

**Community Affairs
Legislation Committee**

Examination of Additional Estimates 2002-2003

Additional Information Received

VOLUME 1

**Centrelink &
FaCS Output Groups: Cross outputs, 1.1, 1.2, 1.3, 1.4, 2.1, 2.2,
3.1, 3.2, 3.4**

FAMILY AND COMMUNITY SERVICES PORTFOLIO

MAY 2003

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.

ADDITIONAL INFORMATION RELATING TO THE EXAMINATION OF ADDITIONAL EXPENDITURE FOR 2002-2003

Included in this volume are answers to written and oral questions taken on notice relating to the additional estimates hearing on 12 February 2003

FAMILY AND COMMUNITY SERVICES PORTFOLIO

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
2002-2003 Additional Estimates, 12 February 2003

Output Group: Centrelink

Question No: 103

Topic: Debt Recovery

Written question on notice

Senator Bishop asked: Please provide details of the total dollar amount (by financial year from 1996-97 onwards) of Centrelink debt recovery work that has been contracted to private debt collectors.

Answer:

The dollar amount of debt referred by financial year is as follows:

- | | |
|----------------------------|-----------|
| • 1998/1999 | \$28.35M |
| • 1999/2000 | \$61.85M |
| • 2000/2001 | \$67.00M |
| • 2001/2002 | \$157.42M |
| • 1 Jul 2002 – 31 Jan 2003 | \$120.57M |

Information prior to 1998/1999 is only available in archived form off the mainframe and would take considerable time and cost to recover.

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Output Group: Centrelink

Question No: 104

Topic: Debt Recovery

Written question on notice

Senator Bishop asked: Please provide details of individual contracts with debt collectors (including Dun and Bradstreet) including dollar value, type of debt and payment type of debts.

Answer:

Centrelink currently has one contract for provision of Debt Recovery Services. This contract is with Dun and Bradstreet (Australia) Pty Ltd.

The contract was signed in December 2000 and was for a period of two years commencing 1 December 2000. It was later extended by deed of variation to 30 November 2003.

Payments to the mercantile agent are based on a commission on recoveries achieved.

The dollar value referred to Mercantile Agents (by payment type) is included in the attached table. The dollar value of the contract for the period July 2002 to the end of January 2003 has been \$3.23M.

The contract provides protections for security, privacy and confidentiality and requires the contractor to conform with the Australian Competition and Consumer Commission's (ACCC) guidelines on section 60 of the *Trade Practices Act*, "Debt Collection and the Trade Practices Act", June 1999 or as amended from time to time.

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Centrelink debts referred to mercantile agent 1 July 1998 to 31 January 2003

	1998/1999	1999/2000	2000/2001	2001/2002	1 Jul 2002 - 31 Jan 2003
Benefit Type Overpaid	(\$m)	(\$m)	(\$m)	(\$m)	(\$m)
Age Pension	0.122	0.125	0.185	1.281	1.182
Age Pension Related Payments	0.002	0.004	0.002	0.063	0.021
Disability Support & Sickness Allowance	0.938	0.977	1.412	5.459	3.926
Disability & Sickness Related Payments	0.284	0.208	0.312	1.08	0.93
Newstart Allowance	17.874	29.13	36.261	78.914	57.527
Newstart Related Payments	2.727	1.34	2.021	6.283	2.715
Youth Allowance & Austudy	1.044	6.7	12.123	27.854	23.898
Youth & Student Related Payments	0.135	14.828	5.492	8.342	2.853
Family Related Payments	1.683	2.801	3.15	5.013	1.821
Parenting Payment	0.496	1.785	2.563	7.033	6.833
Parenting Related Payments	2.366	1.663	1.469	7.41	3.066
Special Circumstance	0.498	0.284	0.47	1.635	1.546
Other	0.177	0.132	0.063	0.539	0.155
Abstudy	0	1.811	1.16	2.496	2.319
	0	.063	0.037	0.046	0.014
Assistance to Isolated Children					
Family Tax Benefit	0	0	0.281	3.511	10.231
Childcare Assistance	0	0	0	0.458	1.538
TOTAL	28.346	61.851	67.001	157.417	120.575

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Output Group: Centrelink

Question No: 105

Topic: Debt Recovery

Written question on notice

Senator Bishop asked: If debts are sold to private providers, how is the amount calculated? If debts are collected on behalf of Centrelink, what is the rate of success (ie how many people pay what percentage of their (debt?) back?

Answer:

Debts are not sold to private providers.

For the rate of success, where debts are collected on behalf of Centrelink, see Q106.

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Output Group: Centrelink

Question No: 106

Topic: Debt Recovery

Written question on notice

Senator Bishop asked: What is the debt recovery ratio for debts recovered by private providers (ie how much does Centrelink recover per dollar of debt)?

Answer:

The recovery ratio for debts recovered by private providers for the current financial year to end of January 2003 is \$11.14 per \$100 referred.

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2002-2003 Additional Estimates, 12 February 2003

Output Group: Centrelink

Question No: 107

Topic: Debt Recovery

Written question on notice

Senator Bishop asked: Have Centrelink debts been sold to debt collectors?

Answer:

No.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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2002-2003 Additional Estimates, 12 February 2003

Output Group: Centrelink

Question No: 108

Topic: Debt Recovery

Written question on notice

Senator Bishop asked: Please provide details of the number, type and value of Family Tax Benefit and Child Care Benefit debts that are in the hands of debt collectors.

Answer:

As at 31 January 2003 there were 179 Child Care Benefit debts worth \$0.093 million and 7,037 Family Tax Benefit debts worth \$5.531 million in the hands of a Mercantile Agent.

Senate Community Affairs Legislation Committee
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Output Group: Centrelink

Question No: 109

Topic: Debt Recovery

Written question on notice

Senator Bishop asked: Please provide details of the procedures governing Centrelink debt collection by private providers.

- (a) What procedures are used to decide the debts that will be sold or handled by private providers?
- (b) What avenues do customers have for negotiating debt repayment or appealing the details of debt letters sent by private providers a) with those providers b) with Centrelink c) with an appeal body?

Answer:

(a) No debts are sold to private providers.

The rules for referring debts to a private provider are built into Centrelink's debt management system. These rules come into effect in two situations:

- When a Centrelink officer determines that internal recovery action is no longer cost-effective or, after reasonable investigation the customer's whereabouts is unknown; and
- When certain periods of time have elapsed with no payment being received from the customer.

The rules for referral are:

- Debts must meet specific criteria before they are referred for external recovery, principally that they are debts owed by persons who are no longer in receipt of Centrelink payments.
- Individual debts must also meet specific criteria - e.g. they must not have had any appeal action taken within the previous 3 months.
- Debt balances (i.e. total amount owed by the debtor) must meet specific criteria - e.g. debts must be more than \$100.

When these criteria are met, debts are referred when:

- No payment has been made on the debt:
 - Balance \$100-<\$500 – 64 days after the debt was raised.
 - Balance \$500-<\$5000 – 119 days after the debt was raised.
 - Balance \$5000 - <\$10000 – 210 days after the debt was raised.
 - Balance \$10000+ - 393 days after the debt was raised.
- If a payment has been made on the debt:
 - 3 months after the most recent payment.

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(b) If a debtor disputes the details in the letter sent by a mercantile agent (i.e. they do not agree that they owe the money), the mercantile agent returns the debt to Centrelink for action. The debtor retains all appeal rights as if Centrelink were managing the debt (i.e. internal review, and external tribunals and courts). The debt will not become available to the mercantile agent for collection again unless an officer decides to return it at a later date.

Mercantile agents have no statutory recovery powers to compel people to repay and can only come to a negotiated agreement with the debtor. If the debtor will not make any agreement or the mercantile agent believes they cannot reach an acceptable agreement with the debtor, the case will be returned to Centrelink. If Centrelink decides enforcement action (e.g. garnishee or civil action) may be appropriate, reasonable attempts are made to contact the debtor before any such action is taken, in order to provide a final opportunity to negotiate a resolution to the matter.

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Output Group: Centrelink

Question No: 110

Topic: Boston Consulting Report – Centrelink Lease Arrangements for Tuggeranong Office Park

Written question on notice

Senator Mark Bishop asked:

Please provide details of the current Centrelink lease arrangements for Tuggeranong Office Park.

Answer:

Centrelink occupies 21,132m² Net Lettable area of Tuggeranong Office Park under an arrangement with the Department of Family and Community Services who are the Commonwealth's lessee for the site.

Tuggeranong Office Park was developed under a finance lease arrangement for the former Department of Social Security and leased to the Commonwealth for 25 years commencing on 6 December 1991, with capacity for the Commonwealth to acquire the property from 6 December 2008.

Centrelink manages the Park on behalf of the tenants under a Business Partnership Agreement with the Department of Family and Community Services.

The tenants are responsible for operating and maintenance costs on the site. The current annual rental for the Park is \$14.859 million of which Centrelink contributes \$9.658 million.

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Output Group: Centrelink

Question No: 111

Topic: Boston Consulting Report – Centrelink Lease Analysis for Tuggeranong Office Park

Written question on notice

Senator Mark Bishop asked: Boston Consulting Report – Please provide the Boston Consulting Group’s analysis of the lease (i.e. the difference between the lease and current market rents).

Answer:

The Boston Consulting Group’s Report comments as follows:

“Centrelink’s rental costs for head office space are largely in line with those of banks, other large public sector organisations and property market benchmarks, with the notable exception of Tuggeranong Office Park, which has a rental cost nearly double the market rate.”

