

Senate Select Committee on COVID-19

INQUIRY INTO THE AUSTRALIAN GOVERNMENT'S RESPONSE TO THE COVID-19 PANDEMIC

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: Coronavirus Supplement Payments - Breakdown

Question reference number: IQ20-000092

Member: Katy Gallagher

Type of question: Written

Date set by the committee for the return of answer: 10 July 2020

Number of pages: 2

Question:

In relation to question IQ20-000075, submitted by Senator Gallagher through this Committee on 8 May requesting a breakdown of total Coronavirus supplement payments by state/territory, LGA and CED:

- a) On what date did the Agency first provide a draft answer to the Minister's office?
- b) Why was Services Australia unable to provide the requested information within 10 business days as required by the Committee?

Answer:

- a) Friday 29 May 2020.
- b) Please refer to correspondence to the Committee dated 15 July 2020 (attached).



Australian Government

Services Australia

Your Ref: IQ20-000075
Our Ref: EC20-003673

Chief Executive Officer
Rebecca Skinner

Senator Katy Gallagher
Chair
Senate Select Committee on COVID-19
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Dear Senator Gallagher

Response to Question on Notice IQ20-000075

Thank you for your letter of 30 June 2020 in relation to issues with the timeliness of and transfer process related to Question on Notice number IQ20-000075.

I asked my Agency's Chief Operating Officer to review this matter, and she has now done so, in conjunction with the Chief Operating Officer of the Department of Social Services.

I am advised arising from that review that gaps have been identified in existing protocols between Services Australia and the Department of Social Services for responding to Questions on Notice in circumstances where there is potential overlap in responsibilities. Joint work is underway between the Department and the Agency to fully resolve those gaps. This will ensure that Questions on Notice are responded to in a timely manner and that where a question needs to be transferred it is done so quickly and in line with the Committee's 15 June 2020 correspondence.

I apologise for any inconvenience that this matter may have caused you.

Yours sincerely

Rebecca Skinner

15 July 2020