

**SENATE COMMUNITY AFFAIRS LEGISLATION COMMITTEE
SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015
QUESTIONS ON NOTICE
DEPARTMENT OF HUMAN SERVICES**

HS No.	Broad topic	Senator	Question
1	Annual Report	Cameron	<p>Senator CAMERON: Have you forwarded the report to the Minister? I am happy for you to take it on notice. Ms Campbell: We can take that on notice. Senator CAMERON: Can you tell me when the report was finalised from the Department, when it was sent to the Minister? Ms Campbell: We will take that on notice. (page 95)</p>
2	Australian Hearing Scoping Study	Cameron	<p>Senator CAMERON: When was the scoping study received? Mr Hutson: When you say 'received', received by whom? Senator CAMERON: Received by the Department. Mr Hutson: The former Minister received the draft document, I think, on 22 December and then the final document would have early in 2015. Ms Campbell: We do not have a date, but we will try to get that while we are still providing evidence. (Page 96)</p>
3	Australian Hearing Scoping Study – NDIS Consultations	Cameron	<p>a) Senator CAMERON: Thank you. Who attended the consultations? Ms Deininger: As Mr Hutson mentioned, the Department had a staff member at a number of the information sessions as an observer. So that was our Departmental— Senator CAMERON: Did you observe who attended? Ms Deininger: A range of organisations attended; I do not have the names to hand, but we can take that on notice. As Mr Hutson mentioned, the Department of Finance and the Department of Social Services were the leads in relation to those consultations.</p> <p>b) Senator CAMERON: What private sector audiologists were there? Ms Deininger: I do not know. We would have to take that on notice.</p> <p>c) Senator CAMERON: Can you provide me the names of the participants? Ms Deininger: I will take that on notice.</p> <p>d) Senator CAMERON: Can you provide me then any file notes, emails or correspondence in relation to these consultations? Ms Campbell: We will take that on notice. (Page 97-98)</p>
4	Australian Hearing – Hearing Aid Providers	Cameron	<p>Senator CAMERON: Has the Minister, the Minister's office, the Department or any of its officers conducted separate discussions with private sector hearing aid providers? Ms Campbell: The Department has not conducted any discussions to that effect. Senator CAMERON: The Department said that they had not, I am asking about the Minister.</p>

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			Ms Campbell: We will take that on notice. This is a confusing period of time, but yes, I understand. (Page 98)
5	Australian Hearing – Cochlear	Cameron	Senator CAMERON: Has the Minister, the Minister's office, the Department or any of its officers conducted separate discussions with Cochlear? Ms Campbell: I do not think that the Department has. We will take on notice for the Ministers and Ministers' offices. (Page 98)
6	Australian Hearing – Processor Upgrade Programme	Cameron	Senator CAMERON: What was the Australian Hearing budget for the processor upgrade programme in 2014-15 and what is it now in 2015-16? Ms Mavrias: I do not have that exact number with me, so can I take that on notice please? Senator CAMERON: Yes. If you do not have it, you will have to take it on notice. (Page 102)
7	Australian Hearing– Choice Report	Cameron	Senator CAMERON: Is the Minister aware of the Choice report on hearing aid buying guides? Senator Payne: I do not know if the Minister is specifically aware of that report. Senator Payne: No, I was not. Senator CAMERON: I was totally aware of that. Senator Payne: I will take on notice whether Minister Robert is aware. Senator CAMERON: Thank you. (Pages 102-103)
8	Medicare – Number of Staff	Cameron	a) Senator CAMERON: How many employees of DHS are involved in the Medicare payment system? Ms Campbell: We do not have an exact number because we have staff doing many functions as we have integrated the Department of Human Services with Centrelink, Medicare and the Child Support Programme. We think it is in the order of 1,500 to 1,700-ish but we are still continuing this work because we saw this article this morning and we have endeavoured to get that. We can take it on notice and work on that. Senator CAMERON: I am happy for you to. Thanks for the broad estimate and I am sure you will come back to us. Can you come back to us with the final figure? Ms Campbell: We will work through that. b) Senator Cameron: Where are the bulk of these workers employed? Ms Campbell: We can give you a list of all the locations where we have customer-facing offices. Senator CAMERON: That would be handy. Ms Campbell: We also have small call centres in some other locations. Senator CAMERON: This is Medicare? Mr Sandison: Yes. (Pages 104-105)
9	Medicare – Market Testing	Cameron	Senator CAMERON: Has the new Minister had any discussions with you about the implications of this business plot, if it is successful, to take over Medicare?

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			<p>Ms Campbell: I have briefed the Minister for Human Services on the market testing of the Medicare payments system.</p> <p>Senator CAMERON: When was that done?</p> <p>Ms Campbell: Sometime in the last month; we can have a look at the exact dates.</p> <p>Senator CAMERON: Was Minister Payne briefed when she was the Minister?</p> <p>Ms Campbell: I will have to look for the actual dates and the like.</p> <p>Mr Sandison: Yes; there was a briefing done, because this was from the previous budget. The initiative was announced and talked about in 2014 and a briefing was done in association with that then. (Page 106)</p>
10	Medicare – Value of Contract	Cameron	<p>Senator CAMERON: With the possibility that there could be 1,700 jobs gone. What is the value of the Medicare contract?</p> <p>Ms Campbell: Do you mean how much money we are provided with for carrying out that function?</p> <p>Senator CAMERON: Yes.</p> <p>Ms Campbell: We have to take that on notice. (Page 107)</p>
11	Medicare – Alleged Medicare Fraud - QoNs	Cameron	<p>Senator CAMERON: Minister, could you advise me why questions on notice in relation to the Medicare rebate scam remain unanswered and overdue? (Page 108)</p>
12	Medicare - Fraud	Cameron	<p>Senator SIEWERT: Of those who were convicted of fraud, how many were for non-medical eligibility for DSP?</p> <p>Mr Withnell: Again, I would need to take that on notice to see if we can get a figure for that, because again it is not always just that one criterion. I will see how well we can break that down.</p> <p>Senator SIEWERT: It would be appreciated if you could. Thank you. (Page 114)</p>
13	Income Management – BasicsCard Inquiry Line	Siewert	<p>Mr Tidswell: At the moment, for September of this year, we are doing very well; we have an average speed of answer for the BasicsCard after-hours line of 48 seconds and for the income management BasicsCard inquiry line of 25 seconds.</p> <p>Senator SIEWERT: In the first quarter of this year, how many calls have you had on that line?</p> <p>Mr Tidswell: I do not have that with me. We have figures for the month just gone, but I have not got the previous year, unfortunately. We can get you that on notice. (Page 116)</p>
14	Alleged Medicare Fraud – Customer Contact	Cameron	<p>a) Senator CAMERON: I will go back to Medicare identity fraud. Secretary, how many Medicare customers have been informed by the Department that their identity has been stolen and their rebates diverted?</p> <p>Ms Campbell: I will ask Mr Withnell to answer that question.</p> <p>Mr Withnell: With the 369 that we spoke about earlier, a number of those people rang us to advise us that they thought there may be a problem. We contacted the others.</p> <p>Senator CAMERON: How many rang you?</p> <p>Mr Withnell: I do not have that figure. We could take that on notice and find out.</p> <p>b) Senator CAMERON: What is the longest period that someone may have been the subject of identity theft and that you have not notified them? What is the longest period that you have identified?</p> <p>Mr Withnell: I would have to take that on notice. I do not have that figure here with me.</p> <p>Senator CAMERON: Okay, let me try and get back to this again. What is the longest period that you have</p>

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			<p>identified that a citizen may have had identity fraud perpetrated on them? What is the longest period it has taken you to advise that citizen? (Page 117)</p>
15	Alleged Medicare Fraud – Information Commissioner	Cameron	<p>Mr Sandison: No, the 369 cases are not confirmed. That was in our answer. So, no, we have not identified them to the commissioner, because they have not been confirmed cases. We have had an engagement with the commissioner: the commissioner engaged with the Department, and has received advice back from the Department, that as and when cases are finalised and we identify that identity fraud may have taken place, then we would advise the commissioner.</p> <p>Senator CAMERON: Was that engagement after I wrote to the commissioner, or beforehand?</p> <p>Mr Sandison: I do not have the exact date of the letter.</p> <p>Ms Campbell: So we engage with the commissioner quite regularly and talk about issues where there might be allegations. I do not know whether we have got the exact date when this was first raised. We will take that on notice.</p> <p>Senator CAMERON: Okay, so you are going to provide that to me on notice.</p> <p>Ms Campbell: Yes. (Pages 117-118)</p>
16	Alleged Medicare Fraud – Information Commissioner	Cameron	<p>a) Senator CAMERON: You are probably aware I have written to the Office of the Australian Information Commissioner. I understand the Information Commissioner was not aware of these issues. Is that your understanding?</p> <p>Mr Sandison: That might be the case. I think we would—</p> <p>Senator CAMERON: 'Might be'? Is it the case or not the case, or don't you know?</p> <p>Mr Sandison: I have not had direct engagement on this, no.</p> <p>Ms Campbell: Senator, were you saying that the commissioner himself was unaware or the office was unaware?</p> <p>Senator CAMERON: Both.</p> <p>Ms Campbell: We can take on notice when we were advised and look at the date at which you wrote—</p> <p>b) Senator CAMERON: And can you provide details of all correspondence between the Department, and file notes and the like between the Office of the Australian Information Commissioner and DHS in relation to these fraud issues?</p> <p>Ms Campbell: Yes. (Page 118)</p>
17	Alleged Medicare Fraud – Notifications	Cameron	<p>a) Senator CAMERON: When was DHS first informed of the identity fraud in relation to these 369?</p> <p>Mr Withnell: I do not have the first date, but we can get that for you on notice.</p> <p>b) Senator CAMERON: When did you first notify the former Minister of fraud involving identity theft and rebate diversion?</p> <p>Ms Campbell: I think it is worth noting that that may not necessarily be fraud or identity theft—the increase we saw in the claiming.</p> <p>Mr Sandison: It was the claiming rates, the activity.</p> <p>Ms Campbell: It could have been fraud but it may not have been identity—</p> <p>Senator CAMERON: You are not sure. These things happened in February. We are up to October. You</p>