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Output Group: Centrelink

Question No: 19

Topic: Boston Consulting Group Review

Hansard Page: CA21

Senator Mark Bishop asked:

Could you provide the committee with the figures that underpin Boston's analysis?

Mr Hickey responded - In terms of our cost structures and investments that we make?

Senator Mark Bishop – In the IT area?

Answer:

In response to the comments made on pages 54/55 of the Boston Consulting Report.

The following figures were supplied to the Boston Consulting Group on IT expenditure for the 2001/02 financial year:

IT Expenditure 2001/02 (\$M)

Type of Expenditure	Data Centre	Application Development	PC/LAN Environment	Total
Maintenance	82.0	87.1	48.5	217.6
Capital / Budget Initiative / Projects		73.3	56.9	130.2
Total	82.0	160.4	105.4	347.8

Maintenance of \$217.6m (63%) and Capital / Budget Initiative / Projects \$130.2m (37%)

Definitions:

- Maintenance – keeping the system operating at the current level of functionality.
- Projects – internal and / or client funded projects for specific investments.
- Budget Initiatives – Client funded change requirements associated with Government legislation.

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Output Group: Centrelink

Question No: 118

Topic:

Written Question on notice

Senator Bishop asked:

(1) Are there any forms of computer data matching which occur outside the scope of the Data Matching Program (DMP)? If so, describe the scope of each and their performance each year since their introduction.

Answer:

Data-matching in Centrelink

The following data-matching projects occur outside the scope of the Data Matching Program. These initiatives represent the bulk of the data matching conducted by Centrelink. Table A provides performance information for all data matching initiatives conducted in the 2001-2002 financial year. This highlights that approximately 94% of all data matching conducted by Centrelink occurs outside the scope of the Data Matching Program.

Accelerated Claimant Matching

Accelerated Claimant Matching was announced in the April 1989 Economic Statement and implemented in July 1989. It was extended under the 1990 and 1992 Budget.

Through Accelerated Claimant Matching, Centrelink undertakes a national program of cross-checking new and existing customers, matching across Centrelink files to enable efficient detection of duplicate payments, cross-checking of new claims for payment and cross-checking changes in circumstances against existing information. Accelerated Claimant Matching also identifies new customers who have an existing debt that is yet to be fully recovered and detects instances of duplicate tax file numbers.

Accelerated Claimant Matching aims to advance commencement of Centrelink's entitlement review process, so that it starts when applications are lodged, rather than some time after lodgement date. This is part of a strategy of encouraging high levels of voluntary compliance.

Accelerated Claimant Matching (ACM) Rent Assistance

The ACM rent assistance project commenced in May 1997. The source data for the purposes of this project is provided from Centrelink's own records.

Change data is used for matching purposes by comparing information provided by customers against data held by Centrelink - this includes new claims. Where inconsistencies are identified, customers are selected for possible review.

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The purpose is to detect multiple customers residing at the same address who may have misrepresented their circumstances to Centrelink, either intentionally or unintentionally, to receive more Rent Assistance than they are entitled to.

Funding was provided for additional reviews to be conducted as part of the 2000 Budget.

Employment Declaration Forms / Tax File Number Declaration Forms

This initiative relates to the identification of customers who have not notified or incorrectly notified Centrelink of income from employment.

It was introduced as part of the May 1987 Economic Statement and extended in the August 1991 Budget to include the transfer of all Employment Declaration Form data from the Australian Taxation Office for matching. In subsequent Budgets this initiative was expanded.

With the introduction of the new tax system in July 2000, Employment Declaration Forms were replaced with Tax File Number Declaration Forms.

Following legislative changes to the Social Security Act 1991 Tax File Number information has been used as a primary match key in Tax File Number Declaration Form Matching.

Immigration Matching

This initiative was introduced as part of the February 1990 Economic Statement to undertake computer matching of data from the (then) Department of Immigration and Multicultural Affairs to identify customers who depart Australia without notifying Centrelink.

With changes to the portability provisions associated with payments the number of immigration matches has significantly decreased over time.

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Corrective Services

This initiative was introduced as part of the 1992 Budget and was implemented in October 1992.

This initiative was introduced to identify:

- customers who continue to receive social security or student assistance payments after imprisonment;
 - customers who continue to receive the married rate of payment after their spouse has been imprisoned; and
 - persons who have assumed an imprisoned person's identity for the purpose of fraudulently claiming a payment.
-
- data for matching is received from all State and Territory Departments of Corrective Services.

Enrolment Checking

Youth Allowance and Student Assistance data held by Centrelink is matched with student enrolment data held by educational institutions. This is to verify that the student is still attending the institution named at the time of application and still undertaking the appropriate work load for continuing eligibility.

Defence Housing Authority

Defence Housing Authority matching is an on-going project that was implemented following a successful national pilot in 1997.

Data matching with the Defence Housing Authority address information identifies Centrelink customers who may be incorrectly receiving Centrelink payments while living at a Defence Housing Authority address, or who may be receiving Centrelink payments at an incorrect rate while living at a Defence Housing Authority residence.

During 2001-02, a total of 953 Defence Housing Authority reviews were conducted resulting in fortnightly savings of \$19,540. A further \$173,455 in debts were raised.

Comsuper

This data-matching project was implemented in 1997 to address the risk that pensioner Comsuper income has not been declared to Centrelink, has been underdeclared, or Centrelink has not correctly recorded the details as 'Comsuper'.

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Registrar-Generals' Office deaths

Registrar-Generals' Office deaths matching is conducted to identify cases where the customer's/dependant's death has not been notified to Centrelink.

Trusts and Companies

The aim of Trust and Company matching is to ensure the risk posed to Centrelink programs by undeclared assets is controlled. The initiative was announced in the 2000 Budget and involves the matching of Australian Securities and Investment Commission private company data and Australian Taxation Office trust beneficiary data with Centrelink records to detect undeclared interests in private companies and trusts.

Family Actual Means Test reviews

Family Actual Means Test reviews commenced for the (then) Department of Employment, Education and Training payments in 1997. In 1998 AUSTUDY was replaced by Youth Allowance and the Family Actual Means Test was subsequently applied to this payment.

The Family Actual Means Test was introduced to address community concerns that some people were in a position to minimise their taxable income via financial and tax arrangements and obtain welfare benefits, when their true means may preclude them from the need for assistance. It identifies customers who appear to have inconsistencies between their taxable income and the reported family spending and savings.

The Family Actual Means Test applies to customers receiving the dependant rate of Youth Allowance whose parent(s) fall into one of the Family Actual Means Test designated categories. These include:

- self employed;
- involved in partnership, trust or private company; or
- derive overseas income.

Investment Property reviews

Funding to conduct investment property reviews was announced in the 2001 Budget. Investment property reviews involve data-matching with the Australian Taxation Office to identify Centrelink customers with undisclosed assets (investment properties) who are deriving income from these assets.

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DEWR Job Placement Matching reviews

A pilot to match with the (then) Department of Workplace Relations and Small Business job placement data was conducted in late 1999. Funding was provided for the full implementation of the project in the 2000 Budget.

This project matches Centrelink customer records against DEWR job placement data. It identifies Centrelink customers who have been placed in employment by a Job Network Member or who have advised a Job Network Member that they have commenced employment, and have failed to declare or incorrectly declared income from that employment to Centrelink.

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TABLE A: CENTRELINK DATA MATCHING ACTIVITY

2001-2002 FINANCIAL YEAR

<i>DATA MATCHING INITIATIVE</i>	NO. REVIEWS	\$ SAVINGS AND DEBTS	<i>DATA MATCHING INITIATIVE</i>	NO. REVIEWS	F/N \$ SAVINGS	\$ DEBTS
Data Matching Program	58,609	104,220,819	Accelerated Claimant Matching (ACM)	65,837	600,767	918,492
			Comsuper	769	20,173	500,965
			Corrective Services	15,456	1,433,655	4,051,000
			DEWR Job Placement	13,186	251,337	4,682,098
			Enrolment Checking	72,831	1,651,177	55,149,252
			Family Actual Means Test	2,688	55,729	1,187,386
			Immigration matching	22,702	744,975	8,263,785
			Investment Property	10,579	244,508	4,702,208
			ACM - Rent Assistance	104,872	1,864,818	2,575,782
			RGO Deaths	1,555	402,891	1,087,542
			Tax File Declaration Forms	612,531	8,611,198	133,237,472
			Trusts and Companies	3,520	83,975	9,761,640
Total	58,609	104,220,819		926,526	15,965,203	226,117,622

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Output Group: Centrelink

Question No: 14

Topic: Data - matching

Hansard Page: CA5

Senator Bishop asked:

(1) Provide details of all state government agencies or entities that you have data-matching programs with and their inception dates?

ANSWER:

The following data-matching exercises are conducted with state government agencies.

Corrective Services matching

This initiative was introduced as part of the 1992 Budget and was implemented in October 1992. Data for matching is received from all State and Territory Departments of Corrective Services.

Registrar-Generals' Office deaths matching

Registrar-Generals' Office deaths matching is conducted with State and Territory Registrars-General Offices and commenced in 1997.

Enrolment Checking

Youth Allowance and Student Assistance data held by Centrelink is matched with student enrolment data held by educational institutions and commenced in 1998.

