January, and congestion messaging being used much less – down by more than half since the beginning of 2024.

Across the payments we support, as at late July, claims were:

- 84% lower for Paid Parental Leave claims (25 days down to 4 days)
- 84% lower for Medicare Newborn enrolments (25 days down to 4 days)
- 82% lower for Medicare Online Account claims (11 days down to 2 days)
- 73% lower for JobSeeker claims (22 days down to 6 days).

All this bodes well for further service delivery improvements in the next reporting period.

SERVICE DELIVERY

Our service delivery approach is underpinned by the APS-wide vision for user-centred service excellence developed this year in collaboration with the APS Reform Office: reliable and accessible services, when and how you need them.

After a successful pilot, this year our Community Partnership specialist and outreach services became a permanent fixture of our agency's services for those least able to access government services.

We continued to transform face to face services with 131 out of 318 services centres now upgraded. Opening the Butler Service Centre in Western Australia delivered on the government's commitment to maintain a national footprint of 318 service centres. The new service centres deliver a customer-centred experience and use the latest insights to protect staff and customer safety.

We also opened 3 bespoke service centres, collaborating with local Elders and First Nations communities at Fitzroy Crossing in the Northern Territory, Yarrabah in Queensland and South Hedland in Western Australia.

The agency received \$231.8 million and 850 staff in 2023–24 to further develop our strong emergency response capability. Over the Christmas and New Year period, our staff quickly and efficiently mobilised to deliver essential customer support to flood and bushfire-affected communities.

In February 2024 we marked 40 years of Medicare. It's rightly treasured as the cornerstone of Australia's acclaimed universal healthcare system.

This year we also celebrated 80 years of the agency providing social work services to assist customers, and 25 years of Youth Allowance, Austudy, and other supplements and allowances introduced to help support Australians in reaching their academic, employment and career goals.

TECHNOLOGY AND TRANSFORMATION

About 90% of our 10 million customer interactions each week are digital². In terms of digital government, Australia is in the top 5, internationally according to the OECD Digital Government index.

Over the past 12 months we've continued to apply technology to improve the quality and accessibility of services.

The government has invested \$580.3 million over four years from 2024–25 (and \$139.6 million per year ongoing) to sustain the myGov platform and ensure its continued improvement. This investment has cemented myGov's place as critical national infrastructure and the go-to place for online government services.

The myGov app is one of the most downloaded and used apps in Australia. By 30 June 2024, more than 4.5 million users had downloaded the myGov App. In 2023–24 we introduced functionality for people to execute Commonwealth statutory declarations through myGov and laid the foundations for the introduction of passkeys in 2024–25 to better secure customers' myGov accounts.

We'll continue to take the advice of our Independent Advisory Board on the future design and implementation of myGov, and government services more broadly, as we improve the platform.

We're working hard to strengthen our cyber security posture against the Australian Cyber Security Centre's 'Essential Eight' mitigation strategies. Each week we block 15 to 20 million malicious connection attempts and disrupt approximately 350 fake myGov sites.

2 2023 OECD Digital Government Index: Results and key findings | OECD Public Governance Policy Papers | OECD iLibrary ([oecd-ilibrary.org](https://www.oecd-ilibrary.org))

In response to policy changes announced in the May 2023 Budget to assist with cost-of-living pressures, we completed extensive programming changes to implement cheaper child care and to extend Parenting Payment, as well as to realise increases across working age and student payments, rent assistance, and enhanced Income Management for new and existing customers.

In the Health Delivery Modernisation program, we've improved Medicare claims tracking, and made enhancements to the Healthcare Identifiers Service and to Health Professional Online Services used by pharmacies and health providers.

Other digital improvements included making our Aged Care Specialist Officers and Farm Household Case Officers more accessible than ever, thanks to our new video chat service.

STRATEGY AND CORPORATE ENABLING

To build trust and confidence in our agency we've been addressing the outcomes of a number of reviews.

In July 2023 the Royal Commission into the Robodebt Scheme delivered its report to the Governor-General. The government has accepted, or accepted in principle, all of the recommendations made by the Royal Commission. Our agency is the lead for 26 of these. We've started implementing many of these recommendations and will continue to do so in the next fiscal year.

A second significant review completed this year was the Security Risk Management Review conducted by former Chief Commissioner of Victoria Police Graham Ashton AM APM. The government has committed to implementing the recommendations of the review in full, strengthening security and safety measures for our staff and our customers. Initiatives underway include enhancing physical security for staff and customers at our service centres, and legislation changes to enhance protections for Commonwealth workers.

As we finished 2023–24, we initiated a change in culture in how we listen, engage and collaborate with our stakeholders. In June we invited our peak bodies, advocacy groups and Australian Public Service stakeholders for a first-ever mid-year report event, which is an important step on our path to better engagement practices.

In May we launched our Reconciliation Action Plan 2024 to 2026. It shows our commitment to reconciliation across 4 focus areas of Relationships, Respect, Opportunities and Governance. Agency staff developed our reconciliation vision of 'Coming together with understanding, respect and trust to move forward in unity with Australia's First Nations people and communities' that will guide our journey.

Internally, in February staff voted a majority 'Yes' to the Services Australia Enterprise Agreement 2024–27. We are updating our policies to reflect our new agreement, and the flexibility it brings to working life.

CLOSING

I'd like to commend and thank all Services Australia staff for their continued service over the past year. It's been a year of leadership change, welcoming and training new colleagues, and, above all, delivering for our customers.

Prior to my joining Services Australia, the agency was led by Rebecca Skinner PSM and then by Chris Birrer acting in the role of CEO. Thank you to both Chris and Rebecca for their leadership.

I have deep respect for what's come before, but I'm firmly focused on the here and now and what comes next.

There is much we can build on as we enter 2024–25.

Services Australia aspires to hold trust and confidence as the Australian Government's primary service delivery agency.

We will continue to modernise services across all channels and focus on service delivery performance as we work towards delivering simple, helpful, respectful and transparent services for all Australians.

A handwritten signature in black ink, appearing to read 'D. Hazlehurst', with a horizontal line underneath.

David Hazlehurst

Chief Executive Officer

Services Australia

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Agency overview: role and functions

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1.2 Corporate governance	3

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1.1 Purpose and vision

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

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

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

MINISTERS

The Hon Bill Shorten MP was the Minister for Government Services in 2023–24.

ROLE AND FUNCTION

We develop, deliver, coordinate and monitor services and payments related to social security, child support, students, families, aged care and health programs (excluding health provider compliance). We collaborate with partners to deliver convenient, accessible and efficient services and payments to individuals, families, and communities. Our partners include other Commonwealth and state agencies, service providers and businesses. We design services and advise government on the delivery of services and payments.

In addition, we perform a number of regulatory roles on behalf of policy partners to administer, monitor, enforce and encourage compliance with regulations, administer payments and recover debts. We also protect the integrity of government outlays through fraud prevention, detection, investigation, and reporting mechanisms.

PORTFOLIO STRUCTURE

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

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



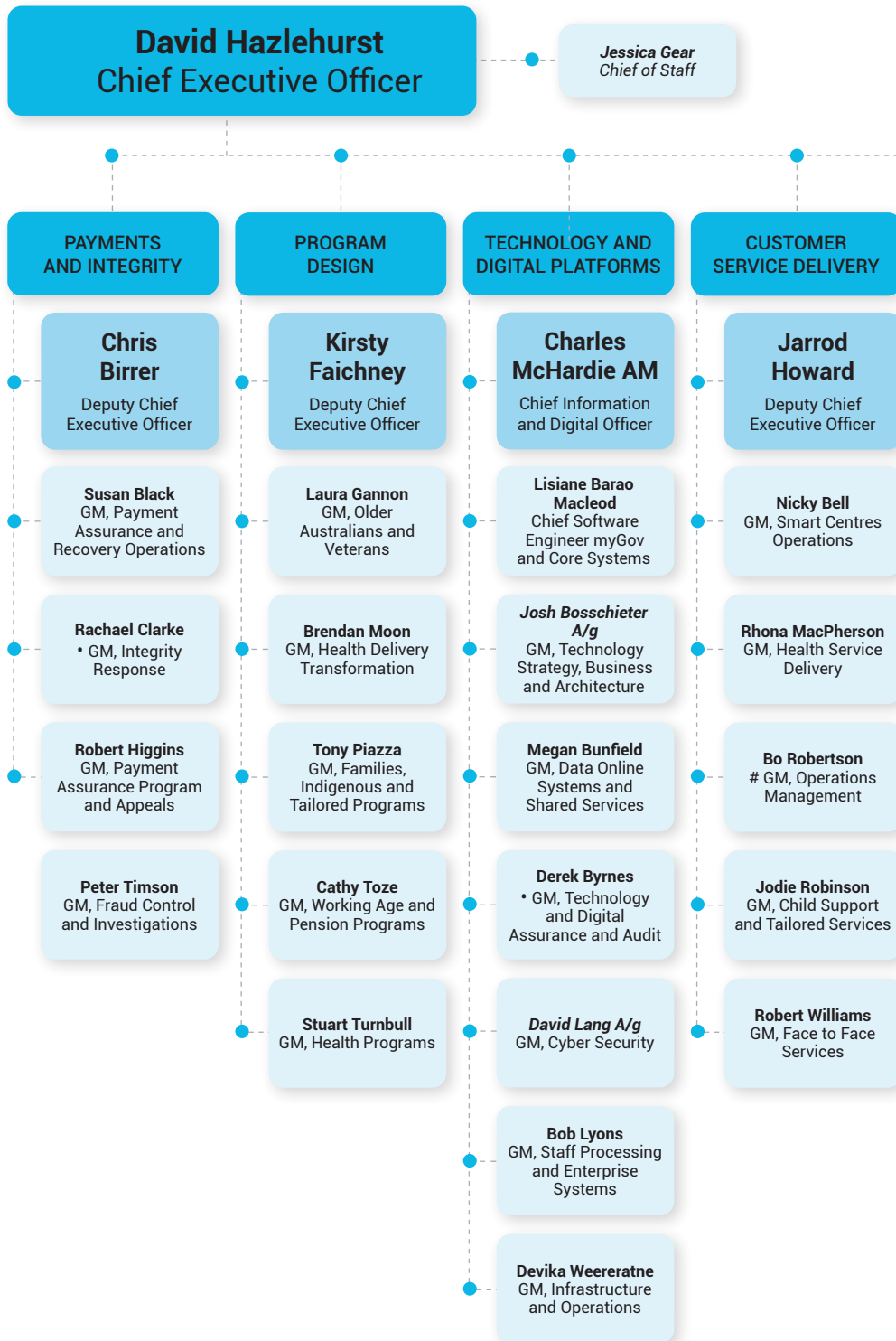
1.2 Corporate governance

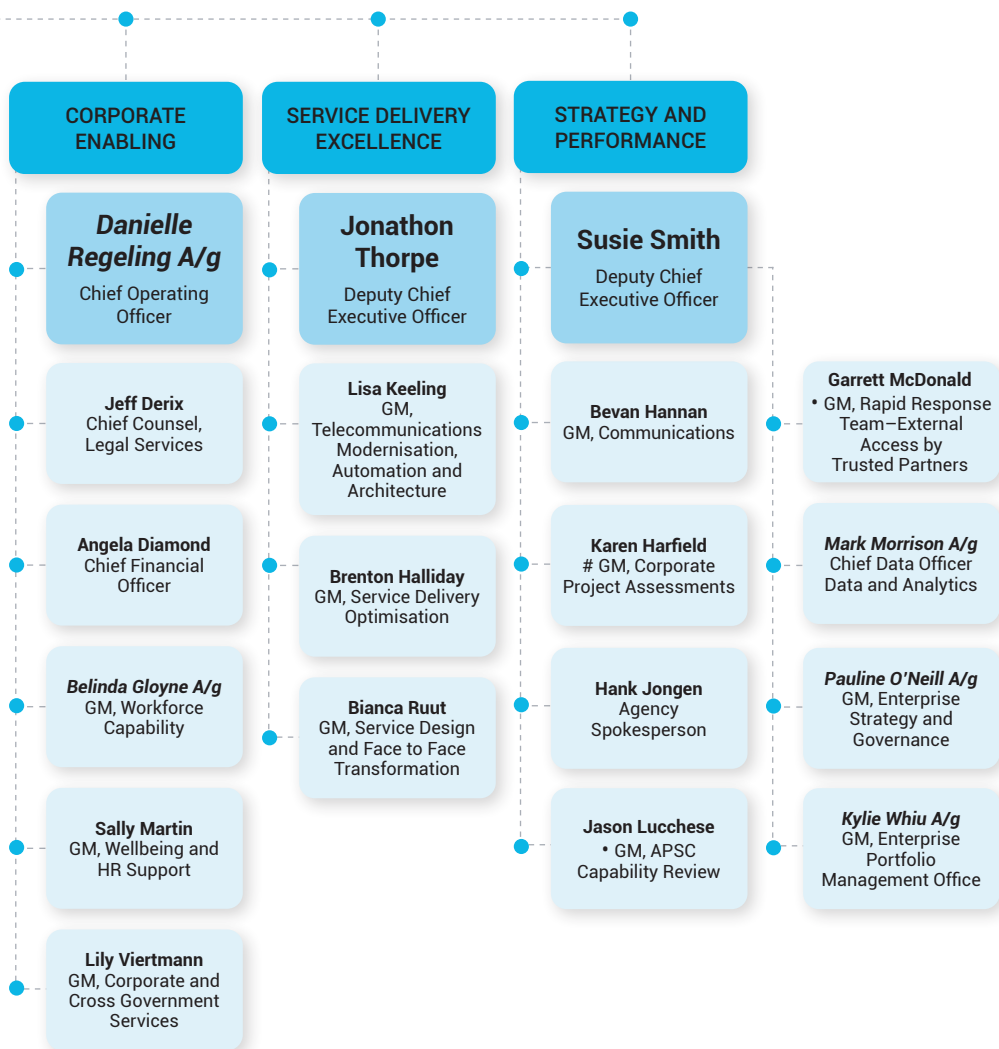
AGENCY EXECUTIVE AND MANAGEMENT STRUCTURE

Figure 1 outlines the agency's organisational structure at 30 June 2024.

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

Figure 1: Organisational structure at 30 June 2024





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

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

EXECUTIVE RESPONSIBILITIES

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

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

DCEO, Service Delivery Excellence – responsible for service delivery optimisation, modernisation and transformation initiatives. The DCEO leads the design and delivery of a customer-focused approach to designing end-to-end experiences and connecting multiple major projects, improving service delivery and enhancing staff and customer experience.

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

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

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

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

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

ENTERPRISE GOVERNANCE

The work of the agency is supported by clear and accountable governance arrangements. This supports decision making that is considered, transparent and based on accurate information and data. During 2023–24, changes to our governance committee structure were made to ensure it remains fit for purpose, with well-defined lines of responsibility and accountability.

EXECUTIVE COMMITTEE

The Executive Committee is the agency's most senior governance committee. It supports the CEO to discharge his duties under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and section 57 of the *Public Service Act 1999*.

The committee's focus is on the strategic direction and priorities of the agency, as well as oversight of the agency's financial and operational performance. It allocates resources, resolves major issues, oversees the management of enterprise risks, and ensures that the accountability and regulatory requirements of the agency are met. It also provides direction on key organisational matters raised by sub committees.

The Executive Committee is supported by 2 complementary forums:

- Executive Stand-up (weekly) provides the executive with a regular forum to discuss point in time updates on hot topics across the agency.
- Operational Response (weekly) provides the executive with a regular forum to discuss the agency's immediate operating environment and critical issues impacting on the functioning of the agency, its reputation and the capacity to meet its service delivery commitments.

PORTFOLIO MANAGEMENT AND INVESTMENTS COMMITTEE

The Portfolio Management and Investments Committee oversees the agency's enterprise investments in line with the agency's strategic priorities and budget. The committee provides governance oversight and prioritisation of major investment programs, projects, and assets, managing enterprise risks, and ensuring accountability and transparency across decision-making. It also provides direction on key portfolio matters raised by sub committees.

AUDIT AND RISK COMMITTEE

The Audit and Risk Committee (ARC) provides independent advice to the CEO, as the Accountable Authority of the agency, on the appropriateness of the agency's financial reporting, performance reporting, system of risk oversight and management, and system of internal control, consistent with subsection 17(2) of the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule). The ARC Charter outlines its functions, in accordance with section 17 of the PGPA Rule. To view the charter, go to servicessaustralia.gov.au/audit-and-risk-committee-charter.

The ARC comprises 3 independent members—Ms Jennifer Clark (Chair), Ms Carol Lilley (member) and Mr Greg Divall (member). The COO and the DCEO Customer Service Delivery support the committee as senior advisers. The Chief Audit Executive, Chief Financial Officer, General Manager Technology and Digital Assurance and Audit, and National Manager Performance Priorities and Reporting are advisers to the committee. Representatives from the Australian National Audit Office (ANAO) also attend meetings as observers.

REPORTING SUB-COMMITTEE

The ARC is supported by the Reporting Sub-Committee (RSC) which provides independent oversight of the agency's financial and performance reporting and related matters.

In 2023–24 the ARC met 7 times, and the RSC met 8 times. Table 1 details the qualifications, knowledge, skills, experience and remuneration of committee members.

Table 1: ARC and RSC independent Chair and members qualifications, knowledge and experience

Member name, qualifications, knowledge, skills or experience	Number of meetings attended	Total annual remuneration \$ (including GST)
Jennifer Clark (ARC and RSC Chair)	7 – ARC	143,448.21
Ms Clark is an independent board director and has been a chair or member of over 20 audit, risk and finance committees in the Australian Government and private sector over the past 30 years.	7 – RSC	
Ms Clark has an extensive background in business, finance and governance through a career as an investment banker and non-executive director.		
Ms Clark is a Fellow of the Australian Institute of Company Directors and has substantial experience in financial and performance reporting, audit, and risk management.		

Member name, qualifications, knowledge, skills or experience	Number of meetings attended	Total annual remuneration \$ (including GST)
<p>Carol Lilley (member)</p> <p>Ms Lilley is an independent board director, and chair and member of a number of Australian Government audit committees.</p> <p>Ms Lilley was a partner at PricewaterhouseCoopers and has over 20 years experience in financial statement audit, internal audit, and project and risk management, with a particular focus on government.</p> <p>Ms Lilley holds a Bachelor of Commerce from the University of Western Australia, is a graduate of the Australian Institute of Company Directors, a Fellow of Chartered Accountants Australia and New Zealand, a certified internal auditor, and was a registered company auditor.</p>	<p>7 – ARC</p> <p>8 – RSC</p>	<p>75,511.08</p>
<p>Greg Divall (member)</p> <p>Mr Divall has over 20 years experience in Commonwealth Senior Executive Service leadership roles, with over 35 years experience in the public sector. Mr Divall was the group business manager of the \$16 billion per annum Capability Acquisition and Sustainment Group and led the group's reintegration into the Department of Defence. He is an independent Audit and Risk Committee member on several other Commonwealth entities and the Defence Independent Assurance Board Chair.</p> <p>Mr Divall holds a Bachelor of Applied Science (Mathematics, with majors in Computing and Statistics) and a Master of Business Administration. He is a member of the Australian Institute of Company Directors and a Vincent Fairfax Fellow. He completed The Australia and New Zealand School of Government (ANZSOG) Executive Fellows Program, the Harvard Kennedy School's National and International Security program for senior executives and the Advanced Management and Leadership Programme at Oxford Saïd Business School.</p>	<p>7 – ARC</p> <p>8 – RSC</p>	<p>59,171.99</p>

ENTERPRISE RISK MANAGEMENT

Effective risk management is key to delivering on our vision of making government services simple so people can get on with their lives. It is integral to the agency's strategic and operational environment, and embedded throughout the agency's governance, decision-making and business processes.

Our Risk Management Policy and Framework is prepared in accordance with the agency's Accountable Authority Instructions, the Commonwealth Risk Management Policy 2023, and the PGPA Act. It establishes a comprehensive and consistent approach to risk management throughout the agency to deliver on agency objectives and to adhere to legislative obligations. The CEO, as the Accountable Authority, establishes and maintains appropriate systems of risk oversight, management and internal control for the agency. The CEO endorses the Risk Management Policy and Framework.

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

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

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



Our response during disasters and emergencies

2.1 Disasters and emergency events in 2023–24

12



2

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

Our modernised servicing, systems and platforms ensure we have the capacity to deliver when Australians need us most. In 2023–24 our staff were again on hand to help by delivering disaster and rapid response payments, connecting people with other government service providers, and offering wellbeing support.

2.1 Disasters and emergency events in 2023–24

In 2023–24 we responded quickly to provide government assistance by delivering payments on behalf of the National Emergency Management Agency (NEMA).

The agency has a digital claiming channel in place 24/7, enabling customers to claim Australian Government Disaster Recovery Payment (AGDRP), Disaster Recovery Allowance (DRA) and the equivalent New Zealand payments.

The agency administered the following disaster recovery and rapid response payments on behalf of the NEMA:

- AGDRP
- DRA
- New Zealand Disaster Recovery Payment (NZDRP)
- New Zealand Disaster Recovery Allowance (NZDRA).

We also administered the following payments on behalf of other departments:

- Australian Victims of Terrorism Overseas Payment (AVTOP) – Department of Home Affairs
- MH17 Commemoration Support Package 2024 – Department of Foreign Affairs and Trade (DFAT).

In 2023–24 we focused on improving our ability to design, develop and deliver disaster and rapid response payments.

We continued to implement improvements to the online claims process for AGDRP and NZDRP to enhance the customer experience and enable those affected by disasters to claim these payments through their myGov account at a time that suited them. Phone claiming and paper claiming options were still available for customers who were unable to access online services or required more support.

SUPPORT IN DISASTER AFFECTED COMMUNITIES

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

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

In 2023–24 we delivered payments to support people affected by the following disaster events:

- Western and Darling Downs bushfires, October 2023
- Tropical Cyclone Jasper, December 2023
- South East Queensland severe storms and flooding, December 2023 to January 2024
- City of Moreton Bay heavy rainfall and flooding, January 2024
- Western Victoria bushfires, February 2024.

During 2023–24 the agency deployed Service Officers and other specialist staff to recovery centres in 34 communities, providing support to 5,762 people. Our mobile service centres also visited 8 communities and supported over 2,730 people directly affected by disasters. This support included assisting people to claim disaster assistance, connecting people with social work services, counselling and other government and community services.

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

- \$63.0 million in AGDRP
- \$15.7 million in DRA
- \$1.3 million in NZDRP
- \$441,000 in NZDRA.

NATIONAL EMERGENCY CALL CENTRE SURGE CAPABILITY

The agency provides support through the National Emergency Call Centre Surge Capability (NECCSC). This service enables our staff to take calls made to other federal, state and territory government agency's call centres in times of crisis or significant events.

In 2023–2024 the NECCSC was activated 3 times to support the Department of Foreign Affairs and Trade. Our staff provided advice to Australians with a combined total of 3,100 calls answered, in response to the following events:

- Israel/Hamas conflict, October 2023
- Lebanon response, October 2023
- Israel/Palestine Territories bulk messaging campaign, December 2023.

EMERGENCY RESERVE

The agency maintains a register of staff willing to help in recovery efforts known as the Emergency Reserve. Emergency Reserve staff can be called on at short notice to help respond quickly to emergencies. Over 690 staff are registered to assist with a range of functions including:

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

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

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

PAYMENTS AND SUPPORT FOLLOWING OTHER EMERGENCY EVENTS

In 2023–24 the agency provided support to customers affected by the following emergency events.

MH17 COMMEMORATION SUPPORT PACKAGE 2024

The MH17 Commemoration Support Package 2024, was established to provide financial support to eligible next of kin and support persons, as a contribution to the costs of travelling to Canberra on 17 July 2023 for the commemoration to mark 10 years since the downing of Malaysia Airlines Flight MH17.

The agency delivered the MH17 Commemoration Support Package 2024 on behalf of DFAT.

DISASTER HEALTH CARE ASSISTANCE SCHEME

The Disaster Health Care Assistance Scheme helps with reasonable health-related out-of-pocket costs for people who have suffered an injury as a direct result of specific international acts of terrorism and natural disaster events. In 2023–24 there were no new disaster events.

The declared events are:

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

AUSTRALIAN VICTIMS OF TERRORISM OVERSEAS PAYMENT

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

In 2023–24 AVTOP was activated for the 7 October 2023 Hamas Terrorist Attack. The AVTOP hotline answered over 1,200 calls and 15 new claims were received.

NATIONAL SECURITY HOTLINE

The National Security Hotline (NSH) is the single point of contact for members of the public to report any concerns relating to national security. This could be in relation to terrorism, but also a range of other threats to national security. Information collected by NSH operators is referred to federal and state law enforcement agencies and intelligence agencies for further investigation. The agency provides surge assistance when requested. In 2023–24 surge assistance for the NSH was not required.

Office on wheels supporting flood affected Far North Queenslanders

Services Australia plays an integral role in supporting Australians during natural disasters.

In 2023–24 we made sure local residents had access to essential government services after flood damage forced the closure of the Mossman service centre in the wake of Tropical Cyclone Jasper.

Our Mobile Service Centre Desert Rose was stationed in the town to support the community immediately after flood emergencies. We provided face to face help with general Medicare and Centrelink business, and referrals to other government services.

Desert Rose is a 20-tonne office on wheels with all the functionality and technology of a regular service centre. Staff who work full time in the Desert Rose worked collaboratively with local staff to establish the mobile service centre in Mossman.



When supporting our customers in disaster affected areas, staff do everything they can to make sure customers are as comfortable as possible. Whether that's buying fans to keep people cool or filling an esky with bottled water for them to drink while they wait to be served.

Our staff put their own emergency disaster recovery needs to the side to help support their community and to help connect our customers with the right support when and where they need it most.



Our performance

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3.1 Annual Performance Statements 2023–24

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Annual Performance Statements

Accountable authority statement

As the accountable authority of Services Australia, I present the 2023–24 Annual Performance Statements of Services Australia, as required under paragraph 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013*.

In my opinion, the 2023–24 Annual Performance Statements are based on properly maintained records, accurately present the performance of Services Australia, and comply with subsection 39(2) of the *Public Governance, Performance and Accountability Act 2013*.



David Hazlehurst
Chief Executive Officer
Services Australia

10 October 2024

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Our purpose, functions, key activities and Strategic Performance Measures

OUR PURPOSE

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

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

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

OUR FUNCTIONS

We develop, deliver, coordinate and monitor services and payments related to social security, child support, students, families, aged care and health programs (excluding health provider compliance). We collaborate with partners to deliver convenient, accessible and efficient services and payments to individuals, families, and communities. Our partners include other Commonwealth and state agencies, service providers and businesses. We design services and advise government on the delivery of services and payments.

In addition, we perform a number of regulatory roles on behalf of policy partners to administer, monitor, enforce and encourage compliance with regulations, administer payments and recover debts. We also protect the integrity of government outlays through fraud prevention, detection, investigation, and reporting mechanisms.

OUR KEY ACTIVITIES AND STRATEGIC PERFORMANCE MEASURES

Key Activities and Strategic Performance Measures for 2023–24		
Key Activities		
<p>Key activity 1: Build staff and organisational capability to deliver an enhanced customer experience</p> <p>We have an adaptive workforce, leadership and corporate culture tailored to respond to customer feedback</p>	<p>Key activity 2: Deliver quality government services and payments to Australians</p> <p>We provide customers with easy and efficient access to services, support and payments for a seamless experience</p>	<p>Key activity 3: Deliver digital and technological capability</p> <p>We invest in our technology and systems to sustain and strengthen the digital experience for customers</p>
Strategic Performance Measures (SPM)		
<p>SPM 1: Customer satisfaction</p> <p>SPM 2: Customer trust</p>	<p>SPM 3: Administrative correctness of payments</p> <p>SPM 4: Customers served within 15 minutes</p> <p>SPM 5: Work processed within timeliness standards</p>	<p>SPM 6: Availability of digital channels</p> <p>SPM 7: Tasks managed by customers in digital channels</p>

CHANGES TO THE STRATEGIC PERFORMANCE MEASURES FROM THE CORPORATE PLAN 2023–24

We assessed and improved overall performance measurement, building on what we learnt from the first audit of our Annual Performance Statements by the Australian National Audit Office (ANAO) in 2022–23. We reviewed our strategic performance measures to assess the appropriateness and completeness of the measures, and to identify improvements to strengthen processes. This resulted in changes to one Strategic Performance Measure from what was reported in our Corporate Plan 2023–24, as noted in Table 1 below.

Table 1: Changes in Strategic Performance Measures

Strategic Performance Measure (SPM)	Description of changes from Corporate Plan 2023–24
<p>SPM 3 – Administrative correctness of payment</p>	<p>To enable the agency to more thoroughly assess the administrative correctness of payment outputs across its programs the following changes were made to this measure:</p> <ul style="list-style-type: none"> • Child Support has been added to produce a complete assessment of the agency’s key functions • the methodology was revised to reflect a broader range of payment types in Social Security and Welfare and Health • weighting for the measure was changed from financial outlays as not all claim types result in a payment. The move to percentage of total claims is a better reflection of the true population from which quality checked items are sampled.

SUBSEQUENT EVENTS

There were no subsequent events after the reporting period.

Analysis of performance against purpose

The Annual Performance Statements provide an accurate assessment of how Services Australia has delivered against the strategic performance measures established in the Corporate Plan 2023–24. In 2023–24 the agency achieved 3, substantially achieved 2 and partially achieved 2 of the targets across the measures.

The approach in assessing performance is made according to planned methodologies, the results of which are described in the analysis sections of the performance measure results across the agency’s 3 major programs of Social Security and Welfare, Health, and Child Support.

Services Australia measures its performance across 7 Strategic Performance Measures. These measures consider the agency’s operating environment and organisational capability and relate directly to the agency’s purpose.

This year we expanded our existing Enterprise Performance Framework, improving end-to-end performance measurement and reporting within the agency’s strategic and operational environments. The framework supports the agency to produce high-quality performance information. This information helps inform agency level decisions by embedding the key elements of planning, measuring, monitoring, reporting, and evaluating performance.

The agency enhanced its approach to remain responsive to the needs of customers. Customer satisfaction with the agency was impacted this year as a result of extended customer wait times across the major programs. In recognising the challenges around call wait times and processing of claims, an additional 5,000 staff were employed during the year which has resulted in a steady reduction of outstanding claims, and an improvement in Customer satisfaction across Social Security and Welfare, Health, and Child Support programs.

Continued improvement of our online delivery platforms and infrastructure has resulted in our customers increasingly engaging with the agency in a manner and time that suits them. The record high result in the availability of our digital channels demonstrates our commitment to continuous improvement in our online delivery platforms, and the ICT infrastructure that hosts and delivers them.

PERFORMANCE REPORTING IN 2024–25 AND 2025–26

In 2023–24 the agency considered options for how it could measure and report on its overall efficiency, noting the current proxy measure of efficiency being SPM 7 – Tasks managed by customers in digital channels. In 2024–25 we will continue with development and testing of methodologies to inform the future development of an efficiency measure for the agency. It is expected that the agency will be able to report on how it measures efficiency, starting from 2025–26.

In 2024–25 the agency will expand the Customer satisfaction and Customer trust strategic performance measures to incorporate regulatory performance reporting to include Customer satisfaction and trust survey results for the following:

- Debt recovery line
- Child Support online and mobile apps
- Complaints line which takes calls from Centrelink, Health and Child Support customers.

The agency is expecting to continue to reduce claim backlogs and improve on claim processing times and call wait times for our customers in 2024–25.

Strategic Performance Measure summary of results

The table below provides a summary of the 2023–24 performance outcomes for each of the 7 Strategic Performance Measures compared to 2022–23.

Table 2: Services Australia's performance against its Strategic Performance Measures 2022–23 and 2023–24

Strategic Performance Measure (SPM)	Target 2022–23	Result 2022–23	Target 2023–24	Result 2023–24	Performance Outcome 2023–24
SPM 1: Customer satisfaction	≥85 out of 100	80.2 out of 100	≥85 out of 100	79.1 out of 100	Substantially achieved
SPM 2: Customer trust	≥70 out of 100	78.1 out of 100	≥72 out of 100	75.8 out of 100	Achieved
SPM 3: Administrative correctness of payments	≥98%	98.8%	≥98%	97.8%	Substantially achieved
SPM 4: Customers served within 15 minutes	≥70%	60.8%	≥70%	55.2%	Partially achieved
SPM 5: Work processed within timeliness standards	≥90%	68.7%	≥90%	71.8%	Partially achieved
SPM 6: Availability of digital channels	≥98.5%	99.8%	≥99%	99.9%	Achieved
SPM 7: Tasks managed by customers in digital channels	≥81%	91.5%	≥82%	91.9%	Achieved

PERFORMANCE MEASURE TOLERANCE LEVELS

To reflect the agency's achievement against its performance measure targets we utilise the following tolerance levels.

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

Strategic Performance Measure Results

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

PROGRAM 1.1: STRATEGY AND CORPORATE ENABLING

Set Services Australia's strategic direction, deliver corporate functions and build capability.

KEY ACTIVITY 1: *Build staff and organisational capability to deliver an enhanced customer experience.*

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

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

Strategic Performance Measure 1 – Customer satisfaction

The agency is focused on the provision of high quality and timely services that meet the needs of customers.

This measure provides visibility of our customers' level of satisfaction with the services delivered by the agency.

Year	Target	Result	Performance Outcome
2023–24	≥85 out of 100	79.1 out of 100	Substantially achieved
2022–23	≥85 out of 100	80.2 out of 100	Substantially achieved

ANALYSIS

The agency substantially achieved its target of ≥85 out of 100 with a result of 79.1 out of 100. The result indicates most customers were satisfied with the agency's services.

Social Security and Welfare, Health and Child Support programs substantially achieved target:

- Social Security and Welfare: extended wait times for Centrelink customers had a substantial impact on satisfaction, which was evidenced in the results for the Time to Receive service driver, particularly in the first half of the year. The recruitment of additional staff has seen wait times decrease, and satisfaction with wait times improve, especially in the final months of the year in the Telephony channel.
- Health: satisfaction with wait times had a significant impact on the overall satisfaction result, however the recruitment of additional staff has seen improved results towards the end of the financial year in the Telephony channel.
- Child Support: satisfaction was also impacted by the increased wait times experienced by customers, as evidenced by the Time to receive service driver reducing by 8.2 points compared to 2022–23.

The table below summarises the agency's customer satisfaction results by program for 2023–24.

Table 3: Customer satisfaction results by program 2023–24

Program	Results
Social Security and Welfare	77.7
Health	83.9
Child Support	80.6

Extended customer wait times particularly in the Telephony channel across Social Security and Welfare, Health, and Child Support programs has had substantial impact on the overall satisfaction of customers with accessing our services.

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The table below summarises the agency's customer satisfaction results and weightings per channel for 2023–24.

Table 4: Customer satisfaction results and weightings per channel 2023–24

Channel	Result	Weighting ^(a)
Face to face	88.2	9%
Mobile apps	88.0	27%
Telephony	76.3	16%
Online	74.9	43%
Health providers ^(b)	60.5	5%
Total	79.1^(c)	100%

- a) The weighting is derived from transactional volumes from the previous financial year. Volumes can only be calculated and applied retrospectively once available. Using the previous financial year's data allows effects from seasonality to be minimised.
- b) Health providers are reported as a 'channel' as the agency is unable to accurately determine the appropriate channel used by the individual providers surveyed.
- c) Total is calculated by adding all weighted channel average scores. For more information, refer to the Calculation Explanation in the Explanatory Notes and Definitions section below.

The highest performing channel was Face to face, closely followed by Mobile apps. Online and Health providers were the lowest performing channels.

The table below summarises the agency's results against our 6 satisfaction drivers for 2023–24.

Table 5: Customer satisfaction driver results 2023–24

Satisfaction drivers	Results
Perceived quality	79.0
Personalised service	81.9
Communications	83.5
Time to receive service	73.4
Fair treatment	88.1
Effort	76.2

Customer satisfaction is measured against 6 drivers. The Time to receive service driver was the lowest performing of these, followed by the Effort driver where customers rate their satisfaction of the effort required to do business with us.

The table below summarises the agency's results for customer satisfaction by channel against the 6 satisfaction drivers.

Table 6: Customer satisfaction results by channel and driver 2023–24

Channel / Driver	Perceived quality	Personalised service	Communication	Time to receive service	Fair treatment	Effort	Overall
Face to face	86.3	89.2	88.9	85.4	95.4	84.4	88.2
Mobile apps	83.9	N/A	92.8	87.7	N/A	87.8	88.0
Telephony	82.9	84.3	84.7	47.6	88.3	71.4	76.3
Online	74.8	N/A	79.3	73.7	N/A	71.5	74.9
Health providers	62.6	60.9	56.0	54.3	74.7	54.0	60.5
Overall^(a)	79.0	81.9	83.5	73.4	88.1	76.2	79.1

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

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We implemented a range of initiatives this year with a focus on balancing services to reduce wait times and improve the efficiency in the delivery of services to customers by:

- displaying more accurate 'estimated completion dates' for customers submitting claims. These are a more realistic and transparent estimate of how long a customer can expect to wait. This initiative has led to fewer calls from customers seeking an update on claims, further reducing the demand for telephony services
- providing greater transparency of 'estimated wait times' for customers contacting via the Telephony channel
- deploying workload allocation strategies to increase claims processing whilst supporting new recruits to build their capabilities
- simplifying telephony queues to streamline how customers connect with staff
- reducing telephone numbers and how calls are routed to ensure the best customer experience and increased first contact service
- providing customers with one-on-one digital coaching in-person or over the phone about self-service options to build their understanding and confidence
- notification of provider registration applications being provided digitally where possible, reducing delays and enabling providers to commence practicing as soon as their application has been assessed.

LIMITATIONS AND EXCLUSIONS

- While we encourage participation to ensure the survey population is representative of the overall customer base, customer participation in all surveys is voluntary.
- The agency seeks to offer surveys to a wide variety of customers, noting feedback from some cohorts is not always possible. These cohorts include:
 - some telephony and face to face customers who have not interacted with a staff member via staff assisted channels, as questions are designed to measure perceptions of interactions with staff for the channels of Telephony and Face to face
 - Aged Care customers and providers as this falls within the Department of Health and Aged Care's remit
 - customers who respond to the survey but record responses to less than 3 drivers, contribute to driver responses but not the overall measure
 - a small group of customers may be temporarily excluded to limit interview burden (for example customers in crisis or customers claiming emergency payments) or due to technical barriers to collections.

EXPLANATORY NOTES AND DEFINITIONS

- The performance measure is based on surveyed customers' perceptions of the agency across the Telephony, Face to face, Online, and Mobile app channels.
- Feedback is only collected from a random sample of customers, therefore it is likely that some errors will occur, not in terms of the calculation, but in terms of the sampling. Margins of Error (MoEs) are used to show users the maximum amount by which the sample results are expected to differ from results that would have been produced had we surveyed all customers. Previous financial years' MoEs have been below 1 index point, using a comparable methodology and sample sizes. It is anticipated that the same MoE can be achieved for 2024–25.
- Satisfaction results are aggregated from a 6-driver model¹ (see Table 4: Customer satisfaction driver results 2023–24 above).
- Successful interaction: to be offered a customer satisfaction survey, a customer or health provider must have interacted with the agency. For the purposes of surveying, an 'interaction' occurs when a customer or health provider speaks to a service officer (service centre or telephony) or accesses their authenticated digital account (online or mobile apps).
- Eligible customers are selected at random to complete the surveys. Offer rates vary depending upon the channel of interaction and service brand.

¹ This model is founded on established research detailing drivers of customer satisfaction in public institutions. Refer page 47 of the report "An Updated Organisation for Economic Cooperation and Development Framework on Drivers of Trust in Public Institutions to meet current and Future Challenges, 2021"

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- Satisfaction results from health providers including pharmacists, practitioners and practice managers are also included in the overall agency result.
- Survey questions are tailored to the audience of the survey and the results for this measure are a combination of different surveys.
- A total of 100,901 customers completed these surveys in 2023–24, together with 2,929 health providers.
- Surveys are undertaken via automated interactive voice response (post-call survey), online or via outbound interviews conducted by an external provider.
- Based on the responses provided to the driver of satisfaction questions, an index score ranging from 0 to 100 is established for every survey respondent. All survey questions align to the 6 drivers and are measured on a 5-point scale, with 3 being neutral.

Table 7: Customer response Index score

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

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

Reference	2023–24 Portfolio Budget Statements, page 202 2023–24 Corporate Plan, page 16
Data Source	External Survey provider Verian
Calculation Explanation	Calculated by adding all weighted channel average scores. Scores are gathered from the customer survey responses. The weighting is derived from transactional volumes from the previous financial year. Volumes can only be calculated and applied retrospectively once available. Using the previous financial year's data allows effects from seasonality to be minimised. As the result is calculated quarterly, limiting the weighting for that portion of the financial year (i.e. using data that is available for that portion of the current FY) will not allow for the variability that occurs over a full year.
Calculation	$(A \text{ Result} \times A \text{ Weighting}) + (B \text{ Result} \times B \text{ Weighting}) + (C \text{ Result} \times C \text{ Weighting}) + (D \text{ Result} \times D \text{ Weighting}) + (E \text{ Result} \times E \text{ Weighting})$ A = Online channel B = Mobile Apps channel C = Telephony channel D = Face to face channel E = Health Providers channel ² For each channel: Result = the result for that channel Weighting = the weighting for that channel

² Health providers are reported as a 'channel' as the agency is unable to accurately determine the appropriate channel used by the individual surveyed providers.

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Strategic Performance Measure 2 – Customer trust

The agency is committed to ensuring our customers trust the information and advice provided, and that their data is secure, appropriately managed and used ethically.

This measure provides visibility of our customers' level of trust in the agency.

Year	Target	Result	Performance Outcome
2023–24	≥72 out of 100 ^(a)	75.8 out of 100	Achieved
2022–23	≥70 out of 100 ^(a)	78.1 out of 100	Achieved

- a) The 2021–22 result for this measure was taken into account when setting the target for 2023–24. The 2023–24 target reflects the progressive increase in the target level by 2 points each year over a 5 year period (70, 72, 74, 76, 78), demonstrating year on year improvement.

ANALYSIS

The agency achieved its target of ≥72 out of 100 with a result of 75.8 out of 100.

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

The table below summarises the agency's customer trust results by program for 2023–24.

Table 8: Customer trust results by program 2023–24

Program	Results
Social Security and Welfare	74.0
Health	80.3
Child Support	83.8

Customers were more trusting of the staff-assisted service delivery channels, with Face to face achieving the highest result closely followed by Telephony. Results were lower for the digital service delivery channels with Online and Health providers the lower performing. The table below summarises the agency's customer trust results and weightings per channel for 2023–24.

Table 9: Customer trust results and weighting by channel 2023–24

Channel	Result	Weighting ^(a)
Face to face	82.6	9%
Mobile apps	79.8	27%
Telephony	82.4	16%
Online	70.4	43%
Health providers ^(b)	66.7	5%
Total	75.8^(c)	100%

- a) The weighting is derived from transactional volumes from the previous financial year. Volumes can only be calculated and applied retrospectively once available. Using the previous financial year's data allows effects from seasonality to be minimised.
- b) Health providers are reported as a 'channel' as the agency is unable to accurately determine the appropriate channel used by the individual providers surveyed.
- c) Total is calculated by adding all weighted channel average scores. For more information, please refer to the Calculation Explanation in the Explanatory Notes and Definitions section below.

The agency's commitment to ensuring personal customer information is safe is reflected in the high levels of trust our customers have, with the Personal data security driver being the highest performing driver across all service delivery programs and channels. The agency continued to prioritise the management of customer data by strengthening cyber security, noting this is a key priority for customers.

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Extended customer wait times have impacted the lowest performing driver of Responsiveness, however, the addition of new staff has had a positive impact on wait times which had reduced during the later part of the financial year.

The table below summarises the agency's results against our 6 trust drivers for 2023–24.