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			<p>are still not sure.</p> <p>Ms Campbell: It might be worth Mr Sandison taking you through what we saw in February and what actions we took in February.</p> <p>Senator CAMERON: You can do that on notice.</p> <p>Ms Campbell: Okay. (Pages 118-119)</p>
18	Alleged Medicare Fraud – Victorian Police	Cameron	<p>Senator CAMERON: Have the Victorian police notified DHS that there was a problem with identity theft and rebate diversion?</p> <p>Mr Withnell: We have spoken with Victoria Police, but they have not made us aware of any of that sort of material.</p> <p>Senator CAMERON: You say you 'have spoken'; did you instigate the discussion?</p> <p>Mr Withnell: Yes.</p> <p>Senator CAMERON: Why?</p> <p>Mr Withnell: I think there was something in the media that suggested that what was seen in New South Wales with the medical centre thefts may also have been occurring in Victoria, so we spoke with the Victorian police to see if they were aware of any.</p> <p>Senator CAMERON: When was that?</p> <p>Mr Withnell: I would have to take that on notice. My recollection is, I think, around August, but I will need to check. (Page 120)</p>
19	Medicare Serious Non-compliance Unit	Cameron	<p>a) Senator CAMERON: How many people are working in the Medicare serious noncompliance unit?</p> <p>Ms Campbell: We have made some changes recently with the machinery of government arrangements—or this is about to occur—where the provider compliance will go to the Department of Health and the citizen/client/customer compliance will remain with the Department of Human Services.</p> <p>Senator CAMERON: During the period of these alleged high incidences of fraud, how many people were working in the Medicare serious noncompliance unit in DHS?</p> <p>Mr Sandison: I will have to take that on notice, specifically as to the serious fraud noncompliance—</p> <p>.....</p> <p>b) Senator CAMERON: Were the numbers reduced in that serious noncompliance unit?</p> <p>Mr Sandison: There were changes in the unit about how we managed the workload and how we managed the control of the information.</p> <p>Senator CAMERON: Have they been reduced from 30 to six?</p> <p>Mr Sandison: I do not think that would be the case, but I will check what the numbers are.</p> <p>c) Senator CAMERON: Was correspondence received from the head of that unit, requesting more resources to deal with serious fraud and allegations of fraud?</p> <p>Mr Sandison: There were discussions with the acting head of that unit about the nature of the resource base for the team and the capacity of the team to deal with some of the work, and we made some changes to it.</p> <p>Senator CAMERON: So can you provide me with all file notes and correspondence in relation to those</p>

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			<p>discussions, and any file notes and any correspondence in relation to the reduction of the numbers in the health compliance unit? Mr Sandison: I will take that on notice.</p> <p>.....</p> <p>d) Senator CAMERON: Were there any redundancies in that area? Mr Sandison: No, not that I am aware of. Senator CAMERON: Can you check for me? Mr Sandison: I can check, certainly.</p> <p>.....</p> <p>e) Senator CAMERON: Tell me about it. How many have been redeployed? Mr Sandison: I do not have the numbers. Senator CAMERON: Could that be from 30 down to six? Mr Sandison: I would have to check. Again, I cannot give you a number or I would be correcting it immediately, I am sure. (Pages 121-122)</p>
20	Child Support – WA Case – Debt Amount	Xenophon	<p>a) Senator XENOPHON: Wasn't there a registrar's assessment of \$5,900 after the farmer made an offer in writing to pay \$6,619? Ms Musolino: That is not the information I have. I could take it on notice, but the information I have is that that was the debt amount. Senator XENOPHON: That was the debt amount. Then there was a proper assessment carried out and the registrar's assessment was that he pay approximately \$5,900.</p> <p>.....</p> <p>b) Senator XENOPHON: I am trying to work out what the legal fees are to date in respect of a matter that, had the offer been accepted earlier on, would have saved a lot of cost and anguish for both the father and the mother. Ms Campbell: Unfortunately, I do not think we have got the same information at the table that you have. We are not able to answer the specific case. We could take it on notice, of course. I am trying to see if we have a general principle or a policy position on some cases. (Page 123)</p>
21	Child Support – Litigation Policy	Xenophon	<p>Senator XENOPHON: It's an honourable profession! But what puts the fear of god or something else in lawyers is that the insurance company files an offer. They offer your client \$50,000. If you go to trial and you get one cent less than the \$50,000 offered, you get all sorts of adverse costs orders. I am not suggesting it needs to be as hard and fast as it is in other jurisdictions, but is there any discipline for parties to behave reasonably, particularly with an agency that does have the resources of expert counsel and proper protocols? I am not suggesting that you adopt nearly as an inflexible an approach as is the case of civil jurisdictions of courts in personal injuries cases—or in commercial cases, for that matter—but how do you appropriately assess an offer that is made by a party and avoid what appear to be very significant legal costs? (Page 124)</p>
22	Child Support – Legal Costs	Xenophon	<p>Senator Xenophon: The answer I got back in June question on notice HS37 was that, as at 23 June 2015, the external lawyers had estimated the total cost to be \$6,710 GST inclusive. That seems to be in excess and</p>

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			<p>that was back then. I would like to know how much more has been incurred. Ms Campbell: I am not sure we are going to be able to provide a good answer. Senator XENOPHON: That is okay. I will go to another Western Australian case. Ms Campbell: We will take that one on notice. (Page 124)</p>
23	Child Support	Xenophon	<p>a) Senator XENOPHON: Can you take on notice on what basis you decide something should go to a full trial rather than trying to head it off at the pass with mediation. I am just trying to be pragmatic. Mr Learmonth: The short answer is: where there is no other reasonable course of action.</p> <p>b) Senator XENOPHON: Is there a policy to have mediations as a matter of course in such matters? If this person in question is as recalcitrant as I think he may have been—from what I am reading between the lines—but was very generous to his daughters, I wonder whether it would have saved a whole lot of taxpayers' money if he had been hauled before a mediation? That is the only point I am making. I am happy for you to take that on notice, because my time is limited and I want to ask further questions. So please take that on notice—I just want to understand why there should not be mediations, or a mechanism for mediations, as a matter of course. I think that could save a lot of taxpayers' money and a lot of anguish all parties involved.</p> <p>.....</p> <p>c) Minister. I want to raise one more cost issue in relation to the original \$630,000 case I raised with you in February. I subsequently attended a mediation where the matter was resolved. It was a good outcome that it was finally resolved. In answer to question on notice HS 19 you provided me with a cost breakdown of the first tranche of litigation. The Department paid the father's and mother's costs. The father's costs for one lawyer and one junior counsel were \$71,459. The mother's costs for one lawyer were \$13,018. The CSA's costs, presumably for one lawyer and one junior counsel, were \$369,235. So the costs to the Department were five times that of the other party. I am trying to understand the rationale for that, Ms Campbell. The Department stated: ...it was necessary for the Department to obtain extensive legal advice and for the Department's external lawyers to prepare and make detailed submissions to the Court. The father's lawyer and barrister team would have done the same thing. I do not understand the massive cost differential. Ms Campbell: Can we take that on notice? I do not have that information here, and I must admit I have not looked at this case for some time. I think we would be able to get you a better answer if we took that on notice.</p> <p>d) Senator XENOPHON: I will ask the Minister this question, though: from a policy point of view, will the government consider mandating mediation in such matters in order to avoid the cost of litigation? Is that something that may be on the agenda?</p> <p>.....</p> <p>e) Senator XENOPHON: First, can you please provide me with initial litigation estimate provided to the Department by the AGS in the \$630,000 matter referred to?</p> <p>f) Second, noting that the matter settled—and I am grateful for the fact that that was facilitated—can you</p>

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			<p>please provide to this committee a copy of the AGS invoices, obviously de-identified, associated with that tranche of litigation? In the alternative, would you consider having these costs investigated and providing the finding of the investigation to the committee, because it is such a massive difference between what the parties paid in legal fees at commercial rates and what the Department paid?</p> <p>Ms Campbell: We will take those questions on notice. (Pages 125-126)</p>
24	Nominees - Apps	Siewert	<p>Senator SIEWERT: I wanted to go very quickly to the issue of nominees. I understand that the issue about nominees being notified has now been resolved.</p> <p>Ms Campbell: Sorry? Say that again.</p> <p>Senator SIEWERT: The issue of around nominees being notified about—</p> <p>Ms Campbell: Being notified of activities, yes.</p> <p>Senator SIEWERT: I understand that that has now been resolved. Is that correct?</p> <p>Ms Campbell: That is my understanding, but I am looking for someone to—</p> <p>Senator SIEWERT: I wanted to confirm that, but there is another issue. I understand that on the app you cannot do that.</p> <p>Ms Campbell: I will just see whether we can find someone to come to the table to do this. So this is if you are using the app as a nominee?</p> <p>Senator SIEWERT: Yes. I wanted to clarify that the issue has been resolved beyond the app.</p> <p>Ms Beath: The general issues you referred to with nominees have been resolved. I need to take on notice what exactly nominees can do on the app, because they can do some things but not everything.</p> <p>Senator SIEWERT: Could you take that on notice and whether there is a way that you can address that?</p> <p>Ms Beath: Yes.</p> <p>Senator SIEWERT: Thank you very much.... (Pages 126-127)</p>
25	Aged Care Payments	Siewert	<p>Senator SIEWERT: I want to go to the issue around aged-care payment, and I did have a quick chat to DSS about it yesterday. I know that we have had a number of discussions about this. I am still told that there is still a considerable lag in the process and that providers still are not getting paid on time.</p> <p>Ms Golightly: I am not aware of any issues in that respect. The providers get an advance every month. The rules are that they have to put in their previous claims and then that will trigger an advance for the next month. There have not been any problems in that space for some time. But if you have particulars, we are always more than happy to look into particular cases if someone has a concern.</p> <p>Senator SIEWERT: I have this letter here, I am going to check with the people who I have been talking to and make sure I can hand it over, because we keep having this, 'No it's not.'—</p> <p>Ms Golightly: Yes we do.</p> <p>Senator SIEWERT: I have this now and I will check to make sure I can hand it over, and then I would ask you to take it on notice.</p> <p>Ms Golightly: Absolutely. (Page 127)</p>
26	Alleged Medicare Fraud – Staff Training	Cameron	<p>Senator CAMERON: Can you then provide me details of all specific training that was given to operators, as the Minister called them, to help people reclaim their identity? I wonder what specific training was given. I</p>