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2002-2003 Additional Estimates, 12 February 2003

Output Group: Centrelink

Question No: 15

Topic: Data matching

Hansard Page: CA7

Senator Bishop asked: In relation to the Data-matching Program,

- a) 'what are the reasons for the decline in costs?
- b) Is less data-matching activity occurring now than five years ago?
- c) Have resources been allocated into more productive areas within compliance review?'

Answer:

- a) The Data-matching Program refers to those activities carried out under the Data-matching Program (Assistance and Tax) Act 1990.
- b) The numbers of cases have been reducing over time, due to policy changes and an increase in other data matching activities.
- c) Please refer to the answer provided at Q118 for details about these activities.

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Output Group: Centrelink

Question No: 16

Topic: Data matching

Hansard Page: CA 7

Senator Bishop asked: In relation to the Data-matching Program, how do you explain the reduction in the cost-benefit for the agency and the government between 1997-98 and 2001-02?

Answer:

The savings that are generated through compliance activities can be affected by the time at which the incorrect payment is identified (earlier identification minimises the debt to be recovered) and the overall deterrent effect of compliance activity and public awareness programs reducing the incidence of non-compliance. Analysis of the relative impact of these factors is not possible.

Since 1997-98 the number of cases identified for review through the Data-matching Program has fallen substantially as a result of policy changes.

The current cost-benefit ratio of 1:7.4 continues to be favourable and has been sustained at this level since the 1998-99 financial year.

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Output Group: Centrelink

Question No: 17

Topic: Data matching

Hansard Page: CA 8

Senator Bishop asked: Savings from data matching are declining – is compliance activity shifting to other areas?

Answer:

Please refer to the answer to Q118.

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Output Group: Centrelink

Question No: 18

Topic: Investment in IT

Hansard Page: CA9

Senator Mark Bishop asked:

Could you take on notice to provide me with a break-up of your capital and operating costs in the area of IT over the last five years so that we can do the analysis ?

Answer:

We are able to provide figures for the last three financial years 99/00, 00/01 and 01/02 giving the split between capital and operating expense. Similar detail for years prior to 99/00 is not available.

IT Expenditure (\$M)

Financial Year	Maintenance	Budget Initiative / / Project	Capital	Total
1999/00	209.8	56.0	29.0	294.8
2000/01	189.4	36.9	60.2	286.5
2001/02	217.6	44.9	85.3	347.8

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Question No: 12

Topic: Centrelink's involvement with supporting community agencies and delivering programs to the retired community

Hansard Page: CA16

Senator Moore asked: Is there any information about Centrelink's involvement with supporting community agencies and delivering programs to the retired community, in particular three programs where there has been some voluntary support? Could we get some information about how they work and what has been the community response to them?

Answer:

There are three examples of Centrelink offices being voluntarily involved in supporting community agencies in the delivery of their programs to the retired community. These were:

- involvement in Red Cross' Telecross service;
- involvement in Gold Coast Seniors on the Net, Brisbane Seniors Online and similar initiatives in Port Augusta and Adelaide;
- involvement with a families-related project at Beenleigh.

Information about these initiatives, how they work and community response to them is as follows:

Involvement in Red Cross' Telecross Service

The Telecross program involves volunteers ringing elderly and/or infirm members of the community on a daily basis to check on their welfare. Approximately 60 volunteers from Centrelink Call's Coffs Harbour and Illawarra call centres have been trained, outside of their normal working hours, by the Red Cross.

Each volunteer is assigned an elderly person to contact each day for about a month. The volunteer may then be assigned a different person to contact. This reduces the potential for the volunteer to become too closely associated with the elderly person.

The service operates Monday - Friday, although some volunteers also contact people on weekends as well. Contact is made in staff members' personal time, and there is no impact on the volunteers' normal duties.

The service has been well received by the community. There is a waiting list for the service and the additional resources provided Centrelink Call's volunteers have enabled the Red Cross to reduce the waiting list.

There is also the broader benefit to the community, realised by assisting elderly people to maintain their independence and the ability to stay in their own home for longer, thus reducing the time that may otherwise have been spent in an Aged Persons Home.

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Involvement in Gold Coast Seniors on the Net, Brisbane Seniors Online and similar initiatives in Port Augusta and Adelaide

Gold Coast Seniors on the Net is a not-for-profit organisation whose members are over 55 years of age. With some assistance from the Gold Coast City Council, they have an office in Southport where they provide a forum, training centre and social circle where seniors are welcome to drop in. The association aims to improve members' quality of life through communication, education and social interaction, which in turn helps to alleviate loneliness and isolation.

Centrelink worked closely with this group for three years, from July 1997. The initiative was aimed at providing residents in three Gold Coast nursing homes with access to internet and email facilities in order that they could keep in contact with their family and friends.

Centrelink assisted with the loan and installation of a small number of obsolete computers, as well as assisting seniors to access Centrelink's internet site for general information about matters such as payments and services. Centrelink's Financial Information Service seminar program was also promoted through this initiative with Gold Coast Seniors on the Net.

Brisbane Seniors Online Inc (BSOL) is a non-profit, community based organisation of volunteer senior citizens who promote computer literacy skills to Brisbane's older residents. It takes an innovative approach by offering a mentoring program run by volunteers. Senior residents are matched with trained mentors who arrange one-on-one training sessions to share their computer knowledge. Participants choose what they would like to learn at their own pace.

BSOL developed out of ongoing community engagement work by Centrelink's Mount Gravatt Customer Service Centre. Area Brisbane's Executive Team then agreed to support the group by providing a project worker for a limited period and a \$4000 grant for computer hardware.

The role of the project worker, a Mt Gravatt Senior Social Worker, was to build the leadership capacity of BSOL to help the group become self-sustaining. The project worker worked in partnership with a Brisbane City Council project officer and the BSOL steering committee.

The project worker also assisted the group to set up satellite venues in geographic 'hubs' across Brisbane where seniors could access computer and Internet facilities at minimal or no cost.

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The main aims of BSOL were:

- To improve computer skills for Brisbane's over 50s and other interested target groups.
- To establish a voluntary self sustaining organisation where older adults mentor others of their own age.
- To bridge the generation gap which changing technology has emphasised.
- To expand the social and recreational opportunities for older adults.
- To encourage access to the Internet.
- To network with relevant community groups and government agencies.

The group is now incorporated, has its own enthusiastic management committee, is self sustaining and is offering a unique "mentoring" approach for seniors to learn about the computer. They are now supported by Brisbane City Council and have an office on the ground floor of the Council's Administrative building.

Computer Literacy Pilots in South Australia

The two pilots were conducted at Salisbury (in Northern metropolitan Adelaide) and at Port Augusta. Both pilots were established as specific initiatives for the International Year of the Volunteer. Accordingly they ran for 7 months (Salisbury) and 12 months (Port Augusta).

Centrelink staff made their time available after hours to raise awareness amongst Centrelink customers about what the Internet can offer and where and how local Internet resources can be accessed. All Centrelink customers were targeted, not just retired customers.

Awareness sessions catering for up to 8 participants at a time were offered. Participants were shown how to access and navigate the Internet. This was reinforced by showing them how to access and navigate around the Centrelink website. This enabled them to see how they could get information about services and products. Participants were also provided with information about community internet resources; 2 staff members facilitated each session, one as a trainer and the other as a 'floor walker' / coach. They were publicised widely within the offices and, in the case of Port Augusta, also in local shops and the Job Network

Community reaction to the pilots was mixed. In Salisbury, while initially well received, customer interest flagged over time. There was also an increase in the availability of other community agencies providing similar services. In Port Augusta, despite vigorous promotion, take up was poor (15 people in 12 months) and there were relatively high rates for people not turning up on the day. The State Government established a full time paid position in Port Augusta to do the same thing and this project also struggled to find participants.

In summary, Centrelink's experience showed that while this seemed an excellent idea and was initially well received, at least in the Salisbury area, it was hard to sustain participant interest. However, the staff at both Salisbury and Port Augusta demonstrated considerable enthusiasm and commitment to trying to make it work with some very skilled support by the Centrelink Area Coordinator.

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Involvement with a families-related project at Beenleigh

Since its inception in October 2000, Families Now has positioned itself in the Beenleigh/Eagleby community as a central point of contact, referral, advice, and provider of family focused programs (parenting programs, budgeting, etc).

A Community Advisory Committee ensures that the program is relevant and responsive to community needs. Partnerships have been established with agencies and organizations such as the Logan Hospital Paediatrics Department, Eagleby State School, Beenleigh Family Day Care, St Vincent de Paul Child and Family Program and the BAYS Young Parents Program.

Families Now were instrumental in the formation of the Beenleigh Area Family Support Network, a network of all family focused agencies in the area. The Network has an agreed Memo of Understanding whereby a collaborative approach to the identification of gaps in services to families in this area, and submissions for funding and program development will be undertaken by these agencies on the basis of cooperation and non-duplication of services.

