

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Information Technology – Child Support System (CUBA)

Question reference number: HS 73

Senator: Cameron

Type of question: Written

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

Number of pages: 1

Question:

- a) When was this system introduced?
- b) Is this system nearing the end of its useful life?
- c) What year would that be?
- d) What are deficiencies of the current system?
- e) What steps are being taken to replace the system?
- f) Can you please provide the amount allocated in the budget (including over the forward estimates) for the replacement of the child support IT system?

Answer:

- a) The 'Cuba' system was first deployed in 2002.
- b) Yes.
- c) An independent review ("Delivering Quality Outcomes Review" by Professor David Richmond AO in 2009) concluded that the Cuba system would be at the end of its useful life in 2012.
- d) The current system is highly complex, is costly to support and is unable to meet a wide range of service delivery requirements.
- e) The replacement of the current system was announced in the 2013 Budget and the department has commenced work on developing a new system.
- f) An amount of \$101.1 million over five years has been allocated for the replacement of the system with this funding coming from internal departmental efficiencies.