

Senate Select Committee on COVID-19

PUBLIC HEARING 30 September 2021

ANSWER TO QUESTION ON NOTICE

Social Services Portfolio
Services Australia

Topic: Visible digital seal project budget

Question reference number: IQ21-000126

Member: Katy Gallagher

Type of question: Spoken. Hansard Page/s:

Date set by the committee for the return of answer: 15 October 2021

Question:

CHAIR: Is there a budget for the visible digital seal project, for when it's ready to commence?

Mr Howard: There is a budget. I might have to take the exact figures on notice. I think Services Australia was allocated about \$12 million across two financial years. I will come back with the specifics.

CHAIR: You can take that on notice; thank you.

Answer:

Services Australia has been allocated \$11.9 million in 2021-22 and \$0.6 million in 2022-23 for the Visible Digital Seal project.

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PUBLIC HEARING 30 September 2021

ANSWER TO QUESTION ON NOTICE

**Social Services Portfolio
Services Australia**

Topic: Data on digital certificates download by age

Question reference number: IQ21-000129

Member: Katy Gallagher

Type of question: Spoken. Hansard Page/s:

Date set by the committee for the return of answer: 15 October 2021

Question:

CHAIR: I'm also wondering whether you have available at your fingertips a breakdown of who is downloading the digital certificates—for example, by age or perhaps the percentage of people who are First Nations Australians or recipients of the NDIS. Are there categories where you've broken down that data so we get a picture of who is downloading and perhaps who isn't?

Ms Skinner: Yes. I'll just see. I think probably to go to your point, I'm not sure we have that data broken down in that sort of way. We see it as very important that we are inclusive and we don't create a barrier to people accessing the relevant information that they need, that's why we have a phone service that enables people to ring us and we'll [inaudible]. We have the Services Australia website. It's on the front page. It's the right-hand tile that tells you how to do that. It has been done in 58 languages. There's a video on how to get the proof of the vaccination and that's been prepared in 20 languages. We've also prepared a community resource pack that we have, I think through our minister's office, sent to all members and senators, community organisations and third parties. There are flyers and posters. They're in 58 languages. We have had our agency spokesperson out doing a lot of media to try, again, to support getting to, perhaps, older cohorts of people. So we've got a diverse program of trying to access those things. Also every service centre has one, two, many we hope—one day it will be all of them—digital coaches and digital champions that can help you connect and sort it out if you need to go into a service centre, if you're not in a lockdown situation and you can. I also wrote to the Public Service and asked every public servant to get themselves set up and help their friends and family set themselves up as well. We've tried to maximise the ways in which we can support all parts of the community.

CHAIR: Thank you, Ms Skinner. In terms of the breakdown of that data, are you able to do it for us by age, on notice?

Mr Howard: I have the total breakdown of the number of vaccinated people. I don't have it for the certificates.

CHAIR: But are you able to do that? It would be interesting to understand, by some demographic analysis, who is downloading the information. Are you able to do that? I don't mean right now, but are you able to do that?

Ms Skinner: We'll take that on notice and will look at that. A lot of work has been done that shows the demographics of those who have been vaccinated, and I'd say the macro piece is that 56 per cent of those who are fully vaccinated have access. But I take your point that we're not sure which group of people that is.

Answer:

Downloads of COVID-19 digital certificate by Age (as at 4 Oct 2021)	
Age	Individuals
12-15	12,663
16-19	140,030
20-24	342,992
25-29	438,786
30-34	512,306
35-39	552,960
40-44	658,833
45-49	689,023
50-54	717,812
55-59	701,897
60-64	611,524
65-69	545,764
70-74	459,367
75-79	274,193
80-84	133,407
85-89	54,658
90-94	18,808
95+	3,550
Total	6,868,573