Programs/services include the following:

- Information and referral service - co-located with the Family Assistance Office, Beenleigh. This provides a non-threatening and supportive, family friendly environment where parents can access information about a wide range of community services, a basic assessment of their needs and appropriate referral ("one-stop shop"), access to an extensive range of parenting information, tip-sheets, videos, parenting library, and discussion with trained volunteers, etc about parenting issues.
- Children's Playroom staffed by trained volunteers where children participate in creative play while parents undertake their business with Centrelink.
- Parenting and budgeting courses. These are available at several venues in the area (school, hospital, Centrelink, neighbourhood centre, etc) and are tailored to the identified needs of parents and facilitated by qualified presenters.
- Volunteers. The Centre is managed by a paid coordinator with the assistance of volunteers recruited through a number of sources (Centrelink Mutual Obligations program and Personal Advisors, local TAFE, University students, promotional activities in area, etc). Integral to the program is ongoing training for the volunteers and assistance in development, job readiness and progress to further education. To date 40 volunteers have been involved with Families Now.
- "Parenting Perspectives." This is a fortnightly column in the local newspaper focusing on a particular parenting issue eg. discipline; drug/alcohol; separation - impact on children, etc. This has resulted in many direct enquiries to Families Now from readers requesting more information, opportunities to discuss their own issues, etc.
- Families Now Web Site (www.familiesnow.net) - contains a range of information about parenting issues, local services, etc, a Birthday Club for children, current events in the area, parenting and other courses, information provided by other services, etc
- A Communications Camp for disadvantaged families is planned and other relevant services have offered their assistance. The aim is to assist parents develop positive communication with their children, to help them appreciate their children as independent little people, to provide good parent modeling, and to provide an

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opportunity for these families to enjoy being together away from the pressures of their home environment.

- Families Now is a participant in the Australian Institute of Family Studies action research commissioned by the Dept. Family & Community Services.
- Promotional activities - ie opportunities to promote the value of families in our community.
 - Family Fun Day sponsored by FM96.5;
 - Information sessions at schools, child care centres, hospital;
 - participation in local community celebrations eg Spirit of Eagleby Festival;
 - posters, brochures in key location accessed by families eg doctors' surgeries.

Relevant statistics include:

Numbers of parents who have used the service 10/2000 - 2/2003	2228
Numbers of parents accessing the FAO contacted by volunteers	1477
Number of children who have accessed the Playroom	6324
Number of volunteers who have participated in the Families Now program	45

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Question No: 13

Topic: FTB/CCB More Choice for Families

Hansard Page: CA26

Senator Bishop asked:

FTB/CCB More Choice for Families: Could you make available a copy of ORIMA's brief on further recommendations as to where to go after the newsletter in terms of a communications strategy when you have this material available? (answer should indicate when this will be possible)

ANSWER:

The report has not yet been finalised. A finalisation date is yet to be determined.

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Question No: 28

Topic: Rent Assistance compliance implementation

Hansard Page: CA75

Senator Moore asked:

The 1999 budget measure – Rent Assistance compliance implementation:

- a) Were the dates met and each of those completed on time?
- b) What problems were encountered during the process?
- c) Did any customers have their payments cut incorrectly?
- d) Had the savings targets that were linked to the budget initiative been met?

Answer:

- a) Stages I and II of the measure were implemented within agreed timeframes. Stage III was deferred from September 2001 to March 2002 due to organisational priorities.
- b) Problems encountered included provision of Management Information, staff awareness of the staged implementation of the measure and specific systems issues.
- c) A system error was identified immediately after the implementation of Stage I. Approximately 2,000 Family Allowance customers were not issued with Rent Certificates following notification of a change of address resulting in cancellation of their Rent Assistance. Affected customers were notified by Centrelink and had their Rent Assistance reinstated with full payment of arrears.

Generally, customers may have had their payments varied for a number of reasons including non-return of correspondence, changes in the amount of rent paid or type of accommodation occupied, changes in family circumstances etc. Variations are not necessarily attributable to incorrectness. Customers who believe their payments were varied incorrectly are able to have that decision reviewed.

- d) Yes

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Question No: 20

Topic: Sugar Industry Reform Program

Hansard Page: CA35

Senator O'Brien asked:

Sugar Industry Reform package income support – Break down by three states: NSW QLD and WA

1. How many applications were received before 1 January 2003 and therefore eligible to receive backdated payment?
2. What was the average processing time for those applications?
3. How many claims have been received since 1 January 2003?

Answer:

1. 1514 claims for income support were lodged prior to 01/01/03. Of these 1272 have received backdated payments to 1/10/02 (as at 14 February 2003) Based on the figures listed above the breakdown of granted customers prior to 01/01/2003 by state is as follows:

QLD	1246
NSW	25
WA	1

2. AFFA does not require Centrelink to record timeliness or average processing times for applications lodged for the Sugar Industry Reform program. The demand-driven nature of this type of program and the requirement for customers to provide all the relevant documentation to support their applications means that processing times would vary substantially from one case to another. Indications are that once all the relevant documentation has been supplied it would take no longer than 5 working days before initial payments are received.

3.

QLD	118
NSW	0
WA	0

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Question No: 21

Topic: Sugar Industry Reform Program

Hansard Page: CA36

Senator O'Brien asked:

Sugar Industry Reform package – interest subsidy component: According to the Centrelink's application form for the replanting interest rate subsidy, the subsidy covers two years if growers get their applications in before 31 March 2003, and one year if lodged after that date.

- a) Have I correctly interpreted the rules set out in your application form?
- b) How many applications have been received for the replanting interest rate subsidy under this package?
- c) What the average processing time for such applications is, or would be?

Answer:

- a) Yes
- b) 453 applications have been received for the replanting interest rate subsidy as at 14 February 2003.
- c) AFFA does not require Centrelink to record timeliness or average processing times for applications lodged for the Sugar Industry Reform program. The demand-driven nature of this type of program and the requirement for customers to provide all the relevant documentation to support their applications means that processing times would vary substantially from one case to another. Indications are that once all the relevant documentation has been supplied it would take no longer than 5 working days before payments are received.

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Question No: 26

Topic: Sugar Industry Reform Program

Hansard Page: CA38

Senator O'Brien asked:

Can you advise the committee as to the details of the Sugar Industry Reform Program area for which same day approval has been granted when applications have been lodged?

Answer:

Centrelink does not keep this data.

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Question No: 22

Topic: Drought Assistance Measures

Hansard Page: CA37

Senator O'Brien asked:

- a) What does Centrelink charge AFFA to administer the exceptional circumstances package – for both interim and ongoing assistance? Is it broken down between the interim and ongoing packages, or is it just that this area will attract this particular cost – the EC ones?
- b) Is it possible to supply the committee with a copy of the formulae? (AFFA and DOFA)

Answer:

- a) The following table details the amounts Centrelink has been allocated for the delivery of the Interim Income Support and Interest Rate Relief measures. These amounts are based on expected customer numbers for areas eligible for assistance as at 12 February 2003.

	(\$'000)
Interim Income Support and Interest Rate Relief	16,384

The following table details the amounts Centrelink has been allocated for the delivery of the Exceptional Circumstances Relief Payment (ECRP).

Declarations	(\$'000)	Total (\$'000)
NSW		3,636
<i>Bourke/Brewarrina</i>	76	
<i>Western Division</i>	267	
<i>Riverina</i>	95	
<i>Grafton/Kempsey</i>	747	
<i>Walgett/Coonamble</i>	322	
<i>Riverina (Dairy)</i>	42	
<i>Condobolin/Narranderra</i>	415	
<i>Nyngan</i>	156	
<i>Hay</i>	136	
<i>Northern New England</i>	56	
<i>Central North (North West)</i>	1,116	
<i>Casino</i>	208	

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<i>QLD</i>		1,393
<i>Eastern Darling Downs</i>	1,144	
<i>Peak Downs</i>	72	
<i>South West</i>	177	
<i>VIC</i>		389
Goulburn Irrigation	389	
<i>WA</i>		595
<i>Northern Wheatbelt</i>	520	
<i>Additional Wheatbelt</i>	75	
<i>SA</i>		74
Central North East	74	
<i>TOTAL</i>		6,087

- b) The formula used in budget discussions between DoFA, AFFA and Centrelink is cabinet in confidence.

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Question No: 23

Topic: Drought Assistance Measures

Hansard Page: CA38

Senator O'Brien asked: Can you get us, on notice, the assumptions for each of the Exceptional Circumstances declarations and take-up rates to date – in terms of numbers, I mean?

Answer:

Centrelink is advised of the expected take-up rates by the Department of Agriculture, Fisheries & Forestry Australia (AFFA).

The table below shows the expected number of Exceptional Circumstances Relief Payment (ECRP) applicants by State and Exceptional Circumstance declaration current as at 12 February 2003.

Declarations	Expected Applicants*	TOTAL
NSW		5,106
<i>Bourke/Brewarrina</i>	94	
<i>Western Division</i>	367	
<i>Riverina</i>	133	
<i>Grafton/Kempsey</i>	1029	
<i>Walgett/Coonamble</i>	503	
<i>Riverina (Dairy)</i>	59	
<i>Condobolin/Narranderra</i>	581	
<i>Nyngan</i>	218	
<i>Hay</i>	190	
<i>Northern New England</i>	78	
<i>Central North (North West)</i>	1,564	
<i>Casino</i>	290	
QLD		1,417
<i>Eastern Darling Downs</i>	1,080	
<i>Peak Downs</i>	89	
<i>South West</i>	248	
VIC		545
Goulburn Irrigation	545	
WA		194
<i>Northern Wheatbelt</i>	123	
<i>Additional Wheatbelt</i>	71	
SA		103
<i>Central North East</i>	103	

* Centrelink has assumed 10% of all expected applicants will not be eligible for payment.

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Centrelink does not yet report the number of customers who have accessed ECRP by declaration however the following table shows the number of customers in receipt of ECRP by State as at 31/1/03.