Table 10: Customer trust driver results 2023–24

Trust drivers	Results
Integrity	77.9
Responsiveness	63.9
Openness and honesty	76.5
Reliability	74.7
Fairness	79.7
Personal data security	82.5

The agency results for all trust drivers, with the exception of Responsiveness, exceeded target. Digital channels had lower responsiveness scores than the staff-assisted channels, with Face to face and Telephony channels achieving a higher result.

The Fairness driver was the second highest performing driver, with all service delivery channels and health providers exceeding target this year, indicating the agency treated customers fairly and reasonably. Fairness was highest for the Face to face and Telephony channels, and lowest for the online channels and health providers.

The table below summarises the agency's results for customer trust by channel against our 6 trust drivers for 2023–24.

Table 11: Customer trust driver results by channel and driver 2023–24

Channel / Driver	Integrity	Responsiveness	Openness and honesty	Reliability	Fairness	Personal data security	Overall ^(a)
Face to face	84.0	74.4	82.6	81.1	86.5	89.1	82.6
Mobile apps	82.1	66.4	79.5	79.3	84.8	87.2	79.8
Telephony	85.1	67.2	87.5	83.2	85.1	86.8	82.4
Online	72.9	60.1	70.1	68.2	73.6	77.7	70.4
Health providers	63.6	54.3	69.2	65.8	74.7	72.9	66.7
Overall^(a)	77.9	63.9	76.5	74.7	79.7	82.5	75.8

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

To build customer trust, the agency implemented a range of initiatives, including:

- promoting online services as a secure way of updating information, including Health Providers
- providing customers with one-on-one digital coaching in-person or over the phone about self-service options to build their understanding and confidence
- reviewing how customers use the Interactive Voice Response (IVR) to ensure they connect with a suitably skilled officer
- maximising customer service time and better matching skilled staff to when customers need us.

LIMITATIONS AND EXCLUSIONS

- While we encourage participation to ensure the survey population is representative of the overall customer base, customer participation in all surveys is voluntary.
- The agency attempts to offer surveys to a wide variety of customers, however, feedback from some cohorts is not possible. These cohorts include:
 - some telephony and face to face customers who have not interacted with a staff member via staff assisted channels, as questions are designed to measure perceptions of interactions with staff for the channels of Telephony and Face to face
 - Aged Care customers and providers as this falls within the Department of Health and Aged Care's remit
 - customers who respond to the survey but record responses to less than 3 drivers, contribute to driver responses but not the overall measure
 - a small group of customers may be temporarily excluded to limit interview burden (for example customers in crisis or customers claiming emergency payments) or due to technical barriers to collections.
- Survey questions used to measure trust in the trust survey uses a 6 driver model consistent with industry best practice.
- Surveys/data for performance measures not previously included in reporting will commence from 1 July 2024. Inclusion of new data for a partial year has significant impacts and creates inconsistencies in monthly comparisons and annual results.

EXPLANATORY NOTES AND DEFINITIONS

- The performance measure is based on customers' surveyed perceptions of the agency.
- When developing the trust measure, the agency incorporated elements of public and private sector best practice to continuously review its methodology for measurement. This approach combines approaches deployed by the Organisation for Economic Cooperation and Development and other Australian Public Service agencies including the Department of the Prime Minister and Cabinet's Survey of Trust in the Australian Public Service. The 6 driver model is an independent measure of customers' belief that the agency will act consistently with their expectations of positive behaviour. This approach supports the agency in monitoring and assessing whether customers trust the information and advice we provide, and whether they perceive that we keep their personal information safe.
- Feedback is collected from a random sample of customers, as opposed to every customer, therefore it is likely that some errors will occur in terms of the sampling. Margins of Error (MoEs) are used to show users the maximum amount by which the sample results are expected to differ from results that would have been produced had we surveyed all customers. Previous years' MoEs have been below 1%, using a comparable methodology and sample sizes.
- Trust results are aggregated from a 6-driver model (see Table 10: Customer trust driver results 2023–24 above). Customers provide feedback via surveys about their experience interacting with the agency across the Telephony, Face to face, Online and Mobile app service delivery channels. Health provider trust results are also included in the overall agency trust result.
- Successful interactions: to be offered a customer trust survey, a customer or health provider must have interacted with the agency. For the purposes of surveying, an 'interaction' occurs when a customer or health provider speaks to a service officer (service centre or telephony) or accesses their authenticated digital account (online or mobile apps).
- Eligible customers are selected at random to complete the surveys offer rates vary depending upon the channel of interaction and service brand.
- As survey questions are tailored to the audience of the survey, the results for this measure are a combination of different surveys.
- A total of 75,488 customers completed these surveys in 2023–24, together with 2,929 health providers.
- Surveys are undertaken via automated interactive voice response (post-call survey), online or via outbound interviews conducted by the agency's external provider.
- Based on the responses provided to the driver of satisfaction questions, an index score ranging from 0 to 100 is established for each survey respondent. All survey questions align to the 6 drivers and are measured on a 5-point scale, with 3 being neutral.

Table 12: Customer response Index score

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

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

Reference	2023–24 Portfolio Budget Statements, page 202 2023–24 Corporate Plan, page 17
Data Source	External Survey provider Verian
Calculation Explanation	Calculated by adding all weighted channel average scores. Scores are calculated from the customer survey responses. The weighting is derived from transactional volumes from the previous financial year. Volumes can only be calculated and applied retrospectively once available. Using the previous financial year's data allows effects from seasonality to be minimised. As the result is calculated quarterly, limiting the weighting for that portion of the financial year (i.e. using data that is available for that portion of the current FY) will not allow for the variability that occurs over a full year.
Calculation	$(A \text{ Result} \times A \text{ Weighting}) + (B \text{ Result} \times B \text{ Weighting}) + (C \text{ Result} \times C \text{ Weighting}) + (D \text{ Result} \times D \text{ Weighting}) + (E \text{ Result} \times E \text{ Weighting})$ A = Online channel B = Mobile Apps channel C = Telephony channel D = Face to face channel E = Health Providers channel ³ Result = the result for that channel Weighting = the weighting for that channel

³ Health providers are reported as a 'channel' as the agency is unable to accurately determine the appropriate channel used by the individual surveyed providers.

PROGRAM 1.2: CUSTOMER SERVICE DELIVERY

Design and deliver government services to Australians through a range of service delivery channels including face-to-face, telephony and digital and protect the integrity of government outlays.

KEY ACTIVITY 2: Deliver quality government services and payments to Australians

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

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

Strategic Performance Measure 3 – Administrative correctness of payments

The agency is committed to ensuring high-quality processing of claims based on information provided to the agency.

This enables the delivery of the right payment at the right rate, to the right customer, from the right date.

Year	Target	Result	Performance Outcome
2023–24	≥98%	97.8% ^(a)	Substantially achieved
2022–23	≥98%	98.8%	Achieved

a) In 2023–24, the methodology used to calculate Strategic Performance Measure 3 was updated to better reflect the agency's administrative correctness of payments (see explanatory notes and definitions below for details). Therefore, the 2023–24 result is not comparable to the 2022–23 result.

ANALYSIS

To enable the agency to more thoroughly assess the administrative correctness of payment outputs across its programs, changes were made to this measure to provide a complete assessment of the agency's key functions. The following changes supersede those published in the Social Services 2023–24 Portfolio Budget Statements and the agency's Corporate Plan 2023–24:

- Child Support has been added to produce a complete assessment of the agency's key functions
- the methodology was revised to reflect a broader range of payment types using an expanded set of data sources.

The agency substantially achieved its target of ≥98% with a result of 97.8%, demonstrating a commitment to process customer claims with minimal errors that, if not detected, would result in incorrect outcomes for customers.

A correctness rate of 97.8% indicates 2.2% of the 449.2 million outcomes that customers received contained a critical error. Results by program are:

- Social Security and Welfare: 93.0% of 3.4 million claims contained no critical errors
- Health: 97.8% of 435.9 million claims contained no critical errors
- Child Support: 88.2% of 53,705 claims contained no critical errors.

The high correctness rate is primarily driven by the substantial volume of simple claims processed automatically with no errors—Health (275.6 million claims) and Social Security and Welfare (32,191 claims).

Performance across programs was influenced by a range of factors:

- Social Security and Welfare results reached 97.6% in December 2023 but decreased to 91.1% in April 2024. The impact is attributed to the engagement of 5,000 new staff that needed ongoing learning and development as well as time to build and consolidate skills to correctly process claims. High performing staff processed less claims as they focused on providing support to new staff during this period. The results started to improve towards the end of the financial year
- Health maintained high performance (between 97.5% and 98.2%) throughout the year
- Child Support initiated a new type of quality checking to provide data for this performance measure. Child Support results increased by 3.1 percentage points between quarter 1 and quarter 4 of 2023–24.

The agency focused on building staff capability and increasing the administrative correctness of payments through a range of initiatives, including:

- conducting targeted analysis to identify trends and common errors

- updating staff resources such as training packages, task cards and standard operating procedures based on findings from analyses
- delivering targeted training based on findings from analyses
- providing staff with feedback on errors identified based on the results from quality checks
- introducing a new role across operational teams within Health to monitor the quality of processing and services, identifying learning needs for staff, and opportunities for improvement to processes and procedures
- standardising approaches by quality checkers to ensure quality checking and feedback is consistent.

The table below summarises the agency’s program results for correctness rate and weighting factor for 2023–24.

Table 13: Program results 2023–24

Program results	Total claims	Weighting factor (% of total claims)	Correctness rate
Social Security and Welfare ^(a)	3,368,265	0.7%	93.0%
Health	445,744,670	99.2%	97.8%
Child Support	53,705	0.0% ^(b)	88.2%
Total	449,166,640	100%	97.8%

a) Social Security and Welfare includes Emergency claims.

b) Weighting factors are rounded to one decimal place. The Child Support weighting factor is 0.01%.

Debt management, compliance and enforcement

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

In 2023–24 around 1.54 million Social Security and Welfare debts were raised, and a total of \$1.86 billion recovered from customers who were not paid the right amount.⁴ For debt recovery figures, see *Debt management* on page 126 in the Annual Report.

Child support debt may be incurred by an active paying parent who is responsible for paying child support. In 2023–24 active paying parents with a child support debt under a payment arrangement was 55.9%. For compliance and enforcement actions, see *Compliance and Enforcement* on page 93 in the Annual Report.

LIMITATIONS AND EXCLUSIONS

- The scope of this performance measure is limited to critical errors identified through quality checks of new-claim work. These errors impact the outcome the customer receives. This may be an incorrect assessment of their eligibility, or rate, or commencement date.
- Some Social Security and Welfare claims may be cancelled and then regenerated. If this happens to a claim that was quality checked, the quality checking outcome from the original claim is lost. As regenerated claims may be caused by system issues or processing errors, the administrative correctness is likely overstated due to the exclusion of these quality checks.
- Not all claims that have been sampled for quality checking in Child Support and Health will have the quality check completed. This generally occurs when the check has not been completed within the reporting period. The biases associated with this are minimal due to the volume of sampled claims that aren’t checked, as opposed to those that are checked. The percentage of claims checked still provide a statistically valid sample for the purpose of the measurement of administrative correctness.

4 A proportion of the amounts recovered relate to debts incurred in previous years.

EXPLANATORY NOTES AND DEFINITIONS

- This performance measure illustrates the correct processing of payments, rather than the accuracy of claims, noting:
 - correctness relates to the agency administrative and processing errors based on the information provided
 - accuracy relates to all errors, based on the circumstances, irrespective of the information provided.
- Administrative correctness is solely focused on payment processing quality.
- As noted above, the methodology underpinning the performance measure has changed to better reflect the administrative correctness of the agency, including:
 - adding quality checking results for Child Support new registrations. This ensures the measure includes claim types across the three major programs
 - replacing Payment Accuracy Review data for Social Security and Welfare with quality checks of processed claims. This aligns the calculation for Social Security and Welfare with Health and Child Support, and ensures the measure is consistent for all claims within the agency.
- Weighting methodology is based on total claims processed. This is considered best practice as it aligns with the sampling unit used to calculate the results.
- Social Security and Welfare quality checking results are calculated from the Quality Online (QOL) and Quality Management Application (QMA) systems, noting:
 - sampling rates are based on individual service officers' proficiency when service officers are new to a claim type, 100% of their claims are sampled for quality checking. As they meet the volume and quality requirements, their sampling rate reduces incrementally. The minimum sampling rate is 2%
 - QOL and QMA are pre-checks. Any claims that are quality checked have all errors resolved prior to impacting a customer. Therefore, all quality checked claims are counted as correct because the customer received a result with no errors. The correctness rate for pre-checks is applied to the unsampled claims.
- Health quality checking results are calculated from the following sources:
 - QBBI (Medicare Quality Control System) randomly selecting 6% of service officers that manually processed Patient claims, Bulk Bill claims, or Medicare Enrolment transactions for quality checking each day
 - QST (Quality Support Tool) randomly samples manually processed work items from 16 Health programs (including from the Pharmaceutical Benefits Scheme (PBS)) for quality checking
 - 0.1% of VAP (Veteran Affairs Program) services are randomly sampled for quality checking
 - Health checks are all post-checks (checked after the claim is finalised). Therefore, claims are checked, and errors are resolved after the claim was initially finalised.
- Child Support new registrations are randomly sampled using the Enterprise Data Warehouse (EDW), noting:
 - 3.1% of new registrations were sampled for quality checking in 2023–24
 - while a Child Support 'payment' is not a government financial outlay, the assessment undertaken by the agency determines the rate of Child Support to be paid, in line with a set of legislative criteria. Processing new registrations assess the rate of payment based on information received from the initial claim from the customer. Quality checking new registrations aligns with the sampling unit and inclusions used in Social Security and Welfare and Health within this measure
 - Child Support checks are all post-checks (checked after the claim is finalised). New registrations are checked, with any errors corrected after the child support registration was initially finalised.
- Claims processed automatically are assumed to be 100% correct. All automatically processed and paid claims need to meet the business processing rules to be automatically processed and paid, and therefore must be correct. To support this assumption, the agency performs an accuracy assessment on a statistically valid random sample of automatically processed claims.

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- Claims processed by service officers who have 100% of the claim type quality checked (SSW) or are currently undertaking training (Health) are excluded from the measure because:
 - these staff have all their work quality checked. Therefore, their correctness rates do not impact the administrative correctness of payments
 - excluding work completed by these staff reduces selection bias and increases the degree of randomness in sample selection, therefore the validity of the measure. Including these staff would overrepresent inexperienced and underperforming staff.
- The 'right date' referred to in the description statement, is the correct commencement date of their payment. This is not necessarily the first date they are paid; it is the date from which their entitlements are calculated.

The below information relates to Strategic Performance Measure 3: Administrative correctness of payment.

Reference	2023–24 Portfolio Budget Statements, page 203 2023–24 Corporate Plan, page 18
Data Source	QoL Stat QMA Dashboard SAS Viya EDW QM Verint
Calculation Explanation	Calculated by adding the weighted SSW administrative correctness (QMA + QoL), the Health administrative correctness (QBBI + QST + MCRS + VAP) and the Child Support administrative correctness. The weighting methodology is derived from total finalised claims for the same reporting period.
Calculation	$A * B / G + C * D / G + E * F / G$ expressed as a percentage A = SSW correctness rate B = SSW total claims C = Health correctness rate D = Health total claims E = Child Support correctness rate F = Child Support total claims G = Agency total claims (B + D + F)

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Strategic Performance Measure 4 – Customers served within 15 minutes

The agency endeavours to provide customers with timely access to services and support via Face to face contact and Telephony channels.

This measure demonstrates the extent to which customers have access to timely services and support they need to get on with their lives.

Year	Target	Result	Performance Outcome
2023–24	≥70% ^(a)	55.2% ^(b)	Partially achieved
2022–23	≥70% ^(a)	60.8% ^(b)	Partially achieved

- a) The target was set at ≥80% in 2021–22. The 2021–22 result of 68.4% was taken into account when setting the target of ≥70% for 2022–23. Due to natural disasters and other emergency events the 2022–23 target was reset to a more realistic target capable of showing year-on-year improvement. The 2023–24 target remains the same as 2022–23.
- b) In 2023–24, 2.4 million calls were transferred between queues. Calls transferred internally between telephony queues are counted as separate telephone calls with separate wait times and are included as such in this measure. This may have an impact on the results for this measure.

ANALYSIS

The agency partially achieved its target of ≥70% with a result of 55.2%.

Agency's overall result of servicing the customers was impacted by its focus on reducing the age and volume of processing work that drives contact into the agency. Additional frontline staff were progressively onboarded into the agency in 2023–24 and trained to accelerate claims processing times and improve access for customers. The diversion of experienced resources to train and support new staff and to address the backlog of claims processing has impacted performance against this performance measure, including Health customers.

The agency reduced the backlog of claims back to usual levels (around 500,000) by mid financial year which helped to bring down call wait times and congestion towards the end of 2023–24. Call wait times have improved by more than 5 minutes for Medicare customers and more than 2 minutes for Centrelink customers when comparing quarter on quarter results this year. Congestion messages have also decreased by more than 1.8 million in that time.

The agency continued to implement and embed a number of strategies to address service demand such as:

- providing customers with one-on-one digital coaching in-person or over the phone about self-service options to build their understanding and confidence
- maximising customer service time—maximizing staff availability for customer service— and better matching skilled staff to when customers need us
- pinpointing where staff need skilling or support to finalise customer interactions
- using data analysis and insights to identify opportunities to improve outcomes for customers such as claims processed to reduce the need to contact the agency
- reviewing how customers use the Interactive Voice Response (IVR) to ensure they connect with a suitably skilled officer when they contact us
- simplifying telephony queues to streamline how customers connect with staff
- reducing telephone numbers and how calls are routed to ensure the best customer experience and increased first contact service
- increasing the transparency for customers by providing estimated wait times when they call the agency
- removing unnecessary outbound SMS messages to customers – based on customer feedback
- recruitment and workforce upskill to provide an end-to-end service continues, leading to more confident and competent staff and increased capacity across all channels.

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The table below summarises the agency's Face to face and Telephony performance by program for customers served within 15 minutes for 2023–24.

Table 14: Channel results by program of Customers served within 15 minutes 2023–24

Program	Face to face	Telephony
Social Security and Welfare	67.3%	34.0%
Emergency management ^(a)	N/A ^(b)	87.8%
Health customers	65.1%	17.5%
Health providers	N/A ^(b)	85.3%
Health PBS authorities ^(c)	N/A ^(b)	99.5%
Child Support	N/A ^(b)	64.3%
Payments and integrity	N/A ^(b)	82.8%

- a) Emergency management calls are a subset of Social Security and Welfare calls.
- b) No face to face service offering.
- c) The Health PBS authorities line has a 30 second call answer requirement.

LIMITATIONS AND EXCLUSIONS

- The scope of this measure includes customers served in Telephony and Face to face channels. Wait times for telephony commence when the customer enters the telephony queue to speak to a service officer and face to face wait time begins once customers are booked into the Virtual Wait Room (VWR).
- The scope of this measure excludes:
 - Face to face abandons, on the basis the agency does not have means to identify when a customer has left the service centre. The time to abandon is based on when the service officer records it as abandoned. On this basis, there are no means to exclude abandons at a particular time interval and therefore they have been excluded altogether
 - telephone calls that terminate in less than 5 minutes, on the basis that the customer's query may have been addressed by the IVR. The introduction of 'estimated wait time' messaging from June 2023 may have influenced the Social Security and Welfare customer's decision to terminate the call. Time spent in the IVR is not included
 - outbound calls and 'place in queue' calls are excluded from this measure. Customers serviced via outreach arrangements or by agents are not included in this calculation on the basis that these contacts are not recorded in a queue management system
 - customers who attend a site to use self-service facilities are not included in this calculation on the basis that these contacts are not recorded in a queue management system
 - service centres operating the self-check-in kiosks are excluded from the calculation as the Average Wait Time data is not accurately measured at this time. The service centres and period of exclusion are as follows: Elizabeth from 16/5/2021, Perth City from 10/10/2022, Woy Woy from 17/10/2022, Bankstown from 12/9/2022, Beenleigh from 11/7/2022, Airport West from 27/11/23 and Midland from 20/3/24
 - Face to face category contacts of 'appointments, third party, and phone' are all excluded from the results. The customers availability for an appointment is outside the agency's control and could adversely impact the results. Third party contacts are not customers, they are companions who are excluded from the Front of House (FOH) app and reporting
 - congestion messaging on the basis that the scope of the measure is to include customers served. In 2023–24, 13.6 million or 32.2% of Social Security and Welfare calls handled received a congestion message⁵
 - Congestion message parameters are regularly reviewed and adjusted, including during the day, to allow as many calls to be answered as possible. The possible parameters include:

⁵ The methodology used to extract the percentage of calls handled that received a congestion message was calculated by the sum of the total number of congested messages, divided by the calculated total number of calls handled (excluding busy signals). The calculation does not take into account a single (unique) customer making repeated calls.

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- the volume of calls queued
 - the longest wait time
 - the estimated wait time
 - the average speed of answer.
- In order to support our most vulnerable customers, some callers in high risk circumstances bypass congestion and progress to the queue to speak to a suitably skilled service officer.
 - The reported telephony results are based on data from our provider. The agency does not have the ability to independently validate the data provided by our provider within the current commercial arrangements.
 - FOH app is a customer service streaming tool designed to channel customers to the correct queue types in customer service centres. Limitations with the app restrict the agency's ability to validate the data collected in the tool itself. Controls exist such as a requirement to register all customers attending a service centre, and data quality assurance processes exist at the Enterprise Data Warehouse extraction stage.
 - Data on the number of Medicare face to face contacts has been impacted over the last two years by changes to Front of House procedures:
 - **2022–23:** Face-to-face transformation across service centre locations introduced a 'ways of operating' model that involved customers being streamed via a reception/navigator queue category. This has resulted in decreased visibility of other queue category contacts in data across all service centres including Medicare.
 - **2023–24:** Due to the implementation of a new streamlined FOH App tool on 23 October 2023, queue and contact type categories were changed, which provided greater visibility of program level data including Medicare category contacts.

EXPLANATORY NOTES AND DEFINITIONS

- Congestion messaging: are messages activated in periods of high demand and provide details of the digital services available to customers. The message encourages callers to conduct their business through self-service options, saving the need to repeatedly call.
- Calls handled: are calls that have reached the agency and include:
 - Social Security and Welfare – successful IVR calls (includes answered calls)
 - Health customer – answered calls, calls handled in Health Customer IVR applications
 - Health provider – answered calls and calls handled in the Health Provider IVR application
 - Health PBS authorities – answered calls
 - Child Support – answered calls
 - Payments and integrity – successful IVR calls (includes answered calls).
- Calls terminated by the customer are calls that progress through the Interactive Voice Recognition (IVR) and enter a queue, but the call is ended (hung up) by the customer before a Service Officer could answer it.
- Resolved face to face enquiries are where customers are served by a service officer at first point of contact upon entering the service centre and are not required to be signed into the VWR.
- Wait times for telephony commence from when the call enters the queue until the call is either answered by a service officer or terminated by the customer.
- Wait times for face to face contacts commence from when the customer enters the queue – entered into the system by the Customer Liaison Officer (CLO), until either the customer is assigned (their name is called) or they resolved their enquiry with the CLO.
- Wait time durations experienced by a customer in face to face prior to first contact are not captured.
- A face to face customer contact may involve multiple queue categories. For the purposes of reporting, the contact and associated wait-time are attributed to the initial queue category recorded.
- Calls transferred internally between queues are counted as separate calls with separate wait times and are included as such in the calculation for this measure.
- Proportion of customers are being transferred to be served for more than one service varies based on the period being reported on.

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

Reference	2023–24 Portfolio Budget Statements, page 203 2023–24 Corporate Plan, page 19
Data Source	Telstra Computer Telephony Interface (CTI) files SAPUI5 Front of House application Information
Calculation Explanation	Calculated by dividing the sum of all Calls and face to face contacts served within 15 minutes, by the total sum of all calls answered, face to face contacts and customer terminated calls over five minutes.
Calculation	$(A + B + C) / (C + D + E + F)$ (represented as a percentage) A = Calls answered within 15 minutes B = Face to Face Virtual Wait Room (VWR) contacts served within 15 minutes C = Resolved Face to Face Enquiries D = Total customer terminated calls over 5 minutes E = Total Calls answered F = Total Face to Face VWR contacts served

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Strategic Performance Measure 5 – Work processed within timeliness standards

The agency is committed to ensuring the timely processing of work to ensure customers receive the right payment, at the right time, based on the information provided to the agency.

This measure demonstrates the agency's performance against its agreed timeliness standards.

Year	Target	Result	Performance Outcome
2023–24	≥90%	71.8%	Partially achieved
2022–23	≥90%	68.7%	Partially achieved

ANALYSIS

The agency partially achieved its target of ≥90% with a result of 71.8%.

We focused on reducing the backlogs of work on hand through the large-scale recruitment of frontline staff along with a targeted overtime strategy assisting the agency to achieve its objective of reducing work to regular levels by June 2024. The recruitment and upskilling of staff across all programs also increased capacity in both telephony and processing. Impacts to performance during the recruitment period were expected due to experienced staff being taken offline to provide training, staff support and quality checking until new staff gained experience and became proficient.

The agency completed an additional 2.76 million claims this year compared to last financial year. The agency continued its focus on the customer experience by actioning backlogs of work, with a strategy to finalise older claims where possible to assist customers who have been waiting the longest. As the backlogs reduced, the number of claims finalised within standard continued to improve. The agency has shown incremental improvement in results each month since the beginning of January 2024.

Table 15: Percentage of claims processed within timeliness standards by work type 2023–24

Work types	Percentage of claims processed within timeliness standards
Social Security and Welfare	58.5%
Health	71.9%
Child Support payments	53.8%
Emergency payments	74.8%

LIMITATIONS AND EXCLUSIONS

- The scope of this performance measure is limited to the following processing work types with an agreed timeliness standard where data has been sourced and validated:
 - Social Security and Welfare: A new claim lodged for a social security payment or a concession card that has been assessed, resulting in the claim being either granted or rejected. This does not include claims that are cancelled, deleted or withdrawn
 - Health: Medicare benefits; Subsidies and supplements to approved aged care providers; Claims and payment for other health programs such as External Breast Prostheses Reimbursements, Aged Care Payments, Continence Aids Payments, Pharmaceutical Benefits Scheme and Organ Donor Registrations (customers)
 - Child Support: This measure counts the number of new registrations and restarts that are finalised
 - Emergency Payments: This measure includes Australian Government Disaster Recovery Payment.

The table below summarises the processing work types with agreed timeliness standards.

Table 16: Processing work types against timeliness standards

Processing work types	Timeliness standards
Social Security and Welfare	
ABSTUDY – claims	≥70% of claims processed within 21 days of claim lodgement
ABSTUDY PES – claims	≥70% of claims processed within 21 days of claim lodgement
Additional Child Care Subsidy – Child Wellbeing Application – claims	100% of claims processed within 28 days of claim lodgement
Additional Child Care Subsidy – Child Wellbeing Certificate Exceptional Circumstances - Claims	100% of claims processed within 28 days of claim lodgement
Additional Child Care Subsidy – Child Wellbeing Determination Exceptional Circumstances – Claims	100% of claims processed within 28 days of claim lodgement
Additional Child Care Subsidy – Temporary Financial Hardship claims	100% of claims processed within 28 days of claim lodgement
Age Pension – claims	≥80% of claims processed within 49 days of claim lodgement
Aged Care – Financial Hardship Application Assessment	100% of hardship applications completed within 28 days
Aged Care – Income and Assessment processing – Home Care	≥85% of means assessments processed within 28 days
Aged Care – Means Assessment processing – Residential Care	≥85% of means assessments processed within 28 days
Assistance for Isolated Children (AIC) Student – claims	≥70% of claims processed within 21 days of claim lodgement
Austudy – claims	≥85% of claims processed within 42 days of claim lodgement
Authorised Review Officer Appeals – Reviews	≥70% of reviews are undertaken within 49 days of review request
Carer Allowance – claims	≥80% of claims processed within 49 days of claim lodgement
Carer Payment – claims	≥80% of claims processed within 49 days of claim lodgement
Crisis Payment	≥90% of claims processed within 2 days of claim lodgement (except claims lodged prior to release from prison ⁶ which is from date of release)
Dad and Partner Pay – claims	≥80% of claims processed within 21 days of claim lodgement
Disability Support Pension – claims	≥80% of claims finalised within 84 days of claim lodgement
Double Orphan Pension – claims	≥80% of claims processed within 56 days of claim lodgement
Family Tax Benefit – claims	≥80% of claims processed within 31 days of claim lodgement
Farm Household Allowance – claims	≥80% of claims processed within 28 days of claim lodgement
JobSeeker Payment	≥80% of claims processed within 16 days of claim lodgement
Low Income Card – claims	≥80% of claims processed within 28 days of claim lodgement
Mobility Allowance – claims	≥85% of claims processed within 42 days of claim lodgement
Paid Parental Leave – claims	≥80% of claims processed within 21 days of claim lodgement
Parenting Payment Partnered – claims	≥80% of claims processed within 28 days of claim lodgement
Parenting Payment Single – claims	≥90% of claims processed within 21 days of claim lodgement

⁶ Claims can only be processed when a customer becomes eligible (released from prison). The start date is assessed from the date the customer is eligible, not the date of claim.

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Processing work types	Timeliness standards
Pensioner Education Supplement – claims	≥70% of claims processed within 21 days of claim lodgement
Seniors Health Care Card – claims	≥80% of claims processed within 28 days of claim lodgement
Special Benefit - Claims	≥80% of claims processed within 21 days of claim lodgement
Stillborn Baby Payment – claims	≥80% of claims processed within 14 days of claim lodgement
Tasmanian Freight and Bass Straight Equalisation Schemes	≥80% of claims processed within 30 days
Tertiary Access Payment	≥80% of claims processed within 42 days of claim lodgement
Youth Allowance (Full time student) – claims	≥80% of claims processed within 42 days of claim lodgement
Youth Allowance (Other) – claims	≥70% of claims processed within 21 days of claim lodgement
Health	
Medicare Benefits Schedule – claims submitted digitally at point of service	≥82% of claims processed within 2 days of claim lodgement
Medicare Benefits Schedule – claims submitted digitally, not at point of service	≥82% of claims processed within 7 days of claim lodgement
Medicare Benefits Schedule – claims submitted manually	≥82% of claims processed within 21 days of claim lodgement
Child Support	
Child Support New Registrations (Domestic)	≥82% of new registrations processed within 28 days
Emergency payments	
Australian Government Disaster Recovery Payment and Disaster Recovery Allowance	≥90% of claims processed (granted only) within 3 days

- Whilst all three programs are represented within the measure, not all processing work types within these programs are captured. This measure does not capture the full breadth of work processed by the agency.
- As new timeliness standards are agreed with partner agencies, the measure will be updated to incorporate these new work types. Start dates for new timeliness standards will be negotiated with partner agencies and included in the scope of this measure once agreed.
- We have been unable to identify the level of bias arising from the application of timeliness standards included or excluded from the measure.
- Social Security and Welfare non-claim activities do not have agreed timeliness standards and are therefore excluded from this measure. Non-claims or non-new claims (NNCL) are activities not attached to a new claim. A number of different activity types may be included in this work type including change of circumstances, medical certificates, reassessments, reviews and follow-up work. Current methodology to measure NNCL involves a tiered allocation approach where work is grouped according to priority. This means higher priority payment affecting work is allocated first.
- Staff are focused on completing all work relevant to a customer's circumstance during every customer interaction. Related work items may be allocated together. A bundle may include work items (claim or non-claim). Bundling helps staff ensure customers are not affected by unnecessary delays in processing.
- In 2024–25 the agency is investigating data sources for any additional work types with agreed timeliness standards for inclusion in this performance measure.

EXPLANATORY NOTES AND DEFINITIONS

- In the ANAO's performance audit into the Accuracy and Timeliness of Welfare Payments it was recommended that the Department of Social Services and Services Australia assess the merit and viability of developing additional key performance measures for the timeliness of non-claim work items. This will be considered for future years.
- A new registration refers to the process of an application for a child support assessment received from a customer who is claiming child support for a child/children they have not previously claimed for.

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- A restart refers to cases previously registered but the assessment was not accepted (invalid), withdrawn (customer decided not to proceed with the applications) or ended and the customer makes an application to have the case restarted.
- The measure counts the number of registrations finalised by the due date in the reporting period. Finalised is defined as when the case status changed from recorded or pending to any other status other than cancelled.

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

Reference	<ul style="list-style-type: none"> • 2023–24 Portfolio Budget Statements, page 203 • 2023–24 Corporate Plan, page 19
Data Source	<ul style="list-style-type: none"> • Enterprise Data Warehouse Teradata tables • SDPACT.CLK_CLAIMS_COMPLETED_D • SPARC & ACMPs • Enterprise Data Warehouse
Calculation Explanation	Calculated by dividing all work processed within their individual processing standards by the total work processed. Currently, this includes 40 work types.
Calculation	<p>A / B (represented as a percentage)</p> <p>A = Work processed within timeliness standards</p> <p>B = Total work processed</p>

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PROGRAM 1.3: TECHNOLOGY AND TRANSFORMATION

Provide a robust ICT network and delivery of major transformation projects, including ICT shared services.

KEY ACTIVITY 3: Deliver digital and technological capability

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

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

Strategic Performance Measure 6 – Availability of digital channels

The agency is committed to ensuring our digital services are stable and available for customers to use when they need them.

This measure demonstrates the agency's performance against ensuring customers have 24/7 access outside of planned outages to the agency's digital channels.

Year	Target	Result	Performance Outcome
2023–24	≥99% ^(a)	99.9%	Achieved
2022–23	≥98.5% ^(b)	99.8%	Achieved

a) The target has increased to ≥99% in 2023–24 since the prior year (98.5%) to strive for improvement over time.

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

ANALYSIS

The agency achieved its target of ≥99% with a result of 99.9%. This is the highest result attained to date for this measure.

This performance measure encourages the agency to invest in its ICT systems to ensure they are available for customers to self-manage their business through online portals and mobile applications. It supports the agency's ability to deliver high quality and accessible services, and contemporary service delivery and customer experience.

The high result demonstrates the agency's commitment to continuous improvement in its online delivery platforms, and the ICT infrastructure that hosts and delivers them.

Table 17: Availability of digital channels by program 2023–24

Program	Availability of digital channels
Social Security and Welfare	99.8%
Health	99.9%
Child Support	99.9%

LIMITATIONS AND EXCLUSIONS

- The scope of this performance measure is limited to services that allow customers or third-party organisations to self-manage their business with the agency.
- The agency's services that customers interact with either directly or via a specific authentication service are limited to:
 - Social Security and Welfare
 - Centrelink online accounts
 - Express Plus Centrelink mobile apps
 - Centrelink Business Online Services
 - Business Hub

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- Health
 - Medicare online accounts
 - Express Plus Medicare mobile app
 - Health Professional Online Services
 - Provider Directory System
 - Pharmaceutical Benefits Scheme Online
 - Medicare Easyclaim
 - ECLIPSE
- Child Support
 - Child Support online accounts
 - Express Plus Child Support mobile app
 - Child Support Business Online Services
- The calculation of availability removes periods of planned outages, which are used to ensure services are up-to-date and working as intended, from both the service uptime and the availability.
- Digital channels availability is calculated based on incident and problem records in the agency's service management toolset (a repository of information relating to ICT materials that support workflows).

EXPLANATORY NOTES AND DEFINITIONS

- **Availability:** the amount of time digital channels and supporting systems are stable and available to support 24/7 customer access to digital channels outside of periods of planned outage.
- **Outage time:** a confirmed disruption to digital channels.
- **Service Hours:** an agreed time period when the service should be available. All services included in the measure have service hours of 24 hours per day.
- The agency made improvements at program level to impact the availability of digital channels focusing on strengthening data controls. This was done through strengthening the existing data controls which feed into the Service Manager system that logs system issues. The processes to extract this data to calculate the availability of digital channels at the agency level remain the same. Further additional data controls were implemented which support the documenting of ICT events. This included training of staff who support managing ICT events and additional quality assurance over Incident Management records. Further enhancements will continue in the next financial year, and iteratively as required for the foreseeable future. The processes to extract this data to calculate the availability of digital channels at the agency level remain the same.

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

Reference	2023–24 Portfolio Budget Statements, page 204 2023–24 Corporate Plan, page 20
Data Source	Internal data sources including ICT incident records, problem records, and scheduled maintenance periods (planned periods of time systems are unavailable for maintenance) are utilised to calculate the availability result.
Calculation Explanation	Calculated by dividing the total hours of service uptime by the total hours in the availability window. Excludes scheduled maintenance periods (planned periods of time systems are unavailable for maintenance) and planned outages.
Calculation	A / B (represented as a percentage) A = Service uptime (sum of availability window of digital channels minus sum of outage time of digital channels) B = Availability window (sum of total service hours of digital channels minus sum of scheduled maintenance periods)

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Strategic Performance Measure 7 – Tasks managed by customers in digital channels

The agency endeavours to develop and deliver services that enable customers to manage their own business digitally where possible.

This measure demonstrates the agency's performance against providing customers the ability to use our digital service offering to self-manage their business with the agency.

Year	Target	Result	Performance Outcome
2023–24	≥82% ^(a)	91.9%	Achieved
2022–23	≥81% ^(b)	91.5%	Achieved

a) The target had increased to ≥82% in 2023–24 since the prior year (81%) to strive for improvement over time.

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

ANALYSIS

The agency achieved its target of ≥82% with a result of 91.9%.

The performance outcome against this measure was influenced by an increased volume of self-managed activities, particularly in digital health transactions, and several campaigns and initiatives promoting online services.

This result comprises over 616 million total tasks self-managed by customers in digital channels, with demand by programs detailed below:

- Social Security and Welfare: 68.14 million tasks were self-managed in digital channels, to achieve 69.8%
- Health: 546.81 million tasks were self-managed in digital channels, to achieve 96.2%
- Child Support: 1.07 million tasks were self-managed in digital channels, to achieve 24.7%.

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

- Social Security and Welfare: Payment stimulus and customers reporting their income online (38.8 million, of which 90% were self-managed)
- Health: Pharmaceutical Benefits Scheme (PBS) Script processing (350.3 million, of which 100% remained self-managed)
- Child Support: Customers updating their details (1.1 million, of which 37% were self-managed).

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

The table below summarises the agency's digital task availability, customer uptake of digital options and self-managed work completed digitally against each program for 2023–24.

Table 18: Availability, uptake and self-managed work completed digitally by program 2023–24

Program	Digital task availability ^(a)	Customer uptake of digital options ^(b)	Self-managed work completed digitally
Social Security and Welfare ^(c)	86.1%	81.0%	69.8%
Health	99.5%	96.7%	96.2%
Child Support	60.1%	41.1%	24.7%
Total^(d)	97.3%	94.4%	91.9%

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

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

c) Social Security and Welfare includes Emergency payments.

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

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Social Security and Welfare

Customers reporting their income and stimulating income support payments continues to be the highest volume online activity for Social Security and Welfare (35 million transactions in 2023–24). The proportion of customers using online services (90%) for these transactions has remained stable this financial year, diverting approximately 1 million staff hours. Should this transaction not have been available online, an additional 1 million hours of staff effort would have been required to maintain current servicing levels.

There has been a 19% increase in the number of Urgent Payment applications across 2023–24, with a 2% increase in the proportion of these applications being made online. Enhancements to make this transaction available within the Express Plus Centrelink mobile app rolled out in April 2024, as well as improved hold messaging in the IVR directing waiting customers towards online services, are expected to be contributing to this channel preference shift.

There has been a 6% increase in the proportion of customers choosing to complete personal circumstance updates online (such as change of address and accommodation details) in 2023–24:

- this increase is primarily attributable to the rent assistance budget measure introduced in September 2023, which increased the maximum rent assistance amount available by 15%
- a significant outbound communication campaign encouraged customers to use online services to check their recorded accommodation details, to ensure they would receive the correct rate of payment following this campaign a notable increase in both online address and accommodation transactions (170k increase on October data in previous year) and a 64% increase in the proportion of these updates being self-managed digitally.

Health

Pharmaceutical Benefits Scheme (PBS) script processing continues to be the highest volume Health transaction and has increased by 4.6 million total transactions since last year, significantly contributing to strong digital performance results for Health. This transaction remains 100% digitally managed through pharmacist systems.

There has been an overall increase in the total volume of Medicare patient claim transactions (a 12% increase in total number of transactions, compared to 2022–23), and a slight increase in the proportion of these transactions being completed through digital channels which is a 1% increase from last year.

Medicare Online Claiming (services submitted by health care professionals on behalf of claimants) continues to be the primary claiming option for patient claiming. It is expected the shift away from bulk billing practices towards patient claiming at point of service (Easyclaim) is influencing this trend.

A steady upward trend in health professionals' use of Health Professional Online Services (HPOS) functionality, is also increasingly influencing strong digital results for Health. This is likely to be driven by a number of initiatives over the past 12 months promoting the use of online services to health professionals, including targeted outbound communication projects, and system enhancements, supporting health professionals to apply for Medicare Provider Numbers online.

Child Support

The proportion of Child Support transactions self-managed in digital channels has decreased slightly by 0.9% in 2023–24. Fewer overall Child Support transactions (a decrease of 10.5% of total transactions in 2023–24 compared to previous year) has contributed to a slightly lower result.

Self-managed Child Support Payment updates show a 4% decrease this year compared to last year. The timeline of a proactive outbound contact campaign run early in 2023 influenced a higher baseline than usual for comparison in 2023–24.

Child support continues to focus on improved support products for staff to assist in troubleshooting and reinforcing digital education in conversations with customers. During 2023–24, customers were also presented with a range of information and support through the Interactive Voice Response (IVR) about online self-service options when calling the agency's Child Support telephony service. There have been no significant changes within Child Support digital services during the 2023–2024 that may have otherwise influenced these results.

Campaigns to promote digital services*Appointments*

After a successful pilot, the agency commenced a nationwide roll out of a Centrelink online appointment booking system in June 2024. This service allows customers greater flexibility to book, manage and cancel appointments online, without having to speak to a staff member. This is expected to continue to have a significant positive impact on Social Security and Welfare digital transactions across 2024–25.

Medicare claim tracker

Development of a Medicare Claim Tracker commenced in 2024 (for delivery in 2025), which seeks to provide customers with increased visibility of the status of their submitted claims and may reduce the frequency of incorrect duplicate claims being lodged.

Child Support uplift

The Child Support digital platform uplift work commenced in late 2023 continues to be an agency focus in 2024-2025. These enhancements aim to improve the users' experience as a result of significant technology and user interface upgrades and alignment.

LIMITATIONS AND EXCLUSIONS

- Tasks are defined through consultation with business owners and diverse stakeholders throughout the agency. Through these consultations, as well as responding to changing systems and processes, we undertake regular reviews to continuously improve the data supporting this measure. This ensures the data remains current, taking into account any data changes which may impact task counts⁷.
- Different time periods should not be used to comparatively measure performance improvements. While differences occur between the previous methodology and the enhanced method, there is increased confidence that the effort transfer is improved.
- Tasks that are inappropriate to be made available to customers to self-manage, such as social worker interactions and internal reviews, are excluded from the calculation.

EXPLANATORY NOTES AND DEFINITIONS

- A task represents a discrete and identifiable process related to a customer and/or their record. A task may be an interaction with a customer, an interaction with a customer's record (e.g. processing a customer's claim), or a transaction completed by the customer online or with staff assistance (e.g. updating phone number).
- Self-managed tasks are completed by customers through digital channels:
 - Customer online accounts
 - Express Plus mobile apps
 - Interactive Voice Response
 - Third party health claiming channels.
- This is a proxy measure of efficiency. There is a direct correlation for some transactions in increased efficiency when a task is self-managed online and diverted away from staff-assisted channels (such as customers reporting their income online). This results in minimising agency inputs to deliver customer benefits by self-managing tasks quickly without staff intervention.
- Primary Cost Sub-Driver: tasks are grouped into 16 primary cost drivers for the purpose of reporting the agency cost of managing groups of related tasks. These are broken down into 187 sub-drivers for more targeted analysis and attribution of agency costs. While some primary cost drivers are agency wide, others only apply to one master program.
- Digital task availability: the proportion of tasks which customers are able to self-manage their business through digital channels.
- Customer up-take of digital options: the proportion of customers who chose to self-manage their business through digital channels.
- Digital channels: services accessed by customers in the online, mobile apps or IVR channels.
- Customer: individuals or parties interacting with the agency about past, present or future access to payments, services and data/information.
- Claimant: the person who incurred the medical costs for a service rendered.