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			want details of all internal memorandums that went on this issue, details of the training, times when it was done, how many people had been trained and where they were based to deal with this. I now want to move to the issue of Centrepay. (Page 128)
27	Centrepay – QoN S2119	Cameron	<p>Senator CAMERON: Minister, can you explain the discrepancy between the answer to question on notice 2119 and the advice received by the Minister in executive minute B14821?</p> <p>Senator Payne: I will take that on notice. No, I cannot right now, because I do not have those materials in front of me.</p> <p>(Page 130)</p>
28	Centrepay – Alternatives to Consumer Leases	Cameron	<p>Senator CAMERON: The previous Minister, Minister Payne, agreed in an executive minute to promote and—in her handwriting—advise and inform alternatives to consumer leases. What has been the increased cost, since that note by the Minister, to DHS on promoting alternative options?</p> <p>Mr Learmonth: I will have to take that on notice, I am sorry. (Page 131)</p>
29	Centrepay – Staff Training	Cameron	<p>Senator CAMERON: That is fine. What training has been provided to telephony and face-to-face staff regarding offering low- and no-interest loan information to Centrelink clients who are looking at buying consumer items with loans?</p> <p>Ms Campbell: We provide a lot of training. We would probably have to take on notice the specifics, but we provide training every week.</p> <p>Senator CAMERON: Can you detail what training is generally done on this and what training has been done since the executive minute from the former Minister saying you should advise and inform of alternatives to consumer leases? What has generally been done and what was done after Minister Payne said, 'Advise and inform us'?</p> <p>Ms Campbell: We will take that on notice. (Page 132)</p>
30	Centrepay – Information for Users	Cameron	<p>Senator CAMERON: Has DHS provided information to Centrepay users who are paying companies that are now excluded from Centrepay that they could be excluded, and what is the reason for this? That might be the 17,000, or something, that you were talking about.</p> <p>Mr Learmonth: Yes, we have. We have written to all of them.</p> <p>Senator CAMERON: Can you provide me with copies—not the individual correspondence but what you have done? What was the correspondence? What are the initiatives that you have taken? (Page 133)</p>
31	Centrepay – Thorn Group	Cameron	<p>a) Senator CAMERON:Can you confirm that the Thorn Group paid around \$800,000 to DHS in admin fees for 2014-15?</p> <p>Mr Learmonth: We will take that on notice.</p> <p>.....</p> <p>b) Senator CAMERON: Can you provide me with all correspondence between DHS and Thorn Group on this issue?</p> <p>Mr Learmonth: We will take that on notice.</p> <p>c) Senator CAMERON: Can you provide me with all emails and all internal file notes in relation to this issue? I want to know what you have done.</p>

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			Mr Learmonth: We will take that on notice. (Page 133)
32	Centrepay – Consumer Law Centre	Cameron	<p>Senator CAMERON: The Consumer Law Centre and the National Welfare Rights Network have indicated to me that they forcefully put the case to DHS to put in place one nominated contact point where they can easily identify and raise significant systemic problems. Has that been done?</p> <p>Mr Box: I would have to take that on notice. We work very hard to have a central contact point. Regarding the two bodies you mentioned and the fact that they have put it forcefully, I would have to take on notice how that was done. It has not been put forcefully to me, but we do work very hard at having a central contract point. That is one of the conversations I have with the team all the time. I can take that on notice and get you more detail. (Page 133)</p>
33	Centrepay – Working Group	Cameron	<p>Senator CAMERON: This will not be an odorous task. Could you provide the minutes and the details of those meetings, including who attended, and any internal notes or papers that you have on this issue?</p> <p>Ms Campbell: We will take it on notice.</p> <p>Mr Learmonth: We will take on notice. (Page 134)</p>
34	Departmental Rebranding	Ludwig	<p>a) Has the Department undergone a name change or any other form of rebranding since the leadership change in September, 2015? If so:</p> <ol style="list-style-type: none"> 1. Please detail why this name change / rebrand were considered necessary and a justified use of Departmental funds? <ol style="list-style-type: none"> i. Please provide a copy of any reports that were commissioned to study the benefits and costs associated with the rebranding. 2. Please provide the total cost associated with this rebrand and then break down by amount spent replacing: <ol style="list-style-type: none"> i. signage; ii. stationery (please include details of existing stationery and how it was disposed of); iii. logos; iv. consultancy; v. any relevant IT changes; and vi. office reconfiguration. 3. How was the decision reached to rename and/or rebrand the Department? <ol style="list-style-type: none"> i. Who was involved in reaching this decision? ii. Please provide a copy of any communication (including but not limited to emails, letters, memos, notes etc) from within the Department, or between the Department and the government regarding the rename/rebranding. <p>b) Following the changes does the Department share any goods/services/accommodation with other Departments?</p> <p>c) What resources/services does the Department share with other Departments; are there plans to cease sharing the sharing of these resources/services?</p>

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			d) What were the costs to the Department prior to the Machinery of Government changes for these shared resources? What are the estimated costs after the ceasing of shared resource arrangements?
35	Staffing – Employment of Non-Australian Citizens	Ludwig	<p>I refer you to section 22 (8) of the Public Service Act 1999 which says: "An Agency Head must not engage, as an APS employee, a person who is not an Australian citizen, unless the Agency Head considers it appropriate to do so."</p> <p>a) Does the Department have guidelines or similar to assist Agency Heads to assess when it is appropriate to hire non-Australian citizens? If no, do individual agencies have their own guidelines? If yes to either:</p> <ol style="list-style-type: none"> 1. Please provide a copy. 2. When did they come into effect? 3. Can Agency Heads decide to go against the advice? If yes, under what circumstances? <p>b) Are Agency Heads required to provide a reason to anyone for hiring non-Australian citizens? If yes:</p> <ol style="list-style-type: none"> 1. Who are they required to report the reason to? 2. Does this reporting happen before or after the hire has been made? 3. Is this reason provided in writing? If no, how is it provided? 4. Can you please provide a list of reasons that have been used since the Federal election in September, 2013. <p>c) Are there any provisions to over-rule a Head of Agency's decision to hire a non-Australian citizen? If yes:</p> <ol style="list-style-type: none"> 1. Who can over-rule this decision? 2. Under what circumstances can it be over-ruled? 3. How many times has this occurred since the Federal election in September, 2013.
37	Ministerial Personalised Stationery	Ludwig	<p>a) Since the leadership change in September 2015, how much has been spent by the Ministerial office on personalised stationery for the Minister and the Minister's staff?</p> <p>b) Please provide a cost breakdown by type of stationery purchased and the quantity of each and whether it was for the Minister or for staff.</p>
38	Welfare Payments Infrastructure Transformation	Cameron	<p>a) Please provide details of steps taken by DHS to maximise employment and skills in the Australian IT industry as a result of Government investment in the WPI transformation? What engagement and consultations with local IT companies has occurred?</p> <p>b) Please provide details of how the WPIT business plan addresses local IT content, local IT jobs and IT local skills?</p> <p>c) Please provide details of staffing levels in IT across DHS? Please include classifications and sections.</p> <p>d) What are the implications of WPIT on Staffing levels at DHS?</p> <p>e) How many staff are working on WPIT now?</p> <p>f) What proportion of the people working on this project within the Department are DHS staff and what proportion are contractors?</p> <p>g) Who is recruiting the staff and consultants necessary for WPIT? Does DHS use its own recruitment system, or does it use external contractors?</p>

HS No.	Broad topic	Senator	Question
			<p>h) Please provide details of how DHS is consulting with the welfare sector in the design of the WPIT transformation?</p> <p>i) What changes has DHS made to the business plan of the WPIT so far due to the consultations already held?</p> <p>j) What is the cost of WPIT for the next four years? Has the projected cost of WPIT changed as a result of consulting and preparation work done as part of Tranche 1 of WPIT?</p> <p>k) What is the projected budget impact for WPIT for the first four years including any cost savings?</p>
39	Centrelink Job Provider Forms	Cameron	<p>a) Is DHS aware of jobseekers being asked if they are in a trade union when they apply for assistance from Centrelink?</p> <p>b) Is DHS aware of any Job Providers like Max Solutions asking whether jobsseekers are in a union? Does DHS require job providers to seek details of union membership?</p>
40	Ombudsman's Report	Cameron	<p>a) The September 2015 Ombudsman's Follow up Report on Centrelink Performance stated that Centrelink's telephone services have deteriorated further since the original Ombudsman's report of April 2014 and that they receive regular complaints about call wait times and incomplete calls. When will DHS fully implement the recommendations of the Ombudsman's report?</p> <p>b) What resources has DHS allocated to implementing the recommendations of the Ombudsman?</p> <p>c) The Commonwealth Ombudsman said 'the WPIT project is a necessary step...in the meantime DHS needs to consider how it can alleviate the adverse impact on the people who need to access the services of its Centrelink programme'. Please provide details of what has DHS done since August to alleviate impacts on Centrelink clients.</p> <p>d) When will the implementation of WPIT begin to bring down call waiting times?</p> <p>e) Fairfax reports that Centrelink workers are 'feeling ill and depressed when awaiting the next call to arrive... unable to give an adequate level of service' because of problems with MyGov. Is DHS aware of any workers feeling ill and depressed due to the inability to give customers an adequate level of services because of deficiencies in MyGov?</p> <p>f) Referring to 2015 Estimates QoN HS 54, successful calls to Centrelink were 43 million last year and are at 37 million as at 31 May 2015. How many successful calls were there this year, 2014-2015, to June 31? If less than 43 million, why?</p>
41	Closure of Merimbula Medicare	Cameron	<p>a) How many staff will be relocated from Merimbula to other centres?</p> <p>b) How many interactions, face to face and other, were handled by Merimbula Centrelink/Medicare in the 2014-2015 year?</p> <p>c) How much in payments was made through the Merimbula centre in 2014/15?</p>
42	PWC Channel Strategy Document	Cameron	<p>a) Please provide any research conducted by or on behalf DHS on the use of mobile applications and customer experience?</p> <p>b) Please provide the PWC report done for DHS on 'Channel Strategy'?</p> <p>c) What was the cost of the PWC report on 'Channel Strategy'?</p> <p>d) What changes have been made as a result of the 'Channel Strategy' reports and research? Have any of</p>