Declarations	Applicants in receipt of ECRP
NSW	262
<i>QLD</i>	996
<i>VIC</i>	1
WA	379
SA	2
TOTAL	1640

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Question No: 24

Topic: Expected income that Centrelink will receive from the administration of programs ultimately the responsibility of AFFA in this financial year

Hansard Page: CA38

Senator O'Brien asked:

Is it possible to provide the committee with expected income that Centrelink will receive from the administration of programs ultimately the responsibility of AFFA in this financial year? (update on pages 85-89 of PAES)

Answer:

Expected income that Centrelink will receive from the administration of programs ultimately the responsibility of AFFA in this financial year - **\$24,131,225**. This figure will be revised depending on uptake of the packages as the financial year progresses.

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Question No: 25

Topic:

1. Updated revision re budget estimates and the revised estimates as at 12 February 2003;
and
2. Details of the financial arrangements and income for Centrelink from the flood assistance package for the current financial year.

Hansard Page: CA38

Senator O'Brien asked:

Can you give us an updated revision re budget estimates and the revised estimates?
Can you also provide the details of the financial arrangements and income for Centrelink regarding the flood assistance package, if any, for this current financial year?

Answer:

1. Updated revisions as at 12 February 2003:

Revenue Source	Additional Estimates (Published) 2002-03 (\$'000)	Revised estimates 2002-03 (\$'000)
FACS	1,858,201	1,852,149
DEWR	126,302	126,501
DEST	32,375	32,375
DHAC	3,531	3,535
AFFA	7,296	24,131
CDDA	250	250
Commercial – Government	24,194	23,886
Resources received free of charge	4,926	4,926
Total	<u>2,057,075</u>	<u>2,067,753</u>

2. There were no financial arrangements or income for Centrelink for flood assistance in 2002/03.

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Question No: 1

Topic: Breaching

Written question on notice

Senator Bishop asked:

“Please provide figures for the year 2001-2002 and as much of year 2002-2003 figures as are available, detailing:”

- The number of administrative breaches applied to individuals (by payment type and number and percentage of 1st, 2nd and 3rd breaches)?
- The number of activity breaches applied to individuals (by payment type and number and percentage of 1st, 2nd and 3rd breaches)?
- The total number of recommendations to breach, a) of an administrative nature and b) an activity nature (by payment type and number and percentage of 1st, 2nd and 3rd breaches)?

Answer:

Current financial year breach data is only available to November 2002. The data provided is based on the number of breach activities that were recorded.

- The number of administrative breach penalties imposed:
 - 43,457 in 2001-02
 - 21,148 in 2002-03, July to November
- The number of activity test breach penalties imposed in 2001-02 is 226,446. Of these:
 - 133,705 (59.0%) resulted in first breach penalties being imposed;
 - 60,647 (26.8%) resulted in second breach penalties being imposed; and
 - 32,094 (14.2%) resulted in third and subsequent breach penalties being imposed.

The number of activity test breach penalties imposed in July to November 2002 is 41,415. Of these:

- 26,487 (64.0%) resulted in first breach penalties being imposed;
 - 9,908 (23.9%) resulted in second breach penalties being imposed; and
 - 5,020 (12.1%) resulted in third and subsequent breach penalties being imposed.
- The following figures are ‘gross’ breach figures. These figures include: the number of breach penalties that have been imposed; the number of breach penalties that have been revoked after review; the number of participation reports that have been received and subsequently not applied; and, the number of breach activities raised in error.
 - The gross number of administrative breaches were:
 - 75,910 in 2001-02
 - 21,148 in July to November 2002

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- The gross number of activity test breaches were:
 - 484,428 in 2001-02
 - 59,363 in July to November 2002

The number of these that were for potential first, second, third and subsequent breach penalties is not readily available. To obtain this data would require significant diversion of Centrelink's resources.

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Question No: 2

Topic: Breaching

Written question on notice

Senator Bishop asked:

“Please provide figures for the year 2001-2002 and as much of year 2002-2003 figures as are available, detailing:”

- The number of administrative breaches applied to individuals (by payment type and number and percentage of 1st, 2nd and 3rd breaches)?
- The number of activity breaches applied to individuals (by payment type and number and percentage of 1st, 2nd and 3rd breaches)?
- The total number of recommendations to breach, a) of an administrative nature and b) an activity nature, that were not applied (by payment type and number and percentage of 1st, 2nd and 3rd breaches)?

Answer:

The first two parts of this question have been answered in the answer to question one.

In answer to the third part, these figures include: those that were applied and overturned (revoked), and participation reports that have been received and subsequently not applied (rejected).

- The number of administrative breaches, which were either rejected or revoked were:
 - 32,453 in 2001-02
 - 8,259 in July 2002 to November 2002

The number of activity test breaches, which were either rejected or revoked were:

- 257,982 in 2001-02
- 17,948 in July to November 2002

The number of these that were for potential first, second, third and subsequent breach penalties is not readily available. To obtain this data would require a significant diversion of Centrelink’s resources.

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Question No: 3

Topic: Breaching

Written question on notice

Senator Bishop asked:

“Please provide figures for the periods a) 2001-2002 financial year b) July 2002-February 2003 detailing the number of breach recommendations from Job Network?”

Answer:

There are no recommendations to breach. The Job Network provides participation reports to Centrelink when a job seeker does not comply with a specific requirement, which Centrelink then investigates.

Centrelink does not count the number of participation reports sent by Job Network Members and Community Work Coordinators. Via breach data Centrelink can determine the origin of a breach decision and report that breach activity as originating from a participation report. Breach activities include: the number of breach penalties that have been imposed; the number of breach penalties that have been revoked after review; the number of participation reports that have been received and subsequently not applied; and, the number of breach activities raised in error.

In the financial year 2001-2002 there were a total of:

- 194,084 breach activities arising from Job Network Members participation reports
- 79,863 breach activities arising from Community Work Coordinators participation reports

In the 2002 – 2003 financial year, from July to December, there were a total of:

- 110,171 breach activities arising from Job Network participation reports
- 43,722 breach activities arising from Community Work Coordinators participation reports

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Question No: 4

Topic: Breaching

Written question on notice

Senator Bishop asked:

“Please provide figures for the periods a) 2001-2002 financial year b) July 2002-February 2003 detailing the number of breach recommendations from Job Network providers that were overturned by Centrelink?”

Answer:

The data prior to the 2002-2003 financial year cannot be separated into the number of breach activities, from Job Network Member and Community Work Coordinator participation reports, that have been received and subsequently not applied (rejected) and those that were applied and overturned (revoked).

The total of breach activities in the financial year 2001-2002 that were revoked or rejected (these cannot be separated) by Centrelink were:

- 131,226 from Job Network Members participation reports
- 56,419 from Community Work Coordinators participation reports

In the 2002 – 2003 financial year, from July to December, there were a total of 87,104 breach activities arising from Job Network Members participation reports that were either revoked or rejected by Centrelink.

- Revoked: 6,284
- Rejected: 80,820

There were 35,274 breach activities that were arising from Community Work Coordinators participation reports either revoked or rejected by Centrelink for the same period.

- Revoked: 2,649
- Rejected: 32,625

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Question No: 5

Topic: Breaching

Written question on notice

Senator Bishop asked:

Please provide figures for the periods a) 2001-2002 financial year b) July 2002-February 2003 detailing the number of breach recommendations that were overturned by Centrelink?

Answer:

Refer to QON 2 for this answer.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: Centrelink

Question No: 6

Topic: Breaching

Written question on notice

Senator Bishop asked:

“Please provide figures for the periods a) 2001-2002 financial year b) July 2002-February 2003 detailing the number of breach recommendations that were overturned after review or appeal initiated by the customer?”

Answer:

Centrelink does not collect data on the number of breach decisions overturned by the original decision maker, however, decisions reviewed by ARO, SSAT and AAT are as follows:

**Activity test & Administrative breach appeals that were successful for period
1 July 2001 to 30 June 2002**

	Total ARO	No. set aside	Percentage
Activity test breach	7106	3,056	43%
Admin breach	0	0	0%

	Total SSAT	No. set aside	Percentage
Activity test breach	886	336	38%
Admin breach	0	0	0%

	Total AAT	No. set aside	Percentage
Activity test breach	95	38	40%
Admin breach	3	0	0%

**Activity test & Administrative breach appeals that were successful for period
1 July 02 to 30 September 02**

	Total ARO	No. set aside	Percentage
Activity test breach	885	292	33%
Admin breach	105	39	37%

	Total SSAT	No. set aside	Percentage
Activity test breach	123	46	37%
Admin breach	9	3	33%

	Total AAT	No. set aside	Percentage
Activity test breach	23	3	13%
Admin breach	2	0	0%

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Output Group: Centrelink

Question No: 7

Topic: Breaching

Written question on notice

Senator Bishop asked:

“Please provide data on the operation of the suspension option that was introduced in July 2002 (ie have clients left payment and if so, did they return etc?).”

Answer:

A sample of suspended job seekers (6330 records from August 2002) showed that four weeks after suspension:

- Almost three quarters (72 per cent) were restored without penalty and were back paid, even though they had missed their interview;
- 18 per cent had failed to contact Centrelink after being suspended and had been cancelled or gone off payment;
- 9 per cent were serving an administrative breach penalty; and
- 1 per cent had an administrative penalty imposed but had obtained a waiver by commencing an approved activity such as Work for the Dole.

