



**Australian Government**  
**Services Australia**

RECEIVED  
19 JUL 2025

BY: .....

EC25-001967

Grant-David Johns  
PO Box 12  
GYMPIE QLD 4570

Dear Grant-David Johns

Thank you for your correspondence of 8 July 2025 in response to the letter sent to you on 30 June 2025.

Services Australia delivers payments and services on behalf of a range of government departments and agencies, and is required to make decisions based on the relevant policy and legislation. Services Australia is unable to act on your request as there is no legislative basis to do so.

Services Australia takes its service obligations seriously and sets aside resources for resolving genuine customer issues, but those who contact frequently about the same matter unreasonably tie up those resources. Accordingly, to provide better assistance to everyone, any further correspondence from you about this matter will be read and filed but may not be responded to.

Thank you again for writing.

Yours sincerely

(for) Susanne Lander  
National Manager  
Ministerial and Parliamentary Services

14 July 2025

cc: Chief Executive Officer's office