

Community Affairs Legislation Committee

The committee met on Friday, 24 October 2014 from 9 am to 1.07 pm.

The committee called the Department of Human Services and agencies of the Social Services portfolio, including Australian Hearing.

Among other issues, the following matters were discussed:

- the scoping study investigating the possible privatisation of Australian Hearing
- executive professional development programs
- improving service delivery through the increased use of technology, with a focus on the MyGov website and shopfront, and the demographics of clients who utilise particular shopfronts
- the Income Security Integrated System mainframe and the review of its future
- the response to information technology risks identified in a report issued by the Auditor-General
- negotiations for a new enterprise agreement
- the Telstra call centre contract
- the Indigenous staffing program
- a letter sent to pensioners by the Department of Human Services on behalf of the Prime Minister
- statistics relating to the farm household allowance.