Twelve weeks after suspension, almost 30 per cent of these job seekers were off payment. Compared to the normal attrition rate of 22 per cent over a twelve-week period, this indicates a positive net deterrent effect from the suspension process.

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Output Group: Centrelink

Question No: 8

Topic: Breaching

Hansard Page: Written question on notice

Senator Bishop asked:

“Please provide for each Job Network provider for the period 2001-02:

- a) the number of breach notifications;
 - b) the reason for each breach notification;
 - c) the number that are recommended; and
- the number that are upheld.”

Answer:

Centrelink does not record breach statistics that identifies individual Job Network members by name.

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Output Group: Cross all

Question No: 101

Topic: Internal budgets

Written question on notice

Senator Stott-Despoja asked:

The FACS structure has organisational units at various levels including groups, clusters and branches.

- a) Do the organisational units in FACS have their own internal budgets (as distinct from program budgets they manage)?
- b) Does this include staffing budgets?
- c) If yes, how are the costs of maternity leave handled in the Department?
Is it: (i) a central cost, or (ii) does each organisational unit cover their own maternity leave costs in their own budgets?
- d) If maternity leave is a devolved cost can you please identify all of the organisational units which are required to handle maternity leave?
- e) Can you provide analysis (actual, FTE and percent) of staffing numbers per organisational unit by: gender, and provide number (actual, FTE and percent) of women under 45 per organisational unit.

Answer:

- a) Yes.
- b) Yes.
- c) Costs of maternity leave are handled as a central cost.
- d) Not applicable.
- e) Refer Attachment A

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FaCS Core - Staff by Organisational Unit as at 31 January 2003

Branch	Headcount			
	Female	Male	Total	% Female
Alliance & Delivery Framework	11	3	14	78.57%
Audit and Assurance	17	21	38	44.74%
Budget Development	23	26	49	46.94%
Business Improvement & Gov	9	8	17	52.94%
Business Information Solutions	61	31	92	66.30%
CFO Group	37	20	57	64.91%
Child Care Benefits	25	12	37	67.57%
Child Care Services	34	9	43	79.07%
Community	31	12	43	72.09%
IP&NAO	58	21	79	73.42%
Disability Service Reform	33	16	49	67.35%
Economic & Social Participation	36	17	53	67.92%
Executive	36	11	47	76.60%
FaCS Adelaide	34	18	52	65.38%
FaCS Canberra	10	8	18	55.56%
FaCS Hobart	13	9	22	59.09%

Attachment A

Females under 45		FTE				Females under 45	
Headcount	%	Female	Male	Total	% Female	FTE	%
9	64.29%	10.22	2.90	13.11	77.90%	8.22	62.65%
10	26.32%	16.68	21.00	37.68	44.27%	10.00	26.54%
14	28.57%	22.36	26.00	48.36	46.24%	13.36	27.63%
3	17.65%	7.79	8.00	15.79	49.34%	2.97	18.81%
45	48.91%	58.57	30.68	89.25	65.63%	42.92	48.09%
31	54.39%	33.12	20.00	53.12	62.35%	27.51	51.79%
23	62.16%	24.10	12.00	36.10	66.76%	22.10	61.22%
23	53.49%	31.18	9.00	40.18	77.60%	21.07	52.44%
19	44.19%	30.02	11.86	41.88	71.69%	18.02	43.03%
41	51.90%	56.26	20.42	76.68	73.37%	39.67	51.73%
23	46.94%	32.17	14.82	46.99	68.47%	22.17	47.19%
30	56.60%	34.81	17.00	51.81	67.19%	28.81	55.61%
19	40.43%	35.75	10.82	46.57	76.77%	18.75	40.26%
22	42.31%	31.89	18.00	49.89	63.92%	20.22	40.52%
6	33.33%	9.41	8.00	17.41	54.04%	6.00	34.47%
6	27.27%	11.52	9.00	20.52	56.15%	4.76	23.20%

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FaCS Melbourne	66	41	107	61.68%	40	37.38%	59.71	40.40	100.11	59.64%	35.74	35.70%
FaCS Perth	36	16	52	69.23%	19	36.54%	34.58	15.91	50.49	68.49%	18.63	36.90%
FaCS Queensland	53	38	91	58.24%	29	31.87%	48.77	36.52	85.30	57.18%	26.31	30.85%
FaCS Sydney	93	56	149	62.42%	66	44.30%	89.22	55.63	144.85	61.59%	62.22	42.95%
Family & Children's Services	25	10	35	71.43%	14	40.00%	23.83	10.00	33.83	70.44%	13.17	38.95%
Family and Children's Policy	20	2	22	90.91%	12	54.55%	18.96	2.00	20.96	90.46%	11.03	52.65%
Family Assistance Office	5	1	6	83.33%	3	50.00%	4.75	1.00	5.75	82.60%	2.75	47.81%
Family Payments & Child Supp	25	9	34	73.53%	21	61.76%	22.41	8.82	31.23	71.77%	19.39	62.10%
Housing Support	38	19	57	66.67%	23	40.35%	36.13	18.61	54.74	66.00%	21.33	38.96%
International	18	13	31	58.06%	9	29.03%	17.11	12.81	29.92	57.19%	8.51	28.45%
International Projects	5	1	6	83.33%	4	66.67%	4.87	1.00	5.87	82.97%	3.87	65.93%
Labour Market & Parenting	43	17	60	71.67%	31	51.67%	41.21	17.00	58.21	70.79%	29.21	50.18%
Legal Services	11	12	23	47.83%	7	30.43%	9.70	11.88	21.58	44.94%	5.70	26.40%
Ministerial and Communications	58	16	74	78.38%	44	59.46%	55.62	15.88	71.50	77.78%	42.21	59.03%
NAO Outposted Officers	7		7	100.00%	4	57.14%	7.00		7.00	100.00%	4.00	57.14%
Office of Disability People	41	6	47	87.23%	32	68.09%	38.52	6.00	44.52	86.52%	30.33	68.12%
People, Business Improvement	48	17	65	73.85%	34	52.31%	44.71	16.82	61.53	72.66%	31.05	50.47%
Relationships Branch	6	1	7	85.71%	0	0.00%	5.82	1.00	6.82	85.33%	0.00	0.00%
Senior and Means Test	14	15	29	48.28%	7	24.14%	13.62	14.60	28.22	48.26%	6.62	23.46%
Strategic Policy	22	28	50	44.00%	11	22.00%	21.98	27.14	49.12	44.75%	11.00	22.39%
	55	36	91	60.44%	44	48.35%	50.93	33.86	84.80	60.06%	40.38	47.62%

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and Knowledge													
Stronger Families & Com	12	2	14	85.71%	8	57.14%	9.80	2.00	11.80	83.05%	7.18	60.87%	
Welfare Reform Taskforce	18	12	30	60.00%	13	43.33%	16.37	11.49	27.86	58.75%	11.77	42.25%	
Youth Bureau Programs	24	15	39	61.54%	14	35.90%	22.92	15.00	37.92	60.45%	12.92	34.08%	
Total	1211	625	1836	65.96%	813	44.28%	1144.38	614.88	1759.26	65.05%	761.88	43.31%	

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Output Group: Cross all outcomes

Question No: 102

Topic: IT Outsourcing

Written question on notice

Senator Lundy asked: Provide the following information for each contract entered into by the agency which has not been fully performed or which has been entered into during the previous 12 months (financial year 2001-2002) that are all or in part information and communications technology related with a consideration to the value of \$20, 000 or more, including the following details for each contract:

- (a) a unique identifier for the contract (eg contract number);
- (b) the contractor name and ABN or ACN;
- (c) the domicile (country) of the parent company;
- (d) the subject matter of the contract, including whether the contract is substantially hardware, software, services or a mixture, with estimated percentages;
- (e) the starting date of the contract;
- (f) the term (duration) of the contract, expressed as an ending date;
- (g) the amount of the consideration (AU\$);
- (h) the amount applicable to the current budget year (AU\$);
- (i) whether or not there is an industry development requirement; if so provide details of the Industry Development requirements (in scope and out of scope). full list of sub-contracts valued at over \$5,000, including the all the information described in (a) to (h).

