

**Community Affairs  
Legislation Committee**

**Examination of Additional Estimates 2000-2001**

**Additional Information Received**

**VOLUME 1**

**Centrelink &**

**FaCS Output Groups: Cross outputs, 1.1, 1.2, 1.4,  
2.1, 2.2, 3.1, 3.2, 3.3, 3.4**

**FAMILY AND COMMUNITY SERVICES  
PORTFOLIO**

**MAY 2001**



Note: Where published reports, etc. have been provided in response to questions, they have not been included in the Additional Information volume in order to conserve resources. The title page of each report has been included in this document for reference purposes.

## **ADDITIONAL INFORMATION RELATING TO THE EXAMINATION OF ADDITIONAL EXPENDITURE FOR 2000-2001**

Included in this volume are answers to written and oral questions taken on notice relating to the estimates hearing held on 20 February 2001

### **FAMILY AND COMMUNITY SERVICES PORTFOLIO**

<b>Senator</b>	<b>Quest. No.</b>	<b>Centrelink</b>	<b>Vol. 1 Page No.</b>
Lundy	1-6, 22	IT outsourcing [incl additional information – refer <i>Hansard</i> CA 213]	1-29
Gibbs	7	Cost of customer surveys	30
Gibbs	8	Customer satisfaction research	31-33
Gibbs	9	Child care assistance – immunisation status	34
Evans, West	10, 15	Clean slate provisions	35-36
Evans	11	Activity test and administrative breaches	37
Evans	12	Breaching decisions by AROs	38
West	13	Breaching FOI requests	39-42
Evans	14	Personal mailing information – Age Pension News	43
West	16	Centrelink community officers	44
West	18	Training for new recruits	45-46
West	19	Private trusts and companies mailout	47
West	20	Compliance teams	48
West	21	Contracted surveillance providers	49
<b>FaCS Cross Outputs</b>			
Lundy	81-87	IT outsourcing [incl additional information – refer <i>Hansard</i> CA 208, 209-210]	50-65
West	80	Fraud campaign	66
Evans	40	Stronger families and communities strategy	67-71
	Tabled at hearing	Portfolio Additional Estimates Statements 2000-01 – minor correction	72-73
<b>Output Group 1.1 – Family Assistance</b>			
Evans	25	Services for families with children	74-83
Evans	26	Family payment	84
Evans	27	Press release of new projects	85-89
Evans	41	Family and community networks initiative	90-94
West	28	Pre-marriage education pilot – vouchers	95
Evans	24	Child abuse prevention	96-102

<b>Senator</b>	<b>Quest. No.</b>	<b>Output Group 1.2 – Youth and Student Support</b>	<b>Vol. 1 Page No</b>
Evans	29	Breaching data	103
Evans	31	Forward estimates – payments and programs	104
Evans	32	Referrals to the Privacy Commissioner	105
Evans	33	Youth allowance evaluation	106
West	34	Youth programs estimates	107
<b>Output Group 1.4 – Childcare Support</b>			
Evans	35	Child care entitlements for refugees, allowable absences, research on child care for post-primary school children with special needs	108-110
Gibbs, Evans	36, 37	Immunisation	111-112
Evans	38	Family day care usage figures	113
West	39	Family crisis pilots	114
<b>Output Group 2.1 – Housing Support</b>			
Evans	44, 45	Rent assistance	115-116
Evans	46	CSHA	117-122
Evans	47	Impact of housing affordability on people's settlement patterns	123-40
	Tabled at hearing	Rent – impact on four components	141
<b>Output Group 2.2 – Community Support</b>			
Evans	42	Membership of State and Territory advisory groups	142-45
Evans	43	Stronger families and communities strategy	146
Gibbs	48	Problem gambling	147
<b>Output Group 3.1 – Labour Market Assistance</b>			
Evans	30	Special benefit data	148
Evans	49	Clean slate provisions – work for the dole	149
West	57	Clean slate provisions – rural and regional Australia	150
Evans	50	Breaching data	151-73
Evans	52	Labour market impact on breaching	174-96
Evans	58	Breaching	197
Evans	51	Referrals to the Privacy Commissioner	198
Evans	53	Employment entry payment	199-202
Evans	54	Education Entry payment	203-205
Evans	55	Special employment advance	206-207
Evans	56	Pensioner education supplement (PES)	208-209
Evans	59	Pensioner education supplement review	210

<b>Senator</b>	<b>Quest. No.</b>	<b>Output Group 3.2 – Support for People with a Disability</b>	<b>Vol. 1 Page No</b>
Gibbs	60	Disability support pension	211-12
Gibbs	61	Self-reliance among disability support pension customers	213
Gibbs, Evans	62, 66	Disability service reform	214-41
Evans	65, 72	Disability support pension	242-47
Evans	67	Case based funding trials	248
Evans	68	Supported wage system	249
Evans	69	Award based wages strategy	250
Evans	70	Disabled apprentice wage subsidy program	251
Gibbs	71	Efficiency dividend	252
Evans	74	Workplace modification scheme – GST impact	253
<b>Output Group 3.3 – Support for Carers</b>			
Evans	75	Respite provisions	254
<b>Output Group 3.4 – Support for the Aged</b>			
Evans	76	Deeming – Centrelink computer problems	255-56
Evans	77	Referrals to the Privacy Commissioner	257
Evans, West	78, 79	Aged persons savings bonus – repayment	258-59



**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 1**

**Topic: IT Outsourcing**

**Hansard Page: Written question on notice**

**Senator Lundy asked:**

***Service delivery standards and service provision***

- a) What service delivery standards were agreed with OASITO by agencies prior to finalisation of contracts? What negotiations/discussions took place between OASITO and agencies?
- Were service delivery standards written into contracts?
  - How are service delivery standards measured?
  - How are service delivery standards reported on?
  - Are service credits being imposed?
- b) Have the contractual arrangements been able to provide adequately for effective levels of service – have you experienced higher levels of service or lower levels of service since your IT requirements have been outsourced?
- what have been the major problems?
  - What has this cost your agency?
  - Are the costs of any downtime and poor service delivery factored into the savings figures?
  - what are the improvements in the service delivery?
  - What level of savings have been made?
- c) Has your agency been required to request services which are outside those provided for under the contract?
- d) Please advise of any 'extra contract' services required and the costs of the provision of those services.
- e) Have agency operations been constrained because it is unable to provide a service because it has not been specified under the contract:
- Would this be because there are either no or limited funds available for extra contract service provision?
- f) What outages did you experience during the contract period?
- g) What service credits have been imposed as a result of outages?

**Answer:**

- a-g) Centrelink had not entered into a contract prior to the termination of the tender process.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 2**

**Topic: IT Outsourcing**

**Hansard Page: Written question on notice**

**Senator Lundy asked:**

***Employment impacts***

- a) Has the ESP been able to ensure continuity of contracted staff servicing your agency?
- b) Is there any indication that the changes to the taxation system, which deems contractors/self employed persons to be employees and bound by PAYE requirements, to have impacted on the continuity of service by people employed by ESP's or by sole contractors?

**Answer:**

- a, b) Centrelink had not entered into a contract prior to the termination of the tender process.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 3**

**Topic: IT Outsourcing**

**Hansard Page: Written question on notice**

**Senator Lundy asked:**

***Privacy matters***

- a) Were privacy matters a significant issue for you?
- b) What consideration was given to privacy matters a) in the request for tender and b) in the contract?
- c) What were the cost implications of your privacy requirements?
- d) Were you confident that the ESP had a commitment to and could guarantee the appropriate privacy protections?
- e) What action has the Audit Report prompted with the department in relation to privacy?
- f) What action has the Humphry Review prompted with the department in relation to privacy?

**Answer:**

- a) Yes
- b) Centrelink's RFT and draft contract contained the current, for the time, standard privacy clauses as drafted by OASITO's legal advisers. Centrelink understands that the standard clauses were cleared by the Privacy Commissioner. Centrelink also held discussions with the Privacy Commissioner and his staff to ensure all requirements were met.
- c) *No additional cost was expected as the level of privacy protection sought under the contract was the same as Centrelink currently delivers.*
- d) Would have been an issue for negotiations.
- e) Audit's recommendations will be considered in future outsourcing processes.
- f) None required.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 4**

**Topic: IT Outsourcing**

**Hansard Page: Written question on notice**

**Senator Lundy asked:**

***Intellectual property matters***

- a) Were intellectual property matters an issue for you?
- b) Was this significant?
- c) What consideration was given to IP matters a) in the request for tender and b) in the contract?
- d) Is it possible to value the IP component of your IT requirements?
- e) Can you advise of the IP arrangements relating to applications developed on behalf of the department by contractor/s?

Answer:

- a) Yes
- b) Centrelink was concerned to protect its expertise in the delivery of its core business.
- c) The RFT and draft contract contained appropriate clauses drafted by OASITO's legal advisers to protect Centrelink's interests. While a final position was never negotiated with tenderers, Centrelink expected that it would "own" its existing IP and negotiate an appropriate arrangement with the contractor for any IP created as part of the contract on a project by project basis so that Centrelink could exploit its IP where feasible.
- d) No
- e) IP is retained by Centrelink for work undertaken by individual contractors.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 5**

**Topic: IT Outsourcing**

**Hansard Page: Written question on notice**

**Senator Lundy asked:**

***Audit Report***

- a) The Audit report contained a Whole of Government response to the report – have you any comment on that response and did it accurately reflect your own agency's views on all the findings and recommendations?
- b) If not, where did your views differ from the whole of government response?

**Answer:**

- a, b) The Audit Report was about completed IT outsourcing contracts. As Centrelink did not enter into a contract, nor was it subject to the Audit, it would not be appropriate to comment on the findings.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 6**

**Topic: IT Outsourcing**

**Hansard Page: Written question on notice**

**Senator Lundy asked:**

***Humphry review***

- a) What is your reaction to the findings of the Humphry review?
- b) Did your agency have input into the Humphry review?
- c) Was that input written or oral – did you meet with Mr Humphry?
- d) Were any meeting notes or minutes taken or any documentation at all developed out of these meetings?
- e) Did the secretariat discuss any meeting notes with you – distribute any meeting notes for your comments?
- f) Would it surprise you to know that there is no documentation standing behind the findings and recommendations of the Humphry review?
- g) Will your agency continue to outsource at the conclusion of the present contract?
- h) What implications will it have for your agency if you decide not to continue with the present contract provider?
  - What are the financial implications?
  - What are the hardware and software implications?

**Answer:**

- a) The Centrelink Board agreed with the recommendations as they related to Centrelink.
- b) Yes
- c) Oral. Sue Vardon, CEO, Jane Treadwell, CIO, Mike Goldstein, General Manager Contestability and Contracts, and Ian McShane, Evaluation Coordinator met with Mr Humphry.
- d) No
- e) No
- f) This is a matter for the Humphry Review.
- g) Centrelink had not entered into a contract prior to the termination of the tender process.
- h) Centrelink had not entered into a contract prior to the termination of the tender process.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink ..... Question No: 22 a -d**

**Topic: IT Outsourcing**

**Hansard Page: CA203-4 question on notice**

**Senator Lundy asked:**

- A) Are you able to provide the original and all subsequent instructions you received from any ministerial office or departmental source about what your role was and what the rules were with respect to IT&T procurement in the preparation stage?
- b) Please provide us with the detail of circumstances and the nature of the exchange in correspondence with OASITO regarding acquisition matters.
- c) In what way do you seek permission for procurement from OASITO - what is the timeframe for response, what is the nature of the negotiation that took place, what is the approval process that they engage in, how long did that take and how much did that add to your ability to procure services?
- d) Please describe in general the various processes which describe the variations: under what circumstances, giving me at least one example of a written exchange with OASITO of that circumstance that is at least reasonably indicative of the process you were required to engage in, too, with OASITO.

**Answer:**

- a) The only instruction received in respect of I&T procurement was Estimates Memorandum 1997/31 which stated that agencies are to continue to have regard to the general principles outlined in Estimates Memorandum 1996/25 relating to major IT acquisitions. Estimates Memoranda 1996/25 and 1997/31 are attached.
- b, c) In meeting these requirements, Centrelink would approach OASITO in one of three ways: by letter, by email, or orally. Oral requests were generally in respect of routine acquisitions or those of lesser value and these were agreed within short timeframes. Written requests, generally by letter, were made in respect of larger, more complex acquisitions, whether they were extensions of an existing contract or a new contract. The timeframe for response varied, depending on the complexity, length and size of the acquisition.
- d) Negotiation with OASITO generally revolved around the length of a proposed contract or contract extension. The Minister for Family and Community Services is considering issues of legal privilege, privacy, and commercial confidentiality and sensitivity around some of the requested material. Cabinet confidentiality is also an issue with respect to some material. As a consequence, the material that you have requested is still being considered by the Minister.



Reference: 9612729  
Contact Officer: Neville Jackson

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ESTIMATES MEMORANDUM 1996/25

TO ALL DEPARTMENTS AND AGENCIES

EVALUATION OF WHOLE OF GOVERNMENT INFORMATION  
TECHNOLOGY CONSOLIDATION AND OUTSOURCING -  
TRANSITIONAL ARRANGEMENTS

**PURPOSE**

The purpose of this memorandum is to inform departments and agencies of the Government's requirements in relation to expenditure on information technology and telecommunications (IT&T) facilities pending the outcome of the evaluation of Whole of Government IT services, which is expected to be considered in the 1997-98 Budget.

**BACKGROUND**

2. As part of its commitment to improvement in the efficiency and effectiveness of the Commonwealth's use of IT&T, the Government agreed in the 1996-97 Budget to a Whole of Government approach to the provision of IT&T services across departments and agencies. Fundamental changes in approach to the structuring and sourcing of IT&T services are under development aimed at facilitating stronger contestability and competition, greater integration in the delivery of programs and realising significant cost savings.

3. In relation to IT, it has been agreed, *inter alia*, that;

- OGIT undertake a scoping exercise, initial market testing and business case assessment on possible outsourcing of Commonwealth IT infrastructure - which includes mainframe, midrange and desktop platforms and network infrastructure;
- in principle, the Commonwealth's IBM and compatible data centres be consolidated and outsourced (but that in-house bids not be precluded from consideration in any procurement process), subject to the outcome of the evaluation processes referred to above; and
- the results of the evaluation together with updated estimates and recommendations for allocation of Budget savings be considered in the 1997-98 Budget context.

4. The Chief Government Information Officer wrote to Departmental Secretaries and Agency Heads on 21 August 1996 informing being taken by OGIT and the Department of Finance to implement these decisions. This Memorandum should be read in conjunction with that advice, which is attached.

## COVERAGE

5. To ensure the best outcome from a Whole of Government perspective, the Government has agreed that a comprehensive approach be followed to scoping IT infrastructure for potential consolidation and outsourcing that covers all departments and budget-funded agencies (unless there are compelling reasons for exclusion eg where data of a national security complexion is involved). As part of the evaluation, OGIT and Finance in close consultation with departments and agencies will be developing and testing principles for determining the optimum scope and structure of consolidation of IT operations horizontally across departments and agencies and vertically across operating platforms.

## TRANSITIONAL ARRANGEMENTS

6. The Government has also agreed that, pending consideration of the outcome of the evaluation processes in the 1997-98 Budget, upgrades or replacement of IT&T *facilities* by departments and agencies be minimised, be confined to essential changes to sustain approved service levels, and *significant* IT&T acquisitions be cleared through the Department of Finance and OGIT.

7. It is clearly intended that in managing IT expenditure in the transitional period lie at least until the 1997-98 Budget), agency-specific directions and business requirements be accommodated. However it is important that any IT spending decisions by departments and budget-funded agencies over this period as far as possible protect the potential benefits that might be realised from Whole of Government consolidation and outsourcing.

8. The object of the transitional arrangements is to leave the Government with the maximum flexibility possible in relation to potential alternative, more efficient and effective IT infrastructure arrangements across departments and agencies whilst various models or options are under development. For example, unless there is/are overwhelming business requirements to be satisfied, it may be difficult to justify further substantial investment in a particular incumbent technology or systems solution by a department or agency that is likely to:

- add to the cost of transition to more integrated cross-agency platforms and/or more standardised IT architecture under a Whole of Government approach;
- add to the cost of delivering approved service levels across the outsourcing market; or
- risk a disproportionate loss in IT capital investment (in hardware or software) in the event of a hand over of business to an outsourcer.

9. Accordingly OGIT and Finance are encouraging a common sense case-by-case approach

to determine whether any proposed IT expenditure might be affected under the transitional arrangements. Departments and agencies should have particular regard to the following points –

- consistent with the Finance Guidelines for the Operation of IT Acquisitions Councils (revised in August 1994), IT&T facilities covers:
  - new or redeveloped computing systems including hardware and/or software and new licensing or service contract arrangements;
    - Upgrade or replacement of computing equipment, involving, for instance, increased mainframe capacity, or the replacement of workstations;
  - additional IT&T equipment; and
  - rationalisation and modernisation of existing equipment;
- applications development would not be affected by the transitional arrangements unless it was directly associated with significant expenditure on IT infrastructure;
- IT&T expenditure for which there are irrevocable contractual commitments could be expected to proceed;
- low level replacement or upgrades of minor components of a department/agency's IT infrastructure are unlikely to require reference to Finance and OGIT;
- the transitional arrangements will not affect those agencies or specific IT infrastructure which Government has (at least at this stage) excluded from coverage of the Whole of Government initiative; for example, IT systems or services concerning national security (including the Australian Federal Police) and specialist scientific systems or services which cannot be cost-effectively consolidated under a Whole of Government arrangement.

10. Department/agency IT Acquisition Councils should consider the implications of the transitional arrangements outlined in this memorandum for any IT proposals being examined. It is important to note, however, that the replacement and/or upgrade of IT&T facilities under the \$10m threshold for the establishment of IT Acquisition Councils may have implications which are *significant* in terms of the Government decision.

#### *ACTION REQUIRED*

11. Over the transitional period, pending a Government decision on Whole of Government consolidation and outsourcing, departments and agencies will need to review proposals for IT&T spending in light of the Government's decision and arrangements outlined above. Acquisitions of IT&T facilities that could be regarded as *significant will* need to be cleared through Finance and OGIT.

- Where departments/agencies consider that Finance/OGIT advice or clearance on a spending proposal may be necessary it is suggested that the matter be raised with the relevant Finance contact officer in the first instance.
- Finance and OGIT will consult closely with any department/agency on how a specific IT proposal might be accommodated within the transitional arrangements. Timely consultation by departments or agencies should avoid any unnecessary delay in the procurement process.

12. Any enquiries in relation to this *Estimates Memorandum* can be directed to either Neville Jackson (06) 263 384 or Tony Martin (06) 263 3514 in the Department of Finance or Allan Maclean (06) 271 4803 in OGIT.

13. The Department of Finance welcomes feedback on the readability and clarity of its *Estimates Memoranda*. Please forward any feedback and suggestions for improvement to the contact officer C/- Employment Division, Newlands Street, PARKES ACT 2600.

Keith Henry  
Actg. First Assistant Secretary  
Employment Division  
2 October 1996

***Office of the Chief Government Information Officer***  
*East Wing Old Parliament House King George Terrace Parkes  
Canberra ACT 2600*

Department Secretaries  
and Agency Heads

Dear

I am writing to inform you of Government decisions taken in the 1996-97 Budget on whole of Government arrangements for information technology and telecommunications (TT&T) and to broadly outline the steps being taken by the Office of Government Information Technology (OGIT) and the Department of Finance to implement these decisions.

The Government, as part of its commitment to deliver savings from the Commonwealth's IT&T activities, has agreed to a whole of government approach to the provision of a number of IT&T services across departments and agencies. This will facilitate greater integration in the delivery of programs and realise significant cost savings.

In relation to IT, it has been agreed, *inter alia*;

- that OGIT undertake a scoping exercise, initial market testing and business case assessment on possible outsourcing of Commonwealth IT infrastructure - which includes mainframe, mid-range and desktop platforms;
- that, in-principle, the Commonwealth's IBM and compatible data centres be consolidated and outsourced in tranches/clusters, subject to the consideration of the outcome of a scoping exercise and other assessments referred to above; and
- that the results of the scoping exercise and other assessments including updated estimates of Budget savings be considered in the 1997-98 Budget context.

Some of the key elements of the process are described in Attachment A to this letter. They involve the identification of relevant department/agency assets and asset values, operating costs and service level requirements across IT systems, and consideration of privacy, security, industry development and employment issues. Clearly, particular account will need to be taken of agency-specific strategic directions and business requirements, as well as the implications of other Budget initiatives which *will* impact the IT infrastructure or services.

The Government has agreed in-principle to some broad principles for consolidation of IT infrastructure. These principles ( at Attachment B ) determine the coverage of departments and agencies, the sectors of IT operations to be consolidated, and the best means of structuring those operations between service providers under outsourcing. We will be in contact with departments/agencies on the further development of this process, including specific methodologies and consultative arrangements.

Your organisation's cooperation throughout this next phase of the process will be vital. In this regard, I ask that you nominate a project officer who will have responsibility for your department/agency's participation in the process and who can act as a prime point of contact with OGIT. It would be appreciated if contact details for this officer be provided to Allan Maclean on (06) 271 4803 or by fax on (06) 271 4899 before 23 August 1996.

I recognise the sensitivities of the Government's decisions for staff potentially affected by outsourcing, even at this early stage of the scoping process. We will, where appropriate, assist you in your communication of relevant and timely information to your staff. Discussions have already been held with a number of departments/agencies; there will be more.

The Government has agreed that pending consideration of the submission on whole of Government IT outsourcing in the 1997-98 Budget, upgrades or replacement of IT&T facilities by departments and agencies be minimised, be confined to essential changes to sustain approved service levels and that significant IT&T acquisitions be cleared through the Department of Finance and OGIT. Further advice will be provided by the Department of Finance on these transitional arrangements and their links to decisions in the 1996-97 Budget and Acquisition Council processes.

The benefits of the current Whole of Government Telecommunications arrangements are being extended to Separate Legal Entities, to promote greater competition between carriers and service-providers, and incorporate new initiatives in Wide Area Voice and Virtual Private Data Networks.

In recognition of the reductions in department/agency telecommunications costs generated from the Whole of Government initiatives, a share of savings are to be returned to the Budget from department/agency Running Costs from 1996-97 onwards- These savings, which have been implemented as a 1996-97 Budget measure, have been broadly distributed across departments/agencies according to estimated levels of current telecommunications expenditure. They reflect the minimum level of savings to be obtained by way of tariff reductions and other voice and data initiatives. Most department and agencies are expected to be able to make efficiency gains well above those reflected in the Budget savings which they will be able to retain.

The Government has decided that all budget dependent departments and agencies will be required to use the Whole of Government telecommunications agreements. Departments and

agencies will continue to purchase services from carriers and other providers and may continue to use specialised services not available under the Agreements.

Further information on the telecommunications initiatives and the new requirements of Whole of Government agreements will be provided to department/agency Heads of Management in the next few weeks. The OGIT contact officer is Anthony Goonan, Assistant Secretary, Communications Infrastructure [(06) 271 4833].

I recognise that these processes will be a challenging management task for all departments and agencies involved. The Government has made its expectations clear, however, and I look forward to your cooperation in this next phase which will play an important part in determining the future directions of IT and T and its efficiency and effectiveness across Government.

Yours sincerely,

Andy Macdonald  
Chief Government Information Officer

IT&T INITIATIVES DRAFT SCHEDULE OF KEY TASKS AUGUST 1996 - MAY 1997 Attachment A

This schedule represents a high level view, on a monthly basis, of the key tasks and timelines in the IT Infrastructure Scoping Study mid Telecommunications Initiatives

August	September	October-December	January - February	March	April	-- May
OGIT provides agencies with preliminary information oil process and schedules	Briefings held for industry all government	IT Infrastructure Agencies/OGIT collect baseline data in October for mainframe, midrange and desktop infrastructure including: technical, SLAB; financial, assets; IIR; legal (contracts etc)	IT Infrastructure Collate and analyse baseline data and RFI responses from industry,	IT Infrastructure OGIT/DOF prepare recommendations to Cabinet	IT Infrastructure ERC consideration	Budget
Agencies initiate preliminary briefings for staff/unions	OGIT/Agencies define roles and responsibilities	OGIT/pilot Agencies identify optimum data centre cluster options	OGIT/Agencies identify optimum data centre cluster options		Telecommunications Initiatives Staged implementation over 96/97 of RFPs for wide area data networking initiatives:	
(AHT provides information and sets up briefings fur industry	OGIT/DIR/PSMPC/DOF establishes HR/IR Forum	OGIT/pilot Agencies evaluate response to pilot RFI Internet services;	OGIT/pilot Agencies evaluate response to pilot RFI Internet services;		Capacity Services;	
IT Infrastructure OGIT/DOF organises implementation plans, including scoping processes and methodologies	IT Infrastructure OGIT finalises project scope and boundaries	OGIT/pilot Agencies release RFI to industry	OGIT/pilot Agencies release RFI to industry		OGIT/DOF prepare Services; Managed Services	Enhanced Capacity
OGIT/DOF provides information oil transitional arrangements for IT acquisition	OGIT/Agencies/Constllanls finalise and test templates fur baseline data collection options for clustering	OGIT/pilot Agencies release RFI to industry	OGIT/pilot Agencies release RFI to industry			
Telecommunications Initiatives OGIT briefs agencies and industry oil approved initiatives and provides guidelines for use of whole of government arrangements	OGIT/AGs/DAS/Central Agencies develop content of I fecal Agreement	Telecommunications Initiatives ROIs developed for wide area data networking initiatives	Telecommunications Initiatives ROIs released for wide area data networking initiatives	Acquisition of Network Services Management Support System commenced		
	Telecommunications Initiatives lit-ill determines data requirements for management of telecommunications initiatives	Design parameters specified for a Network Services Management Support System				
	OGIT progresses ROIs for Commonwealth Virtual Private Voice Network, and Internet Services					

## SCOPE AND PRINCIPLES FOR CONSOLIDATION

The following principles will be applied in determining the scope of IT and telecommunication services to be included in the consolidation and outsourcing of data centres under this strategy. To realise maximum benefits it will be important to include all eligible agency systems unless there are compelling reasons for exclusion.

2. The overall aim of consolidation will be to provide maximum flexibility to allow the Commonwealth and individual agencies to re-engineer their business applications to improve service, reduce costs and take advantage of immediate benefits available from streamlining current operations.

### Scope for Consolidation.

3. All IBM and compatible data centres across budget-dependent agencies included in the Data Centre Consolidation study are considered within the scope of the strategy and therefore eligible for consolidation. The following exceptions are proposed:

- (a) IT systems or services concerning national security;
- (b) specialist scientific systems or services utilising technology which can not be cost effectively consolidated with other Commonwealth or commercial sites; and
- (c) IT data services which are already being provided under existing contracts with private sector providers where costs of termination outweigh the benefits arising from a consolidated arrangement.

4. It is proposed that the scope include more detailed consideration of the midrange and desktop processing operation in those agencies. Any inclusion of these components in an initial approach to the market be subject to agreement with the agency concerned.

5. It is also proposed that application development be excluded from the scope of the IT initiatives within this strategy, except that associated data processing requirements would be included in any outsourcing.

### Guidelines for Consolidation.

6. In seeking to consolidate current diverse IT platforms, the following factors will need to be considered:

## ATTACHMENT B

- (a) the business synergy of different agency services and the information they provide to clients;
- (b) the transactions and processes they perform;
- (c) information that is retained or shared;
- (d) privacy requirements of transactions, processes and data including public perceptions;
- (e) business contingency requirements;
- (f) nature of and projected requirements of workloads;
- (g) similarity of hardware and software architectures with particular regard to legacy systems;
- (h) scale and size;
- (i) operating requirements; and
- (j) the impact of mid-range and desktop horizontal splits.

7. OGIT will work closely with agencies in identifying suitable data centres for consolidation.

8. As stated the first stage of outsourcing will include all sites included in the Data Centre Consolidation study with the following amendments:

- (a) inclusion of the UNISYS based data centre in the Australian Customs Service;
- (b) The Department of Veterans Affairs mainframe services are currently outsourced with a contract renewal date of February 1997. It is proposed that DVA be excluded but they will be asked to achieve maximum leverage with suppliers in their contract negotiations and seek maximum concessions in the event that the successful contractor wins further outsourcing business from the Commonwealth. DVA will include their desktop services in their tender in order to get an initial indication of the market pricing of a combined mainframe desktop operation.
- (c) require that the concerns of the Australian Bureau of Census and Statistics on public perceptions should their processing be collocated with a number of agencies (eg Tax, AFP etc) be satisfied;
- (d) where departments identify that it is opportune to do so, mid-range, LAN and desk top services will be included in tender specifications;
- (e) tenders will be flexible enough to allow suppliers to bid to provide different combination of data centres; and
- (f) data centre consolidation will include all computer hardware and software, associated support services, accommodation, staff required for the operation and support of data centres, asset management. SLAs.

9. Consolidation includes processing for differing departments/agencies running separate logical partitions on shared systems software, but only to the extent that commonality of systems software already exists. Further standardisation of software and procedures would take place to the extent this could be achieved without significant end user disruption. Standardisation of technology platforms would not necessarily be included but it will be at the discretion of the outsourcer, in consultation with the agencies concerned, to offer additional benefits that stem from such standardisation.

Australia

**DEPARTMENT OF  
FINANCE**

Reference: 96/1044

Newlands Street

Contact: Neville Jackson  
Telephone: (06) 263 3584

**PARKES ACT 2600**  
Telephone: **(06) 263 2222**  
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ESTIMATES MEMORANDUM 1997/31  
TO ALL DEPARTMENTS AND AGENCIES

**REVISED ARRANGEMENTS FOR MAJOR ACQUISITIONS OF  
INFORMATION TECHNOLOGY**

**PURPOSE**

The purpose of this Memorandum is to inform departments and agencies of the impact of Government decisions in the 1997-98 Budget on Information Technology (IT) Acquisition Councils and related requirements concerning major IT acquisitions.

**BACKGROUND**

2. In the 1997-98 Budget context, the Government agreed in principle to the outsourcing of IT infrastructure across departments and budget dependent agencies subject to the outcome of a competitive tendering process. Departments and agencies are required to undertake competitive tendering processes for IT infrastructure services in accordance with whole of Government consolidation principles and arrangements coordinated by the Office of Government Information Technology (OGIT).

(a) Finance *Estimates Memorandum* 1997/24 provided departments and agencies with information on the Budget savings measure implemented as part of the whole of Government IT initiative.

3. Finance *Estimates Memorandum* 1996/25 set out special transition arrangements to apply to expenditure on major IT facilities pending the Government's 1997-98 Budget consideration of the whole of Government IT proposals. As indicated below, agencies are still required to have regard to the general principles outlined in that *Memorandum*.

**IT ACQUISITION COUNCILS**

4. Secretaries and Heads of Agencies are fully accountable for all aspects of their IT acquisition processes and are required to certify that all aspects of Government IT procurement policy have been considered and satisfied. IT Acquisition Councils processes have been in operation since 1988 to provide a mechanism for Secretaries and Agency Heads to obtain comprehensive and independent advice on the viability and cost

*Our vision: Good public policy, well delivered*

effectiveness of proposals relating to major IT acquisitions. The role of these Councils and the representation of the Departments of Finance, Administrative Services and Industry, Science and Technology has been to provide assurance to Government that such proposals represent value for money, take account of relevant Government policy and are technically sound.

5. The whole of Government consolidation and outsourcing strategy for IT infrastructure will reduce the need for IT Acquisition Councils. A comprehensive move to external service provider relationships through competitive tendering processes will provide greater transparency and accountability for cost effective procurement proposals to be addressed. Against this background, the Government has endorsed a number of specific changes to the IT Acquisition Council policy and guidelines:

(a) The formal requirement to establish an IT Acquisition Council for IT procurement proposals costing \$10 million or more will no longer apply. However;

(i) Ministers may still require specific IT proposals from time to time to be subject to an independent review by an IT Acquisition Council or like process;

(ii) consistent with good resource management practice, Secretaries and Agency Heads are strongly encouraged to continue to apply rigorous and objective mechanisms for evaluation of the costs, benefits and risks of major IT procurement proposals and alternatives;

(iii) Finance may from time to time be directed by Ministers to participate in agency decision making processes; for example in relation to acquisitions . that are large scale, high risk and/or policy sensitive;

(iv) where funding decisions for IT acquisitions already made by Government have been subject to the outcome from an IT Acquisition Council, then the work of these Councils should continue in the normal manner.

(b) Where a Secretary or an Agency Head establishes an IT Acquisition Council at their discretion, there will be no longer be any mandatory requirement for representation from the Department of Finance or the Departments of Administrative Services and Industry, Science and Technology; although participation by these Departments could still be invited.

(c) The *Guidelines for the Operation of IT Acquisition Councils* issued by the Department of Finance in August 1994 no longer have formal application, although they may continue to provide a useful guide on mechanisms and key

issues for agencies choosing to follow this model for independent review of proposals.

6. Where IT acquisition proposals have budgetary implications, either in the context of New Policy proposals or asset replacement (within the terms of Finance *Estimates Memorandum* 1991/10) it will clearly be important when submitting these proposals to Finance for consideration that departments and agencies demonstrate that they have rigorously addressed the underlying business case and relevant Government policy requirements

#### **WHOLE OF GOVERNMENT IT INFRASTRUCTURE INITIATIVE**

7. Given the clear directions set by Government for consolidation and outsourcing of IT infrastructure, it is important that, pending completion of competitive tendering processes, any IT expenditure decisions by departments or agencies protect the potential benefits that have been identified from the initiative. In this interim phase, OGIT is concerned to remind departments and agencies that they should still have, regard to the general principles in Finance *Estimates Memorandum* 1996/25; that is -

(a) Unless there are overwhelming business requirements to be satisfied, it may be difficult to justify further substantial investment in a particular incumbent

technology or systems solution by a department or agency that is likely to:

(i) introduce impediments to, or add to the costs of, the effective integration of cross-agency platforms in accordance with whole of Government IT

infrastructure consolidation principles endorsed by Government;

(ii) add to the costs of transition to more standardised IT architecture under the whole of Government approach;

(iii) add to the cost of delivering approved service levels across the outsourcing market; or

(iv) risk a disproportionate loss in IT capital investment (in hardware or .software) in the event of a hand over of business to an outsourcer.

8. Where departments and agencies are uncertain as to how specific IT infrastructure spending proposals should be handled in the interim phase they are encouraged to seek advice from OGIT, given its responsibilities for coordination and support for implementation of the whole of Government IT infrastructure initiative. The contact in OGIT on these matters is Tony Martin, IT Infrastructure Branch [(06) 271 4888].

Gwen Andrews  
General Manager  
Budget Group  
1 July 1997

The Department of Finance welcomes feedback on the readability of its *Estimates Memoranda*. Please forward any comments or suggestions for improvement to the contact officer, C/- Program and Policy Analysis Group, Department of Finance, Newlands Street PARKES ACT 2600.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 22 e**

**Topic: IT Outsourcing**

**Hansard Page: CA212 question on notice**

**Senator Lundy asked:**

When did you sign off on the clarification stage?

**Answer:**

The sign off for the move from the clarification stage to negotiation was done out of session by Steering Committee members based on the reports from the Evaluation Committee and the team leaders. Sign offs were also obtained from the Strategic Adviser, Probity Adviser and Blake Dawson Waldron. The sign off was completed on 16 November 2000.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 22 f**

**Topic: IT Outsourcing**

**Hansard Page: CA208**

**Senator Lundy** asked:

I would like to request copies of any evaluation documentation that was prepared by any of the six working groups and any evaluation documentation that was considered or produced by the evaluation committee.

Answer:

The Minister for Family and Community Services is considering issues of legal privilege, privacy, and commercial confidentiality and sensitivity around some of the requested material. Cabinet confidentiality is also an issue with respect to some material. As a consequence, the material that you have requested is still being considered by the Minister.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 22 g and m**

**Topic: IT Outsourcing**

**Hansard Page: CA208**

**Senator Lundy asked:**

g) Can you give me a full breakdown of what was spent on in terms of human resources, consultants and legal advice?

m) When you provide me with the breakdown of the \$4 million plus \$1 million, you could also give details of any legal representation throughout the group 1 process.

**Answer:**

The records of transactions prior to July 1999 are not readily available so as to be able to provide a detailed breakdown of expenditure since July 1997:

<u>Expenditure 1997/98 and 1998/99</u>	1,475,964
<u>1999/2000</u>	
Salary	1,148,891
Contractors	251,214
Consultants	879,283
Legal (a)	0
Administrative and other	244,648
Total 1999/2000	2,524,036
<u>2000/01</u>	
Salary	1,437,812
Contractors	345,228
Consultants	37,630
Legal (a)	9,064
Administrative	273,473
Total 2000/2001	2,103,207
<b>TOTAL</b>	<b>\$6,103,207</b>

The cost of all legal advice may not be fully reflected in the above figures as all Centrelink expenditure on legal advice is charged to a central cost centre and the subject matter is not always identifiable on the financial system

Legal advice was sought from Minter Ellison and Deacons Graham & James.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 22 h and i**

**Topic: IT Outsourcing**

**Hansard Page: CA209-210**

**Senator Lundy** asked:

- h) Can you provide the guidelines put out by the Minister for Finance to other ministers indicating what the responsibilities of organisations like Centrelink and the responsibilities of the office of asset sales, and a copy of the correspondence from the Minister for Finance to your minister.
- i) Can you provide any subsequent modifications to the advice emanating from either ministerial sources or OASITO that changed the nature of the nature of that relationship in any way or modified those guidelines along the way.

**Answer:**

A copy of the guidelines provided by Mr Fahey to the Minister for Family and Community Services has been provided to the Committee by FaCS on behalf of the portfolio.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 22 j**

**Topic: IT Outsourcing**

**Hansard Page: CA210**

**Senator Lundy asked:**

j) Can you provide the dates of the meeting of the group 1 process steering committee and agenda items or notes from that meeting – timing, agenda, content, decisions?

**Answer:**

The Minister for Family and Community Services is considering issues of legal privilege, privacy, and commercial confidentiality and sensitivity around some of the requested material. Cabinet confidentiality is also an issue with respect to some material. As a consequence, the material that you have requested is still being considered by the Minister.

The Group 1 Steering Committee met on the following dates:

23 April 1998	22 February 2000
11 June 1998	6 April 2000
14 July 1998	13 April 2000
4 August 1998	20 April 2000
3 September 1998	28 April 2000
13 October 1998	5 May 2000
10 November 1998	12 May 2000
28 January 1999	15 May 2000
9 March 1999	19 May 2000
29 March 1999	23 May 2000
13 April 1999	21 June 2000
25 May 1999	26 July 2000
22 June 1999	7 September 2000
8 July 1999	11 October 2000
24 August 1999	
3 September 1999	
21 October 1999	
10 November 1999	
14 December 1999	

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 22 k**

**Topic: IT Outsourcing**

**Hansard Page: CA211**

**Senator Lundy asked:**

k) Can you provide any written advice that Shaw Pitman have prepared for OASITO for the benefit of the steering committee, or anything written from Shaw Pitman ever?

Answer:

The Minister for Family and Community Services is considering issues of legal privilege, privacy, and commercial confidentiality and sensitivity around some of the requested material. Cabinet confidentiality is also an issue with respect to some material. As a consequence, the material that you have requested is still being considered by the Minister.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 22 I**

**Topic: IT Outsourcing**

**Hansard Page: CA212**

**Senator Lundy** asked:

1) Did your process also have provision for an options committee above the steering committee? Please provide who the members of the options committee were.

**Answer:**

Yes.

CEO, OASITO (chair)

Department of Industry, Science and Resources representative(s)

Department of Communications, Information Technology and the Arts representative(s)

Independent business representative(s)

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 22 n**

**Topic: IT Outsourcing**

**Hansard Page: CA215**

**Senator Lundy asked:**

n) Please provide me with any documentation that relates to the evaluation process of the group 1 contracts from either agency

**Answer:**

The Minister for Family and Community Services is considering issues of legal privilege, privacy, and commercial confidentiality and sensitivity around some of the requested material. Cabinet confidentiality is also an issue with respect to some material. As a consequence, the material that you have requested is still being considered by the Minister.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Additional Information as requested**

**Topic: IT Outsourcing**

**Hansard Page: CA213**

**Senator Lundy** asked:

What was the membership of the Ministerial Committee?

**Answer:**

Minister for Finance and Administration

Minister for Communications, Information Technology and the Arts

Minister for Industry, Science and Resources

Minister for Family and Community Services

Minister for Community Services

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**  
**Topic: Cost of Customer Surveys**  
**Hansard Page: CA166**

**Question No: 7**

**Senator Gibbs** asked:

How much does it cost Centrelink annually to process data gained from customer loyalty surveying?

Answer:

The table below provides the estimated total consultancy costs for the four customer satisfaction surveys conducted on behalf of Centrelink in November/December 2000. A customer loyalty question is included in each of the first three surveys listed in the table below. The cost for collecting, processing and reporting the data from the customer loyalty question is included in the total cost for each of those three surveys. For Centrelink's Customer Service Centre Customer Satisfaction Survey approximately 61,000 people are surveyed to ensure that individual reports can be provided to more than 300 Centrelink customer service centres.

	<b>Survey Title</b>	<b>Research Company</b>	<b>Total Consultancy Costs November/December 2000 (without GST)</b>
1	National Customer Satisfaction Survey	Millward Brown	\$95,240
2	Customer Service Centre Customer Satisfaction Survey	Roy Morgan Research	*†\$666,615
3	Call Centre Customer Satisfaction Survey	Roy Morgan Research	†Costs included above
4	International Services Customer Satisfaction Survey	Roy Morgan Research	†Costs included above
		<b>Total Costs</b>	<b>\$761,855</b>

\* Please note that this figure does not represent actual costs but is an estimate of the total cost expected for this survey. Reporting work is still underway and a small number of invoices are therefore outstanding.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 8**

**Topic: Customer Satisfaction Research**

**Hansard Page: CA166**

**Senator GIBBS** asked:

What are the loyalty percentages from customer surveys in the year 2000?

Answer:

In November 1998 Centrelink began to test customer loyalty in its program of customer satisfaction research. A loyalty question is asked of customers in three separate surveys. Each survey has a different focus as follows:

- Centrelink service overall (measured by the Centrelink National Customer Satisfaction Survey);
- Centrelink Customer Service Centre service during the customers' last visit (measured by the Customer Service Centre Customer Satisfaction Survey); and
- Call Centre service during the customers' last phone call (measured by the Call Centre Customer Satisfaction Survey).

The following tables and graphs show the percentage of customers who said that they would remain loyal to Centrelink in each of the surveys conducted from November 1998 to November 2000.

Loyalty - Centrelink Customers Overall

The question asked in the National Customer Satisfaction Survey is:

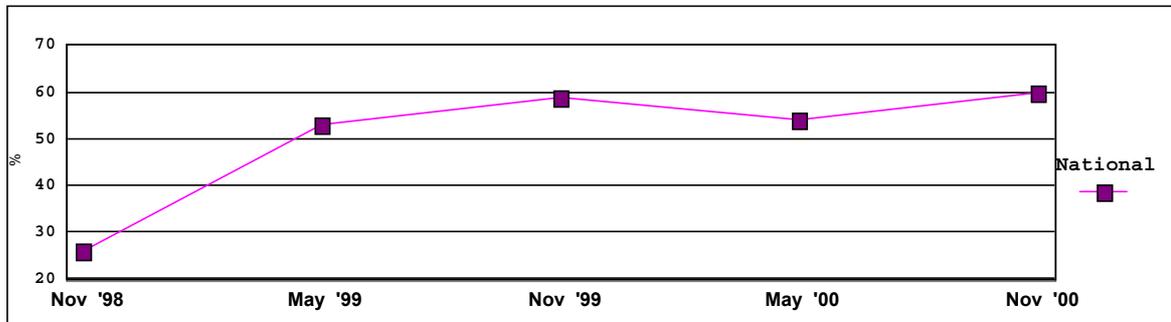
Q: If one or more other organisations (such as those we have just mentioned) could provide you with the payments and services you're receiving would you use one of these organisations instead of Centrelink?"

**Table 1 - Percentage of customers who would remain with Centrelink - Nov. '98 to Nov. '00**

	Nov '98	May '99	Nov '99	May '00	Nov '00
Centrelink Overall	26%	53%	59%	54%	60%

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Graph 1 - Percentage of customers who would remain with Centrelink - Nov. '98 to Nov. '00**



Loyalty - Centrelink's Customer Service Centre Customers

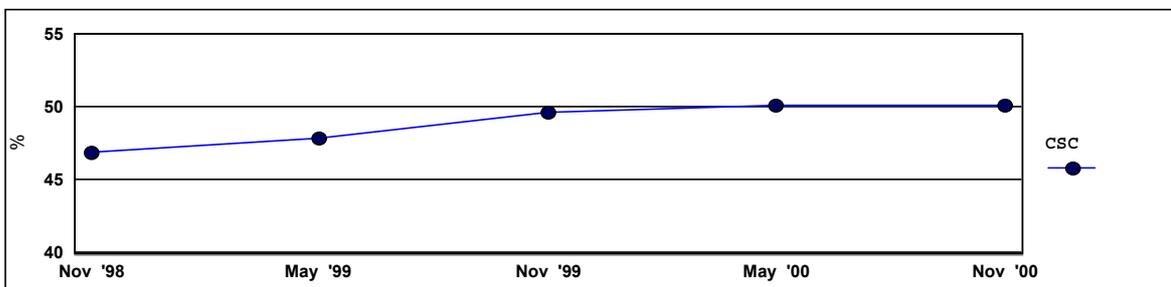
The question asked in the Customer Service Centre (CSC) Customer Satisfaction Survey is:

Q: If other organisations could also provide you with the payments and services you are receiving from Centrelink, would you use any of these organisations instead of Centrelink?

