

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
SUPPLEMENTARY BUDGET ESTIMATES 2012-2013

Finance and Deregulation Portfolio

Department/Agency: Department of Finance and Deregulation

Outcome/Program: 1/1.1

Topic: Tell us once

Senator: Sinodinos

Question reference number: F18

Type of question: Hansard, F&PA Committee, page 34, 16 October 2012

Date set by the committee for the return of answer: Friday, 30 November 2012

Number of pages: 1

Question:

Is it possible to get some more details of the 'tell us once' initiative?

Answer:

The report, "Ahead of the Game: Blueprint for Reform of Australian Government Administration" March 2010 recommended that work be undertaken to deliver better services for Australians, including through enhanced online services.

The Government subsequently established a Secretaries' Committee on Service Delivery (SCSD) chaired by the Secretary of the Department of Finance and Deregulation to address this issue.

The SCSD identified particular challenges for people who need to deal with more than one agency at a time. Typically, individuals need to:

- a) have more than one logon name and password;
- b) notify multiple agencies about the same or similar information;
- c) resubmit the same details multiple times to gain access to services;
- d) visit agencies in person to complete transactions they have started online; and
- e) visit many agency websites to obtain relevant information.

Following recommendations from SCSD, the Government agreed to address these issues through an initiative being led by the Department of Human Services to significantly improve people's access to online information and services. An aspect of this work is enabling people to simultaneously notify multiple Australian Government agencies of simple changes to their personal circumstances (a "tell us once" capability).

Work to develop these services is currently underway with the support of the Australian Tax Office, Department of Finance and Deregulation and the Attorney General's Department.