



Australian Government



**Centrelink Student Collection
2005**

FINAL DRAFT 1.0

Data Matching Team

Centrelink

8 March 2005

Document Change Record

Document Information

Document Title:	Centrelink Data Extraction Specification
Subject:	University Enrolment Checking
File Name:	Centrelink Student Collection 2005
Version:	Final Draft 1.0
Saved:	8 March 2005

Issue Status

Issue	Date	Prepared By	Status
Draft 1.1	6/9/04	Liz Gorman	First Draft – based on Centrelink Student Collection for 2002.doc, incorporating DEST 2005 changes
Draft 1.5	22/11/04	Liz Gorman	Draft for distribution to Universities
Final Draft	8/3/05	Liz Gorman	Final draft for distribution to Universities by AVCC

Table of Contents

OVERVIEW OF CENTRELINK STUDENT COLLECTION.....	3
1 CENTRELINK NAME FILE	6
1.1 WHAT'S IN THE CENTRELINK NAME FILE	6
1.2 SCOPE OF THE CENTRELINK NAME FILE.....	7
1.3 ALL SUBMISSIONS	7
1.4 FIRST SUBMISSION	7
1.5 SECOND SUBMISSION	7
1.6 THIRD SUBMISSION.....	8
1.7 FILE STRUCTURE – CENTRELINK NAME FILE	8
1.8 RECORD FORMAT – CENTRELINK NAME FILE	9
1.9 RECORD CONTENTS – CENTRELINK NAME FILE	9
2 CENTRELINK UNIT FILE	10
2.1 WHAT'S IN THE CENTRELINK UNIT FILE	10
2.2 SCOPE OF THE CENTRELINK UNIT FILE.....	10
2.3 RECORD FORMAT – CENTRELINK UNIT FILE.....	12
2.4 RECORD CONTENTS – CENTRELINK UNIT FILE	12
3 CENTRELINK COURSE OF STUDY FILE.....	13
3.1 WHAT'S IN THE CENTRELINK COURSE OF STUDY FILE	13
4 FILE NAMING CONVENTION	13
5 DATA VALIDATION.....	14
5.1 DATA VALIDATION TOOL.....	14
6 DATA TRANSFER.....	14
7 CONTACTS	14
7.1 Centrelink Validation Tool:	14
7.2 Centrelink Contacts:.....	14

OVERVIEW OF CENTRELINK STUDENT COLLECTION

History

Following the establishment of the Commonwealth Services Delivery Agency, Centrelink assumed responsibility on 1 July 1997 from the (then) Department of Employment, Education, Training and Youth Affairs (DEETYA) for the various forms of student assistance, namely AUSTUDY, ABSTUDY, Pensioner Education Supplement (PES) and Assistance for Isolated Children (AIC). As a compliance exercise, Centrelink continued the enrolment checking program already established by DEETYA.

In July 1998, AUSTUDY was replaced by Youth Allowance (YA) for full-time students aged between 16 and 24 years. For full-time students aged 25 years and older AUSTUDY has been replaced by a new payment called Austudy. Both of these payments are made under the *Social Security Act 1991*.

ABSTUDY and Assistance for Isolated Children (AIC) payments continue to be made under the *Student Assistance Act 1973*.

A significant change in the way some of these student assistance payments are administered by Centrelink is that there is no longer a requirement to lodge an annual application for assistance.

Previously, DEETYA required an annual application for continuing payments to be lodged before the 15th of March each year. Lodgement by this date secured eligibility for payment backdated to the 1st of January of that year. Assistance for Isolated Children (AIC) remains the only student assistance payment that requires lodgement of an annual application.

Centrelink requires only an initial application and then the payments continue unless there is a change in the customer's circumstances which may change their eligibility status. In practical terms this means that it is likely a grant of payment for a Year 10 High School student may continue unaltered except for life event changes, until the customer has finished an Honours year at a university. Unlike Newstart Allowance (unemployment benefits) recipients, there are limited circumstances that would require a student to lodge a fortnightly continuation form in order to receive on-going assistance.

