

## Senate Community Affairs References Committee

### DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE

PUBLIC HEARING 26 APRIL 2017

ANSWER TO QUESTION ON NOTICE

Department of Human Services

**Topic:** Program to calculate debt

**Question reference number:** QoN 164

**Member:** Senator Bilyk

**Type of question:** Hansard page 44

**Date set by the committee for the return of answer:** 9 May 2017

**Number of pages:** 2

#### Question:

Senator BILYK: Okay, I will put a couple of questions on notice then. First of all, can we find out how it actually works? What program system then—I am sure someone out of the three of you can answer this—does the department use? What Windows program does the department use?

Mr Hutson: I am certainly happy to answer—we will get you information on those. I want to talk briefly about—

Senator BILYK: Sorry; I will just clarify what I what I want here.

Mr Hutson: Sure.

Senator BILYK: I understand that most of the departmental people use Windows 10, and I also understand that MultiCalc, which is the program used to calculate a person's debt, does not work with Windows 10. I want to clarify if that is the case.

Mr Hutson: Okay. A couple of things, Senator. First of all, Windows 10 would commonly be used across the department.

Senator BILYK: That is right.

Mr Hutson: Sure, but ISIS, the information system that I mentioned, does not rely on Windows 10.

Senator BILYK: No, but does MultiCalc or the MultiCalc calculations process? That is the question I am asking.

Mr Hutson: I would think it is probably unlikely is the answer. It probably relies on ISIS rather than Windows 10.

Senator BILYK: If you could confirm that?

Mr Hutson: Sure.

CHAIR: If you could take that on notice.

Mr Hutson: Yes.

**Answer:**

Multical is an Entitlement and Debt Calculator tool used by Centrelink staff. It is a macro enabled Microsoft Excel workbook, compatible with Windows 10.