Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 3 JUNE 2015
ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Welfare Payment Infrastructure Transformation (WPIT) Programme

Question reference number: HS 59

Senator: Cameron
Type of question: Written
Date set by the committee for the return of answer: 24 July 2015
Number of pages: 2

Question:

a) Will you appoint a representative from the welfare sector to the Project Advisory Group?

b) What are the "four projects to enhance the digital service delivery experience for DHS customers"? (Budget Paper 2 page 117)

c) What is DHS role with the DTO? What is the $13.4 million allocated to DHS for? (BP 2 page 68).

d) Please provide a description of each of the five tranches referred to by the Secretary on page 58 of the 3 June 2015 transcript.

Answer:

a) The WPIT programme will involve establishing a number of engagement mechanisms during the course of the programme, based on the phases of the project and design requirements. These will include representation from federal and state agencies, industry sector and community representatives.

   Through these processes the department will seek to engage with representatives from the welfare sector, for example the National Welfare Rights Network, to enable their extensive customer experience input to inform the co-design process.

   The Expert Advisory Group will provide independent assurance and advice on programme design and implementation, with membership based on significant prior knowledge and experience in similar transformations in the public and private sector.

b) The four projects outlined as Tranche One deliverables are:
   1. Circumstance Change Monitor;
   2. Improve Staff Digital Capability;
   3. Online Customer Support; and
   4. Circumstance Driven Customer Management.

c) The Department of Human Services is working closely with the Digital Transformation Office (DTO) and other relevant agencies on the design and implementation of the Government's Digital Transformation Agenda, which will deliver a better user experience for individuals and businesses engaging with government, reduce red tape and increase the efficiency of government service delivery.

The department is actively engaged with the DTO on a number of digital transformation areas.

There is $13.7 million allocated to the department for projects related to the Agenda in the 2015–16 Budget (this includes $0.3 million in capital).

Budget Element	Financial Year			Total ($'m)
	2015-16 ($'m)	2016-17 ($'m)	2017-18 ($'m)	
Departmental Expense	10.7	2.3	0.4	13.4
Capital	0.3	0.0	0.0	0.3
Total	11.0	2.3	0.4	13.7

d) Tranche One of the programme will enable vendor partners to be identified allowing for the planning and co-design of a circumstance driven approach for Tranches Two to Five. Tranche One will see the four project deliverables implemented to improve digital capabilities. Dividing the programme into tranches allows for work to be undertaken in a logical order that ensures flexibility and mitigates programme risks.