



Australian Government
Services Australia

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08 JUL 2025

BY: _____

*Filed as evidence of
Non-Performance / Partial
Response*

*By: Grant-David: Johns,
Beneficiary.*

EC25-001967

Grant-David Johns
PO Box 12
GYMPIE QLD 4570

Dear Grant-David Johns

Thank you for your correspondence of 23 June 2025 to the Chief Executive Officer of Services Australia (the Agency), Mr David Hazlehurst.

To assist the Agency to respond to your concerns, please clarify:

- which payment or service your concerns relate to; and
- what action you are asking Services Australia to take.

Please keep your clarification brief and to the point (maximum one page).

If these details are not received by 30 July 2025 the Agency will assume your concerns have been resolved.

The Agency takes its service obligations seriously and sets aside resources for resolving legitimate complaints. In order to assist all people equitably, lengthy correspondence that unreasonably ties up those resources may not be responded to.

Please reply to the address at the bottom of this letter.

Thank you again for writing.

Yours sincerely

Kathy Stevens
Director
Ministerial and Parliamentary Services

30 June 2025