

Joint Committee on Public Accounts & Audit

Inquiry into procurement at Services Australia and the
National Disability Insurance Agency

PUBLIC HEARING 08 September 2023

ANSWER TO QUESTION ON NOTICE

Social Services Portfolio
Services Australia

Topic: Cashflow

Question reference number: IQ23-000037

Member: Mr Julian Hill MP

Type of question: Spoken. Hansard Page: 7

Date set by the committee for the return of answer: 06 October 2023

Question:

CHAIR: Can you perhaps take on notice just a few things. Can you give us the cash flow over the four years of the funding that was provided for the \$191 million that's been written off?

Ms Skinner: Yes.

CHAIR: I think that was over four financial years?

Ms Skinner: Yes, there's a range of financial years. We can provide that.

Answer:

The table below outlines the capitalised effort over four years for ECE:

	2019-20	2020-21	2021-22	2022-23	Total
	\$m	\$m	\$m	\$m	\$m
Capitalised effort	23.5	43.7	66.9	56.9	190.9

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ANSWER TO QUESTION ON NOTICE

Social Services Portfolio Services Australia

Topic: Service Delivery Staff

Question reference number: IQ23-000038

Member: Mr Julian Hill MP

Type of question: Spoken. Hansard Page: 7

Date set by the committee for the return of answer: 06 October 2023

Question:

CHAIR: Over the same four financial years, can you give us a table that sets out the total number of service delivery staff and the number of staff cut in each year from your agency?

Ms Skinner: Yes.

Answer:

Total Headcount of APS and Non-APS (specified employment categories only) of employees actually in the Customer Service Delivery Group as at 30 June each year Average Staffing Level Guidance					
Employment Group	2018-19	2019-20	2020-21	2021-22	2022-23
Ongoing	17,995	17,582	16,744	16,454	17,066
Non-Ongoing	449	708	2,706	776	2,236
Irregular/Intermittent	1,994	3,392	3,153	3,425	2,072
Total APS Headcount	20,438	21,682	22,603	20,655	21,374
Labour Hire	191	2,458	504	923	1
Contractor	132	477	481	120	141
Secondees (APS & Non-APS)	0	676	30	0	0
Outsourced Staff (Service Delivery Partners (SDP))	3,967	5,549	4,588	3,219	1,321
Total Non-APS Headcount	4,290	9,160	5,603	4,262	1,463
Total Combined APS and Non-APS Headcount	24,728	30,842	28,206	24,917	22,837
Average Staffing level (ASL) Guidance	N/A	18,955	18,803	18,561	18,065

Data notes:

- *Headcount is based on 'The actual number of all Ongoing and Non-ongoing (including Intermittent/Irregular) at a point in time, includes employees on leave without pay and secondment'.*
- *Data is based on the Customer Service Delivery organisational structure as at 30 June each year.*
- *Noting SDPs are a fee-for-service arrangement, whereby they provide workload seconds. SDPs determine the workforce required to deliver their contracted workloads. SDP contracts do not specify a particular work type or program of work, so therefore have the flexibility to cater to all Agency work types.*
- *ASL Guidance is not available at the Group level for prior financial years to 2019-20.*

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ANSWER TO QUESTION ON NOTICE

Social Services Portfolio
Services Australia

Topic: ECE Re-Baselining

Question reference number: IQ23-000039

Member: Mr Julian Hill MP

Type of question: Spoken. Hansard Page: 7

Date set by the committee for the return of answer: 06 October 2023

Question:

CHAIR: Can you explain to us as well how the rebaselining of the ECE occurred? I think the evidence we've received was that former Prime Minister Morrison rebaselined that, but if you can just give us—

Ms Skinner: On advice—we took forward advice a number of times to rebaseline. We can set that out.

CHAIR: I'm not anticipating anything abnormal—

Ms Skinner: We've got a chronology of the number of times we needed to rebaseline. We can do that.

CHAIR: Rather than go through the detail here, if you could send that through that would be good.

Answer:

Over the period November 2021 to December 2021, re-baselining of the ECE Project occurred in consultation with and through the then Minister for Government Services.

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ANSWER TO QUESTION ON NOTICE

Social Services Portfolio
Services Australia

Topic: Costing Breakdown

Question reference number: IQ23-000040

Member: Mr Julian Hill MP

Type of question: Spoken. Hansard Page: 7

Date set by the committee for the return of answer: 06 October 2023

Question:

CHAIR: The procurements relating to the ECE were one of those identified in the Watt review as requiring further investigations. Infosys was paid about \$109.8 million, and they had part of the overall. Could you give us a breakdown of what the total components of the \$191 million were if only about \$110 million was ultimately paid to Infosys before you terminated the contract?

Ms Skinner: Yes.

Answer:

The \$190.9 million represented all capitalised effort on the ECE project, The capitalised effort includes Infosys expenditure as well as capitalised effort for software development undertaken by Services Australia staff and IT contractors.