HS No.	Broad topic	Senator	Question
			the recommendations of the report been implemented?
43	Centrepay Consumer Leases	Cameron	<ul style="list-style-type: none"> a) How many consumer leasing companies are there now in Centrepay? b) How many Centrelink customers are having deductions made to consumer leasing companies? c) How many companies are no longer having deductions made since the changes were announced in May? d) How much money is being paid to consumer leasing companies?
44	Promotion of No and Low Interest Loans	Cameron	<ul style="list-style-type: none"> a) How much has DHS spent on promoting alternative options to consumer leases, such as no and low interest loans? b) Does every Centrelink front line service have information regarding low and no interest loans available at it? c) Do all of the 350 Centrelink Agent offices have information regarding low and no interest loans available? d) What training has been provided to telephony and face to face staff regarding offering low and no interest loans information to Centrelink clients who are looking at buying consumer items with loans? At what cost? e) Has DHS provided any information to Centrepay users about the dangers of commercial consumer loans? Have you provided any information on how to get out of these exploitative arrangements, where they can get help if they wish to? In what form is that information? How much does it cost DHS to provide it? f) Has DHS provided information to Centrepay users who were paying companies that are now excluded from Centrepay that the company that they are paying is going to be excluded from Centrepay, and the reasons for this? g) What training has been provided to telephony and face to face staff regarding offering low and no interest loans information to Centrelink clients who are looking at buying consumer items with loans? At what cost?
45	Customer Aggression	Cameron	<ul style="list-style-type: none"> a) How many incidents of customer aggression were reported in the financial years 2014-2015? b) How many customer aggression incidents did the Department report to Comcare in the financial year 2014-15? c) How many service restrictions were applied, broken into respective categories, in the financial year 2014-15? d) How many customer aggression incidents were reported to the police in the financial year 2014-15? e) How many "customer management plans" were applied in the financial year 2014-15? f) Has the Department commissioned external experts to investigate the causes and contributing factors to customer aggression incidents in the Department? If so when and who conducted the research/investigation?
46	Shopfronts	Cameron	In relation to HS 43 from Additional Estimates. Please update the tables in attachments B, C, D, E for the period March 2015 to date

HS No.	Broad topic	Senator	Question
47	Overpayments	Cameron	a) What was the total number of customers who were received an overpayment in 2014-15? b) Please provide this in percentage terms and a payment type breakdown.
48	Underpayments	Cameron	a) What was the total number of customers who were received an overpayment in 2014-15? b) Please provide this in percentage terms and a payment type breakdown.
49	Transactions by Programme Types	Cameron	By programme and payment type how many transactions did the Department administer in 2014-15?
50	Correctness of Payment	Cameron	a) In percentage terms what was the level of payment correctness for 2014-15? b) What is the Department's current target for payment correctness?
51	Audits	Cameron	a) How many audits and investigations (by programme) did the Department conduct into suspect fraudulent activity in 2014-15? 1. How many of these investigations lead to prosecution by the CDPP? 2. In how many cases was the Department's determination challenge? 3. How many of the prosecutions were settled? 4. What was the nature of the settlement and what were the amounts? b) How many health professionals were audited by the Department in 2014-15? 1. How many health professional were required to present documentation to the Department in 2014-15? 2. How many of these audits lead to prosecution of the health professional? 3. In how many cases did the health professional seek a review of the Departments decision? 4. How many of the prosecutions were settled and what were the amounts? 5. How many audits settled between 2013 -2015 were from audits commenced in previous years? 6. How many audits are still ongoing?
52	Fraud and Billing Areas	Cameron	How many cases of the incorrect Medicare claiming or fraud did the Department identify in 2014-15 in the following areas: a) incorrect billing; b) incorrect prescribing; c) inappropriate ordering and/or incorrect use of pathology and imaging services; and d) consultations billed without referrals.
53	Enterprise Agreement	Cameron	a) When will DHS put a new enterprise bargaining offer to DHS staff? b) What productivity offsets are now being considered? c) Will the new offer match the productivity offsets? d) Please provide details on how DHS is measuring productivity.
54	Vision Impaired Access to Website	Cameron	a) Does the DHS website have text to speech capabilities? b) Does the DHS website comply with the requirements of the Disability Discrimination Act Advisory Notes

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			<p>with regard to providing alternative means for visually impaired people to access DHS information?</p> <p>c) Does DHS conduct correspondence with visually impaired people in formats that are accessible and include text to speech capabilities?</p> <p>d) Does DHS provide Alternative formats when communicating via Portable Document Format?</p>
56	ANAO Report Implementation	Cameron	I refer to Integrity of Medicare Customer Data - ANAO Report 27 of 2013-14. Please provide an update on the Department's implementation of the recommendations.
57	Child Support – Statistics	Cameron	<p>a) How many child support cases are currently in the child support scheme (registered/enforced maintenance liabilities)?</p> <p>b) Can you provide a breakdown of child support payers by gender?</p> <p>c) How many child support assessments were undertaken in 2014-15?</p> <p>d) How many child support agreements were finalised in 2014-15?</p> <p>e) How many court orders/agreements were breached in 2014-15?</p> <p>f) What is the average period of time taken to finalise a child support agreement?</p> <p>g) What is the average period of time taken to undertake an assessment?</p> <p>h) What is the longest period of time taken to finalise a child support agreement?</p> <p>i) How many payments were suspended to payees in 2014-15?</p> <p>j) How many payments that had been previously suspended were resumed by the Registrar in 2014-15?</p> <p>k) For those owing child support payments/who have breached agreements and court orders:</p> <ol style="list-style-type: none"> 1. can you provide a breakdown by location? 2. can you provide a breakdown by income level? <p>l) For those payers not complying with their agreements, what are the main reasons for non-compliance?</p> <p>m) How many 'top up' payments were requested by the Registrar in 2014-15?</p> <p>n) How many claims of overpayment against the payee to recover overpaid child support were made in 2014-15 including:</p> <ol style="list-style-type: none"> 1. where there was a registered maintenance liability 2. where there was no-registered maintenance liability? <p>o) How many cases where ongoing entitlement to child support has ended, did the Registrar will seek to recover the debt from the payee and refund any amounts to the payer?</p>
58	Child Support - Overpayments	Cameron	What steps are being taken to ensure reasonable requests for the repayment of overpayments in Child Support are being met?
59	Child Support – Call Wait Times	Cameron	<p>a) Is the Department currently meeting its target 3 minute to answer time for the Child Support general enquiry line?</p> <p>b) Does the Department expect the Child Support general enquiry line calls to increase over the coming weeks and months? If so, what if any measures has the Department introduced to meet its target?</p> <p>c) How will the Department meet its target service standards for staff redirected away from their usual roles</p>

HS No.	Broad topic	Senator	Question
			<p>to assist in handling calls to the Child Support general enquiry line?</p> <p>d) Given the problems experienced with calls in the Centrelink network, what is the Department doing to avoid a similar problem in Child Support?</p> <p>e) Does this situation indicate that the Department has inadequate staff levels to fulfil the work required of it?</p> <p>f) Is the Child Support meeting all its KPIs? Which ones are not being met? Please provide details of action taken to address unmet KPIs.</p>
60	Disability Support Pension (DSP) Changes	Cameron	<p>a) In 2014-2015 how many people under 35 on the DSP have had:</p> <ol style="list-style-type: none"> 1. A participation plan developed under the 2014 budget changes; 2. Their DSP payments suspended; and 3. Their DSP payments cancelled.
61	Annual Report – Customer Satisfaction	Cameron	<p>a) DHS Annual Report (p.12) indicates that customer satisfaction standards have not been met, achieving a 70.3% score, falling short of the 85% target. Why has this target not been met?</p> <p>b) What is being done to meet the customer satisfaction standards targets?</p>
62	KPIs	Cameron	<p>a) DHS Annual Report, p.13 shows that the Internal Review KPIs have not been met. Why not? What is being done to meet those KPIs?</p> <p>b) DHS Annual Report says that DHS met 27 of the 32 KPIs. What KPIs were not met and what measures have been taken to meet the targets?</p> <p>c) What impact on staffing levels will 'further simplifying and automating our services' (DHS Annual Report p.VIII) have?</p> <p>d) Government stakeholder assessment of the portfolio's agility, flexibility and responsiveness KPIs have not been met (p.12 DHS Annual Report), why not?</p> <ol style="list-style-type: none"> 1. Please provide details of what is being done to meet these targets.
63	Programme Trials	Cameron	<p>a) Please provide the results of the Helping Young Parents trial referred to on page 18 of the DHS Annual Report. Please include the reports from each of the 10 Local Government Areas trial areas.</p> <p>b) Please provide the results of the Supporting Jobless Families trial referred to on page 18 of the DHS Annual Report. Please include the reports from each of the 10 Local Government Areas trial areas.</p> <p>c) Please provide the results and details of the School Enrolment and Attendance Measure programme referred to on page 18 of the DHS Annual Report, including the cost of the programme.</p>
64	Immunisation Rates	Cameron	<p>Child immunisation episodes have dropped from 5 million in 2012/13 to 4.7 million and 4.8 million in the past two years. What is DHS analysis of why this has occurred?</p>
65	Hearing Services	Cameron	<p>Hearing services provided to eligible claimants rose by 4.3%, but costs over the year rose by 12.2%. Why has the cost risen faster than the number of services provided?</p>
66	HECS Reimbursement Scheme	Cameron	<p>HECS Reimbursement scheme 'increases the number of doctors in rural and regional areas' (p.44 DHS Annual Report) How many graduates of the HECS Reimbursement scheme have stayed on as doctors in rural and remote areas?</p>