Background

Centrelink conducts enrolment checks of students in receipt of student assistance from the Commonwealth. The aim of this matching program is to:

- independently verify information that has been provided to Centrelink by customers;
- detect incorrect payments resulting from the provision of incorrect or incomplete information by customers; and
- to assist in the timely detection of discontinuation of study or a reduction in workload.

The enrolment checks are conducted by matching Centrelink data against data provided by the institution to determine a student's enrolment status and workload where applicable.

Student reviews result in savings in Centrelink outlays. These reviews save money by:

- improving the methods of identifying customers who do not meet the mandatory requirements of a full time student or, in the case of Pensioner Education Supplement (PES) students, part time study;
- recovering moneys that have been overpaid; and
- increasing voluntary compliance resulting from public knowledge of this program.

From a broader perspective, this matching program furthers our social justice objectives by providing additional scope for the redirection of Commonwealth funds to those most in need.

The Enrolment Checking project is conducted under the Federal Privacy Commissioner's guidelines, *The Use of Data-matching in Commonwealth Administration*.

Centrelink matches student assistance data it holds with selected items of student enrolment data held by educational institutions. The data populations will vary across institutions. This is to verify that the student:

- is still attending the institution recorded on the Centrelink customer's computer record;
- is still undertaking the appropriate work load for continuing eligibility; and
- for secondary school students, have not exceeded more than 5 days unapproved absences in a term.

Centrelink conducts data-matching against student records held by :

- Primary schools (for ABSTUDY and AIC only);
- Secondary schools and colleges;
- Colleges of Technical and Further Education (TAFEs);
- Tertiary institutions; and
- Private training providers.

Centrelink Payments Selected for Matching

Customers who commence full time study and are on any of the following Centrelink payments are selected for matching:

- Austudy;
- Youth Allowance;
- ABSTUDY;
- Newstart Allowance; and
- Pensioner Education Supplement.

Legislative Requirements

The Enrolment Checking procedure is governed by the following legislation:

Part 5, Division 1 of the *Social Security (Administration) Act 1999* contains specific class collection powers for student assistance data relating to payments made under this Act. The confidentiality provisions of the Act also apply to information obtained from another agency, just as they do to Centrelink customer information.

The *Student Assistance Act 1973* also contains confidentiality provisions similar to those in the *Social Security (Administration) Act 1999*.

Privacy Commissioner's Guidelines on *The Use of Data-matching in Commonwealth Administration* are issued by the Privacy Commissioner under S27(1)(e) of the Privacy Act. Although the guidelines are not legally binding, the Privacy Commissioner has sought agreement from agencies to adopt the guidelines in relation to the data-matching programs in which they participate. Centrelink has voluntarily agreed to adopt these requirements.

These guidelines require that a Program Protocol is prepared, made public and observed. The program protocol consists of a description of the program and an explanation of the reasons for undertaking it.

Privacy Issues

Data Destruction

The Privacy Commissioner's guidelines on *The Use of Data-matching in Commonwealth Administration* have been developed in consultation with Commonwealth agencies to assist in ensuring that data-matching programs are designed and conducted in accordance with sound privacy practices.

Under the guidelines, the Matching Agency must ensure the security of the data during processing and destroy unmatched data.

The Data Matching Team in National Support Office receives the data from the educational institution and matches it with Centrelink data. Data from the educational institution that is deemed unsuitable for matching is destroyed within 14 days. Educational institution data used in the matching run and not matched is destroyed within 90 days.

Centrelink Student Collection Calendar for 2005

Submission No.	File due	File due	File due	Due
1**	Centrelink Name File	Centrelink Unit File*	Course of Study File*	11-15 April
2	Centrelink Name File	Centrelink Unit File	Course of Study file	11-15 July
3	Centrelink Name File	Centrelink Unit File	Course of Study file	7-11 November

(* In an effort to reduce student debt by identifying anomalies early, both the Unit and Course of Study files are requested for each submission in addition to the Name file, where the institution is willing and capable of providing them.)

