



THE SENATE

**COMMUNITY AFFAIRS REFERENCES COMMITTEE**

**Design, scope, cost-benefit analysis, contracts awarded and implementation associated with the Better Management of the Social Welfare System initiative**

**PUBLIC HEARING  
Wednesday 8 March 2017**

**Committee Room 2S3  
Parliament House, Canberra**

<b>Time</b>	<b>Witness</b>
9.00 am	<b>Australian Council of Social Service</b> Dr Cassandra Goldie, Chief Executive Officer (via teleconference) Ms Charmaine Crowe, Senior Policy and Advocacy Officer Ms Susan Helyar, Director, ACT Council of Social Services Mr Craig Wallace, Advocacy Manager, ACT Council of Social Services
9.45 am	<b>Community and Public Sector Union</b> Ms Nadine Flood, National Secretary Ms Lisa Newman, Deputy National President
<b>10.45 am</b>	<b><i>Morning tea</i></b>
11.00 am	<b>Australian Taxation Office</b> Mr Greg Williams, Deputy Commissioner, Smarter Data Mr Jonathan Todd, ATO General Counsel Mr Robert Ravanello, Deputy Commissioners, Debt
<b>12.30 pm</b>	<b><i>Lunch</i></b>
1.15 pm	<b>Department of Human Services</b> Ms Kathryn Campbell, Secretary Mr Jonathan Hutson, Deputy Secretary, Enabling Services Ms Malisa Golightly, Deputy Secretary, Integrity and Information Mr Barry Jackson, Deputy Secretary, Service Delivery Operations Ms Annette Musolino, Chief Counsel Mr Hank Jongen, Departmental Spokesperson Mr Jason McNamara, General Manager, Integrity Process Modernisation Mr Mark Withnell, General Manager, Business Integrity Mr Craig Storen, General Manager, Strategic Information and Redesign Mr Charles McHardie, Chief Technology Officer Mr Andrew Larkin, General Manager, Adelaide Delivery Centre Mr Adrian Hudson, General Manager, People Services Mr Jim McMahan, Acting General Manager, Customer Payment Services Ms Alison McCann, Acting General Manager, Customer Compliance Ms Cathy Sear, Acting General Manager, Community Engagement  <b>Department of Social Services</b> Ms Serena Wilson, Deputy Secretary, Social Security Ms Cath Halbert, Group Manager, Payments Policy Mr Russell DeBurgh, Branch Manager, Pensions and Integrity

Committee Chair: Senator Rachel Siewert

Committee Secretary: Jeanette Radcliffe

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<b>2.45 pm</b>	<b><i>Afternoon tea</i></b>
<b>3.00 pm</b>	<b>Department of Human Services (continued)</b> <b>Department of Social Services (continued)</b>
<b>4.30 pm</b>	<b><i>Adjournment</i></b>