HS No.	Broad topic	Senator	Question
67	High Cost Claims Indemnity Scheme	Cameron	Payouts under the High Cost claims indemnity scheme have risen by 56.8% since 2013/4. Why has there been such a large increase?
68	Social Workers	Cameron	As at June 2015, DHS had 741 qualified social workers employed. Please provide the figures for the previous 2 years of how many qualified social workers were employed at June 2014 and June 2013.
69	Community Engagement Officers	Cameron	DHS has 102 Community Engagement officers in 2013-14 and 96 in 2014/15. Why has there been a reduction in Community Engagement Officers?
70	Homelessness Indicators	Cameron	IN 2013/14 83,747 customers had a Homelessness indicator on their records, and this rose to 98,918 in 2014/15, a jump of over 18%. Please provide any analysis DHS has done of this increase and any consultations, policy development or training for staff associated with this increase.
71	Multicultural Service Officers	Cameron	DHS has 70 Multicultural Services Officers in 2014/15, how many in 2013/14?
72	Medicare Fraud and Identity Theft	Cameron	<ul style="list-style-type: none"> a) There is no mention of Medicare identity theft and the Department's response to it in the Annual Report. Given DHS was aware of this in February why was this issue not addressed in the Annual Report? b) What is the Department's response to Medicare fraud? c) Please provide details of the cost of responding to Medicare identity theft, the number of staff involved in dealing with this issue.
73	Red Tape Reduction	Cameron	<ul style="list-style-type: none"> a) Please provide a breakdown of the \$109.1m in savings from 'red-tape reduction' by individual savings of the \$109.1m. b) Where does DHS assert that savings have been made? How has the \$109.1m been quantified?
74	Conferences	Cameron	<ul style="list-style-type: none"> a) Please provide a copy of the presentation to the Windsor Conference on 13-15 April 2015 in Vancouver, Canada referred to on page 10 of the DHS Annual Report, and any accompanying notes. b) Please provide a copy of the presentation by Mike Mitchelmore given to the Digitising Government Roadshow Conference in Canberra in October 2015 and any accompanying notes. c) What initiatives have been enacted as result of the attendance at these Conferences? What do these initiatives cost?
75	Directing Customer to Apps	Cameron	<ul style="list-style-type: none"> a) Does DHS direct staff at Tweed Heads Medicare to encourage clients to use online claiming systems and discourage face to face Medicare rebate claiming? b) Are customers still able to receive Medicare rebates in person?
76	Face to Face Wait Times	Cameron	In relation to HS 54 from Budget Estimates please update the: <ul style="list-style-type: none"> a) monthly data tables in answer (a), (b) and (c) for May 2015 to date; and b) 2014-15 data in (d) and (e) to date.
77	Grandparents Raising Grandchildren	Cameron	<ul style="list-style-type: none"> a) Does Centrelink collect data on grandparents in receipt of payment for the care of their grandchildren? b) How is this data collected? c) How many grandparents collect Parenting payment in respect of care of a grandchild? d) How many grandparents collect Carer Payment in respect of care of a grandchild with a disability? e) How many grandparents collect FTB A in respect of care of a grandchild?

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			f) How may grandparents collect FTB B in respect of care of a grandchild? g) How may grandparents collect other payments and identify that they have primary care of a grandchild?
78	Grandparent Advisors	Cameron	a) Please provide information on the number of clients assisted by each of the Grandparent advisers? (annual, quarterly – whatever they can provide). b) Please provide information on the number of contacts through the 1800 line? (The Department previous indicated that it was 30-40 contacts per month). c) Please provide information on any wait times people may experience while trying to access a grandparent carer through the 1880 number? d) In light of the Senate Committee inquiry in Grandparents Raising Grandchildren has Centrelink done any work in relation to the training for general staff about dealing with grandparents raising grandchildren? e) Has the Department been engaged in the development of the Government response to the inquiry report? f) Has the Department been engaged in the development of the third Action Plan under the National Framework for Protecting Australia's Children, which DSS has informed us will consider some of the recommendations of the Senate inquiry report? g) What is the annual budget allocation is for the current grandparent advisers?
79	Staffing	Cameron	a) Why was it considered necessary to appoint a General Manager for Enterprise Bargaining? b) When was this appointment made and how long will it continue?
80	Enterprise Bargaining	Cameron	What has been the cost to DHS of this round of bargaining including but not limited to: a) Personnel costs; b) travel costs; c) accommodation; d) meeting room costs; and e) external advice.
81	Fraud	Cameron	Has the Department made any changes to its Fraud Control Framework arising from alleged identity thefts?
82	IT – Digital Transformation Office	Cameron	Please provide details of the changed responsibilities between DHS and the Digital Transformation Office including the cost to the Department of the changed responsibilities.
83	Staffing – Acting SES	Cameron	Please provide details of the length of time each acting officer detailed in the organisational structure has been in the acting position.
84	Wait Times	Cameron	Please provide details of initiatives other than electronic, IT, and E-Gov initiatives to reduce call waiting times especially in Social Security and Welfare?
85	Customer Satisfaction	Cameron	What initiatives are being implemented to increase customer satisfaction standards? Please provide details by each Departmental outcome and programme.
86	KPIs	Cameron	Please provide details of causes of the Departments failure to meet a number of KPIs.
87	Claims	Cameron	Please provide a breakdown of the total number of social security and welfare claims granted and rejected.

HS No.	Broad topic	Senator	Question
88	Disability Support Pension	Cameron	Please provide details of outcomes associated with changes to DSP for recipients aged under 35 and outcomes from the Programme of Support.
89	Disability Support Pension	Cameron	Please provide an update on the outcomes of the participation plans for DSP recipients under 35 years.
90	Age Pension	Cameron	a) Please provide details of the numbers of recipients of Age Pension who have sought additional financial or social worker support from DHS. b) How does this compare with the previous 4 years?
91	Employment Services	Cameron	a) Please provide details of costs and issues arising in the transition to the new Employment Services model where Employment Services Providers assume responsibility for testing and monitoring job search efforts. b) What has been the cost to the Department of the new model?
92	Job Seeker Compliance	Cameron	Has there been an increase in citizen engagement with Social Workers and Community Engagement Officers as a result of the new job seekers compliance model. If yes, please provide details.
93	Employment Services Assessor Recommendations	Cameron	Please provide details of savings arising from the reduced number of Assessor recommendations for assistance and please provide details of the improved targeting of recommendations by assessors (page 27 DHS Annual Report)
94	Medicare Enrolments	Cameron	What accounts for the difference between Medicare enrolments and active cards?
95	Immunisation	Cameron	Has any analysis been undertaken to identify the reason for the reduction of valid immunisation episodes from 2012-13 to 2014-15? If yes, please provide details.
97	Homelessness Indicator	Cameron	Please provide details of the reasons for and the implications of the increase in the Homelessness Indicator from 2013-14 to 2014-15?
98	Social Workers	Cameron	a) Please provide details of the number of social workers employed in each of the last four years and the reason for reduced referrals in 2014-15. b) What was the reason for reduced engagement by social workers with young people in 2014-15?
99	Family Violence	Cameron	Please provide details of increased resources allocated to deal with the increased referrals of people experiencing domestic and family violence?
100	Homelessness - Referrals	Cameron	Please explain why social workers received fewer referrals on homelessness and accommodation in 2014-15 while assisted more customers?
101	Drought Coordinators	Cameron	Please provide details of the work undertaken, and outcomes achieved by Drought Coordinators in 2014-15.
102	Staffing – Indigenous Programme	Cameron	Please provide the number of full time equivalent employees in each of the following classifications for the 4 previous years: a) Indigenous Programme Support Managers; b) Indigenous Service Officers; and c) Indigenous Customer Service Officers.
103	Staffing - FIS	Cameron	Please provide details of the number of full time equivalent officers employed in the Financial Information Service for each of the last four years.

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104	FIS - Costs	Cameron	Please provide details of total expenditure in the FIS for each of the last four years.
105	Rent to Buy	Cameron	Please provide details of new initiatives to educate citizens in relation to the onerous costs associated with rent to buy and similar business models.
106	Rent to Buy	Cameron	Please provide details of meetings, phone calls and discussions with Rent to Buy or similar businesses over the last year.
107	Centrepay	Cameron	Please provide details of initiatives implemented as a result of the recommendations of the Independent Review of Centrepay.
108	Commonwealth Seniors Health Card	Cameron	How many Seniors were excluded from the Commonwealth Seniors Health Card as a result of the new income test and portability provisions?
109	Refugee and Asylum Seeker Teams	Cameron	a) Please provide details of where the Refugee and Asylum Seeker teams operate and how many FTE employees in each team. b) Please provide details of the total cost of each team for each of the last four years.
110	Citizenship Test	Cameron	Please provide details of the number of individuals who have sat the citizenship test by location and the number who have failed the test.
111	Customer Committee	Cameron	Please provide details of members of the Customer Committee and the number and timing of meetings.
112	Transformation Committee	Cameron	Please provide details of membership of the Transformation Committee and initiatives arising from the committee
113	Quality Guidelines	Cameron	Does having an advanced self-assessed rating against the International Social Security Association quality guidelines guarantee that the structures are operating effectively?
114	ANAO	Cameron	Please provide details of ANAO recommendations that have not been fully implemented .
115	Operational Privacy Policy	Cameron	a) Was the Operational Privacy Policy implemented in relation to the 369 potential identity thefts? b) If yes, when were the incidents reported, by whom and to whom?
116	Administrative Errors - Costs	Cameron	What was the total value of administrative errors that resulted in payment of customer compensation and what was the total amount paid in compensation? Please provide details for the last two years.
117	Identity Fraud	Cameron	a) Was the decision not to immediately notify the 369 customers whose identity was potentially stolen consistent with the Departments risk management framework? b) If not, why were people not told?
118	Administrative Appeals Tribunal	Cameron	What was the basis of 50% of AAT Secretary applications being rejected?
119	Identity Fraud	Cameron	What was the outcome of the 12 identity fraud investigations undertaken in 2013-14?
120	CDPP	Cameron	Please provide the number of successful prosecutions arising from the 1,470 referrals to the CDPP.
121	Staffing – Intermittent/Irregular Employees	Cameron	Please provide Departmental estimates as to the increase in intermittent irregular employees estimated to be employed over the forward estimates.
122	Staffing - Training	Cameron	What training is provided to non-ongoing and intermittent/irregular employees to ensure quality customer