**** Universities may submit their Submission 1 ONLY data in the old 2004 format if technical changes have not been made in time. If so, please advise us and use the 2004 file validation tool. The 2005 format should be in place for Submissions 2 and 3.**

The rules for inclusion in the extract files for 2005 have not changed. If a student is enrolled in at least one continuing unit of study in a study period relating to the current submission, then that student is to be included in the Name file and ALL units undertaken for the academic year are to be included in the Unit file.

Note: All Elements described are sourced from DEST specifications and may be subject to change by DEST. Centrelink aligns its Elements with those of DEST with the exception of Element 200, Unit of Study discontinuation date, which is a Centrelink requirement in the Centrelink Unit file. There are also minor variations with Elements 300, 415 and 421 in either the classification or coding notes. Refer to the Centrelink Data Element Dictionary for 2005.

1 CENTRELINK NAME FILE

1.1 WHAT'S IN THE CENTRELINK NAME FILE

The **Centrelink Name File** is used by Centrelink to identify customers' enrolment status.

- **Submissions 1, 2 and 3** aim to independently verify **enrolment status and study workload**.

While the provision of Name, Unit and Course of study files are not mandatory for Submission 1, verification of study workload and course details would only be possible if these 2 files are provided for Submission 1.

- Submissions 1 and 2 cover the former reference of Semester 1 in pre-2005 collections.
- Submission 3 covers the former reference of Semester 2 in pre-2005 collections.

Example: 1. Ray turns 16 while in Yr11 high school and meets all the eligibility requirements to receive Youth Allowance as a full-time student. He finishes Yr12 high school in November 2004. He advises Centrelink of his intention to continue with study at tertiary level in 2005 and so continues to receive Youth Allowance with his intention to re-enrol in 2005. Centrelink will ask Ray to verify his education details 3 weeks before the start of his new course of study. The Submission 1 enrolment check in April will be the first independent verification of Ray's continuation of study in 2005.

Example: 2. Elizabeth qualified for Austudy in 2003 and completes her second year of university study in December 2004. Centrelink has recorded the duration of Elizabeth's course as 3 years. The Submission 1 enrolment check in April will verify Elizabeth's continuation as a student in 2005.

Example: 3. Tina qualified for Youth Allowance while in high school and completes the first study period of her university study in July 2005. Centrelink has recorded the duration of Tina's undergraduate course as 3 years. The Submission 3 enrolment check will verify Tina's continuation as a full-time student in the study period 1 July to 31 December.

Further Explanation: The *Social Security Act 1991 (S.541B (1))* defines a person as undertaking full-time study if the person is enrolled in a course of study at an educational institution or intends or always intended to enrol in a course (since no longer being enrolled) when re-enrolments are next accepted.

Example – Checking Enrolment Status

Centrelink Records of customers attending University A, B & C

Centrelink Records of customers attending University A, B & C			University Records (Uni A, B & C)		
Student Surname	Student First Name	Date of Birth	Student Surname	Student First Name	Date of Birth
Beckham	Victoria	01101982	Beckham	Victoria	01101982
Macpherson	Elle	02121970	Macpherson	Elle	02121970
Warne	Shane	15041980	?		
Earp	Wyatt	19011978	Earp	Wyatt	19011978
Dylan	Robert	25011940	Dylan	Bob	25011940
Kitt	Eartha	06061955	?		

These Centrelink customers are selected for review. They are recorded by Centrelink as full-time students attending an A,B or C university but no record has been found on the data from universities A,B or C.

These customers may have **withdrawn/discontinued, never commenced or changed institutions**. The Centrelink customers will always be given the opportunity to comment or provide extra information.

1.2 SCOPE OF THE CENTRELINK NAME FILE

The Centrelink collection year for 2005 is from summer school to 31 December. The mandatory reporting of 3 submissions will cover the whole collection year as set out below.