**Table 2 - Percentage of CSC customers who would remain with Centrelink Nov. '98 to Nov. '00.**

	Nov '98	May '99	Nov '99	May '00	Nov '00
CSC Customers	46.9%	47.9%	49.7%	50.1%	50.1%

**Graph 2 - Percentage of CSC customers who would remain with Centrelink Nov. '98 to Nov. '00.**



Loyalty - Centrelink's Call Centre Customers

The question asked in the Call Centre (CC) Customer Satisfaction Survey is:

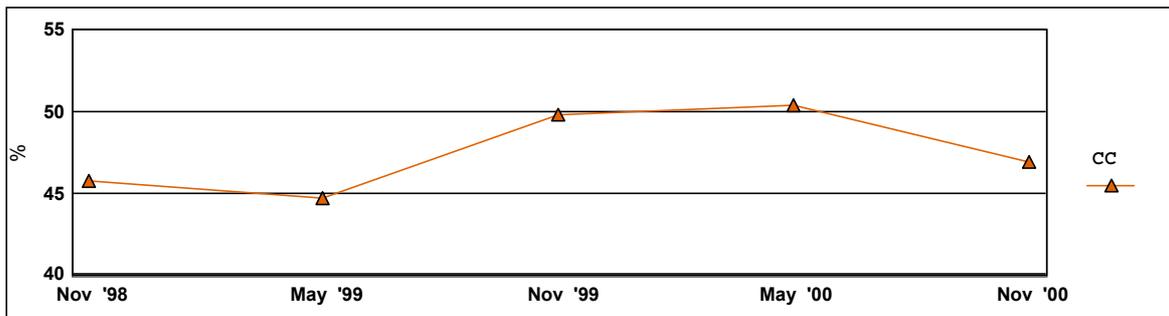
**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Q: If other organisations could also provide you with the payments and services you are receiving from Centrelink, would you use any of these organisations instead of Centrelink?

**Table 3 - Percentage of Call Centre Customers who would remain with Centrelink  
 Nov. '98 to Nov. '00**

	Nov '98	May '99	Nov '99	May '00	Nov '00
CC Customers	45.8%	44.7%	49.8%	50.4%	46.9%

**Graph 3 - Percentage of Call Centre Customers who would remain with Centrelink  
 Nov. '98 to Nov. '00**



**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 9**

**Topic: Child Care Assistance - Immunisation Status**

**Hansard Page: CA168**

**Senator GIBBS asked:**

How many families have had their Child Care Assistance payment cancelled as a result of failing to immunise their children prior to the cancellation action?

Answer:

From January 1999, Centrelink has been responsible for monitoring the immunisation status of children under 7 years of age receiving Childcare Assistance (CA). To meet the immunisation requirements, customers must provide Centrelink with proof that their child is immunised or has a valid exemption.

The reminder and cancellation cycle for immunisation and Childcare Assistance was activated on 29 January 2000. Families whose children were not immunised were sent reminder letters on 29 January, 6 March and 3 April 2000, the last letter being sent by registered mail.

Cancellations occurred from 3 May 2000 affecting 9,300 families. Approximately 50% of these families quickly immunised their children and re-applied for Childcare Assistance which was immediately restored.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 10**

**Topic: Clean Slate Provisions**

**Hansard Page: CA170**

**Senator Evans asked:**

- a) Of the 5000 breaches that were waived, were most of those Work for the Dole?
- b) Could you please give me some detail on the age breakdown for accessing the clean slate provisions?

**Answer:**

- a) Centrelink does not record specific reasons for waiving breach penalties.
- b) Attached is a table of all breaches recorded as waived in the period July 1999 to June 2000 broken down by the age of the job seeker.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 15**

**Topic: Clean Slate Provisions**

**Hansard Page: CA180**

**Senator West** asked:

There are a number of places in rural and regional Australia where there is no Work for the Dole, so how do those people go about being able to access a clean slate?

Answer:

The Clean Slate provisions are available to eligible NSA/YA customers who commence an applicable Labour Market Program (not only Work for the Dole).

Clean Slate provisions act as an incentive to participate in programs that have places available, rather than an entitlement available to all job seekers with a breach penalty in place.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 11**

**Topic: Activity Test and Administrative breaches**

**Hansard Page: CA171**

**Senator Evans** asked:

Can activity test and an administrative breach qualify you for a clean slate, or is it only activity test?

Answer:

Yes, both Activity Test and Administrative breach penalties can be waived if the job seeker undertakes an applicable labour market program.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 12**

**Topic: Breaching decisions by AROs**

**Hansard Page: CA175**

**Senator Evans asked:**

- a) In how many cases would the original decision maker overturn their decision or change their decision?
- b) Could you give us the figures on the drop-off as well

**Answer:**

- a) Centrelink does not record data on the number of breach decisions overturned by the original decision maker.
- a) b) The following table illustrates the number of Activity Test breaches imposed in the period July 1999 to June 2000 by 1st, 2nd and 3rd or subsequent Activity Test breach within a 2 year period.

	1st	2nd	3rd or subsequent	Not Known (1st, 2nd or 3rd)	Total
Activity Test Breaches Imposed	123,521	39,541	13,647	1,050	177,759
Proportion of total	69.5%	22.2%	7.7%	0.6%	100%

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 13**

**Topic: Breaching FOI requests**

**Hansard Page: CA177/CA178**

**Senator West** asked:

- a) Do you have any idea of how many FOI requests are over 100 days old?
  
- b) Can you give me information on regional breach rates by age of person and the number of individuals within regions subject to second and third breaches.

Answer:

- a) Centrelink actions approximately 6,300 FOI requests per annum and currently has 31 (which represents 0.5%) outstanding for more than 100 days.
  
- b) Attached is the number of breach penalties applied by Area and age of the customer from July 1999 to June 2000.

Details of multiple breach penalties applied to individuals are not readily available. To obtain this data would require a significant diversion of the Centrelink's resources.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Activity Test Breaches  
Imposed - July 1999 to June  
2000**

	Under 18 years	18 - 20 years	21 - 24 years	25 - 29 years	30 - 39 years	40 - 49 years	50 - 59 years	60 years or over	Total Imposed
AREA CENTRELINK CALL	0	4	16	2	8	1	0	0	31
AREA NORTH AUSTRALIA	120	473	725	688	690	320	96	1	3113
AREA NORTH-CENTRAL (VIC)	181	2064	3688	3098	2563	983	290	11	12878
AREA WESTERN AUSTRALIA	854	3398	4039	3192	2666	1025	312	12	15498
BRISBANE	753	3468	4337	3286	2553	1046	362	23	15828
CENTRAL & NORTHERN QUEENSLAND	557	2050	2438	2000	1944	867	268	15	10139
EAST COAST (NSW)	375	2281	3659	3989	3513	1463	569	32	15881
HUNTER (NSW)	515	2354	2881	2198	2006	813	219	12	10998
PACIFIC CENTRAL	854	4300	4941	4126	3673	1472	514	21	19901
SOUTH AUSTRALIA	627	3351	4057	3308	2950	1058	316	11	15678
SOUTH METROPOLITAN (NSW)	400	2760	3649	2928	2832	1178	385	12	14144
SOUTH WEST (NSW)	332	1679	1939	1388	1247	499	195	13	7292
SOUTH-EAST (VIC)	227	1820	2802	2266	1877	767	308	11	10078
STATE (TAS)	159	700	751	572	530	231	75	3	3021
UNKNOWN REGION/AREA	0	1	1	0	0	0	0	0	2
WEST (NSW)	353	2483	3028	2668	2507	854	348	8	12249
WEST (VIC)	357	2254	2986	2292	2035	825	270	9	11028
<b>Australia Total</b>	<b>6664</b>	<b>35440</b>	<b>45937</b>	<b>38001</b>	<b>33594</b>	<b>13402</b>	<b>4527</b>	<b>194</b>	<b>177759</b>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Administrative Breaches Imposed - July  
1999 to June 2000**

	Under 18 years	18 - 20 years	21 - 24 years	25 - 29 years	30 - 39 years	40 - 49 years	50 - 59 years	60 years or over	Total Imposed
AREA CENTRELINK CALL	0	5	13	7	5	1	1	0	32
AREA NORTH AUSTRALIA	111	366	502	419	386	117	30	2	1933
AREA NORTH-CENTRAL (VIC)	389	2432	3701	2269	1546	453	137	6	10933
AREA WESTERN AUSTRALIA	714	2419	2824	1845	1383	414	144	15	9758
BRISBANE	878	2608	2981	1992	1271	397	157	6	10290
CENTRAL & NORTHERN QUEENSLAND	437	1280	1549	1150	970	381	113	7	5887
EAST COAST (NSW)	329	1978	3580	3084	2360	658	236	19	12244
HUNTER (NSW)	632	1973	1939	1380	1042	340	100	3	7409
PACIFIC CENTRAL	826	3176	3837	3005	1999	686	231	20	13780
SOUTH AUSTRALIA	497	2540	2974	2009	1622	536	159	6	10343
SOUTH METROPOLITAN (NSW)	538	2376	2798	1911	1722	574	205	14	10138
SOUTH WEST (NSW)	439	1466	1685	1009	763	284	106	4	5756
SOUTH-EAST (VIC)	426	1713	2228	1448	1007	376	119	4	7321
STATE (TAS)	309	429	318	182	123	36	8	1	1406
UNKNOWN REGION/AREA	0	0	0	0	0	0	0	0	0
WEST (NSW)	824	2116	2398	1741	1413	419	205	14	9130
WEST (VIC)	537	2167	2622	1492	1101	342	106	8	8375
<b>Australia Total</b>	7886	29044	35949	24943	18713	6014	2057	129	124735

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Total Breaches Imposed -  
July 1999 to June 2000**

	Under 18 years	18 - 20 years	21 - 24 years	25 - 29 years	30 - 39 years	40 - 49 years	50 - 59 years	60 years or over	Total Imposed
AREA CENTRELINK CALL	0	9	29	9	13	2	1	0	63
AREA NORTH AUSTRALIA	231	839	1227	1107	1076	437	126	3	5046
AREA NORTH-CENTRAL (VIC)	570	4496	7389	5367	4109	1436	427	17	23811
AREA WESTERN AUSTRALIA	1568	5817	6863	5037	4049	1439	456	27	25256
BRISBANE	1631	6076	7318	5278	3824	1443	519	29	26118
CENTRAL & NORTHERN QUEENSLAND	994	3330	3987	3150	2914	1248	381	22	16026
EAST COAST (NSW)	704	4259	7239	7073	5873	2121	805	51	28125
HUNTER (NSW)	1147	4327	4820	3578	3048	1153	319	15	18407
PACIFIC CENTRAL	1680	7476	8778	7131	5672	2158	745	41	33681
SOUTH AUSTRALIA	1124	5891	7031	5317	4572	1594	475	17	26021
SOUTH METROPOLITAN (NSW)	938	5136	6447	4839	4554	1752	590	26	24282
SOUTH WEST (NSW)	771	3145	3624	2397	2010	783	301	17	13048
SOUTH-EAST (VIC)	653	3533	5030	3714	2884	1143	427	15	17399
STATE (TAS)	468	1129	1069	754	653	267	83	4	4427
UNKNOWN REGION/AREA	0	1	1	0	0	0	0	0	2
WEST (NSW)	1177	4599	5426	4409	3920	1273	553	22	21379
WEST (VIC)	894	4421	5608	3784	3136	1167	376	17	19403
<b>Australia Total</b>	14550	64484	81886	62944	52307	19416	6584	323	302494

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 14**

**Topic: Personal mailing information - Age Pension News**

**Hansard Page: CA179**

**Senator Evans asked:**

Is there any basis on which anyone would be able to access the mailing list for, say, *Age Pension News*?

**Answer:**

No, any use or disclosure of protected information must be in accordance with the confidentiality provisions in legislation administered by Centrelink.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group:**

**Question No: 16**

**Topic: Centrelink Community Officers**

**Hansard Page: CA181**

**Senator West asked:**

- a) Can you provide the locations of the Centrelink Community Officers (CCOs) employed to provide outreach services?
- b) Can you provide me the staffing levels of CCOs or their equivalents over the last four or five years up until now ?

Answer:

- a) The current locations of 33 CCOs and staffing levels in each location are as following:
  - Area Western Australia** - 4.5 CCOs (Perth - Milligan Street, Fremantle and Bunbury);
  - Area South Australia** - 5 CCOs (Adelaide - Currie Street and Noarlunga);
  - Area Brisbane** - 3 CCOs (Brisbane - Fortitude Valley);
  - Area Pacific Central** - 3 CCOs (Southport, Stones Corner and Toowoomba);
  - Area Hunter** - 1 CCO (Newcastle);
  - Area South West** - 1 CCO (Canberra);
  - Area East Coast** - 3 CCOs (Sydney-Darlinghurst);
  - Area West** - 1 CCO (Parramatta);
  - Area Tasmania** - 4 CCOs (Hobart and Launceston);
  - Area West Victoria** - 1 CCO (Sunshine); and
  - Area North Central** - 6.5 CCOs (Melbourne -Windsor, Fitzroy and Greensborough).
- b) In 1995 funding was allocated for 33 Community Service Officers at the ASO 4 level. There has been no increase in funding since that time, however, 30-35 CCOs have occupied these positions during the last five years. As Centrelink has developed its service delivery strategies a number of other Centrelink staff have carried out visiting services and outreach activities as part of their normal customer service officer duties.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 18**

**Topic: Training for new recruits**

**Hansard Page: CA192**

**Senator West asked:**

What training do you have for all of your new staff recruits, not just your customer service centre operators?

Answer:

Centrelink's technology environment consists of:

- Mainframe applications;
- Web based (Microsoft Explorer) electronic reference and information tools; and
- Lotus desk top products.

Only mainframe applications and the electronic reference and information tools directly support staff in the provision of customer service.

**Mainframe Applications**

The work of customer service staff is predominantly carried out in the mainframe environment. Work in this environment is the processing of all customer data and payment processing. There is a sophisticated accuracy and quality checking system that provides feedback to managers on the knowledge and skills of their staff in the use of the mainframe.

A broad range of training for mainframe applications is provided, both face to face and on the job, to all new staff in the payment stream within which they will be employed. Training continues until these staff become competent and additional training is provided to all affected staff at the time of any system, interface or processing change. This training is ongoing and is managed at the Centrelink Area and local office level.

**Web based electronic reference and information tools**

These support systems provide quick reference and detailed support information to allow customer service staff and specialist officers (eg. FIS Officers and Social Workers) to assess complex cases. It also allows customer service staff to verify procedures when processing less common payments.

As with the mainframe environment, new staff are trained extensively in the operation of these tools. Centrelink maintains staff knowledge in the use of these tools through interactive distance learning programs (ie Centrelink Education Network). Additionally, local managers have a responsibility to ensure all their staff are kept up to date in the use of this reference suite and training programs are developed or offered by Area learning teams in support.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Lotus desk top products**

A corporate suite of Lotus software products are available for word-processing, spreadsheets, small databases, presentation and email. Customer service staff are not predominant users of this software, with the exception of email. As stated, most customer service work is carried out in the mainframe environment with reference to the support and reference tools (accessed through Microsoft Explorer). The mainframe manages correspondence and figure calculation precluding the need to use desktop software for such purposes.

When Centrelink's network 2000 project rolled out an update of the Lotus suite of products, training was provided to all staff. New staff are trained in the use of these products as required, with use of the email facility having priority. Training is provided at the Centrelink Area level using a mix of internally developed courses and external providers. Support information on the use of email (Lotus Notes) is also provided on Centrelink's Internet for staff to access at any time.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 19**

**Topic: Private Trusts & Companies Mailout**

**Hansard Page: CA193**

**Senator West** asked:

- a) What information did ASIC supply, was it surname and initial only?
- b) How many complaints have you had and how many people received information they should not have?

Answer:

- a) For the purpose of data matching, Centrelink used data supplied by ASIC on Surname, given names, date of birth and address where available. In some cases only surname and initial was supplied by ASIC.
- b) Centrelink has had many enquires about the data collection of which were 37 registered complaints. The number of people who received information they should not have will not be known until the process is complete in January 2002.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 20**

**Topic: Compliance Teams**

**Hansard Page: CA196**

**Senator West** asked:

- a) What are the region by region compliance numbers?
- b) What has happened to the operations in Cairns and Townsville? Have they been rationalised and brought into just one?
- c) Can you provide full details of equivalent full-time staff employed in fraud and compliance, region by region and year by year since 1995, by job description?

Answer:

- a) It is not possible to provide this information as it is not recorded in Centrelink's Human Resources and Financial Management systems.
- b) Compliance work for Area Central and North Queensland is based at two main sites - one at the Area Support Office in Townsville and one co-located with the Cairns Customer Service Centre. Administration for the two compliance teams is provided by a senior manager based in Townsville.
- c) It is not possible to provide this information as it is not recorded in Centrelink's Human Resources and Financial Management systems.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: Centrelink**

**Question No: 21**

**Topic: Contracted Surveillance Providers**

**Hansard Page: CA 197**

**Senator West** asked:

Can you provide me with the number of private investigators and the cost for this year?

Answer:

Centrelink has contracted 19 surveillance firms to provide surveillance services at an estimated cost of \$1,400,000 for the 2000-01 financial year.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: For FaCS**

**Question No: 81**

**Topic: IT Outsourcing**

**Written question on notice**

**Senator Lundy** asked:

*Service delivery standards and service provision*

- a) What service delivery standards were agreed with OASITO by agencies prior to finalisation of contracts? What negotiations/discussions took place between OASITO and agencies?
  - Were service delivery standards written into contracts?
  - How are service delivery standards measured?
  - How are service delivery standards reported on?
  - Are service credits being imposed?
- b) Have the contractual arrangements been able to provide adequately for effective levels of service – have you experienced higher levels of service or lower levels of service since your IT requirements have been outsourced?
  - What have been the major problems?
  - What has this cost your agency?
  - Are the costs of any downtime and poor service delivery factored into the savings figures?
  - What are the improvements in the service delivery?
  - What level of savings have been made?
- c) Has your agency been required to request services which are outside those provided for under the contract?
- d) Please advise of any 'extra contract' services required and the costs of the provision of those services.
- e) Have agency operations been constrained because it is unable to provide a service because it has not been specified under the contract:
  - Would this be because there are either no or limited funds available for extra contract service provision?
- f) What outages did you experience during the contract period?
- g) What service credits have been imposed as a result of outages?

**Answer:**

a) FaCS were negotiating service levels that were being achieved or expected to be achieved by FaCS prior to contract signing. The negotiation process was not finalised prior to the termination of the outsourcing process.

b)-g) FaCS had not entered into a contract prior to the termination of the tender process.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: For FaCS**

**Question No: 82**

**Topic: IT Outsourcing**

**Written question on notice**

**Senator Lundy asked:**

*Employment impacts*

- a) Has the ESP been able to ensure continuity of contracted staff servicing your agency?
- b) Is there any indication that the changes to the taxation system, which deems contractors/self employed persons to be employees and bound by PAYE requirements, to have impacted on the continuity of service by people employed by ESP's or by sole contractors?

**Answer:**

- a) FaCS had not entered into a contract prior to the termination of the tender process.
- b) No

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: For FaCS**

**Question No: 83**

**Topic: IT Outsourcing**

**Written question on notice**

**Senator Lundy** asked:

*Privacy matters*

- a) Were privacy matters a significant issue for you?
- b) What consideration was given to privacy matters a) in the request for tender and b) in the contract?
- c) What were the cost implications of your privacy requirements?
- d) Were you confident that the ESP had a commitment to and could guarantee the appropriate privacy protections?
- e) What action has the Audit Report prompted with the department in relation to privacy?
- f) What action has the Humphry Review prompted with the department in relation to privacy?

**Answer:**

a) Yes.

b) (a) Under the requirements of RFT the Contractor was required to comply with extensive obligations concerning privacy, confidentiality and security in providing the information technology and data telecommunications services required by FaCS. The privacy clause was updated to reflect the Privacy Amendment (Private Sector) Act 2000.

b) (b) The draft Services Agreement reflected our comments in b(a).

- c) FaCS is unable to provide an answer, as we did not progress sufficiently through the process to gain an indication of any potential cost changes associated with privacy requirements.
- d) Would have been an issue for negotiations.
- e) Audit's recommendations will be considered in future outsourcing processes.
- f) FaCS will closely examine the recommendations of the Humphry Review when considering its new Request for Tender.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: For FaCS**

**Question No: 84**

**Topic: IT Outsourcing**

**Written question on notice**

**Senator Lundy** asked:

*Intellectual property matters*

- a) Were intellectual property matters an issue for you?
- b) Was this significant?
- c) What consideration was given to IP matters a) in the request for tender and b) in the contract?
- d) Is it possible to value the IP component of your IT requirements?
- e) Can you advise of the IP arrangements relating to applications developed on behalf of the department by contractor/s?

**Answer:**

a) b) and c) IP was not considered a significant issue for FaCS. As Applications Development was “out of scope”, most of the IP for FaCS was also “out of scope” and therefore to remain under the control of FaCS. Any IP that was in scope would have been protected in the Services Agreement. FaCS continued to own its IP and the draft Services Agreement included broad licences for FaCS to use the Contractor’s IP.

d) Not applicable

e) Any IP relating to applications developed on behalf of the Department by contractors remains the property of FaCS.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: For FaCS**

**Question No: 85**

**Topic: IT Outsourcing**

**Written question on notice**

**Senator Lundy asked:**

*Audit Report*

- a) The Audit report contained a Whole of Government response to the report – have you any comment on that response and did it accurately reflect your own agency's views on all the findings and recommendations?
- b) If not, where did your views differ from the whole of government response?

**Answer:**

a-b) The Audit Report was on completed IT outsourcing contracts. As FaCS did not enter into a contract and was not subject to the audit it would not be appropriate to comment on the findings.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: For FaCS**

**Question No: 86**

**Topic: IT Outsourcing**

**Written question on notice**

**Senator Lundy** asked:

*Humphry review*

- a) What is your reaction to the findings of the Humphry review?
- b) Did your agency have input into the Humphry review?
- c) Was that input written or oral – did you meet with Mr Humphry?
- d) Were any meeting notes or minutes taken or any documentation at all developed out of these meetings?
- e) Did the secretariat discuss any meeting notes with you – distribute any meeting notes for your comments?
- f) Would it surprise you to know that there is no documentation standing behind the findings and recommendations of the Humphry review?
- g) Will your agency continue to outsource at the conclusion of the present contract?
- h) What implications will it have for your agency if you decide not to continue with the present contract provider?
  - What are the financial implications?
  - What are the hardware and software implications?

**Answer:**

- a) The Department is implementing the Government response to the Humphry Review.
- b) Yes.
- c) Oral. Yes, the Secretary, Dr Rosalky met with Mr Humphry.
- d) FaCS is not aware of any meeting notes being developed out of this meeting.
- e) No.
- f) This is a matter for the Humphry Review
- g) FaCS had not entered into a contract prior to the termination of the tender process
- h) FaCS had not entered into a contract prior to the termination of the tender process

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: For FaCS**

**Question No: 87**

**Topic: IT Outsourcing**

**Written question on notice**

**Senator Lundy asked:**

*IT Outsourcing*

- a) Could you provide me with a minute or minutes of the first meeting for negotiation, or whatever records you have of that meeting, including who attended and the agenda and whatever you have?
- b) I would like to request copies of any evaluation documentation that was prepared by any of the six working groups and any evaluation documentation that was considered or produced by the evaluation committee.
- c) Do you have anything you can add to an understanding of what your rights and responsibilities were as far as the negotiation and preparation of tender process for group 1?
- d) Can you provide the dates of the meeting of the group 1 process steering committee and agenda items or notes from that meeting – timing, agenda, content, decisions?
- e) Can you provide any written advice that Shaw Pitman have prepared for OASITO for the benefit of the steering committee, or anything written from Shaw Pitman ever?
- f) Please provide me with a chronology of meetings and any documentation that relates to the evaluation process of the group 1 contracts from either agency.

**Answer:**

a-b) The Minister for Family and Community Services is considering issues of legal privilege, privacy, and commercial confidentiality and sensitivity around some of the requested material. Cabinet confidentiality is also an issue with respect to some material. As a consequence, the material that you have requested is still being considered by the Minister.

c) No.

d)-f) The Group 1 Steering Committee met on the following dates:

23 April 1998  
11 June 1998  
14 July 1998  
4 August 1998  
3 September 1998  
13 October 1998  
10 November 1998  
28 January 1999  
9 March 1999  
29 March 1999

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

13 April 1999  
25 May 1999  
22 June 1999  
8 July 1999  
24 August 1999  
3 September 1999  
21 October 1999  
10 November 1999  
14 December 1999  
22 February 2000  
06 April 2000  
13 April 2000  
20 April 2000  
28 April 2000  
5 May 2000  
12 May 2000  
15 May 2000  
19 May 2000  
23 May 2000  
21 June 2000  
26 July 2000  
7 September 2000  
11 October 2000

Formal negotiation meetings were held with tenderers on the following dates:

24 November 2000 (2)  
27 November 2000  
28 November 2000 (2)  
29 November 2000  
1 December 2000  
4 December 2000  
8 December 2000  
11 December 2000 (2)  
12 December 2000  
13 December 2000  
15 December 2000

The Minister for Family and Community Services is considering issues of legal privilege, privacy, and commercial confidentiality and sensitivity around some of the requested material. Cabinet confidentiality is also an issue with respect to some material. As a consequence, the material that you have requested is still being considered by the Minister.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group:** Additional Information as requested

**Topic:** IT Outsourcing

**Hansard Page:** CA 208

**Senator Lundy** asked:

Can you give me a full breakdown of what that amount – it could be up to \$5 million – was spent on in terms of human resources, consultants and legal advice?

**Answer:**

Expenditure for 98/99 Financial Year:

Contractors	92,802	
Consultancy Services	60,835	
Salary	85,000	
<b>Total</b>		<b>\$238,637</b>

Expenditure for 99/00 Financial Year:

Contractors	443,180	
Consultancy Services	35,956	
Other	19,407	
Salary	95,000	
<b>Total</b>		<b>\$593,543</b>

Expenditure for 00/01 Financial Year to 30 Dec 00 (est):

Contractors	361,127	
Consultancy Services	134,844	
Other	18,703	
Salary	105,000	
<b>Total</b>		<b>\$619,674</b>

Total estimated expenditure on IT Outsourcing for FaCS to 30 December 2000: **\$1,451,854**. This does not take into account consultancy services provided to FaCS from OASITO (Shaw Pitman, Blake Dawson Waldron, and Price WaterhouseCoopers) and other support services provided by Centrelink (which are included in Centrelink's answer to this question).

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group:**

**Additional Information as requested**

**Topic: IT Outsourcing**

**Hansard Page: CA209-210**

**Senator Lundy asked:**

- Can you provide the guidelines put out by the Minister for Finance to other ministers indicating what the responsibilities of organisations like Centrelink and the responsibilities of the office of asset sales, and a copy of the correspondence from the Minister for Finance to your minister.
- Can you provide any subsequent modifications to the advice emanating from either ministerial sources or OASITO that changed the nature of that relationship in any way or modified those guidelines along the way.

**Answer:**

A copy of the guidelines provided by Mr Fahey to the Minister for Family and Community Services is attached.

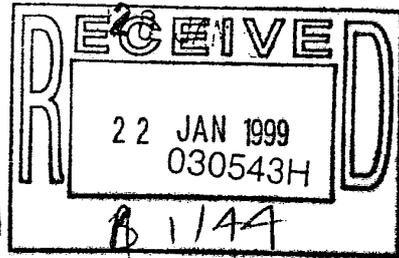
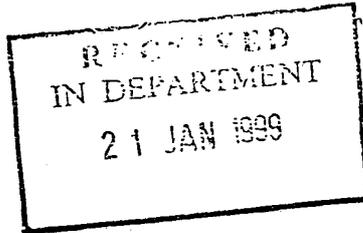
Mr Khalil  
Mr Lepper  
Ms Rusk  
P/S discuss implications  
WJ

MINISTER FOR FINANCE AND ADMINISTRATION



Senator the Hon Jocelyn Newman  
Minister for Family and Community Services  
Parliament House  
CANBERRA ACT 2600

Dep



Dear Jocelyn,

I refer to the Prime Minister's letter to you of 22 December 1998 regarding the IT Outsourcing Initiative (the Initiative).

In his letter the Prime Minister reiterated general government policy that outsourcing of IT infrastructure services should proceed unless there is a compelling business case on a whole of government basis for not doing so. This is a policy of the Commonwealth for the purposes of Regulation 9 (a) of the Financial Management and Accountability Act 1997 Act (FMA Act) and applies to all budget funded agencies within your portfolio. Agency heads and boards will be accountable under the Commonwealth Authorities and Companies Act 1997 or the FMA Act or relevant agency specific legislation for their agency's full compliance with the requirements of the Initiative. Where necessary I may seek your cooperation in formally notifying this policy to CAC Act agencies and other agencies under relevant legislation.

The Prime Minister's letter mentioned that I had prepared a statement outlining the roles and responsibilities of agencies and the Office of Asset Sales and IT Outsourcing (OASITO) in implementing the Initiative. Consistent with the importance attaching to the early implementation of the Initiative, agencies will continue to have an important complementary role to play in service definition, technical evaluation and transition planning and execution, while OASITO will continue to take a key strategic and strong central management role to ensure the whole of Government objectives of the Initiative are met. This is reflected in the roles and responsibilities set out at Attachment A. These arrangements apply unless otherwise varied in any specific case.

OASITO has been working with the Department of Family and Community Services (FaCS) and Centrelink on their implementation of the Initiative. The additions to FaCS' responsibilities flowing from Administrative Arrangement Order changes provide an opportunity to re-examine the structure and timing of the FaCS/Centrelink IT Outsourcing.

I propose that Department of Employment, Workplace Relations and Small Business and the Department of Education, Training and Youth Affairs become part of an IT Outsourcing group with the Department of Family and Community Services and

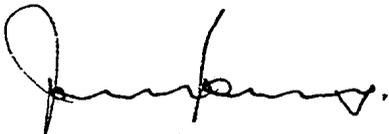
Centrelink. This grouping will take advantage of the strong business synergies between the agencies, provide possibilities for significant consolidation in data centres and data telecommunications and place a sustainable package of work into the market.

This group would release a Request for Tender in May 1999, with contract signature expected in mid December 1999 and transition to an outsourcer to follow after resolution of any significant Year 2000 issues. I will of course continue to consult with you on IT Outsourcing decisions in your portfolio.

As you may be aware, agencies with less than 300 desktops have the option of outsourcing through a simplified process under the Small Agency Program, which I announced on 25 June 1998. OASITO will continue to work with the effected organisations in your portfolio.

Can you please circulate a copy of this letter and the Prime Minister's letter to the heads of the budget funded organisations within your portfolio.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Fahey', with a stylized flourish at the end.

JOHN FAHEY

**ROLES AND RESPONSIBILITIES FOR  
AGENCIES AND OASITO IN THE IT  
OUTSOURCING INITIATIVE**

**AGENCY ROLES AND RESPONSIBILITIES**

Each agency is responsible for defining its business and technical requirements, evaluating the IT services component of tenders in accordance with an approved evaluation methodology and preparing the agency for transition to an outsourcing relationship and subsequent contract management. At each step of the process, each agency will ensure sufficient resources are dedicated to the tendering process to enable the project timetable to be met. In performing its role, the agency will have the following specific responsibilities:

1. **Definition of service requirements.** With assistance and guidance from OASITO, each agency is responsible for defining its service requirements within and subject to the required scope. The service requirements will be specified in tender documentation consistent with templates provided by OASITO and in a manner that, while meeting the agency's business needs, will maximise the potential benefits of outsourcing for the agency and for Government as a whole. This includes:
  - a) Providing a detailed definition of the agency's required IT services and service levels, and the provision of detailed information regarding the agency's current IT operations and infrastructure.
  - b) Where appropriate, measuring current levels of services and service volumes.
2. **Cost Model Preparation.** Each agency is responsible for developing a cost model under OASITO supervision using a proforma cost model and methodology provided by OASITO. The agency is required to confirm that reasonable efforts have been made to ensure that the cost model, when completed, contains no material omissions or misstatements and that in the agency's view, the cost information provided is a fair and reasonable representation of the actual current cost to the agency of performing the in-scope services at the specified service levels.
3. **Involvement in the tender process.** Agency responsibilities include:
  - a) Formulating and implementing strategies to address human resource transition and related issues.
  - b) Managing communications with agency staff and existing suppliers.
  - c) Preparing the agency for management of the contract.
  - d) Preparing materials for tenderer due diligence, responding to due diligence questions, attending technical briefings and interviews with tenderers and providing relevant agency staff to participate in other due diligence activities coordinated by OASITO.
4. **Evaluation and negotiation of tenders.** Agencies will play a central role in the evaluation of tenderers' IT services offerings. Agencies will:
  - a) Assign agency representatives to conduct the evaluation of IT services offerings.
  - b) Determine whether each tender meets agency service requirements.

- c) Prepare evaluation reports consistent with the tender evaluation methodology as required to enable key decisions to be made (e.g., shortlisting, selection of preferred tenderer, final approval of contract).
  - d) Participate in negotiations as members of a negotiating team lead by OASITO.
  - e) Determine whether negotiated outcomes meet agency service requirements.
5. **Transition Planning and Execution.** Agencies are responsible for planning for the transition of responsibility for the delivery of services to the selected tenderer, and executing the plan. Agencies are also responsible for contract management activities following execution of the outsourcing contract, which will require some coordination with DOCITA in relation to the industry development aspects of the contract which will be monitored and managed by DOCITA.
6. **Significant IT Acquisitions.** To give effect to Estimates Memoranda 1997/31 and any updates, promptly inform OASITO of proposed significant acquisitions or leasing programs or of proposed significant contracts related to equipment, software, services or other infrastructure that is within the scope of the Initiative leading up to and during competitive tendering processes for outsourcing their IT infrastructure and services.

## OASITO ROLES AND RESPONSIBILITIES

OASITO is responsible to the Minister for Finance and Administration for the overall management and implementation of the IT Outsourcing Initiative (the Initiative) to achieve the whole of Government objectives. In performing this role, OASITO has the following specific responsibilities:

1. **Strategic direction and leadership.** Provide strategic direction and leadership for the conduct of the Initiative. This role includes the following responsibilities:
  - a) Identify and form agency groupings that are structured to maximise the benefits of outsourcing IT infrastructure across Government while meeting agency business requirements.
  - b) Provide guidance and assistance to agencies as they participate in tender processes to assist agencies to maximise the benefits of outsourcing consistent with the objectives for the Initiative, including the objective of achieving cost savings and service improvements by consolidating and rationalising IT infrastructure across Government.
  - c) Report to Government through the Minister for Finance and Administration on the progress and overall success of the Initiative.
  - d) Manage the sequence and timing of the tender processes under the IT Initiative so as to maximise competition for each tender.
2. **Management of tender processes.** In consultation with agencies, manage the conduct of each tendering process to ensure that a fair, open and competitive process is followed within a consistent project framework and documentation. Through this management role, maximise knowledge transfer across tender processes and minimise tendering costs for Government and industry. This role includes the following responsibilities:
  - a) Manage communications with the media and industry consistent with probity guidelines and protocols developed for the Initiative.
  - b) Approve the appointment of all consultants to assist OASITO and agencies through the tender process.

- c) With the full participation and cooperation of agencies, manage the evaluation and negotiation process to ensure fairness and probity in all aspects of the process. Provide secure evaluation facilities for OASITO and agency staff engaged in the evaluation process.
- d) Approve all key project milestones such as tender release and closing dates, and make tactical decisions regarding interactions with industry.
- e) Lead tender negotiations through a negotiating team comprised of OASITO and agency representatives and, in the case of industry development negotiations, a team comprised of OASITO and DOCITA representatives. Provide secure facilities for the conduct of negotiations.
- f) Manage the progress of key recommendations through relevant committees, including chairing the Options Committee (comprising a representative from OASITO, a representative from DoCITA, a representative from DISR and two independent private sector representatives) that provides advice to Ministers on source selection.

3. **Development of Project Documentation.** OASITO is responsible for maintaining consistency of tender documentation across projects. This will reduce tendering costs for Government and industry and will facilitate benchmarking of services and prices across group contracts. OASITO must also be satisfied that tender documents are of a sufficient quality and accuracy to release to the market, and that agency requirements are expressed in a way that facilitates proposals from industry that optimise outcomes from a whole of Government perspective, including total cost savings, rationalisation and consolidation of infrastructure, and service improvements.

Consistent with these responsibilities, OASITO will assist agencies to formulate their business and technical requirements in a way that is capable of being implemented on a cost effective basis in an arm's length commercial contract. Where appropriate, this will involve the use of industry and government benchmarks where agencies' business requirements are unclear or internal performance information is not available.

4. **Financial Evaluation.** The financial evaluation of tenders must be made on a fair and accurate basis. In particular, the comparison of tendered prices to internal agency cost projections must make allowance for material differences between the service requirements stipulated in the tender documents (and against which tenderers will set their prices) and the services provided by the agencies internally (as reflected in the agencies' internal cost projections). Agencies and OASITO each have an important role to play in ensuring a fair financial evaluation. OASITO will:
- a) Develop and maintain a set of financial models to capture and project relevant agency costs associated with the performance of the tendered services, and to compare those costs with tendered prices.
  - b) Supervise the population of the cost model with agency cost data and development of reasonable cost projections for the proposed term of the outsourcing contract.
  - c) In consultation with agencies, make any adjustments to the tendered prices, agency baselines or the business case that may be required to ensure that the comparison of internal costs and tendered prices is fair.
  - d) Participate in the financial evaluation and so as to be satisfied that the evaluation has been conducted on a fair and equitable basis.

5. **Industry Development.** Jointly with the Department of Communications Information Technology and the Arts (DOCITA), OASITO is responsible for the implementation of the industry development framework for the Initiative. Consistent with this responsibility, OASITO and DOCITA will jointly:
  - a) Define the industry development requirements for each tender.
  - b) Liaise with industry regarding industry development matters under the IT Initiative.
  - c) Develop and maintain a methodology for the evaluation of industry development offerings.
  - d) Evaluate industry development offerings and prepare findings and recommendations for Government consideration, consistent with the evaluation and selection process approved for the IT Initiative.
6. **Significant IT Acquisitions.** OASITO to provide advice to the Minister for Finance and Administration on proposed significant acquisitions or leasing programs by agencies or of proposed significant contracts related to equipment, software, services or other infrastructure within the scope of the Initiative leading up to and during competitive tendering processes for outsourcing their IT infrastructure and services.
7. **Small Agency Program.** OASITO is to provide general guidance and assistance to agencies participating in the Initiative as small agencies in accordance with rules announced for such agencies by the Minister for Finance & Administration on 25 June 1998 (the Small Agency Program). In that role, OASITO will provide proforma project documentation for agency use, monitor the timing of tender releases and key media announcements, and consult with any agency that concludes that a business case has not been made to outsource following evaluation of tenders. OASITO will not actively participate in individual tender processes under the Small Agency Program.
8. **Post contract management issues.** OASITO retains important strategic interests in post-contract issues that affect the overall success of the Initiative. OASITO will thus liaise closely with agencies after contract signature to ensure that issues affecting the overall success of the Initiative are managed within this broader context.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.1 Family Assistance**  
**1.2 Youth and Student Support**  
**3.1 Labour Market Assistance**  
**3.2 Support for People with a Disability**

**Question No: 80**

**Topic: Fraud Campaign**

**Hansard Page: CA200/Question on notice**

**Senator West** asked:

1. Who provided advice to your media consultants that tv ads were the best way to target your fraud campaign?
2. How many different sets of consultants have been engaged or involved in this?
3. How many private consultants have been engaged, who are they, how were they selected and how much money have they been paid?

Answers:

1. Mitchell Media, the Government's advertising service, advised that tv ads were the best way to reach identified target audiences.
2. ACNielsen were commissioned to conduct research into the factors that affect voluntary compliance prior to the Government's announcement of a voluntary compliance communication campaign. This research was paid for by program funds, not campaign funds.
3. To date, no private consultants have been engaged to assist with the various elements of the communication campaign. However, in accordance with Government Information Guidelines, market researchers will be selected through an invited tender process to refine key messages, test concepts and evaluate campaign effectiveness. A public relations consultant will be employed to assist with media relations and an advertising agency will be appointed to develop the creative elements.  
Mitchell Media will manage the placement and booking of electronic, print and radio advertising.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.1 Stronger Families & 2.2 Community Support      Question No. 40**

**Topic: Stronger Families and Communities Strategy**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

Can you detail by each individual item (ie Stronger Families Fund, Early Intervention Parenting and Family Relationship Support, Potential Leadership in Local Communities, National Skills Development for Volunteers, Local Solutions to Local Problems, Can Do Community, National Communication Campaign, the following:

**a) Estimate of total funds that will be committed by June 2001?**

Answer:

As at 20 February 2001, the total funds to be committed by June 2001 was:

Demonstration Projects (mixed funding from Stronger Families, Early Intervention, Locals Solutions, Can Do & Leadership)	\$5,300,000
Longitudinal Study of Australian Children	\$190,000
Stronger Families Fund	\$140,000
International year of Volunteers	\$315,000
National Skills Development Program	\$1,050,162
<b>Total</b>	<b>\$6,995,162</b>

**b) Name of projects funded or committed?**

**c) Location of projects funded or committed?**

**d) Which projects are to receive recurrent funding and which are one off or single year projects?**

A series of demonstration projects, which are tabulated below, were announced in January 2001.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

<b>Project Name</b>	<b>Location</b>	<b>Coverage</b>	<b>Multi Year/ One-off</b>	<b>Funding Source</b>
Isolated Families Early Intervention	Adelaide South Australia	Central, North and West Adelaide Rural & Remote South Australia	Multi-year	Early Intervention & Parenting
Bridgewater/Gaigebrook Urban Renewal	Burnie Tasmania	Disadvantaged urban Tasmanian communities Toodyay, Western Australia	Multi-year	Local Solutions to Local Problems, Leadership
Mid West Gascoyne Parent Support	Perth	Mid West Gascoyne	Multi-year	Early Intervention & Parenting, Stronger Families Fund
Murray Darling Basin Commission	Canberra	Murray Darling Basin	One-off	Local Solutions to Local Problems, Leadership, Can Do Community
Kids + Sport	Canberra	Australian Capital Territory	Multi-year	Stronger Families Fund, Early Intervention & Parenting, Local Solutions to Local Problems
Food Share Australia	Sydney	Nowra and Northern New South Wales	Multi-year	Local Solutions to Local Problems, Stronger Families Fund, Volunteering
Lead On	Bendigo	Echuca, Mildura and Swan Hill	Multi-year	Leadership, Local Solutions to Local Problems
West Dubbo-Gordon Community Centre	West Dubbo	West Dubbo	One-off	Local Solutions to Local Problems, Stronger Families Fund, Leadership
Australian Indigenous Rural Leadership Program	Canberra	Rural & remote Australia	Multi-year	Leadership

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Strengthening Indigenous Communities	Wadeye	Wadeye	Multi-year	Stronger Families Fund, Early Intervention & Parenting, Local Solutions to Local Problems, Leadership
Tomorrow's Leaders Camps	Darwin	Darwin and the Top End region of the Northern Territory	Multi-year	Leadership
Booraka Futures Planning	Margaret River region of Western Australia	Noongar region	Multi-year	Leadership

International Year of Volunteers (IYV) 2001

<b>PROJECT</b>	<b>LOCATION</b>	<b>FUNDING</b>
A Sense of Community-an Aboriginal Perspective-Volunteering WA	WA	One-off (1 year)
IYV Outreach Project-Volunteering TAS	TAS	One-off (1 year)
Regional Youth Community Leadership Program-Volunteering QLD-	QLD	One-off (1 year)
Volunteer Referral Services-A Community Guide-Volunteering WA	WA	One-off (1 year)
Building Capacity-Best Practice Volunteer Management for Rural Victoria- Volunteering VIC-	VIC	One-off (1 year)
'Images of Volunteering' touring photographic exhibition celebrating 50 years of Australian commitment-Australian Volunteers International	Australia wide	One-off (1 year)

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Let's Celebrate- Volunteering SA	SA	One-off (1 year)
Volunteering Australia- Expansion of GoVolunteer recruitment database and website.	Australia wide	One-off (1 year)

National Skills Development Program

<b>PROJECT</b>	<b>LOCATION</b>	<b>FUNDING</b>
National Volunteer Training Program in the Australian Regional Arts Sector-Regional Arts Australia (RAA)	Australia wide	Multi-year funding over 3 years
Emergency management sector recruitment, support and volunteer training package-Emergency Management Australia (EMA)	ACT based, Australia wide roll out	One off funding (2 financial years)
Development of IT Skills Passport to recognise volunteering activity-Volunteering NSW	NSW	One off funding (2 financial years)
Volunteer Research in Action project training for volunteers, managers and volunteer coordinators in the Tweed regions- Tweed Training and Enterprise Company	NSW	One off funding over 2 financial years
Community Education Project for volunteers who deal with the public on the needs of people with hearing loss- Better Hearing South Australia	SA	One off funding 2000/01

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Pilot training workshop series in generic volunteer skills based on SA Premiers Training Initiative 2000-Volunteering SA	SA	One off funding 2000/01
Training, Research and Development Resources for Emergency Relief Volunteers-Lutheran Community Care	SA	One off funding over 3 financial years

**e) Can you provide details of the expenditure plans for communication and advertising under the Strategy over the next eight months?**

**f) How much is planned to be spent and on what within the National Communication Campaign budget?**

The Stronger Families and Communities Strategy’s Communications Initiative is aimed at promoting key messages relating to capacity building in both families and communities and Government activities and services which are available to support families and communities.