HS No.	Broad topic	Senator	Question
			service?
123	Staffing – Intermittent/Irregular Employees	Cameron	What challenges have been identified due to the increase in non-ongoing, part time and IIE employment?
124	Staffing – Ongoing Staff	Cameron	a) Has an analysis been undertaken as to the level of ongoing staff required to ensure quality service to customers? b) If not, why not?
125	Enterprise Bargaining - Definitions	Cameron	Please provide the definitions of productivity and productive performance used by the Department to measure outcomes in enterprise bargaining.
126	Staffing – Workforce Transformation Programme	Cameron	Please provide practical examples of the benefits and challenges identified arising from the workforce transformation programme, the talent hub and the transformer network.
127	Enterprise Bargaining	Cameron	Has workforce availability declined as a result of the enterprise bargaining process?
128	Staff Survey	Cameron	Please provide details of all results of the APS employee people survey.
129	Capability Review	Cameron	Please provide details of areas requiring improvement in the Department arising from the APSC 2012 Capability Review and the follow up Capability Review Health Check Report.
130	Capability Review	Cameron	Please provide details of the steps taken to address any issues arising from the Capability Review.
131	Workplace Bullying	Cameron	Please provide details of workplace bullying incidents and reports across the Department in 2014-15.
132	Staffing – IT Working Hours	Cameron	What steps has the Department taken to ensure working hours in the information technology Department are reasonable and do not contribute to stress and non-optimal outcomes.
133	Staffing - IT	Cameron	What role does Mr Sterrenberg play within the Department and has there been any allegations of bullying in areas of his responsibilities? If yes please provide details.
134	Code Breaches	Cameron	Please provide details of disciplinary action taken against employees as a result of breach of code, including terminations, reclassifications and the financial impact of disciplinary action on employees subject to the action.
135	Service Charter	Cameron	Please detail the specific customers' rights in the Service Charter?
136	Service Charter	Cameron	Does the 'customers rights' document include the right to choose the method of interaction with the Department?
137	Customer Satisfaction	Cameron	Please provide details of the issues raised by the 40% of customers who were dissatisfied with ease of accessing services.
138	Customer Satisfaction - Feedback	Cameron	Please provide details of negative feedback and criticism of the Department, including Centrelink and Child Support received in the Relationship Survey.
139	Customer Satisfaction - Complaints	Cameron	What reasons have the Department discovered for the increase of 18.8% in customer complaints in Centrelink other than those identified in the annual report.
140	Stakeholder Engagement	Cameron	Please provide details of initiatives arising from the bi-annual meetings with the Welfare Rights Network in the last two years.

HS No.	Broad topic	Senator	Question
141	Research - Collaborative	Cameron	Please provide details of outcomes and initiatives arising from collaborative research in the last two years.
142	Research – Non-Government Bodies	Cameron	Please provide details of formal and informal research undertaken with non-government bodies.
143	Procurement	Cameron	Please provide details of local, Australian job creation arising from DHS procurement activities and consultancy contracts.
144	Customer Satisfaction – Digital Services	Cameron	Is there a link between the increased focus on digital and online services and decreased customer satisfaction in Centrelink?
145	Welfare Payments Infrastructure Transformation Programme	Cameron	Please provide details of the packages of work to be rolled out in the WPIT project.
146	Welfare Payments Infrastructure Transformation Programme	Cameron	What discussions have taken place with Australian IT companies to maximise employment and technology transfer arising from the investment in the WPIT?
147	Welfare Payments Infrastructure Transformation Programme	Cameron	What is the estimated final date for the full implementation of WPIT?
148	Welfare Payments Infrastructure Transformation Programme	Cameron	a) Has the Department made any estimates of the implications on DHS employment of the full implementation of WPIT? b) If yes please provide details.
149	myGov Shopfront	Cameron	Please provide details of the proof of concept trials of the myGov shopfronts in Sydney and Brisbane. What lessons, if any, arose from the trials?
150	Identity Fraud	Cameron	Have any changes been made to personal details and circumstances updates and confirmation eServices as a result of the 369 potential identity thefts?
151	HPOS	Cameron	Have there been any breaches or suspected breaches of the online services for health professionals (HPOS)?
152	Customer Services	Cameron	Can customers opt for face to face service instead of being supported to use online and mobile services?
153	Staffing – Employment Profiles	Cameron	Please provide details of employment profiles in each of the Smart Centre operations around the country.
154	Wait Times	Cameron	Has the Department considered any initiatives other than the increased use of electronic and online services to improve call wait times for Centrelink customers?
155	Welfare Payments Infrastructure Transformation Programme	Cameron	Please provide details of the implications for other government agencies as a result of the progressive implementation of WPIT.
156	Australian Hearing	Cameron	Please provide details of the amount of competitive neutrality payments recognised by DHS on behalf of Australian Hearing.
157	Professional Services Review Committee	Cameron	The Professional Services Review (PSR) Agency's 2014-15 annual report found a 40% increase in investigations into medical practitioners rorting the Medicare Benefits Schedule. How many practitioners were referred by DHS to the PSR in each of the past 4 years? How many were sent reminder letters that they were approaching the 80/20 limit?

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158	We Campaign	Cameron	<p>In relation to the DHS 'We' campaign:</p> <ol style="list-style-type: none"> How much did the 'We' campaign cost to generate? How much has been spent promoting the 'We' campaign? How much is budgeted to be spent promoting the 'We' campaign. How much was spent on staff to create the 'We' campaign? How many staff were dedicated to the creation and implementation of the 'We' campaign? How much was spent on external consultants to create the 'We' campaign? What consultations and research was done to test the 'We' campaign? Were they done internally or by external consultants and providers? What did those consultations cost? Please provide drafts, file notes, reports and correspondence regarding the 'WE' campaign development and implementation. Which DHS unit developed the 'We' campaign and which senior executive did this unit report to? What are the results of the consultations with staff and other stakeholders? Please provide reports of consultations and any associated correspondence.
159	WA Enforcement Case	Xenophon	<p>Referring to this matter discussed at hearing:</p> <p>Senator XENOPHON: For obvious reasons we are careful. An assessment and a quick summary; the agency assessment was \$17,800, the father offered to pay, in writing, \$6,619. The judge heard the matter because the proceedings were issued by the agency. The registrar's assessment was that he pay about \$5,900. Are we on the same page? It relates to the June question on notice HS37. As I understand, the father had to incur his own costs. He had to go through a court process when he had offered an amount over the amount that was assessed by the registrar. Are there any cost consequences in respect to that? In civil courts if you make an offer and you get less than that offer there are cost consequences. Are there any consequences, as a matter of course, in child-support matters?</p> <p>Ms Musolino: To be clear in this matter: the total debt amount was \$17,481.30, and that was made up of \$13,236.16 in child support arrears and \$4,245.14 in late payment penalties. The customers were in settlement discussions with the Department through its external lawyers.</p> <p>Senator XENOPHON: Wasn't there a registrar's assessment of \$5,900 after the farmer made an offer in writing to pay \$6,619?</p> <p>Ms Musolino: That is not the information I have. I could take it on notice, but the information I have is that that was the debt amount.</p> <p>Can the Department confirm that the total debt the Registrar had on its records was \$17,481.30 and that the father, who disagreed with respect to the amount, made a written offer to the Department to pay \$6,619?</p>
160	WA Enforcement Case	Xenophon	Can the Department confirm that, prior to initiating proceedings, the case officer acknowledged to the father that the total debt on record was likely incorrect?
161	WA Enforcement Case	Xenophon	<p>With respect to court proceedings:</p> <ol style="list-style-type: none"> Is it correct that the Registrar, despite being the applicant, sought an adjournment prior to the enforcement hearing?

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			<p>b) If so, what was the basis for seeking the adjournment?</p> <p>c) Was the judicial officer critical of the Registrar for not initiating a change of assessment in the circumstances (noting the legislation allows for this)?</p> <p>d) Did the judicial officer make orders for the Registrar to conduct a change of assessment?</p>
162	WA Enforcement Case	Xenophon	Is it correct, post proceedings, that a change of assessment was carried out and the father found to have a debt of approximately \$5,900?
163	WA Enforcement Case	Xenophon	How much has the litigation cost the taxpayer to date?
164	WA Enforcement Case	Xenophon	Does the Department concede initiating court action was pre-mature and has resulted in unnecessary expenditure of public money?
165	WA Non-agency Payment Case	Xenophon	<p>Referring to this matter discussed at hearing:</p> <p>Senator XENOPHON: I was copied in on the father's 9 October 2015 email to you. I think you are familiar with that. Obviously we do not identify the parties. My officer has spoken to the father about that. I know it is late, but I want to go to parts of the judgement in this case. The judge says: 'There is no doubt the father is the author of his own misfortune. His inability to say no to his children when they requested financial assistance from him, together with his dysfunctional relationship with the mother, produced the result that, although he provided more financial assistance to the children than he was otherwise required to do under his child support obligations, in the eyes of the child support registrar and the mother he failed to meet his child support obligations.' The judge says he made that decision not to pay the agency directly and brought these enforcement proceedings on himself. He goes on to say: 'There's no doubt that the father has paid either directly to or on behalf of the children more than he otherwise would have been required to pay had he restricted himself to his child support liability. There is also no doubt that the financial assistance that he has given to the children has significantly assisted the children's quality of life.' Given the principal objective of the Child Support Assessment Act is about the welfare of children and making sure they are provided for properly, what does the Department do in cases where the father has materially morally met the principal objective, albeit without complying with the letter of the law? What do you do in those unusual cases where there is clear evidence that the father has been generous, has done the right thing and has not complied with the letter of the law but there is evidence to indicate that he has?</p> <p>Mr Learmonth: The short answer is there is ample flexibility and provision within the scheme to take account of these payments. This is not just a process matter that says that if he did not pay it through the child support agency then it will not be counted. The reality is that, where a child support liability is determined, we have a legal obligation to pursue it. In fulfilment of a child support obligation a paying parent can make, as I think you referred to, non-agency payments—in other words, payments made direct to a supported child or to a third party on behalf of that child. They are standard provisions within our arrangement. They are ideally, best and usually done with the consent of the receiving parent.</p> <p>Can the Department confirm that the father sought to have the direct payments that he made for the benefit of the children (as appeared in the judgement) recognised as non-agency payments prior to proceedings?</p>
166	WA Non-agency Payment Case	Xenophon	Noting that the judicial officer recognised that the payments were for the benefit of the children, to the extent that the father sought the payments to be recognised as non-agency payments, on what basis was payments