⁷ This includes changes to the underlying data captured or changes to business rules used to define tasks (due to improved understanding of processes).

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

Reference	2023–24 Portfolio Budget Statements, page 204 2023–24 Corporate Plan, page 21
Data Source	Business Activity Reporting and Analytics (BARA) data extracted from SAS Grid (Electronic Data Warehouse)
Calculation Explanation	This measure is calculated by taking the total volume of tasks self-managed by customers in digital channels in the period over the total number of tasks completed in the same period.
Calculation	A / B (represented as a percentage) A = Total volume of tasks self-managed by customers in digital channels B = Total volume of tasks completed.

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Service delivery

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4.1 Simplifying services

IMPROVING CUSTOMER EXPERIENCES

In 2023–24 the agency continued to simplify service delivery for people to access government services and payments when they need them. We have continued to enhance digital products, myGov, Express Plus apps and other online services. We have also improved the way we support customers over the phone and in person in one of our 318 service centres.

DIGITAL SERVICES

In 2023–24 the digital climate continued to drive a strong focus on cybersecurity, along with enhancements to our digital services to ensure they remain a channel of choice for our customers.

Our ongoing commitment to protecting the security of our customers has included uplifting technology platforms and exploring global best-practice and emerging authentication methods. We actively communicated with the community about scams and how to keep information safe online, and increased staff capability in providing digital support.

We continued our commitment to deliver new quality digital services that provide an alternative for customers to complete their business in their own time, creating further capacity for our people to focus on customers with more complex needs. We improved communication with customers about the progress of their claims and delivered improved transparency on expected claim processing wait times. Enhanced messaging and 'help' text for digital transactions such as address updates and new claims, reduced the amount of verification documents we requested from customers. Customers can now also book and manage general appointments online meaning they can make an appointment at any time online without having to call or attend an office.

With an increasing number of emergency events being declared across the country this year, ongoing enhancements have been made to the online claiming process to balance the need for easy access for customers requiring emergency assistance.

Our suite of digital services also includes phone self-service, with millions of transactions occurring each month through this channel, providing an alternative for many customers who otherwise would need to contact the agency to speak to a Service Officer. High demand continues to be addressed by our digital assistants and telephony messaging to waiting customers, which are updated regularly to respond to common customer questions.

TELEPHONY AND PROCESSING

The agency operates the largest contact centre in the southern hemisphere, with a network of over 80 smart centres located across Australia delivering telephony and processing services for Centrelink, Medicare and Child Support, in addition to the increasing number of online services available for customers to interact with us in a way that suits them (see *Digital Services* on page 50).

The agency is at the forefront in helping Australians impacted by national emergencies such as extreme weather events including cyclones, fires and floods (see *Disasters and emergency events in 2023–24* on page 12). We responded to 5 emergency activations in 2023–24 to support impacted Australians.

We also provide service delivery functions including telephony services, processing and workforce solutions for other government agencies.

In 2023–24 we provided phone and email support on behalf of the Australian Electoral Commission (AEC) for the 2023 Aboriginal and Torres Strait Islander Voice Referendum and claim processing services for the Department of Veterans' Affairs (DVA). The agency facilitated electronic assisted voting for blind, vision impaired, and people working in Antarctica for the referendum in October 2023.

In partnership with the Department of Foreign Affairs and Trade (DFAT) we also deliver services for Australians abroad. The agency took calls and processed claims to support government-wide responses to overseas incidents such as supporting families to attend the MH17 10 year memorial service and supporting Australians impacted by the Israel/Hamas conflict.

Our staff have broad skill sets and knowledge to provide high-quality services for customers. We review customer feedback to inform process design and initiatives to provide customers with timely access to services that support their needs. We continue to simplify our telephony and processing operations while encouraging and supporting customers to access self-service options over the phone, in myGov, in our Express Plus mobile apps, and through online services.

VOICE BIOMETRICS AND INTERACTIVE VOICE RESPONSE

Voice biometrics is the foundational technology for delivering an integrated service delivery experience in the telephony channel, providing enhanced speech capability for enrolling and authenticating customers. Together with Interactive Voice Response (IVR), these connected technologies provide authentication and personalised services to our customers. They deliver a smarter and integrated service that streamlines the customer experience and reduces the number of callers who need Service Officer assistance.

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

Voice biometrics is enabled on the Centrelink and Child Support main business lines, debt recovery, emergency, and online services. In 2023–24 voice biometrics enabled the authentication of over 47,000 calls per working day.

In 2023–24 we improved and expanded capabilities to:

- provide the AEC's dedicated telephone voting service for the 2023 Aboriginal and Torres Strait Islander Voice Referendum
- refine and optimise personalisation in the IVR to enhance targeted servicing and customer experience.

SERVICE CENTRES

Our face to face services are critical to our integrated service offer. We have an extensive face to face presence across Australia with 318 service centres, 357 agents and 211 access points.

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

In 2023–24 we continued to deliver services in new and more convenient ways, making services more accessible to people who need our assistance. Key improvements included the following:

- Modernising more of our service centres, incorporating customer feedback and creating safer, more secure environments, with 131 service centres now transformed.
- Improving Centrelink customer experience by enhancing the Centrelink online account and Express Plus Centrelink mobile app, enabling customers to book, cancel and reschedule more of their appointments online.
- Adding new technology in service centres to allow customers to easily provide real-time survey feedback on their experience.
- Increasing cooperation with government service delivery partners, including co-locating with staff from the National Disability Insurance Agency (NDIA) in over 100 service centres, allowing more customers to access government services from a single location.

4.2 Simplifying employment income reporting

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

SINGLE TOUCH PAYROLL

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

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

4.3 Health Delivery Modernisation Program

Under the Health Delivery Modernisation Program, we modernised and transformed the health payments system that supports Medicare, the Pharmaceutical Benefits Scheme (PBS) and other health-related programs. We have also continued to digitise health services, better connect health data and implement new transformation capabilities to align with emerging digital health. These new initiatives are improving the digital experience for individuals, families and providers.

In 2023–24 improvements included:

- a new digital service for people to enrol in Medicare online, including digital notifications to keep customers updated on the status of their application
- a modernised Document Verification Service (DVS) for identity documents
- a new online claim for Australians applying for the Continence Aids Payment Scheme
- an enhanced data exchange with the ATO.

4.4 Veteran Centric Reform Program

The Veteran Centric Reform Program operated from July 2017 to July 2023 as a multi-year transformation of the DVA ICT platform to improve services for veterans and their families. The Program delivered:

- improved and simplified digitally enhanced experiences for DVA clients when they interact with DVA
- a streamlined process of transitioning from the Australian Defence Force
- early intervention and preventive health care, enabling veterans to live healthy and more productive lives
- access to early treatment for physical and mental health issues
- an ICT platform that mitigates risk and improves DVA's service delivery
- faster access to services for veterans and their families by improving claims processing.

4.5 Department of Veterans' Affairs Modernisation Program

Building on the foundations implemented in the Veteran Centric Reform Program, the DVA Modernisation Program was established in January 2023 to contribute to the next phase of DVA's transformation. The DVA Modernisation Program focusses on improving services by making it simple for veterans and their families to lodge claims and access support and services through enhanced ICT systems.

The agency is partnering with DVA to:

- enhance DVA's 'MyService' portal
- improve the visibility of claims status for veterans and their families, improve the document upload functionality and introduce nudge messaging to ensure all necessary information needed to assess a claim is submitted
- expand computer supported decision making for faster claims processing for common conditions where specific claims meet standard criteria and are automatically processed, removing the need for manual intervention
- improve customer analytic tools so DVA can assess and respond to the needs of its customers more efficiently and proactively
- support the future decommissioning of DVA's legacy systems
- support the integration of an ICT solution to replace the DVA's ageing financial management legacy system to facilitate payments to veterans, families, and service providers.

4.6 Sustain myGov

The Enhanced myGov Program closed on 30 June 2023. myGov now operates on a modern digital experience platform with a website that is organised by key life events, which means customers do not need to know how government is structured to access information relevant to their circumstances.

myGov makes it easier for people to find information about government payments and services, including:

- integrating content across government services
- supporting people to search, browse or use the digital assistant to find information based on events in their life
- creating secure links to take customers from information pages to starting a process, without the need for a customer to go to another website.

From 1 July 2023, we continued to enhance and strengthen myGov, and improve the experience of customers dealing with government.

myGov continues to evolve by delivering a range of products to further support customers, including but not limited to:

- digitisation of Commonwealth statutory declarations
- introduction of Passkey, a more secure and convenient replacement to passwords (see *Implementing the Government's Response to the myGov User Audit* on page 125)
- inclusion of the DVA card into the myGov app Wallet.

To meet customer expectations, myGov has made enhancements to keep pace with emerging threats and malicious activity including the ability for customers to securely manage their account.

Helping vulnerable customers access Disability Support Pension

The Disability Support Pension (DSP) claim requires comprehensive non-medical and medical assessments.

Services Australia assessors are skilled health and allied health professionals who conduct specialised medical assessments in relation to DSP and a person's capacity to look for work. Our assessors work to make the process simple and transparent for claimants, supporting them to gather information and engaging directly with various treating health professionals.

Assessors take an evidence-based and holistic servicing approach, working in collaboration with internal and external stakeholders to ensure customers experiencing barriers due to medical conditions get the support and assistance required.

Specifically, the role of assessors within the DSP claim includes:

- Undertaking the initial Medical Assessment (MAT) to determine if the person is manifestly medically eligible or ineligible for DSP or requires further assessment.
- Where required, undertaking a Job Capacity Assessment (JCA) which is a comprehensive evaluation of a person's level of functional impairment and work capacity.
- Referring a person who has been assessed as potentially eligible for DSP via a JCA to a Government Contracted Doctor to verify eligibility via a Disability Medical Assessment.




- Liaising with our disability processing teams to see claims through to finalisation and, where applicable, engaging with the Appeals Branch to ensure appeal and backdating provisions are considered.

For some customers experiencing significant mental health concerns and other vulnerabilities, the capacity to provide necessary medical evidence and engage with the agency can be challenging. This can result in the customer remaining on JobSeeker Payment and struggling to meet their participation requirements due to their mental health condition.

Assessors can support staff to recognise this emerging pattern and explore alternative avenues to assist customers in these circumstances. Our psychologist assessors are able to complete vulnerable customer assessments, which support the DSP claim to proceed when the customer has not been able to provide sufficient evidence. Our assessors can also engage with our Health Professional Advisory Unit, who work to strengthen decision-making by providing specialist and expert advice.

As a result of our staff identifying customers' complex servicing needs and effectively collaborating with stakeholders, we are able to get them the support they need to help stabilise their circumstances.



Delivering payments and services to our customers

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

In 2024 the agency progressively onboarded an additional 3,000 frontline staff who were trained to accelerate claims processing times and improve access for customers. Reducing the outstanding claims is helping to reduce call wait times as fewer people need to contact the agency regarding the progress of their claim.

5.1 Social security and welfare

Table 2 shows that in 2023–24 the agency processed around 3.7 million claims for social security and welfare. Of these, around 2.9 million claims were granted and 750,000 were rejected.

Table 2: Claims finalised in 2023–24

Payment type	Claims	Granted	Rejected
ABSTUDY	24,300	19,800	4,500
Additional Child Care Subsidy	131,000	115,000	16,000
Age Pension	177,000	151,000	26,000
Assistance for Isolated Children	8,200	6,300	1,900
Carer Payment and Carer Allowance	230,000	154,000	76,000
Child Care Subsidy	460,000	444,000	16,000
Crisis Payment ^(a)	141,000	91,000	50,000
Dad and Partner Pay	21,400	17,700	3,700
Disability Support Pension	113,000	62,900	50,100
Double Orphan Pension	200	100	100
Essential Medicare Equipment	10,100	7,000	3,100
Ex-Carer Allowance (Child) Health Care Card	5,000	4,500	500
Family Tax Benefit	459,000	333,000	126,000
Fares Allowance	2,500	1,200	1,300

Payment type	Claims	Granted	Rejected
Farm Household Allowance	1,400	600	800
Foster Child Health Care Card	1,400	1,000	400
Home Equity Access Scheme	5,400	4,800	600
JobSeeker Payment	606,000	510,000	96,000
Low Income Card	157,000	107,000	50,000
Mobility Allowance	6,900	1,100	5,800
Paid Parental Leave	430,000	392,000	38,000
Parenting Payment	232,000	183,000	49,000
Pensioner Education Supplement	28,700	20,400	8,300
Seniors Health Card	89,100	75,800	13,300
Special Benefit	15,200	4,300	10,900
Stillborn Baby Payment	1,700	1,100	600
Tertiary Access Payment	7,800	2,300	5,500
Youth Allowance (Job seeker)	107,000	80,000	27,000
Youth Allowance Student and Austudy	187,000	120,000	67,000
Total^(b)	3,650,000	2,900,000	750,000

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

(b) Rounding has been applied.

OLDER AUSTRALIANS

AGE PENSION

Age Pension is the main income support payment for eligible older Australians who have reached Age Pension age. It is a taxable payment with entitlement assessed under the social security income and assets tests. Customers also receive a Pension Concession Card that provides access to a range of concessions.

In 2023–24:

- there were approximately 2.6 million Age Pension customers
- 67.2% of Age Pension recipients received the full-rate pension and 32.1% received a part-rate pension based on their income and assets.

In 2023–24, \$58.9 billion was paid in Age Pension payments.

CARERS

CARER PAYMENT

Carer Payment is an income support payment for carers who, because of the demands of their caring role, are unable to support themselves through substantial employment. It is a taxable payment if the customer, or the person they care for, are Age Pension age. To receive Carer Payment, both the customer and the person they care for need to meet income and assets test requirements.

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

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

In 2023–24, \$7.5 billion was paid in Carer Payment.

CARER ALLOWANCE

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

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

Carer Allowance is a non-taxable payment that is income tested but is not assets tested.

In 2023–24, \$2.8 billion was paid in Carer Allowance.

PEOPLE WITH DISABILITY

DISABILITY SUPPORT PENSION

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

Customers need to meet both non-medical and medical eligibility criteria to be eligible for DSP. Non-medical rules include but are not limited to age, residence status, income and assets. Medical rules include how a customer's condition affects their capacity to work.

In 2023–24 the agency made a number of improvements to the DSP claim process to reduce red tape for customers. Many of these changes were made in consultation with disability and welfare peak bodies. These improvements included:

- redesigning the DSP paper claim form to simplify questions and make it easier for customers to complete
- improving staff guidelines to identify and support vulnerable customers claiming DSP, including processes for those who are unable to navigate the usual claim process
- developing new letters giving ineligible customers clearer explanations about why their claim was not successful.

In 2023–24, \$21.3 billion was paid in DSP.

MOBILITY ALLOWANCE

Mobility Allowance is a supplementary payment that helps eligible people with travel costs for work, study or looking for work. Mobility Allowance is paid to eligible people with disability, illness or injury that prevents them from using public transport. It's a non-taxable payment that is not subject to an income or assets test.

In 2023–24, \$34.0 million was paid in Mobility Allowance.

ESSENTIAL MEDICAL EQUIPMENT PAYMENT

Essential Medical Equipment Payment (EMEP) is a yearly payment to help people with the increased energy costs of running medically required heating or cooling and/or certain essential medical equipment. It's a non-taxable payment that is not subject to an income or assets test.

In 2023–24, \$9.4 million was paid in EMEP.

FAMILIES

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

PARENTING PAYMENT

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

There are 2 payment rates:

- Parenting Payment Single, which is for single parents and carers with principal care of a child under 14
- Parenting Payment Partnered, which is for partnered parents and carers with principal care of a child under 6.

The amount paid is based on individual circumstances. Both payments are taxable and are income and assets tested.

In 2023–24, \$7.2 billion was paid in Parenting Payment.

Changes to Parenting Payment Single were announced in the Federal Budget 2023–24. From 20 September 2023, single principal carers became eligible until their youngest qualifying child turns 14 years. Prior to 20 September 2023, they could remain on Parenting Payment Single until their youngest qualifying child turned 8.

FAMILY TAX BENEFIT

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

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

The amount each family is paid is based on the family's individual circumstances. Both payments are non-taxable payments that are income tested but are not assets tested.

In 2023–24, \$17.3 billion was paid in FTB.

PAID PARENTAL LEAVE SCHEME

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

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

Both payments are taxable, income and work tested, and have residency requirements.

In 2023–24, \$2.9 billion was paid in Paid Parental Leave Scheme.

CHILD CARE SUBSIDY

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

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

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

In 2023–24, \$14.0 billion was paid in Child Care Subsidy.

NEWBORNS AND NEWLY ADOPTED CHILDREN

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

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

STILLBORN BABY PAYMENT

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

In 2023–24, \$3.3 million was paid in Stillborn Baby Payment.

DOUBLE ORPHAN PENSION

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

In 2023–24, \$2.1 million was paid in Double Orphan Pension.

GRANDPARENT, FOSTER AND KINSHIP CARER ADVISER PROGRAM

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

Our advisers also operate an adviser line for grandparents, attend community forums and work with carer organisations. In 2023–24 the Grandparent Adviser Line handled around 59,000 calls, compared to around 58,000 calls in 2022–23.

PARENTSNEXT

ParentsNext is a pre-employment service that supports parents and carers who have children aged under 6 and who are receiving Parenting Payment to meet their study and work goals. The agency refers eligible customers to a ParentsNext provider who helps them to identify and achieve their goals and connects them to activities and support services in their local communities. Since starting the program in 2018 we have referred 283,733 customers to a ParentsNext provider.

On 7 December 2023 the government announced ParentsNext will end on 31 October 2024 with compulsory participation in ParentsNext paused until that date. The agency is working with the Department of Employment and Workplace Relations (DEWR) to introduce a new voluntary pre-employment service for parents from 1 November 2024.

JOBSEEKERS

JOBSEEKER PAYMENT

JobSeeker Payment provides financial support to people aged between 22 and age pension age who are looking for work or are sick or injured and can't do their usual work or study. It is a taxable payment which is income and assets tested and has residency requirements.

JobSeeker Payment customers are required to demonstrate that they are actively looking for work, or undertaking activities to improve their work prospects, such as further study, training or approved voluntary work.

In 2023–24, \$13.9 billion was paid in JobSeeker Payment.

YOUTH ALLOWANCE FOR JOB SEEKERS

Youth Allowance for job seekers provides financial help for young people aged between 16 and 21 years who are looking for full-time work or undertaking approved activities. It is a taxable payment, for job seekers who are 16 or older, and is income and assets tested, and has residency requirements. Youth Allowance for job seekers customers are required to demonstrate that they are actively looking for work or undertaking activities to improve their work prospects, such as further study, training or approved voluntary work.

In 2023–24, \$998.0 million was paid in Youth Allowance for job seeker.

STUDENTS

ABSTUDY

The ABSTUDY scheme provides financial assistance for Aboriginal and Torres Strait Islander Australians who are undertaking approved secondary or tertiary study, or are full-time Australian apprentice aged between 16 and 24. Personal income and assets tests, parental means test and partner income test may apply based on customer circumstances.

In 2023–24, \$0.3 billion was paid in ABSTUDY.

ASSISTANCE FOR ISOLATED CHILDREN

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

In 2023–24, \$0.1 billion was paid under the Assistance for Isolated Children Scheme.

AUSTUDY

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

In 2023–24, \$0.4 billion was paid in Austudy.

YOUTH ALLOWANCE (STUDENTS AND AUSTRALIAN APPRENTICES)

Youth Allowance provides financial assistance to full-time students and Australian apprentices aged between 16 and 24. It is a taxable payment with people needing to meet income and assets tests and residency requirements to be eligible.

In 2023–24, \$1.8 billion was paid in Youth Allowance (students and Australian apprentices).

TERTIARY ACCESS PAYMENT

The Tertiary Access Payment (TAP) is a one-off payment aimed at helping students with the costs of relocating from regional or remote areas to undertake tertiary study. This one-off payment is only available in the first year of tertiary study, after completing Year 12 or equivalent level of study without a gap year.

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

Students relocating from inner regional areas can be eligible to receive up to \$3,000 and students relocating from outer regional, remote and very remote locations can be eligible to receive up to \$5,000, paid in 2 instalments. A parental income test may apply based on customer circumstances. The TAP is not a taxable payment.

In 2023–24, \$13.5 million was paid in Tertiary Access Payment.

ASSESSMENT SERVICES

ASSESSMENTS OF MEDICAL CONDITIONS AND WORK CAPACITY

The agency can assess whether a person has barriers to work, including medical conditions, using the following assessments:

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

Table 3 shows the number of each assessment type undertaken each year from 2021–22 to 2023–24.

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

	2021–22	2022–23	2023–24
MAT assessments	87,500	112,079	119,000
JCAs	42,686	51,126	69,663
ESAts—medical	185,046	174,513	182,720
ESAts—non-medical	13,205	8,708	7,636
Total	328,437	346,426	379,019

ASSESSORS

The agency employs 535 qualified health and allied health professionals (assessors) to assess whether customers have medical or other barriers that may prevent them from participating in the workforce. Assessors may recommend a reduction of the participation expectations for job seekers, connect people to employment services providers for support, or assess medical eligibility for DSP.

Assessment Services also includes a Health Professional Advisory Unit (HPAU), a team of 9 medical advisors and 7 health and allied health professionals, who offer medical opinion to support agency decision-making regarding complex DSP claims.

In 2023–24 the HPAU completed 1,208 referrals.

5.2 Health

The agency administers a range of health, pharmaceutical, aged care and veterans' programs and related services, providing cost-effective medicines, health services and care to support an ageing population.

For more reporting about health programs, payments and services, refer to the Department of Health and Aged Care Annual Report 2023–24.

MEDICARE

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

In 2023–24, 27.1 million people were enrolled in Medicare and \$29.8 billion was paid in Medicare benefits.

Table 4 details enrolment numbers from 2021–22 to 2023–24.

Table 4: Medicare enrolments

	2021–22	2022–23	2023–24
People enrolled at 30 June	26.4 million	26.7 million	27.1 million
Active cards at 30 June	15.2 million	15.4 million	15.7 million
New enrolments	493,244	538,530	602,726

MEDICARE ENTITLEMENT STATEMENTS

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

Table 5 details application numbers for Medicare Entitlement Statements from 2021–22 to 2023–24.

Table 5: Medicare Entitlement Statement applications

	2021–22	2022–23	2023–24
Accepted applications	79,075	112,371	229,944
Rejected applications	2,763	2,422	3,412
Total applications	81,838	114,793	233,356

MEDICARE SAFETY NET

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

There are 2 Medicare Safety Nets:

- the Original Medicare Safety Net threshold for the 2024 calendar year, which is \$560.40 and applies to all Medicare cardholders (individuals and registered families)
- the Extended Medicare Safety Net, which has 2 threshold levels for 2024:
 - \$811.80 for Commonwealth concession cardholders and families eligible for FTB Part A
 - the general threshold of \$2,544.30 for all other Medicare cardholders.

ACCESS TO MEDICARE BENEFITS

In 2023–24 we implemented 16,589 changes to Medicare Benefits Schedule (MBS) items to support access to essential Medicare-subsidised health services. The changes strengthen Medicare measures that aim to improve patient access to primary care, decrease pressure on hospitals, and better manage complex and chronic conditions.

MEDICARE CLAIMING

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

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

Table 6 details Medicare services and benefits by claim type from 2021–22 to 2023–24.

Table 6: Medicare services and benefits by claim type

	2021–22	2022–23	2023–24
Bulk-billing	421.3 million	353.2 million	349.9 million
Patient claiming	57.4 million	71.6 million	78.7 million
Simplified billing	32.8 million	34.8 million	36.1 million
Total services processed^(a)	511.5 million	459.6 million	464.7 million
Bulk-billing	\$21.0 billion	\$18.4 billion	\$19.7 billion
Patient claiming	\$5.4 billion	\$6.3 billion	\$7.1 billion
Simplified billing	\$2.7 billion	\$2.9 billion	\$3.1 billion
Total benefits paid^(a)	\$29.1 billion	\$27.7 billion	29.8 billion
Average benefit per service	\$56.81	\$60.13	\$64.34
Average period (date of lodgement to processing)	1.00 day	1.63 days	1.57 days

(a) Rounding has been applied.

Table 7 details Medicare services by payment type from 2021–22 to 2023–24.

Table 7: Medicare services by payment type

	2021–22	%	2022–23	%	2023–24	%
Electronic Funds Transfer (EFT) to claimant	44.7 million	8.7	54.7 million	11.9	60.2 million	13.0
EFTPOS payment to claimant	10.7 million	2.1	15.1 million	3.3	16.9 million	3.6
EFT to health professional	421.3 million	82.4	353.2 million	76.8	349.9 million	75.3
Pay doctor via claimant cheque	2.0 million	0.4	1.8 million	0.4	1.6 million	0.3
Payment to private health fund or billing agent	32.8 million	6.4	34.8 million	7.6	36.1 million	7.8
Total services^(a)	511.5 million	100	459.6 million	100	464.7 million	100

(a) Rounding has been applied.

Table 8 details Medicare volumes of services transmitted digitally from 2021–22 to 2023–24.

Table 8: Volumes of services transmitted digitally

	2021–22	2022–23	2023–24
Medicare Online			
Bulk-billing	401.5 million	335.2 million	330.2 million
Patient claiming	42.5 million	52.4 million	57.5 million
Medicare Easyclaim			
Bulk-billing	15.4 million	13.7 million	15.4 million
Patient claiming	10.8 million	15.2 million	17.0 million
ECLIPSE^(a)			
Simplified billing	31.6 million	33.7 million	35.6 million
Simple File Transfer Protocol			
Simplified billing	1.2 million	1.1 million	0.5 million
Medicare Online Account			
Patient claiming	1.8 million	1.7 million	1.8 million
Express Plus Medicare mobile app			
Patient claiming	1.2 million	1.3 million	1.2 million
Health Professionals Online Service			
Bulk-billing	3.5 million	3.6 million	3.7 million
Patient claiming	0.4 million	0.4 million	0.5 million
Total digital services	510 million	458.3 million	463.5 million
Percentage of overall claims lodged digitally	99.7%	99.7%	99.7%

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

HEALTH PROFESSIONALS UNDER MEDICARE

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

In 2023–24, 233,766 new Medicare provider numbers were issued.

Practices that provide diagnostic imaging or radiation oncology services are required to register with the agency and have a Location Specific Practice Number to claim Medicare benefits. Pathology authorities, practitioners, collection centres and accredited pathology laboratories must be approved by the agency before performing Medicare eligible pathology services.

Table 9 details the number of each type of health professional under Medicare from 2021–22 to 2023–24.

Table 9: Health professionals under Medicare

	2021–22	2022–23	2023–24
Medicare provider numbers issued ^(a)	207,110	225,547	233,766
Diagnostic imaging or radiation oncology practices registered	5,280	5,285	5,322
Approved Pathology Authorities (APAs)	102	97	92
Approved Pathology Practitioners (APPs)	430	344	319
Accredited Pathology Laboratories (APLs)	672	716	709
Approved Collection Centres (ACCs) ^(b)	4,061	4,508	4,326

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

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

MEDICARE COMPENSATION RECOVERY

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

Table 10 details the compensation recovery activity completed from 2021–22 to 2023–24.

Table 10: Compensation recovery

	2021–22	2022–23	2023–24
Cases finalised	39,735	50,928	46,634
Benefits recovered	\$29.2 million	\$47.1 million	\$29.2 million

ACCESS TO MEDICINES

The agency administers 2 schemes that subsidise access to medicines:

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

Table 11 details agency expenditure of each scheme from 2021–22 to 2023–24.

Table 11: PBS and RPBS expenditure

	2021–22	2022–23	2023–24
PBS benefits paid ^(a)	\$14.5 billion	\$17.2 billion	\$17.9 billion
RPBS benefits paid ^{(a)(b)}	\$0.3 billion	\$0.4 billion	\$0.4 billion
Total benefits paid^(c)	\$14.8 billion	\$17.5 billion	\$17.9 billion
PBS services processed ^(d)	213.6 million	219.0 million	224.4 million
RPBS services processed ^{(b)(d)}	7.2 million	7.0 million	6.9 million
Total services processed^(c)	220.8 million	226.0 million	231.3 million

(a) Excludes electronic prescription fee payments.

(b) Payments/services processed on behalf of DVA.

(c) Rounding has been applied.

(d) Excludes services under co-payment prescriptions, patient refund claims, Aboriginal Health Service claims - Under Section 100 of the National Health Amendment (Pharmaceutical Benefits) Bill 2014 and claims that are yet to be closed by approved suppliers.

PHARMACEUTICAL BENEFITS SCHEME CONCESSIONS

There are 2 patient contribution levels for PBS listed medicines:

- The maximum cost for a pharmaceutical benefit item at the general rate for 2024 is \$31.60. All Australian residents and eligible overseas visitors can access PBS medicines at the general rate.
- Patients (and their families) with a valid concession card from the agency or the DVA are eligible for the concession rate of \$7.70 as the maximum cost for a pharmaceutical benefit item.

Patients may pay extra for more expensive brands of medicines.

PHARMACEUTICAL BENEFITS SCHEME SAFETY NET

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

The 2024 thresholds are:

- \$277.20 for concession card holders
- \$1,647.90 for general patients.

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

- free for concession card holders
- up to \$7.70 for general patients.

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

ABORIGINAL AND TORRES STRAIT ISLANDER AUSTRALIAN'S ACCESS TO THE PBS

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

At 30 June 2024 there were 167 approved Aboriginal Health Services around the country.

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

TRAVELLING WITH PBS MEDICINES

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

The PBS – Taking or Sending Medicines Overseas enquiry line, and the [Services Australia website](#) provide information and advice to people about their responsibilities and rights when travelling overseas with PBS medicines.

In 2023–24 the enquiry line received around 1,200 calls (compared to 1,300 in 2022–23). The 'How to manage PBS medicines overseas' web page was visited 26,232 times (compared to 25,510 in 2022–23).

ONLINE CLAIMING AND PAYMENTS FOR THE PBS

Online claiming for the PBS allows approved suppliers to lodge prescription claims with the agency each time a PBS or RPBS medicine is supplied. Payments are made to approved suppliers within 2 to 9 days of the claim submission. At 30 June 2024, 99.9% of approved suppliers of PBS and RPBS medicines used online claiming.

AUTHORITY-REQUIRED MEDICINES

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

In 2023–24, 7.46 million authority approval requests were received, including 0.37 million RPBS authority requests processed by DVA.

For more information about health programs, payments and services, go to the Services Australia website and the Department of Health and Aged Care 2023–24 Annual Report on the Department of Health and Aged Care website.

AGED CARE

AGED CARE PROGRAMS

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

Table 12 details claims and services provided under aged care programs from 2021–22 to 2023–24.

Table 12: Aged care overview

	2021–22	2022–23	2023–24
Residential care provider claims processed	32,399	32,159	31,648
Home care package provider claims processed	26,451	26,010	25,588
Transition care provider claims processed	886	924	906
Short-term restorative care provider claims processed	1,324	1,430	1,659
Total provider claims processed	61,060	60,523	59,801
Total amount paid^(a)	\$18.7 billion	\$21.8 billion	\$28.7 billion
Total number of providers	1,623	1,437^(b)	1,401^(b)
Residential care services	2,720	2,643	2,616
Home care services	2,483	2,448	2,362
Transition care services	79 ^(c)	75	73
Short-term restorative care services	136	129	128
Total number of services	5,418	5,295	5,179

(a) Includes \$0.6 billion in 2021–22, \$0.6 billion in 2022–23 and \$0.7 billion in 2023–24 paid on behalf of DVA.

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

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

IMPROVING SERVICES TO THE AGED CARE SECTOR

The agency has implemented improvements to the way it reviews aged care fees where there has been a change to a care recipient's circumstances. From October 2023 the aged care fee review process was streamlined and moved from a quarterly to a monthly cycle. If there has been a change in circumstances, care recipients, their nominees and aged care service providers now know more quickly and can assess any impact to fees that may result. This reduces the wait time between a care recipient having reduced care recipient fees or a refund of overpaid fees.

HEALTH SERVICES FOR THE DEPARTMENT OF VETERANS' AFFAIRS

The agency assesses claims and processes payments for providers treating eligible DVA clients. This includes medical, specialist, diagnostic imaging, pathology, allied health and dental services, private hospital admissions, and prostheses. We also produce DVA's Gold, White and Orange health care cards for eligible veterans. For more information on veterans' healthcare cards, go to dva.gov.au

In 2023–24 almost 190,000 provider locations claimed digitally for these services.

The agency, in partnership with DVA, promoted the benefits of provider electronic claims resulting in an increase in electronic claiming. This means providers are paid quicker and staff are able to process claims more efficiently.

In 2023–24:

- electronic claiming increased to 98.64%
- electronic claiming for allied health services increased to 98.06%
- electronic claiming for medical services increased to 99.12%
- electronic claiming for hospitals increased to 94.85%
- manual claiming for DVA decreased to 1.36%.

Table 13 details the number of cards produced, and services processed, on behalf of DVA from 2021–22 to 2023–24.

Table 13: Department of Veterans' Affairs processing

	2021–22	2022–23	2023–24
Cards produced	38,878	33,439	43,039
Services processed	15.0 million	15.2 million	15.8 million
Total benefits paid	\$1.8 billion	\$1.8 billion	\$2.1 billion

PRIVATE HEALTH INSURANCE REBATE

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

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

- as an upfront reduction in the cost of premiums through the Premium Reduction Scheme (administered by the agency)
- as a tax offset in annual income tax returns (administered by the ATO).

Table 14 details memberships registered, and the amount reimbursed to private health funds from 2021–22 to 2023–24.

Table 14: Private Health Insurance Rebate memberships and reimbursements

	2021–22	2022–23	2023–24
Memberships registered	7.3 million	7.5 million	7.5 million
Total paid to private health funds	\$6.5 billion	\$6.7 billion	\$7.1 billion

EXTERNAL BREAST PROSTHESES REIMBURSEMENT PROGRAM

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

Table 15 details claims and reimbursements under the program from 2021–22 to 2023–24.

Table 15: External breast prostheses reimbursements

	2021–22	2022–23	2023–24
Number of claims processed	12,334	13,686	13,450
Amount paid	\$5.5 million	\$6.0 million	\$5.9 million

CONTINENCE AIDS PAYMENT SCHEME

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

Table 16 details applications and reimbursements under the scheme from 2021–22 to 2023–24.

Table 16: Continence aids applications and payments

	2021–22	2022–23	2023–24
Number of applications processed	40,789	43,021	41,037
Amount paid	\$97.0 million	\$103.3 million	\$114.5 million

HEALTH CARE PROVIDER INCENTIVES

PRACTICE INCENTIVES PROGRAM

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

Table 17 details numbers of participating practices and the amount paid from 2021–22 to 2023–24.

Table 17: Practice Incentives Program participation and payments

	2021–22	2022–23	2023–24
Number of practices participating	6,422	6,422	6,495
Amount paid to practices	\$492.5 million	\$449.9 million	\$433.8 million

WORKFORCE INCENTIVE PROGRAM – PRACTICE STREAM

This program provides financial incentives to support the growth of team-based multidisciplinary care models for eligible general practices. Payments are made to general practices that employ nurses, midwives, Aboriginal and Torres Strait Islander health workers and health practitioners, and other specified health professionals in multidisciplinary and team-based primary health care across Australia.

Table 18 details numbers of participating practices and the amount paid from 2021–22 to 2023–24.

Table 18: Workforce Incentive Program – Practice Stream participation and payments

	2021–22	2022–23	2023–24
Number of practices participating	5,812	5,849	5,900
Amount paid to practices ^(a)	\$390.8 million	\$395.3 million	\$491.4 million

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

WORKFORCE INCENTIVE PROGRAM – DOCTOR STREAM

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

Table 19 details numbers of participating practitioners, payments and amount paid from 2021–22 to 2023–24.

Table 19: Workforce Incentive Program – Doctor Stream participation and payments

	2021–22	2022–23	2023–24
Medical practitioners paid (GPs and specialists)	8,331	8,339	8,478
Payments made	8,517	8,526	8,761
Amount paid	\$126.3 million	\$124.6 million	\$126.0 million

WORKFORCE INCENTIVE PROGRAM – RURAL ADVANCED SKILLS

The Workforce Incentive Program – Rural Advanced Skills program commenced on 1 January 2024. The program rewards investment in specialist qualifications and advanced skills and encourages more doctors to work in a variety of settings using these skills in regional, rural and remote areas. In 2023–24, 1,114 payments were made totalling \$10.0 million.

CHILD DENTAL BENEFITS SCHEDULE

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

Benefits for basic dental services are capped at \$1,052 per child over 2 consecutive calendar years.

Table 20 details services processed, and amounts paid under the Child Dental Benefits schedule from 2021–22 to 2023–24.

Table 20: Child Dental Benefits Schedule

	2021–22	2022–23	2023–24
Services processed	4.7 million	5.2 million	5.2 million
Amount paid	\$281.6 million	\$316.0 million	\$325.9 million

AUSTRALIAN IMMUNISATION REGISTER

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

Legislative changes from 1 March 2024 made it mandatory for vaccination providers to report to the AIR:

- the route of administration for Japanese Encephalitis Virus vaccines
- information about the vaccine type for all vaccines prescribed by the Australian Immunisation Register Rule 2015 (this includes COVID-19, influenza, National Immunisation Program and Japanese Encephalitis Virus vaccines).

Under the 'vaccine type' field, vaccination providers can choose one of the following options:

- antenatal
- NIP/Commonwealth
- private
- state program.

Table 21 details numbers of vaccines provided, and the amount paid to providers from 2021–22 to 2023–24.

Table 21: Vaccine episodes recorded in the AIR and amount paid to providers

	2021–22	2022–23	2023–24
Vaccine episodes ^(a)	74.0 million	27.6 million	24.7 million
Amount paid to vaccination providers ^(b)	\$7.9 million	\$7.8 million	\$7.2 million

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

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

AUSTRALIAN ORGAN DONOR REGISTER

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

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

There are 2 types of organ donor registrations:

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

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

Table 22 shows the cumulative total numbers of registrations since the register began in 2000.

Table 22: Organ donor registrations

	2021–22	2022–23	2023–24
Consent registrations ^(a)	3,164,600	3,337,496	3,459,281
Intent registrations ^(b)	4,285,999 ^(c)	4,280,694 ^(c)	4,305,490 ^(c)
Total registrations	7,450,599	7,618,190	7,764,771

(a) Registration that requires a signature, such as forms and brochures, or electronic authentication via myGov, the Express Plus Medicare app, or the myGov app.

(b) Registration that does not require a signature or electronic authentication, via phone, DonateLife webform, or South Australian driver licences.

(c) Data as at 30 June 2024.

AUSTRALIAN THALIDOMIDE SURVIVORS SUPPORT PROGRAM

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

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

Table 23 details claim numbers and amounts paid under the program from 2021–22 to 2023–24.

Table 23: Extraordinary Assistance Fund and Health Care Assistance Fund payments and claims

	2021–22	2022–23	2023–24
Extraordinary Assistance Fund	\$177,000	\$123,649	\$526,599
Health Care Assistance Fund	\$165,147	\$331,525	\$394,256
Total claims	675	960	1,788
Amount paid	\$342,147	\$455,174	\$921,306

COVID-19 VACCINE CLAIMS SCHEME

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

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

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

In 2023–24 the agency received 667 claims, and a total of \$11.6 million was paid to eligible claimants.

MEDICAL AND MIDWIFE PROFESSIONAL INDEMNITY INSURANCE SCHEMES

The *Medical Indemnity Act 2002* provides financial assistance to help keep medical indemnity insurance premiums affordable for medical practitioners.

The below schemes help indemnity insurers, doctors, allied health professionals and midwives with the cost of indemnity cover and claims:

- High Cost Claims Scheme
- Allied Health High Cost Claims Scheme
- Incurred-But-Not-Reported Indemnity Scheme
- Exceptional Claims Scheme
- Allied Health Exceptional Claims Scheme
- Run-Off Cover Scheme
- Premium Support Scheme
- Midwife Professional Indemnity Scheme
- Midwife Professional Indemnity Run-Off Cover Scheme.

HIGH COST CLAIMS SCHEME

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

Table 24 details the claims and benefits processed under the scheme from 2021–22 to 2023–24.

Table 24: High Cost Claims Scheme claims and benefits paid

	2021–22	2022–23	2023–24
Claims received	463	485	495
Benefits paid	\$54.4 million	\$63.3 million	\$62.7 million

ALLIED HEALTH HIGH COST CLAIMS SCHEME

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

INCURRED-BUT-NOT-REPORTED INDEMNITY SCHEME

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

Table 25 details the claims received and benefits paid under the scheme from 2021–22 to 2023–24.

Table 25: Incurred-But-Not-Reported Indemnity Scheme claims and benefits paid

	2021–22	2022–23	2023–24
Claims received	11	13	11
Benefits paid	\$0.2 million	\$0.3 million	\$2.4 million

EXCEPTIONAL CLAIMS SCHEME

The Exceptional Claims Scheme protects medical practitioners against personal liability for eligible claims that exceed the level of their insurance. The government funds 100% of the cost of eligible claims above their insurance limit that equal or exceed the relevant threshold of \$20 million.

ALLIED HEALTH EXCEPTIONAL CLAIMS SCHEME

The Allied Health Exceptional Claims Scheme protects allied health practitioners against personal liability for eligible claims that exceed the level of their insurance. The government funds 100% of the cost of eligible claims above their insurance limit that equal or exceed the relevant threshold of \$20 million.

RUN-OFF COVER SCHEME

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

Table 26 details the claims received and benefits paid under the scheme from 2021–22 to 2023–24.

Table 26: Run-Off Cover Scheme claims and benefits paid

	2021–22	2022–23	2023–24
Claims received	248	310	204
Benefits paid	\$16.4 million	\$27.9 million	\$18.9 million

PREMIUM SUPPORT SCHEME

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

Table 27 details the number of participating practitioners and amounts paid under the scheme from 2021–22 to 2023–24.

Table 27: Premium Support Scheme participating practitioners and amounts paid

	2021–22	2022–23	2023–24
Eligible practitioners	520 ^(a)	533	557
Amount paid	\$3.9 million	\$8.0 million	\$8.1 million

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

MIDWIFE PROFESSIONAL INDEMNITY SCHEME

The Midwife Professional Indemnity Scheme (MPIS) provides financial assistance to eligible insurers who provide indemnity to eligible midwives. The scheme includes a government contribution to assist with claims against eligible midwives and benefits private independent midwives by providing indemnity insurance policies.

The MPIS includes 2 levels of cover:

- Level 1 Commonwealth contributions where the insurer will pay the first \$100,000 for each Level 1 claim and the government will pay 80% of the cost that exceeds \$100,000, up to a ceiling of \$2 million.
- Level 2 Commonwealth contributions where the government will pay the Level 1 payment plus 100% of the cost that exceeds \$2 million.

In 2023–24 no claims were made to the MPIS.

MIDWIFE PROFESSIONAL INDEMNITY RUN-OFF COVER SCHEME

The Midwife Professional Indemnity Run-Off Cover Scheme provides run-off cover to eligible midwives who have stopped private practice.

DIGITAL HEALTH

The agency delivers 4 key core services that support the digital health ecosystem as well as telephony services on behalf of the Australia Digital Health Agency (ADHA):

- the Healthcare Identifiers Service
- the National Authentication Service for Health
- components of the My Health Record digital health record platform
- My Health Record consumer and provider telephony services.

The agency has been working in partnership with the Department of Health and Aged Care and ADHA on a range of short and long-term activities to support the government's agenda to improve connected care for all Australians.