1.3 ALL SUBMISSIONS

- Offshore and overseas students can be included and not be separately identified. Postgraduate students MUST be included.
- Students who have not yet started, or have withdrawn / discontinued entirely from study are not required to be reported.
- Year long units with the same unit of study code and unit census date must be reported in the appropriate submissions, with load apportioned accordingly.
- As long as a student has commenced and is attending at least one continuing unit of study within the scope of a submission (as set out below), his/her enrolled units, even though not yet started, can be included in the same submission.
- Where a Unit file is provided, for each occurrence of element 313 (Student Identification Number) and 307 (Course Code) in the **Centrelink Name File**, there needs to be a corresponding occurrence of this student record (using the unique key of element 313 and 307 to identify the corresponding record) in the **Centrelink Unit File** (see Centrelink Unit File).

1.4 FIRST SUBMISSION

The first submission of the Centrelink Name File is due in the **second week of April** each year. It is to contain data records for all enrolments in courses at the institution which meet the following criteria:

The student is enrolled in a course, has commenced and is attending at least one continuing unit of study at the time of submission. 1st submission covers the summer study period and study periods starting from the beginning of the collection year to approx 31 March 2005. It essentially has the same coverage as the former reference of Semester 1, (and to include the summer study period).

1.5 SECOND SUBMISSION

The second submission of the Centrelink Name file is due in the **second week of July** each year. As this submission date generally falls in the mid-year break, it is to contain data records for all enrolments in courses at the institution which meet the following criteria:

The student is enrolled in a course, has commenced and is attending at least one continuing unit of study in the study period that has just finished at the time of submission. 2nd submission covers the summer study period and study periods starting from the beginning of the collection year to approx 30 June 2005.

- Submissions 1 and 2 cover the former reference of Semester 1 in pre-2005 collections.

1.6 THIRD SUBMISSION

The third submission of the Centrelink Name file is due in the **second week of November** each year. It is to contain data records for all enrolments in courses at the institution which meet the following criteria:

**The student is enrolled in a course, has commenced and is attending at least one continuing unit of study at the time of submission.
3rd submission covers the study periods from 1 July to approx 4 November 2005.**

- Submission 3 covers the former reference of Semester 2 in pre-2005 collections.

NOTE: Any customer selected for review always has the opportunity to provide further information that may establish a period of eligibility. The responsibility of providing further information rests with the customer.

1.7 FILE STRUCTURE – CENTRELINK NAME FILE

The file structure is as follows:

- a) a single identification record, then

Element 307 (Course code) sorted in ascending order, within

Element 313 (Student identification code) sorted in ascending order, within

Element 300 (Record type code) sorted in ascending order, then

- b) If it is a requirement of the institution to include a filler record or records after the data records, they may be included. Such records must have a “3” in the first column. Subsequent characters must be spaces.

NB. Centrelink Primary match keys are Name, Date of Birth and Gender.

1.8 RECORD FORMAT – CENTRELINK NAME FILE

Fixed format, 408 characters in length.

