

From: [Skinner, Rebecca](#)
To: [Davis, Glyn](#)
Cc: [Williamson, David](#); [s47E\(d\)](#) [@ndia.gov.au](#); [GRIGGS, Ray](#); [Wilkinson, Jenny](#); [Iain Anderson](#); [Frame, Alison](#); [Katherine Jones](#); [Smith, Susie](#); [Egan, Russell](#); [Carmody, Lisa](#)
Subject: RE: Review into procurements at Services Australia and NDIA [SEC=OFFICIAL]
Date: Tuesday, 6 December 2022 8:52:01 AM
Attachments: [image001.jpg](#)

Glyn and colleagues,

An update in relation to the review into procurements at Services Australia and NDIA is below. We have established a taskforce to support Dr Watt to undertake the review. The taskforce will be led by Lisa Carmody. Lisa is Services Australia's General Manager responsible for Enterprise Strategy and Governance and has a background in government legal advising including commercial law.

As foreshadowed earlier, an appropriate officer from the procurement area at the Department of Finance would be helpful – Jenny we will reach out separately to progress this.

The CFOs from Services Australia and the NDIA are preparing relevant contracts and procurement timelines.

I expect draft terms of reference will be shared with you later today.

Rebecca

Rebecca Skinner PSM
Chief Executive Officer

Phone [s47E\(d\)](#)

Mobile [s47E\(d\)](#)

EA: [s22](#)

cid:image003.jpg@01D6B9A1.A8CB3050



Level 3, Executive, Doris Blackburn Building, 18 Canberra Ave, Forrest, ACT
 Box 7788 Canberra Business Centre ACT 2610

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

From: Davis, Glyn [s47E\(d\)](#) [@pmc.gov.au](#)>

Sent: Thursday, 1 December 2022 8:23 PM

To: Skinner, Rebecca [s47E\(d\)](#) [@servicesaustralia.gov.au](#)>

Cc: Williamson, David [s47E\(d\)](#) [@pmc.gov.au](#)>; [s47E\(d\)](#) [@ndia.gov.au](#);

[GRIGGS, Ray](#) [s47E\(d\)](#) [@dss.gov.au](#)>; [Wilkinson, Jenny](#) [s47E\(d\)](#) [@finance.gov.au](#)>;

[Iain Anderson](#) [s47E\(d\)](#) [@ombudsman.gov.au](#)>; [Frame, Alison](#) [s47E\(d\)](#) [@pmc.gov.au](#)>;

[Katherine Jones](#) [s47E\(d\)](#) [@ag.gov.au](#)>; [Smith, Susie](#)

[s47E\(d\)](#) [@servicesaustralia.gov.au](#)>; [Egan, Russell](#) [s47E\(d\)](#) [@servicesaustralia.gov.au](#)>

Subject: Re: Review into procurements at Services Australia and NDIA [SEC=OFFICIAL]

Caution: Do not click any links or open any attachments unless you trust the sender and believe the content to be safe.

Thank you Rebecca for this timely update, and appreciate you briefing David as I was in transit and then speaking at a CEDA event. I would value being kept in the loop as the review by Dr Watt progresses.

Glyn

Sent from my iPhone

On 1 Dec 2022, at 3:59 pm, Skinner, Rebecca
s47E(d) @servicesaustralia.gov.au> wrote:

Glyn,

I just wanted to update you on the procurement matters that have been in the media related to Synergy360 and its relationships with other ICT vendors and the Member for Fadden, the Hon Stuart Robert.

s47C

Our records indicate that Services Australia had 2 small contracts with Synergy360 s47C

There are other s47C contracts associated with the vendors who are claimed to work with Synergy 360.

s47C

, the NDIA and ourselves will support a joint investigation led by an eminent person. Minister Shorten is satisfied with that approach and Dr Ian Watt has agreed to lead the work supported by a joint SA/NDIA team s47C

I was able to speak briefly with David Williamson as I understand you were travelling.

Regards

Rebecca

Rebecca Skinner, PSM

Chief Executive Officer

Phone s47E(d)

Mobile s47E(d)

EA: s22

<image001.jpg>

Level 3, Executive, Doris Blackburn Building, 18 Canberra Ave, Forrest, ACT

Box 7788 Canberra Business Centre ACT 2610

IMPORTANT: This e-mail is for the use of the intended recipient only and may contain information that is confidential, commercially valuable and/or subject to legal or parliamentary privilege. If you are not the intended recipient you are notified that any review, re-transmission, disclosure, dissemination or other use of, or taking of any action in reliance upon, this information is prohibited and may result in severe penalties. If you have received this e-mail in error please notify the sender immediately and delete all electronic and hard copies of this transmission together with any attachments. Please consider the environment before printing this e-mail

IMPORTANT: This message, and any attachments to it, contains information

that is confidential and may also be the subject of legal professional or other privilege. If you are not the intended recipient of this message, you must not review, copy, disseminate or disclose its contents to any other party or take action in reliance of any material contained within it. If you have received this message in error, please notify the sender immediately by return email informing them of the mistake and delete all copies of the message from your computer system.