In 2023–24 improvements focused on ensuring services are fit for purpose, scalable and flexible enough to meet the needs of the evolving digital health landscape. These include:

- moving from National Authentication Service for Health (NASH) PKI SHA-1 certificates to the more digitally secure NASH SHA-2 in a staged implementation approach
- transitioning the My Health Record Consumer Contact Centre, which provides a streamlined service for consumers with connected My Health Record and Medicare enquiries resolved at point of call, to Services Australia
- updating the HI Service system to allow healthcare providers to improve healthcare identifier match rates, specifically targeting people from remote and rural communities.

Celebrating 40 years of Medicare

Let's take a minute to travel back to 1984.

Bob Hawke is PM. The \$1 coin begins appearing in our wallets, purses and jacket pockets. The federal election debate is televised for the first time.

And Medicare is introduced, establishing basic health care for all Australians.

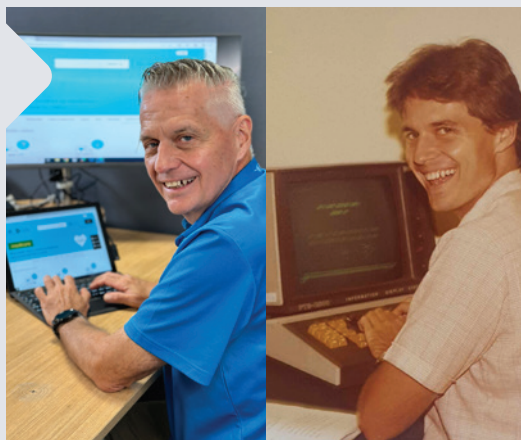
In January 1984, final preparations for the grand opening of Cannon Hill Medicare were underway.

Staff were receiving training, the carpet was being laid, signage was going up and the last licks of paint were being brushed on.

When the doors flew open a few weeks later, staff set to work assisting Australians.

Forty years later some of these staff are still with us, and they remember what it was like in those early days. 'After 12 months at Cannon Hill, an opportunity came up at my local office at Brookside Shopping Centre, which meant I could ride my bike to work. The office was a shared space with Medibank Private and of course my first customer had a Medibank claim – so that was interesting,' they said.

Different roles and relocations provided opportunities to work at different Medicare offices over the years, including the Caboolture Park Shopping Centre, which housed one of Doctor Geoffrey Edelsten's lavish medical practices.



Staff have seen Medicare change a lot since 1984. We've evolved from paper forms and fax machines to today's digital claims. In 2011 Medicare joined forces with Centrelink and Child Support to become what's now known as Services Australia.

Medicare staff now work in various roles across the agency. No matter their current role, they always treasure the connections made with Medicare customers and being able to help so many people.

Staff proudly reflect on their time with Medicare, wonderful friendships were made with customers though their births of children and health struggles. Customers became "friends" often recognising Medicare staff on days off and on the weekend.

To this day staff feel an immense sense of pride at being part of a truly wonderful national healthcare system. To have been here from the beginning, and of the small part they played in serving our customers.

Happy 40th anniversary Medicare!

5.3 Child Support

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

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

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

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

CHILD SUPPORT TRANSFERS

In 2023–24 the agency worked with separated parents to facilitate the transfer of \$1.967 billion to support approximately 1.1 million children.

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

Table 28 shows the amount of child support transferred between parents from 2021–22 to 2023–24.

Table 28: Child support transferred between parents

	2021–22	2022–23	2023–24
Child Support Collect	\$1.823 billion	\$1.880 billion	\$1.967 billion
Private Collect ^(a)	\$2.070 billion	\$2.135 billion	\$2.236 billion
Total	\$3.893 billion	\$4.015 billion	\$4.203 billion

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

PRIVATE COLLECT

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

In 2023–24, 51% of Child Support cases were Private Collect, compared to 51.3% in 2022–23.

CHILD SUPPORT COLLECT

If parents do not choose to make and receive child support payments directly between themselves, they can ask us to collect and transfer payments on their behalf.

In 2023–24 we collected and transferred approximately \$1.97 billion in child support payments, compared to \$1.88 billion in 2022–23.

CHANGE OF ASSESSMENT IN SPECIAL CIRCUMSTANCES

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

In 2023–24 we received 14,699 change of assessment in special circumstances applications. There were 14,460 finalised applications, with 45.1% resulting in a change to the rate of child support to reflect the special circumstances of parents and their children better. Of all the applications to change the assessment in special circumstances, 71.0% related to a parent's income, property, financial resources or earning capacity.

COMPLIANCE AND ENFORCEMENT

The agency focuses on reducing child support debt through its compliance and enforcement programs. This includes setting up payment arrangements to repay child support debt in the shortest possible time based on a parent's capacity to pay. Table 29 shows the percentage of active paying parents who do not have a child support debt. It also shows the percentage of active paying parents with a child support debt who have a payment arrangement in place to repay the debt.

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

Table 29 details active paying parents without debt and with debt under a payment arrangement, it does not include parents whose cases have ended (meaning there is no current or future child support liability) but who still have a child support debt.

Table 29: Active paying parents without debt and with debt under a payment arrangement

	2021–22	2022–23	2023–24
Active paying parents without debt	75.7%	75.7%	75.7%
Active paying parents with a child support debt which is under a payment arrangement	53.8%	50.9%	55.9%

Whenever possible, child support is collected from employer withholding and income support payments to ensure timely and sustainable payments are made (see *Table 31: Employer withholding from wages and salaries* on page 91).

Employers reported child support deductions from STP, reducing their administrative burden (see *Single Touch Payroll* on page 53).

When voluntary compliance is not possible, the agency pursues collection. This could include seeking a Departure Prohibition Order (DPO) or pursuing collection from a paying parent through the courts. DPOs stop child support debtors from leaving Australia without paying or arranging to pay their child support.

In 2023–24, 716 DPOs were issued, resulting in \$27.4 million being collected, compared to 872 DPOs issued and \$29.9 million collected in 2022–23.

Table 30 details child support compliance and enforcement actions from 2021–22 to 2023–24.

Table 30: Child support compliance and enforcement actions

	Number of actions			Child support collected/corrected ^(a)		
	2021–22	2022–23	2023–24	2021–22	2022–23	2023–24
Lodgement of finalisations ^(b)	127,528	73,426	77,269	\$14.88 million	\$10.35 million	\$10.41 million
Tax refund intercept payment ^(c)	126,642	119,105	106,751	\$183.9 million	\$168.3 million	\$138.6 million
Departure Prohibition Orders ^(d)	690	872	716	\$26.5 million	\$29.9 million	\$27.4 million
Litigation ^(e)	33	37	39	\$9.8 million	\$11.8 million	\$9.5 million

- (a) The Child support amounts collected/corrected should not be summed as they are not mutually exclusive.
- (b) To ensure assessments for child support are accurate, the ATO takes lodgement enforcement action for mutual customers. A finalisation is defined as a tax return lodgement, an ATO determination that a return is not necessary, a further return is not necessary, or an ATO determined income. This definition has been updated to include all actions undertaken by the ATO, therefore this table will differ from previously published annual reports.
- (c) Tax refund intercepts resulting from actions taken to enforce ATO taxable incomes (lodgement enforcement) are included in this figure.
- (d) DPOs preventing overseas travel are issued to people who have not made satisfactory arrangements to clear substantial debts.
- (e) When other enforcement options have been unsuccessful and an assets or income stream is identified, the agency takes litigation action against parents who repeatedly avoid paying their child support.

Table 31 details employer withholdings from wages and salaries from 2021–22 to 2023–24.

Table 31: Employer withholding from wages and salaries

	2021–22	2022–23	2023–24
Active paying parents with employer withholding payments set up ^(a)	81,255	88,976	92,783

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

Table 32 details deductions from Centrelink and DVA payments from 2021–22 to 2023–24.

Table 32: Deductions from Centrelink and DVA payments

	2021–22	2022–23	2023–24
Amounts collected from Centrelink and DVA payments ^{(a)(b)}	\$78.9 million	\$73.6 million	\$77.8 million

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

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

5.4 Tailored support services

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

VULNERABILITY STRATEGY

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

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

PEOPLE AFFECTED BY FAMILY AND DOMESTIC VIOLENCE

Our priority is to help people who are affected by family and domestic violence to access payments, services and support. The agency's Family and Domestic Violence Support Model helps staff identify these customers and offer them support.

In 2023–24:

- we granted more than 31,800 crisis payments to support these customers affected by family and domestic violence
- our family and domestic violence webpages were viewed 219,162 times across 187,546 unique sessions
- our staff completed 55,137 training sessions targeting how to help customers and agency staff affected by family and domestic violence.

The Family and Domestic Violence Pilot has applied a case management approach for a cohort of child support customers where a family and domestic violence risk has been identified. We will continue to monitor the progress following this pilot which ceased on 30 June 2024, to design new ways of supporting customers experiencing family and domestic violence across all our payments and services.

COMMONWEALTH CHILD SAFE FRAMEWORK

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

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

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

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

ABORIGINAL AND TORRES STRAIT ISLANDER AUSTRALIANS

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

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

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

The implementation plan was co-designed with Aboriginal and Torres Strait Islander staff and includes:

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

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

INDIGENOUS SERVICING PATHWAY PLAN

The Indigenous Servicing Pathway Plan 2024–28 (ISPP) provides oversight and direction for all agency staff designing and delivering services for Aboriginal and Torres Strait Islander people and communities.

The ISPP is action orientated, building on the agency's solid foundation of providing quality government services. It's been developed through targeted consultation with agency stakeholders.

The ISPP aligns and complements key plans within the agency and supports our commitment to the National Agreement, by outlining actions to support socio-economic targets to the socio-economic targets of the National Agreement. The ISPP:

- provides direction to the design and delivery of services
- outlines areas of action across all agency programs
- works in collaboration with other key plans within the agency
- is a guide to identifying areas of concern and opportunities for further support
- supports Aboriginal and Torres Strait Islander peoples' expectations.

The ISPP supports:

- Our commitment
- The agency's master plan principles of simple, helpful, respectful, and transparent.
- The Reconciliation Action Plan April 2024–December 2026 (RAP).
- The Aboriginal and Torres Strait Islander Employees Strategy.

INDIGENOUS SERVICE OFFICERS

The Indigenous Service Officer (ISO) program is a customer and community focused role that establishes genuine partnerships with Aboriginal and Torres Strait Islander customers and communities to understand and access the agency's payments, services and programs.

There are approximately 70 ISOs nationally, who apply cultural insights and work in collaboration with their established stakeholder and community relationships to help improve service delivery outcomes.

NATIONAL INDIGENOUS COALITION

The National Indigenous Coalition (NIC) is the agency's peak Aboriginal and Torres Strait Islander voice and supports the development of key strategies and plans. It looks at ways we design and deliver payments, programs and services to ensure Aboriginal and Torres Strait Islander people and their communities are put at the centre of decisions that impact us.

The NIC is an integral stakeholder in the process for the agency's commitment to the National Agreement on Closing the Gap, Priority Reform 1, Formal Partnerships and Shared Decision-making.

INDIGENOUS INTERPRETING SERVICES

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

Indigenous interpreters are sourced from several language services providers including the Northern Territory Aboriginal Interpreter Service, South Australia Aboriginal Language Interpreting Service, Aboriginal Interpreting Western Australia, and ABC Multilingua Pty Ltd.

In 2023–24 we received over 3,000 requests for an Indigenous telephone interpreter and over 500 hours of face to face Indigenous interpreting services were provided in service centres.

FARM HOUSEHOLD ALLOWANCE

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

Funding is available for farmers and their partners to improve their financial self-reliance by accessing training, developing skills and accessing professional advice. In 2023–24 we finalised more than 1,400 Farm Household Allowance claims. As at 30 June 2024, nearly 2,000 customers were receiving the payment.

MULTICULTURAL SERVICES

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

MULTICULTURAL SERVICING STRATEGY

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

The strategy has 4 key themes:

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

MULTICULTURAL SERVICE OFFICERS

Multicultural Service Officers (MSOs) connect people with CALD backgrounds including migrants and refugees to our information, payments and services.

There are approximately 70 MSOs nationally who work closely with local community organisations to provide support and services to urban and regional CALD communities.

In 2023–24 the MSO program focused on:

- delivering tailored outreach and community engagement activities to address local issues impacting CALD communities
- collaborating with other government agencies and community services to help refugees settle in Australia
- educating CALD communities about the support available for people experiencing family and domestic violence.

In 2023–24 MSOs conducted 48,721 direct engagement activities with 3,775 community and third party organisations.

MULTICULTURAL COMMUNITY ENGAGEMENT

Multicultural Community Engagement Group is a forum of government agencies with a focus on community engagement with multicultural communities. In 2023–24 topics discussed included:

- interpreting and translating services
- translated resources
- collaboration opportunities across government.

Multicultural Advisory Forums (MAF) are held twice a year in all states and territories. The agency uses these forums to update participants on major changes to services and payments. The forums provide an avenue for collaboration across government and with the community and third party organisations at state/territory and local levels to identify and address service delivery issues affecting people from CALD backgrounds.

In 2023–24 the MAF focused on health services and multicultural inclusion and diversity.

LANGUAGE SERVICES

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

In 2023–24 more than 1,400 contracted interpreters and translators delivered these services on behalf of the agency. This included:

- over 600,000 interpreter interactions
- over 7,000 translator interactions, which resulted in more than 10,000 translated documents.

The Indigenous on-demand telephone interpreter service provides immediate access to an Indigenous interpreter over the phone. The on-demand telephone interpreting service is available in 16 languages.

Booked Indigenous interpreters are available for future appointments over the phone or face to face. Indigenous interpreters for booked appointments are available in various languages.

Indigenous Language Officers are employed to provide face to face and phone interpreter services in communities with no established interpreter service available. Bilingual Indigenous service delivery staff are paid a Community Language Allowance in recognition of their language skills when assisting customers on a regular basis.

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

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

REGIONAL, RURAL AND REMOTE SERVICING

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

SERVICE CENTRES

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

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

Wherever possible we recruit local Aboriginal and Torres Strait Islander staff to work in these centres. Staff from remote communities are more likely to speak local Aboriginal or Torres Strait Islander languages and understand local customs, traditions and relationships.

AGENTS AND ACCESS POINTS

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

Access points provide self-service equipment, including internet enabled computers and printers, and free Wi-Fi. This enables customers to independently access government services online.

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

As at 30 June 2024 we had 357 agents and 211 access points throughout regional, rural and remote Australia.

REMOTE SERVICING TEAMS

The agency has 27 remote servicing teams who provide access to income support payments and services through face to face and virtual services to 335 remote locations across Australia. These teams operate across the agency's remote footprint in the Northern Territory, Queensland, South Australia, Tasmania and Western Australia.

Remote servicing staff:

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

Remote servicing teams provided support to the Australian Electoral Commission (AEC) to deliver voting services for the 2023 Voice to Parliament Referendum to remote and very remote communities. This included providing trip leaders to lead Remote Mobile Polling teams and arranging travel and accommodation for visits to over 400 locations.

MOBILE SERVICE CENTRES

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

In 2023–24 the mobile service centres:

- visited 673 towns, 408 of which were more than 50 kilometres from a service centre
- helped 16,271 people by bringing government services into rural and regional communities that would not usually have access to those services
- mobile service centres are equipped with:
 - a private interview room
 - service or assistance desks
 - a waiting area
 - self-service computers
 - accessible access
 - wireless IT connectivity for greater servicing flexibility
 - customer access to free Wi-Fi.

SOCIAL WORK SERVICES

Agency social workers are available through a national network of service centres, telephony services, online channels and outreach supports such as mobile service centres. This ensures the social work service is accessible and responsive for all Australians, regardless of their geographical location. At 30 June 2024 there were 642 social workers employed in 211 locations.

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

In 2023–24 social workers responded to 215,875 referrals for support, including:

- 98,621 referrals to assist people affected by family and domestic violence
- 5,246 people at risk of suicide and self-harm
- 1,609 vulnerable young people without adequate support requiring more targeted interventions
- 624 referrals to assist people affected by disasters and emergencies including bushfires in Queensland, Western Australia and Victoria, South East Queensland severe storms, Cyclone Jasper, and individuals impacted by the Israel/Hamas conflict.

COMMUNITY ENGAGEMENT OFFICERS

In 2023–24 the agency had approximately 81 Community Engagement Officers who had relationships with over 3,800 community and third-party organisations.

Community Engagement Officers work in collaboration with community organisations to identify, support and connect customers who are experiencing significant vulnerabilities to the agency and community services. They provide outreach services to help customers with complex needs stay connected to the agency's programs and services, increasing their ability to self-manage and referring them to appropriate community agencies.

Their core functions are to:

- use the agency's community reach and access to deliver integrated and connected services that meet customer needs
- support and educate customers to self-manage their own affairs
- work in partnership with stakeholders to support the delivery of quality programs and services
- provide consistent, tailored and connected information to customers.

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

STATUS RESOLUTION SUPPORT SERVICES PAYMENT

The Status Resolution Support Services Payment provides temporary, needs-based support to asylum seekers who are unable to support themselves while resolving their immigration status. As at 30 June 2024, 865 customers were receiving the payment.

CITIZENSHIP TESTING

The agency delivers Australian citizenship testing services on behalf of the Department of Home Affairs in 43 service centres. We are working closely with the Department of Home Affairs to continue expanding these services into more locations.

In 2023–24 the agency conducted 28,456 citizenship tests.

SUPPORT FOR REFUGEES AND HUMANITARIAN ENTRANTS

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

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

In 2023–24 the agency played a critical role in supporting Ukrainian nationals in Australia as part of a whole-of-government response. We connected Ukrainian nationals registered for the humanitarian visa pathway to social welfare payments, Medicare and other support services.

SPECIAL BENEFIT

Special Benefit payment helps people in severe financial hardship who are unable to support themselves and their dependants and are not eligible for another payment. Rules may apply based on customer circumstances; it is income and assets tested and a taxable payment.

ASSURANCE OF SUPPORT

The Assurance of Support (AoS) scheme supports migrants entering Australia, while protecting Australian Government social security outlays. Migrants can enter Australia on specific visa types with a legally binding commitment by an Australian resident (assurer) who will support the migrant and repay certain social security payments they receive during an AoS period – 12 months, 2 years or 10 years depending on the visa type.

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

BEREAVEMENT PAYMENTS

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

Bereavement payments are usually paid as a lump sum.

PAYMENTS WHILE OUTSIDE AUSTRALIA

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

TASMANIAN TRANSPORT SCHEMES

The agency administers 2 Tasmanian transport equalisation schemes:

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

In 2023–24 we processed 16,860 payments for assistance to the value of \$239.9 million through these schemes. This compares to 17,048 payments and \$240.8 million in 2022–23.

SERVICES TO INCARCERATED CUSTOMERS

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

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

- entry into custody – where we suspend or cancel payments to prevent debt and check that child support assessments are correct
- during custody – where we help customers who remain eligible for payments, assess and process their correspondence, conduct child support reassessments and assist with access to highly specialised drugs under the Pharmaceutical Benefits Scheme
- release from custody – where we help customers to claim or reconnect to appropriate payments and services.

5.5 Supporting people to manage their money

FINANCIAL INFORMATION SERVICE

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

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

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

In 2023–24 FIS officers:

- answered more than 82,880 phone calls
- conducted more than 23,360 face to face and phone interviews and around 1,990 video chat interviews
- delivered around 3,900 hours of outreach services at more than 1,200 events
- conducted interactive public webinars, which have been attended live or watched from a recording 92,345 times.

CENTREPAY

Centrepay is a voluntary and free bill-paying service. Centrelink customers can authorise deductions from their Centrelink payments. This happens before their payment is deposited into their bank account and helps people to budget and pay for things like accommodation, utilities and other regular expenses.

At 30 June 2024:

- 607,449 customers were using Centrepay
- 9,936 businesses received a Centrepay deduction.

In 2023–24 we made 23.3 million Centrepay deductions to the value of \$2.9 billion.

We are undertaking priority reform of the Centrepay program. In 2024–25 we will continue working with customers, businesses, regulatory bodies, advocacy groups and the broader community to ensure Centrepay:

- meets the expectations of customers, and the broader community
- helps and supports customers using the service.

CENTRELINK CONFIRMATION ESERVICES

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

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

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

RENT DEDUCTION SCHEME

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

At 30 June 2024, 299,979 customers were using the scheme. In 2023–24, 8.4 million rent deductions were made using the scheme.

TAX DEDUCTION SERVICE

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

The service is an easy and free way for customers to meet their tax obligations. In 2023–24, \$16.3 million was withheld from customers who chose to use this service.

INCOME MANAGEMENT

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

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

Income Management operates in the following locations:

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

Table 33 shows the numbers of customers on Income Management under different measures from 2021–22 to 2023–24.

Table 33: Numbers of Income Management customers^(a)

Measure	2021–22	2022–23	2023–24
Child Protection Income Management	48	41	9
Disengaged Youth	4,748	5,012	2,959
Long Term Welfare Payment Recipient	16,148	16,107	10,673
Supporting People at Risk	7	<5	0
Voluntary Income Management	2,644	2,590	1,925
Vulnerable Welfare Payment Recipient	1,095	1,247	268

(a) The numbers are as at 30 June 2024 and do not represent recipient movements between measures, and on and off Income Management.

ENHANCED INCOME MANAGEMENT

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

Since 4 September 2023 customers who were on Income Management have been able to choose to move to enhanced Income Management. From 4 September 2023 all customers who become eligible are placed on enhanced Income Management.

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

Enhanced Income Management operates in the following locations:

- Northern Territory
- Bankstown, New South Wales
- Cape York and Doomadgee Region, Bundaberg and Hervey Bay, Logan, Rockhampton and Livingston, Queensland
- Ceduna, Playford, Anangu Pitjantjatjara Yakunytatjara (APY Lands) and Greater Adelaide, South Australia
- Ngaanyatjarra (NG Lands), Kiwirrkurra Community, Goldfields, Kimberley Region including Kununurra and Wyndham, Perth Metropolitan and Peel District, Western Australia
- Greater Shepparton, Victoria.

Table 34 shows the numbers of customers on enhanced Income Management under different measures.

Table 34: Number of enhanced Income Management customers^(a)

Location	2023–24
Child Protection enhanced Income Management	13
Disengaged Youth	3,322
Long Term Welfare Payment Recipient	10,063
Supporting People at Risk	0
Voluntary enhanced Income Management	591
Vulnerable Welfare Payment Recipient	1,332
Cape York	76
Nominee ^(b)	134

(a) The numbers are as at 30 June 2024 and do not represent recipient movements between measures, and on and off enhanced Income Management.

(b) Customers who do not qualify for enhanced IM in their own right but have a payment nominee who is on IM or enhanced IM are counted under the “Nominee” measure.



Shared services and partnerships

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6.1 Shared services

In 2023–24 the agency provided corporate and ICT shared services to 59 Australian Government entities.

The main entities who consumed these services were Department of Social Services (DSS), National Disability Insurance Scheme Quality and Safeguards Commission, National Disability Insurance Agency (NDIA), and the Department of Veterans' Affairs (DVA).

The shared services provided by the agency include:

- People services – payroll, travel, onboarding, Indigenous Apprenticeship Program.
- Financial services – accounts payable, accounts receivable, credit card management.
- ICT services – cyber security, gateway, standard operating environments, desktop software, telecommunications.
- Corporate services – records management, procurement, fleet, property services.

These services are detailed in a Cross Government Services catalogue that is regularly updated and supported by a cost and pricing model, designed to provide greater consistency and transparency on the services and pricing of these services.

The agency has an account management function to provide a strategic and tactical link between the agency and Australian Government entities to ensure effective management and operations of the shared services provided.

6.2 Partnerships

PARTNERSHIPS WITH AUSTRALIAN GOVERNMENT AGENCIES

We work in partnership with a range of Australian Government entities to deliver payments and services on behalf of government. This cross-government collaboration focuses on ensuring our customers' life journey and experiences are represented in our policies to improve delivery of services.

These partnerships operate under structured bilateral management arrangements to enable collaboration between the entities when:

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

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

Through bilateral arrangements we:

- support a range of important policy areas across government
- lead and champion discussions on the safe, secure and effective management and use of customer data across government
- provide strategic assurance on the integrity of the services and programs delivered on behalf of our key bilateral partners through the provision of annual assurance statements.

PARTNERSHIPS WITH STATE AND TERRITORY GOVERNMENTS AND OTHER ORGANISATIONS

We have bilateral arrangements with state and territory government entities and agreements with other third-party organisations to deliver government services to support customers, share data and effectively manage shared premises arrangements. This can include services such as rent deduction and prison servicing, family and domestic violence support or initiatives such as the NECCSC.

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

These services include:

- providing information to veterans and their families about DVA programs and support services
- delivering side-by-side mobile servicing with the NDIA
- delivering side-by-side mobile servicing with various other federal, state and community-based organisations in some locations.

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

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

ENGAGEMENT WITH COMMUNITY PEAK BODIES

We have well-established and enduring partnerships with community peak body organisations. Through regular and bespoke engagements, we seek specialist and advocate viewpoints on issues impacting our customers. This includes people with disability, carers, the LGBTQIA+ community, older and young people, people from multicultural communities, health care professionals, and people affected by poverty, disadvantage and inequality.

The agency works in partnership with the Civil Society Advisory Group (CSAG) on social security and welfare sector issues. CSAG is a forum run by the agency with representatives from national advocacy groups and peak community organisations who provide insights on customer experiences and advice on opportunities to improve the quality and effectiveness of services.

CSAG has members from 16 peak body organisations representing a diverse network of communities across Australia. In addition to biannual forums, the agency facilitated over 300 engagements with CSAG members in 2023–24, with more than 75 subject-specific meetings and more than 86 additional lines of enquiry resolved between the agency and CSAG members.

Members provided feedback and engaged on issues such as the Advocates' Channel Pilot, letter redesign, reforms to Centrepay arrangements, the Vulnerability Support Model, and the agency's implementation of recommendations from the Royal Commission into the Robodebt Scheme.

We work jointly with the DSS and the Disability Peak Bodies Forum on disability issues. This forum includes 11 peak disability organisations. In 2023–24 the forum advised the agency on improvements to Disability Support Pension letters, claims forms and resources for the agency's website.

We work closely with the National Multicultural Advisory Group (NMAG) on multicultural matters. The NMAG comprises of 15 multicultural peak bodies and grass roots multicultural community organisations, ensuring broad and inclusive representation. The group provides insight, advice and feedback on all aspects of service delivery to culturally and linguistically diverse (CALD) customers and communities, allowing us to remain responsive to their diverse and evolving needs.

In 2023–24 we consulted the NMAG to obtain input and feedback on key projects and initiatives including Centrepay, CALD digital experience, building staff cultural capability, Health Delivery Modernisation, Customer Experience Design Standards, Robodebt Royal Commission response, CALD Child support customer journeys, targeted information and resources for CALD communities.

We collaborate with the Stakeholder Consultative Group (SCG) on health-related matters. The SCG has 27 peak bodies represented from across the health care sector and provides a forum to facilitate discussion between health peak industry and the agency on health initiatives and emerging operational priorities.

COMMUNITY PARTNERSHIP PROGRAM

Community partnerships are an intensive form of community engagement where our experienced staff – known as Community Partnership Specialist Officers (CPSOs) – are co-located with selected non-government organisations (NGOs) on a full-time basis. The program is a formal approach to partnering with the non-government sector to deliver services to people with barriers to accessing the agency via the usual channels.

Commencing as a pilot in 2022 the program became an ongoing service for the agency in December 2023. The program has since expanded to 9 additional locations, with a focus on regional centres, and now has a total of 27 partnerships across the country.

Community Partnership Specialist Officers collaborate with partner NGOs to provide wraparound, in-person support for people experiencing vulnerability, with a particular focus on homelessness.

In 2023–24 CPSOs had more than 22,800 customer interactions. The majority of customers were experiencing a combination of housing insecurity and homelessness (69%), physical and/or mental health issues (80%) and substance use issues (26%). Together, our specialist officers and partner NGOs address these complex barriers to support people to access our payments and services as well as other community support.

Our CPSOs also build partner NGO's knowledge of our payments and services, and bring back their feedback so we can continue our work to reduce service barriers for people with complex needs.

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

INTERNATIONAL PARTNERSHIPS

The agency maintains close working relationships with a range of international entities, including foreign government bodies and overseas pension authorities. We administer formal social security agreements with 32 countries. These agreements outline the shared responsibility for social security coverage and entitlements when people move between the agreement countries.

As at 30 June 2024 approximately 76,065 people received an Australian pension under an international agreement.

Improving our website to meet the needs of busy health professionals

Health professionals play an integral role in delivering the Medicare program to all Australians.

They navigate large amounts of information from government as part of their role to deliver services.

Health professionals told us our website was difficult to navigate and content was hard to find. This affected their ability to find correct item numbers, resolve rejected claims, check prescription authority numbers, view patient entitlements, manage care plans and process benefits.

Health professionals content made up a quarter of the Services Australia website. We formed a multi-disciplinary team in 2023 to uplift our website for health professionals. We completed extensive research and built prototypes. These prototypes underwent continual testing and updating based on user feedback and comprehensive in-depth user testing.

We redesigned the website's global navigation and enhanced accessibility features. We refreshed designs, improved search functions and redesigned the information architecture.

We optimised content to better meet the needs of busy health professionals. We simplified content and applied plain language principles. We streamlined content using task-based topics and clear calls to action. We reduced the number of webpages by almost a third.



These improvements reduced duplication and improved searchability and readability, so health professionals can get the information they need to do their jobs.

We engaged with more than 700 health professionals and 123 business and community groups. We also engaged with external stakeholders, including peak bodies and other government agencies.

We released a beta version in April 2024 and saw increased user satisfaction, higher engagement and improved usability ratings. Health professionals found the content more intuitive and the site navigation and search function easier to use to find important health-related information.

Following a successful beta period, we launched the new and improved health professionals' section of the website in June 2024. We're making it simpler for health professionals to get the information they need to deliver health services.



Compliance and business integrity

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7.1 Fraud control and compliance

Services Australia implements measures to prevent, detect and respond to fraud and corruption. We manage fraud and corruption in accordance with the PGPA Rule and the Commonwealth Fraud Control Framework.

The Services Australia Fraud and Corruption Control Plan 2020–24 outlines our approach to mitigating fraud and corruption risks. It specifies the responsibilities of all staff including designated risk owners.

We review and evaluate fraud and corruption controls based on risk-oriented analysis, assisting risk owners to integrate upfront controls and enhance mechanisms when necessary.

We assess risks arising from the evolving environment and new initiatives, ensuring our risk management practices remain effective and responsive.

Our governance framework and reporting systems provide oversight and facilitate the effective management of fraud and corruption risks.

7.2 Fraud and corruption prevention, detection and response

In 2023–24 we continued to strengthen the agency's fraud and corruption prevention culture through user-centric training, resources and communication. We focused on our staff and the critical role they play to uphold the integrity of the agency and prevent internal and external fraud risks.

The agency administers a fraud and corruption awareness program and offers training programs tailored to address specific internal and external threats. This ensures staff are aware of the agency's internal and external fraud risks, understand their responsibilities, know how to act appropriately, and how to report suspicious behaviour. We make referrals to the National Anti-Corruption Commission, where appropriate to do so.

Fraud, identity theft and related offences have continued to increase in complexity, becoming more difficult to detect, analyse and investigate. Factors such as offshore threat actors, money laundering networks and the use of cryptocurrency to move funds offshore have required an uplift in agency capability and collaboration with key stakeholders and law enforcement bodies.

Our prevention, detection, and response activities in 2023–24 included:

- facilitating fraud and corruption induction training to over 6,000 new service delivery staff in the first days of their employment
- implementing integrity measures that help stop the payment of suspicious claims and discourage opportunists from exploiting payments and processes
- supporting staff working with our vulnerable Indigenous communities to prevent fraud and support customers who fall victim to fraud and scams
- completing intelligence referrals to joint agency taskforces to support the disruption of offshore activities by organised crime groups
- completing intelligence referrals to the Australian Federal Police (AFP) and state and territory law enforcement agencies
- working with partners to develop Medicare Integrity focused fraud detection and disruption approaches, in response to the Independent Review of Medicare Integrity and Compliance
- responding to detected and reported myGov fraud incidents.

We continue to collaborate across government to achieve whole-of-government fraud and corruption control outcomes, including joint investigations with law enforcement agencies to disrupt serious, organised and complex fraud activities and related crimes. This may result in disciplinary, administrative, and civil or criminal prosecutions when appropriate.

In 2023–24 our effort to combat fraud and corruption led to:

- 64,320 pre-payment fraud assessments
- 637 criminal or administrative investigations completed
- 110 referrals to the Commonwealth Director of Public Prosecutions (CDPP).
- Internal investigations of which:
 - 741 were criminal or administrative investigations completed
 - 18 were referred to the CDPP.

7.3 Fraud and corruption control capability across government

In 2023–24 we continued to strengthen our partnerships by supporting multi-agency taskforces focused on combatting serious organised crime through information and intelligence sharing. Our membership on taskforces such as National Taskforce Morpheus enables intelligence to be shared to support investigations and identify disruption opportunities and enhances our ability to detect social security fraud.

Our relationships with and ongoing support to law enforcement including the AFP Centre to Counter Child Exploitation, NSW Police Strikeforce Raptor, and the Family Violence Command Taskforce has resulted in successful outcomes such as locating offenders, arrests, laying charges and preventing and lessening serious threats to life, health and welfare of the community.

We have established a relationship with the Joint Policing Cybercrime Coordination Centre and have leveraged that relationship to share actionable intelligence regarding offshore threat actors involved in fraud against our payments and programs. This referral pathway supports the disruption of offshore offending that is otherwise unable to be addressed by the agency and creates a platform for sharing cybercrime insights and intelligence.

Our memberships include several national and international partners including the Serious Financial Crime Taskforce led by the Australian Taxation Office (ATO), Six Countries Working Group on Benefit Fraud, the Australian Transaction Reports and Analysis Centre's Fintel Alliance and the Shadow Economy Standing Taskforce. This supports a collaborative whole-of-government approach to deter, disrupt and prosecute serious crime entities and their activities.

We participate in relevant interdepartmental committees and meetings that are designed to strengthen national identity management and security. These committees and meetings help government entities, individuals and businesses be more resilient to identity crime and the impact of third-party data breaches. Our focus is to support interagency activity to make government service delivery easier and more secure.

The agency continued to collaborate with the Commonwealth Fraud Prevention Centre of the Attorney-General's Department to enhance cross-government fraud and corruption capability. We work collaboratively with the National Disability Insurance Agency (NDIA) and Department of Education, providing support through our forensic services capability and surge capacity as required. We share fraud incident information with myGov Member Services and key intelligence partners. We analyse myGov data to identify trends and fraud risks in the myGov ecosystem. In 2023–24 we began developing the myGov Incident Response System, which will enable faster and more accurate analysis and communication to prevent and respond to fraud.

7.4 Fraud Fusion Taskforce

The Fraud Fusion Taskforce (FFT) is a multi-agency partnership working to disrupt fraud and criminal activity, including serious and organised crime. On 1 July 2023, Taskforce Integrity successfully transitioned into the FFT.

Throughout 2023–24 the agency worked in partnership with member agencies to share intelligence, and to detect and respond to fraud perpetrated by organised crime entities, and others seeking to exploit government programs and payments.

The agency jointly led the FFT with the NDIA and has worked in close cooperation with the AFP through embedded officers supporting investigations, and with the Australia Criminal Intelligence Agency through the secondment of officers to support the Fraud Fusion Centre intelligence program.

The complexity of fraud is growing with digital technology being used to compromise or fabricate identities for financial gain. Our continued participation in the FFT has assisted in advancing the expertise and capability of the agency to respond to these threats, minimising harm to vulnerable customers falling victim to identity crime.

In 2023–24 the agency's contribution to the FFT achieved the following key outcomes:

- 28 criminal investigations completed
- 6 referrals to the CDPP.

The number of criminal investigations and the number of matters referred to the CDPP as part of the FFT are included in the figures under *Fraud and corruption prevention, detection and response* on page 115.

7.5 Identity management

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

In 2023–24 we:

- confirmed the identities of around 470,000 customers
- successfully matched over 4.2 million identity documents from customers.

Around 120,000 customers shared their digital identity with the agency.

In 2023–24 other organisations used the Document Verification Service to verify over 18.6 million Medicare cards and over 194,000 concession cards.

KEEPING IDENTITY SAFE

DIGITAL ID OVERSIGHT AUTHORITY

The Digital ID Oversight Authority provided regulatory oversight to the Australian Government Digital Identity System during the year. We played a crucial role in ensuring the system operated in a safe and connected manner across 57 government agencies. This included fraud and cyber-security management responses via a purpose-built ICT solution that enabled us to quickly identify and manage fraudulent activity and cyber-security threats. This resulted in 321 cross-system investigations.

THIRD PARTY DATA BREACHES

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

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

This ongoing work supports whole-of-government activities, including engagement with the Department of Home Affairs' Cyber Security Response Coordination Unit and the National Office of Cyber Security to build a response plan designed to support data breach responses across government and industry in Australia.

SCAMS AND IDENTITY THEFT

The agency operates a scams response model, which includes prevention by way of public education and increasing scams resilience, technical response and victim support. In 2023–24 our Scams and Identity Theft Helpdesk responded to increased demand as scam activity targeting our agency continued to increase. The helpdesk supports customers who are potential victims of scams or identity theft and assesses the risk of compromise to their identity. If necessary, the helpdesk secures agency records and refers customers to other services such as IDCARE, Australia's national identity support service, for further support.

We attended the Melbourne Disability Expo in November 2023 and the Sydney Seniors Expo in March 2024 where we distributed over 12,700 scam awareness materials to attendees, providing scams education and awareness information. The agency collaborates across government with the National Anti-Scams Centre in the broader fight against scams in Australia.

In 2023–24 we:

- responded to over 22,400 calls to the Scams and Identity Theft Helpdesk
- referred more than 9,500 customers to IDCARE
- observed, analysed and responded to 10,060 unique agency impersonation scams. 86% referenced myGov in some way.

7.6 Tip-offs

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

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

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

In 2023–24 we received more than 48,030 tip-offs through the tip-off line and more than 33,907 tip-offs from other sources, including online forms and agency staff.

7.7 Payment accuracy and correctness

The agency aims to make the right payment at the right rate, to the right customer, from the right date. In 2023–24 we focused on assisting customers through upfront and ongoing prevention, education, and early intervention activities. Staff engage in proactive conversations that are designed to prompt updates from the customer based on key drivers of payment inaccuracy relevant to their payment type. More of our customers are benefiting from the use of Single Touch Payroll (STP) data to prefill reportable income information (see *Single Touch Payroll* on page 53). These strategies help customers and their nominees to understand their notification obligations and educate them on the impacts of not reporting changes when they happen. This helps to ensure the customer will continue to receive the correct rate of payment.

7.8 Payment accuracy reviews

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

In 2023–24 the agency achieved 98.95% administrative correctness, derived from payment accuracy reviews, against a target of $\geq 95\%$.

7.9 Compliance program

For accuracy of social security and other payments, we address inconsistencies in information that customers provide, including sourcing information from other government agencies and third parties as needed.

In 2023–24 we continued to deliver priority compliance activities to help customers receiving social security payments to meet their obligations and prevent overpayment.

The agency is also delivering proactive approaches to prevent debt, including customer contact regarding the use of STP data, where it is determined a customer may not understand or use the data correctly, to improve earned income reporting.

Table 35 details the social security compliance activities from 2021–22 to 2023–24.

Table 35: Social security compliance activity

	2021–22	2022–23	2023–24
Compliance interventions	165,948	198,765	164,955
Reductions in fortnightly payments	34,113	39,172	37,129
Value of fortnightly reductions	\$20.5 million	\$22.8 million	\$22.7 million
Debts raised	25,682	31,736	25,796
Total debt value	\$54.9 million	\$82.2 million^(a)	\$66.0 million

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

7.10 Income Compliance Program

The agency is refunding repayments on debts raised between July 2015 and November 2019 under the Income Compliance Program. These debts were incorrectly raised based on averaged Australian Taxation Office income information. We have refunded all former customers who have provided their correct bank account details, and all current customers who are eligible for a refund.

As at 30 June 2024 over \$749.7 million of the \$752.7 million in estimated refunds had been refunded.

As at 30 June 2024 approximately 2,600 former customers are yet to engage with the agency to receive refunds. These refund amounts will remain on the customer records until contact is made and refund issued.

7.11 Debt management

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

We consider each customer's personal circumstances when recovering an overpayment. This includes flexibility for those finding it difficult to repay a debt. The agency can pause recovery of a debt for a specified period to help people experiencing financial hardship or a crisis or emergency event, and for those in other vulnerable situations. We may also provide support to customers who need more specialised assistance through our network of social workers.

In 2023–24 the agency made improvements to services for customers who were overpaid. These included:

- simplifying the financial assessment process for current customers, allowing for a more customer centric conversation with those who are experiencing difficulties meeting their debt repayments
- making further enhancements to align account payable notices across the agency, including:
 - highlighting flexible repayment options for customers experiencing hardship or crisis
 - enhancing layouts, such as including appeal rights on the front page.

Table 36 details the number of debts and amounts raised from customers who received social security payments from 2021–22 to 2023–24.

Table 36: Debts raised from customers who received social security payments

	2021–22	2022–23	2023–24
Number of debts raised	1,636,710	1,729,773	1,542,377
Amount raised	\$2.1 billion	\$2.5 billion	\$2.5 billion

Table 37 details the total debts and amounts recovered by contracted agents from 2021–22 to 2023–24.

Table 37: Social security debts recovered

	2021–22	2022–23	2023–24
Total debts recovered	\$1.34 billion	\$1.85 billion	\$1.86 billion
Amount recovered by contracted agents	\$52.8 million	\$35.0 million	N/A ^(a)
Total recovered by contracted agents	4.0%	1.9%	N/A ^(a)

(a) The amount and total percentage recovered from contracted agents is no longer applicable as this method of recovery has ceased.



Management and accountability

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8.1 Royal Commission into Robodebt Scheme

We acknowledge that the Robodebt scheme was a difficult time for many of our customers and staff. We are committed to building public trust by maintaining a clear focus on putting our customers at the core of everything we do to ensure government services are centred around the people who need them most.

The Royal Commission into the Robodebt Scheme delivered its report on 7 July 2023 in which it made 56 recommendations. On 13 November 2023 in its response to the Royal Commission's report, the Australian Government accepted, or accepted in principle, all 56 recommendations.

We are leading the implementation of 26 of the recommendations, including 10 that are to be implemented jointly with other departments and agencies.

We are taking a holistic approach to implementation by grouping the recommendations into the following key themes that connect them:

- people and culture (to address issues to improve culture)
- vulnerability (to improve how vulnerability is managed, including how information on a customer's vulnerability is raised, captured, stored, and used)
- service delivery (to improve the customer experience through improved engagement and design)
- debt policy (to improve the handling of debt)
- data governance (to improve the way we approach and manage data exchanges)
- administration (to improve policies and procedures).

Collaborative engagement with stakeholders is key to the agency's implementation strategy and is playing a vital role in addressing the recommendations, ensuring that solutions implemented are focussed on achieving the best outcomes for customers.

Engagement is ongoing with a broad range of stakeholders, including the peak advisory organisations that represent our customers and the community, partner departments and agencies, and our staff who deliver customer outcomes.

Progress is continuing, with 8 recommendations considered implemented at the time of the Government's response, and the remainder to be implemented by November 2024. All recommendations are undergoing a formal review process, overseen by an Independent Assurer to ensure that recommendations are appropriately assessed prior to being considered for closure.

8.2 Government's response to the myGov User Audit

In September 2022 the government commissioned the Critical National Infrastructure: myGov User Audit (the audit). The audit was completed by a myGov User Audit Expert Panel, who were to consider the user experience, functions and performance of myGov to shape its future direction and its connection with government services.

In December 2023, the government released its response to the audit, agreeing or agreeing in principle to 9 of the 10 recommendations addressing systemic issues to unlock the value of government policies and simplify government services.