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			recognition rejected?
167	WA Non-agency Payment Case	Xenophon	It is noted that the mother refused to acknowledge payments as non-agency payments: a) Please provide details of the efforts the Department went to try to convince the mother that the payments should be accepted by her as non-agency payments. b) Please provide details as to the cost involved in that effort.
168	WA Non-agency Payment Case	Xenophon	It is noted that the father refused to pay the recorded child support debt: a) Please provide details of the efforts the Department went to try to convince the father to pay the debt. b) Please provide details as to the cost involved in that effort.
170	WA Non-agency Payment Case	Xenophon	Noting the following statement by Mr Learmonth: If I may, you quoted the judgement. The judge also went on to say, 'The court notes that, although the father has made significant financial contributions to the children, they have been for luxury or non-essential items, leaving the mother to justify, we feel, that she was left to pay for those essential items without the child support she was entitled to.' Please detail the items listed in the judgement that the Department might believe are 'luxury or non-essential items'.
171	WA Non-agency Payment Case	Xenophon	Please provide detail of any policy in relation to such 'luxury or non-essential items' determinations (with respect to non-agency payment determinations).
172	WA Non-agency Payment Case	Xenophon	Noting the following dialogue at hearing (emphasis added): Senator XENOPHON: That is a bit of a circuitous answer. Is there a policy to have mediations as a matter of course in such matters? If this person in question is as recalcitrant as I think he may have been—from what I am reading between the lines—but was very generous to his daughters, I wonder whether it would have saved a whole lot of taxpayers' money if he had been hauled before a mediation? That is the only point I am making. I am happy for you to take that on notice, because my time is limited and I want to ask further questions. So please take that on notice—I just want to understand why there should not be mediations, or a mechanism for mediations, as a matter of course. I think that could save a lot of taxpayers' money and a lot of anguish all parties involved a) Notwithstanding and in addition to the request within the dialogue, has the Department given any policy consideration to mandatory mediation in the form used by the Family Court on the pathway to litigation (noting it is mandatory, but certificates can be tendered to the Court if mediation is deemed unsuitable by the mediator). b) If so, please provide details as to the pros and cons.
173	Ministerial Functions	Bilyk	In relation to any functions or official receptions hosted by current or former Ministers in the portfolio in 2015, can the following please be provided: a) List of functions; b) List of attendees including Departmental officials and members of the Minister's family or personal staff; c) Function venue;

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			<ul style="list-style-type: none"> d) Itemised list of costs; e) Details of any food served; f) Details of any wines or champagnes served including brand and vintage; and g) Details of any entertainment provided.
174	Ministerial International Travel	Bilyk	<p>In relation to any international travel undertaken in 2015 by current or former Ministers in the portfolio, can the following please be provided to the Senate:</p> <ul style="list-style-type: none"> a) A copy of the itinerary for each overseas trip; b) An itemised list of the costs of each trip including the class of travel for any flights; c) Copies of receipts for any food or beverages that the Minister consumed at taxpayer expense during each trip; d) Copies of receipts for any self-drive hire cars or chauffeured services utilised by the Minister during each trip; e) Copies of receipts for any other ground transport; f) Copies of receipts for any hotel accommodation; and g) Details of any spouse travel.
175	Secretary's Speeches to Staff	Bilyk	Can a copy of any speeches delivered by the Secretary of the Department at any staff meetings in 2015 please be provided?
176	Secretary's Office Upgrades	Bilyk	Have the furniture, fixtures or fittings of the Secretary's office been upgraded in 2015? If so, can an itemised list of costs please be provided?
177	Visit to Torres Strait	Bilyk	<p>Did any of the former or current Ministers or Parliamentary Secretaries/Assistant Ministers in the portfolio , their personal staff or the Department participate in the former Prime Minister's trip to the Torres Strait? If so:</p> <ul style="list-style-type: none"> a) What was the duration of the visit to Torres Strait? b) Which locations did the Minister/his Department travel to? c) Which communities did the Minister/his Department engage with? d) What type of activities did they undertake? e) What were the outcomes of the trip? f) Was an official report or communique or similar published in relation to the trip? g) Are you able to please provide an itinerary for the Minister/his Department's trip? h) Which hotel or hotels did the Minister/his Department stay in? i) Could you please provide an itemised cost breakdown in relation to the Minister/his Department's involvement in this trip? This should be broken down into categories such as accommodation, ground transport, meals, incidentals etc. j) How many members of the Minister's staff participated in the trip? Could you please advise the number of staff, their title and staffing classification under the MOPS Enterprise Agreement? k) In terms of Departmental officials from the Department, could you please advise the names and roles of each Departmental official in attendance?

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			l) Could you also please provide an itemised list of costs for Departmental officials in terms of flights, accommodation, ground transport, meals and other incidentals? This should specify the officials which travelled in business class and those that travelled in economy, the hotels they stayed in and which businesses supplied ground transport.
178	Personal Contact Interviews	Lines	The 2015 Budget states that “personal contact interviews will no longer be required as part of the new jobactive arrangements as job seekers will be required to stay connected with their jobactive providers. Ceasing the interviews is estimated to save \$40.3 million over four years. Does the saving to date match the estimated savings?
179	Disability Support Pension – Medical Reviews 2013-14	Siewert	In relation to Disability Support Pension Medical Review, in 2013-14: a) How many medical reviews were completed (number and per cent)? b) How many cancelled (number and per cent)?
180	Disability Support Pension – Medical Reviews 2014-15	Siewert	For the Disability Support Pension in 2014-15, provide the number and per cent of claims, rejections, and grants, provide details of the top five reasons why claims were rejected.
181	Pension Changes	Moore	How many pensioners were sent a letter outlining details of the government’s changes to the treatment of defined benefits?
182	Tip-offs resulting in prosecutions	Siewert	Senator SIEWERT: I will continue on from there. Of the 87 cases that were referred from the tip-offs, how many resulted in prosecution? Mr Withnell: Sorry, Senator, I missed the first bit. Senator SIEWERT: Of the 87 that I understand were from the tip-off process and that were referred, how many resulted in prosecution? Mr Withnell: I do not have that broken down, but I do know that on average our acceptance rate by the CDPP—that is, they take it forward to prosecution—usually runs at around 95 per cent. Senator SIEWERT: To prosecution? Mr Withnell: Of the matters we refer, they take forward. Senator SIEWERT: Of the broader number that you referred to, the 1,366, again, how many of those were— Mr Withnell: That is the 95 per cent figure for that group. I do not have it broken down for the tip-offs. Senator SIEWERT: Ninety-five per cent is in fact for that figure, not for the tip-offs. Mr Withnell: That is right. [pages 112-113]
183	Medicare Fraud	Cameron	Senator CAMERON: That is interesting. What is the geographic spread of the 369 cases? Mr Withnell: I think we are getting into details there of a New South Wales police investigation, and that may— Senator CAMERON: No, I am asking you to tell the Senate: what are the demographics, the spread, of these claims? Mr Withnell: Which claims, Senator? Senator CAMERON: The reported cases of fraud. The claims that there is identity theft. Senator Payne: Senator Cameron, Mr Withnell is being appropriately cautious, if I may say so. The

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			<p>department, as I am advised, has been assisting the authorities with an investigation in this regard. The department is very careful to maintain appropriate levels of confidentiality and integrity around that information to ensure that an investigation is not compromised, and—</p> <p>Senator CAMERON: I am asking for macro level information.</p> <p>Senator Payne: I do not actually believe that asking for an indication of geographic spread is a macro level piece of information. If an investigation is being carried out by law enforcement authorities, pertinent to that will be a range of things which may include geographic location.</p> <p>Senator CAMERON: Quite frankly, Minister, neither you nor Mr Withnell can use that as an argument not to provide evidence to this Senate estimates committee.</p> <p>Senator Payne: It is not a question of being able or not to use it as an argument, Senator. It is the case that the department, as part of the government, will not be a party to compromising a police investigation.</p> <p>Senator CAMERON: So you are claiming public interest immunity?</p> <p>Senator Payne: I will take advice on that, Senator, but I am saying that it would be very constructive of you to participate in this conversation in a way that does not compromise a police investigation.</p> <p>Senator CAMERON: Don't lecture me, Minister. Mr Withnell, are you claiming public interest immunity on this?</p> <p>CHAIR: It is not up to Mr Withnell to claim public interest immunity, as you know.</p> <p>Senator CAMERON: Yes, an officer can claim public interest immunity.</p> <p>CHAIR: No, that is not how it operates. It will be done by a minister if it is to be claimed.</p> <p>Senator Payne: And I said I will take advice.</p> <p>Senator CAMERON: No, it can be done by the secretary as well.</p> <p>CHAIR: And Minister Payne has indicated that she will take advice on that. [pages 120-121]</p>
184	Public Tip-offs	Siewert	<p>For the year 2014-15:</p> <ol style="list-style-type: none"> How many tip-offs were made to the Centrelink fraud line in? How many tip offs led to payment reductions? What savings arose from this program? How many tip-offs resulted in no payment reductions? How many tip offs related to alleged "member of a couple" matters? How many cases investigated resulted in no change in rates of payment? How many staff were involved in this activity? What was the cost of running this program? How many tip-offs in the period led to convictions by the CDPF?
185	Fraud - Member of a Couple and "tip-offs"	Siewert	<p>In the financial year of 2014-15 in relation to Member of a Couple" (MOC) relationships:</p> <ol style="list-style-type: none"> How many reviews by each payment combination? How many investigations undertaken by Centrelink's Business Integrity Unit? How many "tip-offs" were received? What were the outcomes of these "tip-offs"? (For example, in relation

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			to MOC tip-offs”, how many led to criminal prosecutions, how many led to how much debt, no action being taken, etc.) d) How many debts were raised, what was the total value of debts raised and provide a breakdown of the range of debts raised? (Provide data by payment type and other payments e.g. Family Tax Benefit, Rent Assistance). e) How many payments were cancelled? f) How many MOC debts led to prosecutions?
186	Fraud and compliance - optical surveillance	Siewert	For the period 2014-15: a) How much has been spent on optical surveillance? b) How many clients were subject to surveillance? c) How many DHS clients under surveillance resulted in no action being taken? d) What was the cost of the surveillance where no action resulted?
187	Fraud and compliance - use of private detectives	Siewert	For the period 2014-15: a) How much has been spent on private surveillance / detectives? b) How many clients were subject to surveillance by private detectives? c) How many of the cases under surveillance resulted in no action being taken? d) What was the cost of the use of private surveillance / detectives where no action resulted?
188	Privacy breaches	Siewert	a) How many unauthorised access to client files have occurred for each of the DHS agencies for the year 2014-15? b) Provide details of what action resulted from each instance of unauthorised access?
189	Weekly Payment of Centrelink income support payments	Siewert	How many people are currently receiving weekly payments? Provide a breakdown use of weekly payment option and by payment type, vulnerability indicator and Indigenous status.
190	Payment by cheque	Siewert	For 2014-15: a) How many people receive their income support payments by cheque? b) Provide a breakdown by payment type of the numbers currently paid by cheque. c) What is the cost of this method of payment? d) How many cheques were written for income management-related reasons 2014-15? What was the cost of this? e) Will DHS continue to pay a person by cheque if they are unwilling to opt to alternative payment methods by 1 January 2016? f) Update Senate Community Affairs Legislation Committee, Additional Budget Estimates, 16 February 2012, Answers to Questions on Notice, Human Service Portfolio, HSW No. 22.
191	Advance Payments	Siewert	a) For 2014-15, how many 'Advance Payments' were made, by payment type. b) Provide details of the cost of the advances paid, for each payment type. c) Where more than one advance is allowed, how many on each payment access this option?

