



THE SENATE

LEGAL AND CONSTITUTIONAL AFFAIRS REFERENCES COMMITTEE

**Impact of changes to service delivery models on the administration and running of
Government programs**

**PUBLIC HEARING
Friday 1 November 2019**

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

| Time | Witness |
|-----------------|---|
| 9.00 am | Centre for Comparative Constitutional Studies (<i>Submission 3</i>) Dr Kristen Rundle, Co-Director Centre for International Corporate Tax Accountability & Research (CICTAR) (<i>Submission 27</i>) Mr Jason Ward, Principal Analyst Centre for Policy Development Dr Travers McLeod, Chief Executive Officer (via videoconference) |
| 9.55 am | Mr Abul Rizvi (via videoconference) (<i>Submission 17</i>) |
| 10.35 am | Morning Tea |
| 10.45 am | Commonwealth Ombudsman (<i>Submission 8</i>) Mrs Jaala Hinchcliffe, Deputy Commonwealth Ombudsman Mr Paul Pfitzner, Senior Assistant Ombudsman, Complaints Management and Education Branch Mrs Fiona Sawyers, Senior Assistant Ombudsman, Strategy Branch |
| 11.25 am | Community and Public Sector Union (CPSU) (<i>Submission 32</i>) Ms Melissa Donnelly, National Secretary Mr Michael Tull, Assistant National Secretary Ms Lisa Newman, Deputy National President Mr Sam Oram, Member |
| 12.05 pm | Lunch |

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| 12.50 pm | <p>Public Services International (<i>Submission 26</i>) Mr Michael Whaites, Oceania Sub-regional Secretary</p> <p>Refugee Advice and Casework Service (<i>Submission 13</i>) Ms Sarah Dale, Centre Director & Principal Solicitor (via videoconference)</p> <p>Migration Institute of Australia (<i>Submission 21</i>) Mr John Hourigan FMIA, National President Ms Bronwyn Markey, Professional Support Manager</p> <p>Migration Council of Australia (<i>Submission 23</i>) Ms Carla Wilshire, Chief Executive Officer</p> |
| 2.00 pm | <p>Universities Australia (<i>Submission 5</i>) Ms Catriona Jackson, Chief Executive Officer Dr John Wellard, Policy Director International</p> |
| 2.40 pm | <p>Department of Home Affairs (<i>Submission 28</i>) Ms Malisa Golightly, Deputy Secretary, Immigration and Settlement Services Group Mr Andrew Kefford, First Assistant Secretary, Visa Delivery Transformation Division</p> |
| 3.20 pm | <i>Adjournment</i> |