In its response, the government set its vision to deliver myGov as a primary digital front door for Australians to access government services, creating a national digital infrastructure that is connected, secure and seamless.

IMPLEMENTING THE GOVERNMENT'S RESPONSE TO THE MYGOV USER AUDIT

The agency has made foundational enhancements throughout 2023–24 focused on maintaining the safety and security of myGov and improving the user experience. This was achieved through the implementation of contemporary technologies, for example:

- The agency delivered the digital Commonwealth statutory declaration capability which uses Digital Identity and replaces the need for in-person witnessing requirements.
- From June 2024 people will be able to connect a Passkey to their myGov account, allowing them to switch off their password connected to their myGov account, further protecting them from cyber scams and phishing attacks.

In the 2024–25 Budget the government reinforced its commitment to drive change through myGov with a long-term investment of \$580.3 million over 4 years and \$139.6 million per year to sustain the myGov platform as critical national infrastructure.

A further \$50 million over 4 years from 2024–25 (and \$5.2 million per year ongoing) has been secured for enhancements to the myGov platform. This funding provides for whole-of-government initiatives to be delivered to address audit recommendations.

It will support improvements to:

- strengthen myGov fraud detection capabilities
- deliver security improvements to help Australians better secure their myGov account
- enhance the myGov inbox and other communication tools
- enhance the myGov Support Tool.

Services Australia will continue to progress towards the vision for myGov and deliver incremental, fiscally responsible investment opportunities that deliver value and benefit Australians. Future transformation steps and a pathway forward will be aligned to the outcomes of discovery work underway on the barriers and legislative environment of delivering connected service delivery.

INTERIM INDEPENDENT ADVISORY BOARD

A core success in governing myGov has been the investment in establishing an interim independently chaired Advisory Board to provide formal advice to the Minister for Government Services.

In November 2023 an interim Board was established consisting of 9 members providing broad expertise across ethics, policy, technology, cyber security, and delivery. The expert advice provided a 'customer lens' to recent myGov investment proposals, ensuring that future investments consider the needs of people at all stages of development.

Throughout their tenure, the Board considered digital motivators that could be leveraged and a range of potential myGov improvements and digital barriers that could be addressed to increase and improve myGov usability and value for Australians. The board's advice, in conjunction with extensive engagement across a range of departments and agencies, has enabled tangible progress against implementing the government's response. It has set the foundations for developing seamless, connected and secure government services in line with the Data and Digital Government Strategy.

In the 2024–25 Budget the government invested in the continuation of the Independent Advisory Board until 30 June 2028 to provide guidance and advice to the Minister for Government Services and the agency on approaches, projects, and initiatives, ensuring they are ethical, uphold human rights and are beneficial to people and the Australian economy. This includes advice and guidance on digital and non-digital initiatives across the lifecycle of identification, design, testing, delivery and implementation, supporting the delivery of government services.

The myGov roadmap is published on the Services Australia website.

8.3 Judicial decisions

In 2023–24 there were 2 judicial decisions involving Services Australia:

Child Support Registrar v CMU23 and CMV23 [2024] FCA 109.

On 1 February 2024 the Federal Court found that section 53(1)(c) of the *Child Support (Assessment) Act 1989* (Cth) limits the making of an interim care determination under section 51 of that Act, other than at the commencement of a child support case. In response, legislation was passed on 28 March 2024¹ which removes section 53(1)(c) so that interim care decisions can be made without this limitation, in situations where the change of care day occurs on or after 29 March 2024.

Warren vs Chief Executive Officer, Services Australia [2024] FCAFC 73.

On 7 June 2024 the Federal Court found against an earlier decision of the Administrative Appeals Tribunal that certain documents were exempt under section 34 of the *Freedom of Information Act 1982* (Cth). This section allows for exemptions in relation to Cabinet documents. As a result of the Federal Court's finding, the FOI decision has been remitted to the Administrative Appeals Tribunal for reconsideration of the decision.

1 *Social Services Legislation Amendment (Child Support and Family Assistance Technical Amendments) Act 2024.*

8.4 Administrative Appeals Tribunal

If a person disagrees with a decision by the agency in relation to social security payments, they may, after a formal internal review by an Authorised Review Officer, apply to the Social Services and Child Support Division of the Administrative Appeals Tribunal (AAT) for a review of that decision (AAT first review). If they are dissatisfied with the outcome of an AAT first review, they may apply for a further review of the decision by the AAT General Division (AAT second review).

In 2023–24 the AAT made a number of decisions relating to the agency's former practices of income apportionment (used prior to 7 December 2020), which was found to be unlawful (see *Commonwealth Ombudsman* on page 131).

Table 38 shows the number of social security payment AAT applications received and decisions changed or unchanged for 2023–24.

Table 38: Social security payments merits review applications and outcomes 2023–24

	Applications received	Unchanged decisions ^(a)	Changed decisions
AAT first review	4,741	3,796	2,333
AAT second review – customer initiated	789	653	257
AAT second review – Secretary applications ^(b)	69	21	21

(a) Unchanged decisions include applications for review that were affirmed by the AAT, withdrawn or dismissed.

(b) Refers to the Secretary of any department where the relevant minister is responsible, under the Administrative Arrangements Order, for that part of social security law that allows for appeal of a decision to the AAT.

The Social Services and Child Support Division of the AAT is also responsible for independently reviewing objections to child support decisions. The child support decisions challenged in the AAT in 2023–24 mostly concerned changes of assessment and disputed care arrangements for children.

Table 39 shows the number of child support AAT applications received and decisions changed or unchanged.

Table 39: Child support assessment merits review applications and outcomes 2023–24

	Applications received	Unchanged decisions	Changed decisions
AAT first review	1,716	457	703

8.5 Freedom of Information

Under the *Freedom of Information Act 1982* (FOI Act) the agency is required to have an Information Publication Scheme (IPS).

Our IPS includes a broad range of information about our agency and our programs. Published information on our IPS includes:

- information about the organisation and structure of the agency, the location of offices, governance arrangements, senior management team and statutory appointments
- descriptions of the functions and powers of the agency, and the rules, guidelines, practices and precedents relating to those functions and powers that is, operational information
- annual reports before the Parliament, and other information routinely provided to the Parliament
- information to which the agency routinely gives access in response to FOI requests and the disclosure log of information that has been released under the FOI Act—information that can be published resulting from freedom of information requests and any routinely released information from such requests is found in our FOI Disclosure Log
- information about consultation arrangements that enable members of the public to comment on specific policy proposals for which we are responsible.

For more information about the agency's IPS, go to the Services Australia website.

8.6 Auditor-General reports

Since 1 July 2023 the Australian National Audit Office (ANAO) has tabled 3 performance audits in regard to the agency:

- **Accuracy and Timeliness of Welfare Payments** assessed the effectiveness of Department of Social Services' and Services Australia's management of the accuracy and timeliness of welfare payments. The audit was tabled on 31 August 2023 and made 6 recommendations directed to the agency.
- **Management of Cyber Security Incidents** examined the effectiveness of Services Australia and the Australian Transaction Reports and Analysis Centre's arrangements for managing cyber security incidents. The audit was tabled on 14 June 2024 and made 10 recommendations directed to the agency.
- **Transitional Arrangements for the Cashless Debit Card** assessed the effectiveness of Department of Social Services' and Services Australia's transitional arrangements from the Cashless Debit Card (CDC) program to the enhanced Income Management program. The audit was tabled on 26 June 2024 and made one recommendation directed to the agency.

The agency also supported one ANAO Performance audit undertaken with other agencies:

- **Compliance with corporate credit card requirements in the National Disability Insurance Agency** assessed whether the NDIA is effectively managing the use of corporate credit cards for official purposes in accordance with legislative and entity requirements. The audit was tabled on 30 May 2024 and made one recommendation directed to the agency.

The agency's results from interim and financial statements audits by the ANAO were reported in:

- audits of the Financial Statements of Australian Government Entities for the period ended 30 June 2022, in December 2022.
- the Interim report on Key Financial Controls of Major Entities, in May 2023.

The agency was included in the ANAO Annual Performance Statements Audit Program in 2022–23. The Annual Performance Statements Audit 2022–23 assessed the agency's Annual Performance Statements in compliance with the PGPA Act. The report was tabled on 15 September 2023 and made 4 findings directed to the agency.

For more information about these and other ANAO audit reports, go to the ANAO website.

8.7 Commonwealth Ombudsman

In 2023–24 the agency responded to 2 Public Statements and one report published by the Commonwealth Ombudsman about agency activities following the Ombudsman's investigations of the former practice of income apportionment (used prior to 7 December 2020) and a historic child support system error.

The agency worked closely with the Department of Social Services, the Ombudsman's Office, and other key Commonwealth stakeholders to respond to the Ombudsman's findings and recommendations about these matters.

8.8 Australian Information Commissioner

In 2023–24 the Office of the Australian Information Commissioner (OAIC) did not make any privacy determinations relating to the agency.

In 2023–24 the OAIC finalised three investigations into historical Freedom of Information (FOI) decisions made by the agency. Recommendations have been agreed to and implemented by the agency.

8.9 Agency capability review

In 2023–24 the agency commenced participation in the independent capability review program, managed by the Australian Public Service Commission.

Capability reviews are independent, forward looking and assess an agency's ability to meet future objectives and challenges. They aim to facilitate discussions around an agency's desired future state, highlight organisational capability gaps and identify opportunities to address them.

Capability reviews are conducted in partnership with agencies, complement existing initiatives within agencies and provide an independent evidence base for further change.

Services Australia looks forward to receiving the report of the Capability Review once completed and will develop an action plan to address its findings.

8.10 Parliamentary committee reports

In 2023–24 the agency supported a range of parliamentary inquiries, which involved providing written submissions, attending public hearings and private briefings, submitting answers to questions on notice and supported policy entities in responding to parliamentary inquiries. These inquiries are detailed below.

WORKFORCE AUSTRALIA EMPLOYMENT SERVICES

On 2 August 2022 the House of Representatives Select Committee on Workforce Australia Employment Services was established to inquire into, and report on matters related to Workforce Australia Employment Services as per the resolution of appointment. On 11 November 2022 the agency attended a public hearing with DSS and DEWR. On 18 January 2023 the agency attended a hearing and private briefing alongside these departments. The agency took 2 Questions on Notice during the hearing. On 1 March 2023 the Committee tabled its interim report.

On 9 October 2023 the Committee invited DSS and the agency to appear alongside DEWR. On 8 November 2023, all three attended a private briefing. On 30 November 2023 the Committee released its final report.

SOCIAL SERVICES AND OTHER LEGISLATION AMENDMENT (STRENGTHENING THE SAFETY NET) BILL 2023

On 22 June 2023 the Senate referred the Social Services and Other Legislation Amendment (Strengthening the Safety Net) Bill 2023 to the Senate Community Affairs Legislation Committee for inquiry and report. On 18 July 2023 the agency appeared at a public hearing alongside DSS and the Treasury. On 24 July 2023 the Committee tabled its final report.

POTENTIAL IMPACTS OF THE COMMONWEALTH PAID PARENTAL LEAVE SCHEME ON SMALL BUSINESSES AND THEIR EMPLOYEES

On 30 March 2023 the Senate referred the potential impacts of the Commonwealth Paid Parental Leave scheme on small businesses and their employees and related matters to the Senate Education and Employment References Committee for inquiry and report. The agency contributed to a joint submission with DSS. On 14 August 2023 the agency attended a public hearing. On 31 August 2023 the Committee tabled its final report.

PAID PARENTAL LEAVE AMENDMENT (MORE SUPPORT FOR WORKING FAMILIES) BILL 2023

On 19 October 2023 the Senate referred the provisions of the Paid Parental Leave Amendment (More Support for Working Families) Bill 2023 to the Senate Community Affairs Legislation Committee for inquiry and report. On 23 January 2024 the agency appeared at a public hearing alongside DSS. On 5 February 2024 the Committee tabled its final report.

THE EXTENT AND NATURE OF POVERTY IN AUSTRALIA

On 7 September 2022 the Senate referred an inquiry into the extent and nature of poverty in Australia to the Senate Community Affairs References Committee for inquiry and report. The agency provided input to a whole-of-government submission led by DSS. On 4 May 2023 the Committee tabled its interim report, and on 28 February 2024 the Committee tabled its final report.

INQUIRY INTO THE RECOGNITION OF UNPAID CARERS

The House of Representatives Standing Committee on Social Policy and Legal Affairs adopted an inquiry into the recognition of unpaid carers on 13 June 2023 following a referral from the Minister for Social Services. On 11 July 2023 the agency provided input to a submission led by DSS. On 27 March 2024 the Committee tabled its final report.

COMMONWEALTH PROCUREMENT: INQUIRY INTO AUDITOR-GENERAL REPORTS 6, 15, 30, 42 (2021–22) AND 5 (2022–23)

The Joint Committee of Public Accounts and Audit (JCPAA) conducted an inquiry into Commonwealth procurement, with a view to improving the culture of how procurement rules and guidelines are implemented across the Australian Public Service. On 14 April 2023 the agency attended a hearing alongside the NDIA. The agency took 25 questions on notice during the hearing and received 4 written questions on notice. On 12 May 2023 the agency tabled the response. On 10 August 2023 the Committee tabled its final report.

INQUIRY INTO PROCUREMENT AT SERVICES AUSTRALIA AND THE NATIONAL DISABILITY INSURANCE AGENCY

The JCPAA conducted an inquiry into procurement at Services Australia and the NDIA, with a particular focus on the matters contained in or related to the Independent Review of Services Australia and NDIA Procurement and Contracting (the Watt review). The agency was invited to attend a public hearing. On 8 September 2023 the agency attended the hearing and took 4 Questions on Notice. The Committee tabled its interim report on 13 September 2023 and final report on 26 June 2024.

MANAGEMENT AND ASSURANCE OF INTEGRITY BY CONSULTING SERVICES (CONSULTING SERVICES)

On 9 March 2023 the Senate referred an inquiry into the management and assurance of integrity by consulting services provided for the Australian Government to the Senate Finance and Public Administration References Committee for inquiry and report. The Committee invited the agency to provide a submission. The agency provided a submission via correspondence on 9 May 2023. The Committee tabled its interim report on 21 June 2023 and final report on 12 June 2024.

INQUIRY INTO COMMONWEALTH FINANCIAL STATEMENTS 2022–23

The JCPAA is conducting an inquiry into Auditor-General Report No. 9 of 2023–24: Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2023. The agency was invited to make a submission. On 4 April 2024 the agency provided its submission to the Committee.

INQUIRY INTO THE FAILED VISA PRIVATISATION PROCESS AND THE IMPLEMENTATION OF OTHER PUBLIC SECTOR IT PROCUREMENTS AND PROJECTS

On 30 November 2023 the JCPAA adopted an inquiry into the procurement of the permissions capability to inquire into and report into the multi-stage procurement process commenced by the Department of Home Affairs in 2017 for a new IT workflow system to manage Australian visa applications. On 29 February 2024, having considered initial responses and submissions received, the Committee expanded the scope of the inquiry to consider other IT procurement processes across the public sector and amended its terms of reference accordingly. The agency was invited to make a submission. On 10 April 2024 the agency provided its submission to the Committee.

INQUIRY INTO THE CRIMINAL CODE AMENDMENT (PROTECTING COMMONWEALTH FRONTLINE WORKERS) BILL 2024

On 17 May 2024 the Senate referred the provisions of the Criminal Code Amendment (Protecting Commonwealth Frontline Workers) Bill 2024 to the Legal and Constitutional Affairs Legislation Committee for inquiry and report. On 5 June 2024 the agency provided a submission to the inquiry. On 20 June 2024 the Committee tabled its final report.

INQUIRY INTO COMPULSORY INCOME MANAGEMENT

In September 2023 the committee was given the function (under section 243AA of the *Social Security (Administration) Act 1999*) to review compulsory enhanced income management and compulsory income management (collectively referred to as 'compulsory income management') for compatibility with human rights and report to the Parliament. On 19 April 2024 the agency responded to the Committee, declining the invitation to provide a submission. However, the agency provided support to the Department of Social Services in responding to questions on notice.

FINANCIAL SERVICES REGULATORY FRAMEWORK IN RELATION TO FINANCIAL ABUSE

On 2 April 2024 the Parliamentary Joint Committee on Corporations and Financial Services resolved to commence an inquiry into financial services regulatory framework in relation to financial abuse. On 11 June 2024 the agency provided input into a submission led by DSS. On 28 June 2024 the agency appeared at a public hearing. The agency took two questions on notice which were tabled on 25 July 2024.

Marking 80 years of social work services

The 1940s were a tumultuous decade in Australia. During global conflicts, and in the wake of the Great Depression, the Australian Government ambitiously set out to strengthen the nation for decades to come.

To build the Australia of tomorrow, the government implemented many of the payment concepts we have today to help people with unemployment, study, illness, and aged pensions.

While these payments have changed over the years, one service has had a constant presence – social work.

This year we celebrated the 80th anniversary of the Australian Government's social work service.

Since 1944 the service has grown and adapted to meet the challenges of the day through innovative and professional solutions.



These days, our social workers are on the ground to help our most vulnerable customers, including those experiencing family and domestic violence, those at risk of self-harm, and customers who've been through a disaster.

Social workers can provide short-term counselling and help customers access the right information about payments, services and community support. Customers can talk to them in person, over the phone or online.

At 30 June 2024 we had 642 social workers in 211 locations. They met with 215,875 customers, providing a personalised service in each interaction.



Our people

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In November 2023 the government announced that Services Australia would recruit an extra 3,000 ongoing staff to help reduce wait times across Centrelink and health related services.

During the period 27 November 2023 to 15 January 2024, 4 tranches of new staff commenced in the agency, employed across all states and territories, including capital cities and large regional centres. Additional intakes have continued in early 2024, with a further 2,000 staff engaged to fill regular gaps in our service delivery network. This includes our smaller locations that can often be harder to recruit into. The size of this recruitment represents 15% of our workforce and approximately 3% of the whole Australian Public Service. This has been the fastest and largest recruitment of permanent staff the agency has experienced.

At 30 June 2024 the agency employed 33,554 APS staff (see *Table 62* on page 232).

OUR CULTURE

The agency continues to develop its understanding of the employee experience.

The annual APS employee census helps the agency collect information on staff attitudes and opinions. We use these results to identify areas where action is needed. Our workforce and culture is key to realising our vision. The 2023 census identified several priority areas of focus that are included in the census action plan. The plan targets improvements in:

- staff engagement
- health and wellbeing
- leadership
- attracting, developing and retaining talent.

To aid with attracting and retaining talent, in 2022–23 we established an Employee Ambassador initiative to encourage our staff to tell potential recruits about why they enjoy working at the agency. Employee ambassadors are crucial for our workplace culture, serving as enthusiastic representatives of our organisation's values. Sharing their positive experiences internally and externally, has built engagement and fostered a strong sense of community and belonging. Through championing our culture, ambassadors have conveyed authentic experiences with peers, helping the agency attract talent with values that align to our vision. As the network of ambassadors continues to grow, it will provide us with a platform to communicate about our culture and support us with future recruitment activities.

We will continue to focus on other important areas highlighted in the census feedback.

WORKFORCE STRATEGIES AND PLANNING

In September 2023 the People Strategy – our vision for 2025 – was launched setting out the goals to help our staff adapt to the changing nature of work. It brings together a range of initiatives that will ensure our work, workplaces, and staff are ready to meet the challenges of the future. The 4 themes of our People Strategy are:

- capable workforce
- healthy people
- purposeful leadership
- modern workplaces.

The strategy is guided by the vision for our people to shape our future. We will track the success of the strategy and will continue to evolve our measures in preparation for the changing nature of our workplace and our people.

Competitive labour markets and our ever-changing work environment drives our strategic workforce planning approach to align our workforce capacity and capability with business objectives. The agency is committed to help deliver safer, more effective and efficient government services. We continue to explore new ways to support service delivery and to enhance our employees' experience. Through workforce planning initiatives we are equipping the agency with the strategies and tools to deliver a sustainable, efficient and effective service.

The agency continues to benefit from a well-developed recruitment and training approach that reflects and supports a capable and diverse workforce. Building capability through career development and retention strategies is a priority.

9.1 Work health and safety

The agency complies with its obligations under the *Work Health and Safety Act 2011*. The agency's Work Health and Safety (WHS) strategy 2021–26 guides continuous improvement in safety. The strategy provides a framework to build and sustain a positive safety culture. We continue to prioritise the safety of our staff and support them in looking after their health and wellbeing.

The WHS Strategy provides a framework for initiatives in:

- people – WHS consultation, safety leadership and capability
- workplaces – safe service design, mentally safe workplaces, and wellbeing
- systems – work health and safety tools and resources, critical risk identification and controls.

The agency continues to implement initiatives to ensure psychosocial safety at work and reduce the risk of psychological injury. The agency has a Health and Wellbeing Framework 2021–26 which, in conjunction with the WHS Strategy, ensures health and safety is a priority for the agency.

SECURITY RISK MANAGEMENT REVIEW

The safety of staff is paramount, and the agency is committed to ensuring all staff can serve the Australian public without fear of violence.

The Security Risk Management Review, undertaken by Graham Ashton AM APM was initiated in May 2023 following an incident where a staff member was seriously injured by a customer.

The government has committed \$361 million – \$46.9 million through the 2023–24 Mid-Year Economic and Fiscal Outlook and \$314.1 million over two years (2024–25 and 2025–26) through the 2024–25 Budget. This funding, as well as internally committed agency resources, will be used to implement the recommendations of the review in full.

The actions already taken by the agency to enhance security and improve the safety of our staff and customers in services centres include:

- Legislative amendments progressed by the Attorney-General's Department to strengthen offences for acts of violence and aggression against Commonwealth frontline staff. The Criminal Code Amendment (Protecting Commonwealth Frontline Workers) Bill 2024 was introduced in the Autumn 2024 Parliamentary sitting period.
- Increased security guard utilisation to ensure service centres at risk of high levels of customer aggression are attended by 2 guards at all times.
- 6 service centres have been upgraded including Airport West Service Centre with additional security features and a Customer Self Check-in Kiosk.
- Approximately 500 additional frontline staff have received Advanced Customer Aggression training, skilling them to respond and de-escalate customer aggression.
- Improved visibility of risk information for staff.

The additional funding over 2024–25 and 2025–26 will enable the agency to:

- continue the legislative amendments to progress a Commonwealth Workplace Protection Order Scheme, which enables Commonwealth agencies to seek a Workplace Protection Order in response to physical or non-physical violence directed at staff or at Commonwealth workplaces.
- fund up to 606 security guards to ensure there are two guards at service centres at high risk of high levels of customer aggression.
- transform an additional 35 service centres at risk of high levels of customer aggression, to the contemporary service centre design including enhanced security features.
- establish a centralised Security Operations Centre to help the agency respond in real time to customer aggression incidents.
- expand the roll out of Customer Self Check-in Kiosks to minimise frustrations caused by queues and provide real time information to service centre leaders about presenting customers and any known risks.
- continue the delivery of Advanced Customer Aggression training to all frontline service delivery staff.
- implement a new agency-wide system to better record, view and manage incidents of customer aggression.
- liaise more closely with law enforcement to ensure better intelligence so that the agency can service customers safely.
- work with the DSS to enhance the policy and accessibility of urgent payments, including the use of a digital Electronic Benefits Transfer Card to reduce customer traffic and safely service customers who don't have access to a bank account.

WORK HEALTH AND SAFETY ACT 2011 REPORTING

In 2023–24 Comcare undertook 3 reactive workplace inspections and 2 proactive engagements in the agency. Comcare issued an improvement notice under *Work Health and Safety Act 2011* to ensure effective emergency management procedures for a site.

In 2023–24 the agency notified Comcare of 58 incidents, compared with 28 in 2022–23.

Table 40 details the number of each type of incident recorded over the last 2 years.

Table 40: Incidents notified to Comcare

Type of incident	2022–23	2023–24
Death	0	0
Serious injury or illness	9	8
Dangerous incidents	19	50
Total	28	58

MENTAL HEALTH AND WELLBEING

The agency continues to implement initiatives identified in our Health and Wellbeing Framework 2021–26 embedding new ways of thinking and working around mental health and wellbeing. This includes introducing trauma informed practices to support safe participation in services for both staff and customers.

Psychological wellbeing resources, psychosocial safety assessments and trauma informed practices are promoted and applied to continuously improve staff experiences and outcomes.

Our Staff Support Plan – Robodebt Royal Commission, provided for the introduction of:

- information sessions to educate our staff on restorative practices
- Listen to Learn restorative sessions where staff were afforded the opportunity to meet with a member of the Senior Executive Service (SES) and an independent support, to share their experiences and have their voices heard and service system improvements identified.

The agency's SES cohort were also provided with the opportunity to undertake contemporary learnings for trauma informed and restorative practices, including supportive listening, leading through distress and resetting relations.

The APS Mental Health Capability Framework is being established within the agency. We are encouraging reflection and learning through a number of resources. Various shared learning sessions have been facilitated utilising internal and external presenters, socialising the importance of psychosocial and psychological safety in the workplace.

Our Employee Assistance Program continues to offer immediate or short-term support to our staff, with additional services such as Communities of Support and Wellbeing Checks being implemented in a number of high-risk teams. As we introduce these additional services, consideration is being given to the benefits of rolling out more broadly within the agency.

We are focused on embedding a proactive approach and new practices to actively prevent workplace sexual harassment, sex discrimination and other relevant unlawful conduct from occurring in the workplace, or in connection to work, to ensure safe, respectful and inclusive workplaces. Support and advice is provided through a dedicated telephone line and mailbox for employees who experience or witness bullying, sexual harassment or inappropriate behaviour in the agency. We provide trained contact officers to our employees who may experience family and domestic violence.

Harassment Contact Officers provide peer support to employees who may have experienced unreasonable behaviours at work. Where inappropriate behaviour is identified, it is swiftly and appropriately addressed being mindful of trauma informed practices, and important 'do no further harm' principles.

9.2 Recruitment

NATIONAL GRADUATE PROGRAM

Our National Graduate Program offers placements across 10 streams:

- communication
- data
- digital
- finance and accounting
- generalist
- human resources
- legal
- service delivery
- service design
- social work.

The 2024 intake comprised 81 graduates.

DIGITAL CADETSHIP AND DIGITAL TRAINEESHIP PROGRAM

The APS Digital Cadetship Program offers university students the opportunity to complete their degree while working part-time. As at 30 June 2024, 21 digital cadets in the agency are participating in the program.

The Australian Government Digital Traineeship Program provides modern, flexible and ongoing training and employment for people wanting to build a digital career in the APS. In 2023–24, 4 digital trainees joined the agency.

APS ACADEMY CAMPUS INITIATIVE

The APS Academy Campus initiative provides opportunities in digital and data apprenticeships and cadetships in regional areas. As at 30 June 2024:

- one data cadet and one digital apprentice are participating in the agency at the Newcastle, New South Wales campus
- the agency is in the process of employing 2 further data cadets to participate in the program, located in Newcastle (New South Wales) and Townsville (Queensland) campuses.

9.3 Inclusion and diversity

We are committed to creating workplaces that are accessible and inclusive for all staff. In 2023–24 we continued to implement our Workplace Inclusion and Diversity Strategy. This strategy acknowledges the importance of inclusion and diversity in the agency and sets out commitments to improved workforce representation and positive employment experiences for all staff.

CULTURAL AND LINGUISTIC DIVERSITY

The agency recognises the value and importance of having culturally and linguistically diverse (CALD) staff in the workforce. As at 30 June 2024, 25.8% of our APS workforce identified as CALD.

The agency supports the 5 headline actions outlined in the draft APS CALD Employment Strategy and supports the targeted actions that place a renewed focus on CALD representation at senior levels and activities to further develop cultural literacy and capability. We build staff cultural capability to enhance service delivery to CALD Australians and to promote inclusive and respectful workplaces. In 2023–24, 20,031 staff completed multicultural awareness training. We also recognised and celebrated events of significance, such as Harmony Week and Refugee Week.

EMPLOYMENT OF PEOPLE WITH DISABILITY

In 2023–24 the agency continued its commitment to disability inclusion through implementing our workplace inclusion and diversity strategy and inclusion action plan. The strategy and plan outline recruitment and retention strategies for attracting, supporting and retaining people with disability. As at 30 June 2024, 2,779 staff had self-identified as having disability. This equates to 8.3% representation across the agency.

We continued to deliver an employment pathway for university students with disability through our national graduate program (see *National Graduate Program* on page 143).

We continue the partnership with Koomarri JobMatch, which supports employment of people with intellectual disability who work in administrative and office support services.

AUSTRALIA'S DISABILITY STRATEGY 2021–2031

Australia's Disability Strategy 2021–2031 was developed by all levels of government, people with disability, their families, carers and representatives. It recognises the responsibility of all levels of government in supporting people with disability to reach their full potential as equal members of the community. The strategy supports Australia's commitment under the United Nations Convention on the Rights of Persons with Disabilities. The strategy will also drive change over the next decade to uphold the rights, inclusion and participation of people with disability in all areas of Australian life. The agency is committed to supporting the successful implementation of Australia's Disability Strategy. For more information on the strategy and updates on progress made on the actions and key outcome areas, go to Australia's Disability Strategy Hub, disabilitygateway.gov.au

EMPLOYMENT OF PEOPLE WHO ARE NEURODIVERGENT

In 2023–24 the agency continued its commitment to providing employment opportunities for people on the autism spectrum and those with an Attention Deficit/Hyperactivity Disorder (ADHD) diagnosis through the Aurora Neuroinclusion Program.

The Aurora Neuroinclusion Program is an entry-level employment pathway that provides an inclusive recruitment and onboarding process, professional support and development and ongoing employment in a specialist role. In 2023–24 the program engaged 36 neurodivergent people with autism and ADHD into specialist roles within the agency.

The Aurora Neuroinclusion Program uses 'affirmative measures — specific type of disability (autism or ADHD)' provisions of the Australian Public Service Commissioner's Directions 2022.

OTHER DIVERSITY INITIATIVES

We promote workplace diversity through active participation in a range of measures including:

- a learning framework to support developing and practising inclusive behaviour for staff and managers
- a disability inclusion training product to strengthen disability awareness and confidence for staff and managers
- the 2023 Australian Workplace Equality Index (AWEI) Survey, a national benchmark on LGBTQIA+ workplace inclusion, in which we maintained recognition as a gold tier employer
- diversity networks to share information and to support Aboriginal and Torres Strait Islander staff, staff with disability, mature age staff, staff with CALD backgrounds and LGBTQIA+ staff
- membership with Diversity Council Australia, Pride in Diversity, and the Australian Network on Disability
- official support of the Australian Human Rights Commission's 'Racism. It Stops with Me' campaign
- participation in the Workplace Gender Equality Agency Public Sector Reporting Program
- celebration of diversity events of significance such as Refugee Week, Wear it Purple Day, International Women's Day and International Day of People with Disability
- SES Diversity Champions to help foster workplace diversity, provide leadership and visibility to our agency's diversity initiatives, promote workplace inclusion and influence cultural change
- re-accreditation as a breastfeeding workplace with the Australian Breastfeeding Association
- participation and recognition in the Techdiversity Awards.

WORKPLACE ACCESSIBILITY

In 2023–24 the agency provided support, training and advice to approximately 4,000 staff who have an accessibility requirement, including those who:

- use assistive technology software
- need accessible telecommunication equipment
- use hearing aids or are cochlear implant recipients.

We maintain an accessibility service desk that aims to remove barriers to workplace participation for staff with accessibility requirements.

During the year, we continued to deliver accessibility support shared services to the Department of Social Services and the NDIS Quality and Safeguards Commission.

CARER RECOGNITION ACT 2010 REPORT

The agency complies with its obligations under the *Carer Recognition Act 2010* and adheres to the principles of the Statement for Australia's Carers. Our internal human resources policies take account of the statement in areas that may significantly affect an employee's caring role. We support staff with caring responsibilities through:

- flexible working arrangements
- part-time work
- home-based work
- an elder care advisory service
- our employee assistance program.

EMPLOYMENT OF ABORIGINAL AND TORRES STRAIT ISLANDER STAFF

At 30 June 2024, 1,842 agency staff self-identified as Aboriginal and/or Torres Strait Islander. This equates to 5.5% representation across the agency.

INDIGENOUS APPRENTICESHIPS PROGRAM

The Australian Government Indigenous Apprenticeships Program is designed to attract Aboriginal and Torres Strait Islander peoples into entry-level positions in the APS. Our program simplifies and improves the process for both candidates and partnering agencies. The program represents an opportunity for agencies to work together to increase the representation of Aboriginal and Torres Strait Islander peoples across the APS. It also builds cultural capability and strengthens the delivery of programs and services to Aboriginal and Torres Strait Islander peoples and communities.

Under this program in 2023–24:

- 168 apprentices were placed within the agency
- we partnered with 33 agencies, placing 122 apprentices.

SUPPORTING ABORIGINAL AND TORRES STRAIT ISLANDER STAFF

The Aboriginal and Torres Strait Islander Employees Strategy 2018–22 has transitioned to the Indigenous Employment Action Plan which will be updated and reviewed each financial year.

During 2023–24 activities that continued under the strategy included:

- continuing to participate in Indigenous Employee Network meetings, and the Indigenous Mentoring Program with 200 registered mentors
- 16,879 staff completing Indigenous Cultural Awareness eLearning training, taking the total number of staff completing training to 32,328
- 1,458 staff participating in facilitated and virtual Indigenous Cultural Awareness training, taking the total staff participation to 9,794
- 10 staff participating in the Jawun Cultural Immersion Program, gaining a unique experience working with Indigenous organisations
- Aboriginal and Torres Strait Islander employment performance measures being included in business plans
- delivering Aspiring – a targeted leadership training program for APS5 to EL1 Aboriginal and Torres Strait Islander staff
- 5 staff graduating from the Australian Graduate School of Management Executive Leadership Program, with one staff member completing the General Manager Program
- partnering with the Department of Defence to source graduates through its affirmative measure, Indigenous provisions. We recruited one Indigenous candidate into the National Graduate Program through this partnership (see *National Graduate Program* on page 143).

In 2023–24 the Pat Turner Scholarship supported 2 students to complete their post graduate studies.

In November 2023 the Australian Government launched SES100, a recruitment strategy to increase representation of First Nations people at senior leadership levels across the APS. Services Australia's participation in SES100 during 2023–24 attracted strong applicant interest from not only the public service, but the academic and private sectors, with 4 senior executive positions filled through promotion.

9.4 Reconciliation

Our vision for reconciliation is 'Coming together with understanding, respect and trust to move forward in unity with Australia's First Nations peoples and communities'. Reconciliation, at its heart, is about strengthening relationships between Indigenous voices and perspectives with non-Indigenous peoples, for the benefit for all Australians. Their voices play a critical role in shaping the development of strategies, policy and effective delivery.

We continue our key role in driving reconciliation across the APS, including through chairing the cross-APS Reconciliation Sharing Network forum. This network continues to grow and currently has representation from 24 APS agencies. The forum provides an opportunity for agencies to share their reconciliation journey experiences and look for ways to progress reconciliation across government.

In April 2024 we released our new Reconciliation Action Plan April 2024–December 2026. This action plan explains our commitment to reconciliation across 4 focus areas: Relationships, Respect, Opportunities and Governance.

9.5 Learning and development

The Learning Academy (the academy) is a networked model of learning faculties, enterprise learning teams and at its core, a central academy enabling team who work in partnership to drive a connected, professional and consistent learning practice and culture across the agency through:

- an agency-wide learning and development plan
- centralised governance
- an agency quarterly learning report
- quality standards
- an evaluation framework
- an agency-wide capability framework
- learning pathways and professional streams to cultivate a workforce that is appropriately skilled.

The academy focuses on business specific learning and agency wide capability development and is a core component of the agency's transformation agenda of a flexible, adaptable and agile workforce based on a central, modern and professional approach.

The agency's Learning and Development Plan 2023–2026 enables the future of learning across the agency to set ourselves up for sustained performance and ongoing change. The plan, together with our People Strategy guides us to:

- inspire a culture of continuous learning
- direct learning and development investment to where it is needed most
- future proof workforce capability and enable career pathways
- transform the learner experience.

The academy continues to explore and optimise future learning technologies that promote easy access and encourage learning in the flow of work. This will enable the agency to make informed investment decisions that will create operational efficiencies and enhance the learning experience.

LEADERSHIP PROGRAMS AND TALENT MANAGEMENT

Leadership Unlimited is a talent and leadership development program for high-performing and high-potential EL2 and SES Band 1 staff. As at 30 June 2024, 132 participants have completed the program across 7 cohorts. The 2024 Leadership Unlimited cohort includes 22 participants.

The Aspiring Program is a talent and leadership development program for high-performing and high-potential Aboriginal and Torres Strait Islander staff at the APS5 and APS6 classifications. As at 30 June 2024, 79 participants have completed the Aspiring Program. The 2024 Aspiring Program cohort includes 35 participants.

Enterprise leadership programs aim to help strengthen the resilience and leadership qualities of managers and supervisors across the agency. The programs are:

- Learn2Lead for APS5 and APS6 level staff, and Lead2Inspire for EL1 staff, each providing leadership training in a modular format
- Exceed (for EL2 staff), a 3-day leadership program held annually.

In 2023–24:

- a total of 1,537 staff participated in Learn2Lead or Lead2Inspire, compared with 986 staff in 2022–23
- 113 EL2 staff participated in the Exceed Program.

DIGITAL LEARNING

The agency continues to prioritise and uplift the digital expertise of staff to meet the growing need of digital dexterity across government. This will help better design and deliver targeted learning to align with the agency's digital transformation. More staff are engaging with technology and understand the importance of growing their skills and capability, and they expect the agency to offer support in this area.

Through collaboration, the agency aims to improve the expertise of its staff and uplift digital capability of the agency, offering a mix of self-paced and formal learning.

9.6 Performance management

The agency has designed its performance management process to foster a culture of high performance by providing staff with a clear link between their work effort and agency priorities. In 2023–24, 96.4% of our staff negotiated individual performance agreements with their managers. Most of those who did not do this were on long-term leave or had not yet completed more than 8 weeks of duties during the performance cycle.

STAFF ENGAGEMENT AND RECOGNITION

The agency's peak staff consultative forum, the National Consultative Committee, met twice during 2023–24 to discuss matters of strategic significance, including on topics such as the Robodebt Royal Commission Recommendations, Security Risk Management Review, Workplace Health and Safety and implementation of the Enterprise Agreement. Consultation with staff also happens regularly within business areas and locally across the agency. Staff engagement scores in the APS Census have remained consistently high.

INTERNAL AWARDS

The agency's Awards and Honours Program recognises and rewards excellent performance. It identifies individuals and teams achieving exceptional service delivery, successful innovation, inspiring leadership and business excellence.

In 2023–24:

- 5 individuals and 7 teams won Pinnacle Achievement Awards for their exceptional contribution and performance
- 55 staff were recognised in the Australia Day Achievement Awards for their commitment and dedication to their work
- 3 individuals and 3 teams won achievement awards for Indigenous servicing.

EXTERNAL AWARDS

In 2023–24 several public and private sector industry association awards programs recognised individuals and teams from the agency:

- Public Service Medal – 2024 Australia Day Honours: Nicholas Carbines, Charmaine Smith
- Order of Australia – 2024 Australia Day Honours: Bernadette O'Neill
- Public Service Medal – 2024 King's Birthday Honours: Michelle Lees
- Order of Australia – 2024 King's Birthday Honours: Colleen Taylor
- Emergency Services Medal – 2024 King's Birthday Honours: Terri-Ann Hurt
- 2023 Australian HR Institute (AHRI) Awards: Winner – Best Attraction, Recruitment and Retention Strategy – Aurora Neuroinclusion Program
- 2023 IPAA ACT Spirit of Service Awards: Winner – Community Engagement Award Category – Community Engagement at Fitzroy Crossing Service Centre
- 2023 Australian Access Awards: Winner – Government App of the Year – myGov App
- 2024 TechDiversity Awards: Winner – Best education program – Aurora Neuroinclusion Program
- 2024 Australian LGBTQ+ Inclusion Awards: GOLD employer.

PERFORMANCE PAY

The agency made no performance or bonus payments in 2023–24 as these payments are not part of the remuneration framework for staff or executives in the agency. Eligible staff who met or exceeded agreed performance goals were advanced through the salary range for their classification in accordance with their enterprise agreements.

9.7 Employment arrangements

WORKPLACE AGREEMENTS

All staff other than SES and Medical Officers are employed under the Services Australia Enterprise Agreement 2024–2027, which sets out their terms and conditions of employment. A separate agreement applies to Medical Officers. These agreements brought together APS-wide common conditions negotiated centrally by the Australian Public Service Commission with conditions unique to the agency's operating environment. These agreements were supported by record proportions of affected staff through ballots and were approved by the Fair Work Commission to commence operation on 3 April 2024. These agreements replaced determinations made under section 24 of the *Public Service Act 1999*.

INDIVIDUAL FLEXIBILITY ARRANGEMENTS

In exceptional circumstances, the agency makes individual flexibility arrangements with staff. For example, we use these arrangements to attract and retain staff in remote and isolated work locations, or those with specialised skills in critical roles.

In 2023–24 the agency had 104 individual flexibility arrangements.

Graduates learn the ropes in service delivery

Our customers are at the heart of everything we do, so it's important our graduates experience service delivery firsthand at the start of their Services Australia careers.

As part of the National Graduate Program, graduates spend 8 weeks working in service delivery at Smart Centres around the country. This immersive experience is instrumental in growing their understanding of what the agency does and gets them thinking about the impact we have on people's lives every day. Graduates engage directly with customers, gaining practical insights into their needs and expectations. This hands-on approach allows them to apply theoretical knowledge gained in their studies to real-world scenarios.

Throughout their placement, graduates receive ongoing support and guidance from their teams and leaders, ensuring they're equipped to address any challenges and deepen their learning. This comprehensive support helps them become adept at managing customer interactions and enhances their problem-solving skills.



By the end of their rotation, graduates not only gain essential understanding of our customers but also develop a keen awareness of how our work is managed. This foundational experience is crucial in helping them understand the core principles of our agency: delivering services that are simple, helpful, respectful, and transparent.

Their time in service delivery equips them with the skills and perspective necessary for their future roles, making them more effective and empathetic professionals.



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10

10.1 Report on financial performance

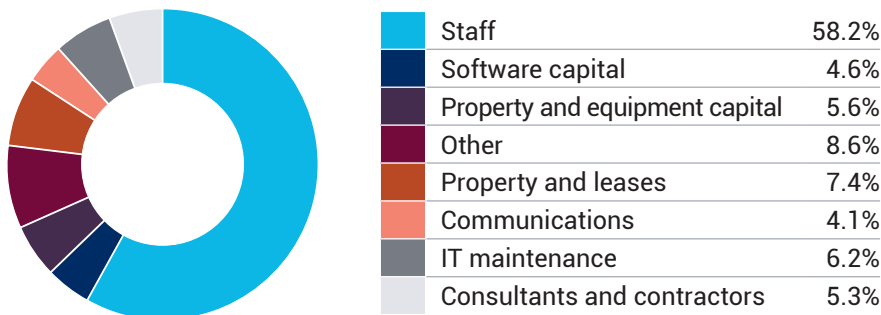
In 2023–24 Services Australia made Social Services and Welfare, and Health payments totalling \$239.1 billion.

The government supplemented the agency's budget with around \$5.1 billion in operating and capital funding so that we could make these payments and provide other customer services. We also received around \$0.4 billion in own-source revenue for the provision of shared services and delivery of ICT projects.

The agency acts as the intermediary in the transfer of Child Support payments by collecting from the paying parent and paying to the receiving parent. During 2023–24 the Child Support revenue and expenses totalled \$1.9 billion.

The agency's total funding of \$5.5 billion was used as detailed in Figure 2.

Figure 2: Agency funding 2023–24



The agency's financial result was an operating surplus of \$300.5 million. This result includes principal lease payments under the Australian Accounting Standards Board (AASB) accounting standard 16 and excludes non-cash items relating to depreciation and amortisation.