Market Research is presently being undertaken to define, test and refine specific messages, target audiences and key delivery mechanisms. Following on from this market research an overall communication strategy will be prepared for approval by the Ministerial Committee for Government Communications.

Once the overall strategy has been designed and agreed, decisions will be made on spending.

**g) What funds from other SF & CS initiatives will be spent on communications activities and advertising over the next eight months?**

Approximately \$50,000 will be spent on promoting the best practice web site and award system that form part of the Can Do Community initiative.

An estimated \$2, 565, 890 will be spent over the next eight months for International Year of Volunteers communication activities.

Approximately \$80,000 has been budgeted for communication activities to support the National Skills Development Program over the next 8 months.

**h) In what geographic areas will this money be spent?**

Advertising and promotion of Can Do Community, International Year of Volunteers (IYV) 2001 and National Skills Development Program for Volunteers is national – every State and Territory around Australia.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**



DEPARTMENT OF  
**FAMILY AND  
COMMUNITY  
SERVICES**

Please Quote:  
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Canberra Mail Centre  
ACT 2610  
Telephone: (02) 6244 7788  
Facsimile:  
Email:  
Website: [www.facs.gov.au](http://www.facs.gov.au)  
TTY: 1800 260 402

26 February, 2001

**Mr Elton Humphrey**

Secretary  
Senate Community Affairs Committee  
Room S1 59  
Parliament House  
CANBERRA ACT 2600

Dear Sir

FAMILY AND COMMUNITY SERVICES: MINOR CORRECTION TO  
PORTFOLIO ADDITIONAL ESTIMATES STATEMENTS 2000-01

I am writing to advise the Committee of minor corrections to the Statements, in particular to Table 1.5, page 22.

The corrected table is attached. The figures shown in the column headed "Total Approp 2000-01 (Revised)" were corrected in respect of Outcome 2, Outcome 3 and the total.

Yours faithfully

Alex Dolan  
Assistant Secretary  
Budget Development Branch

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Variations to revenue from other sources through Net Annotated (Section 31) Receipts**

<b>Table 1.5: Changes to Net Annotated Appropriations (Section 31) Receipts</b>					
	Total Approp 2000-01 (Budget) \$'000	Total Approp 2000-01 (Revised) \$'000	Receipts from Independent Sources (Budget) \$'000	Receipts from Independent Sources (Revised) \$'000	Variation in non- Govt Revenue \$'000
<b>Outcome 1:</b> Stronger Families	15,893,341	15,852,917	1,471	1,764	293
<b>Outcome 2:</b> Stronger Communities	1,485,735	1,464,335	505	550	45
<b>Outcome 3:</b> Economic and Social Participation	38,634,803	39,396,590	33,440	33,604	164
<b>TOTAL</b>	<b>56,013,879</b>	<b>56,713,842</b>	<b>35,416</b>	<b>35,918</b>	<b>502</b>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.1 Family Assistance**

**Question No: 25**

**Topic: Services for Families with Children**

**Hansard Page: Written question on notice**

**Senator EVANS** asked:

- a) Can you provide details of total funding for this program by year since its announcement and forward estimates?
- b) When is funding committed to?
- c) What is the aim of these projects?
- d) Name of projects funded since inception and those currently receiving funding?
- e) Location and coverage of currently funded individual projects?

**Answer:**

- a) It is not possible to provide expenditures since commencement of the program elements as some of them are long-standing. This program was transferred from the former Department of Health and Family Services in 1998, where it was part of other services for families with children appropriations. It has now been separated to enable reporting under the relevant output group.

Expenditure in 1999-2000 was \$6.384m

Administered appropriation amounts for services as at Additional Estimates 2000-01 is:

Bill 1 Services for Families with children	2000-01 9.509m	2001-02 7.783m	2002-03 7.891m	2003-04 8.014m	2004-05 8.187m
Bill 2 Services for Families with children SPP	0.354	0.360	0.365	0.371	0.375

- b) The funding for Services to Families is recurrent. Current contracts are generally for 2-3 years with a range of expiry dates over the next few years.
- c) Grants funding under Services for Families with Children includes funding for Out of Scopes/Family Support-Like Services, Aboriginal and Islander Child Care Agencies (AICCAs), Playgroups and Movement to Award Wages (MAW). A summary of each of these programs is at Attachment A.
- d) and e) The location and coverage of the projects funded is at Attachment B.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Attachment A**

**Aboriginal and Islander Child Care Agencies (AICCA's)**

Aboriginal & Islander Child Care Agencies (AICCA's) were first funded under the Children's Services Program of the Department of Human Services and Health (DHS&H) in the early 1980s.

AICCA's are concerned with the placement (fostering and adoption) of Indigenous children and related family welfare matters in accordance with the Aboriginal Child Placement Principle. The Commonwealth funds sixteen AICCA's (see Attachment B); fourteen of which also receive funding from state governments.

The services provided include:

- identifying children at risk and providing appropriate support where possible;
- organising substitute and foster care;
- providing placement counselling and support;
- supporting children in institutional care;
- referring parents, children and families in need of information, support or advice to the appropriate services; and
- providing family support services and counselling.

**Out of Scopes/Family Support-Like Services**

These services were originally funded from the mid 1970s to early 1980s when the Family and Children's Services Division of the Department of Health provided direct funding via operational subsidies to a range of family and children's services.

There are 35 Out of Scope Services (see Attachment B). The services provide a wide range of activities in the areas of health, welfare including child abuse, education and childcare. For the most part they perform functions that would more appropriately fit within State Government responsibilities but they did not fit within the definition of family support when this function was transferred to the States in July 1988.

**Playgroups**

The Commonwealth has supported playgroups since 1975 in recognition of the benefits children derive from participating in a playgroup.

The purpose of the Playgroups Program is to contribute to the development and maintenance of stronger families and stronger communities by providing families with children aged 0-4 years with the opportunity to benefit from participation in a playgroup. The program is delivered by Playgroup associations in each State and Territory (see Attachment B) who use the funding to provide support to existing playgroups and help establish new playgroups.

**Movement to Award Wages (MAW)** is a supplementation payment made available since mid 1990s to assist childcare related organisations whose salary costs increase as a result of moving staff onto awards.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Attachment B**

**ABORIGINAL AND ISLANDER CHILDCARE AGENCIES (AICCAs)**

**Queensland A.I.C.C.As**

**Brisbane AICCA**

Sponsor: *Aboriginal and Islander Community Health Service Brisbane*  
Contact: Mr Mark Moore  
Phone: 07 3393 0055  
Address: 40 Deshon Street  
East Brisbane Qld 4169  
Postal Address: PO Box 8112  
WOOLOONGABBA Qld 4102

**Gold Coast AICCA**

Sponsor: *Kalwun Development Corporation Limited*  
Contact: Ms Rosemary Pratt  
Phone: 07 3224 7477  
Address: 1/30 Lawrence Drive  
Nerang Qld 4211  
Postal address: PO Box 2123  
NERANG BUSINESS CENTRE Qld 4211

**Kids Care Aboriginal & Torres Strait Islander Service - Ipswich**

Sponsor: We care Aboriginal and Torres Strait Islander Service for the Aged and Disabled Association  
Contact: *Mrs Michelle Thompson*  
Phone: 07 3816 0311  
Address: 60 Helens Street  
Booval Qld 4304  
Postal Address: PO Box 749  
BOOVAL Qld 4304

**Caboolture AICCA**

Sponsor: *Bargumar Aboriginal and Torres Strait Islander Strait Islander Corporation*  
Contact: *Ms Linda Walker*  
Phone: 07 5499 3822  
Address: 16 Annie Street  
Caboolture Qld 4510  
Postal Address: PO Box 294  
CABOOLTURE Qld 4510

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Sunshine Coast AICCA**

Sponsor: *Caloundra and District Aboriginal and Torres Strait Corporation for Youth and Family Support*  
Contact: *Mrs Kathleen Hicks*  
Phone: 07 5491 8555  
Address: Shop 3/60 Bullock Street  
Caloundra Qld 4551  
Postal Address: PO Box 352  
CALOUNDRA Qld 4551

**Logan AICCA**

Sponsor: *Logan City Housing & Development Co Ltd*  
Contact: *Ms Vanessa Kirk*  
Phone: 07 3290 4200  
Address: 11/84 Wembley Road  
Woodridge Qld 4114  
Postal Address: PO Box 6196  
Woodridge East Qld 4114

**North Queensland AICCA for Child Care**

Sponsor: *North Queensland Aboriginal & Torres Strait Islanders Corporation*  
Contact: Ms Raelene Oui  
Phone: 07 4772 6466  
Address: 1/3 Barlow House  
Barlow Street  
South Townsville Qld 4810  
Postal Address: PO Box 312  
Hyde Park Qld 4812  
Mt Isa AICCA

Sponsor: *Aboriginal and Islander Agency Mt Isa & District*  
Contact: Mrs Valerie Vonsendem  
Phone: 07 4743 9626  
Address: 44 Mile Street  
Mt Isa Qld 4825  
Postal Address: PO Box 1324  
Mt ISA Qld 4825

**Yuddika AICCA Cairns**

Sponsor: *Yuddika Aboriginal & Torres Strait Islander Corporation*  
Contact: Mrs Margaret Ah Kee  
Phone: 07 4051 1388  
Address: 291 Draper Street  
Cairns Qld 4870  
Postal Address: PO Box 1111  
CAIRNS Qld 4870

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Rockhampton AICCA**

*Sponsor:* Central Queensland Aboriginal & Islander Child Care Agency Inc.  
*Contact:* Ms Patricia Courtenay  
*Phone:* 07 4922 2188  
*Address:* 182 East Street  
Rockhampton Qld 4700  
*Postal Address:* PO Box 158  
ROCKHAMPTON Qld 4700

**South Australia**

Aboriginal Family Support Services Inc.  
*Address:* 134 Weymouth Street  
Adelaide 5000  
*Web site:* <<http://www.afss.com.au>>  
*Telephone:* 1300 365 712 (within South Australia only)  
61 8 8212 1112  
*Facsimile:* 61 8 8212 1123  
*Email:* <[afss@afss.com.au](mailto:afss@afss.com.au)>

**Victoria**

*Victorian Aboriginal Child Care Agency Co-operative Limited (VACCA)*  
*Contact:* CEO  
*Address:* 34 WURRUK Ave  
Preston Vic 3072  
PO Box 400 Preston 3072  
*Phone:* 03 9471 1855  
*Fax:* 03 947 1998  
*Email address:* [vacca@vacca.org](mailto:vacca@vacca.org)

**Western Australia**

*Yorganop Aboriginal Child Care Corporation*  
PO Box 8275  
Perth Business Centre  
Perth WA 6849

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Northern Territory**

*Central Australian Aboriginal Child Care Agency*  
Cnr South Terrace and Kempe Street  
PO Box 2438  
Alice Springs NT 0871

**New South Wales**

Aboriginal Children's Service  
PO Box 1236  
Strawberry Hills NSW 2012

Location Address  
18 George St.  
Redfern NSW 2016

Coffs Harbour Aboriginal Family Community Care Centre Aboriginal Corporation  
PO Box 521  
Coffs Harbour NSW 2450

Community Village  
Earl Street  
Coffs Harbour NSW 2450

**OUT OF SCOPES**

**Australian Capital Territory**

Kids Friends Programme – Support and counselling service for 6-16 year olds at risk of anti-social behaviour. Run by Barnardo's Australia.

**New South Wales**

Blacktown Family Crisis Service – After hours telephone counselling and referral service. Run by the Department of Community Services.

Child Abuse Prevention Service (CAPS), Ashfield – 24 hour service providing intervention, assessment and support for parents at risk of child abuse. Run by CAPS.

St Saviours Neighbourhood Centre, Goulburn – Salary of the Director responsible for co-ordinating the services of the Centre. Run by the Anglican Church of Australia.

Dubbo Community Information Centre – Direct families to local services and help local TAFE produce the Children's Services Directory. Run by the Dubbo Community Information Centre.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Darlinghurst OSHC Vacation Emergency Weekend Holiday Care – Family support, information and referral service in an area with many children at risk and dysfunctional families. Run by D4 Darlinghurst Limited.

Katoomba Neighbourhood Centre Bus Operational Costs – Salary for the bus driver. Bus is used to transport children with special needs and isolated children from 6 schools in the region to before and after school care centre. Run by the Katoomba Neighbourhood Centre Limited.

Kemblawarra Centre – Salary of the Director. Centre provides prevention and intervention for families experiencing problems and difficulties and also oversees the operation of the long day care centre. Run by the Warrawong Community Children's Action Group.

Mercy Family Life Children's Services, Waitara – Provides for part of Coordinator's salary. Run by the Sisters of Mercy, North Sydney.

Outreach Support Kids Activities Centre Ltd, Mt Druitt – Provides community information, parenting skills, social skills & OSHC/playgroups on a temporary basis to families in socio-economic disadvantaged areas. Run by the Kids Activities Centre.

Randwick Information & Community Centre – Part of the salary of information officer who provides amongst other things information about child care and children's services in Randwick. Run by the Community Help Association of Randwick Municipality (CHARM).

Singleton Community Aid & Resource Centre – Operational support for the Centre. Run by the Singleton Neighbourhood Centre Inc.

Sisters of Mercy, Waitara – Salary of the Executive Director. Run by the Sisters of Mercy, North Sydney.

Strathfield Occasional Care, Special Needs Worker – Salary component of 8 hours per week for children with special needs at a State funded occasional care service. Run by the Strathfield Occasional Care Service.

Waverly Occasional Care –Operational subsidy for non-formula funded occasional care. Run by the Waverly Occasional Care Collective.

Wiley Park Special Pre-School & Counselling Centre, Lakemba – Specialist service for at risk and abused children aged 0-9 years and their families. Run by the Wiley Park Special Pre-School Association.

Technical aid to the Disabled – Funding is used to produce a quarterly journal, run a national seminar annually on the appropriations of technology for people with disabilities and supply

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

information from the TAD Library and Information Service. Run by the Technical Aid to the Disabled, Ryde.

**Victoria**

Brunswick Neighbourhood House Co-operative Ltd – Offers a range of activities in response to identified needs especially support and resources for women and those with young children. Run by the Moreland City Council.

Families in Distress Foundation, Footscray – Emergency accommodation for youth, families, mainly single parents on drugs. Liaises with schools and conducts excursions and camps. Run by the Families in Distress Foundation.

Larmenier Special School, Camberwell – Funding for salary of social worker and psychologist at the non-residential private school and centre for primary school aged children who are experiencing social, emotional and behavioural difficulties. Provides assessment, family therapy and assists with re-integration of children into regular schools. Run by the Poor Sisters of Nazareth.

Melton Neighbourhood Centre, Melton – Promotes and develops community support networks for families in the Shire. Run by the Shire of Melton.

Mission to the Streets and Lanes of Melbourne, Glenroy – Provides a range of interrelated programs and is designed to maintain children and their families through counselling and support in family-based care outside their own homes.

Newport Outlets Co-operative Ltd – Service was originally set up as a non-formula funded occasional care service and receives ‘Take a Break’ funding for operational support. Run by Outlets Co-operatives Ltd.

Wheelers Hill Family Centre, Wheelers Hill – Offers sessional playgroups and is registered as a Class 1 Occasional Childcare Service providing a range of services to the community such as occasional care, emergency accommodation, crisis counselling and parenting programs. Run by the Uniting Church in Australia Property Trust (Victoria).

**Queensland**

Caravan Park Mobile Playgroup, Brisbane – Funding is for operational support. Run by Save the Children Fund (Qld Division).

Citizens Advice Bureau, Ipswich – Provides broad information service to communities. Run by the Council of Social Service of Ipswich.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Community Information and Advice Centre, Innisfail – Provides broad information service to communities. Run by the Community Advice and Information Centre, Innisfall Inc.

Open Youth Program, Townsville – Service oriented towards the support and development of young people in Townsville, particularly early school leavers, slow learners, children from broken and disturbed homes, transient, homeless and unemployed youth and alcohol and fringe dwelling Aboriginal and Torres Strait Islander youth. Run by Queensland Youth Services Inc.

**Western Australia**

Balga Presbyterian Church – Advocate and support service for at risk children aged 12-18 in Balga and surrounding areas. The worker operates on the streets making contact with street children who have a history of substance abuse. Run by the Balga Presbyterian Church.

Communicare Drop in Centre – Support service for families living in low socio economic areas. Run by Communicare Inc.

Family Life Project – Provides support for families in need where parents lack adequate parenting skills and families at risk where children are the targets of unresolved family issues or parent stress. Run by Christian Community Inc.

Kwinana Family Activity Group – Provides support activities for single parents and low income families. Child care is provided for parents who are attending support group meetings and parent education and effectiveness training sessions. Run by the Department of Community Services.

Meeting Place: Welfare Workers – Funding covers Co-ordinator's and Community Worker's salaries. Workers spend most of their time organising community courses such as parenting courses and networking within the community. They also provide advice and referral to the types of services available in the community. Run by the City of Fremantle.

Wanslea Family Support Services – Provides short-term emergency care for children in their own homes in times of family crisis. Run by Wanslea Family Support Services Inc.

**Northern Territory**

Waltja Tjutanku Palayapayi – To assist with the prevention of youth substance abuse and suicide in remote Aboriginal communities in Central Australia.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**PLAYGROUP ASSOCIATIONS**

ACT Playgroups Association Inc  
PO Box 55, Curtin ACT 2605  
Ph: 02 6285 4336  
Fax: 02 6285 4337

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NSW	Playgroup Association of NSW Inc. Level 1, 4410443 Victoria Street, Wetherill Park NSW 2164 Ph 02 9604 5513, Fax: 02 9604 5541
NT	Playgroup Association of the NT Inc. PO Box 13, Nightcliff NT 0810 Ph 08 8948 2733 or 08 8985 4968, Fax: 08 8948 2233
QLD	Playgroup Association of Qld Inc 1 <sup>st</sup> floor, 396 Milton Road, Auchenflower Qld 4066 Ph 07 3371 8253, Fax: 07 3870 0569
SA	Playgroup Association of SA Inc. 240 Port Road, Hindmarsh SA 5007 Phone: 08 8346 2722 or 08 8346 2218, Fax: 08 8340 2201
Tas	Playgroup Association of TAS Inc. St Johns Avenue, Newtown Tas 7008 Or PO Box 472, Monash TAS 7009 Ph: 03 6228 0925, Fax: 03 6228 0362
Vic	Playgrouping Victoria Inc 346 Albert Street, Brunswick Vic 3056 Ph 03 9388 1599, 03 9388 1295, 1800 811 156, Fax: 03 9376 0922
WA	Playgroup Association of WA Inc. 1-3 Woodville Lane (PO Box 61, North Perth 6906) North Perth WA 6006 Ph 08 9228 8088 or 08 9228 8188 (after hours & Fridays), Fax:08 9228 3203
National	Playgroup Council of Australia Level 1, Suite 1.7, 210 Lonsdale Street, Melbourne Vic 3000 Ph 03 9650 0277(Tues, Wed, Thurs only), Fax" 03 9650 7633,

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.1 Family Assistance**

**Question No: 26**

**Topic: Family Payment**

**Hansard Page: CA221**

**Senator EVANS** asked:

Of the 14,000 who remain in the target group, please provide a breakdown of those who are not responding?

Answer:

Approximately 54,000 families who are in receipt of Income Support Partnered payments and are receiving Family Tax Benefit Part B have registered their estimated annual income as \$0 for 2001. Centrelink has specifically targetted these families to ensure they have correctly entered their income estimate for the appropriate payment of Income Support Partnered. Direct telephone contact and mailouts commenced in December 2000 and as at 12 February 2001, there were still 14,567 families reflecting an estimated income of \$0. Customer Service Staff will continue to contact these families to seek clarification.

It is not possible to provide a further breakdown on these figures.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.1 – Family Assistance**

**Question No: 27**

**Topic: Press Release of new projects**

**Hansard Page: CA227**

**Senator EVANS** asked:

Can you send me a copy of the press release announcing the new projects in the area of parenting, child abuse prevention and communications around child abuse and general parenting activities.

Answer:

The press release is attached.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Larry Anthony MP**  
**Minister for Community Services**

Friday, 2 February 2001

## **\$5.8million to help prevent child abuse**

The Coalition Government continued its efforts to support parents and prevent child abuse with the Minister for Community Services, Larry Anthony's announcement today of \$5.8 million in grants for Early Intervention Parenting Projects.

Mr Anthony said the two-year funding package would be shared between 41 projects from around Australia, providing a variety of vital support services.

“Importantly, there are projects funded in each state and territory – giving families right across the country access to the specialist services provided.

Around \$600,000 of the total funding will help the NAPCAN (National Association for the Prevention of Child Abuse) to continue its renowned work in the area of child abuse prevention.

The projects will provide a range of benefits for families including:

- Parenting courses;
- Home visits by professionals and volunteers;
- Establishment of playgroups;
- Outreach services, and
- Family support.

Mr Anthony said a key focus of the project was to meet the special needs of families in rural and remote areas, indigenous families and those from multi-cultural backgrounds.

“Prevention and early intervention are key elements in the Government's Stronger Families and Communities Strategy and we will continue to help families provide a safe and healthy home life for their children,” Mr Anthony said.

“These grants attracted a very large number of applications with high quality proposals - it is heartening to see how much dedication there is in our community to improving the lives of children and to building a better society.”

The projects are part of the Government's commitment to Child Abuse Prevention announced in the 1998-99 budget.

A list of successful applications is attached.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**SUCCESSFUL APPLICANTS FOR EARLY INTERVENTION PARENTING  
PROJECT GRANTS**

***New South Wales***

Coffs Harbour Aboriginal Family Community Care Centre Inc	<i>Parents as Partners</i>
UnitingCare Burnside – Macarthur Family Services	<i>Engaging and Strengthening Parents with Mental Health problems</i>
Tresillian Family Care Centres	<i>Pilot Home Visiting Intervention Programme</i>
Shoalhaven Division of General Practice	<i>Young Parents Early Intervention Parenting Project</i>
Good Beginnings Australia Inc	<i>Good Beginnings Volunteer Home Visiting and Parenting Program (inner west Sydney)</i>
Deniliquin Council for Social Development – Family Support Program	<i>Series of Parenting Programs</i>
Lower Mountains Family Support Service	<i>Family Links Project</i>
Byron Shire Council	<i>CARE Parent Support Project</i>
KU Children’s Services	<i>Families First Macarthur</i>
Fairfield City Council	<i>The Caravan Park Parenting Project</i>

***Victoria***

The Queen Elizabeth Centre	<i>Parenting Plus</i>
Centre for Community Child Health, Royal Children’s Hospital	<i>Improving Access to Playgroups for all Families</i>
Jesuit Social Services/Parenting Australia	<i>Early Intervention Parenting Projects</i>
Australians Against Child Abuse	<i>Every Child is Important: A community based parenting program`</i>
Migrant Resource Centre (North East) Inc	<i>Parenting in a New Culture – An Orientation Program</i>
Baptist Community Care, Hawthorn	<i>Home-Start Western</i>
Goulburn Valley Family Care Inc	<i>Parent – Child Day Stay Program</i>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

***South Australia***

Port Adelaide Central Mission Family Services	<i>Support and Strength in Families</i>
Anglican Community Care Inc	<i>Flying Start</i>
Whyalla Counselling Service & University of South Australia (School of Psychology)	<i>Rural and Remote Parenting Support to Preschool and Primary School Age Children</i>

***Queensland***

Northern Peninsula Area Women's Shelter ATSI Corp	<i>NPA Intensive Family Support</i>
Sisters Inside Inc	<i>Project PEEK (Programs to Enable and Empower Kids)</i>
Anglicare Central Queensland	<i>Specialised Early Intervention Parenting Program</i>
Save the Children Fund Queensland	<i>Mobile Playscheme</i>
Playgroup Association of Queensland	<i>Sing &amp; Grow</i>

***Northern Territory***

YWCA of Darwin	<i>YWCA Palmerston Parenting Support Service</i>
Playgroup Association of the Northern Territory	<i>Parenting Through Playgroup</i>
Good Beginnings Australia	<i>Good Beginnings Volunteer Home Visiting &amp; Parenting Program (Katherine, Northern Territory)</i>

***Western Australia***

Victoria Park Youth Accommodation Inc	<i>Building Blocks for Stronger Families</i>
Agencies for South West Accommodation Inc	<i>Parents Plus</i>
Mofflyn	<i>Mofflyn NEWPIN</i>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

***Tasmania***

Geeveston Community Centre Inc	<i>Family Support Worker &amp; Early Intervention Parenting Program</i>
Anglicare Tasmania Inc	<i>Parenting Support Project (Good Beginnings)</i>
YMCA of Hobart Inc	<i>YMCA Early Intervention project</i>
Good Beginnings Australia	<i>Good Beginnings Volunteer Home Visiting and Parenting Program (Hobart)</i>

***Australia Capital Territory***

Marymead Child and Family Centre	<i>Parenting Between Cultures II</i>
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**National Projects**

Ngala Family Resource Centre, WA, Queen Elizabeth 11 Family Centre, ACT, Tresillian Family Care Centres, NSW & Victorian Parenting Centre, Tweddle Child & Family Health Service, Vic	<i>Strengthening Families by Accurate Assessment of Parenting Skills and Developmental Needs</i>
NAPCAN Australia	<i>Family and Community Workshops based on traditional Aboriginal culture</i>
NAPCAN Australia	<i>National Child Protection Week Campaign 2-8 September 2001</i>
NAPCAN Australia	<i>National Child Protection Week Campaign 1-7 September 2002</i>
Child Abuse Prevention Service	<i>Awareness/Intervention/Stronger Families</i>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.1 Stronger Families**

**Question No: 41**

**Topic: Family and Community Networks Initiative**

**Hansard Page: Written question on notice**

Senator Evans asked:

**a) Can you provide details of total funding for this program by year since its announcement and forward estimates?**

Answer:

The Government allocated \$8.6 million over 4 years for this initiative in the 1998-99 Budget. Details of the original allocation, forward estimates and revised allocations are in the following table:

<b>Year</b>	<b>Original Allocation \$m</b>	<b>Approved carry- over \$m</b>	<b>Revised Funding \$m</b>
1998-99	\$0.990	\$0.735	\$0.255
1999-2000	\$2.540	\$2.617	\$0.471
2000-01	\$2.584	N/A	\$4.837
2001-02	\$2.523	N/A	\$2.172

**b) When is funding committed to?**

Answer:

30 June 2002

**c) What is the aim of these projects?**

Answer:

The projects funded under the Family and Community Networks Initiative (FCNI) aim to:

- Improve access to family-related information and services for families and community organisations: and
- Enhance the capacity of communities and services to work together more effectively to address the needs of families and communities.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**d) Name of projects funded since inception and those currently receiving funding?  
Location and coverage of currently funded individual projects?**

Answer:

The table below lists all the Family and Community Networks Initiative approved grants as at 28 February 2001, their location and coverage.

<b>Project Name</b>	<b>Grant Recipient</b>	<b>Location</b>	<b>Coverage</b>
ACTCOSS	ACTCOSS Scoping Study	Canberra	ACT region
Connecting to the Community	Youth in the City	Canberra	ACT region
Advocates for Survivors of Child Abuse Support Network	Advocates for Survivors of Child Abuse	Quorrobolong, NSW	20 sites across Australia
Broken Hill Community Networking Project	Broken Hill Community Inc	Broken Hill	Broken Hill, NSW
Strengthening Families of People with Developmental Disabilities through Regional Networks across NSW	Carers NSW	Sydney	NSW
Macarthur Community Networking Development Project	Campbelltown City Council	Campbelltown	Campbelltown, Camden and Wollondilly LGAs, NSW
Kempsey Aboriginal Community Website	Durri Aboriginal Corporation Medical Services	Kempsey	Kempsey, NSW
You(th) Matter	South Sydney Youth Services	Redfern	Redfern and Waterloo areas, NSW
WAYCOOL (Wellington Active Youth Community Options on Life)	Wellington Community Health Service	Wellington	Wellington, NSW
Pottsville Beach Neighbourhood Centre Facilitator	Pottsville Beach Neighbourhood Centre Incorporated	Pottsville	Pottsville, NSW

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Project Coordination for Tirkandi Inaburra	Tirkandi Inaburra Cultural and Development Centre Inc	Griffith	Griffith, NSW
Development of a Social Plan for Chequerboard Hill Housing Estate	Chequerboard Hill Incorporated	Casino	Casino, NSW
Positive Net-fx	Neighbourhood Centre Maryborough Inc	Maryborough	Maryborough, Qld
Maleny Credit Union Community Grants Scheme	Maleny and District Community Credit Union	Maleny	Maleny, Qld
Communities on the Internet: bridging the divide in the Rockhampton District	Rockhampton City Council	Rockhampton	Rockhampton and District, Qld
Horn of Africa Communities – Supporting Families Strategy	Australian Red Cross (Qld Division)	Brisbane	Brisbane region, Qld
Micro Finance Initiative	Foresters ANA Friendly Society Ltd	Brisbane	South East Qld and Northern NSW
Carol Park Lend-a-Hand	Community Action in Carole Park Inc	Brisbane	Brisbane, Qld
Cairns Youth Mentoring Scheme	Centacare Cairns	Cairns	Cairns region, Qld
Strengthening Goldfields	Central Goldfields Community Development Network	Maryborough	Shire of Central Goldfields, Vic
Community Strengthening in Long Gully	St Luke's Anglicare	Bendigo	Long Gully, Vic
Latrobe Valley Community Environmental Gardens	Latrobe Valley Community Environmental Garden Inc	Morwell	Latrobe Valley, Vic
Latrobe Valley Youth Access Centres Project Development	Latrobe City Council	Traralgon	Latrobe Valley, Vic
Ravenswood Youth and Young Families	The Ravenswood Walk Tall	Launceston	Ravenswood, Tas

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Information, Activity and Support Centre	Association		
Henry's House	Henry's House Inc	Cygnnet	Cygnnet, Huon Valley, Tas
Latrobe Youth and Community Access Centre	Latrobe Community Project Inc	Latrobe	Latrobe, Tas
Clarendon Vale Connect – Peacebuilders	Good Beginnings Australia Limited	Clarendon Vale, Tas	Clarendon Vale Tas
Clarendon Vale Connect – Social Heart	Good Beginnings Australia Limited	Clarendon Vale, Tas	Clarendon Vale Tas
Kununarra Men's House- Communities Supporting Men	Anglicare WA	Kununarra	Kununarra, WA
Kimberley Youth and Community Resource Project	Kununurra Youth Services	Kununarra	Kununarra, WA
Wyndham Youth Liaison Officer	Wyndham Youth Services	Wyndham	Wyndham, WA
ASeTTS Community Network Initiative	Association for Services to Torture and Trauma Survivors Inc	Perth	WA
Barramundi School Strategic Development Workshop	Waringarri Aboriginal Corporation	Kununarra	Kununarra and East Kimberley region, WA
Fitzroy Crossing Scribe Training Project	Marra Worra Worra Corporation	Fitzroy Crossing	Fitzroy Valley Area of WA
Youth, Community and School Network Project	I.D.E.A.S. Group	Western Australia	Rural and Remote areas in WA, SA, Vic and Qld.
Irrkerlantye Learning Centre	Ngkarte Mikwekenhe Community Incorporated	Alice Springs	Alice Springs – Eastern and Central Arrernte people
Mereenie Area Community Project	Hermannsburg Community Government Council	Alice Springs	Mereenie area, NT
Northern Territory Peer Skills Training Seminars	Kids Help Line Australia Ltd	Darwin	NT – several sites

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Tangentyere Bank Pilot	Tangentyere Council Inc	Alice Springs	Alice Springs, NT
AP Lands Regional Stores Policy	Nganampa Health Council	Alice Springs	AP Lands, SA
Information and Communications Technology Transfer Scoping Project	Para West Adult Campus	Davoren Park	Northern Adelaide, SA
South Australian Community Builders Program 1999-2000	SA Office of Regional Development	Adelaide	SA (including urban, rural and remote clusters)
Spirit of Peachey Partnership	Northern Area Community and Youth Services Inc	Davoren Park	Smithfields Plains, Davoren Park area and Virginia. SA

In addition, a Web Site is being developed to provide a gateway to information and services for families and communities across Australia. The Web Site is a portal, which links to other relevant community and family-related web-sites.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.1 – Family Assistance**

**Question No: 28**

**Topic: Pre-marriage education pilot - vouchers**

**Hansard Page: CA227 / 228**

**Senator West** asked:

- a) Can you provide a breakdown of the figures by location on how many couples to date have been involved in the pre-marriage education voucher program?
- b) What was the monetary value of each voucher, what was the operation funding, printing, publications and advertising?

Answer:

- a) Perth: 1286 couples have redeemed vouchers with service providers and attended relationship education.  
Launceston: 68 couples have redeemed vouchers with service providers and attended relationship education.
- b) The voucher covered the cost of pre-marriage education activities at family relationships services providers up to the value of \$200.

Total funding of \$1 million in administered funding was appropriated for the pilot. Total spending has been \$969,967.

**Voucher Costs**

Total operational funding: \$419,615

Costs included promotion - including design, advertising and printing material (\$121,915), evaluation and market testing (\$96,722), payments to service providers (\$196,185) and regional consultations – travel, meetings etc. (\$4,793).

**Kit Costs**

Total operational funding: \$550,352

Costs include creative concepts and scriptwriting (\$126,000), production and duplication of kits (\$333,266). The remaining money (\$46,700) was spent on media and PR. In addition the Department had additional expenses for promotional material, distribution and the tender (\$32,952), telephone educators and market testing (\$11,400).

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.1 – Family Assistance**

**Question No: 24**

**Topic: Child Abuse Prevention**

**Hansard Page: Written question on notice**

**Senator EVANS** asked:

Can you provide details of total funding for this program by year since its announcement and forward estimates?

When is funding committed to?

What is the aim of these projects?

Name of projects funded since inception and those currently receiving funding?

Location and coverage of currently funded individual projects?

Answer:

- a) Grants funding under the Child Abuse Prevention since its announcement in 1996 has been as follows:

1996-97	\$1,225,930
1997-98	\$867,238
1998-99	\$1,667,038
1999-2000	\$1,570,113.

Expenditure other than grants funding was made in relation to the operation of the Australian Council for Children and Parenting (formerly the National Council for the Prevention of Child Abuse), program launches, publication of reports, etc. Detailed information on this expenditure is not readily available due to changes in departmental responsibilities and changes in accounting systems between 1996 and 2000. (Detailed information may be available from the Centrelink mainframe but accessing the information would require substantial resources.)

- b) The Child Abuse Program funds are recurrent. Contract funding for Early Intervention Parenting Projects is committed to 2002-03 and the grant to the National Child Protection Clearing House is contracted until 2003-04. Program commitments to the Australian Council for Children and Parenting are for 18 months from February 2001.
- c) Grants in 1996-97 were administered as a Joint Commonwealth-State initiative which aimed to prevent child abuse and create an environment that supported families and communities and helped them to care for and protect children.

Grants totalling \$1,373,703 were provided in 1996-97 and 1997-98 to NAPCAN Australia for the Good Beginnings program.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Two major grant processes were initiated over the last four years, the Innovative Projects in 1998-98 and the Early Intervention Parenting Projects in 2000-2001.

- The aim of the Innovative Projects was to fund time-limited innovative projects that demonstrate best practice in child abuse prevention and support and assist parents in their parenting roles and/or increase community awareness about the impact of child abuse and neglect.
- The aim of the Early Intervention Parenting Projects is to promote the healthy development of children, positive parenting, and help families cope with the different demands of raising children.

d) Grants funding has been provided to the following projects under the Child Abuse Prevention Program: The commitments for 2001-03 are program commitments for the National Child Protection Clearinghouse and the Home Visiting Prototype Projects and contract commitments for the Early Intervention Parenting Projects. The Innovative Project grants, Early Intervention Parenting Project grants and Community Education grants are detailed in the tables following the breakdown by year.

<b>Project</b>	<b>1996-97</b>	<b>1997-98</b>	<b>1998/99</b>	<b>1999/2000</b>	<b>2000/2001</b>	<b>2001/2002</b>
<i>National Child Protection Clearinghouse</i>			\$250,000	\$250,000	\$250,000	\$250,000
<i>NAPCAN for Good Beginnings Program</i>	\$506,465	\$867,238	\$840,000	\$876,961	\$555,500	
<i>Innovative Projects*</i>			\$382,038	\$168,152		
<i>Joint Cwlth-State Child Abuse Prevention grants</i>	\$719,465					
<i>Community Education Projects (Community Education) including NAPCAN**</i>			\$195,000	\$255,000	\$260,000	
<i>Co-ordination Projects (NIFTeY and Campaign against the Commercial Sexual Exploitation of Children)</i>				\$20,000	\$20,000	
<i>Home visiting prototype services (joint Commonwealth/ State program)</i>					\$240,000	\$240,000
<i>Early Intervention Parenting Projects***</i>					see e) below	see e) below
<b>TOTAL GRANTS</b>	<b>\$1,225,930</b>	<b>\$867,238</b>	<b>\$1,667,038</b>	<b>\$1,570,113</b>		

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**\*Innovative Projects**  
**1998-1999 and 1999-2000**

Total \$550,190 – Pipirri Palya in the NT is the only project continuing beyond 1999-2000 and is presently embarking on its second phase.

<b>Project Title</b>	<b>Organisation</b>
<i>Before It's Too Late</i>	Hobson's Bay City Council
<i>Hand in Hand – development of a parenting program focusing on the needs of young parents utilising a peer education model</i>	Second Story Youth Health Service
<i>Darling Downs early intervention mentoring program</i>	Mercy Family Services
<i>Parents accept responsibility kids are safe (PARKAS)</i>	Djerriwarrh Health Services
<i>Building Family Strengths – a resource for the community</i>	Family Action Centre
<i>An assessment of current foster carers support mechanisms in Australia</i>	National Foster Care Forum
<i>Co-parenting – parent education for separation and divorce/joint parenting in action</i>	Anglicare WA
<i>Just Kids – a project to raise awareness of child neglect in the Bundaberg region</i>	Lifeline Bundaberg
<i>Parenting between two cultures – a program for parents from linguistically diverse communities</i>	Marymead Child and Family Centre
<i>Mates program</i>	Family Resource Centre
<i>Parenting for refugee families</i>	Torture and Trauma Survivors Service of the NT
<i>Pipirri Palya (Luritja for kids are good)</i>	Waltja Tjutangku Palyapayi

**\*\*Community education grants**  
**1999-2000**

Total \$255,000.

<b>Project Title</b>	<b>Organisation</b>
<i>Making it happen for Australia's Children Conference</i>	Conference Action Pty Ltd
<i>Face to Face Forum 2</i>	Create Foundation
<i>Helping Parents - Helping Children</i>	NAPCAN Australia Inc
<i>Establishment Funding</i>	National Initiative for the Early Years
<i>Recruitment Training Package</i>	End Child Prostitution, Pornography and Trafficking
<i>Conference Funding</i>	Association of Children's Welfare Agencies Inc

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**\*\*Community education grants**  
**2000-2001**

Total \$260,000

<b>Project</b>	<b>Organisation</b>
<i>White Balloon Day</i>	People's Alliance Against Child Sexual Abuse Inc
<i>National Conference on Infant Mental Health</i>	Australian Association for Infant Mental Health, SA Branch
<i>National 24 hour telephone helpline to assist distressed parents with family issues</i>	Child Abuse Prevention Services Foundation Inc.
<i>Child Protection Week 2000</i>	NAPCAN Australia
<i>Shaken Baby Conference</i>	Westmead Children's Hospital

e) Location and coverage of currently funded individual projects.

**\*\*\*Early Intervention Parenting Projects**  
**2000-2001**

Projects selected by tender process are shown in the table below. We are negotiating the amounts of grant funding to be received with each organisation. Total funding over the two years currently allocated is expected to be \$5.8 million.

<b>Project Title</b>	<b>Organisation</b>	<b>Location</b>
<b><i>Multicultural</i></b>		
<i>Parenting Between Cultures Stage II</i>	Marymead Child and Family Centre	Kingston, ACT
<i>Good Beginnings Volunteer Home Visiting &amp; Parenting Program (inner west Sydney, NSW)</i>	Good Beginnings Australia	Inner West Sydney, NSW
<i>Parenting in a New Culture - an Orientation Program</i>	Migrant Resource Centre (North East) Inc	Preston, Vic
<i>Home Start Western</i>	Baptist Community Centre	Hawthorn, Vic
<b><i>Indigenous</i></b>		
<i>Parents as Partners</i>	Coffs Harbour Aboriginal Family Community Care Centre Inc	Coffs Harbour, NSW

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

<i>NPA Intensive Family Support</i>	Northern Peninsula Area Women's Shelter ATSI Corp	Bamaga, Queensland
<i>Building Blocks for Stronger Families</i>	Vic Park Youth Accommodation Inc	Victoria Park, WA
<i>Family and Community Workshops based on traditional Aboriginal culture</i>	NAPCAN Australia	All States
<b><i>Rural and Remote</i></b>		
<i>Young Parents Early Intervention Parenting Project</i>	Shoalhaven Division of General Practice	Nowra, NSW
<i>Good Beginnings Volunteer Home Visiting &amp; Parenting Program (Katherine, NT)</i>	Good Beginnings Australia	Katherine, NT
<i>Rural and Remote Parenting Support to Preschool and Primary School Age Children</i>	Whyalla Counselling Service & University of SA	Cowell/ Cleve/ Wudinna/ Ceduna/Streaky Bay/ Whyalla, SA
<i>Family Support Worker and Early Intervention Parenting Program</i>	Geeveston Community Centre Inc	Geeveston, Tas
<i>Specialised Early Intervention Parenting Program</i>	Anglicare Central Queensland	Central Queensland - Rockhampton/ Mount Morgan/ Yeppoon/ Gladstone/ Agnes Waters/ Moura/ Blackwater/ Longreach/ Emerald/ Biloela
<i>Parent-Child Day Stay Program</i>	Goulburn Valley Family Care Inc	Shepparton, Vic
<i>Parenting Support Project (Good Beginnings)</i>	Anglicare Tas Inc	Devonport, Tas
<i>Parents Plus</i>	Agencies for South West Accommodation Inc	Bunbury/ south west WA, WA
<i>Deniliquin Family Support - Series of Parenting Programs</i>	Deniliquin Council for Social Development - Family Support Program	Deniliquin, NSW
<i>Family Links Project</i>	Lower Mountains Family Support Service	Blaxland, NSW

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

<i>CARE Parent Support Project</i>	Byron Shire Council	Mullumbimby, NSW
<i>Flying Start</i>	Anglican Community Care Inc	Mt Gambier, SA
<b><i>Playgroups</i></b>		
<i>Mobile Playscheme</i>	Save the Children Fund Queensland	Brisbane, Queensland
<i>YMCA Early Intervention Project</i>	YMCA of Hobart Inc.	Glenorchy, Tas
<i>The Caravan Park Parenting Project</i>	Fairfield City Council	Fairfield, NSW
<i>Sing and Grow</i>	<i>Playgroup Association of Qld</i>	Brisbane/ Gympie/ Logan, Queensland
<i>Families First Macarthur</i>	<i>KU Children's Services</i>	Campbelltown, NSW
<i>Parenting Through Playgroup</i>	<i>Playgroup Association of the NT</i>	Nightcliff, NT
<i>Improving Access to Playgroups for all Families</i>	<i>Centre for Community Child Health, Royal Children's Hospital</i>	Parkville, Vic
<b><i>Communications</i></b>		
<i>Every Child Is Important: A community based parenting program</i>	<i>Australians Against Child Abuse</i>	Vic/Tas
<i>National Child Protection Week Campaign 2-8 September 2001</i>	<i>NAPCAN Australia</i>	All States
<i>National Child Protection Week Campaign 1-7 September 2002</i>	<i>NAPCAN Australia</i>	All States
<i>Awareness/ Intervention/ Stronger Families</i>	<i>Child Abuse Prevention Service</i>	All States
<b><i>General Parenting</i></b>		
<i>Project PEEK (Programs to Enable and Empower Kids)</i>	<i>Sisters Inside Inc</i>	South east Qld/ Brisbane, Queensland
<i>Pilot Home Visiting Intervention Programme</i>	<i>Tresillian Family Care Centres</i>	Belmore, NSW
<i>Parenting Plus</i>	<i>The Queen Elizabeth Centre</i>	Noble Park, Vic

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

<i>Good Beginnings Volunteer Home Visiting &amp; Parenting Program (Hobart, Tas)</i>	<i>Good Beginnings Australia</i>	Hobart, Tas
<i>Engaging and Strengthening Parents with Mental Health problems</i>	<i>UnitingCare Burnside - Macarthur Family Services</i>	Campbelltown, NSW
<i>Strengthening Families by Accurate Assessment of Parenting Skills and Developmental Needs</i>	<i>Ngala Family Resource Centre, WA; Queen Elizabeth II Family Centre, ACT; Tresillian Family Care Centres, NSW; Victorian Parenting Centre; Tweddle Child &amp; Family Health Service, Vic</i>	Footscray, Vic
<i>MofflynNEWPIN</i>	<i>Mofflyn</i>	Bentley, WA
<i>Support and Strength in Families</i>	<i>Port Adelaide Central Mission</i>	Port Adelaide, SA
<i>Early Intervention Parenting Projects</i>	<i>Jesuit Social Services/ Parenting Australia</i>	Richmond, Vic
<i>YWCA Palmerston Parenting Support Service</i>	<i>YWCA of Darwin</i>	Darwin, NT

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.2 Youth and Students Support**

**Question No: 29**

**Topic: Breaching Data**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

- a) What was the total number of people under the age of 26 subject to administrative breaches?
- b) What was the total number of people under the age of 26 subject to activity test breaches?
- c) Of all Youth Allowance recipients resident in metropolitan areas, what percentage were subject to breaches?
- d) Of all Youth Allowance recipients residents in non-metropolitan areas, what percentage were subject to breaches?