1.9 RECORD CONTENTS – CENTRELINK NAME FILE

File name: HX****CN.AS1 for Submission 1

HX****CN.AS2 for Submission 2

HX****CN.AS3 for Submission 3

<u>Type of record and element name</u>	<u>Element Number</u>	<u>Position</u>	<u>Width</u>	<u>Data Type</u>
(i) Identification Record Structure				
Record type code (must be “1”)	300	1 - 1	1	Alphanumeric
Spaces only	N.A.	2 - 5	4	Alphanumeric
Year/Submission code	415	6 – 10	5	Character (ccyys)
Submission Date	421	11 – 18	8	Date (ccymmdd)
Institution Code	306	19 - 22	4	Numeric
Spaces only (reserved for Centrelink Institution Code)	N.A.	23 – 30	8	Alphanumeric
Institution Name	423	31 – 106	76	Alphanumeric
Spaces Only	N.A.	107 – 408	302	Alphanumeric
(ii) Data Record Structure				
Record type code (must be “2”)	300	1 - 1	1	Alphanumeric
Student Identification code	313	2 – 11	10	Alphanumeric
Spaces only	N.A.	12 – 22	11	Alphanumeric
Date of Birth	314	23 - 30	8	Date (ccymmdd)
Gender code	315	31 - 31	1	Alphanumeric
Course code	307	32 - 41	10	Alphanumeric
Student title	405	42 - 56	15	Alphanumeric
Student Surname	402	57 - 86	30	Alphanumeric
Student given name - first	403	87 - 101	15	Alphanumeric
Student given name - others	404	102 - 131	30	Alphanumeric
Spaces Only	N.A.	132 - 408	277	Spaces Only
(iii) Name File Trailer Record				
Record Type code (must be “9”)	300	1 - 1	1	Numeric
Total Number of data records	472	2 - 9	8	Numeric
Filler (Spaces Only)	N.A.	10 - 408	399	Alphanumeric

2 CENTRELINK UNIT FILE

2.1 WHAT'S IN THE CENTRELINK UNIT FILE

FIRST (*if available), SECOND AND THIRD SUBMISSIONS

2.2 SCOPE OF THE CENTRELINK UNIT FILE

Fixed format, 155 characters in length.

- Based on the **Centrelink Name File**, for each Student ID extract **all** units enrolled for this Student ID in the current academic year.
- Where a student has withdrawn / discontinued without completion from a **unit** of study, **show the date withdrawn or discontinued (Element 200)**.
- Where a unit of study covers a full year, the EFTSU load (eg 0.250) is to be **halved**. The load for all other units (eg 0.125) is to be passed as recorded by the institution.

It should be noted that **Element 200** (Unit of study discontinuation date) is an important indicator in Centrelink's requirements for enrolment checking. The provision of a date indicating the withdrawal / discontinuation without completion from a unit of study enables Centrelink to establish a student's period of eligibility as a '**full-time student**'.

Example: 1. Melissa has been undertaking a full-time study workload until April. Due to other commitments she has withdrawn from two units of study this study period and intends to make them up at the end of her course. Melissa has not advised Centrelink of the change in her study details and by her withdrawal from these units of study may no longer be eligible for assistance as a full-time student. The enrolment check will identify the withdrawal from two units of study and calculate that the remaining workload is less than three-quarters (3/4) of a normal full-time study load.

Example: 2. Mark enrolls in a full-time course in January. The university decides to cancel one of the subjects due to a shortage of lecturers. Mark is still able to qualify as a full-time student for Austudy purposes by providing a letter from the Registrar to Centrelink and qualifying for a two-thirds (2/3) study load concession. The enrolment check will take into account the coding of the two-thirds (2/3) study load concession.

Example: 3. Diane is in her final year of an undergraduate degree and has reduced her study load due to the pressures of study. Diane has not advised Centrelink of the change in her study details and has not been approved by Centrelink to reduce her workload. The enrolment check will indicate that Diane has not enrolled in sufficient units to qualify as a full-time student. She may need to repay some of the Youth Allowance she has received. If Diane had advised Centrelink, other arrangements for assistance may have been approved.

Further explanation: The *Social Security Act 1991* defines the meaning of full-time study where the course is a course designated within the meaning of the *Higher Education Funding Act 1988* as the standard student load as determined by the institution (**S.541B (2)**).

Where a person cannot undertake the normal amount of full-time study because of the usual requirements of the institution, or where the institution otherwise directs this in writing, then the student can be granted a concession to study two-thirds (2/3) of a normal full-time study load for no longer than half of the academic year (**S.541B.(1A)**).

For all other situations then the student must be undertaking at least three-quarters (3/4) of the normal amount of full-time study in respect of that course for that period (**S.541B.(1)**). See Attachment A.