Our 2023–24 financial statements, beginning on page 163, include details of the significant drivers of change from budget and the previous year actuals.

For more information about the agency's resourcing and expenses by outcomes, see *Entity resource statement and expenses by outcome* on page 208.

SIGNIFICANT NON-COMPLIANCE

The agency has reported two instances of significant non-compliance with the finance law to the responsible Minister under section 19(1)(e) of the PGPA Act relating to activities in 2023–24 for Medicare Compensation Recovery and Child Support Programs.

The agency is responsible for the Recovery of Compensation for Health Care and Other Services Special Account and reports activities under the *Health and Other Services (Compensation) Act 1995* as part of the financial statements. The agency has identified cases closed with a Nil notice of charge, where a potential debt to the Commonwealth still exists at law. These debts have not been pursued as required by the PGPA Act. In addition, the agency has identified refunds of advance payments which are in breach of section 83 of the Constitution. The agency is working with the Department of Health and Aged Care as the policy agency and is considering potential legislative and system changes.

The agency has identified significant non-compliance in relation to debiting and crediting of the Child Support special account where overpayments were funded by and subsequently repaid to a third party before being repaid by a Child Support customer. In practice, the current drafting of the *Child Support (Registration and Collection) Act 1988* would result in 'double crediting' of the special account where this occurs. To avoid this outcome, the agency has been debiting the special account to put the money back into consolidated revenue by way of an "administrative correction of records". Whilst this approach is consistent with the policy intent, there is no lawful basis for this practice. The agency is working with the Department of Social Services to progress legislative amendments to resolve this issue.

ASSET MANAGEMENT

The agency manages its assets according to relevant accounting standards and Department of Finance requirements. We have policies and procedures covering whole-of-life asset management. Our asset base comprises software, leasehold improvements, data centre equipment, and right-of-use assets associated with accounting standard AASB 16, relating mainly to property leases.

We manage investment in the agency's property portfolio through our property facilities maintenance and upgrade capital plan to ensure our workplaces, service centres and customer engagement areas are maintained at a suitable standard.

We manage investment in ICT software and hardware according to our ICT technology plan and roadmap, which ensures our ICT is sustained and capable of delivering for the agency and our customers.

10.2 Independent Auditor's report



Auditor-General for Australia



INDEPENDENT AUDITOR'S REPORT

To the Minister for Government Services

Opinion

In my opinion, the financial statements of Services Australia (the Entity) for the year ended 30 June 2024:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the Public Governance, Performance and Accountability (Financial Reporting) Rule 2015; and
- (b) present fairly the financial position of the Entity as at 30 June 2024 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2024 and for the year then ended:

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

Basis for opinion

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

Key audit matters

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

Key audit matter**Valuation of historical compensation recovery claims**

Refer to Note A4.1 'Compensation recoveries' and Note B7.2 'Other receivables'

I considered this area a key audit matter as significant weaknesses were identified in the governance of the Medicare Compensation Recovery Scheme, which have led to non-compliance with legislation, uncollected Commonwealth revenue and non-pursuit of legally recoverable debts owing to the Commonwealth for non-advance payment compensation recovery claims. This resulted in a material prior period error in relation to compensable injuries over a 5-year period.

I draw attention to the disclosure, which describes the Entity's correction of a prior period error relating to compensation recoveries and receivables not being recognised in Note D6 Restatement of Prior Period Balances, D6.2 Administered.

The Compensation Recoveries balance at 30 June 2024 was \$57.5 million and the Other Receivables (Compensation recoveries) balance was \$82.1 million.

How the audit addressed the matter

To address this key audit matter, I have:

- performed detailed analysis of legal advice relating to the administration of Medicare compensation recovery in line with the Health and Other Services (Compensation) Act 1995.
- evaluated the administration of the program to determine consistency with the HOSC Act.
- assessed the reasonableness of the period over which Medicare benefits are recoverable by Services Australia; and
- assessed the reasonableness of the assumed rate of collection (average revenue per claim amount) used to calculate the non-advance payments closed outside 90 days, to determine revenue for the past 6 years against data from cases closed during 2023-24.

Key audit matter**Valuation of Software**

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

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

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

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

As at 30 June 2024, the carrying value of these software assets was \$919.3 million. This carrying value was net of an allowance for write down and impairment of \$21.7 million.

How the audit addressed the matter

To address this key audit matter, I have:

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

Key audit matter

Valuation of receivables related to the Child Support Scheme

Refer to Note B7.3 'Child support receivables'

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

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

As at 30 June 2024, the net carrying value of receivables relating to the child support scheme was \$1,056.0 million. This carrying value was net of an allowance for unrecoverable receivables of \$817.9 million.

How the audit addressed the matter

To address this key audit matter, I have:

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

Key audit matter

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

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

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

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

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

As at 30 June 2024, the net carrying value of lease Right-of-Use (ROU) assets was \$1,951.7 million and Lease liabilities \$2,083.7 million.

How the audit addressed the matter

To address this key audit matter, I have:

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

Accountable Authority's responsibility for the financial statements

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

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

Australian National Audit Office



Rona Mellor PSM
Acting Auditor-General

Canberra
14 October 2024

10.3 Financial statements

SERVICES AUSTRALIA

Financial Statements

for the year ended 30 June 2024

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

In our opinion, the attached financial statements for the year ended 30 June 2024 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

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



David Hazlehurst
Chief Executive Officer

10 October 2024



Angela Diamond
Chief Financial Officer

10 October 2024

SERVICES AUSTRALIA
STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2024

		2024	2023	Original Budget ¹ 2024
	Notes	\$'000	\$'000	\$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	A1.1	3,176,953	3,078,883	2,940,230
Supplier expenses	A1.2	1,189,964	1,435,775	1,243,515
Depreciation and amortisation ²	B2.1	770,814	806,309	753,387
Finance costs	A1.3	58,513	29,122	16,084
Write-down and impairment of other assets	B2.1	34,377	232,609	-
Other expenses	A1.4	4,053	5,518	3,371
Total expenses		<u>5,234,674</u>	<u>5,588,216</u>	<u>4,956,587</u>
Own-source income	A2			
Own-source revenue				
Revenue from contracts with customers	A2.1	239,078	233,646	179,874
Rental income		15,114	13,957	14,076
Resources received free of charge	A2.2	4,786	4,713	2,060
Other revenue		1,487	1,981	-
Total own-source revenue		<u>260,465</u>	<u>254,297</u>	<u>196,010</u>
Gains				
Reversal of write-downs and impairment		10,379	1,000	-
Other gains		5,033	19,264	-
Total gains		<u>15,412</u>	<u>20,264</u>	<u>-</u>
Total own-source income		<u>275,877</u>	<u>274,561</u>	<u>196,010</u>
Net cost of services		<u>(4,958,797)</u>	<u>(5,313,655)</u>	<u>(4,760,577)</u>
Revenue from Government		4,823,214	4,645,527	4,374,479
Deficit after income tax on continuing operations		<u>(135,583)</u>	<u>(668,128)</u>	<u>(386,098)</u>
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve ^{2,3}	B2.1, B6.1	10,468	56,108	-
Total comprehensive deficit		<u>(125,115)</u>	<u>(612,020)</u>	<u>(386,098)</u>

¹Budget reported in the 2023-24 Portfolio Budget Statements published in May 2023.

²Prior period balances have been restated. Refer to note D6.1 for further details.

³Changes in asset revaluation reserve includes revaluations recognised in note B2.1 (\$12.0 million) offset by make good provision adjustments in note B6.1 (\$1.5 million).

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

SERVICES AUSTRALIA
STATEMENT OF FINANCIAL POSITION
as at 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget ¹ 2024 \$'000
ASSETS				
Financial assets				
Cash		21,304	20,267	18,236
Trade and other receivables	B1.1	1,207,530	1,258,939	1,274,750
Total financial assets		1,228,834	1,279,206	1,292,986
Non-financial assets				
Prepayments		142,262	116,759	123,317
Plant and equipment (including right-of-use)	B2.1	454,223	381,055	407,707
Land and buildings (including right-of-use) ²	B2.1	2,424,219	2,368,815	2,439,966
Software	B2.1	919,296	894,260	903,749
Total non-financial assets		3,940,000	3,760,889	3,874,739
Total assets		5,168,834	5,040,095	5,167,725
LIABILITIES				
Payables				
Employee benefits		89,104	77,991	102,383
Trade creditors and accruals		146,775	233,356	153,238
Other payables	B4.1	10,470	27,430	6,737
Total payables		246,349	338,777	262,358
Interest bearing liabilities				
Leases	B5.1	2,083,727	2,009,392	2,253,568
Total interest bearing liabilities		2,083,727	2,009,392	2,253,568
Provisions				
Other provisions	B6.1	59,677	61,875	57,273
Employee provisions	B6.2	811,850	812,183	816,015
Total provisions		871,527	874,058	873,288
Total liabilities		3,201,603	3,222,227	3,389,214
Net assets		1,967,231	1,817,868	1,778,511
EQUITY				
Contributed equity		4,433,330	4,158,852	4,424,502
Reserves ²		460,466	449,998	269,416
Accumulated deficit ²		(2,926,565)	(2,790,982)	(2,915,407)
Total equity		1,967,231	1,817,868	1,778,511

¹Budget reported in the 2023-24 Portfolio Budget Statements published in May 2023.

²Prior period balances have been restated. Refer to note D6.1 for further details.

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

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

SERVICES AUSTRALIA
STATEMENT OF CHANGES IN EQUITY
for the year ended 30 June 2024

		2024	2023	Original Budget ¹ 2024
	Notes	\$'000	\$'000	\$'000
CONTRIBUTED EQUITY				
Balance carried forward from previous year		4,158,852	3,826,273	4,184,830
Transactions with owners				
Distributions to owners				
Prior year appropriation		-	(25,978)	-
Contributions by owners				
Equity injection - appropriations	C1.1	89,722	179,386	54,916
Departmental capital budget	C1.1	184,756	179,171	184,756
Total transactions with owners		<u>274,478</u>	<u>332,579</u>	<u>239,672</u>
Closing balance as at 30 June		<u>4,433,330</u>	<u>4,158,852</u>	<u>4,424,502</u>
RESERVES				
Balance carried forward from previous year ²		449,998	393,890	269,416
Changes in asset revaluation reserve				
Revaluations of property, plant and equipment ²	B2.1	11,976	59,167	-
Revaluations of property make good provision	B6.1	<u>(1,508)</u>	<u>(3,059)</u>	<u>-</u>
Closing balance as at 30 June		<u>460,466</u>	<u>449,998</u>	<u>269,416</u>
ACCUMULATED DEFICIT				
Balance carried forward from previous year ²		(2,790,982)	(2,122,854)	(2,529,309)
Deficit for the year		<u>(135,583)</u>	<u>(668,128)</u>	<u>(386,098)</u>
Closing balance as at 30 June		<u>(2,926,565)</u>	<u>(2,790,982)</u>	<u>(2,915,407)</u>
Total equity closing balance as at 30 June		<u>1,967,231</u>	<u>1,817,868</u>	<u>1,778,511</u>

Accounting Policy

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

¹Budget reported in the 2023-24 Portfolio Budget Statements published in May 2023.

²Prior period balances have been restated. Refer to note D6.1 for further details.

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

SERVICES AUSTRALIA
CASH FLOW STATEMENT
for the year ended 30 June 2024

	2024	2023	Original Budget ¹ 2024
	\$'000	\$'000	\$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations	5,328,102	5,379,923	4,739,666
Rendering of goods and services	275,239	272,865	196,224
GST received	160,108	244,999	173,150
Other	80,523	103,838	-
Total cash received	5,843,972	6,001,625	5,109,040
Cash used			
Employees	3,177,682	3,073,900	2,900,300
Suppliers	1,519,714	1,666,776	1,438,776
Section 74 receipts transferred to the Official Public Account	516,191	623,106	384,147
Borrowing and other financing costs	56,444	28,181	15,440
Other	6,982	108,196	3,088
Competitive neutrality	-	2,274	-
Total cash used	5,277,013	5,502,433	4,741,751
Net cash from operating activities	566,959	499,192	367,289
INVESTING ACTIVITIES			
Cash received			
Proceeds from sale of plant and equipment	321	1,404	-
Total cash received	321	1,404	-
Cash used			
Purchase of property, plant and equipment	306,095	137,297	177,000
Purchase of software	249,415	401,763	134,672
Total cash used	555,510	539,060	311,672
Net cash used by investing activities	(555,189)	(537,656)	(311,672)
FINANCING ACTIVITIES			
Cash received			
Contributed equity - departmental capital budget	184,756	179,171	184,756
Contributed equity - equity injection	149,722	231,686	114,916
Total cash received	334,478	410,857	299,672
Cash used			
Principal payments of lease liabilities	345,211	370,362	355,289
Total cash used	345,211	370,362	355,289
Net cash from financing activities	(10,733)	40,495	(55,617)
Net increase/(decrease) in cash held	1,037	2,031	-
Cash at the beginning of the year	20,267	18,236	18,236
Cash at the end of the year	21,304	20,267	18,236

¹Budget reported in the 2023-24 Portfolio Budget Statements published in May 2023.

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

6

**SERVICES AUSTRALIA
BUDGET VARIANCE REPORTING**
for the year ended 30 June 2024

Departmental budget variations

The table below provides explanations for major variances between the agency's original budget estimates, as published in the 2023-24 Portfolio Budget Statements (PBS), and the actual financial performance and position for the year ended 30 June 2024. The budget is not audited.

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

- The variance between budget and actual is greater than +/- 10% and \$50 million of the original budget for a line item.
- An item is below this threshold but is considered important for the reader's understanding or is relevant to an assessment of the discharge of accountability and to an analysis of the agency's performance.

Variances relating to cash flows are a result of the factors explained for net cost of services, assets or liabilities variations. Unless otherwise individually significant, no additional commentary has been included.

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

Budget variance explanation	Affected statements and line items
<p>The Government provided additional funding in 2023-24 of \$472.2 million to the agency at the 2023-24 Mid-Year Economic and Fiscal Outlook and 2024-25 Budget to reduce claim backlogs, support more timely access to government services and respond to urgent priorities including improving safety for staff and customers.</p> <p>In addition, the agency has experienced higher capitalisation of employee and contractor effort than estimated in the Budget, which led to an increase in capital expenditure and corresponding decrease in operating expenditure, in accordance with Australian Accounting Standards. The agency closely monitors and reprioritises deliverables within its total appropriation provided by Government, including making appropriate investments to support longer-term requirements for the agency to meet its outcomes.</p>	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> • Revenue from Government • Employee benefits • Suppliers <p>Cash Flow Statement:</p> <ul style="list-style-type: none"> • Employees (operating activities) • Suppliers (operating activities) • Purchase of property, plant and equipment (investing activities) • Purchase of software (investing activities)
<p>The agency maintains a number of service agreements with other Commonwealth entities, which are recorded in the Budget estimates once the agreement has been finalised with the relevant entity. The agency entered into additional service agreements following the 2023-24 Budget, which resulted in higher revenue from the Department of Veterans' Affairs and an increase in the corresponding expenditure against Budget.</p>	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> • Revenue from contracts with customers
<p>From a budget reporting perspective, the receipt of section 74 revenue and the repatriation of these cash flows are shown as a net amount. However, from a financial reporting perspective these are shown on a gross basis.</p>	<p>Cash Flow Statement</p> <ul style="list-style-type: none"> • Other cash received (operating activities) • Suppliers (operating activities) • Section 74 receipts transferred to the Official Public Account (operating activities) • Appropriations (operating activities)

SERVICES AUSTRALIA
ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME
for year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget ¹ 2024 \$'000
NET COST OF SERVICES				
Expenses				
Child support maintenance expenses	A3	1,963,884	1,782,022	1,885,785
Write-down and impairment of assets	A3.1	88,894	142,512	88,851
Total expenses		2,052,778	1,924,534	1,974,636
Income				
Non-taxation revenue				
Child support maintenance revenue	A4	2,043,178	1,916,226	1,962,238
Compensation recoveries ²	A4.1	57,473	58,680	51,587
Fees and fines		11,224	11,348	19,273
Other revenue		234	101	330
Total non-taxation revenue		2,112,109	1,986,355	2,033,428
Gains				
Reversal of write-downs and impairment	A4.2	9,269	7,987	10,000
Total gains		9,269	7,987	10,000
Total income		2,121,378	1,994,342	2,043,428
Net contribution by services		68,600	69,808	68,792
Total comprehensive income		68,600	69,808	68,792

¹Budget reported in the 2023-24 Portfolio Budget Statements published in May 2023.

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

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

SERVICES AUSTRALIA
ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES
as at 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget ¹ 2024 \$'000
ASSETS				
Financial assets				
Cash and cash equivalents	B7.1	280,668	211,460	246,064
Other receivables ²	B7.2	83,074	54,784	15,003
Child support receivables	B7.3	1,056,001	988,856	1,254,706
Total assets administered on behalf of Government		1,419,743	1,255,100	1,515,773
LIABILITIES				
Payables				
Child support payments received in advance		31,060	30,032	29,032
Child support and other payables	B8.1	74,091	42,177	37,847
Recovery of compensation payable		10,646	9,764	8,948
Total payables		115,797	81,973	75,827
Provisions				
Child support maintenance provision	B9.1	1,052,470	985,384	1,246,352
Recovery of compensation provision	B9.1	160,641	128,647	164,751
Total provisions		1,213,111	1,114,031	1,411,103
Total liabilities administered on behalf of Government		1,328,908	1,196,004	1,486,930
Net assets		90,835	59,096	28,843

¹Budget reported in the 2023-24 Portfolio Budget Statements published in May 2023.

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

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

SERVICES AUSTRALIA
ADMINISTERED RECONCILIATION SCHEDULE
for the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
Opening assets less liabilities as at 1 July¹		59,096	52,881
Net contribution by services			
Income ¹		2,121,378	1,994,342
Expenses		(2,052,778)	(1,924,534)
Transfers (to)/from the Australian Government			
Appropriation transfers from Official Public Account			
Annual appropriations		1,253	953
Special appropriations (unlimited)	C1.2	207	10,420
Special accounts ²	C2	41,768	40,534
Appropriation transfers to Official Public Account			
Appropriations		(1,187)	(11,253)
Special accounts		(67,518)	(92,739)
Other		(11,384)	(11,508)
Closing assets less liabilities as at 30 June		90,835	59,096

Accounting Policy

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

¹Prior period balances have been restated. Refer to note D6.2 for further details.

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

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

**SERVICES AUSTRALIA
ADMINISTERED CASH FLOW STATEMENT**
for the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget ¹ 2024 \$'000
OPERATING ACTIVITIES				
Cash received				
Child support		1,896,467	1,818,473	1,831,843
Health compensation receipts		580,346	479,605	451,868
Fees and fines		11,181	11,252	-
Other		852	1,457	-
Total cash received		2,488,846	2,310,787	2,283,711
Cash used				
Child support		1,863,837	1,812,900	1,817,252
Health compensation payments		518,273	467,784	400,131
Other		667	1,114	-
Total cash used		2,382,777	2,281,798	2,217,383
Net cash from operating activities		106,069	28,989	66,328
Cash from Official Public Account				
Appropriations		1,460	11,373	47,578
Special accounts		41,768	40,534	-
Total cash from Official Public Account		43,228	51,907	47,578
Cash to Official Public Account				
Appropriations		1,187	11,253	47,578
Special accounts		67,518	92,739	32,644
Other		11,384	11,508	33,684
Total cash to Official Public Account		80,089	115,500	113,906
Net cash to Official Public Account		(36,861)	(63,593)	(66,328)
Net increase/(decrease) in cash held		69,208	(34,604)	-
Cash and cash equivalents at the beginning of the year		211,460	246,064	246,064
Cash and cash equivalents at the end of the year	B7.1	280,668	211,460	246,064

¹Budget reported in the 2023-24 Portfolio Budget Statements published in May 2023.

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

SERVICES AUSTRALIA
ADMINISTERED BUDGET VARIANCE REPORTING
for the year ended 30 June 2024

Administered budget variations

The table below provides explanations for major variances between the agency's original administered budget estimates, as published in the 2023-24 Portfolio Budget Statements (PBS), and the actual financial performance and position for the year ended 30 June 2024. The budget is not audited.

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

- The variance between budget and actual is greater than +/- 10% and \$50 million of the original budget for a line item.
- An item is below the threshold but is considered important for a reader's understanding or is relevant to an assessment of the discharge of accountability and to an analysis of the agency's performance.

Variances relating to cash flows are a result of the factors explained for net contribution by services, assets or liabilities variations. Unless otherwise individually significant, no additional commentary has been included.

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

Budget variance explanation	Affected statements and line items
<p>The Recovery of Compensation for Health Care and Other Services Special Account is used to manage monies received by the agency as part of the compensation recovery program. The agency manages this on behalf of the Department of Health, who has administrative responsibility of the <i>Health and Other Services (Compensation) Act 1995</i>.</p> <p>Funds received into the special account represent insurance claims for expenses previously paid out as health benefits. Funds are held as a provision until an assessment has been made as to how much is owed to the Commonwealth. Monies owed to the Commonwealth are recognised as compensation recoveries revenue and transferred to the Official Public Account. Any remaining funds are returned to the claimant or insurer.</p> <p>The health compensation receipts and payments are dependent upon the amount of insurance recoveries received and assessed during the year. During the 2023-24 financial year, there has been a large increase in cash received and paid due to an increase in the number and value of cases as compared to the Budget estimates.</p>	<p>Administered Cash Flow Statement</p> <ul style="list-style-type: none"> • Health compensation receipts • Health compensation payments
<p>The variance is driven by actuarial adjustments to the impairment provision for the Child Support program and the impacts of changes in Australian Government bond rates.</p> <p>The impacts of the actuarial assessment and the Australian Government bond rates could not reasonably have been known at the time of the Budget preparation.</p>	<p>Administered Schedule of Comprehensive Income</p> <ul style="list-style-type: none"> • Child support maintenance expenses • Write-down and impairment of assets <p>Administered Schedule of Assets and Liabilities</p> <ul style="list-style-type: none"> • Child support receivables • Child support maintenance provisions
<p>The variance for other receivables relates to historical compensation recovery claims which were closed with a nil notice of charge, where a potential debt to the Commonwealth still exists at law. These amounts have been restated as a prior period error and were not known at the time the Budget was prepared.</p>	<p>Administered Schedule of Assets and Liabilities</p> <ul style="list-style-type: none"> • Other receivables

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2024

Overview

Objectives of Services Australia

Services Australia (the agency) is an Australian Government controlled not-for-profit entity that delivers Social Security and Welfare, Health and Child Support programs on behalf of the Australian Government. The objectives of the agency are to deliver high-quality, accessible services and payments to individuals, families, businesses, and partner agencies on behalf of Government, with a focus on contemporary service delivery and customer experience.

Services Australia continued to support Australians by efficiently delivering high-quality, accessible services and payments on behalf of Government. In 2023-24, the agency continues to modernise services across all channels, aiming to deliver simple, helpful, respectful, and transparent services for all Australians.

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

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

Basis of preparation of the financial statements

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

They have been prepared in accordance with the:

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

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

The financial statements are presented in Australian dollars. Amounts in the financial statements are generally recognised net of Goods and Services Tax (GST) except:

- where the amount of GST incurred is not recoverable from the Australian Taxation Office;
- for receivables and payables; and
- cash flow information, which is reported on a gross basis (ie. inclusive of GST).

New accounting standards

There are no new financial reporting and accounting standards that have been adopted by the agency in the 2023-24 financial year.

Taxation

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

SERVICES AUSTRALIA
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for the year ended 30 June 2024

Material estimates and judgments

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

Material accounting estimate/ judgement	Note
Reasonable certainty of option exercise in relation to right-of-use assets and lease liabilities	B2.1
Revaluation of assets	B2.1
Impairment of software assets	B2.1
Employee provisions	B6.2
Impairment of child support receivables	B7.3
Compensation recoveries revenue	A4.1

A new accounting estimate has been made in 2023-24 for Compensation recoveries revenue. Refer to note A4 Administered Income.

Events after the reporting period

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

Breach of section 83 of the Constitution

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

In 2023-24, the agency identified 45 cases totaling \$66,824 (2022-23: 83 cases totaling \$46,526) from the Child Support Special Account that may not be consistent with section 83 of the Constitution. The agency undertook recovery action or offsets the amount against future payments to the customer. As at 30 June 2024, \$22,702 (as at 30 June 2023: \$14,304) of this amount had been recovered or offset. In addition, the agency has identified unquantifiable potential breaches of section 83 of the Constitution for the Child Support program, due to overpayments resulting from the partial offsetting of carer debts in the Child Support case management system.

In 2023-24, the agency identified 138 cases totaling \$760,739 (2022-23: 6 payments totaling \$111,128) from the Recovery of Compensation for Health Care and Other Services Special Account that were not consistent with section 83 of the Constitution. The agency undertook recovery action and as at 30 June 2024 \$6,919 (as at 30 June 2023: \$110,630) of this amount had been recovered.

Recovery action continues for all outstanding debts.

Disclosure of prior period errors

An accounting error has been identified relating to the fair value measurement methodology for Leasehold improvement (LHI) assets. A restatement of the 2022-23 opening balances and comparative information is presented in note D6.1 Restatement of Prior Period Balances.

An accounting error has been identified relating to historical compensation recovery claims which were closed with a nil notice of charge, where a potential debt to the Commonwealth still exists at law. A restatement of the 2022-23 opening balances and comparative information is presented in note D6.2 Restatement of Prior Period Balances.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2024

A: Financial Performance

A1: Expenses

	2024	2023
	\$'000	\$'000
A1.1: Employee benefits		
Wages and salaries	2,231,596	2,154,161
Superannuation		
Defined contribution plans	271,809	245,993
Defined benefit plans	188,858	193,771
Leave and other entitlements	475,355	478,447
Separations and redundancies	5,630	3,146
Other employee expenses	3,705	3,365
Total employee benefits	3,176,953	3,078,883

Accounting Policy

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

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

A1.2: Supplier expenses

Goods and services supplied or rendered

IT maintenance	338,014	392,733
Consultants and contractors	287,601	467,937
Communications	226,367	223,914
Property operating	157,819	169,585
Customer related	52,358	46,317
Legal expenses	28,550	39,594
Staff related	26,810	28,183
Travel	21,706	17,388
Fees and charges	18,601	19,533
Other	11,227	7,908
Total goods and services supplied or rendered¹	1,169,053	1,413,092
Services rendered	1,022,795	1,321,583
Goods supplied	146,258	91,509
Total goods and services supplied or rendered	1,169,053	1,413,092

Other supplier expenses

Workers compensation premium	14,302	11,778
Short-term leases ²	3,825	8,346
Low value leases ²	2,784	2,559
Total other suppliers	20,911	22,683
Total supplier expenses	1,189,964	1,435,775

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

¹Includes \$165.1 million (2023: \$183.6 million) in related entity transactions.

²The agency has elected not to recognise right-of-use assets and lease liabilities for leases of low value assets or for leases with a lease term of 12 months or less. The agency recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term. The agency has short-term lease commitments of \$0.04 million (2023: nil) as at 30 June 2024.

SERVICES AUSTRALIA
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	2024	2023
	\$'000	\$'000
<u>A1.3: Finance costs</u>		
Interest on lease liabilities	56,637	28,173
Other finance costs	1,876	949
Total finance costs	<u>58,513</u>	<u>29,122</u>

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

<u>A1.4: Other expenses</u>		
Resolution of claims	2,369	2,460
Competitive neutrality - state tax equivalent ¹	928	2,274
Legal settlements	379	641
Foreign exchange losses	377	-
Losses from asset sales	-	112
Act of grace payments	-	31
Total other expenses	<u>4,053</u>	<u>5,518</u>

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

SERVICES AUSTRALIA
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A2: Income

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

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

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

	2024	2023
	\$'000	\$'000
A2.1: Revenue from contracts with customers		
Rendering of services		
Australian Government entities (related parties)	217,987	212,004
External parties	<u>21,091</u>	<u>21,642</u>
Total revenue from contracts with customers	<u>239,078</u>	<u>233,646</u>

A2.2: Resources received free of charge

Australian Taxation Office processing fees	3,636	3,633
Australian National Audit Office financial statement audit fee	<u>1,150</u>	<u>1,080</u>
Total resources received free of charge	<u>4,786</u>	<u>4,713</u>

Accounting Policy

Revenue from contracts with customers

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

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

Resources received free of charge

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

Revenue from Government

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

SERVICES AUSTRALIA
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for the year ended 30 June 2024

A3: Administered - Expenses		
	2024	2023
	\$'000	\$'000
A3.1: Write-down and impairment of assets		
Child support write-down and impairment	44,953	101,813
Child support maintenance discharge	43,737	40,577
Child support waivers	145	25
Child support cost recovery write-down and impairment	16	-
Other - fees and fines	43	97
Total write-down and impairment of assets	88,894	142,512

Accounting Policy

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

SERVICES AUSTRALIA
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A4: Administered - Income		
	2024	2023
	\$'000	\$'000
A4.1: Compensation recoveries		
Recovery of compensation for health care and other services ¹	57,473	58,680
Total compensation recoveries	57,473	58,680
A4.2: Reversal of write-downs and impairments		
Reversal of impairment losses - child support	9,269	7,987
Total reversal of write-downs and impairment	9,269	7,987

¹Prior period balances have been restated. Refer to note D6.2 for further details.

Accounting Policy

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

Child support maintenance revenue

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

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

Fees and fines

Calculation of the penalty amount is determined by the relevant section(s) of the *Child Support (Registration and Collection) Act 1988* and *Child Support (Assessment) Act 1989*. Penalties are recognised as revenue at the time the cash is received. Of the \$11.2 million (2023: \$11.3 million) of fees and fines revenue in administered income, \$11.2 million (2023: \$11.3 million) relates to penalty revenue receipts in the Child Support program as at 30 June 2024.

Material Judgement

Compensation recoveries revenue

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

Compensation recovery amounts are recognised as revenue when a notice of charge or notice of past benefits is issued and the recoverable benefits owed to the Government have been determined. In addition, an estimate has been made for the first time in 2023-24 for claims which were closed with a nil notice of charge, where a potential debt to the Commonwealth still exists at law. Estimation techniques used have inherent risks of measurement uncertainty and rely on assumptions such as historic assessments and declarations made by compensation recipients and other events. The revenue estimate includes cases where the benefits have not been confirmed by the injured person. There is significant risk over the likelihood to recover these debts, based on available information to estimate the probability of future cash flows. At the reporting date, the amounts disclosed represent a reasonable estimate of revenue incurred in the current year. This estimate has also been applied to prior year comparatives – refer to note D6.2 Restatement of Prior Period Balances.

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
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B: Financial Position

B1: Financial Assets

	2024	2023
	\$'000	\$'000
B1.1: Trade and other receivables		
Trade receivables in connection with		
Goods and services ¹	58,650	107,346
Total trade receivables	<u>58,650</u>	<u>107,346</u>
Appropriations receivable		
Operating	1,055,571	1,055,571
Accrued appropriation revenue - operating	11,303	-
Equity	-	60,000
Total appropriations receivable²	<u>1,066,874</u>	<u>1,115,571</u>
Other receivables		
Goods and service tax	82,122	36,161
Total other receivables	<u>82,122</u>	<u>36,161</u>
Total trade and other receivables (gross)	<u>1,207,646</u>	<u>1,259,078</u>
Less expected credit loss allowance		
Trade receivables	(116)	(139)
Total expected credit loss allowance	<u>(116)</u>	<u>(139)</u>
Total trade and other receivables (net)	<u>1,207,530</u>	<u>1,258,939</u>

¹Receivables related to contracts with customers is \$54.9 million (2023: \$103.5 million).

²Departmental Capital Budget appropriation receivable balance is nil (2023: nil)

Accounting Policy

Cash and cash equivalents

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

Trade and other receivables

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

Trade receivables are recognised when the agency becomes party to an agreement and has the right to receive cash. Trade receivables have a maximum 30-day term (2023: 30 days) and are recognised at the nominal amount due, less any impairment loss allowance. The collectability of debts are reviewed at the end of the reporting period and an impairment loss allowance is recognised.

SERVICES AUSTRALIA
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for the year ended 30 June 2024

B2: Non-Financial Assets

B2.1 Property, plant and equipment and software

The asset capitalisation thresholds remain unchanged from 2023. The useful life of the purchased software asset class has been updated to better reflect the consumption of the assets.

Departmental assets	2024 Useful life	2024 Threshold
Land	Unlimited	nil
Buildings	50 years	nil
Leasehold improvements	Shorter of unexpired lease term ¹ or useful life	\$20,000
General plant and equipment	3 to 10 years	\$3,000
ICT desktop equipment	2 to 4 years	\$1,000 ²
ICT data centre equipment	5 years	\$10,000
Purchased software	2 to 10 years	\$100,000
Internally developed software	2 to 5 years ³	\$1,000,000
Right-of-use assets	Lease term ¹	\$10,000 ⁴

¹The term of the lease includes any lease options where there is a reasonable expectation that the lease option may be exercised.
²ICT desktop equipment acquired with a value of less than \$1,000 are treated as low value pooled assets with a useful life of 2 years.
³In limited circumstances, a longer useful life has been applied to more appropriately reflect the use of the software asset.
⁴Refers to the underlying asset value, not the calculated right-of-use asset.

Material Judgement

Revaluation of assets

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

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

Impairment of software assets

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

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

Reasonable certainty of option exercise in relation to right-of-use (ROU) assets

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

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
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Accounting Policy

Property, Plant and Equipment

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

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

Intangibles

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

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

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

Leased ROU assets

Leased ROU assets are measured at cost at the commencement date of the lease and are comprised of the initial lease liability amount including option terms which are reasonably expected to be exercised, initial direct costs incurred when entering into the lease, and impacts of any lease incentives.

The carrying value may be adjusted where there are subsequent modifications to the lease contract.

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

	Plant and equipment		Land and buildings		Software	
	Owned \$'000	Right-of-use \$'000	Owned \$'000	Right-of-use \$'000	Total \$'000	Total \$'000
Restated Total as at 30 June 2023 ¹	305,612	75,443	536,563	1,832,252	2,368,815	894,260
Gross book value ¹	465,483	195,938	559,027	3,212,190	3,771,217	2,014,236
Accumulated depreciation and amortisation ¹	(159,871)	(120,495)	(22,464)	(1,379,938)	(1,402,402)	(1,119,976)
Restated Total as at 1 July 2023¹	305,612	75,443	536,563	1,832,252	2,368,815	894,260
Additions						
Purchase or internally developed	159,646	-	129,055	-	129,055	227,104
Right-of-use assets	-	53,462	-	259,588	259,588	-
Revaluations recognised in other comprehensive income	6,454	-	5,522	-	5,522	-
Write-down and impairment recognised in net cost of services ²	(10,077)	-	(2,572)	-	(2,572)	(21,728)
Impairment reversal recognised in net cost of services	-	-	-	-	-	10,361
Depreciation and amortisation expense	(104,880)	(30,823)	(97,903)	(345,077)	(442,980)	(192,131)
Other movements ³	(971)	451	407	106,387	106,794	1,430
Disposals	(94)	-	(3)	-	(3)	-
Total as at 30 June 2024	355,690	98,533	571,069	1,853,150	2,424,219	919,296
Gross book value ⁴	475,882	248,974	595,178	3,451,891	4,047,069	2,213,789
Accumulated depreciation and amortisation	(120,192)	(150,441)	(24,109)	(1,598,741)	(1,622,850)	(1,294,493)
Total as at 30 June 2024	355,690	98,533	571,069	1,853,150	2,424,219	919,296

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

²Software write-down and impairment of \$21.7 million includes \$16.1 million relating to the impairment of Government Enterprise Resource Planning (GovERP).

³Includes early termination, remeasurements and modifications of right-of-use assets, assets received at no cost, found assets and increase to make good assets.

⁴Includes asset under construction amounts for land and buildings of \$157.8 million (2023: \$93.7 million), plant and equipment of \$108.4 million (2023: \$17.1 million), and software of \$275.4 million (2023: \$265.4 million).

SERVICES AUSTRALIA
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B2.2 Capital commitments payable (GST inclusive)

	Between			Between		
	<1 year	1-5 years	Total	<1 year	1-5 years	Total
	2024	2024	2024	2023	2023	2023
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Land and buildings	69,454	14,052	83,506	48,813	-	48,813
Plant and equipment	2,856	1,890	4,746	21,592	19,313	40,905
Intangibles	290	-	290	392	228	620
Total¹	72,600	15,942	88,542	70,797	19,541	90,338

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

B3: Fair Value Measurement

In 2024, Jones Lang LaSalle Advisory Services Pty Ltd conducted a revaluation of all leasehold improvements and data centre equipment (2023: leasehold improvements and related make good). Results of the revaluation are disclosed in note B2.1.

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

Fair value measurements	Level ¹	2024	2023
		\$'000	\$'000
Non-financial assets			
Leasehold improvements ^{1,2}	3	545,872	512,716
Plant and equipment	2	177,743	176,260
Plant and equipment	3	177,947	129,352
Freehold land and buildings	2	10,062	8,770
Freehold land and buildings	3	15,135	15,077
Total non-financial assets		926,759	842,175

¹In 2024, \$104.6 million (2023: nil) assets were transferred from level 2 to level 3 due to a change in observable inputs.

²Prior period balances have been restated. Refer to note D6.1 for further details.

Accounting Policy

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

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

The different levels of the fair value hierarchy are:

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

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

Level 3: Unobservable inputs for the asset.

SERVICES AUSTRALIA
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B4: Payables		
	2024	2023
	\$'000	\$'000
B4.1: Other payables		
Unearned income ¹	8,578	26,652
Fringe benefits tax	964	778
Competitive neutrality	928	-
Total other payables	10,470	27,430

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

B5: Interest Bearing Liabilities

B5.1: Leases		
Lease liabilities		
Buildings	1,983,157	1,932,745
Plant and equipment	99,544	75,630
Land	1,026	1,017
Total leases¹	2,083,727	2,009,392

Maturity analysis - contractual undiscounted cash flows		
Within 1 year	368,464	345,882
Between 1 to 5 years	988,986	1,069,228
More than 5 years	1,102,055	789,371
Total leases²	2,459,505	2,204,481

¹Total cash outflow for leases for the year ended 30 June 2024 was \$401.6 million (2023: \$398.5 million).

²Services Australia in its capacity as lessee holds significant leases in Canberra, Adelaide and Perth that make up \$1,163.5 million (2023: \$791.1 million) of the above costs.

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

Accounting Policy

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

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

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

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B6: Provisions

	2024	2023
	\$'000	\$'000
<u>B6.1: Other provisions</u>		
Property make good	58,822	60,683
Resolution of claims	855	1,192
Total other provisions	59,677	61,875

Movements in other provisions

	Property make good ¹	Resolution of claims	Total
	\$'000	\$'000	\$'000
As at 1 July 2023	60,683	1,192	61,875
Additional provisions made ²	1,919	3,094	5,013
Amounts used	(3,036)	(3,197)	(6,233)
Amounts reversed	(2,615)	(234)	(2,849)
Unwinding of discount or change in discount rate	1,871	-	1,871
Total as at 30 June 2024	58,822	855	59,677

¹There are 379 (2023: 383) agreements for the leasing of premises which have provisions requiring the agency to restore the premises to their original condition at the cessation of the lease.

²The total additional provision includes property make good revaluations for existing arrangements. The revaluation conducted by Jones Lang LaSalle Advisory Services Pty Ltd increased the provision by \$1.5 million resulting in a corresponding decrease to the asset revaluation reserve.

B6.2: Employee provisions

Leave	811,850	812,183
Total employee provisions	811,850	812,183

Accounting Policy

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

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

Material Judgement

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

The agency conducted an assessment on future cash outflows assumptions during the 2023-24 financial year. The assessment determined that factors recommended through the triennial actuarial review in 2021-22 and short term salary growth rate assumptions remain appropriate as at 30 June 2024. The long term salary growth rate assumptions remain unchanged from 2022-23, and incorporate the anticipated impact of the APS-wide pay offer of 11.2% over three years (4% in the first year, 3.8% in the second year and 3.4% in the third year).

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B7: Administered - Financial Assets		
	2024	2023
	\$'000	\$'000
B7.1: Cash and cash equivalents		
Special account cash - held by the agency	181,251	139,251
Special account cash - held in the OPA	99,417	72,209
Total cash and cash equivalents	280,668	211,460
B7.2: Other receivables		
Fees and fines	2,893	2,850
Less: impairment loss	(2,763)	(2,720)
Net fees and fines receivables	130	130
Cost recovery	1,821	1,792
Less: impairment loss	(969)	(954)
Net cost recovery receivables	852	838
Debt repayment	172	172
Less: impairment loss	(172)	(172)
Net debt repayment receivables	-	-
Compensation recoveries ¹	82,092	53,816
Total net other receivables	83,074	54,784

¹Prior period balances have been restated. Refer to note D6.2 for further details.
 All significant receivables are expected to be collected within 12 months.

Accounting Policy
 Cash is recognised at its nominal amount. Cash and cash equivalents includes cash in special accounts (refer note C2).

SERVICES AUSTRALIA
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for the year ended 30 June 2024

	2024	2023
	\$'000	\$'000
B7.3: Child support receivables		
Maintenance receivables ¹	1,868,013	1,756,245
Less: impairment loss	<u>(815,543)</u>	<u>(770,861)</u>
Net maintenance receivables	1,052,470	985,384
Customer miscellaneous receivables	3,929	3,658
Less: impairment loss	<u>(1,552)</u>	<u>(1,416)</u>
Net customer miscellaneous receivables	2,377	2,242
Client top up receivables	2,005	1,960
Less: impairment loss	<u>(851)</u>	<u>(730)</u>
Net client top up receivables	1,154	1,230
Total net child support receivables²	1,056,001	988,856

¹As at 30 June 2024, the child support receivables total included \$12.4 million in overpayments (2023: \$11.0 million) which were not included in the impairment loss calculation.

²Child support receivables are in connection with external parties.

Accounting Policy

Child support maintenance receivables and impairment loss

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

Child support penalty receivables

Child support penalty revenue is recognised at the time cash is received, not when the debt is raised (refer note A4). As at 30 June 2024, amounts not recorded in the financial statements included total outstanding penalty debt of \$1.2 billion (2023: \$1.1 billion), penalty debts raised during 2024 of \$189.5 million (2023: \$154.6 million), and total penalty debts remitted, written off, waived or discharged of \$68.6 million (2023: \$75.5 million).

Material Judgement

Impairment of child support receivables

The impairment of child support receivables involves assumptions about uncertain future outcomes and the behaviour of paying parents. The agency actively manages the collection of child support debt on a continual basis and engages an independent actuary annually to perform a review of the impairment provision for child support maintenance debt. During 2024, a review of the impairment rate assessment was undertaken by an actuary. The valuation of the impairment provision involves modelling historical repayment data against the current child support maintenance debt and is projected against future repayment expectations. Key assumptions have been made regarding expected future repayment patterns and the mean term for debt repayment, which are used to determine the present value of future cash flows.

The result of the March 2024 review after considering the change in interest rate in June 2024 is an impairment rate of 43.37%, which is 0.25% lower than the impairment rate of 43.62% in June 2023. The impact on the impairment provision is a decrease of \$4.7 million as at 30 June 2024.

AASB 136 *Impairment of Assets* requires that payments are discounted at a rate reflecting the estimated timing of the payments. As at 31 March 2024, the actuary's assessment of the mean term for child support receivables was 3.57 years (3.61 years in 2023), and therefore the same duration Australian government bond yield of 3.93% p.a. was adopted as the interest rate (refer note B7.3 above).