**Answer:**

a) - d) For the period indicated, the data required is not readily available. To obtain this data would require a significant diversion of the Department's resources.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.2 Youth and Students Support**

**Question No: 31**

**Topic: Forward Estimates – payments and programs**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

Could FaCS provide the forward estimates for the following payments and programs contained in output group 1.2 for the next 4 years?

- Youth Homelessness Pilot Program
- Reconnect Program
- Youth Activities Services Program
- Youth Activities Services/Family Liaison Worker Program
- Youth Allowance

**Answer:**

The forward estimates for the following programs over the next four years are:

	<u>2000-01(\$m)</u>	<u>2001-02(\$m)</u>	<u>2002-03(\$m)</u>	<u>2003-04(\$m)</u>
Youth Homelessness Pilot Program	0.075	0.000	0.000	0.000
Reconnect Program	13.838	19.244	19.244	19.244
Youth Activities Services Program/ Family Liaison Worker Program	6.500	6.602	6.693	6.797
Youth Allowance	2,078.763	2,209.903	2,297.952	2,368.360

The funding estimates for the Youth Activities Services Program and the Family Liaison Worker Program are under the same appropriation.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.2 Youth & Student Support**  
**Topic: Referrals to the Privacy Commissioner**

**Question No: 32**

**Hansard Page: Written question on notice**

**Senator Evans asked :**

- a) What matters have been the subject of referral to the Privacy Commissioner since the last round of estimates?
- b) Please detail less serious breaches that were recorded.

**Answer:**

- a) No matters have been the subject of referral by FaCS to the Privacy Commissioner since the last round of estimates.

Centrelink has not referred any cases to the Privacy Commissioner since the last round of estimates, however the Privacy Commissioner has referred four cases to Centrelink. All four cases relate to single individual incidents, there have been no bulk mail distribution or production problems reported to the Privacy Commissioner.

- b) No breaches were recorded by FaCS.

Centrelink - Since the Senate Estimates Hearing on 22 November 2000 up until 15 February 2001 there were 17 mailhouse errors (external) and 24 misdirected mail incidents (internally generated mail) resulting from office error. These errors have been resolved internally through quality assurance processes and have had minimal, if any, impact on customers.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.2 Youth and Students Support**  
**Topic: Youth Allowance evaluation**

**Question No: 33**

**Hansard Page: CA228**

**Senator Evans asked:**

- a) In 2000-2001 can you tell me what is the total amount budgeted for information campaigns, resources targeted at young people with the purpose of explaining their rights and obligations as youth allowance recipients?
- b) How many young people were consulted as part of the interim report and youth evaluation, and the final report?
- c) How much is phase 3 going to cost?

**Answer:**

- a) Centrelink was allocated \$1.2m in the 2000-01 financial year for the Youth & Student communication budget, which provides for various publications, information products and forms, most of which contain information on the customer's rights and obligations. The Government also announced, as part of the 2000-01 Budget, \$5.35m for a communication campaign which aims to encourage Centrelink customers to do the right thing by notifying Centrelink of changes which may affect their payments. Young people receiving Youth Allowance are one of the primary target groups.
- b) 7 998 young people were surveyed or consulted as part of the interim Youth Allowance report and the final report.
- c) There are two contractors involved in the third phase of the longitudinal survey: Wallis Consulting Group and Australian Council for Educational Research (ACER). The cost of this contracted research is \$243 275.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.2 Youth and Students Support**

**Question No: 34**

**Topic: Youth programs estimates**

**Hansard Page: CA229**

**Senator West asked:**

Can you provide the forward estimates over the next four years for the Youth Homelessness Pilot Program, the Reconnect Program, the Youth Activities Services Program, the Youth Activities Services/Family Liaison Worker Program and the Youth Allowance?

**Answer:**

The forward estimates for the following programs over the next four years are:

	<b><u>2000-01(\$m)</u></b>	<b><u>2001-02(\$m)</u></b>	<b><u>2002-03(\$m)</u></b>	<b><u>2003-04(\$m)</u></b>
Youth Homelessness Pilot Program	0.075	0.000	0.000	0.000
Reconnect Program	13.838	19.244	19.244	19.244
Youth Activities Services Program/ Family Liaison Worker Program	6.500	6.602	6.693	6.797
Youth Allowance	2,078.763	2,209.903	2,297.952	2,368.360

The funding estimates for the Youth Activities Services Program and the Family Liaison Worker Program are under the same appropriation

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.4 Childcare Support**

**Question No: 35**

**Topic:** Child Care Entitlements for Refugees, Allowable Absences, Research on Child Care for Post- Primary School Children with Special Needs.

**Hansard Page: Written question on notice**

**Senator Evans** asked:

Could the department provide briefs on the following issues:

- a) The child care entitlements of families on protective visas (ie refugees)?
- b) How was the maximum number of allowable absences determined? Would the Government consider increasing it under any circumstances, eg if parent's work and holiday patterns required more absences from child care?
- c) Is there any research on the need for child care for post-primary children with special needs? Are there any Commonwealth funded children's services for this group? Are there any plans to develop programs in this area?

**Answer:**

- a) Families who hold a Temporary Protection Visa (TPV) and who qualify for Special Benefit are eligible for Child Care Benefit (CCB) for care provided by approved and registered child care services. In addition, non-residents may be eligible for CCB if they are experiencing unusual financial hardship due to unforeseen circumstances.
- b) The maximum number of allowable absence days has been set at 30 per child per year since April 1997. Allowable absence days can be taken for any reason. Prior to that time, Childcare Assistance was paid at 50% of the relevant rate of assistance for up to 25 days per child per year, and at 100% of the relevant rate for up to 5 additional days per year where a child, sibling or parent was sick without a medical certificate. Unlimited additional days were covered if a medical certificate was provided. From April 1997, government financial assistance has been paid at 100% of the relevant rate for up to 30 allowable absence days per child per year across all approved long day care centres, family day care schemes and specialised outside school hours care services. Child Care Benefit continued these provisions from July 2000.

CCB is also payable for approved absences, which are absences taken because of illness (with a medical certificate); non-immunisation; rostered days off; rotating shift work; temporary closure of a school or pupil-free days; public holidays; periods of local emergency; court ordered shared custody; and attendance at preschool. There is no limit on the number of approved absence days a child's family may claim providing they are taken for the reasons specified above.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

The Government limits the payment of Child Care Benefit (CCB) to a reasonable number of absences as it is paying for a service that has not been provided.

- c) The Commonwealth has not conducted any research on the need for child care for post-primary children with special needs.

Outside school hours care services provide child care to school aged children. This generally refers to children aged 5 – 12 years, however services may provide care for children beyond that age group in special or emergency circumstances. Family day care services and in-home care services may also provide care for older school-aged children in special circumstances.

Commonwealth support is available to assist children with special needs to access child care services. Assistance is provided through the Supplementary Services (SUPS) Program. The target groups for this program are:

- children from diverse cultural and linguistic backgrounds;
- children with diagnosed disabilities;
- Aboriginal and Torres Strait Islander children; and
- Australian South Sea Islander children.

The Special Needs Subsidy Scheme (SNSS) provides additional funding for services to assist with the costs associated with caring for a child with high ongoing support needs, usually children with disabilities.

These programs focus on children up to primary school age but have the capacity to meet the needs of some post primary aged children, subject to service providers capacity to include them.

In addition to services funded through Child Care Support, the Commonwealth also provides funding for Youth Activities Services. These services are aimed at young people aged 11-16 years who still live at home and attend school. Youth Activities Services provide structured activities and positive peer support to assist young people to develop patterns of positive behaviour.

Youth Activities Services are generally available after school to adolescents living in disadvantaged areas identified by a range of social and economic indicators, including income levels, type of housing and home ownership, level of schooling, employment status and ethnicity of the population. Young people aged 11-16 with additional needs may be able to access Youth Activities Services.

There are 93 Youth Activities Services funded nationally. The recurrent allocation for the Youth Activities Services program is \$3.75m for the 2000/2001 financial year.

In addition, Youth Activity Service Family Liaison Workers provide practical support and guidance to young people 11-16 years and their families, to help them deal with difficulties such as family conflict, lack of communication or other issues affecting their well-being as

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

a family and to refer them to other specialist services as required. The objective of this program is to strengthen family relationships.

There are 83 Family Liaison Workers nationally. The recurrent allocation is \$2.10m for the 2000/2001 financial year.

The table on the following page identifies the Youth Activity Services that target young people with special needs.

Services that cater specifically for post primary school aged children with special needs may require a specialist disability approach which involves State and Territory government responsibilities for disability services.

State	Title/Sponsor	Suburb	Description/Activities	Target group	FLW
ACT	Belconnen Youth Centre	Belconnen	Bowling, swimming, movies, trips away, bbq's, community access.	Young people with intellectual disabilities	Yes
NSW	(Young Men's Christian Association) YMCA – Bankstown	Revesby	Sports, arts, food preparation, self defence, river cruise, band nights.	Non-English Speaking Background (NESB), Mental illness & disabilities, juvenile offenders & families where adult is	Yes
NSW	Wollondilly Youth Services committee	Tahmoor Picton	Outreach, social & supportive services to young people with disabilities, discussion groups, youth network, holiday program	Disabilities	Yes
SA	South Australian sport & Recreation Assoc. for People with Integration Difficulties	Thebarton	Wide range of sporting & recreational activities. Main activities: basketball, football, swimming, ten pin bowling, horse riding, bush walking, canoeing, tennis, gymnastics , dance & music.	Learning disabilities	Yes
SA	Community Living & Support Serv (CLASS) Reach Recreation	Strathalbyn	2 day camps monthly & outreach service, life skills dev. & educ'l activities. Sailing, canoeing, bushwalking, camp craft, cable hang gliding, Swimming & surfing .....	learning disabilities	Yes
VIC	Frankston city Council	Frankston	Personal devt programs, after school activities, school holiday programs	Young people with learning disabilities, Attention deficit Disorder, Early School Leavers	Yes

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.4 Childcare Support**

**Question No: 36**

**Topic: Immunisation**

**Hansard Page: CA169**

**Senator GIBBS asked:**

Do you have a rough estimate of people who are actually encouraged to immunise their children because of the process that led to the cancellation of Childcare Assistance?

Answer:

At the start of the campaign to enforce the linkage between Childcare Assistance and immunisation approximately 57,000 families were identified as failing the immunisation requirements. At the conclusion of the campaign on 3 May 2000 an additional 47,700 families had successfully met immunisation requirements, representing an 84 per cent improvement.

As at 19 February 2001 the immunisation rate amongst families receiving Child Care Benefit stands at 96 per cent, significantly higher than in the general community for 2 year olds.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 1.4 Childcare Support**

**Question No: 37**

**Topic: Immunisation**

**Hansard Page: CA169**

**Senator EVANS** asked:

Can you provide the number of people who got exemptions from the cancellation of Childcare Assistance?

Answer:

When the concerted campaign to enforce the linkage between Childcare Assistance and immunisation ended on 3 May 2000 there were 1,250 children registered as conscientious objectors and 139 children registered with medical contraindications.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group:1.4 Childcare Support**

**Question No: 38**

**Topic:** Family Day Care Usage figures

**Hansard Page:** CA237

**Senator Evans** asked:

Can you provide the April 2000 figure for the utilisation in outside school hours care?

**Answer:**

The utilisation rate for Before School Hours Care in April 2000 was 52%. In After School Hours Care the utilisation rate was 60%.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group:1.4 Childcare Support**

**Question No: 39**

**Topic: Family Crisis Pilots**

**Hansard Page: CA 242**

**Senator West** asked:

Can you give me some idea of the demographics of the children living in the Tweed caravan park as opposed to caravan parks elsewhere, please?

Answer:

The most recent data available on people living in caravan parks is from the 1996 Census. The 1996 Census collected information on families living in caravan, cabin and houseboat dwellings (it is not possible to separate these). The Census found:

- The Local Government Area (LGA) of Tweed has a significantly higher proportion of people living in caravans, cabins and houseboats (11.1%), compared with Australia as a whole (1.4%);
- 6.3 % of households who live in caravans, cabins and houseboats in the Tweed LGA are families with children compared with 8.3 % nationally.

Information from Save the Children (Qld), who have scoped the Tweed project, is that there are significant numbers of families with children living in caravan parks in the Tweed area and that many of these are severely disadvantaged.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.1 Housing Support**

**Question No: 44**

**Topic: Rent Assistance**

**Hansard Page: CA243**

**Senator Evans** asked:

Please provide the figures that have been calculated in terms of dollars increase in Rent Assistance.

Answer:

The maximum rate of Rent Assistance varies according to family situation and living arrangements. The increases from 20 March 2001 are set out in the table below.

<b>Family situation</b>	<b>Maximum Rates of Rent Assistance</b>		
	<b>20 Sept 2000 to 19 Mar 2001</b>	<b>20 Mar 2001 to 19 Sept 2001</b>	<b>Increase</b>
Single, no children, sharing	\$57.60	\$58.70	\$1.10
Single, no children, not sharing	\$86.40	\$88.00	\$1.60
Couple, no children (combined)	\$81.20	\$82.80	\$1.60
Member of a couple, separated due to illness	\$86.40	\$88.00	\$1.60
Member of a couple, temporarily separated	\$81.20	\$82.80	\$1.60
Single or couple, 1 or 2 dependent children	\$100.94	\$103.04	\$2.10
Single or couple, 3 or more dependent children	\$114.10	\$116.48	\$2.38

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.1 Housing Support**

**Question No: 45**

**Topic: Rent Assistance**

**Hansard Page: CA245**

**Senator Evans** asked:

Of the 100,000 families with social security payments who are expected to receive less Rent Assistance from 20 March 2001 because of the increase in rent thresholds, what are the most common payments?

Answer:

The most common payments affected are – Parenting Payment Single (approx. 60,000), Newstart Allowance (approx. 18,000), Parenting Payment Partnered (approx. 12,000) and Disability Support Pension (approx. 8,000).

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.1 – Community Support**

**Question No: 46 (a)**

**Topic: CSHA**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

Can you detail Commonwealth outlays under the Commonwealth State Housing Agreement (CSHA) since 1994?

**Answer:**

**OUTLAYS BY YEAR**

**1989 COMMONWEALTH STATE HOUSING AGREEMENT**

<b>1994-1995</b>	<b>Untied Grants</b>	<b>Pensioner Rental Housing Program</b>	<b>Aboriginal Rental Housing Program</b>	<b>Mortgage and Rent Assistance Program</b>	<b>Crisis Accommodation Program</b>	<b>Community Housing Program</b>	<b>Total (\$'000)</b>
NSW	267,845	18,960	20,597	10,495	18,261	21,253	357,411
VIC	199,978	11,432	3,638	7,785	9,987	19,335	252,155
QLD	133,783	9,518	30,313	5,498	8,946	12,085	200,143
WA	70,301	4,093	15,862	5,192	467	5,353	101,268
SA	53,592	3,852	9,224	2,555	3,236	4,751	77,210
TAS	19,244	912	-	822	-	1,857	22,835
ACT	18,218	523	-	522	890	1,749	21,902
NT	13,518	523	19,247	297	398	358	34,341
<b>TOTAL</b>	<b>776,479</b>	<b>49,813</b>	<b>98,881</b>	<b>33,166</b>	<b>42,185</b>	<b>66,741</b>	<b>1,067,265</b>
<b>1995-1996</b>							
NSW	257,356	18,520	17,777	10,481	14,803	24,257	343,194
VIC	185,812	10,882	3,638	7,734	9,921	18,843	236,830
QLD	137,217	9,791	30,405	5,574	7,150	13,540	203,677
WA	70,714	4,153	15,862	2,956	7,096	7,119	107,900
SA	50,508	3,945	8,342	2,537	4,554	6,158	76,044
TAS	29,617	1,429	1,392	815	2,164	2,258	37,675
ACT	18,182	523	-	520	753	1,161	21,139
NT	13,510	523	19,669	297	476	1,016	35,491
<b>TOTAL</b>	<b>762,916</b>	<b>49,766</b>	<b>97,085</b>	<b>30,914</b>	<b>46,917</b>	<b>74,352</b>	<b>1,061,950</b>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**1996 COMMONWEALTH STATE HOUSING AGREEMENT**

<b>1996-97</b>	<b>Base Funding (1)</b>	<b>Aboriginal Rental Housing Program</b>	<b>Crisis Accom Program</b>	<b>Community Housing Program</b>	<b>Total</b>	<b>State Fiscal Contribution</b>
	<b>(\$'000)</b>	<b>(\$'000)</b>	<b>(\$'000)</b>	<b>(\$'000)</b>	<b>(\$'000)</b>	<b>(\$'000)</b>
	<b>(Net of SFCs)</b>					<b>Actual</b>
NSW	290,663	17,777	13,432	21,675	343,547	0
VIC	213,536	3,638	9,868	15,924	242,966	0
QLD (2)	43,249	25,227	7,238	11,679	87,393	113,368
WA	82,498	15,862	3,812	6,152	108,324	0
SA	51,696	8,342	3,221	5,197	68,456	18,000
TAS	26,235	696	1,033	1,667	29,631	0
ACT	9,137	0	665	1,074	10,876	10,366
NT	14,370	19,458	386	622	34,836	0
<b>TOTAL</b>	<b>731,384</b>	<b>91,000</b>	<b>39,655</b>	<b>63,990</b>	<b>926,029</b>	<b>141,734</b>
<b>1997-98</b>						
NSW	259,265	17,777	13,433	21,676	312,151	0
VIC	190,333	3,638	9,861	15,913	219,745	0
QLD (3)	22,321	25,227	7,263	11,720	66,531	117,857
WA	74,058	15,862	3,837	6,192	99,949	0
SA	41,351	8,342	3,178	5,129	58,000	20,000
TAS	23,628	696	1,021	1,647	26,992	0
ACT	12,615	0	664	1,071	14,350	5,308
NT	7,167	19,458	398	642	27,665	6,500
<b>TOTAL</b>	<b>630,738</b>	<b>91,000</b>	<b>39,655</b>	<b>63,990</b>	<b>825,383</b>	<b>149,665</b>
<b>1998-99</b>						
NSW	256,461	17,777	13,425	21,663	309,326	0
VIC	188,181	3,638	9,850	15,896	217,565	0
QLD (4)	84,094	25,227	7,303	11,784	128,408	55,412
WA	73,653	15,862	3,855	6,221	99,591	0
SA	55,306	8,342	3,157	5,094	71,899	5,000
TAS	23,171	696	1,004	1,621	26,492	0
ACT	12,295	0	658	1,061	14,014	5,400
NT	10,621	19,458	403	650	31,132	3,043
<b>TOTAL</b>	<b>703,782</b>	<b>91,000</b>	<b>39,655</b>	<b>63,990</b>	<b>898,427</b>	<b>68,855</b>
(1)	Commonwealth allocations were reduced for 1996-97 to 1998-99 as some States chose to use CSHA funds to offset their State Fiscal Contribution (SFC) liabilities to the Commonwealth Government's debt reduction program, which was agreed at the 1996 Premiers' Conference.					
(2)	QLD 1996-97 SFC payment is comprised of reductions to several portfolios but payment was made from CSHA grants for administrative simplicity. Queensland agreed to transfer approximately \$84m from other State sources for CSHA purposes.					
(3)	QLD 1997-98 SFC payment is comprised of reductions to several portfolios but payment was made from SHA grants for administrative simplicity. Queensland agreed to transfer approximately \$89m from other State sources for CSHA purposes.					
(4)	QLD 1998-99 SFC payment is comprised of reductions to several portfolios. QLD agreed to transfer approximately \$40m from other State sources for CSHA purposes.					

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**1999 COMMONWEALTH STATE HOUSING AGREEMENT**

<b>1999-2000</b>	<b>Base Funding</b>	<b>GST Compensation</b>	<b>Aboriginal Rental Housing Program</b>	<b>Crisis Accom Program</b>	<b>Community Housing Program</b>	<b>Total Commonwealth</b>
	<b>(\$'000)</b>	<b>(\$'000)</b>	<b>(\$'000)</b>	<b>(\$'000)</b>	<b>(\$'000)</b>	<b>(\$'000)</b>
NSW	253,020	-	17,777	13,417	21,651	<b>305,865</b>
VIC	185,864	-	3,638	9,856	15,905	<b>215,263</b>
QLD	138,124	-	25,227	7,325	11,819	<b>182,495</b>
WA	73,232	-	15,862	3,884	6,267	<b>99,245</b>
SA	59,068	-	8,342	3,132	5,054	<b>75,596</b>
TAS	22,705	-	696	990	1,598	<b>25,989</b>
ACT	17,394	-	0	649	1,047	<b>19,090</b>
NT	13,557	-	19,458	402	649	<b>34,066</b>
<b>TOTAL</b>	<b>762,964</b>	<b>-</b>	<b>91,000</b>	<b>39,655</b>	<b>63,990</b>	<b>957,609</b>
<b>2000-2001</b>						
NSW	249,635	23,000	17,777	13,410	21,640	<b>325,462</b>
VIC	183,463	15,000	3,638	9,856	15,904	<b>227,861</b>
QLD	136,954	19,850	25,227	7,357	11,872	<b>201,260</b>
WA	72,505	8,533	15,862	3,895	6,285	<b>107,080</b>
SA	57,878	9,517	8,342	3,109	5,017	<b>83,863</b>
TAS	22,260	2,617	696	977	1,576	<b>28,126</b>
ACT	17,208	5,900	0	647	1,044	<b>24,799</b>
NT	13,485	5,250	19,458	404	652	<b>39,249</b>
<b>TOTAL</b>	<b>753,388</b>	<b>89,667</b>	<b>91,000</b>	<b>39,655</b>	<b>63,990</b>	<b>1,037,700</b>

**NB. The 2000-2001 table shows projected expenditure as at 28 February 2001.**

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.1 – Community Support**

**Question No: 46 (b)**

**Topic: CSHA**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

What are the projected outlays under the CSHA for the next four years?

**Answer:**

**PROJECTED OUTLAYS UNDER THE CSHA 2001-2005**

	<b>Base Funding</b>	<b>Community Housing</b>		<b>Aboriginal Rental Housing Program</b>	<b>Total</b>
					<b>\$'000</b>
<b>2001-2002</b>	833.575	63.990	39.655	91.000	1028.220
<b>2002-2003</b>	824.189	63.990	39.655	91.000	1018.834
<b>2003-2004</b>	725.230	63.990	39.655	91.000	919.875
<b>2004-2005</b>	716.031	63.990	39.655	91.000	910.676

NB. The 1999 CSHA concludes 30 June 2003. Cabinet approval is required for CSHA funding beyond that date.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.1 – Community Support**

**Question No: 46 (c)**

**Topic: CSHA**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

Can you provide a copy of the forward research program for the Australian Housing Research Institute (AHURI)?

**Answer:**

The AHURI Research Program is considered and refined each year. The first round for the 2001 Program has been announced and comprises 10 projects. These are:

Project Code	Project Title
48	A comparative study of housing needs and provisions for recently-arrived refugees
49	Demand subsidies for private renters: a comparative review
56	Heroin users, housing and social participation: attacking social exclusion through better housing
64	A spatial analysis of trends in housing markets and changing patterns of household structure and income
65	Housing, location and employment
66	Welfare outcomes of migration of low income earners from metropolitan to non-metropolitan Australia
68	Ex-prisoners and accommodation: what bearing do different forms of housing have on social reintegration?
72	Predictors of housing vulnerability and incipient homelessness: the case of psychiatric patients living in the community
73	Housing costs, housing assistance and work disincentives: attitudes to work and employment decisions
81	Explanations of changes in housing tenure in Australia

A second round for 2001 will be called for in April/May, considered by the AHURI Research Panel in June 2001 and forwarded to the AHURI Limited Board for their July meeting.

The 2001 Research Program is based on eight themes, namely:

1. Housing Assistance Programs
2. Housing Futures
3. Program Integration and Housing Assistance
4. Innovation in the Provision of Housing
5. Urban Management and Infrastructure
6. Transforming Communities
7. Indigenous Housing
8. Homelessness and Marginal Housing

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.1 – Community Support**

**Question No: 46 (d)**

**Topic: CSHA**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

Can you provide a list of the current membership of the Board of Directors of the AHURI.  
Who will replace Jeff Whalan on the Board?

**Answer:**

The current AHURI Board members are:

Chair –	Hon. Rob Knowles
Executive Director –	Dr Owen Donald
Non government Directors -	Mr Saul Eslake Mr William Kirkby-Jones AM Prof. Jan Carter
State/Territory Directors -	Ms Linda Apelt Mr Andrew Cappie-Wood
Commonwealth of Australia Director-	Mr Rod Nockles
Participant Directors -	Prof. Ian Davey Prof. Tong Wu

Mr Rod Nockles replaced Mr Jeff Whalan on the Board.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.1**

**Question No: 47**

**Topic: Impact of housing affordability on people's settlement patterns**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

- a) Can you provide average rent assistance paid by payment type?
- b) Can you provide the total number of rent assistance recipients who receive the maximum rate of rent assistance?
- c) Can you provide details of the average level of rent assistance paid by postcode or Local Government Area?
- d) How many people are breached each year for moving to areas with lower employment prospects?
- e) How many of these breaches are overturned upon explanation from clients? (ie such as family reunion)
- f) What is the incidence of people moving to these areas because of problems with housing affordability?
- g) What research / analysis has been undertaken to establish the impact of housing affordability on people's settlement patterns and the impact in turn of the Centrelink requirements that try to prevent re-settlement?
- h) How many people being breached for moving to areas of lower employment prospect were in receipt of maximum rates of rent assistance before moving?

**Answer:**

**a) Can you provide average rent assistance paid by payment type?**

Primary Payment Type for Income Unit	Average Fortnightly Rent Assistance fortnight ending 23 February 2001
Newstart Allowance	\$63.93
Parenting Payment (Single)	\$79.38
Disability Support Pension	\$67.61
Age Pension	\$61.71
Family Tax Benefit Part A	\$66.49
Youth Allowance	\$50.80
Parenting Payment (Partnered)	\$90.44
Widow Allowance	\$66.25
Carer Payment	\$67.56
Newstart Mature Age Allowance	\$65.88
Special Benefit	\$59.77
Sickness Allowance	\$66.19
Widow B Pension	\$68.12
Austudy	\$69.50
Other payments	\$64.75
All income units	\$67.41

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**b) Can you provide the total number of rent assistance recipients who receive the maximum rate of rent assistance?**

Entitlement to Rent Assistance is based on the circumstances of the family or income unit. For couples, Rent Assistance may be paid to either one partner only, or shared equally between partners, depending on the type of payments they receive. In monitoring the Rent Assistance program, it has been common practice to report on income units rather than individual recipients as this provides a better measure of the assistance provided to families.

Based on the amount of rent paid, it is estimated that at 15 December 2000, 532,508 income units were entitled to the maximum rate of Rent Assistance. This was 56% of all income units receiving Rent Assistance at that time. The actual amount paid may have been reduced due to other factors such as the receipt of income.

**c) Can you provide details of the average level of rent assistance paid by postcode or Local Government Area?**

Information about Rent Assistance recipients is available by postcode, but not by Local Government Area. The attached listing (Attachment to 47 (c)) shows the average Rent Assistance for the 2,667 valid postcodes on Centrelink records for 15 December 2000.

**d) How many people are breached each year for moving to areas with lower employment prospects?**

The 26-week non-payment period that may be imposed on Newstart Allowance and Youth Allowance recipients for moving to an area of lower employment prospects, without a sufficient reason, is not a breach penalty. This penalty is referred to in legislation as an employment related exclusion period. This penalty has no effect on an affected customer's breach history.

In 1999-2000, 501 penalties were applied and in the 2000-2001 financial year to date, 396 penalties have been applied.

**e) How many of these breaches are overturned upon explanation from clients? (ie such as family reunion)**

The Department can provide you with the number of penalties that have been revoked and waived. The Department is not able to provide you with a reason for the revoked and waived penalties.

In 1999-2000, in addition to the 501 applied penalties, 328 penalties were revoked following a review. Of the 501 applied penalties, 85 were waived at some point in the 26-week penalty period and the remainder of the penalty was not served. In 2000-2001 financial year to date, in addition to the 396 applied penalties, 219 penalties have been revoked following a review. Of the applied penalties, 129 were waived at some point in the 26-week penalty period and the remainder of the penalty was not served. Penalties may be waived where a person moves to another area that does not lower their employment prospects when compared to their previous location or when they can demonstrate to Centrelink that they have a sufficient reason, where they did not before.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**f) What is the incidence of people moving to these areas because of problems with housing affordability?**

The Department is unable to answer this question, as this information is not recorded on customer records.

**g) What research / analysis has been undertaken to establish the impact of housing affordability on people's settlement patterns and the impact in turn of the Centrelink requirements that try to prevent re-settlement?**

Internal research by the Department of Family and Community Services and literature review suggests that welfare recipients move within Australia in response to a number of factors such as employment opportunities, cost of living, access to support of family and friends etc., unemployed job seekers are willing to incur extra costs of housing in the capital cities in exchange for greater access to employment opportunities and services there.

The Australian Housing and Urban Research Institute (AHURI) is currently undertaking the following research projects that will further examine this issue.

1. *Housing, location and employment* – statistical analysis of Longitudinal Data Set of the Department of Family and Community Services to examine the residential mobility of income support recipients to assess the impact of location characteristics and local labour market pool characteristics upon employment outcomes.
2. *Welfare outcomes of migration of low income earners from metropolitan to non-metro Australia* – involving a survey of a sample of low income households in non-metropolitan NSW and SA to examine motivations and trade-offs for residential mobility.
3. *Housing costs, housing assistance and work disincentives: attitudes to work and employment decisions* – assesses the effect of housing costs, housing subsidy structures and administrative requirements on gaining employment by way of a tracking survey of short and long term unemployed in Vic and NSW, focus groups and microsimulation.

**h) How many people being breached for moving to areas of lower employment prospect were in receipt of maximum rates of rent assistance before moving?**

For the period indicated, the data requested is not readily available. To obtain this data would require a significant diversion of the Department's resources.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
200	\$56.00	2000	\$73.38	2059	\$90.00	2112	\$71.92
800	\$72.82	2001	\$66.46	2060	\$69.57	2113	\$70.03
801	\$72.76	2004	\$86.00	2061	\$72.66	2114	\$71.89
804	\$56.00	2006	\$79.94	2062	\$67.44	2115	\$65.48
810	\$68.19	2007	\$67.01	2063	\$62.30	2116	\$68.13
811	\$50.50	2008	\$61.68	2064	\$72.34	2117	\$68.35
812	\$62.48	2009	\$68.53	2065	\$73.15	2118	\$66.84
814	\$71.18	2010	\$67.37	2066	\$61.79	2119	\$64.12
820	\$65.22	2011	\$70.32	2067	\$71.44	2120	\$65.48
821	\$76.10	2012	\$86.00	2068	\$68.16	2121	\$67.71
822	\$60.41	2013	\$50.00	2069	\$66.30	2122	\$65.97
828	\$63.28	2014	\$56.00	2070	\$53.79	2123	\$76.00
830	\$67.32	2015	\$67.25	2071	\$75.84	2124	\$71.75
831	\$66.67	2016	\$65.72	2072	\$70.62	2125	\$61.33
832	\$68.83	2017	\$59.09	2073	\$63.73	2126	\$65.75
835	\$62.37	2018	\$73.91	2074	\$50.28	2127	\$73.33
836	\$67.55	2019	\$66.83	2075	\$66.19	2128	\$69.57
837	\$60.78	2020	\$70.19	2076	\$59.03	2130	\$72.95
840	\$40.00	2021	\$71.28	2077	\$68.22	2131	\$71.93
845	\$62.17	2022	\$68.67	2079	\$69.09	2132	\$70.74
846	\$76.50	2023	\$68.57	2080	\$59.93	2133	\$73.72
847	\$53.11	2024	\$66.30	2081	\$70.10	2134	\$70.68
850	\$60.78	2025	\$50.59	2082	\$63.90	2135	\$70.80
851	\$55.17	2026	\$70.66	2083	\$76.80	2136	\$72.25
852	\$48.07	2027	\$73.97	2084	\$67.11	2137	\$67.62
853	\$21.80	2028	\$71.93	2085	\$65.86	2138	\$69.56
854	\$58.33	2029	\$75.37	2086	\$65.02	2139	\$66.00
860	\$65.49	2030	\$73.00	2087	\$54.54	2140	\$74.43
861	\$56.17	2031	\$70.30	2088	\$69.36	2141	\$69.91
862	\$55.00	2032	\$69.32	2089	\$73.58	2142	\$73.88
870	\$64.76	2033	\$71.81	2090	\$74.22	2143	\$68.11
871	\$71.36	2034	\$67.52	2092	\$63.50	2144	\$73.15
872	\$61.63	2035	\$67.97	2093	\$70.29	2145	\$70.77
880	\$64.91	2036	\$69.59	2094	\$71.18	2146	\$68.71
881	\$86.50	2037	\$64.54	2095	\$72.76	2147	\$65.21
885	\$81.00	2038	\$68.83	2096	\$68.85	2148	\$69.64
886	\$36.47	2039	\$69.31	2097	\$67.92	2150	\$73.82
909	\$6.00	2040	\$66.86	2099	\$70.73	2151	\$72.81
1026	\$86.00	2041	\$70.33	2100	\$64.64	2152	\$64.04
1043	\$73.00	2042	\$66.36	2101	\$69.90	2153	\$60.70
1232	\$64.00	2043	\$64.12	2102	\$67.99	2154	\$49.55
1235	\$86.00	2044	\$66.21	2103	\$70.43	2155	\$70.12
1335	\$86.00	2045	\$68.19	2104	\$51.16	2156	\$68.92
1465	\$86.00	2046	\$68.45	2105	\$71.00	2157	\$73.63
1485	\$58.00	2047	\$67.92	2106	\$70.48	2158	\$72.28
1499	\$20.00	2048	\$70.66	2107	\$73.41	2159	\$73.06
1595	\$58.00	2049	\$69.16	2108	\$80.56	2160	\$72.96

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
1670	\$85.71	2050	\$66.52	2109	\$86.00	2161	\$73.58
1790	\$46.00	2052	\$82.43	2110	\$72.22	2162	\$66.20
1800	\$72.00	2057	\$73.00	2111	\$73.28	2163	\$65.88
2164	\$70.55	2230	\$72.08	2315	\$70.79	2380	\$61.46
2165	\$71.86	2231	\$67.50	2316	\$57.41	2381	\$62.32
2166	\$66.40	2232	\$67.14	2317	\$60.86	2382	\$53.96
2167	\$67.21	2233	\$62.42	2318	\$55.83	2386	\$59.50
2168	\$67.50	2234	\$65.29	2319	\$71.76	2387	\$86.00
2169	\$81.00	2250	\$68.98	2320	\$68.37	2388	\$51.57
2170	\$71.48	2251	\$69.78	2321	\$67.69	2390	\$60.35
2171	\$69.30	2256	\$73.14	2322	\$69.45	2395	\$49.58
2173	\$59.33	2257	\$71.96	2323	\$70.02	2396	\$55.25
2174	\$91.50	2258	\$71.11	2324	\$65.85	2397	\$46.80
2176	\$67.41	2259	\$67.76	2325	\$70.84	2398	\$58.17
2177	\$61.84	2260	\$70.47	2326	\$63.30	2399	\$55.00
2190	\$75.28	2261	\$72.29	2327	\$66.82	2400	\$59.20
2191	\$68.14	2262	\$72.10	2328	\$66.15	2401	\$48.89
2192	\$75.11	2263	\$72.33	2329	\$55.10	2402	\$51.36
2193	\$70.93	2264	\$72.60	2330	\$67.73	2403	\$58.76
2194	\$77.17	2265	\$71.75	2333	\$65.28	2404	\$53.35
2195	\$78.77	2267	\$61.54	2334	\$70.97	2405	\$61.75
2196	\$77.18	2278	\$69.43	2335	\$75.30	2406	\$51.54
2197	\$63.06	2280	\$69.92	2336	\$62.77	2408	\$28.40
2198	\$63.66	2281	\$67.59	2337	\$64.31	2409	\$56.15
2199	\$69.08	2282	\$69.90	2338	\$65.95	2410	\$41.20
2200	\$75.16	2283	\$70.87	2339	\$52.36	2411	\$73.00
2202	\$64.00	2284	\$70.25	2340	\$66.47	2415	\$55.75
2203	\$74.21	2285	\$69.70	2341	\$50.88	2420	\$71.18
2204	\$70.26	2286	\$73.61	2342	\$57.43	2421	\$67.90
2205	\$72.18	2287	\$69.29	2343	\$59.72	2422	\$63.46
2206	\$69.40	2289	\$69.41	2344	\$69.52	2423	\$67.95
2207	\$72.35	2290	\$66.53	2345	\$66.45	2424	\$64.23
2208	\$70.88	2291	\$64.99	2346	\$61.25	2425	\$62.87
2209	\$70.62	2292	\$65.15	2347	\$51.31	2426	\$71.48
2210	\$67.30	2293	\$65.17	2348	\$86.00	2427	\$62.36
2211	\$66.23	2294	\$66.42	2350	\$63.93	2428	\$69.82
2212	\$65.82	2295	\$77.90	2351	\$55.40	2429	\$65.32
2213	\$67.54	2296	\$64.51	2352	\$66.49	2430	\$67.73
2214	\$63.19	2297	\$64.94	2353	\$74.00	2431	\$69.79
2216	\$72.71	2298	\$67.72	2354	\$52.50	2439	\$76.78
2217	\$74.31	2299	\$65.58	2355	\$55.29	2440	\$64.56
2218	\$74.88	2300	\$60.94	2356	\$56.67	2441	\$69.09
2219	\$69.98	2302	\$57.37	2357	\$58.16	2442	\$84.00
2220	\$73.87	2303	\$60.98	2358	\$62.38	2443	\$62.04
2221	\$72.40	2304	\$66.32	2359	\$53.27	2444	\$69.59
2222	\$75.17	2305	\$68.53	2360	\$62.94	2445	\$72.52
2223	\$72.70	2306	\$59.78	2361	\$45.08	2446	\$69.55
2224	\$67.81	2307	\$66.34	2365	\$52.68	2447	\$65.30

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
2225	\$63.32	2308	\$70.62	2369	\$55.49	2448	\$61.93
2226	\$63.27	2309	\$71.00	2370	\$56.30	2449	\$60.48
2227	\$62.88	2311	\$68.15	2371	\$57.51	2450	\$70.53
2228	\$72.07	2312	\$68.49	2372	\$58.21	2452	\$73.26
2229	\$65.67	2314	\$69.00	2379	\$51.13	2453	\$60.63
2454	\$74.07	2534	\$60.78	2605	\$65.34	2671	\$54.68
2455	\$64.34	2535	\$53.13	2606	\$66.27	2672	\$54.70
2456	\$65.90	2536	\$69.74	2607	\$64.04	2675	\$58.80
2460	\$68.72	2537	\$66.18	2608	\$21.00	2678	\$63.18
2462	\$60.93	2538	\$58.80	2609	\$62.79	2680	\$66.38
2463	\$66.57	2539	\$68.91	2611	\$64.95	2681	\$63.38
2464	\$68.97	2540	\$69.69	2612	\$47.68	2700	\$60.89
2465	\$74.42	2541	\$64.58	2614	\$65.33	2701	\$60.94
2466	\$59.38	2545	\$57.86	2615	\$65.25	2702	\$57.25
2468	\$53.67	2546	\$62.34	2616	\$60.48	2703	\$57.76
2469	\$51.94	2548	\$68.18	2617	\$63.92	2705	\$62.26
2470	\$66.36	2549	\$63.71	2618	\$66.92	2706	\$62.45
2471	\$69.53	2550	\$64.70	2619	\$74.22	2707	\$58.04
2472	\$68.48	2551	\$63.57	2620	\$63.29	2710	\$61.00
2473	\$69.97	2558	\$69.60	2621	\$70.74	2711	\$64.83
2474	\$68.81	2559	\$53.97	2622	\$65.86	2712	\$55.66
2475	\$67.23	2560	\$69.69	2623	\$60.29	2713	\$58.02
2476	\$47.61	2563	\$77.00	2624	\$91.00	2714	\$58.11
2477	\$70.38	2564	\$65.40	2625	\$43.50	2715	\$59.96
2478	\$67.27	2565	\$69.37	2626	\$13.40	2716	\$53.79
2479	\$73.34	2566	\$66.96	2627	\$69.46	2717	\$59.80
2480	\$66.81	2567	\$67.39	2628	\$62.05	2720	\$61.71
2481	\$68.13	2568	\$75.73	2630	\$63.52	2721	\$60.57
2482	\$74.20	2569	\$72.79	2631	\$55.53	2722	\$59.75
2483	\$72.57	2570	\$67.98	2632	\$58.48	2725	\$41.50
2484	\$71.25	2571	\$70.47	2633	\$53.08	2726	\$24.00
2485	\$72.63	2572	\$70.98	2640	\$62.13	2727	\$56.38
2486	\$69.27	2573	\$71.38	2641	\$65.77	2729	\$58.00
2487	\$68.48	2574	\$69.86	2642	\$57.59	2730	\$46.10
2488	\$77.89	2575	\$70.63	2643	\$62.59	2731	\$63.97
2489	\$67.66	2576	\$69.55	2644	\$59.11	2732	\$68.76
2490	\$69.23	2577	\$66.00	2645	\$53.03	2733	\$49.25
2500	\$65.25	2578	\$76.56	2646	\$64.13	2734	\$49.29
2502	\$66.91	2579	\$70.24	2647	\$61.07	2735	\$59.19
2505	\$65.72	2580	\$66.02	2648	\$63.75	2736	\$62.08
2506	\$63.37	2581	\$63.08	2650	\$65.23	2737	\$55.73
2508	\$64.52	2582	\$68.32	2651	\$61.50	2738	\$66.23
2515	\$67.67	2583	\$54.23	2652	\$57.08	2739	\$63.16
2516	\$63.04	2584	\$66.50	2653	\$61.39	2745	\$70.99
2517	\$65.84	2585	\$59.91	2655	\$54.91	2747	\$69.73
2518	\$66.39	2586	\$49.81	2656	\$53.00	2748	\$73.71
2519	\$67.85	2587	\$52.02	2658	\$57.88	2749	\$68.78
2522	\$86.50	2588	\$36.00	2659	\$50.93	2750	\$67.93

