

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customer First

Question reference number: HS 2

Senator: Siewert

Type of question: Hansard page 122

Date set by the committee for the return of answer: 24 April 2014

Number of pages: 1

Question:

Senator SIEWERT: And how much does the Customer First system cost?

Mr Rimmer: I would want to take that on notice. The program this year is in the order of a \$15 million technology project, but there was expenditure in prior years and there will almost certainly be expenditure in future years.

Senator SIEWERT: Thank you. If you could take the previous years on notice.

Answer:

The department has invested some \$31.4 million over the past two financial years in developing the Customer First functionality. This investment has delivered significant functionality for staff across a range of work streams and has provided the foundations to deliver future capability.