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B8: Administered - Payables

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

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

	2024	2023
	\$'000	\$'000
B8.1: Child support and other payables		
Child support maintenance	73,858	41,926
Other	233	251
Total child support and other payables	74,091	42,177

B9: Administered - Provisions

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

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

B9.1 Movements in provisions

	Child support maintenance \$'000	Recovery of compensation \$'000
As at 1 July 2023	985,384	128,647
Additional provisions made	2,043,178	580,346
Amounts used	(1,896,798)	(548,352)
Amounts reversed	(79,294)	-
Total as at 30 June 2024	1,052,470	160,641

Accounting Policy

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

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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
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C: Funding
C1: Appropriations

C1.1: Annual appropriations (recoverable GST exclusive)

	Total unspent 30 June 2023 \$'000	Amount appropriated in 2023-24			Total appropriation \$'000	Appropriation applied in 2023-24 prior years \$'000	Repealed appropriation \$'000	Total unspent 30 June 2024 \$'000
		Current year Appropriation \$'000	Section 75 Transfers \$'000	Section 74 Receipts and others \$'000				
Departmental - Ordinary Annual Services								
Appropriation Act (No. 1) 2020-2021 ¹	26,179	-	-	-	-	(26,179)	-	
Appropriation Act (No. 1) 2021-2022 ^{2,3}	34,152	-	-	-	-	-	34,152	
Supply Act (No. 1) 2022-2023	42,998	-	-	-	(42,998)	-	-	
Supply Act (No. 1) 2022-2023 - DCB ^{3,4}	17,301	-	-	-	(911,223)	-	17,301	
Supply Act (No. 3) 2022-2023	911,223	-	-	-	-	-	-	
Supply Act (No. 3) 2022-2023 - DCB ^{3,4}	13	-	-	-	(96,167)	-	13	
Appropriation Act (No. 1) 2022-2023	96,167	-	-	-	(10,405)	-	-	
Appropriation Act (No. 3) 2022-2023	10,405	-	-	-	(3,936,088)	-	-	
Appropriation Act (No. 1) 2023-2024 ⁵	-	4,374,479	-	184,970	4,559,449	-	623,361	
Appropriation Act (No. 1) 2023-2024 - DCB ⁴	-	184,756	-	-	184,756	-	-	
Appropriation Act (No. 3) 2023-2024 ⁵	-	343,836	-	134,634	478,470	-	343,836	
Appropriation Act (No. 5) 2023-2024 ⁵	-	93,596	-	32,643	126,239	(32,643)	93,596	
Cash and cash equivalents	20,267	-	-	-	-	1,037	21,304	
Total ordinary annual services	1,158,705	4,996,667	-	352,247	5,348,914	(5,347,877)	1,133,563	
Departmental - Other Services								
Appropriation Act (No. 2) 2020-2021 ¹	591	-	-	-	-	(591)	-	
Supply Act (No. 2) 2022-2023	60,000	-	-	-	(60,000)	-	-	
Appropriation Act (No. 2) 2023-2024 ³	-	54,916	-	-	54,916	(53,884)	1,032	
Appropriation Act (No. 4) 2023-2024 ³	-	45,625	-	-	45,625	(35,838)	9,787	
Total other services	60,591	100,541	-	-	100,541	(149,722)	10,819	
Total Departmental	1,219,296	5,097,208	-	352,247	5,449,455	(26,770)	1,144,382	

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C1.1: Annual appropriations (recoverable GST exclusive) Continued

	Total unspent 30 June 2023 \$'000	Amount appropriated in 2023-24				Total appropriation \$'000	Appropriation applied in 2023-24 Current and prior years \$'000	Repeated appropriation \$'000	Total unspent 30 June 2024 \$'000
		Current year Appropriation \$'000	Section 75 Transfers	Section 74 Receipts and others \$'000	Total appropriation \$'000				
Administered									
Supply Act (No. 1) 2020-2021 ¹	1,686	-	-	-	-	-	(1,686)	-	
Appropriation Act (No. 3) 2020-2021 ¹	5	-	-	-	-	-	(5)	-	
Appropriation Act (No. 1) 2021-2022 ²	1,688	-	-	-	-	-	-	1,688	
Appropriation Act (No. 3) 2021-2022 ²	7	-	-	-	-	-	-	7	
Supply Act (No. 1) 2022-2023 ⁶	1,353	-	-	-	-	-	-	1,353	
Appropriation Act (No. 1) 2023-2024	-	1,230	-	980	2,210	(1,253)	-	957	
Appropriation Act (No. 3) 2023-2024	-	17	-	-	17	-	-	17	
Total Administered	4,739	1,247	-	980	2,227	(1,253)	(1,691)	4,022	

¹2020-21 Supply and Appropriation Acts automatically repealed on 1 July 2023 under section 39 of FRR.

²2021-22 Supply and Appropriation Acts will be automatically repealed on 1 July 2024 under section 39 of FRR.

³The total unspent 30 June 2024 balance for this appropriation has been withheld by a direction issued under section 51 of the PGPA Act. Whilst the funding is legally available, it cannot be used by the agency unless the section 51 direction is modified or reversed.

⁴Departmental capital budgets are appropriated through Appropriation Acts (No. 1, 3, & 5) and Supply Acts (No. 1 & 3). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

⁵In 2024, the revenue from Government reported in the Statement of Comprehensive Income is \$4,823.2 million, \$11.3 million higher than the ordinary annual services appropriation of \$4,811.9 million. This is due to adjustments that met the recognition criteria of a formal amendment to revenue.

⁶The Balance includes \$87,000 administered appropriations withheld under section 51 of the PGPA Act.

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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
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C1.1: Annual appropriations (recoverable GST exclusive) Continued

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

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for the year ended 30 June 2024

C1.1. Annual appropriations (recoverable GST exclusive) Continued

	Total unspent 30 June 2022 \$'000	Amount appropriated in 2022-23			Total appropriation \$'000	Appropriation applied in 2022-23 Current and prior years \$'000	Repealed appropriation \$'000	Total unspent 30 June 2023 \$'000
		Current year Appropriation \$'000	Section 75 Transfers	Section 74 Receipts and others \$'000				
Annual appropriations for 2023								
Administered								
Supply Act (No.1) 2019-2020 ¹	685	-	-	-	-	(685)	-	
Appropriation Act (No. 1) 2019-2020 ¹	958	-	-	-	-	(958)	-	
Supply Act (No. 1) 2020-2021 ^{1,10}	1,686	-	-	-	-	-	1,686	
Appropriation Act (No. 3) 2020-2021 ^{1,10}	5	-	-	-	-	-	5	
Appropriation Act (No. 1) 2021-2022	1,688	-	-	-	-	-	1,688	
Appropriation Act (No. 3) 2021-2022	7	-	-	-	-	-	7	
Supply Act (No. 1) 2022-2023 ¹¹	-	1,353	-	960	2,313	-	1,353	
Total Administered	5,029	1,353	-	960	2,313	(1,643)	4,739	

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

¹⁰\$26.2 million of operating appropriations withheld under section 51 of the PGPA Act.

¹¹2020-21 Supply and Appropriation Acts automatically repealed on 1 July 2023 under section 39 of FRR.

¹²\$34.9 million of operating appropriations withheld under section 51 of the PGPA Act.

¹³In 2023, the revenue from Government reported in the Statement of Comprehensive Income is \$4,645.5 million, \$298.7 million less than the ordinary annual services appropriation of \$4,944.2 million. This is due to adjustments that met the recognition criteria of a formal amendment to revenue.

¹⁴\$17.5 million capital appropriations withheld under section 51 of the PGPA Act.

¹⁵Departmental capital budgets are appropriated through Appropriation Acts (No. 1, 3 & 5) and Supply Acts (No.1 & 3). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

¹⁶\$13,000 capital appropriations withheld under section 51 of the PGPA Act.

¹⁷\$39,000 capital appropriations withheld under section 51 of the PGPA Act.

¹⁸These amounts reflect unspent appropriations relating to the child support program quarantined for administrative purposes.

¹⁹The Balance includes \$87,000 administered appropriations withheld under section 51 of the PGPA Act.

SERVICES AUSTRALIA
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C1.2: Special appropriations applied (recoverable GST exclusive)		
	2024	2023
	\$'000	\$'000
Authority		
<i>Public Governance, Performance and Accountability Act 2013, section 77¹</i>	207	10,420
Total special appropriations applied	207	10,420

¹Refund appropriation to enable repayment of funds to third parties for incorrect or unidentified payments that were previously received and sent to the OPA as an administered receipt.

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

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

Entity	Total receipts		Total payments		Total receipts payments 2023 2024	Total payments \$'000	Purpose of payment
	2024	2023	2024	2023			
Department of Agriculture, Fisheries and Forestry	57,668		57,668	74,897	74,897		Farm Household Allowance
Department of Education	14,013,022		14,013,022	11,211,120	11,211,120		Child Care Subsidies, Early Childhood Education and Care workforce package and Tertiary Access payments
Department of Employment and Workplace Relations	1		1	18	18		PaTH Internship Incentive payment
Department of Foreign Affairs and Trade	65		65	707	707		MH17 Commemoration Support Package
Department of Health and Aged Care	84,656,026		84,621,223	74,671,797	74,520,161		Aged care, medical and pharmaceutical benefits
Department of Home Affairs	15,900		15,900	14,256	14,256		Asylum seeker support and payments for victims of terrorism
Department of Infrastructure, Transport, Regional Development, Communications and the Arts	239,948		239,948	240,840	240,840		Tasmanian Freight Equalisation Scheme and Bass Strait Passenger Vehicle Equalisation Scheme
Department of Social Services	136,903,144		136,903,144	126,867,222	126,867,222		Age Pension, Disability Support Pension, Carer Payment, Family Tax Benefit, Austudy, ABSTUDY, Youth Allowance and JobSeeker Payments
Department of Veterans' Affairs	3,112,065		3,146,868	2,667,104	2,818,740		Aged care, medical and pharmaceutical benefits
National Emergency Management Agency	80,867		80,867	1,907,389	1,907,389		Disaster recovery relief payments
Total	239,078,706		239,078,706	217,655,350	217,655,350		

SERVICES AUSTRALIA
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2024

C2: Special Accounts

Child Support Special Account

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

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

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

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

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

(Recoverable GST Exclusive)	Child Support		RHCOS		SOETM	
	2024	2023	2024	2023	2024	2023
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance brought forward from previous period	98,702	93,413	139,251	199,454	251	165
Increases						
<i>Child Support (Registration & Collection) Act 1988 sections 77 and 78 crediting clause¹</i>	41,768	40,534	-	-	-	-
Appropriations credited	1,253	953	-	-	-	-
Other receipts	1,870,365	1,798,520	580,346	479,605	649	1,200
Total increases	1,913,386	1,840,007	580,346	479,605	649	1,200
Available for payments	2,012,088	1,933,420	719,597	679,059	900	1,365
Decreases						
Payments made ²	(1,907,170)	(1,834,718)	(544,080)	(539,808)	(667)	(1,114)
Total decreases	(1,907,170)	(1,834,718)	(544,080)	(539,808)	(667)	(1,114)
Total balance carried to the next period	104,918	98,702	175,517	139,251	233	251
Represented by:						
Cash held in entity bank accounts	5,734	-	175,517	139,251	-	-
Cash held in the Official Public Account	99,184	98,702	-	-	233	251
Balance carried forward³	104,918	98,702	175,517	139,251	233	251

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

²The 2022-23 comparative balance for the RHCOS has been adjusted by \$11.2 million which was previously reported as an adjustment for timing differences. The closing balance of \$139.3 million remains unchanged.

³The 2022-23 comparative balance for the Child Support Special Account includes a timing difference of \$26.7 million, compared to the balance reported in note B7.1. The difference relates to the recording of receipts and drawdowns from the OPA in the Child Support Case Management System.

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C3: Net Cash Appropriation Arrangements

	2024	2023
	\$'000	\$'000
Total comprehensive deficit - as per the Statement of Comprehensive Income¹	(125,115)	(612,020)
Plus: depreciation/amortisation of assets funded through appropriations ¹	394,914	411,308
Plus: depreciation of right-of-use assets	375,900	395,001
Less: lease principal repayments	<u>(345,211)</u>	<u>(370,362)</u>
Net cash operating surplus/(deficit)	<u>300,488</u>	<u>(176,073)</u>

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

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

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

D: Other Items

D1: Contingent Assets and Liabilities

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

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

	2024	2023
	\$'000	\$'000
Contingent assets		
As at 1 July	1,791	-
New contingent assets recognised	237	1,791
Re-measurement	(712)	-
Assets realised	(220)	-
Rights expired	<u>(46)</u>	<u>-</u>
Total contingent assets as at 30 June	<u>1,050</u>	<u>1,791</u>
Contingent liabilities		
As at 1 July	1,336	673
New contingent liabilities recognised	1,225	1,277
Re-measurement	222	132
Liabilities realised	(618)	(306)
Obligations expired	<u>(626)</u>	<u>(440)</u>
Total contingent liabilities as at 30 June¹	<u>1,539</u>	<u>1,336</u>
Net contingent assets/(liabilities) as at 30 June	<u>(489)</u>	<u>455</u>

¹Contingent liabilities include compensation claims.

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Unquantifiable Contingencies

Child Support Program

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

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

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

The agency is aware of the following issues impacting Child Support assessments, which are unable to be quantified:

- The agency has progressed service recovery action in relation to cases impacted by the historical assessment issue disclosed in the 2022-23 financial statements. As at 30 June 2024, over 92% of customers have been contacted and the majority of cases have not resulted in changes to assessments. There will be no contingent assets and liabilities disclosed in future years in relation to this issue.
- Through the service recovery action undertaken for the historical assessment issues, the agency has identified cases where the Child Support case management system may create potentially incorrect provisional incomes in situations where multiple tax returns are lodged on the same day, covering more than one previous financial year. The agency is correcting newly affected cases as they arise and are in the process of contacting the backlog of approximately 12,300 customers.

The agency has processes in place to notify customers where issues are identified and provide an opportunity for customers to have their assessments corrected.

Accounting Policy

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

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D2: Financial Instruments		
	2024	2023
	\$'000	\$'000
D2.1: Categories of financial instruments		
Financial assets at amortised cost		
Cash	21,304	20,267
Trade and other receivables	58,534	107,207
Total financial assets¹	79,838	127,474
Financial liabilities		
Financial liabilities measured at amortised cost		
Trade creditors and accruals	146,775	233,356
Total financial liabilities	146,775	233,356
¹ These figures exclude statutory receivables, which are not within the scope of AASB 9 <i>Financial Instruments</i> .		
D2.2: Categories of financial instruments		
Financial assets at amortised cost		
Cash and cash equivalents	280,668	211,460
Other receivables ¹	82,092	53,186
Total financial assets²	362,760	264,646
Financial liabilities		
Financial liabilities measured at amortised cost		
Recovery of compensation payable	10,646	9,764
Total financial liabilities²	10,646	9,764
¹ Prior period balances have been restated. Refer to note D6.2 for further details.		
² These figures exclude statutory receivables and payables, which are not within the scope of AASB 9 <i>Financial Instruments</i> .		

Accounting Policy

Financial assets

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

Financial liabilities

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

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

	2024	2023
	\$'000	\$'000
D3.1: Departmental		
Assets expected to be recovered in		
No more than 12 months		
Cash	21,304	20,267
Trade and other receivables	1,207,530	1,258,939
Prepayments	123,925	100,139
Total no more than 12 months	1,352,759	1,379,345
More than 12 months		
Prepayments	18,337	16,620
Plant and equipment (including right-of-use)	454,223	381,055
Land and buildings (including right-of-use) ¹	2,424,219	2,368,815
Software	919,296	894,260
Total more than 12 months	3,816,075	3,660,750
Total assets	5,168,834	5,040,095
Liabilities expected to be settled in		
No more than 12 months		
Employee benefits	88,292	77,244
Trade creditors and accruals	146,775	233,356
Other payables	10,470	27,430
Leases	313,170	341,209
Other provisions	10,985	14,196
Employee provisions	254,151	244,249
Total no more than 12 months	823,843	937,684
More than 12 months		
Employee benefits	812	747
Leases	1,770,557	1,668,183
Other provisions	48,692	47,679
Employee provisions	557,699	567,934
Total more than 12 months	2,377,760	2,284,543
Total liabilities	3,201,603	3,222,227

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

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	2024	2023
	\$'000	\$'000
D3.2: Administered		
Assets expected to be recovered in		
No more than 12 months		
Cash and cash equivalents	280,668	211,460
Other receivables ¹	68,256	43,893
Child support receivables	348,221	317,329
Total no more than 12 months	697,145	572,682
More than 12 months		
Other receivables	14,818	10,891
Child support receivables	707,780	671,527
Total more than 12 months	722,598	682,418
Total assets	1,419,743	1,255,100
Liabilities expected to be settled in		
No more than 12 months		
Child support payments received in advance	31,060	30,032
Child support and other payables	74,091	42,177
Recovery of compensation payable	10,646	9,764
Child support maintenance provisions	346,707	315,750
Recovery of compensation provisions	150,066	124,508
Total no more than 12 months	612,570	522,231
More than 12 months		
Child support maintenance provisions	705,763	669,634
Recovery of compensation provisions	10,575	4,139
Total more than 12 months	716,338	673,773
Total liabilities	1,328,908	1,196,004

¹Prior period balances have been restated. Refer to note D6.2 for further details.

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D4: Key Management Personnel Remuneration

Key management personnel (KMP) are those persons having authority and responsibility for planning, directing and controlling the activities of the agency, directly or indirectly, including any director (whether executive or otherwise) of the agency. The agency has determined the KMP to be the Chief Executive Officer and Deputy Chief Executive Officers. For 2023-24, the total number of KMP is 13 (2023: 11), and includes acting arrangements (12 weeks or more), where it is determined the individual meets the definition of a KMP. The Portfolio Minister's remuneration and other benefits are excluded as it is set by the Remuneration Tribunal and are not paid by the agency. KMP remuneration is reported in the table below.

	2024	2023
	\$'000	\$'000
Key management personnel remuneration expenses		
Short-term employee benefits	3,715	4,643
Post-employment benefits	598	677
Other long-term employee benefits	232	217
Termination benefits	636	-
Total key management personnel remuneration expenses	5,181	5,537

D5: Related Party Disclosures

Related party relationships

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

Transactions with related parties

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

Significant transactions with related parties can include:

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

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

SERVICES AUSTRALIA
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D6: Restatement of Prior Period Balances

D6.1: Departmental

In the 2023-24 financial period, Services Australia has identified an error in the fair value measurement for Leasehold improvement (LHI) assets. The previous estimate methodology used the non-cancellable period as the useful life which has now been updated to incorporate lease terms with all options considered reasonably certain to be exercised. This revision ensures alignment of useful life between LHI and the associated right-of-use building asset.

	2022 \$'000	Increase/ (Decrease) due to errors 2022 \$'000	Restated 2022 \$'000	2023 \$'000	Increase/ (Decrease) due to errors 2023 \$'000	Restated 2023 \$'000
STATEMENT OF FINANCIAL POSITION (Extract)						
Non-financial assets						
Prepayments	159,202	-	159,202	116,759	-	116,759
Plant and equipment (including right-of-use)	411,355	-	411,355	381,055	-	381,055
Land and buildings (including right-of-use)	2,227,472	118,243	2,345,715	2,257,134	111,681	2,368,815
Software	879,033	-	879,033	894,260	-	894,260
Total non-financial assets	3,677,062	118,243	3,795,305	3,649,208	111,681	3,760,889
Equity						
Contributed equity	3,826,273	-	3,826,273	4,158,852	-	4,158,852
Reserves	269,416	124,474	393,890	307,519	142,479	449,998
Accumulated deficit	(2,116,623)	(6,231)	(2,122,854)	(2,760,184)	(30,798)	(2,790,982)
Total equity	1,979,066	118,243	2,097,309	1,706,187	111,681	1,817,868

STATEMENT OF COMPREHENSIVE INCOME (Extract)

	2023 \$'000	2024 \$'000
Expenses		
Employee benefits	3,078,883	-
Supplier expenses	1,435,775	-
Depreciation and amortisation	781,742	24,567
Finance costs	29,122	-
Write-down and impairment of other assets	232,609	-
Other expenses	5,518	-
Total expenses	5,563,649	24,567

SERVICES AUSTRALIA
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D6.2: Administered

In the 2023-24 financial period, Services Australia has identified historical errors impacting compensation recoveries for claims which were closed with a nil notice of charge, where a potential debt to the Commonwealth still exists at law. The agency has restated the 2022-23 opening balances and 2022-23 comparative information.

	2022 \$'000	Increase/ (Decrease) due to errors \$'000	Restated 2022 \$'000	2023 \$'000	Increase/ (Decrease) due to errors \$'000	Restated 2023 \$'000
SCHEDULE OF ASSETS AND LIABILITIES (Extract)						
Financial Assets						
Other receivables	14,727	28,537	43,264	20,577	34,207	54,784
Total assets administered on behalf of Government	1,286,421	28,537	1,314,958	1,220,893	34,207	1,255,100
SCHEDULE OF COMPREHENSIVE INCOME (Extract)						
Non-taxation revenue						
Compensation Recoveries				53,010	5,670	58,680
Total non-taxation revenue				1,980,685	5,670	1,986,355

ENTITY RESOURCE STATEMENT AND EXPENSES BY OUTCOME

RESOURCE STATEMENT

Table 41 is the agency's resource statement providing information about the funding sources available to the agency for its operations and for delivering programs and services on behalf of the government.

Table 41: Agency resource statement 2023–24

	Actual available appropriation (x) \$'000	Payments made (y) \$'000	Balance remaining (x)–(y) \$'000
Departmental			
Annual appropriations – ordinary annual services			
Current year ^(a)	5,170,239	4,082,061	1,088,178
Prior year ^(b)	1,094,945	1,060,793	34,152
Annual appropriations – capital budget ^(c)			
Current year ^(d)	184,756	184,756	–
Prior year	17,314	–	17,314
Total annual appropriations – ordinary annual services	6,467,254	5,327,610	1,139,644
Annual appropriations – other services – non-operating			
Current year ^(e)	100,541	89,722	10,819
Prior year ^(f)	60,000	60,000	–
Total departmental resourcing	6,627,795	5,477,332	1,150,463
Administered			
Annual appropriations – ordinary annual services			
Current year ^(a)	2,227	1,253	974
Prior year ^(b)	3,048	–	3,048
Total administered annual appropriations	5,275	1,253	4,022
Total administered special appropriations	unlimited	207	

	Actual available appropriation (x) \$'000	Payments made (y) \$'000	Balance remaining (x)–(y) \$'000
Special accounts – administered			
Opening balance	238,204		
Special account receipts	2,494,381		
Special account payments		2,451,917	
Total special accounts	2,732,585	2,451,917	280,668
Total administered resourcing	2,737,860	2,453,377	284,690
Total resourcing and payments for Services Australia	9,365,655	7,930,709	1,435,153

- (a) Appropriation Act (No.1) 2023–24, Appropriation Act (No.3) 2023–24 and Appropriation Act (No.5) 2023–24. This may also include external revenue under section 74 of the *Public Governance, Performance and Accountability Act 2013*.
- (b) Supply Act (No.1) 2022–23, Supply Act (No.3) 2022–23, Appropriation Act (No.1) 2022–23, Appropriation Act (No.3) 2022–23, Appropriation Act (No.1) 2021–22 and Appropriation Act (No.3) 2021–22.
- (c) Departmental capital budgets are not separately identified in the Appropriation Act (No 1, 3, 5) and form part of ordinary annual services items. For accounting purposes, this amount has been designated as a 'contribution by owner'.
- (d) Appropriation Act (No.1) 2023–24
- (e) Appropriation Act (No.2) 2023–24 and Appropriation Act (No.4) 2023–24.
- (f) Supply Act (No.2) 2022–23.

EXPENSES BY OUTCOME

Government outcomes are the intended results, impacts or consequences of government actions on the Australian community. Commonwealth programs are the main ways in which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs that contribute to government outcomes.

Table 42 provides information on the agency's expenditure in achieving its outcome. Results are reported by program for administered and departmental funding sources.

Table 42: Agency expenses by outcome 2023–24

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

	Budget^(a) 2023–24 (x) \$'000	Actual expenses 2023–24 (y) \$'000	Variation 2023–24 (x)–(y) \$'000
Program 1.1: Strategy and Corporate Enabling			
Departmental expenses			
Departmental appropriation	592,817	685,920	(93,103)
s74 External Revenue ^(b)	21,661	31,529	(9,868)
Expenses not requiring appropriation in the Budget year ^(c)	426,901	481,493	(54,592)
Departmental total	1,041,379	1,198,942	(157,563)
Total expenses for Program 1.1	1,041,379	1,198,942	(157,563)
Program 1.2: Customer Service Delivery			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 & 3)	1,230	1,253	(23)
Special accounts	1,884,555	1,974,102	(89,547)
Expenses not requiring appropriation in the Budget year	88,851	77,423	11,428
Administered total	1,974,636	2,052,778	(78,142)
Departmental expenses			
Departmental appropriation	2,533,022	2,702,964	(169,942)
s74 External Revenue ^(b)	99,616	96,365	3,251
Expenses not requiring appropriation in the Budget year ^(c)	3,292	11,790	(8,498)
Departmental total	2,635,930	2,811,119	(175,189)
Total expenses for Program 1.2	4,610,566	4,863,897	(253,331)

	Budget ^(a) 2023–24 (x) \$'000	Actual expenses 2023–24 (y) \$'000	Variation 2023–24 (x)–(y) \$'000
Program 1.3: Technology and Transformation			
Departmental expenses			
Departmental appropriation	893,351	779,750	113,601
s74 External Revenue ^(b)	60,673	126,298	(65,625)
Expenses not requiring appropriation in the Budget year ^(c)	325,254	318,565	6,689
Departmental total	1,279,278	1,224,613	54,665
Total expenses for Program 1.3	1,279,278	1,224,613	54,665
Outcome 1 Totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 & 3)	1,230	1,253	(23)
Special accounts	1,884,555	1,974,102	(89,547)
Expenses not requiring appropriation in the Budget year	88,851	77,423	11,428
Administered total	1,974,636	2,052,778	(78,142)
Departmental expenses			
Departmental appropriation	4,019,190	4,168,634	(149,444)
s74 External Revenue ^(b)	181,950	254,192	(72,242)
Expenses not requiring appropriation in the Budget year ^(c)	755,447	811,848	(56,401)
Departmental total	4,956,587	5,234,674	(278,087)
Total expenses for Outcome 1	6,931,223	7,287,452	(356,229)

(a) Budget reported in the 2023–24 Portfolio Budget Statements published in May 2023.

(b) Estimated expenses incurred in relation to receipts retained under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

(c) Expenses not requiring appropriation are made up of depreciation/amortisation, resources received free of charge, write-down and impairment of assets, and non-cash adjustments to make-good provisions.

10.4 Procurement and consultancy

The agency's Accountable Authority Instructions are an important element of our control framework. They give practical effect to matters in the PGPA Act framework, including procurement and other key requirements for agency officials. We periodically review our instructions to ensure they remain aligned with the PGPA Act and other requirements and that they reflect best practice.

CONSULTANCY CONTRACTS

We engage consultants to provide specialist professional services, independent research or assessment, and necessary skills that are otherwise unavailable in the agency. Our need for consultants is determined by requirements at a point in time and therefore can vary significantly from year to year.

We categorise consultancy contracts in accordance with the PGPA Rule for annual reports and guidance from the Department of Finance on reporting consultancies. In addition to the requirements of the agency's procurement guidelines and policies, all consultancy service proposals undergo a compliance assessment by at least 2 procurement specialists and are approved by a delegate.

During 2023–24, 6 new consultancy contracts were entered into, involving total actual expenditure of \$4,680,411 (including GST). In addition, 3 active ongoing consultancy contracts were in place during the period, involving total actual expenditure of \$1,449,135 (including GST), bringing total expenditure on consultancy services for the year to \$6,129,546.

Table 43 shows agency expenditure on consultancy contracts for 2023–24.

Table 43: Expenditure on reportable consultancy contracts 2023–24

	Number	Expenditure \$ (including GST)
New contracts entered into during the reporting period	6	4,680,411
Ongoing contracts entered into during a previous reporting period	3	1,449,135
Total	9	6,129,546

Table 44 shows organisations receiving a share of reportable consultancy contract expenditure for 2023–24.

Table 44: Organisations receiving a share of reportable consultancy contract expenditure 2023–24

	Expenditure \$ (including GST)
KordaMentha (36 220 576 038)	2,499,870
KPMG (51 194 660 183)	1,878,439
Sententia Consulting Pty Ltd (85 639 580 662)	937,145
Ernst & Young (75 288 172 749)	390,365
Deloitte Touche Tohmatsu (74 490 121 060)	304,379

Annual reports contain information about actual expenditure on reportable consultancy contracts. For more information on the value of reportable consultancy contracts, go to the AusTender website.

Table 45 shows total expenditure (including GST) on consultancy contracts from 2021–22 to 2023–24.

Table 45: Expenditure on consultancy services

	2021–22 \$ (including GST)	2022–23 \$ (including GST)	2023–24 \$ (including GST)
New consultancy services	3,098,161	186,399	4,680,411
Ongoing consultancy services	10,493,263	8,964,621	1,449,135
Total consultancy services	13,591,424	9,151,020	6,129,546

Table 46 shows the total reportable non-consultancy contracts for 2023–24.

Table 46: Reportable non-consultancy contracts 2023–24

	Number	Expenditure \$ (including GST)
New contracts entered into during the reporting period	1,789	563,715,339
Ongoing contracts entered into during a previous reporting period	1,288	1,772,714,820
Total	3,077	2,336,430,159

Table 47 shows organisations receiving a share of reportable non-consultancy contract expenditure for 2023–24.

Table 47: Organisations receiving a share of reportable non-consultancy contract expenditure 2023–24

	Expenditure \$ (including GST)
Jones Lang Lasalle (ACT) Pty Ltd (69 008 585 260)	323,515,239
IBM Australia Ltd (79 000 024 733)	264,461,808
Telstra Limited (64 086 174 781)	147,923,357
Red Hat Asia Pacific Pty Ltd (35 090 438 485)	55,134,486
Australian Postal Corporation (28 864 970 579)	50,690,455

Annual reports contain information about actual expenditure on reportable non-consultancy contracts. For more information on the value of reportable non-consultancy contracts, go to the AusTender website.

SMALL BUSINESS

We recognise the importance of ensuring that small businesses are paid on time.

For results of the Australian Government Pay On-Time Survey to small business, go to the information on the Department of Employment and Workplace Relations website.

We support small to medium enterprises (SMEs) through a range of procurement measures, including:

- using the Commonwealth Contracting Suite for low-risk procurements valued under \$1 million
- implementing the Supplier Diversity Strategy to increase the level of activity between the agency and supplier groups such as Australian Disability Enterprises and Indigenous SMEs
- being a member of Supply Nation – a non-profit organisation that supports growth in the Aboriginal and Torres Strait Islander business sector by promoting supplier diversity
- reporting the agency's results against the Australian Government's Indigenous Procurement Policy and the agency's Reconciliation Action Plan (RAP) on the number of contracts, contract values and expenditure for all Indigenous SMEs. In 2023–24 we spent \$36,349,743 (including GST) with Aboriginal and Torres Strait Islander businesses
- using Australian industry participation plans in whole-of-government procurement where applicable
- encouraging credit card use to expedite payments
- supporting the Supplier Pay-On-Time or Pay Interest Policy, implementing a standard payment term of 20 business days and a 5-day payment term for compliant e-invoicing capable suppliers.

EXEMPT CONTRACTS

In 2023–24 the agency had one exempt contract.

COMMUNICATION AND ADVERTISING CAMPAIGNS

The agency did not undertake any communication or advertising campaigns in 2023–24.

ADVERTISING COSTS

In 2023–24 the agency's advertising payments totalled \$1,495,257. This included expenditure on print and online advertising in areas such as recruitment, public notices and procurement.

Table 48 lists the payees and total payments associated with advertising for 2023–24.

Table 48: Payments associated with advertising for 2023–24

Payee	Purpose	Cost \$ (including GST)
Thryv Australia Pty Ltd	White Pages	\$925,155
Universal McCann (Media Brands Australia Pty Ltd)	Advertising	\$570,102
Total		\$1,495,257

MARKET RESEARCH PAYMENTS

Table 49 lists vendors the agency commissioned, the type of research they undertook and the cost for each service.

Table 49: Payments associated with market research organisations for 2023–24

Vendor	Research type	Cost \$ (including GST)
Kantar Public Australia Pty Ltd	Satisfaction research program	2,101,707.64
Orima Research Pty Ltd	Audience communication research	121,512.50
Instinct and Reason Pty Ltd	Audience message and content testing	345,268.00
Instinct and Reason Pty Ltd	National Agents and Access Points Remote Indigenous Customer Survey	71,750.10
Instinct and Reason Pty Ltd	Customer Satisfaction Full Program	210,000.00
Instinct and Reason Pty Ltd	Centrepay Reform	28,600.00
McNair yellowSquares Pty Ltd	User recruitment for the Agency's-led user research	25,129.50
Loneragan Research Pty Ltd	User research and testing sessions	60,140.00
Whereto Research-Based Consulting Pty Ltd	Audience communication research	252,250.00
Askable Pty Ltd	Comprehensive user research and testing services, including recruitment, reporting and recommendations	193,998.97
Total		3,410,356.71

ANAO ACCESS CLAUSES

All the agency's contract templates include a standard clause giving the Auditor-General appropriate access to a contractor's premises and records.



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Appendix A – Staffing statistics

PGPA RULES 17AD(DA) EXECUTIVE REMUNERATION

Table 50: Information about remuneration for key management personnel 2023–24

Name	Position title	Short-term benefits ^(a)			Other benefits and allowances ^(c)	Superannuation contributions	Post-employment benefits ^(b)			Total remuneration ^(d)
		Base salary	Bonuses	\$			Long service leave	Other long-term benefits	Termination benefits	
		\$	\$	\$	\$	\$	\$	\$	\$	\$
David Hazlehurst	Chief Executive Officer	366,787	0	1,887	37,173	8,682	0	0	0	414,530
Rebecca Skinner	Chief Executive Officer	166,484	0	1,003	25,449	3,982	0	0	0	196,918
Chris Birrer	DCEO – Payments and Integrity	500,938	0	1,472	76,315	50,547	0	0	0	629,272
Russell Egan	COO – Corporate Enabling	223,826	0	1,047	54,817	16,464	0	269,443	0	565,597
Charles McHardie	CIDO – Technology and Digital Programs	449,129	0	1,472	77,794	18,533	0	0	0	546,927
Kirsty Faichney	DCEO – Program Design	412,786	0	1,472	73,607	27,350	0	0	0	515,215
Jonathon Thorpe	DCEO – Service Delivery Excellence	369,170	0	30,187	65,863	28,461	0	0	0	493,681
Jairrod Howard	DCEO – Customer Service Delivery	385,414	0	1,472	62,356	22,786	0	0	0	472,027

Name	Position title	Short-term benefits ^(a)				Post-employment benefits ^(b)			Other long-term benefits		Termination benefits	Total remuneration ^(d)
		Base salary	Bonuses	Other benefits and allowances ^(c)	Superannuation contributions	Long service leave	Other long-term benefits	Termination benefits	Total remuneration			
		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
Michelle Lees	DCEO – Service Delivery Excellence	85,189	0	3,832	12,387	2,491	0	366,579	470,477			
Susie Smith	DCEO – Strategy and Performance	345,181	0	1,472	71,399	22,521	0	0	440,573			
Danielle Regeling	Acting COO – Corporate Enabling	167,379	0	594	22,121	27,581	0	0	217,675			
Robert Higgins	Acting DCEO – Payments and Integrity	120,738	0	470	18,576	2,863	0	0	142,647			
Grant Tidswell	Strategic Advisor Transformation	75,027	0	277	0	0	0	0	75,305			
Total	13	3,668,047	0	46,656	597,858	232,260	0	636,022	5,180,843			

(a) Includes base salary, annual leave benefit, bonuses, allowances and other benefits.

(b) Includes contributed superannuation depending on the scheme the employee is in. Where an employee is in a defined contribution scheme, such as PSSap, this will be the superannuation amount on the individual's pay slip. Where an employee is in a defined benefits scheme, such as PSS and CSS, this will include the Notional Employer Contribution Amount and Employer Productivity Superannuation Contribution.

(c) Includes motor vehicle allowance and other benefits such as the provision of a car park.

(d) Figures are reported on an accrual basis and reference employee expenses incurred by the agency over the financial year.

Table 51: Information about remuneration for senior executives 2023–24

Remuneration band	Number of Senior Executive Staff	Short-term benefits ^(a)			Post-employment benefits ^(b)			Other long-term benefits	Termination benefits	Total remuneration ^(d)
		Average base salary \$	Average bonuses \$	Average other benefits and allowances ^(c) \$	Average superannuation contributions \$	Average long service leave \$	Average other long-term benefits \$			
\$0 – \$220,000	36	80,746	0	1,071	18,405	5,239	0	6,248	111,709	
\$220,001 – \$245,000	11	195,289	0	1,727	30,368	9,917	0	0	237,301	
\$245,001 – \$270,000	36	207,587	0	1,626	36,461	10,187	0	4,695	260,556	
\$270,001 – \$295,000	41	226,574	0	1,533	40,111	13,679	0	0	281,897	
\$295,001 – \$320,000	30	246,575	0	1,540	44,095	13,416	0	0	305,626	
\$320,001 – \$345,000	13	264,045	0	1,743	46,227	17,634	0	0	329,649	
\$345,001 – \$370,000	10	285,144	0	2,937	50,606	18,845	0	0	357,532	
\$370,001 – \$395,000	6	272,046	0	6,290	46,931	16,792	0	38,814	380,873	

Remuneration band	Number of Senior Executive Staff	Short-term benefits ^(a)			Post-employment benefits ^(b)		Other long-term benefits	Termination benefits	Total remuneration ^(d)
		Average base salary \$	Average bonuses \$	Average other benefits and allowances ^(c) \$	Average superannuation contributions \$	Average long service leave \$			
\$395,001 – \$420,000	5	279,921	0	2,405	48,105	12,520	0	64,575	407,526
\$420,001 – \$445,000	2	330,258	0	23,909	58,251	25,242	0	0	437,660

(a) Includes base salary, annual leave benefit, bonuses, allowances, and other benefits.

(b) Includes contributed superannuation depending on the scheme the employee is in. When an employee is in a defined contribution scheme, such as PSSap, this will be the superannuation amount on the individual's pay slip. When an employee is in a defined benefits scheme, such as PSS and CSS, this will include the Notional Employer Contribution Amount and Employer Productivity Superannuation Contribution.

(c) Includes motor vehicle allowance and other benefits such as the provision of a car park, where applicable.

(d) Figures are reported on an accrual basis and reference employee expenses incurred by the agency over the financial year.

Table 52: Information about remuneration for other highly paid staff 2023–24

Remuneration band	Number of Senior Executive Staff	Short-term benefits ^(a)		Post-employment benefits ^(b)		Other long-term benefits	Termination benefits	Total remuneration ^(d)	
		Average base salary \$	Average bonuses \$	Average other benefits and allowances ^(c) \$	Average superannuation contributions \$				Average long service leave \$
\$250,000 – \$270,000	8	178,632	0	2,637	26,724	32,476	0	20,409	260,878
\$270,001 – \$295,000	4	140,863	0	68,480	23,180	11,290	0	39,285	283,098
\$295,001 – \$320,000	1	111,770	0	2,628	25,791	4,110	0	169,203	313,502
\$320,001 – \$345,000	3	136,716	0	2,508	25,909	5,151	0	159,112	329,396

(a) Includes base salary, annual leave benefit, bonuses, allowances, and other benefits.

(b) Includes contributed superannuation depending on the scheme the employee is in. When an employee is in a defined contribution scheme, such as PSSap, this will be the superannuation amount on the individual's pay slip. When an employee is in a defined benefits scheme, such as PSS and CSS, this will include the Notional Employer Contribution Amount and Employer Productivity Superannuation Contribution.

(c) Includes motor vehicle allowance and other benefits such as the provision of a car park, where applicable.

(d) Figures are reported on an accrual basis and reference employee expenses incurred by the agency over the financial year.

PGPA RULES 17AE(1)(AA)(I)-(III) ACCOUNTABLE AUTHORITY

Table 53: Details of accountable authority during 2023–24

Name	Position title/ position held	Date of commencement	Date of cessation
David Hazlehurst	Chief Executive Officer	8 January 2024	30 June 2024
Chris Birrer	Acting Chief Executive Officer	30 September 2023	7 January 2024
Rebecca Skinner	Chief Executive Officer	1 July 2023	29 September 2023

PGPA RULES 17AG(4)(AA) MANAGEMENT OF HUMAN RESOURCES

Table 54: Australian Public Service Act ongoing employees 2023–24 (as at 30 June 2024)

	Male		Female		Non-binary		Prefers not to answer		Uses a different term		Total			
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time				
NSW	1,720	161	1,881	4,182	1,599	5,781	45	7	52	0	0	0	0	7,714
QLD	1,898	177	2,075	3,840	1,342	5,182	63	16	79	0	0	0	0	7,336
SA	1,026	69	1,095	1,375	426	1,801	25	5	30	0	0	0	0	2,926
TAS	421	53	474	600	411	1,011	14	4	18	0	0	0	0	1,503
VIC	1,794	145	1,939	2,968	1,207	4,175	53	6	59	0	0	0	0	6,173
WA	579	48	627	1,232	444	1,676	28	2	30	0	0	0	0	2,333
ACT	1,786	88	1,874	2,064	352	2,416	57	5	62	0	0	0	0	4,352
NT	76	8	84	264	48	312	3	1	4	0	0	0	0	400
External territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	9,300	749	10,049	16,525	5,829	22,354	288	46	334	0	0	0	0	32,737

Table 55: Australian Public Service Act ongoing employees 2022–23 (as at 30 June 2023)

	Male		Female		Non-binary		Prefers not to answer		Uses a different term		Total	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time		
NSW	1,433	166	1,599	3,476	1,694	14	3	17	0	0	0	6,786
QLD	1,603	146	1,749	3,104	1,283	24	6	30	0	0	0	6,166
SA	777	80	857	1,005	462	4	1	5	0	0	0	2,329
TAS	377	56	433	516	443	6	2	8	0	0	0	1,400
VIC	1,344	136	1,480	2,250	1,221	9	1	10	0	0	0	4,961
WA	467	32	499	923	426	10	1	11	0	0	0	1,859
ACT	1,692	101	1,793	1,799	365	26	2	28	0	0	0	3,985
NT	74	6	80	230	52	1	0	1	0	0	0	363
External territories	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0
Total	7,767	723	8,490	13,303	5,946	94	16	110	0	0	0	27,849

Table 56: Australian Public Service Act non-ongoing employees 2023–24^(a) (as at 30 June 2024)

	Male		Female		Non-binary		Prefers not to answer		Uses a different term		Total	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time		
NSW	7	22	3	112	0	1	1	0	0	0	0	145
QLD	9	45	21	74	0	5	5	0	0	0	0	154
SA	7	18	3	26	0	1	1	0	0	0	0	55
TAS	3	6	5	4	1	0	1	0	0	0	0	19
VIC	7	67	6	163	0	2	2	0	0	0	0	245
WA	2	14	1	94	0	0	0	0	0	0	0	111
ACT	24	13	37	20	33	3	1	4	0	0	0	74
NT	3	4	7	3	4	7	0	0	0	0	0	14
External territories	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0
Total	62	189	251	55	497	552	4	10	14	0	0	817

(a) Non-ongoing employees include irregular/intermittent staff.

Table 57: Australian Public Service Act non-ongoing employees 2022–23^(a) (as at 30 June 2023)

	Male		Female		Non-binary		Prefers not to answer		Uses a different term		Total			
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time				
NSW	158	71	229	364	366	730	12	7	19	0	0	0	0	978
QLD	172	152	324	402	309	711	29	24	53	0	0	0	0	1,088
SA	79	81	160	78	131	209	4	7	11	0	0	0	0	380
TAS	24	24	48	37	41	78	5	8	13	0	0	0	0	139
VIC	152	166	318	223	461	684	19	9	28	0	0	0	0	1,030
WA	65	46	111	108	231	339	7	3	10	0	0	0	0	460
ACT	84	56	140	153	114	267	9	6	15	0	0	0	0	422
NT	14	5	19	31	15	46	1	0	1	0	0	0	0	66
External territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	748	601	1,349	1,396	1,668	3,064	86	64	150	0	0	0	0	4,563

(a) Non-ongoing employees include irregular/intermittent staff.