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
2525	\$60.85	2590	\$60.44	2660	\$58.11	2751	\$79.15
2526	\$64.64	2594	\$66.25	2661	\$30.40	2752	\$68.93
2527	\$70.77	2600	\$65.53	2663	\$64.43	2753	\$69.36
2528	\$66.93	2601	\$66.25	2665	\$44.36	2754	\$69.17
2529	\$70.41	2602	\$59.03	2666	\$54.91	2755	\$58.86
2530	\$66.17	2603	\$54.31	2668	\$42.67	2756	\$71.16
2533	\$71.22	2604	\$57.07	2669	\$49.53	2757	\$71.09
2758	\$67.62	2825	\$67.23	2914	\$63.33	3058	\$67.05
2759	\$66.91	2827	\$53.02	3000	\$68.48	3059	\$57.69
2760	\$70.31	2828	\$46.78	3001	\$75.33	3060	\$72.81
2761	\$70.07	2829	\$58.87	3002	\$71.91	3061	\$70.28
2762	\$68.17	2830	\$66.98	3003	\$62.05	3062	\$75.04
2763	\$66.28	2831	\$49.06	3004	\$65.13	3063	\$60.18
2764	\$82.25	2832	\$51.47	3006	\$65.16	3064	\$67.90
2765	\$68.90	2833	\$51.98	3011	\$63.14	3065	\$57.98
2766	\$68.22	2834	\$60.81	3012	\$65.53	3066	\$57.69
2767	\$65.33	2835	\$61.56	3013	\$61.68	3067	\$61.53
2768	\$73.46	2836	\$27.21	3015	\$65.82	3068	\$55.81
2770	\$69.39	2839	\$50.32	3016	\$59.74	3070	\$62.95
2773	\$58.59	2840	\$53.96	3018	\$70.21	3071	\$67.30
2774	\$65.04	2842	\$53.87	3019	\$61.64	3072	\$65.21
2775	\$61.29	2843	\$47.98	3020	\$63.97	3073	\$69.28
2776	\$69.68	2844	\$52.71	3021	\$66.76	3074	\$70.55
2777	\$64.40	2845	\$75.83	3022	\$66.61	3075	\$72.36
2778	\$66.79	2846	\$69.31	3023	\$65.97	3076	\$71.80
2779	\$69.52	2847	\$67.02	3024	\$74.59	3078	\$67.36
2780	\$70.58	2848	\$60.32	3025	\$67.74	3079	\$63.45
2781	\$62.00	2849	\$61.78	3026	\$69.20	3081	\$61.88
2782	\$70.16	2850	\$65.84	3028	\$67.47	3082	\$66.99
2783	\$69.03	2852	\$70.31	3029	\$67.30	3083	\$66.36
2784	\$69.34	2864	\$60.97	3030	\$69.12	3084	\$65.30
2785	\$71.41	2865	\$59.09	3031	\$60.19	3085	\$60.63
2786	\$68.86	2866	\$65.72	3032	\$61.56	3086	\$69.50
2787	\$65.98	2867	\$47.30	3033	\$65.74	3087	\$63.18
2790	\$66.28	2868	\$41.33	3034	\$67.35	3088	\$63.65
2791	\$48.80	2869	\$57.56	3036	\$63.85	3089	\$69.35
2792	\$66.00	2870	\$61.95	3037	\$63.44	3090	\$63.00
2793	\$52.33	2871	\$67.04	3038	\$64.17	3091	\$56.38
2794	\$62.04	2873	\$50.44	3039	\$63.75	3093	\$75.61
2795	\$64.68	2874	\$44.23	3040	\$64.06	3094	\$65.61
2796	\$101.00	2875	\$46.81	3041	\$67.00	3095	\$58.66
2797	\$57.31	2876	\$59.50	3042	\$66.70	3096	\$66.47
2798	\$71.72	2877	\$57.76	3043	\$71.12	3097	\$59.03
2799	\$67.48	2878	\$57.46	3044	\$66.00	3099	\$69.65
2800	\$67.04	2879	\$37.10	3045	\$4.00	3101	\$74.87
2803	\$55.56	2880	\$58.46	3046	\$70.79	3102	\$68.03
2804	\$62.64	2898	\$72.29	3047	\$64.83	3103	\$68.39
2805	\$45.22	2899	\$57.50	3048	\$68.15	3104	\$67.39

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
2806	\$65.81	2900	\$64.43	3049	\$64.34	3105	\$65.96
2807	\$47.82	2902	\$64.61	3050	\$58.00	3106	\$65.91
2808	\$30.25	2903	\$64.87	3051	\$65.62	3107	\$67.58
2809	\$63.25	2904	\$66.32	3052	\$62.44	3108	\$69.11
2810	\$46.90	2905	\$68.05	3053	\$58.46	3109	\$68.51
2820	\$57.07	2906	\$70.43	3054	\$58.83	3111	\$75.83
2821	\$65.60	2911	\$86.00	3055	\$63.68	3113	\$69.58
2823	\$58.63	2912	\$56.00	3056	\$64.85	3114	\$61.88
2824	\$59.24	2913	\$67.08	3057	\$61.53	3115	\$64.78
3116	\$67.73	3171	\$64.10	3227	\$67.99	3302	\$31.00
3121	\$60.97	3172	\$63.56	3228	\$69.78	3303	\$55.13
3122	\$66.71	3173	\$64.51	3230	\$69.50	3304	\$51.21
3123	\$70.16	3174	\$69.44	3231	\$78.50	3305	\$58.79
3124	\$62.13	3175	\$67.83	3232	\$66.65	3309	\$38.50
3125	\$61.19	3176	\$99.00	3233	\$68.94	3310	\$40.29
3126	\$56.62	3177	\$66.03	3235	\$57.00	3311	\$42.82
3127	\$68.53	3178	\$63.35	3236	\$44.75	3312	\$46.50
3128	\$66.00	3179	\$67.56	3237	\$57.00	3314	\$56.80
3129	\$67.88	3180	\$69.05	3238	\$45.67	3315	\$40.38
3130	\$62.30	3181	\$66.19	3239	\$54.08	3317	\$29.60
3131	\$65.65	3182	\$66.23	3240	\$52.73	3318	\$48.60
3132	\$66.36	3183	\$70.85	3241	\$61.67	3319	\$58.29
3133	\$65.13	3184	\$69.28	3242	\$63.85	3321	\$64.20
3134	\$68.55	3185	\$67.23	3243	\$59.25	3322	\$52.83
3135	\$71.09	3186	\$65.44	3249	\$58.40	3323	\$34.00
3136	\$70.96	3187	\$62.01	3250	\$66.10	3324	\$41.53
3137	\$60.56	3188	\$69.10	3251	\$54.68	3325	\$49.20
3138	\$65.70	3189	\$66.18	3254	\$69.27	3328	\$66.79
3139	\$69.39	3190	\$67.87	3260	\$55.75	3329	\$60.38
3140	\$71.47	3191	\$66.29	3264	\$55.90	3330	\$43.62
3141	\$68.54	3192	\$65.59	3265	\$48.29	3331	\$56.07
3142	\$69.69	3193	\$67.26	3266	\$56.39	3332	\$60.38
3143	\$57.90	3194	\$70.80	3267	\$32.57	3333	\$60.29
3144	\$67.64	3195	\$68.22	3268	\$49.71	3334	\$59.92
3145	\$65.38	3196	\$66.82	3269	\$54.45	3335	\$58.28
3146	\$66.54	3197	\$61.37	3270	\$50.00	3337	\$68.78
3147	\$66.85	3198	\$68.47	3271	\$64.00	3338	\$69.72
3148	\$65.74	3199	\$67.93	3272	\$48.88	3340	\$67.60
3149	\$62.57	3200	\$68.77	3273	\$44.50	3341	\$59.63
3150	\$65.84	3201	\$63.82	3274	\$39.56	3342	\$67.69
3151	\$67.65	3202	\$77.61	3275	\$62.50	3345	\$69.44
3152	\$62.73	3204	\$69.86	3276	\$85.33	3350	\$61.54
3153	\$71.32	3205	\$57.91	3277	\$53.60	3351	\$57.80
3154	\$64.27	3206	\$64.39	3278	\$45.00	3352	\$58.26
3155	\$67.57	3207	\$57.33	3279	\$44.57	3353	\$65.19
3156	\$63.85	3211	\$61.55	3280	\$62.23	3354	\$79.00
3158	\$65.32	3212	\$59.44	3281	\$55.15	3355	\$65.59
3159	\$70.09	3214	\$65.04	3282	\$64.94	3356	\$67.11

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
3160	\$63.04	3215	\$65.12	3283	\$42.33	3357	\$71.39
3161	\$64.81	3216	\$63.29	3284	\$69.15	3360	\$61.90
3162	\$67.05	3218	\$65.63	3285	\$54.74	3361	\$51.68
3163	\$70.71	3219	\$66.54	3286	\$36.38	3363	\$54.69
3164	\$58.38	3220	\$62.28	3287	\$51.09	3364	\$65.75
3165	\$67.13	3221	\$57.34	3289	\$44.37	3370	\$55.74
3166	\$66.30	3222	\$74.75	3292	\$49.67	3371	\$61.31
3167	\$65.73	3223	\$66.47	3293	\$62.56	3373	\$51.80
3168	\$68.72	3224	\$67.66	3294	\$46.05	3375	\$52.43
3169	\$68.19	3225	\$69.58	3300	\$57.23	3377	\$57.47
3170	\$67.91	3226	\$69.98	3301	\$64.40	3378	\$62.00
3379	\$46.35	3461	\$69.21	3552	\$63.69	3623	\$53.74
3380	\$56.21	3462	\$66.12	3554	\$34.00	3624	\$64.50
3381	\$66.44	3463	\$67.60	3555	\$63.80	3629	\$64.87
3384	\$45.43	3464	\$60.00	3556	\$59.98	3630	\$67.90
3385	\$35.00	3465	\$57.91	3557	\$53.06	3631	\$59.63
3387	\$60.67	3467	\$57.97	3558	\$55.18	3632	\$81.80
3388	\$51.45	3468	\$56.17	3559	\$36.47	3633	\$54.61
3390	\$47.07	3469	\$57.27	3561	\$53.05	3634	\$62.18
3391	\$45.29	3472	\$48.58	3562	\$68.13	3635	\$65.65
3392	\$23.75	3475	\$35.25	3563	\$47.19	3636	\$65.26
3393	\$54.87	3478	\$52.88	3564	\$64.34	3637	\$65.44
3395	\$34.63	3480	\$46.41	3565	\$66.25	3638	\$58.32
3396	\$30.62	3482	\$49.33	3566	\$46.31	3639	\$48.31
3399	\$48.50	3483	\$47.17	3567	\$39.95	3640	\$66.19
3400	\$63.33	3485	\$42.75	3568	\$53.91	3641	\$60.89
3401	\$55.07	3487	\$26.25	3570	\$55.29	3643	\$27.00
3402	\$58.50	3488	\$34.00	3571	\$51.60	3644	\$64.11
3407	\$31.63	3490	\$59.70	3572	\$31.63	3646	\$64.40
3409	\$59.29	3491	\$23.00	3573	\$55.00	3647	\$61.67
3412	\$45.57	3494	\$56.83	3575	\$43.21	3649	\$57.69
3413	\$36.67	3496	\$60.89	3576	\$58.67	3658	\$66.14
3414	\$47.19	3498	\$64.86	3578	\$114.00	3659	\$67.89
3418	\$40.72	3500	\$69.32	3579	\$58.33	3660	\$65.35
3419	\$45.47	3501	\$63.61	3580	\$54.90	3661	\$54.00
3422	\$7.00	3502	\$57.03	3581	\$53.36	3662	\$34.10
3423	\$56.43	3505	\$64.08	3583	\$57.71	3663	\$71.50
3424	\$45.29	3507	\$65.33	3584	\$70.33	3664	\$55.68
3427	\$63.85	3512	\$52.33	3585	\$65.06	3665	\$56.76
3428	\$62.08	3515	\$52.84	3586	\$47.70	3666	\$58.45
3429	\$68.69	3516	\$53.36	3588	\$73.30	3669	\$61.21
3430	\$62.20	3517	\$47.46	3589	\$64.44	3670	\$74.83
3431	\$63.65	3518	\$54.55	3590	\$66.00	3671	\$10.00
3432	\$32.40	3520	\$54.08	3591	\$36.67	3672	\$66.97
3433	\$21.00	3521	\$65.14	3594	\$63.53	3673	\$58.43
3434	\$69.13	3522	\$68.14	3595	\$60.94	3675	\$58.52
3435	\$70.85	3523	\$60.28	3596	\$44.71	3676	\$65.68
3437	\$70.51	3525	\$56.75	3597	\$43.12	3677	\$64.99

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
3438	\$68.00	3527	\$47.86	3599	\$55.86	3678	\$59.54
3440	\$52.44	3529	\$52.50	3607	\$56.67	3682	\$63.13
3441	\$77.90	3530	\$51.67	3608	\$61.14	3683	\$63.32
3442	\$67.86	3531	\$11.50	3610	\$58.39	3685	\$66.28
3444	\$63.67	3533	\$50.19	3612	\$62.31	3687	\$70.04
3446	\$64.10	3537	\$49.88	3614	\$57.80	3688	\$63.74
3447	\$51.36	3540	\$26.38	3616	\$63.67	3689	\$72.00
3448	\$57.81	3542	\$86.50	3617	\$36.25	3690	\$67.87
3450	\$67.09	3544	\$35.83	3618	\$58.26	3691	\$62.12
3451	\$66.84	3546	\$49.88	3619	\$76.40	3693	\$52.25
3453	\$61.94	3549	\$59.42	3620	\$61.15	3695	\$59.77
3458	\$56.11	3550	\$63.75	3621	\$58.26	3697	\$54.90
3460	\$64.74	3551	\$61.11	3622	\$51.00	3698	\$57.86
3699	\$66.50	3762	\$59.71	3835	\$50.75	3920	\$29.67
3700	\$64.78	3763	\$66.27	3840	\$59.88	3922	\$69.07
3701	\$46.00	3764	\$69.27	3842	\$62.90	3923	\$60.39
3704	\$64.00	3765	\$65.71	3844	\$63.60	3925	\$67.62
3705	\$32.79	3766	\$70.69	3847	\$62.17	3926	\$71.71
3707	\$56.90	3767	\$64.48	3850	\$65.85	3927	\$67.94
3708	\$59.00	3770	\$69.36	3851	\$51.82	3928	\$69.71
3709	\$60.27	3775	\$72.08	3854	\$63.41	3929	\$69.59
3711	\$71.00	3777	\$69.15	3856	\$52.83	3930	\$71.51
3712	\$47.33	3778	\$41.25	3857	\$55.78	3931	\$68.67
3713	\$60.15	3779	\$66.31	3858	\$58.68	3933	\$70.48
3714	\$65.77	3781	\$69.01	3859	\$61.42	3934	\$68.93
3715	\$60.77	3782	\$71.34	3860	\$64.14	3936	\$69.58
3717	\$58.11	3783	\$72.66	3862	\$61.25	3937	\$82.66
3718	\$50.00	3785	\$71.50	3864	\$65.50	3938	\$69.76
3719	\$68.75	3786	\$60.97	3865	\$61.45	3939	\$67.51
3720	\$75.56	3787	\$68.89	3869	\$57.19	3940	\$63.12
3722	\$67.55	3788	\$69.70	3870	\$55.80	3941	\$68.99
3723	\$55.60	3789	\$47.75	3871	\$63.35	3942	\$62.72
3724	\$52.83	3791	\$72.32	3873	\$66.20	3943	\$71.66
3725	\$42.91	3792	\$65.68	3874	\$56.53	3944	\$60.50
3726	\$71.25	3793	\$71.44	3875	\$62.24	3945	\$55.96
3727	\$40.33	3795	\$69.73	3878	\$70.95	3946	\$44.67
3728	\$46.14	3796	\$69.68	3880	\$63.85	3950	\$62.09
3730	\$62.53	3797	\$68.65	3882	\$48.38	3951	\$61.46
3732	\$45.80	3799	\$66.49	3885	\$47.58	3953	\$64.50
3733	\$48.00	3800	\$58.00	3886	\$58.22	3954	\$66.40
3735	\$47.48	3802	\$68.78	3887	\$50.48	3956	\$59.93
3736	\$86.50	3803	\$72.09	3888	\$57.55	3957	\$52.78
3737	\$64.83	3804	\$61.41	3889	\$36.00	3958	\$30.00
3738	\$69.93	3805	\$67.95	3890	\$39.67	3959	\$54.00
3739	\$72.40	3806	\$68.44	3891	\$43.50	3960	\$63.39
3740	\$68.76	3807	\$71.40	3892	\$60.28	3962	\$50.79
3741	\$72.21	3808	\$61.85	3893	\$14.00	3964	\$60.60
3744	\$64.11	3809	\$66.12	3895	\$25.33	3965	\$36.36

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
3746	\$59.15	3810	\$72.80	3896	\$45.50	3966	\$40.14
3747	\$69.93	3812	\$73.12	3898	\$51.00	3967	\$58.33
3749	\$55.46	3813	\$68.36	3900	\$56.86	3971	\$57.04
3750	\$71.86	3814	\$62.89	3902	\$51.10	3975	\$64.59
3751	\$48.00	3815	\$62.89	3903	\$49.44	3976	\$68.14
3752	\$70.57	3816	\$69.76	3904	\$68.55	3977	\$69.87
3753	\$68.25	3818	\$65.76	3909	\$66.46	3978	\$61.83
3754	\$63.44	3820	\$69.22	3910	\$67.97	3979	\$58.55
3755	\$64.75	3821	\$58.24	3911	\$48.52	3980	\$65.01
3756	\$67.79	3822	\$65.69	3912	\$65.39	3981	\$68.48
3757	\$71.21	3823	\$69.87	3913	\$70.78	3984	\$62.93
3758	\$68.69	3824	\$58.99	3915	\$69.14	3987	\$53.66
3759	\$65.22	3825	\$56.12	3916	\$70.36	3988	\$69.17
3760	\$70.40	3831	\$62.06	3918	\$68.71	3989	\$65.00
3761	\$69.83	3833	\$64.11	3919	\$65.52	3990	\$62.50
3991	\$55.21	4078	\$73.14	4172	\$55.46	4340	\$68.89
3992	\$60.29	4101	\$62.33	4173	\$68.24	4341	\$70.03
3995	\$62.44	4102	\$62.25	4174	\$60.68	4342	\$65.39
3996	\$66.71	4103	\$66.29	4178	\$68.27	4343	\$66.68
4000	\$60.65	4104	\$69.19	4179	\$68.33	4344	\$63.80
4001	\$64.14	4105	\$67.19	4183	\$66.24	4345	\$71.00
4004	\$55.95	4106	\$67.87	4184	\$71.39	4346	\$67.60
4005	\$63.52	4107	\$66.02	4205	\$64.24	4347	\$63.37
4006	\$65.31	4108	\$64.00	4207	\$70.46	4350	\$68.05
4007	\$66.61	4109	\$66.50	4208	\$71.00	4352	\$66.05
4008	\$60.03	4110	\$67.60	4209	\$79.70	4353	\$58.00
4010	\$60.11	4111	\$67.79	4210	\$74.75	4354	\$51.67
4011	\$70.46	4112	\$76.77	4211	\$74.20	4355	\$66.94
4012	\$67.76	4113	\$69.63	4212	\$75.48	4356	\$61.67
4013	\$66.26	4114	\$67.38	4213	\$73.13	4357	\$57.27
4014	\$65.88	4115	\$72.62	4214	\$73.56	4358	\$74.43
4017	\$68.32	4116	\$72.80	4215	\$71.59	4359	\$68.91
4018	\$75.15	4117	\$59.60	4216	\$70.92	4360	\$60.65
4019	\$70.37	4118	\$74.38	4217	\$69.03	4361	\$65.02
4020	\$70.42	4119	\$64.54	4218	\$70.34	4362	\$60.98
4021	\$71.64	4120	\$67.52	4219	\$73.05	4363	\$53.00
4022	\$73.02	4121	\$65.11	4220	\$70.27	4370	\$64.93
4025	\$80.80	4122	\$68.28	4221	\$73.10	4371	\$71.35
4029	\$35.33	4123	\$70.64	4223	\$73.86	4372	\$62.80
4030	\$66.83	4124	\$74.39	4224	\$76.49	4373	\$53.53
4031	\$69.51	4125	\$57.68	4225	\$73.60	4374	\$42.15
4032	\$69.65	4127	\$70.93	4226	\$75.69	4375	\$57.16
4034	\$68.67	4128	\$71.67	4227	\$76.00	4376	\$55.81
4035	\$69.62	4129	\$71.26	4228	\$79.12	4377	\$58.33
4036	\$67.47	4130	\$53.89	4229	\$86.50	4378	\$59.14
4037	\$69.24	4131	\$68.62	4230	\$77.17	4380	\$60.33
4051	\$65.75	4132	\$76.04	4270	\$70.13	4381	\$60.83
4053	\$66.20	4133	\$71.73	4271	\$80.77	4382	\$51.14

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
4054	\$68.49	4151	\$68.23	4272	\$75.58	4383	\$47.95
4055	\$70.28	4152	\$67.36	4275	\$68.35	4385	\$52.61
4059	\$63.77	4153	\$63.71	4280	\$71.99	4387	\$55.07
4060	\$66.94	4154	\$68.69	4285	\$67.06	4388	\$48.00
4061	\$67.03	4155	\$57.41	4287	\$57.00	4390	\$63.30
4064	\$61.22	4156	\$66.17	4300	\$68.15	4400	\$68.07
4065	\$69.55	4157	\$71.33	4301	\$69.68	4401	\$63.74
4066	\$60.82	4158	\$67.50	4303	\$60.58	4402	\$65.84
4067	\$61.42	4159	\$68.85	4304	\$68.96	4403	\$41.31
4068	\$63.01	4160	\$69.77	4305	\$67.04	4404	\$54.44
4069	\$62.67	4161	\$73.35	4306	\$68.85	4405	\$62.93
4070	\$66.13	4163	\$72.02	4307	\$67.27	4406	\$44.50
4073	\$67.77	4164	\$61.77	4309	\$61.89	4407	\$47.12
4074	\$69.48	4165	\$74.52	4310	\$63.53	4408	\$61.08
4075	\$67.87	4169	\$65.50	4311	\$70.13	4410	\$41.54
4076	\$70.85	4170	\$64.24	4312	\$67.34	4411	\$59.33
4077	\$62.15	4171	\$68.86	4313	\$68.09	4412	\$34.00
4413	\$56.24	4512	\$74.68	4625	\$61.79	4738	\$60.00
4415	\$49.96	4514	\$73.64	4626	\$54.35	4739	\$78.75
4416	\$46.22	4515	\$65.82	4627	\$38.27	4740	\$68.24
4417	\$43.47	4516	\$68.14	4630	\$46.35	4741	\$62.79
4418	\$86.00	4517	\$67.26	4650	\$65.41	4742	\$52.63
4419	\$46.87	4518	\$71.84	4655	\$69.25	4743	\$54.13
4420	\$45.90	4519	\$72.39	4659	\$61.34	4744	\$54.12
4421	\$51.88	4520	\$69.46	4660	\$64.13	4745	\$57.16
4422	\$48.95	4521	\$73.20	4662	\$71.32	4746	\$48.25
4424	\$41.50	4550	\$73.38	4670	\$69.31	4750	\$70.40
4425	\$51.17	4551	\$71.55	4671	\$59.49	4751	\$67.26
4426	\$66.50	4552	\$70.18	4673	\$49.72	4753	\$63.18
4427	\$52.09	4553	\$75.88	4674	\$65.59	4754	\$57.10
4428	\$40.12	4554	\$66.62	4676	\$58.11	4756	\$65.44
4454	\$37.30	4555	\$69.42	4677	\$61.49	4757	\$53.40
4455	\$60.99	4556	\$70.25	4678	\$56.64	4798	\$46.66
4462	\$40.00	4557	\$71.30	4680	\$66.22	4799	\$61.08
4465	\$42.67	4558	\$70.76	4694	\$60.00	4800	\$63.94
4467	\$43.50	4559	\$69.24	4695	\$48.23	4802	\$68.69
4468	\$63.80	4560	\$70.39	4697	\$51.89	4803	\$66.17
4470	\$57.29	4561	\$72.18	4699	\$44.78	4804	\$49.40
4472	\$45.54	4562	\$70.60	4700	\$62.50	4805	\$62.71
4477	\$32.14	4563	\$67.88	4701	\$65.39	4806	\$66.76
4478	\$35.11	4564	\$74.70	4702	\$62.32	4807	\$66.20
4479	\$66.00	4565	\$73.87	4703	\$69.43	4808	\$61.25
4480	\$60.17	4566	\$75.53	4704	\$52.00	4809	\$44.76
4481	\$60.33	4567	\$74.64	4705	\$46.00	4810	\$65.14
4482	\$49.00	4568	\$74.35	4706	\$34.33	4811	\$64.83
4486	\$62.03	4569	\$74.60	4707	\$41.22	4812	\$65.72
4487	\$57.52	4570	\$67.92	4709	\$49.83	4814	\$61.55
4488	\$49.67	4571	\$69.43	4714	\$49.21	4815	\$69.03

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
4490	\$38.29	4572	\$67.55	4715	\$57.48	4816	\$58.28
4492	\$28.33	4573	\$73.97	4716	\$51.24	4817	\$63.98
4493	\$86.50	4574	\$64.34	4717	\$66.12	4818	\$67.72
4494	\$25.33	4575	\$74.41	4718	\$53.57	4819	\$74.41
4496	\$78.80	4580	\$66.20	4719	\$48.97	4820	\$68.64
4497	\$55.17	4581	\$74.97	4720	\$66.34	4821	\$46.75
4498	\$57.00	4600	\$54.62	4721	\$58.01	4822	\$36.71
4500	\$70.82	4601	\$48.48	4722	\$48.78	4823	\$50.73
4501	\$69.88	4605	\$41.18	4724	\$27.67	4824	\$55.90
4502	\$71.20	4606	\$58.00	4725	\$50.63	4825	\$61.17
4503	\$69.22	4608	\$56.88	4726	\$35.31	4828	\$39.25
4504	\$72.54	4610	\$63.54	4727	\$68.50	4829	\$45.00
4505	\$63.87	4611	\$41.71	4730	\$55.85	4830	\$41.17
4506	\$74.43	4612	\$39.92	4731	\$56.33	4849	\$71.58
4507	\$69.61	4613	\$41.05	4732	\$39.80	4850	\$55.81
4508	\$74.77	4614	\$59.56	4733	\$27.00	4852	\$73.04
4509	\$73.47	4615	\$62.96	4735	\$44.58	4854	\$61.40
4510	\$74.54	4620	\$62.29	4736	\$65.00	4855	\$49.70
4511	\$68.77	4621	\$48.34	4737	\$68.57	4856	\$59.14
4857	\$14.75	5035	\$59.00	5098	\$64.50	5170	\$65.26
4858	\$60.35	5037	\$62.62	5106	\$66.67	5171	\$71.29
4859	\$50.83	5038	\$66.77	5107	\$65.98	5172	\$72.76
4860	\$64.64	5039	\$63.72	5108	\$70.08	5173	\$71.92
4861	\$67.39	5040	\$64.41	5109	\$68.84	5174	\$74.29
4865	\$71.06	5041	\$65.17	5110	\$63.22	5201	\$73.00
4868	\$68.93	5042	\$64.88	5112	\$64.83	5202	\$57.92
4869	\$72.20	5043	\$61.01	5113	\$68.61	5203	\$57.42
4870	\$67.00	5044	\$56.01	5114	\$71.40	5204	\$70.46
4871	\$60.57	5045	\$66.50	5115	\$70.86	5210	\$63.09
4872	\$63.41	5046	\$72.05	5116	\$62.08	5211	\$67.55
4873	\$65.28	5047	\$65.95	5117	\$72.58	5212	\$69.12
4874	\$42.97	5048	\$73.37	5118	\$67.89	5213	\$65.43
4875	\$52.32	5049	\$66.40	5120	\$57.37	5214	\$69.64
4876	\$32.36	5050	\$58.47	5121	\$49.66	5220	\$42.18
4878	\$71.24	5051	\$67.73	5125	\$69.24	5221	\$74.40
4879	\$73.40	5052	\$58.14	5126	\$72.83	5222	\$65.89
4880	\$64.11	5061	\$63.08	5127	\$70.28	5223	\$63.06
4882	\$60.99	5062	\$65.10	5131	\$63.63	5231	\$67.78
4883	\$67.77	5063	\$63.95	5132	\$81.40	5232	\$67.00
4885	\$67.33	5064	\$60.56	5133	\$38.00	5233	\$66.50
4886	\$71.15	5065	\$70.41	5134	\$76.00	5234	\$75.92
4890	\$37.98	5066	\$69.02	5136	\$66.71	5235	\$72.31
4891	\$54.52	5067	\$63.36	5137	\$68.78	5236	\$65.00
5000	\$52.67	5068	\$64.38	5138	\$68.20	5237	\$67.33
5001	\$78.01	5069	\$61.15	5139	\$82.67	5238	\$62.95
5006	\$63.58	5070	\$58.96	5140	\$85.00	5240	\$60.17
5007	\$59.35	5071	\$65.42	5141	\$54.53	5241	\$75.64
5008	\$67.12	5072	\$61.85	5142	\$59.55	5242	\$73.50

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
5009	\$66.95	5073	\$72.55	5144	\$75.80	5243	\$72.59
5010	\$58.55	5074	\$65.95	5150	\$67.33	5244	\$66.74
5011	\$71.47	5075	\$71.07	5151	\$78.20	5245	\$67.47
5012	\$56.75	5076	\$71.94	5152	\$59.93	5250	\$74.11
5013	\$62.73	5081	\$61.10	5153	\$75.31	5251	\$74.47
5014	\$66.66	5082	\$66.69	5154	\$59.94	5252	\$72.02
5015	\$66.45	5083	\$67.26	5155	\$64.77	5253	\$65.52
5016	\$68.19	5084	\$63.68	5156	\$75.81	5254	\$65.96
5017	\$59.06	5085	\$64.12	5157	\$61.10	5255	\$71.75
5018	\$64.21	5086	\$70.85	5158	\$69.48	5256	\$60.24
5019	\$68.32	5087	\$66.17	5159	\$70.27	5259	\$54.07
5020	\$53.32	5088	\$64.96	5160	\$58.75	5260	\$68.37
5021	\$61.64	5089	\$71.41	5161	\$71.95	5261	\$47.92
5022	\$67.46	5090	\$60.19	5162	\$69.43	5262	\$65.23
5023	\$67.84	5091	\$66.69	5163	\$69.64	5263	\$63.00
5024	\$66.23	5092	\$65.09	5164	\$61.25	5264	\$54.36
5025	\$72.57	5093	\$69.65	5165	\$71.82	5265	\$31.63
5031	\$60.03	5094	\$58.89	5166	\$62.23	5266	\$28.29
5032	\$64.53	5095	\$70.05	5167	\$64.55	5267	\$58.80
5033	\$64.13	5096	\$68.01	5168	\$62.69	5268	\$62.63
5034	\$62.75	5097	\$64.75	5169	\$70.37	5269	\$34.00
5270	\$44.43	5400	\$81.27	5552	\$27.00	5725	\$60.14
5271	\$58.84	5401	\$66.53	5554	\$65.69	5730	\$86.00
5272	\$45.08	5410	\$72.25	5555	\$47.81	5731	\$39.57
5273	\$37.00	5411	\$75.63	5556	\$64.58	5732	\$34.00
5275	\$59.34	5412	\$73.00	5558	\$60.93	5733	\$56.00
5276	\$54.27	5413	\$53.57	5560	\$42.67	5734	\$11.00
5277	\$54.20	5414	\$74.50	5570	\$44.24	5810	\$6.00
5278	\$42.26	5415	\$53.00	5571	\$53.09	5942	\$32.00
5279	\$43.30	5416	\$61.00	5572	\$76.67	6000	\$64.32
5280	\$56.17	5417	\$56.57	5573	\$45.01	6001	\$67.04
5290	\$64.74	5418	\$29.00	5575	\$49.11	6003	\$60.78
5291	\$60.12	5419	\$32.17	5576	\$49.51	6004	\$64.13
5301	\$48.14	5420	\$31.00	5577	\$53.00	6005	\$63.38
5302	\$36.58	5421	\$52.13	5580	\$37.43	6006	\$62.41
5303	\$35.75	5422	\$49.12	5581	\$57.00	6007	\$62.06
5304	\$68.50	5431	\$47.87	5582	\$49.97	6008	\$69.10
5306	\$32.75	5433	\$62.23	5583	\$56.58	6009	\$58.35
5307	\$59.18	5434	\$62.36	5600	\$60.23	6010	\$70.02
5308	\$62.50	5440	\$23.80	5601	\$44.75	6011	\$66.13
5309	\$64.00	5451	\$54.80	5602	\$60.33	6012	\$68.43
5310	\$16.00	5452	\$40.57	5603	\$41.70	6014	\$65.63
5311	\$42.00	5453	\$68.24	5604	\$45.00	6015	\$67.01
5320	\$57.10	5454	\$49.38	5605	\$61.72	6016	\$64.26
5321	\$53.41	5455	\$86.00	5606	\$66.06	6017	\$67.28
5322	\$78.67	5460	\$59.65	5607	\$55.27	6018	\$64.28
5330	\$64.11	5461	\$70.30	5608	\$64.16	6019	\$66.82
5331	\$61.36	5462	\$56.55	5609	\$69.08	6020	\$63.15

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
5332	\$71.14	5464	\$50.33	5630	\$50.00	6021	\$69.87
5333	\$62.87	5470	\$53.00	5631	\$61.24	6022	\$68.32
5340	\$60.24	5471	\$51.25	5632	\$50.67	6023	\$71.38
5341	\$60.13	5472	\$67.80	5633	\$52.67	6024	\$68.07
5342	\$58.91	5473	\$54.77	5640	\$48.96	6025	\$70.69
5343	\$63.70	5480	\$61.09	5641	\$52.65	6026	\$68.95
5344	\$75.39	5481	\$49.27	5642	\$17.75	6027	\$70.63
5345	\$64.43	5482	\$54.20	5650	\$63.50	6028	\$70.10
5346	\$59.00	5483	\$42.00	5651	\$24.25	6029	\$63.89
5350	\$71.80	5485	\$47.96	5652	\$48.90	6030	\$73.98
5351	\$70.91	5490	\$52.50	5654	\$52.00	6031	\$65.84
5352	\$61.63	5491	\$51.88	5655	\$26.00	6032	\$80.50
5353	\$59.33	5493	\$64.00	5661	\$25.00	6033	\$47.36
5354	\$48.35	5495	\$44.81	5670	\$73.00	6034	\$78.50
5355	\$52.89	5501	\$70.99	5671	\$38.60	6035	\$69.24
5356	\$75.57	5502	\$77.24	5680	\$61.98	6037	\$73.23
5357	\$55.80	5510	\$56.25	5690	\$65.01	6041	\$64.19
5360	\$75.29	5520	\$53.14	5700	\$59.65	6042	\$61.17
5371	\$63.19	5521	\$31.00	5710	\$59.16	6043	\$80.00
5372	\$69.98	5522	\$62.54	5720	\$82.00	6044	\$65.40
5373	\$63.17	5523	\$58.45	5722	\$57.94	6050	\$58.56
5374	\$68.42	5540	\$63.47	5723	\$51.98	6051	\$64.42
5381	\$56.20	5550	\$55.63	5724	\$57.00	6052	\$64.82
6053	\$60.05	6151	\$63.29	6243	\$37.50	6343	\$50.00
6054	\$68.93	6152	\$63.93	6244	\$59.40	6346	\$60.93
6055	\$70.20	6153	\$69.72	6251	\$59.50	6348	\$50.81
6056	\$69.13	6154	\$69.69	6252	\$40.40	6350	\$64.43
6057	\$67.56	6155	\$65.77	6253	\$73.17	6352	\$66.00
6058	\$67.09	6156	\$66.81	6254	\$55.25	6353	\$56.13
6059	\$69.85	6157	\$70.36	6255	\$66.48	6355	\$50.91
6060	\$70.41	6158	\$67.72	6256	\$56.00	6358	\$43.00
6061	\$66.95	6159	\$57.92	6258	\$64.05	6359	\$38.50
6062	\$68.09	6160	\$65.18	6260	\$54.53	6361	\$57.00
6063	\$67.58	6161	\$4.00	6262	\$56.60	6363	\$40.00
6064	\$66.68	6162	\$63.58	6271	\$68.78	6365	\$47.06
6065	\$63.71	6163	\$64.79	6275	\$56.79	6367	\$49.16
6066	\$70.93	6164	\$68.56	6280	\$70.12	6368	\$62.00
6067	\$63.33	6165	\$72.14	6281	\$69.13	6369	\$60.48
6068	\$93.50	6166	\$62.49	6282	\$61.77	6370	\$67.67
6069	\$65.30	6167	\$65.35	6284	\$59.53	6372	\$58.00
6070	\$63.75	6168	\$68.55	6285	\$68.54	6373	\$47.67
6071	\$71.63	6169	\$72.27	6286	\$69.05	6375	\$43.31
6072	\$67.04	6170	\$70.33	6288	\$65.17	6383	\$45.68
6073	\$68.20	6171	\$52.96	6290	\$73.69	6390	\$58.45
6074	\$68.33	6172	\$75.57	6302	\$62.26	6391	\$55.18
6076	\$67.77	6173	\$68.08	6304	\$50.57	6392	\$50.91
6081	\$73.83	6174	\$68.94	6306	\$49.00	6393	\$86.50
6082	\$74.07	6175	\$68.86	6308	\$50.06	6394	\$35.50

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
6083	\$75.27	6176	\$56.22	6309	\$47.25	6395	\$56.86
6084	\$68.20	6207	\$73.06	6311	\$60.67	6396	\$63.50
6100	\$67.87	6208	\$63.56	6312	\$50.88	6397	\$55.50
6101	\$67.26	6210	\$66.71	6313	\$64.00	6398	\$62.71
6102	\$49.99	6213	\$61.27	6315	\$47.97	6401	\$60.66
6103	\$67.80	6214	\$56.67	6316	\$40.83	6403	\$48.86
6104	\$67.23	6215	\$63.81	6317	\$59.89	6405	\$36.67
6105	\$69.64	6218	\$56.85	6318	\$39.78	6407	\$59.54
6106	\$45.36	6220	\$63.91	6320	\$39.93	6409	\$34.80
6107	\$68.85	6221	\$57.80	6321	\$41.63	6410	\$54.88
6108	\$67.82	6223	\$75.33	6322	\$57.00	6411	\$86.00
6109	\$69.29	6224	\$59.18	6323	\$65.63	6413	\$49.00
6110	\$67.22	6225	\$58.52	6324	\$59.46	6414	\$86.00
6111	\$68.65	6226	\$60.17	6326	\$55.17	6415	\$54.45
6112	\$66.62	6227	\$66.59	6327	\$93.50	6417	\$86.00
6121	\$66.18	6228	\$66.29	6328	\$57.87	6418	\$35.05
6122	\$64.10	6229	\$64.33	6330	\$68.10	6420	\$49.00
6123	\$78.04	6230	\$67.63	6331	\$75.50	6421	\$19.00
6124	\$60.76	6231	\$65.11	6332	\$51.17	6423	\$26.33
6125	\$62.26	6232	\$71.31	6333	\$71.71	6424	\$23.33
6126	\$68.60	6233	\$73.18	6335	\$41.78	6425	\$4.00
6147	\$66.38	6236	\$64.90	6336	\$30.43	6426	\$57.86
6148	\$70.11	6237	\$65.54	6337	\$36.27	6428	\$67.50
6149	\$62.17	6239	\$63.05	6338	\$52.13	6429	\$65.22
6150	\$65.63	6240	\$78.67	6341	\$30.80	6430	\$60.53
6432	\$63.62	6522	\$53.72	6751	\$64.63	7002	\$61.64
6433	\$57.50	6525	\$62.95	6753	\$52.54	7004	\$59.23
6434	\$71.50	6528	\$58.14	6754	\$63.80	7005	\$57.52
6436	\$42.33	6530	\$64.00	6758	\$42.86	7006	\$50.33
6437	\$67.67	6531	\$69.71	6760	\$39.50	7007	\$66.14
6438	\$55.42	6532	\$52.10	6765	\$26.21	7008	\$69.12
6440	\$58.06	6535	\$53.06	6770	\$54.38	7009	\$69.65
6442	\$66.08	6536	\$66.62	6798	\$54.76	7010	\$69.55
6443	\$43.84	6537	\$61.73	6799	\$53.72	7011	\$64.66
6444	\$49.58	6556	\$70.63	6809	\$81.00	7012	\$74.89
6445	\$56.50	6558	\$69.94	6827	\$64.00	7015	\$68.78
6446	\$64.50	6560	\$60.16	6844	\$49.00	7016	\$67.79
6447	\$44.00	6562	\$59.00	6847	\$41.00	7017	\$71.02
6448	\$78.06	6564	\$63.08	6849	\$61.33	7018	\$67.50
6450	\$64.56	6566	\$67.37	6865	\$58.00	7019	\$59.69
6460	\$55.58	6568	\$23.50	6872	\$86.00	7020	\$71.11
6461	\$45.44	6569	\$31.00	6900	\$22.00	7021	\$68.10
6464	\$67.50	6571	\$26.00	6901	\$49.00	7022	\$73.40
6468	\$14.50	6572	\$79.00	6904	\$69.00	7023	\$68.08
6472	\$60.00	6575	\$24.00	6905	\$36.00	7024	\$71.41
6473	\$44.00	6603	\$52.71	6906	\$73.00	7025	\$70.80
6475	\$59.13	6606	\$65.75	6910	\$86.00	7026	\$68.81
6476	\$19.00	6608	\$46.00	6914	\$3.00	7027	\$58.64

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
6477	\$55.00	6609	\$56.24	6915	\$90.50	7030	\$63.79
6479	\$48.91	6612	\$70.25	6921	\$45.00	7050	\$66.80
6480	\$56.00	6613	\$31.67	6922	\$39.75	7051	\$49.50
6484	\$86.00	6620	\$40.09	6926	\$86.00	7052	\$74.97
6485	\$60.46	6623	\$59.86	6929	\$52.60	7053	\$63.97
6488	\$30.00	6628	\$79.00	6931	\$78.00	7054	\$65.80
6489	\$74.43	6630	\$53.57	6933	\$78.50	7055	\$82.11
6490	\$35.00	6635	\$68.00	6934	\$67.50	7109	\$64.17
6501	\$82.60	6638	\$69.13	6935	\$86.00	7112	\$64.91
6502	\$71.92	6639	\$69.00	6936	\$89.00	7113	\$62.47
6503	\$63.81	6640	\$28.90	6938	\$86.00	7116	\$60.90
6504	\$16.00	6642	\$59.77	6943	\$76.25	7117	\$59.89
6505	\$25.00	6646	\$86.00	6951	\$85.33	7119	\$28.50
6506	\$79.00	6701	\$57.26	6957	\$78.00	7120	\$45.37
6507	\$66.63	6707	\$60.04	6959	\$44.33	7140	\$64.61
6509	\$58.00	6710	\$47.50	6961	\$57.00	7150	\$60.23
6510	\$67.58	6713	\$75.64	6966	\$93.50	7155	\$75.72
6511	\$75.61	6714	\$60.91	6969	\$32.00	7162	\$73.10
6512	\$38.00	6718	\$67.64	6970	\$49.00	7163	\$59.93
6513	\$51.00	6720	\$65.03	6979	\$57.50	7170	\$64.91
6514	\$67.77	6721	\$58.68	6982	\$101.00	7171	\$71.05
6515	\$54.50	6722	\$67.04	6987	\$86.00	7172	\$67.91
6516	\$67.68	6725	\$62.18	6989	\$106.00	7173	\$69.31
6517	\$58.86	6726	\$73.33	6991	\$46.50	7174	\$70.92
6518	\$46.00	6728	\$55.04	6992	\$9.00	7175	\$27.00
6519	\$48.42	6740	\$74.50	7000	\$61.59	7176	\$48.75
6521	\$56.29	6743	\$59.19	7001	\$65.39	7177	\$60.42
7178	\$61.91	7306	\$62.16				
7179	\$50.53	7307	\$70.73				
7180	\$65.57	7310	\$66.68				
7182	\$52.23	7315	\$66.63				
7183	\$62.00	7316	\$59.89				
7184	\$56.14	7320	\$60.58				
7185	\$64.33	7321	\$55.03				
7186	\$55.50	7322	\$60.05				
7187	\$56.67	7325	\$60.56				
7190	\$52.81	7330	\$56.30				
7209	\$52.40	7331	\$61.96				
7210	\$59.28	7467	\$54.38				
7211	\$53.71	7468	\$66.00				
7212	\$61.87	7469	\$43.44				
7213	\$54.14	7470	\$47.66				
7214	\$38.13	7809	\$114.00				
7215	\$56.42	8107	\$86.00				
7216	\$59.99	Invalid	\$56.08				
7248	\$67.34						
7249	\$66.19						
7250	\$66.34						

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Average Fortnightly Rent Assistance Payments by Postcode**

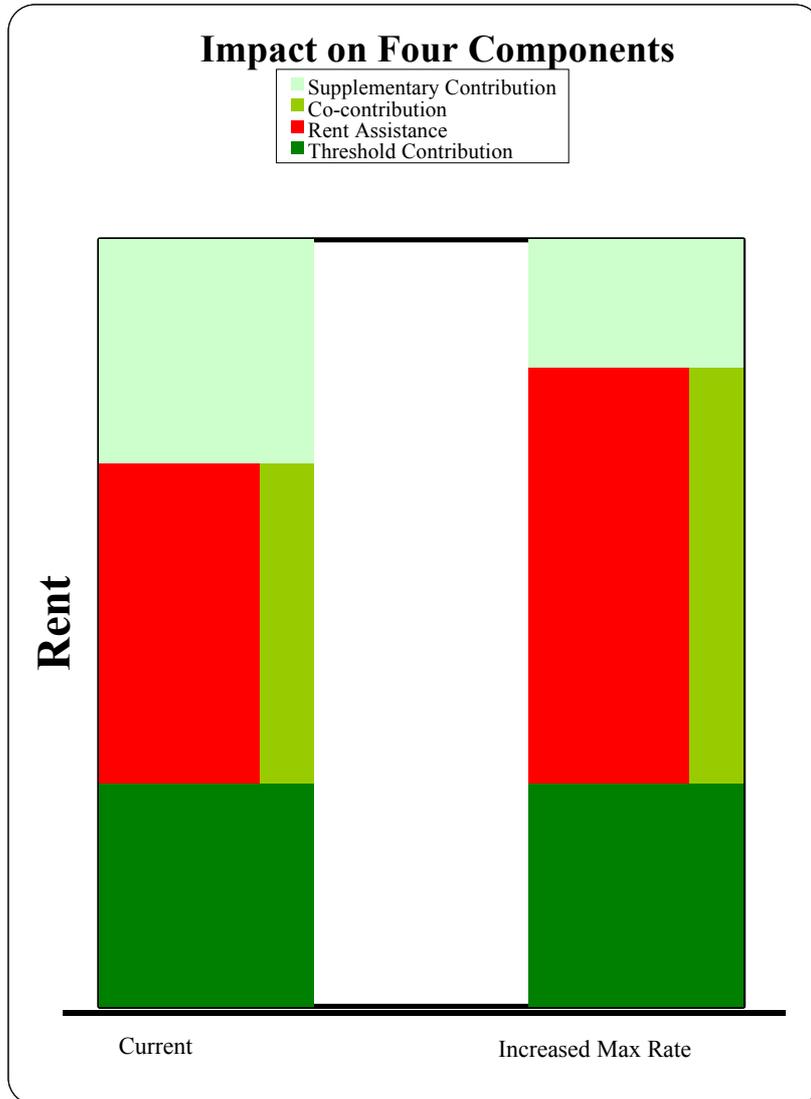
**Attachment to QON  
47(C)**

**Fortnight ending 15 December 2000**

<b>Postcode</b>	<b>Rent Assistance</b>						
7252	\$66.86						
7253	\$61.89						
7254	\$56.48						
7255	\$39.67						
7256	\$57.29						
7257	\$21.43						
7258	\$54.60						
7259	\$61.93						
7260	\$61.66						
7261	\$38.48						
7262	\$58.05						
7263	\$42.56						
7264	\$37.61						
7265	\$41.83						
7267	\$67.23						
7268	\$54.00						
7270	\$64.82						
7275	\$64.94						
7276	\$57.51						
7277	\$68.52						
7290	\$69.44						
7291	\$57.78						
7292	\$62.05						
7300	\$71.14						
7301	\$69.24						
7302	\$54.76						
7303	\$63.54						
7304	\$57.78						
7305	\$54.25						

Senate Community Affairs Legislation Committee  
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE  
FAMILY AND COMMUNITY SERVICES PORTFOLIO  
2000-2001 Additional Estimates, 20 February 2001

Rent – impact on four components



**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.2 Community Support**

**Question No. 42**

**Topic: Stronger Families and Communities Strategy**

**Hansard Page: CA 224**

**Senator Evans asked:**

**Please provide the membership of the State and Territory Advisory Groups.**

Answer:

The membership of the State and Territory Advisory Groups are listed in the tables that follow.

