



Ms Jeanette Radcliffe
Secretary, Senate Standing Committee on Community Affairs
Parliament House
CANBERRA ACT 2066

Dear Ms Radcliffe,

Correction of evidence to 2018–2019 Additional Estimates Hearing—20 February 2019

I am writing to correct evidence I provided to the Community Affairs Legislation Committee during its examination of the Department of Health and Portfolio Agencies in the 2018–2019 Additional Estimates hearing on 20 February 2019.

In answering a question from Senator Di Natale, I responded that a third of one percent of documents being uploaded were affected by malformed reference check errors. These statements are in Hansard, Senate Community Affairs Legislation Committee, Estimates, 20 February 2019, Proof Copy, page 63, as below:

1. **Ms McMahon:** We describe it as a malformed reference check. That is the technical term we use for this problem. It currently affects one-third of 1 per cent of documents attempting to be uploaded.
2. **Ms McMahon:** That's why we've put a tool in place, because we are aware that those practices, the 0.3 per cent, are getting error messages but they're persisting. So we contact them. We ring them and say, 'Look, we can see that you're getting these error messages. What you need to do is upgrade your software.' This is an additional step we're taking to address this tail end of the problem that occurred in 2016.

I would like to advise that my statements were erroneous; 0.03 per cent of documents were actually affected, which is one tenth of the number I quoted. I would like to correct two sentences from the above paragraphs to read as follows:

- third sentence in number 1. above — 'The problem currently affects 0.03 per cent of documents attempting to be uploaded'; and
- first sentence in number 2. above — 'That's why we've put a tool in place, because we are aware that those practices, the 0.03 per cent, are getting error messages but they're persisting'.

I apologise for this inadvertent error and trust this clarification provides a more correct picture of this issue. I would be happy to speak with any members of the Committee if they would like further clarification.

Yours sincerely,

Bettina McMahon
Chief Operating Officer

28 February 2019