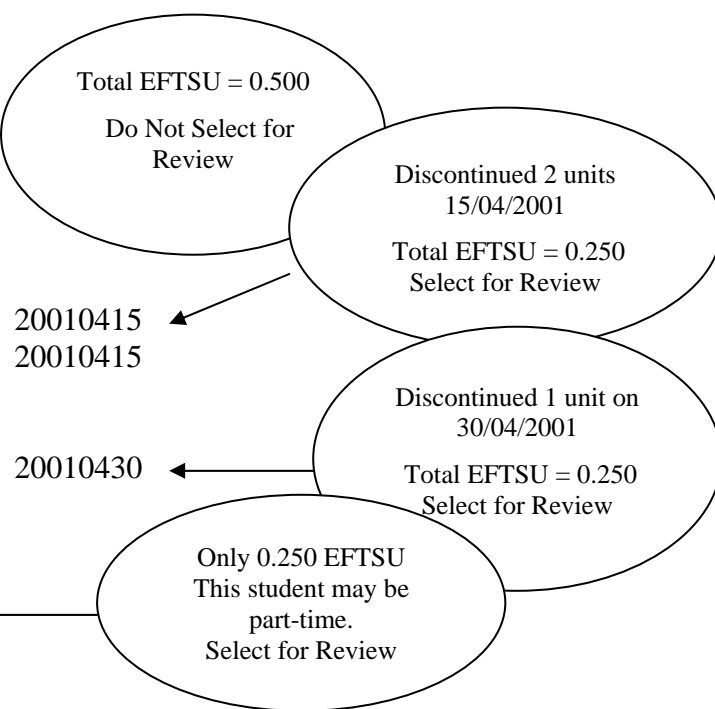
Example: 4. Centrelink Unit File

2000101K 892 101250000001039
 2000101K 892 101250000001041
 2000101K 892 101250000001056
 2000101K 892 101250000001038

2000122A 363Z 101250000001039
 2000122A 363Z 101250000001041
 2000122A 363Z 101250000001056
 2000122A 363Z 101250000001038

2000128F 368B 101250000001041
 2000128F 368B 101250000001056
 2000128F 368B 101250000001038

2000158B 378F 101250000001041
 2000158B 378F 101250000001041



Full Time Study Workload

The *Social Security Act 1991* defines a ‘full-time’ workload for students in receipt of a student assistance benefit in S.541B.(1) as ‘undertaking in the particular study period (such as, for example, a semester) for which he or she is enrolled for the course... **at least three-quarters** of the normal amount of full-time study in respect of the course for that period.’

This differs from the DEST Student Collection definition of a full-time student as ‘the student load aggregated for all the courses being undertaken by the student in the collection year is 0.75 EFTSU or more’.

The difference lies in the Centrelink rule NOT averaging workload over the full-year. Centrelink measures the workload per study period.

NOTE: Where Universities are located in close geographical proximity i.e. a capital city or State, then those universities are treated as **ONE** university for data matching purposes*. This identifies all EFTSU where a student has a concurrent enrolment and also eliminates from selection those customers who may have changed institutions and the Centrelink computer record has not been updated to reflect the new institution (or the customer may not have advised Centrelink of the change).

* This ‘business rule’ is limited by availability of data from the universities.

2.3 RECORD FORMAT – CENTRELINK UNIT FILE

Fixed format, 155 characters in length.