**ACT**

<b>NAME</b>	<b>BACKGROUND/ORGANISATION</b>
Ms Barbara Pamphillon	Community Education, University of Canberra
Mr Rod Frazer	Company Director, Canberra Southern Cross Club
Mr Killion Banda	Coordinator, Migrant Resource Centre of Canberra & Queanbeyan
Ms Yodie Batzke	Chairperson, Aboriginal and Torres Strait Islander Commission Regional Council
Ms Sue Leppert	Anglicare
Chief Magistrate Ron Cahill	ACT Chief Magistrate
Mr Joseph Murphy	State Manager, FaCS ACT State Office (Health & Aged Care)

**QUEENSLAND**

<b>NAME</b>	<b>BACKGROUND/ORGANISATION</b>
Ms Helga Biro	Director, Centacare, Cairns
Ms Lyn Simpson	Director, The Communication Centre, QUT
Mr Morrie O'Conner	Community Living Program
Ms Trish Williams	Indigenous youth worker
Mr Kerry Herron	Chair, Queensland Advisory Committee and State Vice President, Committee for Economic Development of Australia
Dr Donna Pendergast	Lecturer in Education, University of Queensland, Ipswich Campus
Mr Glen Halloran	State Manager, FaCS Qld State Office

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**NEW SOUTH WALES**

<b>NAME</b>	<b>BACKGROUND/ORGANISATION</b>
Ms Tonia Godhard	CEO, Sydney Day Nursery Children's Services Inc
Ms Margaret Miller	NSW Cancer Council
Ms Claerwyn Little	Burnside Social Justice and Research Program
Mr Tom Slookee	Chair, National Organisation for Aboriginal Housing; Member, Indigenous Community Capacity Building Roundtable and Working Group
Professor Bill Randolph	Director, Urban Frontiers Program, University of Western Sydney
Mr Craig Tapper	Management Consultant
Ms Jan Carter	Counsellor, Gunnedah community
Ms Rita Budlevskis	State Manager, FaCS NSW State Office

**WESTERN AUSTRALIA**

<b>NAME</b>	<b>BACKGROUND/ORGANISATION</b>
Captain Brad Halse	Divisional Social Program Secretary of the Salvation; background in youth and social work.
Ms Sue Middleton	WA representative Regional Women's Advisory Council; member of Regional Australia Summit Steering Committee; Regional Solutions Board member
Professor Tom Stannage	Professor and Executive Dean, Division of Humanities, Curtin University of Technology
Ms Isabelle Adams	Has been a member of WA Children's Advisory Council, Australian Early Childhood Association, National Aboriginal Education Committee Early Childhood Education Working Party, and the Early Childhood Representative on Ministerial Council For Education, Employment, Training and Youth Affairs Aboriginal Education TaskForce
Mr Peter Kenyon	Director of the Bank of IDEAS which is involved in the design, implementation and evaluation of local, regional and national employment and economic development policies/projects)
Mr Mark Anderson	CEO of Fairbridge, a non profit organisation dedicated to the development of young people
Mrs Anne Griffiths	Coordinator of Education Services at the Chamber of Commerce & Industry of WA
<b>Ms Emma Kate Mcguirk</b>	State Manager, FaCS WA State Office

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**VICTORIA**

<b>NAME</b>	<b>BACKGROUND/ORGANISATION</b>
Ms Raeleen Berriman	Service Coordinator, Home Care Services NSW; former Director Murray Darling Community Care; participant in the Australian Rural Leadership Program 1999-2000; involved in indigenous women's issues
Ms Pam Regan	Manager, Community Services, City of Moonee Valley; former Manager, Family and Health Services, City of Darebin
Ms June McLoughlin	Director, Early Childhood Unit, Centre for Community Child Health at the Royal Children's Hospital; Victorian Representative on National Community Child Care Council; Committee Member of Australian Early Intervention Association; Chairperson, National Childcare and Children's Health Board; Founding Member and Director of NIFTEY
Captain David Eldridge	Captain, Salvation Army; Chair; Commonwealth Advisory Committee on Homelessness; Chair, Youth Pathways Action Plan Taskforce; Chair (1996-1998), Prime Ministerial Taskforce on Youth Homelessness
Ms Suzanne Russell	Associate Professor of Applied Science, RMIT
Ms Denise Swift	State Manager, FaCS Victorian State Office

**TASMANIA**

<b>NAME</b>	<b>BACKGROUND/ORGANISATION</b>
Ms Lindy Mackey	Manager Community Participation, Glenorchy Council
Mr Paul Pritchard	Deputy National Director, Good Beginnings
Associate Professor Ian Falk	Director, Centre for Research and Learning in Regional Australia; University of Tasmania
Ms Jane Bennett	Production Manager, Ashgrove Cheese; Businesswoman of the year.
Mr John Hargrave	State Manager, FaCS Tasmania State Office

**SOUTH AUSTRALIA**

<b>NAME</b>	<b>BACKGROUND/ORGANISATION</b>
Ms Judith Jones	<b>CEO Barossa Council</b>
The Right Reverend Philip Aspinall	Former CEO, Tasmanian Anglicare; Current President Anglicare Australia
Mr John D Smith	Mayor of Whyalla
Ms Carol Gaston	Governor, Adelaide Bank Charitable Foundation; Former senior State Government Health Planner; Chair, Major Metropolitan Hospital

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Ms Jennifer Cashmore	Board Member National Childcare Accreditation Council (NCAC); Chair SA Ministerial Advisory Board on Ageing; State Minister of Health 1979-82; Board Member of Charitable and Social Welfare Board 1995-98
Ms Melinda Brindle	State Manager, FaCS SA State Office

**NORTHERN TERRITORY**

<b>NAME</b>	<b>BACKGROUND/ORGANISATION</b>
James Kantilla	Youth worker employed by the Tiwi Health Board
Anne Shepherd	Owner/operator Katherine Newsagency, past president of the Katherine Chamber of Commerce
Peter Fischer	CEO, Anglicare
Helen Pavlin	Private practitioner (family counselling)
Rosie Kunoth - Monks	Board Member for Batchelor Institute of Indigenous Tertiary Education
Marguerite Rooke	Migrant Resource Centre – Alice Springs
Ron Watt	Head of School, School of Education - Batchelor Institute for Indigenous Tertiary Education
Helen Bulis	State Manager, FaCS NT State Office

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.2 Community Support**

**Question No. 43**

**Topic: Stronger Families and Communities Strategy**

**Hansard Page: CA 226**

**Senator Evans asked:**

**Which programs offer recurrent funding?**

Answer:

The following Stronger Families and Communities Strategy programs offer ongoing funding:

- The Stronger Families Fund
- Greater Flexibility and Choice in Child Care
- Potential Leadership in Local Communities
- National Skills Development for Volunteers
- Local Solutions to Local Problems

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 2.2 – Community Support**

**Question No: 48**

**Topic: Problem Gambling**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Given that the Government has stated that tackling problem gambling is a major policy priority – what in reality has been done to identify and implement real strategies to address this issue?

**Answer:**

The Government has taken a number of steps to address and prevent problem gambling, both through its own policy responsibilities and jointly with State and Territory Governments:

- The Ministerial Council on Gambling has been established and is working in a number of areas to share best practice and sponsor national initiatives. This includes development of a national approach to research, to public awareness, to codes of practice for responsible gaming by manufacturers and venues, and to treatment and support for problem gamblers and their families.
- Further, in an historic discussion on problem gambling, the Council of Australian Governments (COAG) agreed in November 2000 to a range of initiatives including the development of a national strategic framework on problem gambling, and early implementation by States and Territories of numerous harm minimisation strategies such as risk warnings, training of venue staff, and public awareness. These initiatives are being progressed under the auspice of the Ministerial Council on Gambling.
- The Government has imposed a one-year moratorium on new interactive gambling services, and is examining the feasibility and consequences of a permanent ban on interactive gambling.
- The Government is actively working to improve the responsiveness to problem gambling in its own services and programs. This includes the piloting of problem gambling referral in Centrelink, inclusion of problem gambling awareness materials in Emergency Relief training, and collection of information on problem gambling by homelessness services funded under the Supported Accommodation Assistance Program.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 30**

**Topic: Special Benefit Data**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

Special Benefit Data

As at 31 December 2000:

- How many people aged 16 to 25 were receiving Special Benefit?
- Of these people, how many were subject to a two-year waiting period?
- Of the people aged 16 to 25 receiving Special Benefit, how many were subject to an Assurance of Support?

Answer:

The nearest date to the date requested above, provided by the department's administrative system, is data as at **19 January 2001**:

- 1,514 people aged 16 to 25 (inclusive) receiving Special Benefit;
- 282 people within this age group are in the two year waiting period; and
- 13 people aged 16 to 25 (inclusive) on Special Benefit are subject to an Assurance of Support.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 49**

**Topic: Clean Slate Provisions – Work for the Dole**

**Senator Evans** asked:

- a) How many people sought but were unable to access a program using these provisions in 1999-2000 and the first six months of the current financial year?
- b) Is the use of the clean slate effectively limited by the number of WFTD places available?
- c) In the year 1999-2000 and the first six months of this financial year how many jobseekers were breached, and how many WFTD places has DEWRSB advised Centrelink were available?

Answer:

- a) The Department is unable to answer this question, as such data is not collected.
- b) The clean slate provisions are available to eligible customers who participate in Work for the Dole and the Community Support Program. As such, use of the provisions is determined by the availability of placements in these programs.
- c) Total number of job seekers with a breach in 1999-2000 was 190,645. Data that has been requested for the 2000-2001 financial year is not readily available. To obtain this data would require a significant diversion of the Department's resources. In the financial year 1999-2000, DEWRSB funded 32,500 Work for the Dole places. This financial year, DEWRSB are funding 50,000 Work for the Dole places.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 57**

**Topic: Clean Slate Provisions – Rural and Regional Australia**

**Hansard Page: CA181**

**Senator West asked:**

Please identify all the factors that are to be considered where some people cannot access their entitlement in population centres which are quite small. I would like to know more details on how many, who, why, what and when.

**Answer:**

The Department does not collect data in relation to customers who may wish to use the clean slate provisions but do not have access to eligible programs.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 50**

**Topic: Breaching data**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

For the period 1 July 2000 to 31 December 2000:

- a) What was the total number of people subject to administrative breaches?
- b) What was the total number of people subject to activity test breaches?
- c) What was the total number of people subject to more than one administrative breach?
- d) What was the total number of people subject to more than one activity test breach?
- e) What was the total number of people from non-English speaking backgrounds subject to breaches?
- f) What was the total number of Aboriginal people subject to breaches?
- g) What was the total number of people who were subject to two or more administrative breaches within a month of each other?
- h) What was the total number of people who were subject to two or more activity test breaches within one month of each other?
- i) What follow-up strategies are used by Centrelink staff where a person is subject to more than one breach within a short period of time?
- j) How many activity test breaches were appealed to an authorised review officer? What percentage of breaches were set aside at this level?
- k) How many administrative breaches were appealed to an authorised review officer? What percentage of breaches were set aside at this level?
- l) How many activity test breaches were appealed to the Social Security Appeals Tribunal? What percentage of breaches were set aside at this level?
- m) How many administrative breaches were appealed to the Social Security Appeals Tribunal? What percentage of breaches were set aside at this level?
- n) What was the total number of administrative breaches for each Centrelink region?
- o) What was the total number of activity test breaches for each Centrelink region?

Answer:

- a) – h) For the period indicated, the data requested is not readily available. To obtain this data would require a significant diversion of the Department's resources.
- i) What follow-up strategies are used by Centrelink staff where a person is subject to more than one breach within a short period of time?

Centrelink use the same policy and strategies for each breach penalty that is going to be imposed. When Centrelink is determining whether to impose a breach penalty they endeavour to contact the person. This contact gives the person an opportunity to explain their actions to

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Centrelink and offer an acceptable reason, should they have one. Where Centrelink is concerned that a job seeker is having difficulty complying and that this may be the result of circumstances beyond the person's control, they may be referred to an appropriate specialist officer, such as a Social Worker.

j) – m) For the period indicated, the data requested is not readily available. To obtain this data would require a significant diversion of the Department's resources.

n) What was the total number of administrative breaches for each Centrelink region?  
The answer to this question is attached.

Please note when looking at this information, which shows breaches imposed at each Customer Service Centre in Australia, that numbers appear for Call Centres and other offices which do not impose breaches. Centrelink has confirmed that this may occur when a Centrelink Customer Service Officer has not updated their user profile, with the result that they are seen by the Centrelink system as working in one area when in fact they work in another.

o) What was the total number of activity test breaches for each Centrelink region?  
The answer to this question is attached.

Please note when looking at this information, which shows breaches imposed at each Customer Service Centre in Australia, that numbers appear for Call Centres and other offices which do not impose breaches. Centrelink has confirmed that this may occur when a Centrelink Customer Service Officer has not updated their user profile, with the result that they are seen by the Centrelink system as working in one area when in fact they work in another.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

50 n)

For the period 1 July 2000 to 31 December 2000 what was the total number of administrative breaches for each Centrelink region?

<b>Area</b>	<b>Number</b>
<b>Brisbane</b>	
ANERLEY	0
BRIS COMPLIANCE B	1
BUNDABERG	239
CABOOLTURE	132
CALOUNDRA	84
CAPALABA	71
CHERMSIDE	219
CLEVELAND	42
COMMUNITY SVC UNIT	1
FORTITUDE VALLEY	459
GYMPIE	112
HERVEY BAY	38
KAWANA WATERS	42
KINGAROY	18
KIPPA-RING	205
MAROOCHYDORE	137
MARYBOROUGH	71
MITCHELTON	379
MT GRAVATT	441
NAMBOUR	38
NOOSA	62
NUNDAH	301
SOUTH BRISBANE	123
STONES CORNER	247
STRATHPINE	412
TOOWONG	275
WYNNUM	74
<b>Total</b>	<b>4223</b>
<b>Central and Nthn Queensland</b>	
AITKENVALE	2
AREA NQ COMPLIANCE	0
ATHERTON	82
AYR	53
BILOELA	13
BOWEN	17
CAIRNS EMPLOY SERV	293
CAIRNS REMOTE	18
CAIRNS YTH STUDENT	208

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

CHARTERS TOWERS	12
EDMONTON	52
EMERALD	58
GLADSTONE	33
GREENFIELDS	38
INGHAM	26
INNISFAIL	70
MACKAY	170
MAREEBA	30
MOSSMAN	13
MT ISA	167
MULGRAVE RD EMP SE	281
NORMANTON	5
ROCKHAMPTON	205
ROCKHAMPTON SAC	0
ROSS RIVER EMP SE	109
SMITHFIELD	127
THURSDAY IS	14
TOWNSVILLE	40
TOWNSVILLE YSC	51
TULLY VISIT SRVCE	0
WESTCOURT	5
WHITSUNDAY	68
YEPPOON	21
<b>Total</b>	<b>2281</b>
<b>Call Centre</b>	
CALL CENTR BEN VIC	1
CALL CENTRE ADEL	0
CALL CENTRE BBURY	1
CALL CENTRE BRIS	1
CALL CENTRE CAIRNS	0
CALL CENTRE CDIFF	1
CALL CENTRE GLNG	0
CALL CENTRE HOBART	0
CALL CENTRE LNCSTN	0
CALL CENTRE LPOOL	0
CALL CENTRE LTROBE	0
CALL CENTRE MBIN	1
CALL CENTRE MRLAND	0
CALL CENTRE PERTH	0
CALL CENTRE PTMAC	0
CALL CENTRE SYDNEY	0
CALL CENTRE TWMBA	0
CALL CENTRE WEND	1

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

CALL CENTRE WRLLA	0
CALL LAB	0
CALLS TOWNSVILLE	0
MARYBOROUGH CALL	1
<b>Total</b>	<b>7</b>
<b>Northern Australia</b>	
ALICE SPR REMOTE	4
ALICE SPRINGS	148
BROOME	143
CASUARINA	107
CASUARINA REMOTE	2
CASUARINA YSSC	81
DERBY	8
KATHERINE	39
KATHERINE REMOTE	2
KNUCKEY STREET	52
KUNUNURRA	22
MANINGRIDA	0
NHULUNBUY	2
PALMERSTON	83
PALMERSTON REMOTE	1
TANGENTYERE	2
TENNANT CK DSSO	6
TENNANT CK REMOTE	1
<b>Total</b>	<b>703</b>
<b>North Central Victoria</b>	
BENALLA	0
BOX HILL	307
BRIGHT	0
BROADMEADOWS	331
DAREBIN	206
DAREBIN YOUTH UNIT	242
ECHUCA	24
EPPING	560
FITZROY	199
GREENSBOROUGH	348
HEIDELBERG	72
LILYDALE	249
MORELAND	77
MORELAND YOUTH SVS	147
NEWMARKET	159
PRAHRAN	0
RICHMOND	176
RINGWOOD	303

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

SEYMOUR DSSO	3
SHEPPARTON	280
ST KILDA	0
STH MELBOURNE	157
WANGARATTA	107
WINDSOR VIC	349
Total	4296
<b>West NSW</b>	
AREA WEST DRU	1
AREA WEST ENV S	2
AUBURN	339
BAULKHAM HILLS	243
BLACKTOWN	663
C AND R AREA WEST	0
HAWKESBURY	300
KATOOMBA	117
LITHGOW	13
MERRYLANDS	376
MT DRUITT	584
MUDGEES	31
PARRAMATTA	334
PENRITH	331
PENRITH R AND D	0
RYDE	214
SPRINGWOOD	53
ST MARYS	561
<b>Total</b>	<b>4162</b>
<b>South Metropolitan NSW</b>	
AREA STH METRO DRU	0
ASHFIELD	3
BAN YOUTH SERVICES	552
BANKSTOWN	383
CABRAMATTA	263
CAMDEN	128
CAMPBELLTOWN	860
CAMPSIE	303
ENTLMNT ASSURANCE1	0
FAIRFIELD	722
INGLEBURN	309
LAKEMBA	275
LIV YOUTH SERVICES	0
LIVERPOOL	510
REVESBY	1
STRATHFIELD	181

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

<b>Total</b>	<b>4490</b>
<b>South West NSW</b>	
ACT COMPLIANCE	1
ACT PROCESS CENTRE	0
ALBURY	235
ALBURY 2	0
AREA SOUTH WEST	0
BATEMANS BAY	42
BATHURST	80
BEGA	25
BELCONNEN	219
BOURKE	19
BOWRAL	48
BRADDON	161
COOMA	39
COWRA	62
DENILQUIN	18
DUBBO	155
GOULBURN	58
GRIFFITH	72
GUNGAHLIN	32
LANYON	24
LEETON	42
NAROOMA	5
ORANGE	81
PARKES	53
QUEANBEYAN	112
RECORDS MNG UNIT	1
SOUTH WEST DRU J	0
TUGGERANONG	163
TUMUT	40
WAGGA	100
WODEN	89
YASS	13
YOUNG	23
<b>Total</b>	<b>2012</b>
<b>East Coast NSW</b>	
BONDI JUNCTION	454
CARINGBAH	702
CHATSWOOD	337
CORRIMAL	135
DAPTO	138
DARLINGHURST	274
DARLINGHURST CSU	10

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

HAYMARKET SAC	1
HORNSBY	223
HURSTVILLE	225
LEICHHARDT	319
MAROUBRA	375
MARRICKVILLE	245
NORTHERN BEACHES	579
NOWRA	90
REDFERN	289
ROCKDALE	397
SHELLHARBOUR	260
SUTHERLAND	0
SYD CENTRAL DRU	1
SYDNEY COMPLIANCE	0
ULLADULLA	36
WARRAWONG	0
WOLLONGONG	268
<b>Total</b>	<b>5358</b>
<b>South Australia</b>	
BERRI	58
BROKEN HILL	41
CEDUNA	4
COOBER PEDY	15
CURRIE ST ADELAIDE	64
DEBT MANAGEMENT SA	2
EDW REVIEW CLUSTER	0
EDWARDSTOWN	365
ELIZABETH	254
ENFIELD	109
GAWLER	228
GLENELG	131
IT STRATEGIES SERV	0
KADINA	26
KILKENNY	184
MAR	0
MODBURY	176
MT BARKER	74
MT GAMBIER	56
MURRAY BRIDGE	66
NOARLUNGA	230
NORWOOD	121
PARKSIDE	180
PORT ADELAIDE	124
PORT AUGUSTA	104

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

PORT LINCOLN	85
PORT PIRIE	37
SALISBURY	464
SLB REVIEW CLUSTER	1
TORRENSVILLE	151
VICTOR HARBOR	20
WHYALLA	46
SOUTH AUSTRALIA	3416
<b>Hunter</b>	
AREA HUNTER	1
AREA HUNTER DRU	0
ARMIDALE	83
CESSNOCK	35
CHARLESTOWN	281
ETTALONG	104
FORSTER	23
GLEN INNES	0
GOSFORD	12
GOSFORD NSS	182
GUNNEDAH	24
HUNTER RECORDS MAN	0
INVERELL	32
KEMPSEY	99
KURRI KURRI	11
LAKEHAVEN	187
MAITLAND	164
MAYFIELD	124
METRO COMPLIANCE	0
MUSWELLBROOK	12
NAMBUCCA HEADS	35
NELSON BAY	73
NEWCASTLE	185
PORT MACQUARIE	120
RAYMOND TERR EMP	68
SINGLETON	27
STUDENT COMPLIANCE	1
TAMWORTH	190
TAREE	115
THE ENTRANCE	211
TORONTO	93
TUGGERAH	0
WALLSEND	133
WYONG	35
<b>Total</b>	<b>2,660</b>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

<b>Pacific Central</b>	
AREA PACIFIC CENT	0
BALLINA	61
BEAUDESERT	28
BEENLEIGH	91
BIGGERA WATERS	242
BROWNS PLAINS	294
BRUNSWICK HEADS	32
BYRON BAY	27
CASINO	16
CHARLEVILLE	21
COFFS HARBOUR	270
COMPLIANCE WDR	1
DALBY	74
ESK	0
GOODNA	362
GOONDIWINDI	16
GRAFTON	125
INALA	145
IPSWICH	535
LIGHTNING RIDGE	0
LISMORE	74
MOREE	12
MURWILLUMBAH	19
NARRABRI	15
NERANG	579
NERANG FAMILY SVCS	5
PACIFIC CNTL DRU Q	3
PACIFIC CNTRL DRU	1
PALM BEACH	290
ROMA	22
SOUTHPORT	1,035
STANTHORPE	1
TENTERFIELD NSW	0
TOOWOOMBA	206
TWEED HEADS	175
WALGETT	10
WARWICK	57
WOODRIDGE	153
<b>Total</b>	<b>4,997</b>
<b>Tasmania</b>	
BELLERIVE	87
BRIDGEWATER	64
BURNIE	35

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

DEVONPORT	33
GLENORCHY	103
HOBART	262
HUONVILLE	14
LAUNCESTON	111
MOWBRAY FAO	3
QUEENSTOWN	0
ST HELENS	2
YSSC HOBART TAS	95
YSU GLENORCHY	0
<b>Total</b>	<b>809</b>
<b>Western Australia</b>	
ABSTUDY WA	1
ALBANY	68
BUNBURY	98
CANNINGTON	106
CARNARVON	27
CHRISTMAS ISLAND	0
COCOS ISLAND	0
COLLIE	4
ESPERANCE	102
FREMANTLE	122
GERALDTON	151
GOSNELLS	220
INNALOO	103
JOONDALUP	460
KALGOORLIE	97
KARRATHA	61
KWINANA	26
MANDURAH	198
MIDLAND	265
MILLIGAN STREET	152
MIRRABOOKA	247
MORLEY	113
NORTHAM	37
ROCKINGHAM	227
SOUTH HEDLAND	36
SPEARWOOD	114
VICTORIA PARK	320
WA COM ASSESSMET	0
WARWICK GROVE	202
YOUTH SERVICE UNIT	0
<b>Total</b>	<b>3,557</b>
<b>South East Victoria</b>	

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

BAIRNSDALE	17
BELGRAVE	13
CAMBERWELL	283
CHELTENHAM	456
COMPLI CHELTENHAM	1
COWES	0
CRANBOURNE	117
DANDENONG	231
FOUNTAIN GATE	91
FRANKSTON	288
GLEN WAVERLEY	104
KNOX	111
LEONGATHA	1
MORNINGTON	102
MORWELL	129
OAKLEIGH	309
PAKENHAM	24
ROSEBUD	97
ROWVILLE	22
SALE	76
SPRINGVALE	345
WANTIRNA	16
WARRAGUL	20
WONTHAGGI	1
<b>Total</b>	<b>2,854</b>
<b>West Victoria</b>	
ARARAT	8
BALLARAT	262
BENDIGO	454
CASTLEMAINE VISIT	0
COLAC	35
CORIO	139
DARETON VISIT SVC	0
ESSENDON	287
FOOTSCRAY	54
FOOTSCRAY YTH ES	231
GEELONG	248
GEELONG NOW GEE	0
HAMILTON	9
HORSHAM	67
MARYBOROUGH VIC	13
MELTON	132
MILDURA	162
NEWPORT	207

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

PORTLAND	7
STAWELL	7
SUNBURY	162
SUNSHINE	333
SUNSHINE PEN FAM	0
SWAN HILL	91
WARRNAMBOOL	120
WATERGARDENS	163
WERRIBEE	403
<b>Total</b>	<b>3,594</b>

	<b>Area</b>	<b>Number</b>
<b>Brisbane</b>		
ANMERLEY		1
BRIS COMPLIANCE B		1
BUNDABERG		481
CABOOLTURE		573
CALOUNDRA		314
CAPALABA		431
CHERMSIDE		480
CLEVELAND		226
COMMUNITY SVC UNIT		3
FORTITUDE VALLEY		968
GYMPIE		242
HERVEY BAY		199
KAWANA WATERS		177
KINGAROY		182
KIPPA-RING		422
MAROOCHYDORE		484
MARYBOROUGH		233
MITCHELTON		563
MT GRAVATT		833
NAMBOUR		198
NOOSA		276
NUNDAH		382
SOUTH BRISBANE		453
STONES CORNER		791
STRATHPINE		525
TOOWONG		392
WYNNUM		315
<b>Total</b>		<b>10,145</b>
<b>Central and Northern Queensland</b>		
AITKENVALE		13

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

AREA NQ COMPLIANCE	2
ATHERTON	184
AYR	116
BILOELA	56
BOWEN	91
CAIRNS EMPLOY SERV	468
CAIRNS REMOTE	85
CAIRNS YTH STUDENT	371
CHARTERS TOWERS	74
EDMONTON	131
EMERALD	174
GLADSTONE	249
GREENFIELDS	103
INGHAM	73
INNISFAIL	265
MACKAY	429
MAREEBA	183
MOSSMAN	118
MT ISA	232
MULGRAVE RD EMP SE	515
NORMANTON	18
ROCKHAMPTON	701
ROCKHAMPTON SAC	1
ROSS RIVER EMP SE	633
SMITHFIELD	249
THURSDAY IS	48
TOWNSVILLE	282
TOWNSVILLE YSC	77
TULLY VISIT SRVCE	1
WESTCOURT	11
WHITSUNDAY	149
YEPPOON	135
<b>Total</b>	<b>6,237</b>
<b>Call Centre</b>	
CALL CENTR BEN VIC	0
CALL CENTRE ADEL	2
CALL CENTRE BBURY	2
CALL CENTRE BRIS	2
CALL CENTRE CAIRNS	1
CALL CENTRE CDIFF	1
CALL CENTRE GLNG	0
CALL CENTRE HOBART	0
CALL CENTRE LNCSTN	0
CALL CENTRE LPOOL	0

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

CALL CENTRE LTROBE	1
CALL CENTRE MBIN	0
CALL CENTRE MRLAND	0
CALL CENTRE PERTH	1
CALL CENTRE PTMAC	1
CALL CENTRE SYDNEY	1
CALL CENTRE TWMBA	0
CALL CENTRE WEND	0
CALL CENTRE WRLLA	1
CALL LAB	0
CALLS TOWNSVILLE	0
MARYBOROUGH CALL	0
<b>Total</b>	<b>13</b>
<b>Northern Australia</b>	
ALICE SPR REMOTE	5
ALICE SPRINGS	207
BROOME	242
CASUARINA	483
CASUARINA REMOTE	7
CASUARINA YSSC	156
DERBY	32
KATHERINE	128
KATHERINE REMOTE	8
KNUCKEY STREET	227
KUNUNURRA	200
MANINGRIDA	1
NHULUNBUY	5
PALMERSTON	445
PALMERSTON REMOTE	15
TANGENTYERE	3
TENNANT CK DSSO	13
TENNANT CK REMOTE	0
Total	2,177
<b>North Central Victoria</b>	
BENALLA	1
BOX HILL	438
BRIGHT	0
BROADMEADOWS	1,116
DAREBIN	480
DAREBIN YOUTH UNIT	349
ECHUCA	109
EPPING	714
FITZROY	579
GREENSBOROUGH	472

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

HEIDELBERG	294
LILYDALE	539
MORELAND	455
MORELAND YOUTH SVS	428
NEWMARKET	570
PRAHRAN	0
RICHMOND	390
RINGWOOD	745
SEYMOUR DSSO	26
SHEPPARTON	513
ST KILDA	0
STH MELBOURNE	339
WANGARATTA	264
WINDSOR VIC	953
Total	9,774
<b>West NSW</b>	
AREA WEST DRU	1
AREA WEST ENV S	0
AUBURN	825
BAULKHAM HILLS	385
BLACKTOWN	1,266
C AND R AREA WEST	1
HAWKESBURY	509
KATOOMBA	290
LITHGOW	68
MERRYLANDS	971
MT DRUITT	1,396
MUDGEE	134
PARRAMATTA	942
PENRITH	1,112
PENRITH R AND D	4
RYDE	349
SPRINGWOOD	95
ST MARYS	822
<b>Total</b>	<b>9,170</b>
South Metropolitan NSW	
AREA STH METRO DRU	1
ASHFIELD	6
BAN YOUTH SERVICES	813
BANKSTOWN	829
CABRAMATTA	634
CAMDEN	215
CAMPBELLTOWN	1,320
CAMPSIE	494

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

ENTLMNT ASSURANCE1	1
FAIRFIELD	1,808
INGLEBURN	423
LAKEMBA	401
LIV YOUTH SERVICES	0
LIVERPOOL	1,739
REVESBY	10
STRATHFIELD	372
<b>Total</b>	<b>9,066</b>
<b>South West NSW</b>	
ACT COMPLIANCE	1
ACT PROCESS CENTRE	1
ALBURY	537
ALBURY 2	5
AREA SOUTH WEST	1
BATEMANS BAY	208
BATHURST	185
BEGA	91
BELCONNEN	509
BOURKE	163
BOWRAL	225
BRADDON	424
COOMA	63
COWRA	104
DENILIQVIN	36
DUBBO	660
GOULBURN	187
GRIFFITH	249
GUNGAHLIN	64
LANYON	75
LEETON	122
NAROOMA	47
ORANGE	213
PARKES	149
QUEANBEYAN	397
RECORDS MNG UNIT	0
SOUTH WEST DRU J	0
TUGGERANONG	400
TUMUT	114
WAGGA	236
WODEN	329
YASS	30
YOUNG	94
<b>Total</b>	<b>5,919</b>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

<b>East Coast NSW</b>	
BONDI JUNCTION	1,246
CARINGBAH	665
CHATSWOOD	416
CORRIMAL	488
DAPTO	352
DARLINGHURST	720
DARLINGHURST CSU	11
HAYMARKET SAC	0
HORNSBY	261
HURSTVILLE	626
LEICHHARDT	814
MAROUBRA	750
MARRICKVILLE	758
NORTHERN BEACHES	753
NOWRA	337
REDFERN	1,022
ROCKDALE	626
SHELLHARBOUR	625
SUTHERLAND	7
SYD CENTRAL DRU	0
SYDNEY COMPLIANCE	1
ULLADULLA	62
WARRAWONG	1
WOLLONGONG	939
<b>Total</b>	<b>11,480</b>
<b>South Australia</b>	
BERRI	208
BROKEN HILL	164
CEDUNA	37
COOBER PEDY	33
CURRIE ST ADELAIDE	281
DEBT MANAGEMENT SA	4
EDW REVIEW CLUSTER	1
EDWARDSTOWN	758
ELIZABETH	732
ENFIELD	464
GAWLER	341
GLENELG	460
IT STRATEGIES SERV	1
KADINA	150
KILKENNY	495
MAR	0
MODBURY	679

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

MT BARKER	251
MT GAMBIER	191
MURRAY BRIDGE	213
NOARLUNGA	1,049
NORWOOD	449
PARKSIDE	265
PORT ADELAIDE	384
PORT AUGUSTA	224
PORT LINCOLN	158
PORT PIRIE	199
SALISBURY	856
SLB REVIEW CLUSTER	0
TORRENSVILLE	426
VICTOR HARBOR	151
WHYALLA	94
SOUTH AUSTRALIA	9,718
<b>Hunter</b>	
AREA HUNTER	1
AREA HUNTER DRU	3
ARMIDALE	184
CESSNOCK	163
CHARLESTOWN	586
ETTALONG	376
FORSTER	98
GLEN INNES	1
GOSFORD	41
GOSFORD NSS	561
GUNNEDAH	69
HUNTER RECORDS MAN	1
INVERELL	86
KEMPSEY	161
KURRI KURRI	103
LAKEHAVEN	572
MAITLAND	236
MAYFIELD	240
METRO COMPLIANCE	1
MUSWELLBROOK	127
NAMBUCCA HEADS	103
NELSON BAY	116
NEWCASTLE	697
PORT MACQUARIE	306
RAYMOND TERR EMP	248
SINGLETON	63
STUDENT COMPLIANCE	0

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

TAMWORTH	501
TAREE	285
THE ENTRANCE	449
TORONTO	262
TUGGERAH	0
WALLSEND	357
WYONG	220
<b>Total</b>	<b>7,217</b>
<b>Pacific Central</b>	
AREA PACIFIC CENT	1
BALLINA	200
BEAUDESERT	182
BEENLEIGH	915
BIGGERA WATERS	774
BROWNS PLAINS	773
BRUNSWICK HEADS	118
BYRON BAY	200
CASINO	119
CHARLEVILLE	74
COFFS HARBOUR	518
COMPLIANCE WDR	0
DALBY	169
ESK	0
GOODNA	752
GOONDIWINDI	117
GRAFTON	241
INALA	677
IPSWICH	960
LIGHTNING RIDGE	0
LISMORE	372
MOREE	109
MURWILLUMBAH	168
NARRABRI	91
NERANG	872
NERANG FAMILY SVCS	6
PACIFIC CNTL DRU Q	1
PACIFIC CNTRL DRU	0
PALM BEACH	944
ROMA	66
SOUTHPORT	1,427
STANTHORPE	7
TENTERFIELD NSW	0
TOOWOOMBA	989
TWEED HEADS	474

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

WALGETT	146
WARWICK	282
WOODRIDGE	1,157
<b>Total</b>	<b>13,901</b>
<b>Tasmania</b>	
BELLERIVE	266
BRIDGEWATER	209
BURNIE	176
DEVONPORT	239
GLENORCHY	346
HOBART	310
HUONVILLE	78
LAUNCESTON	444
MOWBRAY FAO	4
QUEENSTOWN	6
ST HELENS	10
YSSC HOBART TAS	77
YSU GLENORCHY	0
<b>Total</b>	<b>2,165</b>
<b>Western Australia</b>	
ABSTUDY WA	0
ALBANY	232
BUNBURY	553
CANNINGTON	702
CARNARVON	125
CHRISTMAS ISLAND	0
COCOS ISLAND	0
COLLIE	14
ESPERANCE	109
FREMANTLE	659
GERALDTON	417
GOSNELLS	833
INNALOO	566
JOONDALUP	624
KALGOORLIE	344
KARRATHA	198
KWINANA	36
MANDURAH	435
MIDLAND	685
MILLIGAN STREET	721
MIRRABOOKA	755
MORLEY	575
NORTHAM	66
ROCKINGHAM	689

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

SOUTH HEDLAND	223
SPEARWOOD	476
VICTORIA PARK	789
WA COM ASSESSMET	0
WARWICK GROVE	472
YOUTH SERVICE UNIT	0
<b>Total</b>	<b>11,298</b>
<b>South East Victoria</b>	
BAIRNSDALE	60
BELGRAVE	35
CAMBERWELL	383
CHELTENHAM	715
COMPLI CHELTENHAM	1
COWES	0
CRANBOURNE	281
DANDENONG	630
FOUNTAIN GATE	279
FRANKSTON	882
GLEN WAVERLEY	325
KNOX	483
LEONGATHA	3
MORNINGTON	227
MORWELL	387
OAKLEIGH	645
PAKENHAM	102
ROSEBUD	341
ROWVILLE	32
SALE	186
SPRINGVALE	872
WANTIRNA	28
WARRAGUL	94
WONTHAGGI	0
<b>Total</b>	<b>6,991</b>
<b>West Victoria</b>	
ARARAT	43
BALLARAT	515
BENDIGO	692
CASTLEMAINE VISIT	1
COLAC	84
CORIO	446
DARETON VISIT SVC	1
ESSENDON	481
FOOTSCRAY	74
FOOTSCRAY YTH ES	445

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

GEELONG	641
GEELONG NOW GEE	1
HAMILTON	37
HORSHAM	118
MARYBOROUGH VIC	55
MELTON	308
MILDURA	561
NEWPORT	446
PORTLAND	33
STAWELL	38
SUNBURY	215
SUNSHINE	726
SUNSHINE PEN FAM	3
SWAN HILL	307
WARRNAMBOOL	187
WATERGARDENS	564
WERRIBEE	596
<b>Total</b>	<b>7,618</b>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1**

**Question No: 52**

**Topic: Labour market impact of breaching**

**Written question on notice**

**Senator Evans asked:**

Is this research on the labour market impact of breaching now available? If not, can you outline the key findings of the study?

Answer:

The Department recently completed some research into the characteristics of people who have a breach, as mentioned in the hearing of 22 November 2000. Attached is a copy of a paper, Breaching – History, Trends and Issues, completed by the Department and presented to the 7th National Conference on Unemployment.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

*7<sup>th</sup> National Conference on Unemployment:  
Unemployment and Labour Market Policies*

**30<sup>th</sup> November – 1<sup>st</sup> December, 2000**

*School  
Of  
Economics & Finance  
University of Western Sydney*

*and*

*Centre for Economic Policy Research  
Australian National University*

*Breaching – History, Trends and Issues*

Jillian Moses and Ian Sharples  
Employment Strategies Section  
Parenting Payment and Labour Market Branch  
Department of Family and Community Services  
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**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**BREACHING – HISTORY, TRENDS AND ISSUES**

Jillian Moses  
Assistant Director  
Employment Strategies Section  
Parenting Payment and Labour Market Branch  
Department of Family and Community Services

Ian Sharples  
Director  
Employment Strategies Section  
Parenting Payment and Labour Market Branch  
Department of Family and Community Services

**ABSTRACT**

This paper looks at trends in breach numbers in recent years. It considers possible reasons for the increased breach rate, including changes to activity test policy, changing community expectations in a growing labour market and the characteristics of the recipient population. As more job seekers move into work, are those remaining on payment more likely to face barriers that make it less likely that they will meet the activity test and more likely that they will be breached? Alternatively, does the current breach rate simply show that government policy is working and that more non-genuine job seekers are being penalised?

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**BREACHING – HISTORY, TRENDS AND ISSUES**

Non-payment penalties, previously known as “postponement periods”, for breaches of activity test requirements and voluntary unemployment have always been a feature of the administration of social security payments for the unemployed in Australia. The primary purpose of these penalties is to ensure that payments are made only to people who are genuinely seeking work. This is considered necessary to maintain the integrity of the welfare system and ultimately to help job seekers to help themselves. Penalties are also designed as a deterrent to further breaches of activity test and administrative requirements.

This paper compares the current penalty system, which began in 1997, with previous arrangements and looks at trends in the type and number of breaches being incurred. It also raises some issues for consideration in the context of future policy development.

**THE DEVELOPMENT OF THE CURRENT BREACHING SYSTEM**

Until 1979, the imposition and duration of postponement penalties for failure of the “work test” were at the discretion of the delegate. Under the 1947 act, if an unemployed person:

- had voluntarily left employment;
- had been dismissed from employment for misconduct;
- refused, without sufficient reason, to accept a suitable offer of employment;
- ceased to be registered with the Commonwealth Employment Service; or
- was not taking reasonable steps to obtain employment;

then an unemployment benefit was not payable to the person for a period of between 2 and 12 weeks as “determined by the secretary in writing”.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

In 1979 the period of postponement was defined as not less than 6 weeks and no more than 12 weeks. In 1984 the 6-week minimum was removed in response to concerns that the blanket 6-week rule was causing hardship. In 1986 the minimum postponement was re-set at 2 weeks. In 1987, 1989 and 1990 additional reasons were added for imposing a non-payment penalty.