s22

s37,47C

From: Skinner, Rebecca s47E(d) [@servicesaustralia.gov.au](mailto:skinner@servicesaustralia.gov.au)>
Sent: Wednesday, 7 December 2022 2:26 PM
To: s47E(d) [@pmc.gov.au](mailto:s47E(d)@pmc.gov.au); s47E(d) [@pmc.gov.au](mailto:s47E(d)@pmc.gov.au); s47E(d) [@ndia.gov.au](mailto:s47E(d)@ndia.gov.au);
s47E(d) [@dss.gov.au](mailto:s47E(d)@dss.gov.au); s47E(d) [@finance.gov.au](mailto:s47E(d)@finance.gov.au); Iain Anderson

s47E(d) @ombudsman.gov.au>;s47E(d) @pmc.gov.au; Katherine Jones
s47E(d) @ag.gov.au>
Cc: Carmody, Lisa s47E(d) @servicesaustralia.gov.au>; Smith, Susie
s47E(d) @servicesaustralia.gov.au>; Egan, Russell s47E(d) @servicesaustralia.gov.au>;
Diamond, Angela s47E(d) @servicesaustralia.gov.au>
Subject: [External] Update –ToR Services Australia and NDIA procurement review [SEC=OFFICIAL]

OFFICIAL

Glyn and colleagues,
s47C

We will keep you posted as work progresses, and anticipate further updates to be provided next week.

Can I also thank Jenny for providing a procurement expert.

Regards

Rebecca

Rebecca Skinner PSM

Chief Executive Officer

Phone s47E(d)

Mobile s47E(d)

EA: s22



Level 3, Executive, Doris Blackburn Building, 18 Canberra Ave, Forrest, ACT
Box 7788 Canberra Business Centre ACT 2610

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

IMPORTANT: This e-mail is for the use of the intended recipient only and may contain information that is confidential, commercially valuable and/or subject to legal or parliamentary privilege. If you are not the intended recipient you are notified that any review, re-transmission, disclosure, dissemination or other use of, or taking of any action in reliance upon, this information is prohibited and may result in severe penalties. If you have received this e-mail in error please notify the sender immediately and delete all electronic and hard copies of this transmission together with any attachments. Please consider the environment before printing this e-mail

Caution: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

The Office of the Commonwealth Ombudsman acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past and present.

COMMONWEALTH OMBUDSMAN - IMPORTANT CONFIDENTIALITY NOTICE

This e-mail message or an attachment to it is confidential, and it is intended to be accessed

only by the person or entity to which it is addressed.

No use, copying or disclosure (including by further transmission) of this message, an attachment or the content of either is permitted and any use, copying or disclosure may be subject to legal sanctions. This message may contain information which is:

- * about an identifiable individual;
- * subject to client legal privilege or other privilege; or
- * subject to a statutory or other requirement of confidentiality.

If you have received this message in error, please call 1300 362 072 to inform the sender so that future errors can be avoided.

From: s47E(d)
To: s47E(d)@pmc.gov.au
Cc: s47E(d) @ndis.gov.au; Carmody, Lisa s22
Subject: Independent Review of Services Australia and NDIA Procurement and Contracting [SEC=OFFICIAL]
Date: Thursday, 23 March 2023 5:51:17 PM
Attachments: [20230323 PMC Secretary letter.pdf](#)
[Independent Review of Services Australia and NDIA Procurement and Contracting - Taskforce Report to the Independent Reviewer.pdf](#)
[Independent Review of Services Australia and NDIA Procurement and Contracting - Independent Reviewer's Report.pdf](#)
[image002.jpg](#)

Good afternoon Secretary

Please find attached, correspondence (inc. two enclosures) from Ms Rebecca Skinner PSM, Chief Executive Officer of Services Australia.

The correspondence is regarding *Independent Review of Services Australia and NDIA Procurement and Contracting*.

Regards

s22, Acting Executive Officer to Ms Rebecca Skinner PSM

Phone s22

Mobile s22

Office of the Chief Executive Officer

cid:image001.jpg@01D6D96F.28EE6E40



Level 3, Executive, Doris Blackburn Building, 18 Canberra Ave, Forrest, ACT
Box 7788 Canberra Business Centre ACT 2610




Australian Government

Services Australia

Chief Executive Officer

Rebecca Skinner PSM

Professor Glyn Davis AC
Secretary
Department of the Prime Minister and Cabinet
PO Box 6500
CANBERRA ACT 2600

Dear Professor Davis 

Independent Review of Services Australia and NDIA Procurement and Contracting

I write to you regarding the review of Services Australia and NDIA procurement and contracting processes related to matters raised in the media regarding Synergy 360 and associated entities (the Review), jointly established by Rebecca Falkingham PSM and myself. As you know, Dr Ian Watt AC was appointed to lead the Review, supported by a Taskforce with representatives from Services Australia, the NDIA and the Department of Finance.

I understand you consulted with Dr Watt as part of the review process. Thank you for your engagement.

The Review has recently concluded and Dr Watt provided his report, the *Independent Review of Services Australia and NDIA Procurement and Contracting: Independent Reviewer's Report*, to myself and Ms Falkingham. Additionally, we received the Taskforce report, the *Independent Review of Services Australia and NDIA Procurement and Contracting: Taskforce Report to the Independent Reviewer* on this same date.

The Independent Reviewer's Report contains findings and recommendations, with those in Part I drawing on the Taskforce findings and those in Part II from the Reviewer alone.

Ms Falkingham and I would like to provide you a copy of the reports (enclosed).

s47C

s47C

Dr Watt has indicated he is available to meet with key stakeholders if you wish to discuss any matters with him. If you would like to arrange a meeting, please contact my office or Ms Lisa Carmody, General Manager and Head of the Independent Review Taskforce, on s47E(d) or s47E(d) [@servicesaustralia.gov.au](mailto:servicesaustralia.gov.au).

Yours sincerely

s47F

Rebecca Skinner

B March 2023