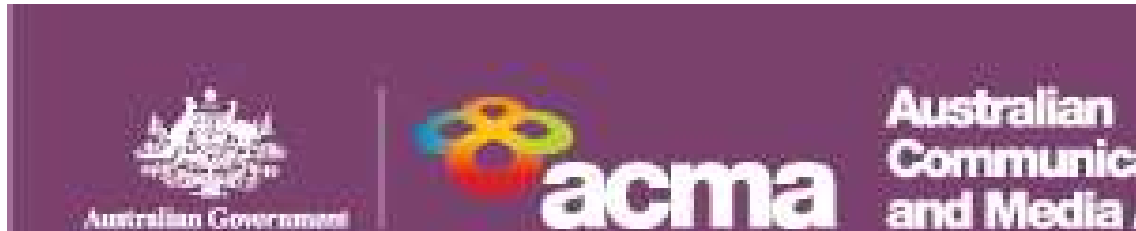


## Dannielle Princep

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**From:** Office of the Chair  
**Sent:** Wednesday, 15 November 2023 2:53 PM  
**To:** DDL - EveryOne  
**Cc:** Office of the Chair  
**Subject:** A message from the Chair | Response to the Robodebt Royal Commission [SEC=OFFICIAL]



Colleagues,

On Monday 13 November the Australian Government tabled its [Response to the Royal Commission into the Robodebt Scheme](#).

### **Government response**

The Royal Commission into the Robodebt Scheme was established on 18 August 2022 to inquire into the establishment, design and implementation of the scheme. The full report was published on 7 July 2023.

The Government has carefully considered the Royal Commission's report and recommendations and has accepted, or accepted in principle, all 56 recommendations made in the report.

This includes additional funding for some agencies, including Services Australia, to support better decision-making across government as part of the ongoing work to restore faith, integrity and trust in government.

### **Prioritising Integrity in our work**

An APS that embodies integrity in everything it does continues to be the first priority of the [APS Reform](#) agenda.

As you know, we are committed to ensuring that we all operate with [Integrity at the ACMA](#), as it is at the heart of every decision we make through the course of our duties in the Australian Public Service.

As part of our work to enhance our existing culture of integrity I have agreed to an additional resource in our Human Resources Team to solely focus on the delivery of a holistic **Integrity Framework** that will document the details of our existing and future internal systems of control. Managing risks effectively is one very important element of any integrity framework so we will be undertaking a concurrent review of our Risk Management Framework.

As we progress this work you can expect to hear and see more about our Integrity and Risk Management Frameworks and how you might be able to contribute to this very important work for our agency.

### **Impacts on APS staff**

The events during and following the Robodebt Scheme and the royal Commission have affected many Australian Public Service (APS) staff either directly or by association. If you, or any of your family members have been affected and need any assistance please do not hesitate to contact our HR Team or:

- Speak to your manager, supervisor, or your support network.
- Contact our [Employee Assistance Program \(EAP\)](#) provider Converge, by calling 1300 687 327 or making an [online booking](#) using username: converge, password: eap.
- Access any of the [Mental health resources](#) listed on The Hub. These include Beyond Blue (Ph 1300 224 636), Lifeline (Ph 13 11 14) or 13YARN (Ph 13 92 76).

Regards,

**Nerida O'Loughlin**  
Chair and Agency Head

Australian Communications and Media Authority



*The ACMA acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past, present and future.*