In 1994, as part of the *Working Nation* initiative, the Labor Government made extensive changes to breaching arrangements. Legislation was introduced to establish a distinction between administrative and activity test breaches, with harsher penalties imposed for activity test breaches. Penalties for both types of breach increased with duration on payment and with each subsequent breach, and breach history was maintained for 3 years (see *table 1*). The rationale for these changes was that it was reasonable that the penalties for job seekers who did not meet their “reciprocal obligations” should increase with duration because the assistance provided by the government to job seekers intensified with duration.

***Table 1: Breach penalties following the 1994 “enhanced reciprocal obligations” amendments***

Type of breach	Unemployment duration	Deferment period for 1 <sup>st</sup> breach	Deferment period for 2 <sup>nd</sup> and subsequent breaches
Activity Test	0 to less than 12 months	2 weeks	Length of previous breach plus 6 weeks
	12 months to less than 18 months	4 weeks	
	18 months or more	6 weeks	
Administrative	Not applicable	2 weeks	6 weeks for 2 <sup>nd</sup> breach and length of previous plus 6 weeks for 3 <sup>rd</sup> and subsequent breaches.

In 1996 the Coalition Government introduced legislation to simplify and strengthen breaching arrangements. It was initially intended simply to:

- change the non-payment period for activity test breaches to 6 weeks for the first breach and 13 weeks for subsequent breaches, irrespective of the job seeker’s duration on payment;
- replace non-payment periods for administrative breaches (first and subsequent) with an 8 week 25% rate reduction period (equivalent to 2 weeks of non-payment); and

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

- reclassify certain administrative breaches as activity test breaches.

However, welfare groups were concerned that the non-payment regime and the cumulative effect of breaches were causing significant hardship for recipients and that a harsher regime would exacerbate this. The opposition supported them in this and the legislation was not passed. In 1997, the government reintroduced legislation to impose:

- an 18% rate reduction for 26 weeks for a first breach;
- a 36% rate reduction for 26 weeks for a second breach; and
- a 13 week non-payment period for a third or subsequent breach.

The legislation was again rejected. Further changes were negotiated and the result was the current regime of rate reduction periods for first and second breaches (see *table 2*), which was implemented from July 1997. Note also that breach history is now maintained for 2 years.

**Table 2: Current breach penalties**

Type of breach	Penalty	Reduction	Period in weeks
Administrative Breach	Rate reduction <i>or</i>	16%	13
	Non-payment period*	100%	2
1 <sup>st</sup> Activity Test Breach	Rate reduction	18%	26
2 <sup>nd</sup> Activity Test Breach	Rate reduction	24%	26
3 <sup>rd</sup> or subsequent Activity Test Breach	Non-payment period	100%	8

\*job seekers can choose to serve either.

The rationale for these changes was outlined in the second reading speech for the bill. The main objective was “to maintain a strong deterrence for failure to meet reasonable requirements.” It was felt that a rigorous application of activity test requirements was important to maintain community support for the system of unemployment payments and to encourage active job search by allowees. The speech also cited the OECD Job Study’s conclusion that “a priori reasoning and historical evidence both suggest that if benefit administration can be kept tight, the potential disincentive effects of benefit entitlement will be largely contained”.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**FEATURES OF THE CURRENT SYSTEM**

**The Financial Impact of Breaches on Allowance Recipients**

Under both current and former arrangements a non-payment period means that allowance is not payable to the job seeker. This in turn means that add-on payments such as rent assistance are also not payable. A rate reduction period, on the other hand, means that the job seeker's maximum basic rate of payment is reduced and add-on payments are not affected. Not surprisingly, most job seekers (around 96%) with an administrative breach appear to choose a rate reduction period over a non-payment period, despite the fact that in dollars a 16% reduction in basic payment for 13 weeks is more than a fortnight's basic payment (see *table 3*).

*Table 3* illustrates the financial impact of different types of breach on a 21 year old Newstart Allowance recipient, who is single, has no children, does not receive rent assistance and whose rate of payment is therefore \$344.90 per fortnight.

*Table 3: the financial impact of different breaches on job seekers*

Type of breach	Period in fortnights	Reduction	Amount payable per fortnight after breach is applied	Loss per fortnight	Total amount of allowance lost	Total lost for equivalent breach under <i>Working Nation</i>
Administrative Breach	6.5	16%	\$289.72	\$55.18	\$358.69	1 <sup>st</sup> \$344.90
	1	100%	\$0	\$344.90	\$344.90	2 <sup>nd</sup> \$1,034.70
1 <sup>st</sup> Activity Test Breach	13	18%	\$282.82	\$62.08	\$807.07	\$344.90 - \$1,034.70*
2 <sup>nd</sup> Activity Test Breach	13	24%	\$262.12	\$82.78	\$1,076.08	\$1,379.60 - \$2,069.40*
3 <sup>rd</sup> Activity Test Breach	4	100%	\$0	\$344.90	\$1,379.60	\$2,414.30 - \$3,104.10*

\* depending on duration

For the purposes of comparison, the final column in *table 3* indicates the financial impact of breaches under former arrangements. For the majority of job seekers, that is 'first offenders'

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

with short durations on allowance, the penalties were generally lighter than under current arrangements, but for those with longer durations and those who had subsequent breaches, the penalties were much harsher. Penalties for subsequent breaches also increased exponentially and were not capped.

**The Difference between Administrative and Activity Test Breaches**

Job seekers who are receiving unemployment payments must demonstrate that they are actively looking for work or undertaking activities to improve their employment prospects, such as further study, training or voluntary work. This is called the 'activity test'. Job seekers who fail to meet the activity test are subject to an activity test breach from the day that the failure (event) occurred and allowance ceases to be payable to them.

People receiving payment can also breach administrative requirements. Examples of administrative breaches are failing to attend an interview, reply to correspondence or notify a change of circumstances.

Where a single action could be taken to be a failure to meet both administrative and activity test requirements, the person is taken to have failed the activity test. For example, failing to attend an interview would normally be an administrative breach. However, if the interview was for the purpose of negotiating a Preparing for Work Agreement (and the person had been advised of this), he or she would be taken to have failed the activity test and would be breached accordingly.

There are currently 40 activity test breach reasons and 16 administrative breach reasons.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Current Breaching Process and Legislation**

When the actions of a person on unemployment payment result in a suspected breach of the activity test or administrative requirements, the Centrelink Officer making the decision to breach generally contacts the person before doing so. This is to ensure that the person is given the opportunity to provide information that may explain why they were unable to meet their requirements. This is particularly important when determining a breach recommended by a third party, such as a Job Network Member or Community Work Coordinator.

This process is both consistent with principles of natural justice and a legislative requirement. Under social security legislation, a person can only be taken to have failed the activity test or administrative requirements if they did so “without reasonable excuse”. A determination that a person has so failed cannot therefore be made until the reason for the failure has been established.

Additional legislative requirements exist for breaches relating to failure to negotiate a Preparing for Work Agreement (referred to in the legislation as an activity agreement). A person must be notified in writing that they are required to negotiate an agreement and, if they fail to do so, they must then be notified in writing that they are being taken to have so failed. Only then can a breach be applied. There is also a tendency for the appeal tribunals to require more than a single instance of failure before they will conclude that a person can be taken to be “unreasonably delaying entering into the agreement”, as the legislation requires.

As with any decision made under social security legislation, breach decisions can be appealed. The job seeker can ask for a review of the decision by the Centrelink Officer who made the decision and subsequently by an authorised review officer. If the job seeker is still not happy with the decision they can take their case to the Social Security Appeals Tribunal, the Administrative Appeals Tribunal and the Federal Court.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**BREACH NUMBERS**

In 1999-00, more than 302,000 breach penalties were imposed on customers who failed to meet activity test or administrative requirements. Of these, 178,000 were for activity test failures and 125,000 were for administrative failures. This is a substantial increase on the 113,100 breaches imposed in 1996-97, against a backdrop of falling jobs seeker numbers. *Table 4* shows the number of breaches and the average per month over the last four years.

**Table 4: Breach numbers 1996/97-1999/00**

<b>Year</b>	<b>Activity Test Breaches</b>	<b>Administrative Breaches</b>	<b>Total</b>	<b>Average monthly number of breaches</b>
1996/97	47,400	65,700	<b>113,100</b>	9,425
1997/98	60,981	59,737	<b>120,718</b>	10,060
1998/99 reported *	88,159	76,741	<b>164,900</b>	13,741
<i>1998/99 actual (approx.)</i>			<b>212,900</b>	<i>17,741</i>
1999/00	177,759	124,735	<b>302,494</b>	25,208

**\*Note:** an error in the Centrelink computer system resulted in the under-representation of breach numbers for 1998-99 by an estimated 48,000 breaches, or 4,000 breaches each month. This error has been rectified for all breach data recorded from July 1999 onwards, substantially increasing in the apparent numbers of reported breaches.

**Reasons for Breaching**

In the 1999-00 financial year, as in previous years, the most common reason for incurring a breach was failing to attend an interview or seminar. *Table 5* shows the six most common reasons for imposing breaches during that year.

**Table 5: Breaches imposed (activity test and administrative) in 1999-00 – most common reasons**

<b>Reason</b>	<b>Number</b>	<b>%</b>
Failed to attend seminar or interview	119,555	39.5
Failed to declare earnings from employment	42,368	14.0
Failed to enter or comply with an activity agreement for Intensive Assistance	21,802	7.2
Failed to reply to correspondence	14,006	4.6
Voluntarily unemployed	12,202	4.0
Failed to attend a Work for the Dole project	10,140	3.4
<i>Other reasons</i>	<i>82,421</i>	<i>27.2</i>
<b>Total Breaches</b>	<b>302,494</b>	<b>100.0</b>

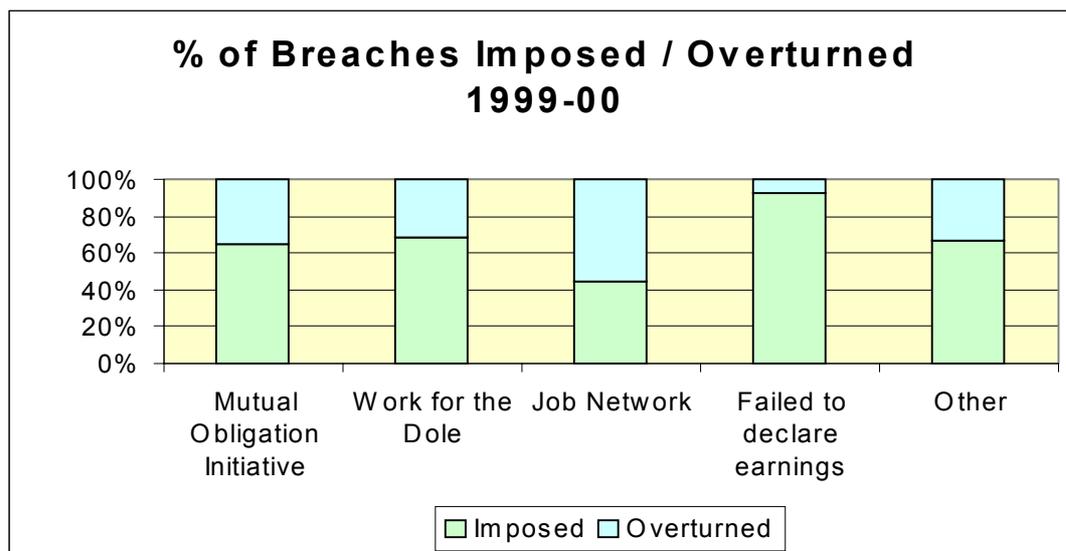
**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Failing to declare earnings was also the second most common reason for incurring a breach in previous years. In 1999-00 it accounted for 14 per cent of all breaches and around 25 per cent of activity test breaches. Many of these breaches are the result of data matching Employment Declaration Forms lodged with the Australian Taxation Office. The relatively high rate of breaches for failing to declare earnings may lend support to anecdotal evidence that some job seekers consciously fail to declare earnings and simply treat the prospect of being breached as a bit of a gamble. Because fraudulent intent (which would allow prosecution) is hard to prove in such cases, the extent of this practice is hard to quantify.

**Breaches Overturned**

In addition to the 302,000 breach penalties imposed in 1999-00, a further 188,000 breaches were either recommended but not imposed or were imposed but were later overturned (38% of all breaches recommended in 1999-00). *Figure 1* shows the proportion of breaches overturned in 1999-00 by origin of breach.

*Figure 1: Breaches overturned by originator of breach*



**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

A breach can be recommended by a Job Network member or Community Work Coordinator but not imposed once Centrelink has investigated the reason for the breach. This may occur when a job seeker provides an acceptable reason for not meeting their requirements or when further evidence is provided to demonstrate that the breach recommendation was inappropriate. The job seeker may not have been eligible for referral in the first place but may have been referred automatically before the change of circumstances which made them ineligible - for example returning to work - was recorded on their record. Interface problems between the Centrelink and DEWRSB computer systems can also result in inappropriate breach recommendations – Job Network letters can be sent to the wrong address, or job seekers referred to programs when they are ineligible for participation. Centrelink must also overturn breach recommendations if Job Network members do not provide reasons to substantiate their recommendations.

In late 1999 a joint quality assurance project, between DEWRSB, Centrelink and FaCS was conducted to examine the reasons why the proportion of Job Network breach recommendations imposed by Centrelink is so low. Many of the recommendations from this project have been put in place, such as implementing a paperless breach recommendation process for people failing to attend interviews, developing a checklist for breach recommendations and increasing training of Job Network Members and Centrelink staff. However, these changes have had a negligible effect on the proportion of recommendations overturned.

**Number and Proportion of People Breached**

The apparent steep upward trend in the breach numbers presented above has given rise to some concern among the welfare sector. A report released by ACOSS on 23 March 2000 suggests that in 1998-99 25 per cent of NSA recipients were breached and that the breach rate was increasing rapidly. Similarly, in an interview on the ABC's *7.30 Report* of 16 August 2000, the Shadow Minister for Family and Community Services, Mr Wayne Swan MP, predicted that one in two unemployed people will incur a breach over the next 12 months

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Such statements misinterpret the data in two ways:

- they assume that the number of breaches represents the number of people breached, when in fact people can incur multiple breaches and some breaches are not overturned in time to be discounted; and
- they focus on breaches imposed as a proportion of the number of people on payment at any given time, rather than as a proportion of the total number of people who received payment at any time during the year.

Taking these things into account, it appears that over the course of the 1999-00 financial year 14.5 per cent of job seekers had breaches imposed which were not later overturned, compared to 10.8 per cent in 1998-99 (see *table 6*). This shows that, while the number of breaches has increased by about 50 per cent, the proportion of people affected by breach penalties has increased by only 30 per cent (that is, there has been an increase in the number of customers incurring multiple breaches).

**Table 6: Job seekers with breaches as a proportion of job seekers paid**

	Job Seekers Paid	Job Seekers with Breaches	
		Incurred	Imposed
<b>1998-99</b>	1,367,338	13.1%	10.8%
<b>1999-00</b>	1,315,705	21.7%	14.5%

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**POSSIBLE REASONS FOR THE INCREASE IN BREACH NUMBERS**

Even without overstating the breach rate, it is clear that it has increased significantly in recent years. There has been a 260 per cent increase in the number of breaches imposed between 1996/97 and 1999/00, against a backdrop of falling numbers of unemployment payment recipients. Is this simply indicative of the effectiveness of government policy, or are there other factors involved?

**The Impact of Changes in Breaching Policy**

On coming to office in 1996, the Coalition Government made a conscious decision to tighten breaching policy and took immediate steps to enact this. It is arguable, however, that simply making breach penalties harsher would not have had a significant effect on breach rates. The *Working Nation* changes also made breach penalties harsher, but breach rates remained fairly constant from 1995 to 1998. It can also be argued that if the main objective of making breach penalties harsher is to deter people from failing to meet their requirements, then the measure of success of any such policy change is the extent to which breach numbers fall.

However, this is a little simplistic. In the first place, the changes introduced in 1997 did not just make penalties harsher. The replacement of non-payment periods with rate reduction periods for first and second breaches made Centrelink staff more willing to impose breaches (which, incidentally, is presumably contrary to the intention of those who pushed for this change). Secondly, the changes to the penalty regime did not happen in isolation but were accompanied by broader changes to activity test policy. It is probable that the increased breach rate is not so much a result of changes to the penalty regime as it is a result of the introduction of new activity test requirements.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**The Impact of Activity Test-related Policy Changes**

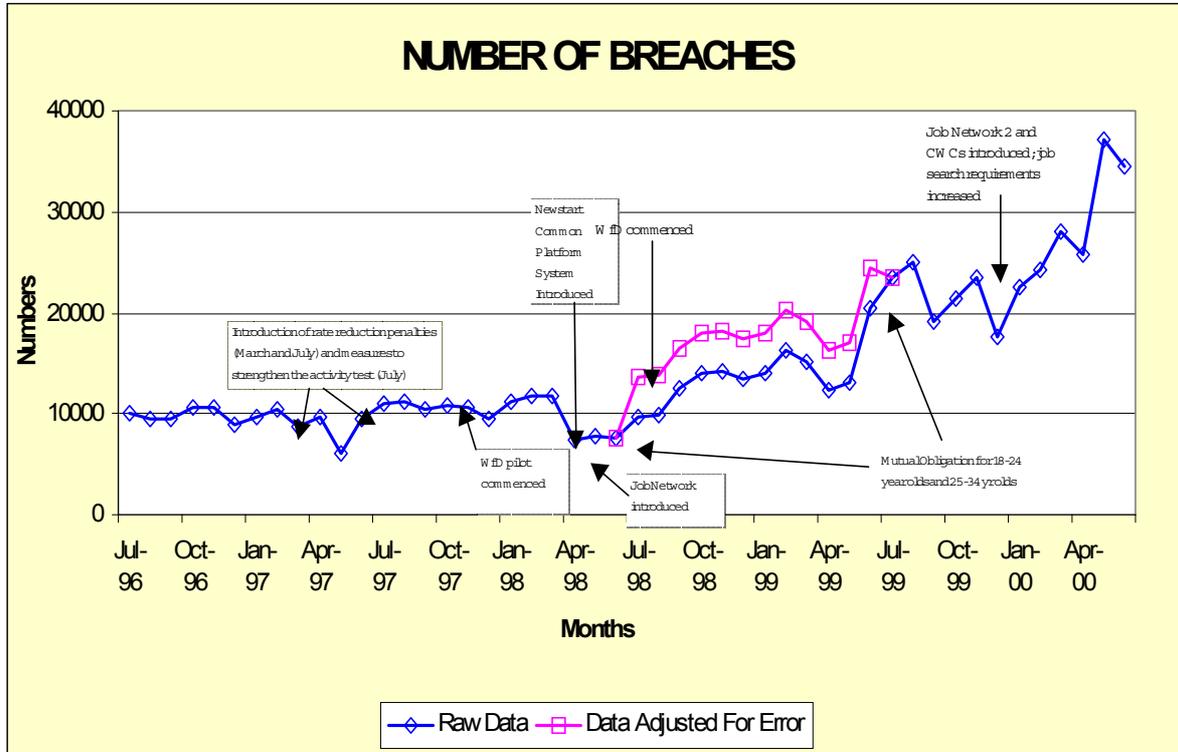
*Figure 2* charts breach numbers from July 1996 to May 2000 and indicates when major activity test-related initiatives were introduced. It appears from this that significant rises in the breach rate do appear to have coincided with the implementation of major initiatives such as the introduction of the Job Network, Mutual Obligation and Work for the Dole. However, caution needs to be exercised in attributing a causal effect to any particular initiative and the chart should be viewed in conjunction with *table 7*, which gives the number and percentage of breaches which are attributable to particular initiatives.

For example, the commencement of Work for the Dole in August 1998 appears to coincide with a sharp rise in the number of breaches. However, only 5 per cent of breaches in 1998-99 and 7 per cent in 1999-00 are attributable to Work for the Dole. On the other hand, the miscellaneous category of breaches – ‘other’ – accounts for almost 50 per cent of breaches in both years. Most breaches in this category are for actions which have always been breachable and cannot be linked to any specific initiative (although the increase in requirements generally may have led to an increase in such breaches).

Possibly the clearest link which can be drawn is between the establishment of the Job Network in May 1998 and the subsequent rise in breach numbers. Twenty one per cent of breaches imposed in 1998-99 and 24 per cent in 1999-00 were attributable to the Job Network, and in both years these figures represent less than 50 per cent of all breaches recommended by the Job Network.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

*Figure 2: The timing of activity test initiatives in relation to increased breach rates*



**Note:** an error in the Centrelink computer system resulted in the under-representation of breach numbers for 1998-99 by an estimated 48,000 breaches, or 4,000 breaches each month. This error has been rectified for all breach data recorded from July 1999 onwards, substantially increasing the apparent numbers of reported breaches.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

*Table 7: Breach numbers by policy initiative*

	1999-00		1998-99	
	No.	%	No.	%
<b>Total Breaches</b>				
Mutual Obligation Initiative	17,861	6	9,496	6
Work for the Dole	20,758	7	8,408	5
Job Network	73,009	24	34,586	21
Failed to declare earnings	42,368	14	21,769	13
Other	148,498	49	90,641	55
<b>Total Breaches</b>	<b>302,494</b>		<b>164,900</b>	
<b>Activity Test Breaches</b>				
Mutual Obligation Initiative	11,981	7	6,161	7
Work for the Dole	13,016	7	4,811	5
Job Network	73,009	41	34,586	39
Failed to declare earnings	42,368	24	21,769	25
Other	37,385	21	20,832	24
Result of Jobseeker Diary review	5,635	3	2,430	3
Failed to return Employer Contact Certificates	5,267	3	1,384	2
Voluntary unemployed - left work without reason	12,202	7	9,073	10
Dismissed from employment due to misconduct	4,528	3	4,143	5
<b>Total Activity Test Breaches</b>	<b>177,759</b>		<b>88,159</b>	
<b>Administrative Breaches</b>				
Mutual Obligation Initiative	5,880	5	3,335	4
Work for the Dole	7,742	6	3,597	5
Other	111,113	89	69,809	91
Failed to attend 12 week/9 month interview	19,380	16	9,236	12
Failed to attend an agency office interview	17,848	14	16,549	22
Fail to reply to letters	14,006	11	18,260	24
Failed to return Jobseeker Diary	5,101	4	3,524	5
<b>Total Administrative Breaches</b>	<b>124,735</b>		<b>76,741</b>	

**Note:** In this table the breach numbers for 1998-99 are understated by an estimated 48,000 breaches (see note to Chart 2).

### **The impact of other factors**

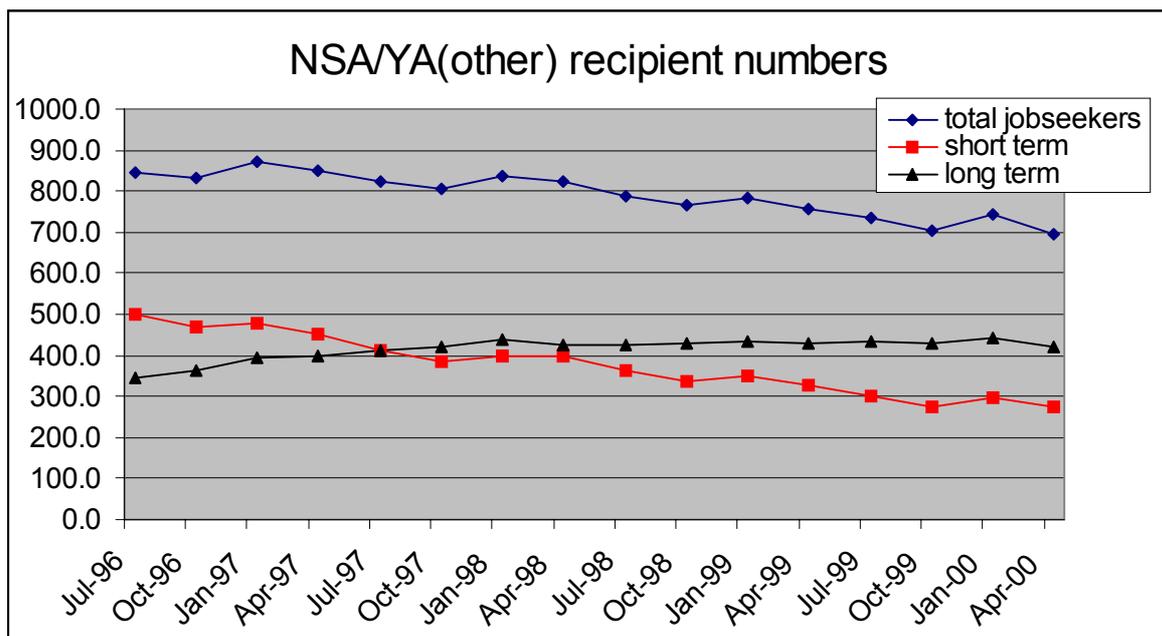
Although it is both logical and probable that the implementation of policies imposing more requirements on job seekers should increase breach numbers, it would be simplistic to attribute the increase solely to any particular policy change or changes. The legislation on breaching gives some discretion to Centrelink staff in the imposition of breaches and the recommendation of breaches by third party organisations is almost completely discretionary. A penalty is not imposed just because a breach has occurred. A decision to recommend and/or impose a breach must first be made and it is probable that such decisions are influenced by other factors, such as the strength of the labour market.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

An increase in breach rates in Sydney prior to the 2000 Olympic Games supports the view that in a buoyant labour market Centrelink staff and third party organisations, such as Job Network members, will have a greater focus on compliance and will be less tolerant of breaches of the activity test. Eight out of the ten Customer Service Centres with the highest breach rates for 1999-00 are in Sydney. This view is further supported by preliminary research FaCS has done on breach rates by location, which shows that breach rates are higher among job seekers in or near stronger labour markets.

Another possible factor in the increased breach rate is the make-up of the recipient population. When looking at unemployment payment recipient numbers since 1996 (see *figure 3*), it is interesting to note that, as the proportion of long-term unemployed (those on payment for more than 12 months) has grown, so too has the breach rate. In fact the beginning of the most significant increase in the number of breaches coincides with the point at which the number of long-term unemployed overtook the number of short-term unemployed.

**Figure 3: Unemployment payment recipients 1996-2000**



**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

However, the idea that there is a connection between the growing proportion of long-term recipients and the breach rate is not consistent with the findings of a FaCS-commissioned study done by the Centre for Aboriginal Economic Policy Research (CAEPR) in 1998. This study found that the long-term unemployed incur fewer breaches than the short-term unemployed, presumably because contact with Centrelink and requirements in general tend to decrease with duration on payment. Breach rates increase with duration only up to the twelve month point, after which they begin to decline. Preliminary research by FaCS also indicates that breach rates are highest for people who have been on payment for less than 3 months.

**WHO IS BEING BREACHED?**

There is an emerging view that, as the labour market strengthens, those still reliant upon income support - including both long-term recipients and those who are newly unemployed - are those who have greater labour market and social disadvantages and are therefore more vulnerable to breaching. ACOSS and some media commentators contend that breaching is penalising the homeless, those with poor literacy skills or language and cultural barriers and those who have substance abuse, psychiatric or behavioural problems which make it difficult for them to comply with their requirements.

It is certainly true that a growing number of people are incurring more than one breach. Breach numbers increased by 50 per cent between 1998-99 and 1999-00, but the number of people breached increased by only 30 per cent. It is the case generally that 17 per cent of people with an activity test breach also have an administrative breach. Our data shows that 3.7% of people paid in the year had two or more activity test or administrative breaches imposed. Also, under one per cent of people paid in the year served a non-payment period penalty for their third or subsequent activity test breach in the last two years. This suggests that a growing number of people are having difficulty meeting their requirements on an ongoing basis.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

However, both the strengthening labour market and the increase in the number of people incurring second or subsequent breaches can also be used to support the opposing view. That is, as the labour market strengthens, those still reliant upon income support are more likely to be non-genuine job seekers, and the increase in breach numbers and in the number of people being breached more than once simply shows that the government's policies are working.

There is some evidence of this:

- The proportion of breaches for **non-declaration of income** is significant. It may be that people have trouble understanding the notification requirements, but it is difficult to argue that people who have some part-time work have significant levels of disadvantage.
- People who do have significant disadvantages, such as homelessness, drug dependence or a psychiatric illness, are generally **exempt from the activity test**.
- Language and cultural barriers do not necessarily cause people to incur more breaches. FaCS research shows that, with some exceptions, **people born overseas have a lower breach rate** than people born in Australia (in 1999-00, 12% compared to 15.2%).
- People living in stable environments do not incur breaches at high rates. **Partnered people have much lower breach rates** than single people (7.4% compared to 16.6%) and **people who own their own home have a much lower breach rate** than those who do not (4.6% compared to 16.5%).
- On a very conservative estimate, **27% of people who are breached do not reclaim within 6 weeks**. It could be argued that for some the system just becomes too hard and that they turn to relatives, the welfare sector or crime for support. However, it is difficult to believe that this accounts for all those who disappear (around 190,000 people in 1999-00). A significant proportion must have an alternative source of income.

Closer scrutiny of the data shows that there are elements of truth in both the ACOSS view and this 'hard line' view. For example, although the aggregate data shows that **people born overseas** have a lower breach rate than those born in Australia, this hides breach rates of people born in particular countries. The highest breach rates are for people born in the Pacific

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

region (Samoa: 28.2%, Cook Islands: 25.6%, Tonga: 24.5%). We do not know whether this results from cultural differences or provider/staff prejudices, or whether it is related to the age profile of these groups.

Similarly, the data on **breach rates among young people** can be interpreted in different ways. Younger people are much more likely to be breached than older people:

- In 1999-00, 18.7% of Youth Allowance (Other) compared to 13.7% of Newstart Allowance recipients served a breach penalty.
- 90% of the people serving a non-payment period penalty, for their third or subsequent activity test breach penalty in the last two years, in 1999-00 were aged 18 to 34 years.
- Men aged 18 to 24 have a breach rate of 26.3%.
- In 1998-99, 47% of breaches were incurred by males under the age of 30, even though they made up only 30% of the job seeker population in June 1999.
- In comparison, young women under 30 incurred 20% of breaches and constituted 16% of the job seeker population.

Young people are more likely than older people to be transient, on and off payment and in and out of work. The 'hard line' view would be that this simply reflects a lack of responsibility which is in turn reflected in high breach rates, which are often a consequence of a young person's lifestyle choices and therefore fully justified. The fact that young men incur proportionally more breaches than young women may lend support to this view. Young men are no more likely to be disadvantaged than young women, so it could be argued that part of the responsibility must lie with the young men themselves.

However, high breach rates among young people cannot, of course, be attributed solely to the irresponsibility of youth. **Very few students in the above age group incurred breaches in 1999-00.** Only 1.8 per cent of Austudy recipients and 1.7 per cent of full-time students on Youth Allowance had breaches imposed. The main difference is that full-time students have

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

far fewer requirements imposed upon them than young unemployed people, who have borne the brunt of increased activity test requirements over the last few years.

Full-time students are also less likely to have the same levels of social and labour market disadvantage as young unemployed people. A survey conducted by FaCS' Youth and Students Branch has shown that young people have a very poor understanding of the income test and their notification requirements. It is probable that educational attainment is a factor in this and in the difficulty many young people appear to have in meeting their requirements.

A further indication of the link between disadvantage and high breach rates is that the **breach rates of indigenous people** remain substantially higher than breach rates of non-indigenous people. In 1999-00, 19.1% of indigenous identified job seekers incurred a breach, 1.4 times higher than the breach rate for non-indigenous identified job seekers. This is consistent with the findings of the CAEPR report mentioned earlier.

Even the indigenous breach rate is not a clear-cut issue. The centres with the lowest breach rates are the remote processing centres in the Northern Territory – Casuarina, Palmerstown, Alice Springs, Tennant Creek and Katherine. Interestingly, centres reported with high indigenous breach rates in the CAEPR report now have much lower breach rates: eg Karratha, Bourke, Tennant Creek and Normanton. In 1998-99, Tennant Creek had one of the highest breach rates (37.2%) for indigenous customers but in 1999-00 the breach rate for indigenous people was 8.2%, well below the national average. On the other hand, almost 1 in 2 indigenous people in some centres – notably in some of Sydney's western and inner city suburbs- have incurred breaches.

It is interesting to note, however, that Sydney's western and inner city suburbs also have the highest breach rates for job seekers not identified as indigenous, with almost 30% of people in some areas having been breached in 1999-00. As we have already suggested, this is partly explained by the impact of strategies to get people back into work in the lead up to the Olympics and a less sympathetic approach to those that fail to meet requirements in an

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

extremely buoyant labour market. But this pattern is not restricted to Sydney. Across Australia breach rates are highest on the fringes of large labour markets. More research could be done on this, but it does not seem unduly speculative to suggest that we are dealing with a mismatch between expectations and capabilities. Where pockets of disadvantage exist in or near a buoyant labour market, expectations may be determined more by the strength of the labour market than by the capability of the job seekers.

**Conclusion**

What should be clear from this discussion is that there are gaps in our knowledge of the impact of breaching. In the absence of knowledge, ideological arguments hold sway. Are we unfairly penalising the disadvantaged or justifiably breaching those who have no wish to work? Are these things mutually exclusive?

There are challenges in this for both researchers and policy makers. Research needs to be done on the increase in second and subsequent breaches, on the characteristics of people being breached and on the reasons people are breached. Perhaps most importantly, what happens to people who are breached? How many turn to relatives, welfare agencies or even crime and how many find work?

For policy makers (short of reviewing the entire concept of breaching) the important question, which could be informed by such research, is how best to target breaching to ensure that it is achieving its purpose of deterring non-genuine job seekers and ensuring that people are doing all they can to return to work.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 58**

**Topic: Breaching**

**Hansard Page: CA 246**

**Senator Evans** asked:

What information can the department provide from research to date about secondary impacts of breaching by customers?

Answer:

The most recent survey the Department has which identifies some of the social impacts of breaching was conducted by Yann, Campbell, Hoare and Wheeler for the then Department of Social Security in 1997.

The survey asked 228 people whose Newstart Allowance had been cancelled how they supported themselves during the period of cancellation of payment.

Responses to this question included:

Family and friends (36 per cent), savings (25 per cent), work (23 per cent), payment cancelled for short time only (4 per cent), charity (1 per cent), very difficult/just managed (2 per cent), sale of assets (2 per cent), other (4 per cent), don't know/refused (1 per cent).

The survey is only useful to a point as it is now dated, used only a small sample and only looked at non-payment periods rather than non-payment periods and rate reduction periods.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 51**

**Topic: Referrals to the Privacy Commissioner**

**Hansard Page: Written question on notice**

**Senator Evans asked :**

- a) What matters have been the subject of referral to the Privacy Commissioner since the last round of estimates?
- b) Please detail less serious breaches that were recorded.

Answer:

- a) No matters have been the subject of referral by FaCS to the Privacy Commissioner since the last round of estimates.
- b) No breaches were recorded by FaCS.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 53**

**Topic: Employment Entry Payment**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

- a) How many people have applied for the EEP each month since inception?
- b) How many people were granted an EEP each month since inception?
- c) What is the average amount of EEP granted?
- d) What is the total annual cost of the payment since inception?
- e) Number of EEP's granted by payment type?
- f) Average duration of payment receipt of those applying and those granted an EEP?

Answer:

- a) Data is not collected on the number of people who apply for an EEP.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

b) The table below shows the number of people who have received an EEP each month since its inception in January 1989. There will be some customers who have received more than one EEP over this time period since an eligible person can be paid an EEP as long as it has been at least 12 months since the person last received an EEP.

<i>Year</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>June</i>	<i>July</i>	<i>Aug</i>	<i>Sept</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Total</i>
1989	6	171	295	248	321	288	250	315	311	287	266	132	2,890
1990	184	216	252	170	207	216	212	221	257	289	230	209	2,663
1991	512	646	593	567	720	565	612	693	694	824	783	607	7,816
1992	1,031	1,135	1,349	1,307	1,622	1,683	2,119	2,137	2,526	2,926	2,982	1,936	22,753
1993	3,433	4,236	4,974	4,592	4,686	4,504	4,816	4,982	4,850	5,084	5,455	3,615	55,227
1994	5,294	6,820	6,952	6,679	7,190	6,652	7,622	7,803	7,635	8,048	8,254	5,474	84,423
1995	8,795	10,962	12,528	8,860	12,046	11,011	8,720	9,638	10,975	13,325	12,699	7,847	127,406
1996	13,305	15,028	14,334	10,861	14,802	10,518	11,072	10,319	9,150	11,520	8,329	4,027	133,265
1997	9,349	9,585	10,207	9,156	11,124	7,209	10,261	9,378	8,095	13,245	8,557	4,783	110,949
1998	9,949	9,548	8,563	5,812	9,433	9,108	12,332	10,523	9,338	14,927	10,822	7,327	117,682
1999	11,069	11,824	10,949	15,397	11,515	10,090	14,504	12,312	14,747	14,795	13,725	7,141	148,068
2000	17,939	15,136	16,007	11,973	15,237	8,595	19,994	14,399	13,399	13,155	11,479	6,070	163,383
2001	16,479	9,057	43										25,579
<i>Total</i>													<b>1,002,105</b>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

- c) EEP is paid as a one off amount of \$312 to recipients of Disability Support Pension and \$104 to recipients of all other relevant payments and benefits. The average payment across all payment types is \$111.22.
- d) Total annual cost of EEP since its inception:

<i>Financial Year</i>	<i>Amount \$</i>
1988/89	\$132,700
1989/90	\$279,200
1990/91	\$499,150
1991/92	\$1,229,500
1992/93	\$4,088,350
1993/94	\$6,809,700
1994/95	\$11,676,650
1995/96	\$15,464,506
1996/97	\$12,332,468
1997/98	\$12,212,511
1998/99	\$15,442,718
1999/00	\$18,417,991
June 2000 to March 2001	\$12,866,976
<b><i>Total</i></b>	<b><i>\$111,452,420</i></b>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

e) The table below gives the number of EEP's granted by payment type since inception in January 1989 to February 2001. Note that some payments in the table no longer exist or have had name changes.

<i>Benefit Type</i>	<i>Number of EEPs</i>
Age Pension	556
Austudy payment	25
Bereavement Allowance	1
Carer Payment	5,310
Disability Relief Payment	76
Disability Support Pension	61,456
Disability Wage Supplement	322
Farm Family Restart Scheme	1
Farm Household Support	20
Job Search Allowance	16,134
Mature Age Allowance	413
Mature Age Partner Allowance	2
Newstart Mature Age Allowance	2,991
Newstart Allowance	516,652
Parenting Payment Single	169,942
Partner Allowance	153
Sickness Allowance	1,391
Special Benefit	966
Sole Parent Pension	218,254
Widow Allowance	1,043
Wife's Pension	240
Widow Pension	2,657
Youth Allowance	1,424
Youth Training Allowance	2,076
<b><i>Total</i></b>	<b><i>1,002,105</i></b>

f) The data requested is not readily available. To obtain this data would require a significant diversion of the Department's resources.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Assistance for People of Workforce Age**

**Question No: 54**

**Topic: Education Entry Payment**

**Hansard Page: Written question on notice**

**Senator Christopher Evans asked:**

- a) How many people have applied for the EdEP each month since inception?
- b) How many people were granted an EdEP each month since inception?
- c) What is the average amount of EdEP granted?
- d) Total annual cost of the payment since inception?
- e) Number of EdEP's granted by payment type?
- f) Average duration of payment receipt of those applying and those granted an EdEP?

Answer:

- a) No separate data on applications is held. Data on the number of grants should serve as a reasonable approximation as most applicants qualify for the payment (see response to question b) below for data on grants).

- b) Grants by month:

	91/92	92/93	93/94	94/95	95/96	96/97	97/98	98/99	99/00	00/01
<b>Jul</b>		412	498	1231	1501	2775	3073	2138	4277	4938
<b>Aug</b>		359	734	1076	1937	3272	3522	2254	3029	3643
<b>Sep</b>		185	289	397	707	913	1372	1484	1791	1748
<b>Oct</b>		85	141	231	446	552	850	1020	1018	1510
<b>Nov</b>		36	111	171	343	343	500	743	735	902
<b>Dec</b>		54	99	143	261	412	514	706	472	6339*
<b>Jan</b>	709	1210	2137	2462	4702	5517	5979	10947	16108	25321*
<b>Feb</b>	1125	2065	5839	6182	10429	12166	11561	11908	16484	13331*
<b>Mar</b>	1334	2142	3415	6738	11278	10463	12135	11996	9740	
<b>Apr</b>	631	912	1129	1521	3022	3552	3861	4404	3154	
<b>May</b>	287	432	648	939	1416	1858	1404	2319	2616	
<b>June</b>	170	253	432	656	1014	1097	1066	1788	2338	
<b>Total</b>	4256	8145	15472	21747	37056	42920	45837	51707	61762	57733

\*Automatic payment of EdEP to recipients of Pension Education Supplement was introduced in the transition to the 2001 study year, improving EdEP take up and the timeliness of grants.

- c) EdEP is a lump sum payment currently set at \$208. Prior the introduction of the new tax system the payment had, since its introduction, been set at \$200.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

d) Total cost:

<b>FINANCIAL YEAR</b>	<b>COST</b>	<b>CUSTOMER NUMBERS</b>
<b>91/92</b>	\$851,200.00	4256
<b>92/93</b>	\$1,629,000.00	8145
<b>93/94</b>	\$3,094,400.00	15472
<b>94/95</b>	\$4,349,400.00	21747
<b>95/96</b>	\$7,479,400.00	37056
<b>96/97</b>	\$8,667,800.00	42920
<b>97/98</b>	\$12,374,800.00	45837
<b>98/99</b>	\$10,261,408.00	51707
<b>99/00</b>	\$12,329,176.00	61762
<b>00/01 (to end Feb)</b>	\$11,994,949.00	57733
<b>TOTALS</b>	<b>\$73,031,533.00</b>	<b>346635</b>

e) EdEP grants by benefit type for period 91/92-end Feb 01:

<b>BENEFIT TYPE</b>	<b>EdEP Grants</b>
<b>Age Pension</b>	75
<b>Austudy Payment</b>	1170
<b>Carer Payment</b>	3277
<b>Disability Support Pension</b>	66308
<b>Disability Wage Supplement</b>	5
<b>Job Search Allowance</b>	1610
<b>Mature Age Allowance</b>	4
<b>Mature Age Partner Allowance</b>	4
<b>Newstart Mature Age Allowance</b>	13
<b>Newstart Allowance</b>	48036
<b>Parenting Allowance</b>	282
<b>Parenting Payment (partnered) (formerly Parenting Allowance)</b>	2600
<b>Parenting Payment (single) (formerly Sole Parent Pension)</b>	120901
<b>Partner Allowance</b>	165
<b>Sickness Allowance</b>	11
<b>Special Benefit</b>	20
<b>Sole Parent Pension</b>	97042
<b>Widow Allowance</b>	383
<b>Wife Pension Partnered to Age Pensioner</b>	57
<b>Wife Pension Partnered to Disability Support Pensioner</b>	2358
<b>Widow B Pension</b>	547
<b>Youth Allowance</b>	486
<b>Youth Training Allowance</b>	1281
<b>Total</b>	<b>346635</b>

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

- f) Duration of payment data for EdEP recipients is currently unavailable. A management information system that will be able to extract this data is currently being built. We anticipate that it will be available by May/June 2001.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 55**

**Topic: Special Employment Advance**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

- a) How many people have applied for the SEA each month since inception?
- b) How many people were granted a SEA each month since inception?
- c) What is the average amount of SEA granted?
- d) Outline the reason for granting SEA, eg employment costs, education expenses etc?
- e) Total annual cost of the payment since inception?
- f) Number of SEA's granted by payment type?
- g) Average duration of payment receipt of those applying and those granted a SEA?

Answer:

a) and b) Number of grants, rejections and total applications for the SEA each month since inception.

<i>Month/Year</i>	<i>Grants</i>	<i>Rejections</i>	<i>Total Number who have applied</i>
Nov 1999	15*		
Dec 1999	146*		
Jan 2000	123*		
Feb 2000	123*		
Mar 2000	242	36	278
Apr 2000	283	59	342
May 2000	367	75	442
June 2000	304	45	349
July 2000	334	73	407
Aug 2000	363	99	462
Sep 2000	316	91	407
Oct 2000	330	90	420
Nov 2000	343	97	440
Dec 2000	305	103	408
Jan 2001	398	128	526
Feb 2001	300	99	399
<b>Total</b>	<b>4,292</b>	<b>995</b>	<b>5,287</b>

\* As grants of the Special Employment Advance were made manually prior to March 2000 there are no rejections shown on the system before that date so we are unable to provide the total number who have applied.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

c) The average amount of SEA granted in the period November 1999 to February 2001 is \$384.14

d) The SEA is available to eligible customers who are, or would be, in financial hardship due to:

- having earned income which they have not yet received; or
- costs of taking up a definite job offer.