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Answer:

Senate Question 102 - Contracts over 20K active within the period 1/7/01 - 30/6/02

Type	CN	Agency	I	Street Address	Suburb		Start date	End date	Item total Inc GST	Consideration Fy 02/03	Industry Development requirements
Service	156	Amor	90 083 909 317	26 Michell St	Monash - ACT 2904	Provision of IT Contracting Services	17-Jun-02	17-Dec-02	80,080.00	74,391.26	No
Service	162	Aviko	90 008 591 008	36 Dover Court	Phillip - ACT 2606	Provision of IT Contracting Services	26-Aug-02	29-Aug-03	176,800.00	147,973.91	No
Service	140	Aviko	90 008 591 008	36 Dover Court	Phillip - ACT 2606	Provision of IT Contracting Services	7-Sep-02	31-Aug-03	235,620.00	196,350.00	No
Service	0027-V5	Candle	91 008 591 008	37 Dover Court	Phillip - ACT 2607	Provision of IT Contracting Services	3-Nov-01	31-Oct-02	90,376.00	30,707.87	No
Service	0027-V6	Candle	92 008 591 008	38 Dover Court	Phillip - ACT 2608	Provision of IT Contracting Services	1-Nov-02	28-Feb-03	55,616.00	55,616.00	No
Service	0005-V5	Candle	43 002 724 334	65 Canberra Avenue	GRIFFITH ACT 2603	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	74,360.00	0	No
Service	0005-V6	Candle	43 002 724 335	66 Canberra Avenue	GRIFFITH ACT 2604	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	74,360.00	0	No
Service	0005-V7	Candle	43 002 724 336	67 Canberra Avenue	GRIFFITH ACT 2605	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	74,360.00	74,360.00	No
Service	0005-V8	Candle	43 002 724 337	68 Canberra Avenue	GRIFFITH ACT 2606	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	74,360.00	74,360.00	No
Service	16	Candle	43 002 724 334	65 Canberra Avenue	GRIFFITH ACT 2603	Provision of IT Contracting Services	21-Jul-01	19-Oct-01	40,656.00	0	No
Service	0016-V1	Candle	43 002 724 335	66 Canberra Avenue	GRIFFITH ACT 2604	Provision of IT Contracting Services	20-Oct-01	18-Oct-02	178,464.00	54,080.00	No

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Service	0016-V2	Candle	43 002 724 336	67 Canberra Avenue	GRIFFITH ACT 2605	Provision of IT Contracting Services	18-Oct-02	17-Oct-03	178,464.00	53,441.14	No
Service	137	Candle	43 002 724 334	65 Canberra Avenue	GRIFFITH ACT 2603	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	45,760.00	45,512.65	No
Service	0137-V4	Candle	43 002 724 335	66 Canberra Avenue	GRIFFITH ACT 2604	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	91,520.00	46,262.86	No
Service	74	Candle	43 002 724 334	65 Canberra Avenue	GRIFFITH ACT 2603	Provision of IT Contracting Services	29-Sep-01	28-Jun-02	50,688.00	0	No
Service	0088-V1	CCS	51 094 789 910	11/39 York Street	Sydney NSW 2000	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	37,969.36	0	No
Service	0088-V2	CCS	51 094 789 911	11/39 York Street	Sydney NSW 2001	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	37,969.36	0	No
Service	0088-V3	CCS	51 094 789 912	11/39 York Street	Sydney NSW 2002	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	37,969.36	37,764.12	No
Service	152	CCS	51 094 789 910	11/39 York Street	Sydney NSW 2000	Provision of IT Contracting Services	8-May-02	8-Aug-02	48,048.00	20,368.17	No
Service	0152-V1	CCS	51 094 789 911	11/39 York Street	Sydney NSW 2001	Provision of IT Contracting Services	8-May-02	27-Sep-02	25,872.00	16,215.55	No
Service	0152-V2	CCS	51 094 789 912	11/39 York Street	Sydney NSW 2002	Provision of IT Contracting Services	28-Sep-02	31-Jan-03	60,984.00	60,984.00	No
Service	115	Compas	90 008 615 745	4/31 Mugglestone Place	Bruce ACT 2617	Provision of IT Contracting Services	10-Sep-01	7-Dec-01	34,320.00	0	No
Service	0115-V1	Compas	91 008 615 745	4/31 Mugglestone Place	Bruce ACT 2618	Provision of IT Contracting Services	8-Dec-01	8-Mar-02	34,320.00	0	No
Service	0115-V2	Compas	92 008 615 745	4/31 Mugglestone Place	Bruce ACT 2619	Provision of IT Contracting Services	9-Mar-02	28-Jun-02	42,240.00	0	No
Service	0115-V3	Compas	93 008 615 745	4/31 Mugglestone Place	Bruce ACT 2620	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	68,640.00	68,268.97	No
Service	0115-V4	Compas	94 008 615 745	4/31 Mugglestone Place	Bruce ACT 2621	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	137,280.00	69,394.29	No

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Service	112	Compas	90 008 615 745	4/31 Mugglestone Place	Bruce ACT 2617	Provision of IT Contracting Services	3-Sep-01	28-Jan-02	20,372.00	0	No
Service	0112-V1	Compas	91 008 615 745	4/31 Mugglestone Place	Bruce ACT 2618	Provision of IT Contracting Services	29-Jan-02	30-Jun-02	28,160.00	0	No
Service	0012-V6	CPIC	68 065 560 661	15 Barry Drive,	TURNER ACT 2601	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	71,385.60	0	No
Service	0012-V7	CPIC	68 065 560 662	16 Barry Drive,	TURNER ACT 2602	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	71,385.60	0	No
Service	0012-V8	CPIC	68 065 560 663	17 Barry Drive,	TURNER ACT 2603	Provision of IT Contracting Services	29-Jun-02	30-Sep-02	38,438.40	38,438.40	No
Service	0012-V9	CPIC	68 065 560 664	18 Barry Drive,	TURNER ACT 2604	Provision of IT Contracting Services	1-Oct-02	31-Dec-02	41,184.00	41,184.00	No
Service	126	CPIC	68 065 560 661	15 Barry Drive,	TURNER ACT 2601	Provision of IT Contracting Services	7-Jan-02	28-Jun-02	91,520.00	0	No
Service	59	CPIC	68 065 560 661	15 Barry Drive,	TURNER ACT 2601	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	72,072.00	0	No
Service	98	CPT Global	16 083 090 895	4 Riverside Quay	Southbank SA 3006	Provision of IT Contracting Services	30-Jun-01	28-Sep-01	52,624.00	0	No
Service	119	Frontier IT	77 087 743 879	33 Ainslie Avenue	CANBERRA ACT 2601	Provision of IT Contracting Services	10-Oct-01	11-Jan-02	61,776.00	0	No
Service	0119-V1	Frontier IT	77 087 743 880	34 Ainslie Avenue	CANBERRA ACT 2602	Provision of IT Contracting Services	21-Jan-02	15-Mar-02	29,920.00	0	No
Service	0119-V2	Frontier IT	77 087 743 881	35 Ainslie Avenue	CANBERRA ACT 2603	Provision of IT Contracting Services	16-Mar-02	30-Apr-02	26,180.00	0	No
Service	0082-V1	Frontier IT	77 087 743 879	33 Ainslie Avenue	CANBERRA ACT 2601	Provision of IT Contracting Services	30-Jun-02	31-Dec-01	57,200.00	0	No
Service	0082-V2	Frontier IT	77 087 743 880	34 Ainslie Avenue	CANBERRA ACT 2602	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	68,640.00	0	No
Service	0082-V3	Frontier IT	77 087 743 881	35 Ainslie Avenue	CANBERRA ACT 2603	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	68,640.00	68,640.00	No

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Service	0082-V4	Frontier IT	77 087 743 882	36 Ainslie Avenue	CANBERRA ACT 2604	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	68,640.00	68,640.00	No
Service	47	Frontier IT	77 087 743 879	33 Ainslie Avenue	CANBERRA ACT 2601	Provision of IT Contracting Services	12-Jun-01	28-Sep-01	31,680.00	0	No
Service	0047-V1	Frontier IT	77 087 743 880	34 Ainslie Avenue	CANBERRA ACT 2602	Provision of IT Contracting Services	29-Sep-01	28-Jun-02	77,220.00	0	No
Service	0047-V2	Frontier IT	77 087 743 881	35 Ainslie Avenue	CANBERRA ACT 2603	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	54,912.00	54,615.18	No
Service	0021-V1	Frontier IT	77 087 743 879	33 Ainslie Avenue	CANBERRA ACT 2601	Provision of IT Contracting Services	26-Jan-01	27-Jul-01	41,756.00	0	No
Service	0021-V2	Frontier IT	77 087 743 880	34 Ainslie Avenue	CANBERRA ACT 2602	Provision of IT Contracting Services	1-Jul-01	31-Dec-01	51,480.00	0	No
Service	0021-V3	Frontier IT	77 087 743 881	35 Ainslie Avenue	CANBERRA ACT 2603	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	53,768.00	0	No
Service	0021-V4	Frontier IT	77 087 743 882	36 Ainslie Avenue	CANBERRA ACT 2604	Provision of IT Contracting Services	29-Jun-02	30-Apr-03	90,992.00	90,992.00	No
Service	142	Frontier IT	77 087 743 879	33 Ainslie Avenue	CANBERRA ACT 2601	Provision of IT Contracting Services	4-Mar-02	28-Jun-02	37,400.00	0	No
Service	144	Green & Gold	82 003 982 072	8-24 Kippax Street,	Surry HillsNSW 2010	Provision of IT Contracting Services	13-Mar-02	14-Jun-02	39,600.00	0	No
Service	0144-V1	Green & Gold	83 003 982 072	8-24 Kippax Street,	Surry HillsNSW 2011	Provision of IT Contracting Services	15-Jun-02	30-Sep-02	49,500.00	42,560.75	No
Service	133	Icon	14 007 145 637	Suite 5, 2 Phipps Close	DEAKIN ACT 2600	Provision of IT Contracting Services	18-Feb-02	9-Aug-02	82,368.00	19,155.35	No
Service	161	Icon	14 007 145 637	Suite 5, 2 Phipps Close	DEAKIN ACT 2600	Provision of IT Contracting Services	12-Aug-02	12-Oct-02	34,320.00	34,320.00	No
Service	0161-V1	Icon	14 007 145 638	Suite 5, 2 Phipps Close	DEAKIN ACT 2601	Provision of IT Contracting Services	13-Nov-02	31-Jan-03	31,460.00	31,460.00	No
Service	122	ICON	14 007 145 637	Suite 5, 2 Phipps Close	DEAKIN ACT 2600	Provision of IT Contracting Services	6-Nov-01	8-Feb-02	49,280.00	0	No