PGPA RULES 17AG(4)(B)(i)-(iv) AUSTRALIAN PUBLIC SECTOR (APS) CLASSIFICATION AND GENDER

Table 58: Australian Public Service Act ongoing employees 2023–24 (as at 30 June 2024)

Substantive classification	Male		Female		Non-binary		Prefers not to answer		Uses a different term		Total	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time		
SES3	4	0	4	2	0	0	2	0	0	0	0	6
SES2	13	1	14	20	0	0	20	0	0	0	0	34
SES1	48	0	48	73	1	0	74	1	0	0	0	123
EL2	449	9	458	417	36	0	453	0	0	0	0	911
EL1	1,026	45	1,071	1,295	270	3	1,565	3	0	0	0	2,639
APS6	1,719	117	1,836	2,775	1,063	16	3,838	5	21	0	0	5,695
APS5	992	58	1,050	1,638	520	12	2,158	6	18	0	0	3,226
APS4	3,524	401	3,925	7,263	3,242	153	10,505	22	175	0	0	14,605
APS3	1,416	104	1,520	2,895	656	97	3,551	13	110	0	0	5,181
APS2	16	0	16	12	10	0	22	0	0	0	0	38
APS1	15	5	20	13	7	0	20	0	0	0	0	40
Other	78	9	87	122	24	6	146	6	0	0	0	239
Total	9,300	749	10,049	16,525	5,829	288	22,354	46	334	0	0	32,737

Table 59: Australian Public Service Act ongoing employees 2022–23 (as at 30 June 2023)

Substantive classification	Male		Female		Non-binary		Prefers not to answer		Uses a different term		Total	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time		
SES3	4	0	4	5	0	0	0	0	0	0	0	9
SES2	16	1	17	17	0	0	0	0	0	0	0	34
SES1	50	0	50	84	0	84	2	0	2	0	0	136
EL2	493	11	504	453	52	505	0	0	0	0	0	1,009
EL1	1,091	46	1,137	1,353	304	1,657	0	0	0	0	0	2,794
APS6	1,654	123	1,777	2,505	1,125	3,630	12	4	16	0	0	5,423
APS5	1,004	57	1,061	1,664	547	2,211	10	3	13	0	0	3,285
APS4	2,350	382	2,732	5,044	3,303	8,347	41	7	48	0	0	11,127
APS3	966	77	1,043	2,045	578	2,623	28	2	30	0	0	3,696
APS2	21	1	22	22	15	37	0	0	0	0	0	59
APS1	22	5	27	23	5	28	0	0	0	0	0	55
Other	96	20	116	88	17	105	1	0	1	0	0	222
Total	7,767	723	8,490	13,303	5,946	19,249	94	16	110	0	0	27,849

Table 60: Australian Public Service Act non-ongoing employees 2023–24^(a) (as at 30 June 2024)

Substantive classification	Male		Female		Non-binary		Prefers not to answer		Uses a different term		Total
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	
SES3	0	0	0	0	0	0	0	0	0	0	0
SES2	0	0	0	0	0	0	0	0	0	0	0
SES1	0	0	0	0	0	0	0	0	0	0	0
EL2	2	0	2	1	1	0	0	0	0	0	3
EL1	11	0	11	4	5	1	0	1	0	0	17
APS6	6	2	8	9	1	10	0	0	0	0	18
APS5	10	1	11	9	2	11	0	0	0	0	22
APS4	15	14	29	16	20	36	2	0	2	0	67
APS3	17	172	189	20	469	489	1	10	11	0	689
APS2	0	0	0	0	0	0	0	0	0	0	0
APS1	1	0	1	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	0	0	0
Total	62	189	251	55	497	552	4	10	14	0	817

(a) Non-ongoing employees include irregular/intermittent staff.

Table 61: Australian Public Service Act non-ongoing employees 2022–23^(a) (as at 30 June 2023)

Substantive classification	Male		Female		Non-binary		Prefers not to answer		Uses a different term		Total
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	
SES3	0	0	0	0	0	0	0	0	0	0	0
SES2	0	0	0	0	0	0	0	0	0	0	0
SES1	1	0	0	0	0	0	0	0	0	0	1
EL2	1	0	2	0	2	0	0	0	0	0	3
EL1	5	2	7	0	4	0	0	0	0	0	11
APS6	7	2	9	19	13	32	1	0	1	0	42
APS5	24	3	27	22	10	32	1	2	0	0	61
APS4	72	36	108	139	115	254	2	2	4	0	366
APS3	638	558	1,196	1,213	1,526	2,739	82	61	143	0	4,078
APS2	0	0	0	1		1	0	0	0	0	1
APS1	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	748	601	1,349	1,396	1,668	3,064	86	64	150	0	4,563

(a) Non-ongoing employees include irregular/intermittent staff.

PGPA RULES 17AG(4)(B)(I)-(III) EMPLOYMENT TYPE BY FULL-TIME AND PART-TIME STATUS

Table 62: Australian Public Service Act employees by full-time and part-time status 2023–24^(a) (as at 30 June 2024)

Substantive classification	Ongoing			Non-ongoing ^(a)			Total
	Full-time	Part-time	Total Ongoing	Full-time	Part-time	Total Non-ongoing	
SES3	6	0	6	0	0	0	6
SES2	33	1	34	0	0	0	34
SES1	122	1	123	0	0	0	123
EL2	866	45	911	2	1	3	914
EL1	2,324	315	2,639	13	4	17	2,656
APS6	4,510	1,185	5,695	15	3	18	5,713
APS5	2,642	584	3,226	19	3	22	3,248
APS4	10,940	3,665	14,605	33	34	67	14,672
APS3	4,408	773	5,181	38	651	689	5,870
APS2	28	10	38	0	0	0	38
APS1	28	12	40	1	0	1	41
Other	206	33	239	0	0	0	239
Total	26,113	6,624	32,737	121	696	817	33,554

(a) Non-ongoing employees include irregular/intermittent staff.

Table 63: Australian Public Service Act employees by full-time and part-time status 2022–23^(a) (as at 30 June 2023)

Substantive classification	Ongoing			Non-ongoing ^(a)			Total
	Full-time	Part-time	Total Ongoing	Full-time	Part-time	Total Non-ongoing	
SES3	9	0	9	0	0	0	9
SES2	33	1	34	0	0	0	34
SES1	136	0	136	1	0	1	137
EL2	946	63	1,009	3	0	3	1,012
EL1	2,444	350	2,794	5	6	11	2,805
APS6	4,171	1,252	5,423	27	15	42	5,465
APS5	2,678	607	3,285	47	14	61	3,346
APS4	7,435	3,692	11,127	213	153	366	11,493
APS3	3,039	657	3,696	1,933	2,145	4,078	7,774
APS2	43	16	59	1	0	1	60
APS1	45	10	55	0	0	0	55
Other	185	37	222	0	0	0	222
Total	21,164	6,685	27,849	2,230	2,333	4,563	32,412

(a) Non-ongoing employees include irregular/intermittent staff.

PGPA RULES 17AG(4)(B)(V) AUSTRALIAN PUBLIC SERVICE ACT

Table 64: Australian Public Service Act employees by Employment type by location 2023–24 (as at 30 June 2024)

	Ongoing	Non-ongoing ^(a)	Total
NSW	7,714	145	7,859
QLD	7,336	154	7,490
SA	2,926	55	2,981
TAS	1,503	19	1,522
VIC	6,173	245	6,418
WA	2,333	111	2,444
ACT	4,352	74	4,426
NT	400	14	414
External territories	0	0	0
Overseas	0	0	0
Total	32,737	817	33,554

(a) Non-ongoing employees includes irregular/intermittent staff.

Table 65: Australian Public Service Act employees by Employment type by location 2022–23 (as at 30 June 2023)

	Ongoing	Non-ongoing ^(a)	Total
NSW	6,786	978	7,764
QLD	6,166	1,088	7,254
SA	2,329	380	2,709
TAS	1,400	139	1,539
VIC	4,961	1,030	5,991
WA	1,859	460	2,319
ACT	3,985	422	4,407
NT	363	66	429
External territories	0	0	0
Overseas	0	0	0
Total	27,849	4,563	32,412

(a) Non-ongoing employees includes irregular/intermittent staff.

PGPA RULES 17AG(4)(B)(VI) INDIGENOUS EMPLOYMENT

Table 66: Australian Public Service Act employees by Indigenous employment 2023–24 (as at 30 June 2024)

	2023–24
Ongoing	1,823
Non-ongoing ^(a)	19
Total	1,842

(a) Non-ongoing employees includes irregular/intermittent staff.

Table 67: Australian Public Service Act employees by Indigenous employment 2022–23 (as at 30 June 2023)

	2022–23
Ongoing	1,735
Non-ongoing ^(a)	131
Total	1,866

(a) Non-ongoing employees includes irregular/intermittent staff.

PGPA RULES 17AG(4)(C)(I) EMPLOYMENT ARRANGEMENTS OF SES AND NON-SES EMPLOYEES

Table 68: Australian Public Service Act employees by employment arrangements 2023–24 (as at 30 June 2024)

	SES	Non-SES	Total
Section 24(1) of the <i>Public Service Act 1999</i>	166 ^(a)	0	166
Individual flexibility agreements	0	104	104
Common law contract	0	0	0
Total	166	104	270

(a) Numbers may include staff that are not included in the total nominal SES headcount. These additional SES have been included as they still have an active employment arrangement but have long term leave arrangements.

Table 69: Australian Public Service Act employees by employment arrangements 2022–23 (as at 30 June 2023)

	SES	Non-SES	Total
Section 24(1) of the <i>Public Service Act 1999</i>	180	0	180
Individual flexibility agreements	0	99	99
Common law contract	0	0	0
Total	180	99	279

PGPA RULES 17AG(4)(C)(II) SALARY RANGES BY CLASSIFICATION LEVEL

Table 70: Australian Public Service Act employment salary ranges by classification level (minimum/maximum) 2023–24 (as at 30 June 2024)

	Minimum salary ^(a) \$	Maximum salary ^(b) \$
SES3	361,300	418,000
SES2	263,300	317,800
SES1	202,400	253,100
EL2	132,071	157,060
EL1	114,128	126,462
APS6	91,244	105,509
APS5	82,427	88,944
APS4	73,906	81,884
APS3	66,310	73,904
APS2	59,818	64,557
APS1	53,530	57,396
Medical Officer Class 4	189,398	201,826
Medical Officer Class 3	174,282	182,124
Medical Officer Class 2	137,623	163,643
Deputy General Counsel – EL2 (Legal Job Stream)	166,794	N/A
Senior Rehabilitation Consultant – APS6 (Professional Job Stream)	105,857	N/A
Rehabilitation Consultant 2+ – APS6 (Professional Job Stream)	111,185	N/A
Graduate APS	66,310	81,884
Digital Trainee	55,530	63,759
Digital and Data Cadet	59,818	73,906
APS Trainee (Apprentice)	59,818	73,904
Cadet APS	30,514	66,310
Minimum/maximum range	30,514	418,000

(a) The salary ranges in this table cover base salary rates only. They do not include reportable fringe benefits, allowances, and salary sacrifice arrangements.

(b) The salary ranges in this table are as at 30 June 2024.

Appendix B – Satisfaction Research Program

The agency's Satisfaction Research Program includes a number of survey modules that measure satisfaction with the services we deliver:

- The Satisfaction and Experience Survey measures customers' perceptions of the quality of service they received in their most recent interaction with the agency.
- The Trust Survey measures customers' trust in the agency's ability to deliver services impartially and consistently, including confidence in how we manage personal data.
- The Strategic Survey measures customers' general perceptions of, and engagement with, the agency.
- The Health Provider Survey measures satisfaction with the agency's services from health professionals, including pharmacists, general practitioners and practice managers.

Table 71 provides a summary of the agency's satisfaction survey activities across the last 2 financial years.

Table 71: Summary of the agency's satisfaction survey activities

Survey title	Target audience, timing and sample size	Results 2022–23	Results 2023–24
Satisfaction and Experience Survey	Random selection of current users who have recently interacted with the agency continuously throughout the year. 100,901 surveys completed.	Satisfied with: <ul style="list-style-type: none"> • Agency services: 80.2 out of 100 • Medicare services: 85.3 out of 100 • Centrelink services: 77.8 out of 100 • Child Support services: 84.3 out of 100 	Satisfied with: <ul style="list-style-type: none"> • Agency services: 79.1 out of 100 • Medicare services: 83.9 out of 100 • Centrelink services: 77.7 out of 100 • Child Support services: 80.6 out of 100
Trust Survey	Random selection of current users who have recently interacted with the agency continuously throughout the year. 75,488 surveys completed.	Trust in: <ul style="list-style-type: none"> • Agency services: 78.1 out of 100 • Medicare services: 82.6 out of 100 • Centrelink services: 75.9 out of 100 • Child Support services: 86.9 out of 100 	Trust in: <ul style="list-style-type: none"> • Agency services: 75.8 out of 100 • Medicare services: 80.3 out of 100 • Centrelink services: 74.0 out of 100 • Child Support services: 83.8 out of 100

Survey title	Target audience, timing and sample size	Results 2022–23	Results 2023–24
Strategic Survey	<p>Random selection of users who have had any interaction with the agency in the previous 3 months.</p> <p>Conducted every 6 months. 5,853 surveys completed across the financial year.</p>	<p>Satisfied with:</p> <ul style="list-style-type: none"> • Medicare: 75.2% • Centrelink: 59.5% • Child support: 38.6% 	<p>Satisfied with:</p> <ul style="list-style-type: none"> • Medicare: 73.1% • Centrelink: 50.7% • Child Support: 33.0%
Health Provider Survey	<p>Random selection of health professionals who have interacted with the agency in the previous 12 months.</p> <p>2,929 surveys completed.</p>	<p>Satisfied with: 60.8%</p> <p>Trust in: 67.2 out of 100</p>	<p>Satisfied with: 60.5%</p> <p>Trust in: 66.7 out of 100</p>

FEEDBACK ON SERVICES

We are committed to delivering high-quality services to the Australian people. We value the feedback we receive as it helps us improve our business processes and deliver better services.

We are committed to ensuring that people are aware of their right to complain and provide feedback. Customers can contact the agency:

- by calling the complaints and feedback line on **1800 132 468**
- online via their myGov account, Services Australia website, or by calling one of our international numbers from overseas. This information can be found at **servicesaustralia.gov.au**
- by mail (no postage stamp required)
- by calling the National Relay Service for people who are deaf, have hearing loss or have speech disability
- by speaking to a service officer at any service centre or on the phone.

In 2023–24 we received 9,837 compliments. Of these, 73.1% were about the service provided by staff, 23% were about programs, and 3.9% were about products.

We actively encourage feedback and suggestions about programs, services and new initiatives. In 2023–24 we received 11,700 suggestions.

MEDICARE FEEDBACK

In 2023–24 we recorded 15,815 feedback contacts about Medicare services. Of these, 13,627 were complaints. The top 3 complaint reasons, by volume, were:

- dissatisfaction with a claim, application or assessment process including waiting too long, not being updated on claim progress, and incorrect information (44.9%)
- dissatisfaction with a decision, outcome or payment including not receiving a payment or service, waiting too long, and rejection of an application or claim (18.4%)
- dissatisfaction with phone services including waiting too long, the call ending unexpectedly, and the line being busy or engaged (11.7%).

We resolved 43% of Medicare complaints within 10 working days.

CENTRELINK FEEDBACK

In 2023–24 we recorded 277,938 feedback contacts about Centrelink services. Of these, 258,864 were complaints. The top 3 complaint reasons, by volume, were:

- dissatisfaction with a claim, application or assessment process including waiting too long, not being updated on claim progress, and making multiple contacts to progress a claim (38.9%)
- dissatisfaction with a decision, outcome or payment including waiting too long, cancellation or suspension of a payment or service, and not receiving a payment or service (28.5%)
- dissatisfaction with phone services including the line being busy or engaged, the call ending unexpectedly, and waiting too long (14.6%).

We resolved 49% of Centrelink complaints within 10 working days.

CHILD SUPPORT FEEDBACK

In 2023–24 we recorded 19,620 feedback contacts about Child Support services. Of these, 19,345 were complaints. The top 3 types of complaints, by volume, were to do with:

- collection, including lack of collection, issues with account balance, and issues with employer withholdings (32%)
- quality of service, including processing delays, lack of courtesy, and poor advice (31.6%)
- assessment, including income used, care level used, and change of assessment (23.2%).

We resolved 87% of Child Support complaints within 10 working days.

Appendix C – Other legislative requirements

DATA-MATCHING PROGRAM

The Data-matching Program is governed by the *Data-matching Program (Assistance and Tax) Act 1990* (DMP Act). Under section 12(4) of the DMP Act, participating agencies are required to table reports in both houses of Parliament. This appendix has been prepared in accordance with section 21 of the Data-matching (Assistance and Tax) Rules 2021.

The agency performed Data-matching program activities in 2023–24 solely on behalf of the Department of Veterans' Affairs (DVA).

For results of Data-matching program activities required under section 12(4) of the DMP Act, go to the DVA Annual Report for 2023–24 on DVA's website.

The Data-matching program was paused in 2023–24 following the publication of the Royal Commission into the Robodebt Scheme report pending a review of the data exchange. As a result, no cycles were run in 2023–24.

Table 72 shows the number of residual debts raised under the DMP Act in previous financial years that were paid in full or for which a repayment arrangement commenced in 2023–24.

Table 72: Results for matters relating to DMP Act activity in 2023–24

Cases	Number
Number of matches produced	0
Number and proportion of matches that resulted in discrepancies	0
Number and proportion of discrepancies that resulted in the agency giving notice under section 11 of the DMP Act	0
Number and proportion of discrepancies that resulted in action being taken	0
Number of cases in which an overpayment was identified	0
Number of cases in which action proceeded despite a challenge to accuracy of the data	0
Number of cases not proceeded with after contacting the individual who is the subject of the match	0
Cases where recovery action was initiated ^(a)	504
Cases where the debt was fully recovered ^(b)	2,336

(a) The number of cases where recovery action commenced on a debt. The agency recovers debts through withholding part of a customer's payment or through cash repayments.

(b) Recovery of a debt can take place over a number of years, so the number and value of debts raised in a year does not necessarily correspond to the number and value of recoveries.

PROGRAM SAVINGS AND COSTS

The Data-matching Program has 3 direct savings components:

- downward variations in rate, or stopping payments
- raised debts of social security payments
- ceasing payments to new recipients for failure to comply with Tax File Number requirements.

As we do not use the Data-matching Program for compliance review activity, savings from the program are solely generated from new recipients failing to comply with Tax File Number requirements.

In 2023–24 the Data-matching Program achieved \$8.8 million in savings.

Administrative costs: The equipment used to run the program cycles has some ongoing administrative costs associated with computer hardware and software maintenance.

Salary costs: The program’s main salary costs were associated with:

- managing and supporting the program within the agency
- the agency’s operational network activity, including its management and coordination.

Direct cost–benefit summary: When the costs and benefits (direct savings) are compared, the net benefit of the program is significant. In 2023–24 the net benefit of the program was \$8.4 million.

Table 73: Direct cost–benefit summary

	2023–24 actual
Benefits ^(a)	\$8,823,000
Costs	\$430,000
Net benefits ^(b)	\$8,393,000
Cost–benefit ratio ^(c)	1:20.5

(a) Net savings, including the effect of upward variations.

(b) Calculated by subtracting costs from benefits.

(c) Calculated by dividing benefits by costs.

CHRONOLOGY

No data-matching cycles were run with the Office of the Australian Information Commissioner in accordance with the DMP Act during 2023–24.

NOTICES UNDER SECTION 42 *HUMAN SERVICES (MEDICARE) ACT 1973*

Part IID of the *Human Services (Medicare) Act 1973* provides the agency with investigative powers relevant to offences against the Medicare programs we deliver.

The CEO, as the Chief Executive Medicare, may authorise the exercise of these powers in connection with an investigation. In 2023–24 one authorised officer was appointed under section 8M, and 55 section 8P notices were issued.

ENVIRONMENTAL MANAGEMENT

The agency's environmental sustainability policy helps us to manage and report on greenhouse gas emissions, energy use, resource use and waste arising from building operations, motor vehicle and air travel, information and ICT, and stationery supplies.

Section 516a of the *Environment Protection and Biodiversity Conservation Act 1999* requires Australian Government agencies to report annually on their contribution to the principles of Ecologically Sustainable Development (ESD) and the measures taken to minimise their effect on the environment.

The ESD principles are set out in section 3A of the *Environment Protection and Biodiversity Conservation Act 1999*.

HOW ADMINISTERED PROGRAMS ACCORD WITH ESD PRINCIPLES – SECTION 516A(6)(A)

In 2023–24 we delivered the Centrelink, Medicare, Child Support and myGov programs according to the principles of ESD.

Fundamental considerations in administering these programs are the economic, environmental, equity and social consequences of short-term and long-term decision-making.

HOW OUTCOME 1 CONTRIBUTED TO ESD PRINCIPLES – SECTION 516A(6)(B)

In 2023–24 agency activities that made a direct contribution to ESD included:

- increasing the use of online self-service by customers
- exploring new ways of providing digital services through the Technology Innovation Centre and Digital Innovation Service Hub
- reducing staff travel through the increased use of Microsoft Teams for video-conferencing and modern document collaboration workflows
- enhancing myGov and the myGov app to make it easier for people to connect with different government services in a way that is convenient for them, in an intuitive and personalised way
- introducing the digital Commonwealth statutory declaration capability through myGov, which means Australians can now use myGov and their connected Digital ID to create, sign and download a Commonwealth statutory declaration.

EFFECT OF ACTIVITIES ON THE ENVIRONMENT – SECTION 516A(6)(C)

We manage activities that pose the most significant risk through our environmental sustainability policy. The activities that generally most affect the environment are those that consume considerable resources and generate significant waste. They include:

- building operations and refurbishments
- use of ICT
- use and disposal of stationery supplies, including paper
- operating vehicles.

Table 74 outlines annual resource use from 2021–22 to 2023–24.

Table 74: Resources use

	Units	2021–22	2022–23	2023–24
Internal paper use	tonnes	267	254	248
Letters to customers ^(a)	tonnes	408	330	299
Property use ^(b)	square metres	717,602	734,206	672,349

(a) This figure includes paper procured by the agency and letters printed by an external print provider.

(b) Figures are for the commercial lease portfolio only and exclude car parking licences and staff housing.

Table 75 outlines annual waste, resource recovery and pollution from 2021–22 to 2023–24.

Table 75: Waste, resource recovery and pollution

	Measure	2021–22	2022–23	2023–24
Net greenhouse gas emissions – energy use ^(a)	tonnes of carbon dioxide equivalents	77,396	68,985	64,741
Office copy paper recycling	% coverage (square metres)	97	98	98
Mobile phone reuse and recycling	kilograms	126	832	824
Fluorescent and other lamps recycled	units	2,036	1,931	1504

(a) The net greenhouse gas emissions for energy use for 2023–24 excludes accrued data. Previous year 2022–23 now includes accrued data for missing invoices.

HOW WE MINIMISE THE EFFECT OF ACTIVITIES ON THE ENVIRONMENT – SECTION 516A(6)(D)

In March 2024, the agency updated its Environmental Sustainability Policy to align with the Australian Government's policy (APS Net Zero 2030) and Net Zero in Government Operations Strategy for the APS to reduce its greenhouse gas emissions to net zero by 2030. Our agency policy guides our efforts to minimise the effect of our activities on the environment and to drive better practice, performance and accountability.

We assess any proposed environmental initiatives or measures by conducting a cost-benefit analysis that includes other business benefits associated with the initiative.

Table 76 outlines the measures taken in 2023–24 to minimise the agency's effect on the environment.

Table 76: Measures taken to minimise effect on the environment

Activity	Measure
Air travel	The agency encourages staff to use online conferencing rather than air travel to attend meetings.
Building operations	<p>Our leases for large offices are guided by the Green Lease Schedule for landlords and tenants.</p> <p>We conducted National Australian Built Environment Rating System energy assessments at offices over 2,000 m² with green lease schedules.</p> <p>Our leasing heads of agreement require leasers to consider upgrading to LED lighting and installing photovoltaic solar systems and electric vehicle chargers to support fleet transition to electric vehicles where applicable at selected sites.</p> <p>We use reputable eco-labels, certifications and other environmental standards to improve environmental performance, such as Green Star for selected building designs and fit-out, and the Energy Rating Label star system for electrical appliances.</p> <p>We participate in Earth Hour each year to promote sustainability.</p>

Activity	Measure
ICT	<p>Our data centres are located in highly energy-efficient premises.</p> <p>We continue to virtualise server applications, which reduces the need to purchase extra servers.</p> <p>We continue to roll out docked tablets to enable better workforce mobility as these have lower electricity consumption than desktop PCs.</p> <p>Our desktop computers and televisions automatically shut down after 3 hours of inactivity.</p> <p>Our printers and multifunction devices are allocated to maximise resource efficiency.</p> <p>As part of natural ICT refresh cycles, energy efficient hardware standards are stipulated in the requirements.</p>
Management and communication	<p>The agency has a critical role in supporting and implementing emissions reduction initiatives set by the Australian Government through the Department of Finance Net Zero in Government Operations (NZGO) Strategy.</p> <p>We have reviewed and updated the agency's Environmental Sustainability Policy with net zero emissions related inclusions that support NZGO and developed a Net Zero Emission Action Plan to address emissions reduction activities. The Environmental Sustainability Policy and Action Plan support and strengthen our environmental management program and emissions reduction pathways. These documents have also been promoted in the agency. We use an online sustainability reporting system to improve reporting and performance capability.</p> <p>We also continue to promote and communicate environmental initiatives within our offices.</p> <p>We use reputable eco-labels and environmental standards in making relevant procurement decisions to improve environmental performance at product and supplier levels.</p>
Motor vehicle travel	<p>The government has set a target of 75% of new passenger vehicle orders to be low emission vehicles by 2025.</p> <p>We procure energy-efficient vehicles in line with the Australian Government Fleet Vehicle Selection Policy.</p> <p>The agency uses an electronic log-book system to accurately monitor and manage vehicle use and to improve reporting quality.</p>

Activity	Measure
Stationery (including paper)	<p>In 2023–24 the paper we purchased for internal use (printers, photocopiers and multifunction devices) was 100% FSC or PEFC certified, 50% carbon neutral paper and 13% was 100% recycled content paper.</p> <p>In 2023–24 the paper procured by the agency for letters to customers was 84.3% carbon neutral paper and 15.7% was recycled carbon neutral paper.</p> <p>75% of the paper purchased for PBS prescription forms was FSC or PEFC certified.</p> <p>The agency is working towards correspondence that is digital, where appropriate, reducing the need for unnecessary paper letters and forms.</p> <p>To support this commitment, the agency reviews all correspondence as it is developed and applies modernisation principles wherever possible.</p>
Corporate wardrobe	<p>The agency supports the use of recycled polyester REPREVE® in a number of our corporate wardrobe styles, which has saved 15,500 plastic bottles from landfill. Swing tags are also made using 100% recycled paper with Soy Ink printing and garment labels are made from 100% recycled polyester.</p> <p>The agency delivered a recycling program for old corporate wardrobe items at all of our major tenancies in 2023–24. A local Queensland business was contracted to deliver this service, collecting the old uniform items and separating them back into their raw materials for reuse as new products. This initiative diverted 37 tonnes of textiles waste from landfill in 2023–24.</p>

Activity	Measure
Waste	<p>Our agency supports transforming the components from mobile phone waste into valuable materials for reuse. In 2023–24 we collected 6,812 devices of which 100% had their data securely erased. The devices are being reused or donated and 8.26% have been recycled. We avoided 824 kilos of e-waste going into landfill.</p> <p>We support the FluoroCycle scheme to ensure that hazardous fluorescent lamps are recycled on disposal at 48 sites.</p> <p>In some of our ACT tenancies, we support battery recycling to recover and recycle non-renewable resources from all battery types. This keeps toxic substances out of landfill.</p> <p>We support organic waste bins in one of our ACT tenancies. A local ACT business collects the organic waste to produce a nutritious soil conditioner and a high-protein insect meal. This initiative diverted 1.5 tonnes of waste from landfill in 2023–24.</p>

MECHANISMS TO REVIEW AND INCREASE THE EFFECTIVENESS OF THESE MEASURES – SECTION 516A(6)(E)

In 2023–24 we continued to review and report on our environmental performance while seeking ways to achieve further improvements.

As part of the reporting requirements under section 516a of the *Environment Protection and Biodiversity Conversation Act 1999* and in line with the government's APS Net Zero 2030 policy, the agency will publicly report on the emissions from our operations.

Table 77 outlines our greenhouse gas emissions reporting, which has been developed with methodology that is consistent with the whole-of-government approach as part of the APS Net Zero 2030 policy.

Table 77: Greenhouse gas emissions inventory 2023–24 (Location based Method)^(a)

Emission source	Scope 1 t CO2-e	Scope 2 t CO2-e	Scope 3 t CO2-e	Total t CO2-e
Electricity (location-based approach)	N/A	53,809	5,628	59,437
Natural gas	194	N/A	43	237
Solid waste ^(b)	N/A	N/A	514	514
Refrigerants ^{(b)(c)}	N/A	N/A	N/A	N/A
Fleet vehicles	725	N/A	181	905
Domestic commercial flights	N/A	N/A	1,907	1,907
Domestic hire car ^(b)	N/A	N/A	29	29
Domestic travel accommodation ^(b)	N/A	N/A	1,712	1,712
Other energy	–	N/A	–	–
Total t CO2-e	919	53,809	10,014	64,741

(a) The table above presents emissions related to electricity usage using the location-based accounting method. CO2-e = Carbon Dioxide Equivalent.

(b) Indicates emissions sources collected for the first time in 2023–24. The quality of data is expected to improve over time as emissions reporting matures.

(c) Indicates optional emissions source for 2023–24 emissions reporting. Due to the reliability of data, the agency will not report on refrigerant use for 2023–24.

Table 78 shows the agency’s electricity usage using the market-based accounting method.

Table 78: Electricity Greenhouse Gas Emissions 2023–24^(a)

Emission source	Scope 2 t CO2-e	Scope 3 t CO2-e	Total t CO2-e	Percentage of electricity use
Location-based electricity emissions	53,809	5,628	59,437	100%
Market-based electricity emissions	30,959	3,822	34,782	47.32%
Total renewable electricity	–	–	–	52.68%
Mandatory renewables ^(b)	–	–	–	18.72%
Voluntary renewables ^(c)	–	–	–	33.96%

- (a) The table above presents emissions related to electricity usage using the market-based accounting method. CO2-e = Carbon Dioxide Equivalent.
- (b) Mandatory renewables are the portion of electricity consumed from the grid that is generated by renewable sources. This includes the renewable power percentage.
- (c) Voluntary renewables reflect the eligible carbon credit units surrendered by an entity. This may include purchased large-scale generation certificates, power purchasing agreements and GreenPower and the jurisdictional renewable power percentage (ACT only).

CORPORATE RECORD KEEPING

The Australian Government’s policy, *Building trust in the public record: managing information and data for government and community*, identifies key requirements for managing government information assets (records, information and data). For more information on the policy, go to the National Archives of Australia website.

The agency promotes, creates and maintains administrative records digitally, thus reducing paper records. This is in line with our goal to transition to a digital record keeping model, including converting incoming paper to digital records whenever possible. Our focus on online and self-service capabilities for customers has further reduced the volume of paper received and stored in 2023–24.

Appendix D – List of requirements

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
17AD(g)	Letter of transmittal		
17AI	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory	vi
17AD(h)	Aids to access		
17AJ(a)	Table of contents (print only).	Mandatory	iv
17AJ(b)	Alphabetical index (print only).	Mandatory	264
17AJ(c)	Glossary of abbreviations and acronyms.	Mandatory	261
17AJ(d)	List of requirements.	Mandatory	251
17AJ(e)	Details of contact officer.	Mandatory	ii
17AJ(f)	Entity's website address.	Mandatory	ii
17AJ(g)	Electronic address of report.	Mandatory	ii
17AD(a)	Review by accountable authority		
17AD(a)	A review by the accountable authority of the entity.	Mandatory	ix
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	A description of the role and functions of the entity.	Mandatory	2
17AE(1)(a)(ii)	A description of the organisational structure of the entity.	Mandatory	4–5
17AE(1)(a)(iii)	A description of the outcomes and programmes administered by the entity.	Mandatory	18–48 163–207 208–211
17AE(1)(a)(iv)	A description of the purposes of the entity as included in corporate plan.	Mandatory	2

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
17AE(1)(aa)(i)	Name of the accountable authority or each member of the accountable authority.	Mandatory	223
17AE(1)(aa)(ii)	Position title of the accountable authority or each member of the accountable authority.	Mandatory	223
17AE(1)(aa)(iii)	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory	223
17AE(1)(b)	An outline of the structure of the portfolio of the entity.	Portfolio departments – mandatory	Not applicable
17AE(2)	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, mandatory	Not applicable
17AD(c)	Report on the Performance of the entity		
	Annual Performance Statements		
17AD(c)(i); 16F	Annual Performance Statements in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory	18
17AD(c)(ii)	Report on Financial Performance		
17AF(1)(a)	A discussion and analysis of the entity's financial performance.	Mandatory	163
17AF(1)(b)	A table summarising the total resources and total payments of the entity.	Mandatory	208–211

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
17AF(2)	<p>If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including:</p> <ul style="list-style-type: none"> • the cause of any operating loss of the entity • how the entity has responded to the loss and the actions that have been taken in relation to the loss • any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results. 	If applicable, mandatory.	Not applicable
17AD(d)	Management and Accountability		
	Corporate Governance		
17AG(2)(a)	Information on compliance with section 10 (fraud systems)	Mandatory	114–121
17AG(2)(b)(i)	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory	vi
17AG(2)(b)(ii)	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory	vi
17AG(2)(b)(iii)	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory	vi
17AG(2)(c)	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory	3–10

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
17AG(2)(d) – (e)	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non compliance with Finance law and action taken to remedy non compliance.	If applicable, mandatory	157
Audit Committee			
17AG(2A)(a)	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory	8
17AG(2A)(b)	The name of each member of the entity's audit committee.	Mandatory	8–9
17AG(2A)(c)	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory	8–9
17AG(2A)(d)	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory	8–9
17AG(2A)(e)	The remuneration of each member of the entity's audit committee.	Mandatory	8–9
External Scrutiny			
17AG(3)	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory	124–135
17AG(3)(a)	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, mandatory	127
17AG(3)(b)	Information on any reports on operations of the entity by the Auditor General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, mandatory	130
17AG(3)(c)	Information on any capability reviews on the entity that were released during the period.	If applicable, mandatory	131

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
Management of Human Resources			
17AG(4)(a)	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory	140–153
17AG(4)(aa)	Statistics on the entity's employees on an ongoing and non ongoing basis, including the following: (a) statistics on full time employees (b) statistics on part time employees (c) statistics on gender (d) statistics on staff location	Mandatory	224–227
17AG(4)(b)	Statistics on the entity's APS employees on an ongoing and non ongoing basis; including the following: <ul style="list-style-type: none"> • Statistics on staffing classification level • Statistics on full time employees • Statistics on part time employees • Statistics on gender • Statistics on staff location • Statistics on employees who identify as Indigenous. 	Mandatory	228–231
17AG(4)(c)	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory	153
17AG(4)(c)(i)	Information on the number of SES and non SES employees covered by agreements identified in paragraph 17AG(4)(c).	Mandatory	235–236
17AG(4)(c)(ii)	The salary ranges available for APS employees by classification level.	Mandatory	237
17AG(4)(c)(iii)	A description of non-salary benefits provided to employees.	Mandatory	218–222

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
17AG(4)(d)(i)	Information on the number of employees at each classification level who received performance pay.	If applicable, mandatory	152
17AG(4)(d)(ii)	Information on aggregate amounts of performance pay at each classification level.	If applicable, mandatory	152
17AG(4)(d)(iii)	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, mandatory	152
17AG(4)(d)(iv)	Information on aggregate amount of performance payments.	If applicable, mandatory	152
Assets Management			
17AG(5)	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, mandatory	157
Purchasing			
17AG(6)	An assessment of entity performance against the Commonwealth Procurement Rules.	Mandatory	212
Reportable consultancy contracts			
17AG(7)(a)	A summary statement detailing the number of new reportable consultancy contracts entered into during the period, the total actual expenditure on all such contracts (inclusive of GST), the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period, and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	212

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
17AG(7)(b)	A statement that <i>'During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million].'</i>	Mandatory	212
17AG(7)(c)	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory	212–214
17AG(7)(d)	A statement that <i>'Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.'</i>	Mandatory	213
Reportable non-consultancy contracts			
17AG(7A)(a)	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period, the total actual expenditure on such contracts (inclusive of GST), the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period, and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	213–214
17AG(7A)(b)	A statement that <i>'Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.'</i>	Mandatory	214

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
17AD(daa)	Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts		
17AGA	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory	212–214
Australian National Audit Office access clauses			
17AG(8)	If an entity entered into a contract with a value of more than \$100,000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, mandatory	216
Exempt contracts			
17AG(9)	If an entity entered into a contract or there is a standing offer with a value greater than \$10,000 (inclusive of GST), which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, mandatory	215

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
Small business			
17AG(10)(a)	A statement that ' <i>[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website.</i> '	Mandatory	214
17AG(10)(b)	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory	214
17AG(10)(c)	If the entity is considered by the department administered by the Finance Minister as material in nature—a statement that ' <i>[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website.</i> '	If applicable, mandatory	214
Financial Statements			
17AD(e)	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory	163
Executive Remuneration			
17AD(da)	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2 3 of the Rule.	Mandatory	218–219

PGPA Rule Reference	Description	Requirement	Location in the report (# number)
17AD(f)	Other Mandatory Information		
17AH(1)(a)(i)	If the entity conducted advertising campaigns, a statement that <i>'During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity's website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance's website.'</i>	If applicable, mandatory	Not applicable
17AH(1)(a)(ii)	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, mandatory	215
17AH(1)(b)	A statement that <i>'Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website].'</i>	If applicable, mandatory	Not applicable
17AH(1)(c)	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory	114
17AH(1)(d)	Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory	129
17AH(1)(e)	Correction of material errors in previous annual report.	If applicable, mandatory	274
17AH(2)	Information required by other legislation.	Mandatory	241

Appendix E – Glossary of abbreviations and acronyms

AASB	Australian Accounting Standards Board
AAT	Administrative Appeals Tribunal
ACC	Approved Collection Centre
ADHA	Australia Digital Health Agency
ADHD	Attention Deficit Hyperactivity Disorder
AEC	Australian Electoral Commission
AFP	Australian Federal Police
AGDRP	Australian Government Disaster Recovery Payment
AHRI	Australian Human Resource Institute
AIR	Australian Immunisation Register
ANAO	Australian National Audit Office
ANZSOG	Australia and New Zealand School of Government
AoS	Assurance of Support
APS	Australian Public Service
ARC	Audit and Risk Committee
ATO	Australian Taxation Office
AVTOP	Australian Victims of Terrorism Overseas Payment
AWEI	Australian Workplace Equality Index
CALD	Culturally and linguistically diverse
CCeS	Centrelink Confirmation eServices
CDC	Cashless Debit Card
CDPP	Commonwealth Director of Public Prosecutions
CEO	Chief Executive Officer
CIDO	Chief Information and Digital Officer
CPSO	Community Partnership Specialist Officer
COO	Chief Operating Officer
CSAG	Civil Society Advisory Group
DCEO	Deputy Chief Executive Officer
DEWR	Department of Employment and Workplace Relations
DFAT	Department of Foreign Affairs and Trade
DMP Act	<i>Data-matching Program (Assistance and Tax) Act 1990</i>
DPO	Departure Prohibition Order
DRA	Disaster Recovery Allowance

DSP	Disability Support Pension
DSS	Department of Social Services
DVA	Department of Veterans' Affairs
DVS	Document Verification Service
ECLIPSE	Electronic Claim Lodgement Information Processing Service Environment
EFT	Electronic Funds Transfer
EFTPOS	Electronic Funds Transfer at Point Of Sale
EL	Executive Level
EMEP	Essential Medical Equipment Payment
ESAt	Employment Services Assessment
ESD	Ecologically Sustainable Development
FFT	Fraud Fusion Taskforce
FIS	Financial Information Service
FOI	Freedom of Information
FOI Act	<i>Freedom of Information Act 1982</i>
FTB	Family Tax Benefit
GP	General practitioner
GM	General Manager
GST	Goods and Services Tax
HPAU	Health Professional Advisory Unit
ICT	Information and communications technology
IPS	Information Publication Scheme
ISPP	Indigenous Servicing Pathway Plan
ISO	Indigenous Service Officer
IVR	Interactive Voice Response
JCA	Job Capacity Assessment
JCPAA	Joint Committee of Public Accounts and Audit
LGBTQIA+	Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual and other sexually or gender diverse
MAF	Multicultural Advisory Forums
MAT	Medical Assessment Team
MBS	Medicare Benefits Schedule
MPIS	Midwife Professional Indemnity Scheme
MSO	Multicultural Service Officer
N/A	Not applicable
NASH	National Authentication Service for Health

NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NECCSC	National Emergency Call Centre Surge Capability
NEMA	National Emergency Management Agency
NGO	Non-government organisations
NIC	National Indigenous Coalition
NSH	National Security Hotline
NMAG	National Multicultural Advisory Group
NSW	New South Wales
NT	Northern Territory
NZDRA	New Zealand Disaster Recovery Allowance
NZDRP	New Zealand Disaster Recovery Payment
OAIC	Office of the Australian Information Commissioner
MCEG	Multicultural Community Engagement Group
PBS	Pharmaceutical Benefits Scheme
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PGPA Rule	Public Governance, Performance and Accountability Rule 2014
PPL	Paid Parental Leave
QLD	Queensland
RAP	Reconciliation Action Plan
RPBS	Repatriation Pharmaceutical Benefits Scheme
RSC	Reporting Sub-Committee
SCG	Stakeholder Consultative Group
SES	Senior Executive Service
SME	Small and Medium Enterprise
SMS	Short Message Service
SPM	Strategic Performance Measure
STP	Single Touch Payroll
TAP	Tertiary Access Payment
TAS	Tasmania
TGA	Therapeutic Goods Administration
VIC	Victoria
WA	Western Australia
WHS	Work Health and Safety

Appendix F – Index

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Appendix G – Omissions and errors

The Services Australia 2022–23 Annual Report contained the following omissions/errors:

Page 32 – Page 15 Services Australia Annual Performance Statements

Incorrect sentence: In 2022–23, 193,440 Child Support compliance and enforcement actions were completed with a total of \$220.35 million in Child Support collected/corrected.

The above figures were a sum of the 2022–23 data contained in Table 29 within the 2022–23 Annual Report. The summing of data contained in the table is invalid as the results are not mutually exclusive.

Page 69 – Table 12: Aged care overview

Incorrect data: Total number of services for 2020–21 was listed incorrectly as 5,448.

The correct total number of services for 2020–21 is 5,418.

Page 127 – Work Health and Safety ACT 2011 Reporting

Incorrect sentence: The agency notified Comcare of 14 incidents during 2022–23 compared with 36 in 2021–22.

The correct number for Comcare notified incidents for 2022–23 is 28.

Page 127 – Table 39: Incidents notified to Comcare in 2022–23

Incorrect data: The figures provided in the Table for 2022–23 are incorrect.

The correct 2022–23 figures are Serious injury or illness 9, Dangerous incidents 19, and Total 28.

Page 230 – Table 74: Waste, resource recovery and pollution

Incorrect data: The figures provided for Net greenhouse gas emissions in the Table for 2022–23 excluded accrued data for missing invoices.

The correct 2022–23 figures for Net greenhouse gas emissions is 68,985 and includes data for missing invoices.

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