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192	Centrelink - Complaints Against Staff	Siewert	Please update for the 2013-14, Senate Community Affairs Legislation Committee Budget Estimates, 29 May 2012, Answers to Questions on Notice Human Services Portfolio, Questions No. HS 35.
193	Centrepay	Siewert	<p>a) How many people access Centrepay currently? Provide a breakdown by use of Centrepay by:</p> <ol style="list-style-type: none"> 1) payment type, 2) age, 3) gender, 4) state and territory, and 5) Indigenous status/non- Indigenous status. <p>b) Provide a breakdown of the number of Indigenous Centrepay users by payment type, age, gender and state and territory.</p> <p>c) If possible, indicate how many Indigenous people in remote areas use Centrepay.</p> <p>d) Please provide an update to the Department of Human Services Independent Review of Centrepay:</p> <p>e) In the past 12 months, how many complaints have been lodged about Centrepay?</p> <p>f) How many businesses currently operate through Centrepay?</p> <p>g) In the last 12 months, how many businesses have had their contracts with Centrepay cancelled?</p>
194	Restricted servicing arrangements	Siewert	<p>a) How many people were on "restricted servicing" arrangements during 2014-15.</p> <p>b) Describe the range of options provided, and the numbers of people under each option.</p>
195	Customer Aggression	Siewert	<p>For each month from 1 July 2014 to 30 October 2015 provide:</p> <p>a) the numbers of times that duress alarms were used at Centrelink offices, and</p> <p>b) the number of customer 'aggression' incidents.</p>
196	Centrelink Review and Appeals	Siewert	Please update for the financial year 2013-14, Senate Community Affairs Legislation Committee, Supplementary Estimates, 21 November 2013, Answers to Questions on Notice, Human Service Portfolio, Question reference number HS 67.
197	Committees and Advisory Boards	Siewert	Update <i>Question HS 10</i> , Additional Budget Estimates, 16 February 2012, Answers to Questions on Notice, Human Services Portfolio.
198	Rates of debt recovery	Siewert	<p>a) Provide the numbers and percentages of recipients on standard and non-standard rates of debt recovery for 2014-15.</p> <p>b) Provide a breakdown by the numbers of Indigenous/non- Indigenous income support recipients.</p>
199	Debt recovery	Siewert	<p>a) Provide a breakdown by the number and amount of debts recovered in 2014-15:</p> <ol style="list-style-type: none"> 1) by payment type; and 2) by Indigenous/non-Indigenous status <p>b) How many complaints did the Department receive about debt recovery in 2014-15?</p>
200	Private debt recovery action	Siewert	<p>a) What proportion and amount of debts was recovered by i) Dun & Bradstreet and ii) Recoveries Mercantile?</p> <p>b) How many debts were recovered by each of these agencies in 2014-15?</p>

HS No.	Broad topic	Senator	Question
			<p>c) How much commissions were received by each of the collection agencies in 2014-15? Provide details, in dollar amounts and numbers of people) whose debts are currently under management by these agencies.</p> <p>d) How many complaints were received about private debt collection agencies in 2014-15?</p>
201	Amount of overpayments	Siewert	<p>Provide details of the number (and percentage) of income support recipients with Centrelink overpayments for 2014-15:</p> <p>a) in total;</p> <p>b) by payment type;</p> <p>c) by payment type and Indigenous/non Indigenous status; and</p> <p>d) by state and territory.</p>
202	Debt raising	Siewert	<p>Provide details of the number (and percentage) of debts raised in 2014-15:</p> <p>a) in total;</p> <p>b) by payment type;</p> <p>c) by payment type and Indigenous/non Indigenous status; and</p> <p>d) by state and territory.</p>
207	Move to Area of Lower Employment Period (MALEP)	Siewert	<p>How many Move to Area of Lower Employment Period (MALEP) periods of six months were imposed in 2014-15? Provide details of the payment types and number of each payment type affected by a MALEP.</p>
209	Compensation Preclusion Periods	Siewert	<p>a) In 2014-15, how many Compensation Preclusion Periods (CPP's) were applied?</p> <p>b) In 2014-15, how many and what proportion of CPP's were of a length of:</p> <ol style="list-style-type: none"> 1) Less than a month 2) Less than 3 months 3) 3-6 months 4) 6-9 months 5) 12 months 6) 24 months 7) 2-5 years 8) 6-10 years 9) 0 - 20 years 10) Over 20. <p>c) In 2014-15, how many CPP's were appealed at each stage of appeal, and what was the outcome?</p> <p>d) For 2014-15:</p> <ol style="list-style-type: none"> 1) How many Compensation Preclusion Periods (CPP) were imposed? 2) How many people are currently serving a CPP, and provide a breakdown showing the range of CPP's applied. <p>e) Provide an age, gender and Indigenous status breakdown of those currently service a CPP.</p> <p>f) Provide information on the range of CPP's being served?</p>

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210	Income Maintenance Periods (IMPs)	Siewert	<p>a) In 2014-15, how many and what proportion of Income Maintenance Periods (IMPs) were of a length of:</p> <ol style="list-style-type: none"> 1) Less than a month 2) Less than 3 months 3) 3-6 months 4) 6-9 months 5) 12 months 6) 24 months 7) 2-5 years 8) 6-10 years 9) 10 – 20 years 10) Over 20 years. <p>b) For 2014-15:</p> <ol style="list-style-type: none"> 1) Provide a breakdown on the numbers of each payment types that were the subject of an IMP (including Special Benefit). 2) How many IMP's were appealed at each stage of appeal, and what was the outcome of the appeal? 3) How many Income Maintenance Periods (IMP) were imposed. 4) Of the Income Maintenance Periods applied, detail the average IMP imposed. 5) Provide data on the range of IMP's applied in the period. <p>c) As of October 2015, how many IMP's are being served in total? Provide details of the range of IMP's currently being served.</p>
211	Social Security Prosecutions	Siewert	<p>a) With reference to Social Security Prosecutions and people receiving social security payments, in 2014-15:</p> <ol style="list-style-type: none"> 1) How many people did the Department of Human Services referred to the Commonwealth Department of Public Prosecutions (CDPP)? 2) How many were convicted? 3) Of those convicted: <ol style="list-style-type: none"> i) provide a breakdown by gender; ii) provide a breakdown by payment type; iii) provide a breakdown by age; iv) provide a breakdown by state and territory of those prosecuted; v) What was the total amount of funds for those who were convicted by the CDPP? vi) What was the average amount involved? <p>b) For 2014-15, what is the percentage of those convicted for social security fraud of the total number of income support recipients over the period (in number and percent)?</p>
212	Social Security Appeals Tribunal and Administrative Appeals	Siewert	<p>a) Provide a breakdown of applications at the Social Security Appeals Tribunal and The Administrative Appeals Tribunal in in each state and territory by</p>

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	Data		1) National, and State and Territory, 2) Metropolitan, regional, outer-regional and remote location. b) How many Indigenous clients lodged a social security appeal at the Administrative Appeals Tribunal in 2014-15?
214	Security guards at Centrelink offices	Siewert	For the period 2014-15: a) Provide a list of locations where security guards are deployed at Centrelink offices? b) Provide a breakdown of the cost of providing security guards at each location, and nationally?
216	Crisis Payment	Siewert	For 2014-15: a) How many claims for Crisis Payment were successful? b) How many claims for Crisis Payment were rejected? c) How many claims for Crisis Payment were made? d) At October 2015, provide a breakdown of Crisis Payment recipients by payment type, gender, age, reason for grant, Indigenous/non-Indigenous status, and state and territory of recipient. e) What was the cost of outlays on Crisis Payment for 2014-15?
217	Main reasons for Centrelink overpayments	Siewert	Provide a breakdown by the main reasons for Centrelink debts and percentage of customers involved (e.g. undeclared income, under-declared income, assets, member of a couple, compensation, etc).
218	Rent Assistance overpayments	Siewert	a) For the 2014-15, provide details of the number and value of Rent Assistance (RA) debts. b) Provide details of efforts to reduce RA overpayments.
219	Centrelink overpayments among former payment recipients	Siewert	a) How many people have a Centrelink overpayment (including FTBA and B) and are not currently in receipt of a Centrelink payment (including FTBA and B)? (List Centrelink payments and FTBA and B overpayments separately). b) What was the total value of these outstanding debts? c) How much of this overpayment (in total value and numbers of debtors) is currently not under a recovery arrangement?
220	Waiver of debts under the "special circumstances" provisions	Siewert	In relation to Centrelink overpayments waived under section 12377AAD of the Social Security Act ('special circumstances') in the 2014-15: a) What was the total value of debts waived and the number of individuals whose debts were waived? b) What was the average level of debt waived?
221	Client engagement	Siewert	a) What are the Department of Human Services' expectations and projections of the take up of 'self-service' options? b) What percentage of the population is expected to take up self service by July 2016? What are the targets for the following three years? c) In 2014-15, what percentage and how many Centrelink customers visited a Centrelink office? d) What percentage is DHS expecting to visit an office at July 2016, July 2017 and July 2018? What reductions in face-to-face visits is DHS intending to achieve?