2.4 RECORD CONTENTS – CENTRELINK UNIT FILE

File name: HX****CU.AS1 for Submission 1

HX****CU.AS2 for Submission 2

HX****CU.AS3 for Submission 3

<u>Type of record and element name</u>	<u>Element Number</u>	<u>Position</u>	<u>Width</u>	<u>Data Type</u>
(i) Identification record structure				
Record type code (must be “1”)	300	1 - 1	1	Alphanumeric
Spaces only	N.A.	2 - 5	4	Alphanumeric
Year/Submission code	415	6 – 10	5	Character (ccyys)
Submission Date	421	11 – 18	8	Date (ccyymmdd)
Institution Code	306	19 - 22	4	Numeric
Spaces only (reserved for Centrelink Institution Code)	N.A.	23 – 30	8	Alphanumeric
Institution Name	423	31 – 106	76	Alphanumeric
Spaces Only	N.A.	107 – 155	49	Alphanumeric
(ii) Data Record Structure				
Record type code (must be “2”)	300	1 - 1	1	Alphanumeric
Student Identification code	313	2 – 11	10	Alphanumeric
Course Code	307	12 – 21	10	Alphanumeric
Academic organisational unit code	333	22 - 24	3	Alphanumeric
Unit of study census date	489	25-32	8	Date (ccyymmdd)
Spaces only	N.A.	33 - 34	2	Alphanumeric
Equivalent full-time student load	339	35 - 44	10	Numeric
Unit of study code	354	45 - 54	10	Alphanumeric
Unit of study completion status	355	55 - 55	1	Numeric
Spaces Only	N.A.	56 - 147	92	Alphanumeric
Unit of study withdrawal date	200	148 - 155	8	Date (ccyymmdd)
(iii) Unit File Trailer Record				
Record Type code (must be “9”)	300	1 - 1	1	Numeric
Total Number of data records	472	2 - 9	8	Numeric
Filler (Spaces Only)	N.A.	10 - 155	146	Spaces Only

3 CENTRELINK COURSE OF STUDY FILE

3.1 WHAT'S IN THE CENTRELINK COURSE OF STUDY FILE

This file should meet the DEST specification for the 2005 Course of Study file.

HX****CO.AS1 for Submission 1

HX****CO.AS2 for Submission 2

HX****CO.AS3 for Submission 3

4 FILE NAMING CONVENTION

The data files and zip archive naming conventions are as follows:

Centrelink Name File

HX****CN.AS1 for Submission 1

HX****CN.AS2 for Submission 2

HX****CN.AS3 for Submission 3

Centrelink Unit File

HX****CU.AS1 for Submission 1

HX****CU.AS2 for Submission 2

HX****CU.AS3 for Submission 3

Centrelink Course of Study File

HX****CO.AS1 for Submission 1

HX****CO.AS2 for Submission 2

HX****CO.AS3 for Submission 3

ZIP Archive

CX****AS1.zip for Submission 1

CX****AS2.zip for Submission 2

CX****AS3.zip for Submission 3

Where **** is the DEST 4-digit institution code.

(Note: non-standard characters such as brackets, quote marks and spaces must not be used as they affect data receipt. Dots, dashes and underscores are accepted.)

5 DATA VALIDATION

5.1 DATA VALIDATION TOOL

The Centrelink Data Validation Tool was developed for universities to conduct their own file validation prior to submitting files to Centrelink.

The files should be compressed and encrypted before transfer, using the data validation tool.

Centrelink requests that current AUSCHECK passwords be applied to the compressed archive.

The tool is available from the user\public directory of the FTP Server. Install the tool by double-clicking on the CL.exe file, a self-extracting archive, and following the prompts.

6 DATA TRANSFER

The current data transmission mode will remain as FTP (File Transfer Protocol).

Please contact the Data Matching Team if you need to confirm your passwords.

7 CONTACTS

7.1 Centrelink Validation Tool:

Technical support for the Centrelink Validation Tool is provided by:

Mr Nick Booth
HESTU Consulting
Telephone/Fax: (02) 9868 2197
Email: nickbooth@comcen.com.au

Please direct any enquiries to Nick Booth by email.

7.2 Centrelink Contacts:

Please direct any enquiries by email to:

e-mail to: Data.Matching@centrelink.gov.au

or Fax to: (02) 6208 8593

Centrelink Data Matching Contact Officers:

Liz Gorman
Senior Project Officer
Telephone: (02) 6208 8734

Elizabeth Gilbertson
Project Officer
Telephone: (02) 6208 8713

Ray Ashkar
Team Leader
Telephone: (02) 6208 8658