



**The Hon Stuart Robert MP**  
**Minister for the National Disability Insurance Scheme**  
**Minister for Government Services**

Ref: MS20-000167

Mr Adam Bandt MP  
Leader of the Australian Greens  
Member for Melbourne  
296 Brunswick St  
FITZROY VIC 3065

Dear Mr Bandt

I am writing to inform you of an imminent change in servicing arrangements that Services Australia (the Agency) is implementing at the Abbotsford (Yarra) Service Centre located at 617–619 Victoria Street, Abbotsford, Victoria.

On 12 May 2020, the landlord advised they will not retain Services Australia as a short-term or long-term tenant and will not permit any occupancy by the Agency at the premises after the lease expires. Despite a number of market sweeps to find alternative premises, the Agency has been unable to source a suitable premises in the Abbotsford area.

Let there be no misunderstanding—despite the Agency actively engaging with the landlord over an extended period, a lease agreement has not been reached. The landlord was also unwilling to permit a lease holdover arrangement to allow further lease renewal negotiations, or to locate a suitable alternative premises. The lease for the Yarra Service Centre expires on 22 May 2020.

Consequently, the final day of servicing from 617–619 Victoria Street, Abbotsford, is Thursday 21 May 2020, with services to be consolidated with the South Melbourne Service Centre. The South Melbourne Service Centre is located 6.7 kilometres away at 94 York Street, South Melbourne. This consolidation will provide both Medicare and Centrelink services from a single location.

Services Australia will undertake community engagement practices that will ensure that customers, local providers, the broader community and your electorate office are kept informed about changes to the Agency's servicing arrangements.

If you wish to discuss this further, Jody from Services Australia can be contacted on 07 3551 5772.

Yours sincerely

**Stuart Robert**