In cases where a customer requires the SEA to take up a firm offer of employment it must be established that without the item or service, it will not be possible for the person to accept the offered employment. Some examples may include:

- work boots
- registration of a car where the job is not serviced by public transport
- moving expenses
- protective clothing
- up front childcare expenses

e) The total annual cost of the payment since inception is as follows:

<i>Year</i>	<i>Total cost</i>
1999/2000	\$659,720.51
2000/2001	\$988,994.85
<b>Total</b>	<b>\$1,648,715.36</b>

\*1999/2000 is November to June, and 2000/01 is July to March.

f) The number of SEAs granted by payment type between November 1999 and February 2001 is:

<i>Benefit Type</i>	<i>Number of SEAs</i>
Austudy payment	8
Carer Payment	2
Disability Support Pension	70
Mature Age Allowance	1
Newstart Mature Age Allowance	6
Newstart Allowance	3,362
Parenting Payment Single	159
Widow Allowance	7
Youth Allowance	677
<b>Total</b>	<b>4,292</b>

g) The data requested is not readily available. To obtain this data would require a significant diversion of the Department's resources.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 56**

**Topic: Pensioner Education Supplement (PES)**

**Hansard Page: CA247**

**Senator Evans asked:**

- a) Can we have a copy of the Pensioner Education Supplement review?
- b) Can FACS detail the number of Pensioner Education Supplement recipients (year by year from 1994), expenditure on Pensioner Education Supplement, and a breakdown of Pensioner Education Supplement recipients by payment type and age?
- c) Can FACS please detail the number of Pensioner Education Supplement recipients who were downgraded to the 50% Pensioner Education Supplement rate, and detail those affected by payment type and age?

**Answer:**

- a) The report of the Pensioner Education Supplement evaluation carried out by the Department of Family and Community Services during 1998 and 1999 was completed late last year. Minister Vanstone has not yet had an opportunity to consider its public release.
- b) The following table gives details of expenditure on the Pensioner Education Supplement and a breakdown of the numbers of Pensioner Education Supplement recipients by payment type from the year 1994 to 2000.

<b>Pensioner Education Supplement</b>		
<b>Year</b>	<b>Expenditure (\$m)</b>	<b>Number of recipients</b>
1994	26.86	28,054
1995	29.32	33,315
1996	32.00	36,502
1997	34.65	40,297
1998	37.27	45,362
1999	39.91	55,307
2000	45.00	62,457

This table is constructed from two different data sources. Up until 1999, the Department of Education Training and Youth Affairs had responsibility for the Pensioner Education Supplement, after which it was transferred to the Department of Family and Community Services. The number of Pensioner Education Supplement recipients up to 1999 is the total number of customers who were granted the Pensioner Education Supplement in that calendar year. Since 1999, the payment of the Pensioner Education Supplement has been made through the Centrelink system which gives 'point in time' fortnightly data.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

The table below shows data by age and payment type of people who were receiving the Pensioner Education Supplement on 1 March 2001.

Age	Payment Type									
	PPS		DSP		CP		Other		Total	
	No	%	No	%	No	%	No	%	No	%
Up to 17	188	1	1,523	13	3	0	1	0	1,715	5
Up to 21	1,357	6	1,687	15	48	8	0	0	3,092	9
Up to 29	5,701	25	1,634	14	57	9	5	1	7,397	21
Up to 39	9,432	42	2,104	18	153	25	74	13	11,763	34
Up to 49	5,272	24	2,578	23	214	35	134	24	8,198	23
Up to 59	424	2	1,707	15	115	19	293	53	2,539	7
60 & over	3	0	245	2	14	2	48	9	310	1
Total	22,377	100	11,478	100	604	100	555	100	35,014	100

\* **PPS**: Parenting Payment (Single), **DSP**: Disability Support Pension, **CP**: Carer Payment, **Other**: Widow Allowance, Widow B Pension, Wife (Disability Support Pension), Defence Widow's Pension, Invalidity Service Pension, Partner Service Pension, War Widow's Pension.

- c) The number of customers whose Pensioner Education Supplement payment was reduced from the full rate to the half rate immediately following this change in March 2000 is 2901. More detailed information by age and payment type has only been available since October 2000 following upgrading of the Centrelink Management Information system. As at 1 March 2001, the number of recipients of half rate Pensioner Education Supplement was 2429. Feedback from Centrelink is that this decrease in the number of half rate recipients over the year was due to many customers restructuring their study program to qualify for the Pensioner Education Supplement full rate.

The breakdown of the numbers of Pensioner Education Supplement half rate recipients as at 1 March 2001 by payment type and age is in the table below.

Age	PPS		CP		Other		Total	
	No	%	No	%	No	%	No	%
Up to 17	15	1	0	0	1	5	16	1
Up to 21	104	4	5	5	1	5	110	5
Up to 29	481	21	10	11	1	5	492	20
Up to 39	1,016	44	17	19	2	10	1,035	43
Up to 49	661	29	32	35	4	19	697	29
Up to 59	40	2	22	24	10	48	72	3
60 & over	0	0	5	5	2	10	7	0
Total	2,317	100	91	100	21	100	2,429	100

\* **PPS**: Parenting Payment (Single), **CP**: Carer Payment, **Other**: Widow Allowance, Widow B Pension, Wife (Disability Support Pension), Defence Widow's Pension, Partner Service Pension. Disability Support Pensioners are not subject to the half rate Pensioner Education Supplement.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.1 Labour Market Assistance**

**Question No: 59**

**Topic: Pensioner Education Supplement review**

**Hansard Page: CA247**

**Senator Evans asked:**

- a) Is there a published evaluation on findings that took place throughout 1998 and 1999?
- b) How many are on the 50 per cent rate of the Pensioner Education Supplement? Can we have a copy of the Pensioner Education Supplement review?

**Answer:**

- a) No, there is no published evaluation on findings of the Pensioner Education Supplement evaluation that took place throughout 1998 and 1999. A report of the Pensioner Education Supplement evaluation was finalised in December 2000 but has not yet been considered by the new Minister.
- b) At 1 March 2001, there were 2429 Centrelink customers on half rate Pensioner Education Supplement. The report of the Pensioner Education Supplement evaluation has not yet been considered by the new Minister.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability ..... Question No: 60**

**Topic: Disability Support Pension**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

- (a) “In light of the Department’s stated intention to find additional ways of facilitating Disability Support Pension customers’ self sufficiency – what possible options have been identified as part of this examination?
- (b) Will the Government guarantee that there will be no further funding and service cut backs in the area of Disability support?
- (c) Is the priority in undertaking this research to seek out new ways of improving self sufficiency for those concerned or is it really an attempt to reduce the Government’s responsibility in funding disability support in the community?

Answer:

- (a) Strategies to improve the self-sufficiency of people on the Disability Support Pension (DSP) have been a key focus within welfare reform. A number of projects under way that will facilitate DSP customers self-sufficiency and feed into the welfare reform process include:
  - the Case Based Funding Trial. This trial commenced in November 1999 and examines ways to ensure that employment assistance funding is better linked to the needs of individuals, is more equitable in meeting job seekers’ needs and achieves durable employment outcomes;
  - the Assessment and Contestability Trial (ACT) commenced in August 2000. This is trialing an alternative approach to identifying the abilities and needs of people with disabilities and to match these needs better with appropriate interventions; and the
  - the evaluation of the More Intensive and Flexible Services (MIFS) pilot. MIFS was established to test the feasibility of providing intensive and flexible (essentially pre-vocational) services to DSP recipients who have severe, unstable or multiple disabilities and who may have difficulty accessing vocational programs due to their special needs.
- (b) In outlining its response to the final report of the independent Reference Group on Welfare Reform, the Government has announced that there will be extra funding to increase opportunities for people with disabilities to access employment assistance and training programs. This funding will also ensure better coordination to facilitate the move between school and education and training or employment.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

- (c) The Government also recognises that for some people with a disability, taking part in work and other activities will not be possible. For this reason it is committed to maintaining a strong and sustainable safety security net.

Efforts to help DSP recipients become more self-sufficient recognises that many people with disabilities want to work or participate in other activities according to their capacity to do so. Early intervention approaches to improving skills capacity will give many people with disabilities a better chance of finding jobs that suit their particular circumstances.

Work under way to improve economic and social participation of people with disabilities is directed at improving the ways in which the current support system helps people with some work capacity to take up employment opportunities.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 61**

**Topic: Self-reliance among Disability Support Pension Customers**

**Hansard Page: Written question on notice**

**Senator Gibbs asked:**

- a) What effect has the adoption by the Department of policies which encourage out-sourcing had on the employment prospects for those who are unfairly impacted upon by these practices?
- b) Given that it has been confirmed on previous occasions that since 1997 the number of people with disabilities employed in the Australian Public Service - even in Centrelink, has been steadily declining, do you concede that unless this policy is re-examined, it is likely that this trend will continue?
- c) What other services is the Department considering for outsourcing through tendering and/or contracting and what measures will be put in place to prevent a further decline in opportunities for people with disabilities in the Australian Public Service?

**Answer:**

- a) The Department of Family and Community Services (FaCS) has not yet outsourced any of its functions and is therefore unable to comment on the effect that outsourcing may have.
- b) Whilst the number of people with disabilities employed in the Australian Public Service may be declining, the FaCS Annual Report for 1999/2000 shows an increase in the percentage of FaCS core staff with a disability from 3.1% in 1998/99 to 4.5% in 1999/2000.
- c) In line with the Federal Government's decision as announced in the Minister for Finance and Administration press release on 9 May 2000, FaCS is currently working to progress the market testing of all services, commencing with corporate functions. Any decision to contract out the provision of corporate services will take into account the principles of the Commonwealth Disability Strategy. As a purchaser of services FaCS would ensure that any provider complies with the Disability Discrimination Act.

The Department is also currently testing the ability of the private market to contribute to the provision of Commonwealth funded rehabilitation services. This is being done through the Assessment and Contestability Trial for People with Disabilities. Any impact such provision may have on the employment of people with disabilities will be examined as part of the trial evaluation.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (a)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Why is the Commonwealth continuing to provide funding to employers (Sheltered Workshops) who have workplace agreements or employment conditions that exploit employees with intellectual disability?

Answer:

The Commonwealth does not fund employment services for people with disability where there is evidence of exploitation. All approved disability employment assistance organisations agree to comply with the Disability Services Standards, determined under Section 5 of the *Disability Services Act 1986*.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (b)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

How will the Government ensure that workplace agreements meet the Disability Service Standards?

Answer:

Workplace agreements exist between employer and employee. The new Quality Assurance System will require that disability employment services meet the Disability Services Standards approved under the *Disability Services Act 1986* or they will cease to be funded. Performance will be measured against indicators currently under consultation. These indicators will replace the current supporting standards and examples of practice.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (c)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

How will the Commonwealth ensure that employees at sheltered workshops have independent representation given their heightened vulnerability and capacity to negotiate workplace agreements?

Answer:

Workplace agreements exist between employer and employee. The Employment Advocate is an independent statutory officer appointed under the *Workplace Relations Act 1996*.

Among other things, the Employment Advocate, assisted by the Office of Employment Advocate:

- provides advice and assistance to employers and employees about their rights and obligations under the *Workplace Relations Act 1996*;
- provides advice and assistance to employees and employers in connection with Australian workplace agreements (AWA);
- files, assesses and approves AWA;
- investigates alleged breaches of AWA and the AWA provisions and assists the parties in pursuing legal action where appropriate; and
- provides advice and assistance about freedom of association – the choice to be, or not to be, in a union or employer association.

The Commonwealth funds Advocacy Services to assist consumers with a disability. Advocacy Services are being provided with training under the Award Based Wages Strategy so that they may effectively assist employees with a disability when required on workplace matters.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (d)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Why does the Australian Government continue to deny people with intellectual disability in Sheltered Workshops access to the Supported Wage System to ensure a fair, award based and independently assessed wage? Will the Government extend the SWS to all employees with disability under the Commonwealth program as recommended by representatives of disability consumers?

Answer:

Access to the Supported Wage System (SWS) assessment tool is readily available to all disability employment services, including business services (sheltered workshops). The issue of extending SWS funded assessments to include section 13 business services has been raised in the recent evaluation of SWS. Business Services approved under section 10 of the *Disability Services Act 1986* can already access SWS funded assessments. The Government is currently considering the evaluation recommendations.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (e)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

When will the final report of the SWS evaluation be released? What changes to the SWS will the Commonwealth be implementing?

Answer:

The final report of the SWS evaluation will be released in March 2001. The Department is currently considering the recommendations of the evaluation with a view to preparing a response to Government.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (f)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Given that NCID has raised the exploitation of employees being paid under wage assessment systems other than the SWS, what is the Commonwealth's position on alternative wage assessments for determining below award wages for employees with disability?

Answer:

Research into wage assessment systems, including the Supported Wage System, is currently under way. Systems are being assessed for their compliance with relevant legislation.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for people with a Disability**

**Question No: 62 (g)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

How is the Commonwealth going to ensure that the new QA system will ensure that services will meet the principles and objectives of the DSA 1986?

Answer:

The Disability Service Standards developed in March 1993 are the basis for assessing the quality of services in terms of the requirements of the *Disability Services Act 1986*. Under the proposed Quality Assurance System only services that meet the Disability Service Standards will be funded following a transition period. Performance indicators are currently being resolved by the Quality Assurance Working Party, which comprises both consumer, industry and government representatives.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for people with a Disability**

**Question No: 62 (h)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

How will the Commonwealth ensure that employment rights of employees with a disability will be met?

Answer:

See response to 62 g.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (i)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

How will the Quality Assurance system address the DSA object of maximising the integration of people with disability?

Answer:

See response to 62 g.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (j)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Why are we funding services that are diametrically opposed to the objects of the DSA?

Answer:

The Commonwealth does not fund services that do not meet the objects of the *Disability Services Act 1986*.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for people with a Disability**

**Question No: 62 (k)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

A key objective of the Welfare Reform agenda and the FaCS is a social and economic participation. Why is it that we are funding Sheltered Workshops that neither provide employment rights nor are designed to maximise social participation in the community?

Answer:

All participation in disability employment services is voluntary. Service quality is assessed against the Disability Services Standards. Standard 9 concerns employment conditions and Standard 5 concerns participation and integration.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (I)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

If the Commonwealth asserts that because people with disabilities are at a Sheltered Workshop they have chosen segregation, how will we know that people with disabilities have chosen this? Have they ever been presented a choice, an informed choice?

Answer:

Participation in Commonwealth funded Disability Employment Assistance Services is voluntary. Services, under the current standards framework, are required to have an individual employment plan in place for each employee, which is updated at least annually. It is expected that discussions around goals and aspirations be reflected in these plans. This is consistent with Standard 1, 2 & 3.

The Productivity Commission's *National Satisfaction Survey of Clients of Disability Services Consultancy Report* July 2000 (p:97) shows that overall 97% of clients in Business Services were satisfied with services in 1999.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (m)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs asked:**

There are Services for people with intellectual disability that produce positive outcomes in terms of both employment conditions and integration. Why are we not seeing Sheltered Workshops changing to these models of employment assistance?

**Answer:**

The business services (sheltered workshop) sector is changing continuously, responding to emerging markets and technology. The recent Business Services Review report, *A Viable Future – Strategic imperatives for Business Services*, provides extensive information on the sector models of operation and outcomes being achieved. This report is available from the Department's website [www.facs.gov.au](http://www.facs.gov.au).

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (n)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Will the new funding and quality assurance provide an indication of how well services are achieving the DSA objective of maximising social and physical integration?

Answer:

Yes.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (o)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Is the Commonwealth undertaking any research into Service models that maximise the integration of employees with intellectual disability as an alternative to Sheltered Workshops?

Answer:

No research into alternative service models that maximise integration is being undertaken. The Business Service model achieves positive outcomes for people with a disability as evidenced by more than 15,000 workers who gain and maintain employment.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (p)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Why were Consumer Representatives not included on the Business Services Review Steering Committee?

Answer:

The Business Services Review was established in 1998 as an industry driven examination of the issues and pressures impacting on the operation and viability of business services. For this reason, the involvement of the National Caucus of Disability Consumer Organisations (Caucus) on the steering committee was not sought when the steering committee was initially established. However, a range of opportunities was provided for Caucus and people with disabilities to participate in the Review. The primary consultants to the Review, KPMG, consulted with consumers, including four focus groups and discussions with business service employees as part of service visits.

As the Review progressed, Caucus input on discussion documents and involvement in consultation processes was sought. In May 2000 Caucus accepted an offer of funding to undertake a national round of consumer consultations and focus groups on the draft Business Service Review strategic plan. Caucus consulted with over 68 people with disabilities and 10 families of people with disabilities as part of their consultation on the draft strategic plan.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for people with a Disability**

**Question No: 62 (q)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs asked:**

Given the continued failure of the Sheltered Workshop model to meet the principles/objectives of the DSA and the Standards, why is the Government not redirecting the \$95 million dollars to programs of employment that do achieve results?

**Answer:**

Funded services are being administered in accordance with the existing Disability Services Standards framework under the Disability Services Act 1986. This framework requires services to undertake a self-assessment of its performance against the supporting standards and to develop plans to monitor progress. In addition, section 14k of the Disability Services Act 1986 requires that a review is conducted every five years. Where services are unable to meet requirements FaCS takes necessary action to re-aspice or to work with services against agreed plans.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (r)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Why should the Australian Government continue to spend over \$95m on an employment model and industry (ie. Sheltered Workshops) that has continually shown an incapacity to achieve positive outcomes for people with a disability in terms of employment conditions and quality service provision?

Answer:

See reply to Question 62 q.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (s)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

How will the Business Services Review address the objects of the DSA regarding employment rights and integration?

Answer:

The Business Services Review recommends a range of strategies to improve both the viability of services and employment outcomes for people with a disability.

The proposed new Quality Assurance System will include a range of agreed performance indicators to enable service performance to be assessed against the Disability Services Standards made under section 9c of the *Disability Services Act* 1986.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (t)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

If the aim of Welfare Reform is to recognise the capacity of people with disability and design a system to reduce “welfare dependency”, then why do we continue to fund workshops where employees remain on full pensions despite the fact that employees have the capacity to work?

Answer:

Business Services, formerly workshops, are funded to provide support to people with disabilities employed within their own workplace. The Department does not fund the wages of the person with a disability.

A single person over 21 in receipt of the Disability Support Pension can earn \$106 a fortnight before any change is made to the amount paid through the Disability Support Pension. Income over this amount reduces the rate of pension payable by 40 cents in the dollar, for example, a single person over 21 can earn \$1,125.50 before they no longer receive the Disability Support Pension. Rate varies due to individual circumstances.

People choose employment in a Business Service because they generally do not have the capacity to work in an open employment setting. All people in a Business Service are “working”. Not all employees in Business Services work full time hours, therefore, the capacity to earn a wage which reduces the Disability Support Pension is limited by their level of productivity and hours at work.

The Government is implementing reforms in the disability sector designed to improve the economic and social participation of people with disabilities.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (u)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

It is also incoherent in terms of ‘social participation’ when you consider that workshops are based on an institutional design of congregation. How do we expect people with disability and people without disabilities to form relationships if we have a policy of separation (apartheid)?

Answer:

Participation in disability employment services is voluntary for people in receipt of a Disability Support Pension. For some people, this opportunity will provide them with greater economic and social participation than would be otherwise available. Job seekers can choose to receive employment assistance in open employment or in supported employment, working along side other people with disabilities.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (v)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

How will the new Case Based Funding system be linked to quality outcomes for people with disability?

Answer:

Outlets will only be able to receive case based funding if they are certified under the proposed new Quality Assurance System. Funding will be linked to quality employment outcomes for individuals.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (w)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Will it ensure that employees are paid award wages, will it ensure that below award pay rates are determined by the Supported Wage System?

Answer:

Government is yet to decide on employment outcomes resulting from the Case Based Funding Trial. Government will make a decision after the final report of the Trial has been delivered in December 2001.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (x)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Will it be able to measure employee/jobseeker satisfaction?

Answer:

Yes. As only outlets certified under the proposed new Quality Assurance System will receive case based funding, outcome payments must meet the job seekers goals outlined in their individual employment plans.

The proposed new Quality Assurance System, through Standard 2, focuses on individual needs so that each person with a disability receives a service that is designed to meet individuals needs and personal goals.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (y)**

**Topic: Disability Service Reform**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Will it be able to measure how well services assist jobseekers in terms of integration into the workforce?

Answer:

Only outlets certified under the proposed new Quality Assurance System will receive case based funding.

The proposed new Quality Assurance System will include performance indicators to measure performance on all standards including Standard 5 which focuses on support and participation in the community through employment.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 62 (z)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

What is the Government doing to develop and promote employment services for people with intellectual disability that provide quality employment outcomes?

Answer:

The Commonwealth's reform agenda for disability employment assistance includes a range of strategies to improve the focus on individual needs and to support quality outcomes. These strategies include policies currently being trialed in both the Quality Assurance and Case Based Funding Trials. A range of continuous improvement initiatives is supporting these trials. The Government's response to the Reference Group on Welfare Reform, *Participation Support for a More Equitable Society* July 2000, has also highlighted the need to move the focus of assessment systems to the ability of the individual and to provide supports to enable goals and aspirations to be realised, including employment.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group 3.2 Support for People with a Disability                      Question No: 62(aa), (bb)**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

aa) The Minister has previously said that the MIFS (More Intensive and Flexible Services) pilot of employment assistance was successful and the positive elements of the pilot would be included into mainstream programs. How has this been implemented?

bb) Has the development of the next CSDA begun? How will the development of the next CSDA involve and consult with people with disabilities and their families?

Answer:

aa) The preliminary findings from the MIFS pilot have been generally positive. The consultant has completed an evaluation of the MIFS pilot, and the departments' report is being finalised. The report considers the role of this type of program in the employment services context. The findings will be considered in the context of welfare reform.

bb) The current Commonwealth/State Disability Agreement expires in June 2002. Commonwealth/State Disability Ministers agreed in July 2000 to the development of a national framework to underpin future funding and administrative arrangements for disability services through a third CSDA. Officials have commenced preliminary work.

Commonwealth and State Disability Ministers will be asked to advise on the details of their preferred consultation approach shortly. Once this process is finalised, a consultation strategy will be developed.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group 3.2 Support for People with a Disability ..... Question No: 66**

**Topic: Disability Service Reforms**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

Is the evaluation report on MIFS available and can we be provided with a copy? What recommendations will the Department be adopting for future disability employment models?"

Answer:

The evaluation report is still being finalised. The report will examine the appropriateness of the model of service delivery utilised in the MIFS pilot and its role in the employment services context. This will be considered in the context of future disability employment reforms.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 65**

**Topic: Disability Support Pension**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

For each year from 1996 what were the:

- (a) Inflows and outflows from DSP (including reason for outflow if available).
- (b) Average duration on DSP in aggregate and by age groups.
- (c) Average private income and hours worked for DSP recipients.
- (d) Number and proportion of DSP recipients with partners.
- (e) Number and proportion of DSP recipients whose partner receives Carers Payment or Carers allowance.

Answer:

(a) Table A below shows the number of inflows to and outflows from Disability Support Pension from 1996 to 2000. Table B provides data on the top 7 cancellation reasons for Disability Support Pension customers for the years 1999 and 2000.

Table A.

June Date	New Grants	Cancellations
1996	na	na
1997	na	na
1998	70,820	na
1999	75,995	51,748
2000	76,727	46,285

Source: Superstar Pensions Database, Centrelink Administrative Data.

Note: Reliable data on new grants is not available for 1996 and 1997 while reliable data for cancellations is not available for the period 1996 to 1998. The totals reported above do not match those for payment to payment transfers in the same periods due to the utilisation of different business rules in calculating payment to payment transfers and new grants.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Table B.

<b>CANCELLATION REASON</b>	<b>August 1999</b>	<b>June 2000</b>
Internal benefit transfer	29,228	24,496
Death	10,503	10,188
Excess income	1,643	2,091
Compensation preclusion period	1,486	824
Return to work-notify by 14 days	1,227	1,507
Less than 20 points impaired	1,097	1,029
Assets over the limit	944	581
Other	5,620	5,569
<b>Total</b>	<b>51,748</b>	<b>46,285</b>

Source: Centrelink Administrative Data.

Note: Reliable data on cancellation by reason for DSP customers is not available for the period 1996 to 1998. The totals reported above do not match those for payment to payment transfers in the same periods due to the utilisation of different business rules in calculating payment to payment transfers and new grants.

(b) The tables below show the average years on payment for Disability Support Pension customers for the period 1998 to 2000. Table A presents the average years on payment by age group while table B presents the aggregate averages.

Table A.

<b>Age</b>	<b>June 1998</b>	<b>June 1999</b>	<b>June 2000</b>
16-19	1.3	1.3	1.3
20-24	3.6	3.6	3.6
25-29	5.7	5.6	5.5
30-34	6.9	6.9	6.8
35-39	7.7	7.6	7.6
40-44	7.9	7.8	7.8
45-49	7.7	7.7	7.8
50-54	7.1	7.2	7.4
55-59	6.5	6.7	6.9
60-64	6.6	6.8	6.9
65+	8.3	8.9	9.8

Source: Superstar Pensions Database

Note: Reliable data on average duration on payment for DSP customers is not available for the period 1996 to 1997.

Table B.

	<b>Avg Duration</b>
June 1998	6.8
June 1999	6.8
June 2000	6.9

Source: Superstar Pensions Database

Note: Reliable data on average duration on payment for DSP customers is not available for the period 1996 to 1997.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

(c) The table below provides the average annual private income for Disability Support Pension customers for the years 1998 to 2000.

June Date	Average Private Income
1998	\$1,826
1999	\$1,816
2000	\$1,999

Source: Superstar Pensions Database.

Note: Reliable data on average annual earnings for DSP customers is not available for the period 1996 to 1997.

(d) The table below provides data on the number and proportion of Disability Support Pension customers with and without partners.

	June 1998		June 1999		June 2000	
	No.	%	No.	%	No.	%
Partner	223,429	40.4%	211,022	36.5%	236,122	39.2%
Single	325,223	58.8%	317,416	54.9%	347,149	57.6%
Uncoded	4,684	0.8%	49,244	8.5%	19,009	3.2%
<b>Total</b>	<b>553,336</b>	<b>100%</b>	<b>577,682</b>	<b>100%</b>	<b>602,280</b>	<b>100%</b>

Source: Superstar Pensions Database.

Note: Reliable data on DSP customers with partners is not available for the years 1996 and 1997.

(e) The table below provides data on the number and proportion of Disability Support Pension customers who have partners in receipt of Carer Payment or Carer Allowance for the period June 1998 to June 2000.

June Date	No.	%
1998	15,066	2.7%
1999	18,206	3.2%
2000	22,367	3.7%

Source: Superstar Pensions Database

Note: Reliable data for Disability Support Pension customers with partners on either Carer Payment or Carer Allowance is not available for the period 1996 to 1997.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 72**

**Topic: Disability Support Pension**

**Hansard Page: CA248/249**

**Senator Evans** asked:

- (a) Can you give me a breakdown on what happens to the population when they go off DSP, where they go?
- (b) Please provide any figures on DSP entry points and breakdowns of that and of that growth?
- (c) Have you got some breakdown figures on the recent increase in numbers by gender?
- (d) Do you have any figures on how many DSP recipients are then coming on as a result of an accident or injury at work?
- e) What percentage of recent entries to DSP are in the over 50 cohort. Why is there a predominance of males to females?

**Answer:**

(a) The table below provides data on where Disability Support Pension customers go when they leave payment.

	June 1998		June 1999		June 2000	
	No.	%	No.	%	No.	%
Not in Receipt of Payment	19,859	52.3%	9,520	19.4%	10,402	23.6%
Age Pension	15,612	41.1%	27,867	56.8%	22,285	50.6%
Other Income Support	2,482	6.5%	2,499	5.1%	2,797	6.4%
Deceased	na	na	9,205	18.8%	8,591	19.5%
<b>TOTAL</b>	<b>37,953</b>	<b>100%</b>	<b>49,091</b>	<b>100%</b>	<b>44,075</b>	<b>100%</b>

Source: FaCS Payment to Payment Transfers.

Note: Deceased customers were not allocated a separate code prior to 1999. Due to rounding percentage totals may not add. The totals reported above do not match those for cancellations in the same periods due to the utilisation of different business rules in calculating payment to payment transfers and cancellations.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

(b) The table below provides data on the number and proportion of Disability Support Pension customers entering payment by their origin.

	June 1998		June 1999		June 2000	
	No.	%	No.	%	No.	%
New Client	28,800	44.2%	31,006	44.5%	28,745	43.7%
Job Search/Newstart	24,145	37.1%	26,275	37.7%	22,979	34.9%
Sickness Allowance	2,829	4.3%	1,940	2.8%	1,691	2.6%
Parenting Payment	980	1.5%	2,356	3.4%	2,276	3.5%
Other Income Support	8,373	12.9%	8,111	11.6%	10,108	15.4%
<b>TOTAL</b>	<b>65,127</b>	<b>100%</b>	<b>69,688</b>	<b>100%</b>	<b>65,799</b>	<b>100%</b>

Source: FaCS Payment to Payment Transfers.

Note: Due to rounding percentage totals may not add. The totals reported above do not match those for new grants in the same periods due to the utilisation of different business rules in calculating payment to payment transfers and new grants.

(c) The table below provides data on the gender breakdown of Disability Support Pension customers from June 1996 to June 2000. Data are also included on the changes in customer numbers and the percentage growth rates by gender.

June Date	Males	Change	% Growth	Females	Change	% Growth	Persons
1996	340,256	15,584	4.8%	158,979	19,221	13.8%	499,235
1997	352,607	12,351	3.6%	174,907	15,928	10.0%	527,514
1998	361,539	8,932	2.5%	191,797	16,890	9.7%	553,336
1999	373,340	11,801	3.3%	204,342	12,545	6.5%	577,683
2000	382,412	9,072	2.4%	219,981	15,639	7.7%	602,393

Source: Superstar Pensions Database, Centrelink Published Data.

(d) This information is not recorded on a customer's administrative file and is therefore not available.

e) The tables below provide data on new grants for Disability Support Pension by the age groups 16 to 49 and 50+ by gender, for the period 1998 to 2000. These tables indicate the percentage new grants by age and gender for Disability Support Pension, aged 50 and over.

Age	Males					
	June 1998		June 1999		June 2000	
	No.	%	No.	%	No.	%
16-49	22,899	51.1%	24,671	51.6%	25,856	53.8%
50+	21,932	48.9%	23,137	48.4%	22,244	46.2%
<b>Total</b>	<b>44,831</b>	<b>100%</b>	<b>47,808</b>	<b>100%</b>	<b>48,100</b>	<b>100%</b>

Source: Superstar Pensions Database.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

Age	Females					
	June 1998		June 1999		June 2000	
	No.	%	No.	%	No.	%
16-49	14,454	55.6%	15,586	55.3%	15,984	55.8%
50+	11,535	44.4%	12,601	44.7%	12,643	44.2%
<b>Total</b>	<b>25,989</b>	<b>100%</b>	<b>28,187</b>	<b>100%</b>	<b>28,627</b>	<b>100%</b>

Source: Superstar Pensions Database.

Age	Persons					
	June 1998		June 1999		June 2000	
	No.	%	No.	%	No.	%
16-49	37,353	52.7%	40,257	53.0%	41,840	54.5%
50+	33,467	47.3%	35,738	47.0%	34,887	45.5%
<b>Total</b>	<b>70,820</b>	<b>100%</b>	<b>75,995</b>	<b>100%</b>	<b>76,727</b>	<b>100%</b>

Source: Superstar Pensions Database.

Females previously had access to alternative forms of support such as Widow B Pension (which was closed off to new applicants in 1997) and Wife Pension (which was closed off in 1995). They have also in the past been eligible for Age Pension at age 60, but the female qualifying age for Age Pension is being increased and is currently 61.5 years. This means that females who have reached 60 but not yet 61.5 years now remain on Disability Support Pension until they reach 61.5 years.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 67**

**Topic: Case Based Funding Trials**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

- a) What feedback has the Department received from providers participating in the trial? Has the client's mobility created any management issues for them?
- b) Have any figures been released to date concerning successful participants?
- c) What is the average cost per client?

**Answer:**

a) Stage 1 of the Case Based Funding Trial evaluation found 90% of providers considered case based funding a good model for funding disability employment assistance with some modifications. Most problems identified in Stage 1 of the evaluation are being addressed in Phase Two of the trial which commenced on 15 January 2001.

No issues which pertained to job seeker mobility were identified in Stage 1 of the evaluation. The evaluation report is available at [www.facs.gov.au/cbft](http://www.facs.gov.au/cbft).

b) Yes. The Department has released aggregated information on outcomes of trial participants and this data is available on the Departmental Internet site at [www.facs.gov.au/cbft](http://www.facs.gov.au/cbft). The data protects the privacy/confidentiality of individual participants. This data is updated on a regular basis.

c) No average client cost figure is available at present as costs are dependent on individual needs and outcomes. Funding levels for employment assistance are Level 1 \$3000 Level 2 \$5000 Level 3 \$7500 Level 4 \$11000 Level 5 \$15000. There will also be four maintenance funding levels which have been set at 70% of Level 2, Level 3, Level 4 and Level 5 employment assistance funding levels. The profile of participants are available from the Departmental Internet site at [www.facs.gov.au/cbft](http://www.facs.gov.au/cbft).

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 68**

**Topic: Supported Wage System**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

- a) What was the funding for this program for 2000-2001?
- b) How many people with disabilities participated in the program on a state by state basis since 1994? Has there ever been a year when all places on the program were exhausted?

Answer:

- a) The allocation in 2000-2001 for Supported Wage System under the Employment Assistance and Other Services Appropriation is \$5.5million.
- b) From 1994 to 1996, the administration of the Supported Wage System (SWS) was the responsibility of the Commonwealth Rehabilitation Service (CRS). The CRS have advised that without significant and costly research of archived material, data for the period 1994 to 1996 cannot be provided.

In 1997 responsibility for the SWS was transferred to the Department of Health and Family Services, which later became part of the Department of Family and Community Services. The Health data system that housed SWS information was decommissioned in 1998 and data for 1997-1998 cannot be accessed without significant cost.

Data for participation State by State in SWS from July 1998 to June 2000 is as follows:

<b>Total number of SWS workers</b>	<b>1998-1999</b>	<b>1999-2000</b>
ACT	49	53
NSW	551	672
NT	2	7
QLD	599	751
SA	234	307
TAS	61	109
VIC	480	598
WA	181	221
<b>TOTAL</b>	<b>*2157</b>	<b>*2718</b>

Note: Total Worker figures represent every person who participated in SWS during that year.

Annual allocations allow for approximately 1000 new or replacement entrants to SWS. In 1998-1999 financial year, the target of 1000 new places was exceeded by 20%.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 69**

**Topic: Award Based Wages Strategy**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

- a) What representation do the workers have under this program?
- b) How many business services have sought 'one-to-one' advice from the Department because they are experiencing difficulty in the formulation of their Certified Agreements, and who provides this advice?

Answer:

a) Workers with disabilities in Business Services have been invited to attend half day sessions on the award and enterprise bargaining processes. These sessions commenced on 19 February 2001. There has been considerable national interest from workers with disabilities in attending these sessions. At the training workers will be provided with an overview of the award system and their rights, roles and responsibilities within the industrial relations framework for awards and agreement. Workers are able to have a carer attend the training with them if required.

b) In September 1999 Coffs Harbour Challenge, on behalf of 14 organisations wrote to the Department seeking financial assistance to cover the cost of negotiating an enterprise agreement. The Department declined to provide funding to these specific organisations and advised that assistance would be available under the Award Based Wages Project. Following the recent decision by the Australian Industrial Relation Commission not to ratify the Coffs Harbour Challenge certified agreement, the Department is offering mediation to the parties involved to assist their way forward.

A consultant has been engaged to provide advice to Business Services that are experiencing difficulty in developing agreements. This assistance has been available since 19 February 2001 and may either be one-on-one or collectively if the services request this. Business Services attending the award based wages training will be provided with information on the assistance available and will approach the consultant directly.

The consultancy service is being provided by the Australian Centre for Industrial Relations Research and Training (ACIRRT) in conjunction with John Buggy & Associates.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 70**

**Topic: Disabled Apprentice Wage Subsidy Program**

**Hansard Page: Written question on notice**

**Senator Evans asked:**

What level of funding has been allocated to this program since 1996? How many clients has it placed and the average length of their apprenticeship?

**Answer:**

The Disabled Apprentice Wage Subsidy Program is administered by the Department of Education Training and Youth Affairs and should be referred to the responsible Minister.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 71**

**Topic: Efficiency Dividend**

**Hansard Page: Written question on notice**

**Senator Gibbs** asked:

Has the Department made any representations to Minister for Finance and Administration concerning the ongoing application of the Government's efficiency dividend?

Answer:

The ongoing application of the efficiency dividend is currently being reviewed by Government within the context of this year's budget process.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.2 Support for People with a Disability**

**Question No: 74**

**Topic: Workplace Modification Scheme – GST impact**

**Hansard Page: CA250**

**Senator Evans asked:**

Has there been some change of advice regarding taxation treatment of work place modification payments by FaCS?

Answer:

Yes. The reimbursement grant for workplace modifications by FaCS was originally expected to be a taxable supply where the grant recipient was registered for GST. This plan was based on a draft Australian Taxation Office ruling (2000/11). The final grant ruling from the ATO (ruling 2000/11) changed the tax treatment of reimbursement grants such that they are deemed not to be a taxable supply.

This information was placed on the FaCS website <http://www.facs.gov.au/gstserviceproviders> and sent to ACROD and all employment service providers during October 2000.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.3 – Support for Carers**

**Question No: 75**

**Topic: Respite Provisions**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

What proportion of Carers Payment and Carers Allowance claim respite provisions of 63 days per year? What proportion claim 0 days? What is the average claim for respite provisions? Please provide a breakdown of the proportion of Carers Payment and Carers Allowance claiming respite provisions in 5-day bands.

Answer:

On the basis of information provided by Centrelink, the following table provides a breakdown of the number and proportion of Carer Payment and Carer Allowance customers claiming respite provisions for January to December 2000. Of those customers claiming respite, the average number of respite days taken was around 24 days for Carer Payment and around 27 days for Carer Allowance.

Number of days	Carer Payment		Carer Allowance	
	No. of Customers	Proportion	No. of customers	Proportion
0	49,461	98.11	226,778	98.52
1 to 5	92	0.18	230	0.10
6 to 10	123	0.24	381	0.17
11 to 15	182	0.36	685	0.30
16 to 20	91	0.18	275	0.12
21 to 25	85	0.17	349	0.15
26 to 30	84	0.17	317	0.14
31 to 35	77	0.15	222	0.10
36 to 40	46	0.09	131	0.06
41 to 45	30	0.06	192	0.08
46 to 50	30	0.06	120	0.05
51 to 55	24	0.05	104	0.05
56 to 62	41	0.08	150	0.07
63 or more	50	0.10	255	0.11
Total	50,416	100.00	230,189	100.00

This is the first time this information has been available from Centrelink and could be subject to reporting problems.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.4 Support for the Aged**

**Question No:76**

**Topic: Deeming - Centrelink Computer problems**

**Hansard Page: Written question on notice**

**Senator Evans** asked:

- a) Have you had any problems with the way in which computer systems cause the calculation of the deemed amount of interest earnings on cash assets to be incorrect for retirees?
- b) If so can you explain the nature and extent of these problems?
- c) How many people are affected and has restitution been made to them?

Answer:

- a) There are some minor computer problems with the implementation of deeming of income from investments. There are around 3.5 million Centrelink deeming assessments in operation and given the scale involved, from time to time processing problems do arise. Centrelink acts promptly to rectify any problems of which it becomes aware. Centrelink is aware of systems problems that currently give rise to an error rate of 0.037% in deeming assessments.
- b) One problem affects customers who lodge their age pension claims early. People who are going to claim age pension are allowed to lodge their claims with Centrelink up to three months before they become old enough for the pension. The claimant's details are taken and the assessment (including the deemed income amount) is set up on the computer system. When the customer reaches age pension qualifying age, the computer calculates the customer's payment using the deeming rates and deeming thresholds current at the time the information was entered.
  - This means that if, during the period since the information was entered, there was a change to the deeming rate or the deeming threshold amounts, the new amounts are not used by the computer to calculate the customer's income. However, once pension has been granted, any reassessment of the customer's payment will use the correct deeming amounts.
  - The other minor problem affects customers who change domestic status ie, they become divorced, married, widowed etc. There are different deeming threshold amounts for couples and singles and the computer program which handles the change of status is currently failing to apply the correct deeming threshold after a change of status. This is being fixed before the next change to the deeming thresholds.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

- c) At the moment, there are no customers being affected by the first problem. The systems programming error which causes the problem will be fixed in September 2001.

There are 1300 known cases whose rate of pension is incorrect because of the second issue. The problem in the computer system is currently being examined and it is anticipated it should be rectified shortly. Meanwhile, Centrelink is working to find and correct cases affected and to pay the maximum arrears allowable under the law. Under the legislation, Centrelink can pay up to thirteen weeks' arrears to customers who ask for a retrospective increase.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.4 Support for the Aged**

**Question No: 77**

**Topic: Referrals to the Privacy Commissioner**

**Hansard Page: Written question on notice**

**Senator Evans asked :**

What matters have been the subject of referral to the Privacy Commissioner since the last round of estimates?

Answer:

No matters have been the subject of referral by FaCS to the Privacy Commissioner since the last round of estimates.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group:3.4 Support for the Aged**

**Question No: 78**

**Topic: Aged persons savings bonus - repayment**

**Hansard Page: CA254**

**Senator Evans. asked:**

- a) What do we know about the total and average debt raised on the 2000 overpayments?
- b) What sort of numbers or percentages are actually taking up repayment plans versus automatic repayment?
- c) Please give me some feedback on how it is going in terms of repayment plans, or a payment, and match that with the numbers of debts raised and the total and average debt amounts.

**Answer:**

- a) FaCS advised during the Senate Estimates hearing that it was their belief that about 2,000 debts had been raised in relation to overpayments of the Savings Bonus for Older Australians made to ATO claimants. FaCS was not aware that this figure was out of date. On 21 February FaCS contacted ATO and was advised that the figure at that time was 3,122 debts raised. These overpayments totalled \$3,936,521.80. The average amount overpaid was \$1,260.89.
- b) Of those 3,122 people overpaid at 21 February 2001, 136 had made arrangements with Centrelink to recover the amount overpaid by instalments.
- c) Of those 3,122 people, the large majority who had already made contact with Centrelink about their overpayment chose to repay the amount in full. By 21 February 2001, \$1.83m, or 46 per cent of the total debt, had been repaid. This would indicate that the repayments were not causing undue hardship to the people concerned, or a higher number of negotiated repayment plans would be expected. Arrangements allow customers who have spent the overpayment amount and are having difficulty repaying the full amount to negotiate a mutually agreeable repayment plan simply by speaking to a Centrelink debt recovery officer.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2000-2001 Additional Estimates, 20 February 2001**

**Output Group: 3.4 Support for the Aged**

**Question No: 79**

**Topic: Aged persons savings bonus - repayment**

**Hansard Page: CA255/256**

**Senator West** asked:

Please list the publications in which references were made to tax loss associated with income generated from savings or investments.

Answer:

Because Centrelink and Veterans' Affairs assessments use *deemed* income, not *taxable* income, this question relates only to ATO claims. The ATO has provided the following information:

“The document making the most explicit reference to losses is the Explanatory Memorandum to the *ANTS (Bonuses for Older Australians) Act 1999* which indicates that ‘**carried forward**<sup>1</sup> losses’ from earlier years would not be offset against savings and investment income. This ensures that only deductions incurred in the same year that savings and investment income was earned would be offset against that savings and investment income.

Other documents, listed below, refer to the subtraction from savings and investment income of deductions relating to that income. Step 3 of subsection 35(1) of the Bonus legislation requires all savings and investment income for a year to be added together. The total savings and investment income is then reduced by any deductions related to any savings and investment income.

Perhaps the clearest illustration of *how* the rules were to work appears in the Explanatory Memorandum to the *ANTS (Savings Bonuses for Older Australians) Act 1999* as passed by the Parliament. Page 20 of the XM includes a clear example of the netting of savings and investment income and superannuation contributions i.e. \$10,000 rental income + \$1,500 super contributions - \$11,000 rental deductions = \$500 **adjusted savings and investment income**.

The documents detailing the subtraction of related deductions from savings and investment income are:

- *A New Tax System (Bonuses for Older Australians) Act 1999*
- The ATO's 'Tax Agent Newsletter' December 2000 edition
- Page 2 of the information booklet accompanying the ATO customers' Bonus claim form (specifically under the heading *Income from savings and investments*).”

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<sup>1</sup> Emphasis added