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Service	149	Icon	14 007 145 637	Suite 5, 2 Phipps Close	DEAKIN ACT 2600	Provision of IT Contracting Services	22-Apr-02	31-Jul-02	52,140.00	16,163.40	No
Service	0149-V1	Icon	14 007 145 638	Suite 5, 2 Phipps Close	DEAKIN ACT 2601	Provision of IT Contracting Services	1-Aug-02	31-Jan-03	107,756.00	107,756.00	No
Service	0064-V1	Icon	14 007 145 637	Suite 5, 2 Phipps Close	DEAKIN ACT 2600	Provision of IT Contracting Services	11-Nov-00	10-Aug-01	90,483.80	0	No
Service	0064-V2	Icon	14 007 145 638	Suite 5, 2 Phipps Close	DEAKIN ACT 2601	Provision of IT Contracting Services	11-Aug-01	31-Jul-02	145,860.00	12,773.05	No
Service	0064-V3	Icon	14 007 145 639	Suite 5, 2 Phipps Close	DEAKIN ACT 2602	Provision of IT Contracting Services	1-Jul-02	31-Jan-03	95,480.00	95,480.00	No
Service	76	locore	85 080 156 921	62-64 Colbee Court	PHILLIP ACT 2602	Provision of IT Contracting Services	5-Mar-01	29-Jun-01	23,942.60	0	No
Service	0076-V1	locore	85 080 156 922	62-64 Colbee Court	PHILLIP ACT 2603	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	40,040.00	0	No
Service	0076-V2	locore	85 080 156 923	62-64 Colbee Court	PHILLIP ACT 2604	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	40,040.00	0	No
Service	0076-V3	locore	85 080 156 924	62-64 Colbee Court	PHILLIP ACT 2605	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	40,040.00	40,040.00	No
Service	0076-V4	locore	85 080 156 925	62-64 Colbee Court	PHILLIP ACT 2606	Provision of IT Contracting Services	1-Jan-03	31/012/03	80,080.00	40,040.00	No
Service	0009-V5	locore	85 080 156 921	62-64 Colbee Court	PHILLIP ACT 2602	Provision of IT Contracting Services	1-Jul-01	28-Jun-02	116,688.00	0	No
Service	0009-V6	locore	85 080 156 922	62-64 Colbee Court	PHILLIP ACT 2603	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	58,344.00	58,344.00	No
Service	0008-V5	locore	85 080 156 921	62-64 Colbee Court	PHILLIP ACT 2602	Provision of IT Contracting Services	1-Jul-01	31-Dec-01	65,208.00	0	No
Service	0008-V6	locore	85 080 156 922	62-64 Colbee Court	PHILLIP ACT 2603	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	65,208.00	0	No
Service	0008-V7	locore	85 080 156 923	62-64 Colbee Court	PHILLIP ACT 2604	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	65,208.00	65,208.00	No

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Service	0008-V8	locore	85 080 156 924	62-64 Colbee Court	PHILLIP ACT 2605	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	65,208.00	65,208.00	No
Service	0071-V1	locore	85 080 156 921	62-64 Colbee Court	PHILLIP ACT 2602	Provision of IT Contracting Services	9-Jun-01	28-Jun-02	205,700.00	0	No
Service	0071-V2	locore	85 080 156 922	62-64 Colbee Court	PHILLIP ACT 2603	Provision of IT Contracting Services	29-Jun-02	30-Apr-03	170,368.00	170,368.00	No
Service	0020-V5	locore	85 080 156 921	62-64 Colbee Court	PHILLIP ACT 2602	Provision of IT Contracting Services	30-Jun-01	28-Sep-01	39,925.60	0	No
Service	0020-V6	locore	85 080 156 922	62-64 Colbee Court	PHILLIP ACT 2603	Provision of IT Contracting Services	29-Sep-01	31-Dec-01	42,996.80	0	No
Service	0020-V8	locore	85 080 156 923	62-64 Colbee Court	PHILLIP ACT 2604	Provision of IT Contracting Services	1-Feb-02	28-Jun-02	67,452.00	0	No
Service	0020-V9	locore	85 080 156 924	62-64 Colbee Court	PHILLIP ACT 2605	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	83,512.00	83,512.00	No
Service	0020-V10	locore	85 080 156 925	62-64 Colbee Court	PHILLIP ACT 2606	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	83,512.00	83,512.00	No
Service	0031-V1	locore	85 080 156 921	62-64 Colbee Court	PHILLIP ACT 2602	Provision of IT Contracting Services	30-Dec-00	28-Dec-01	196,768.00	0	No
Service	0031-V2	locore	85 080 156 922	62-64 Colbee Court	PHILLIP ACT 2603	Provision of IT Contracting Services	29-Dec-01	28-Jun-02	98,384.00	0	No
Service	0031-V3	locore	85 080 156 923	62-64 Colbee Court	PHILLIP ACT 2604	Provision of IT Contracting Services	29-Jun-02	30-Jun-03	196,768.00	196,230.38	No
Service	127	locore	85 080 156 921	62-64 Colbee Court	PHILLIP ACT 2602	Provision of IT Contracting Services	29-Nov-01	28-Feb-02	43,560.00	0	No
Service	0127-V1	locore	85 080 156 922	62-64 Colbee Court	PHILLIP ACT 2603	Provision of IT Contracting Services	1-Mar-02	30-Sep-02	112,200.00	48,461.97	No
Service	155	IT Matters	79 091 027 904	Level 4, 36 York Street	SYDNEY NSW 2000	Provision of IT Contracting Services	13-May-02	13-Aug-02	45,760.00	21,885.22	No
Service	0155-V1	IT Matters	80 091 027 904	Level 4, 36 York Street	SYDNEY NSW 2001	Provision of IT Contracting Services	14-Aug-02	31-Dec-02	70,400.00	70,400.00	No

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Service	140	IT Matters	79 091 027 904	Level 4, 36 York Street	SYDNEY NSW 2000	Provision of IT Contracting Services	4-Mar-02	6-Jun-02	64,636.00	0	No
Service	0140-V1	IT Matters	80 091 027 904	Level 4, 36 York Street	SYDNEY NSW 2001	Provision of IT Contracting Services	7-Jun-02	6-Sep-02	69,608.00	52,014.77	No
Service	154	IT Matters	79 091 027 904	Level 4, 36 York Street	ACT 2905	Provision of IT Contracting Services	13-May-02	13-Aug-02	49,478.00	23,663.39	No
Service	0154-V1	IT Matters	80 091 027 904	Level 4, 36 York Street	ACT 2906	Provision of IT Contracting Services	14-Aug-02	31-Jan-03	91,344.00	91,344.00	No
Service	139	IT Matters	79 091 027 904	Level 4, 36 York Street	SYDNEY NSW 2000	Provision of IT Contracting Services	7-Mar-02	6-Jun-02	31,680.00	0	No
Service	0106-V1	Kellaway	57 008 643 963	41 Culgoa Circuit	O'MALLEY ACT 2606	Provision of IT Contracting Services	2-Jul-01	31-Dec-01	83,512.00	0	No
Service	0106-V2	Kellaway	57 008 643 964	42 Culgoa Circuit	O'MALLEY ACT 2607	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	83,512.00	0	No
Service	0106-V3	Kellaway	57 008 643 965	43 Culgoa Circuit	O'MALLEY ACT 2608	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	86,724.00	86,724.00	No
Service	0106-V4	Kellaway	57 008 643 966	44 Culgoa Circuit	O'MALLEY ACT 2609	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	83,512.00	83,512.00	No
Service	153	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	20-May-02	16-Aug-02	47,762.00	25,509.25	No
Service	0153-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	17-Aug-02	31-Jan-03	84,480.00	84,480.00	No
Service	114	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	4-Sep-01	30-Nov-01	25,740.00	0	No
Service	0114-V2	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	1-Jan-02	28-Feb-02	20,592.00	0	No
Service	0114-V3	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	1-Mar-02	31-Jul-02	50,336.00	10,265.89	No
Service	0114-V4	Mastech	20 080 574 619	26-28 Napier Close	DEAKIN WEST ACT 2603	Provision of IT Contracting Services	1-Aug-02	31-Jan-03	61,776.00	61,776.00	No

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Service	132	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	18-Feb-02	28-Jun-02	67,760.00	0	No
Service	0132-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	29-Jun-02	28-Feb-03	121,968.00	121,468.13	No
Service	124	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	19-Nov-01	15-Feb-02	40,040.00	0	No
Service	0124-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	16-Feb-02	16-May-02	40,590.00	0	No
Service	0124-V2	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	17-May-02	14-Feb-03	128,700.00	107,957.14	No
Service	96	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	1-Aug-01	31-Oct-01	44,550.00	0	No
Service	0096-V3	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	1-Nov-01	31-Jan-01	36,608.00	0	No
Service	0096-V4	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	1-Feb-02	30-Apr-02	36,608.00	0	No
Service	0096-V5	Mastech	20 080 574 619	26-28 Napier Close	DEAKIN WEST ACT 2603	Provision of IT Contracting Services	1-May-02	31-Oct-02	76,032.00	51,103.48	No
Service	0096-v6	Mastech	20 080 574 620	26-28 Napier Close	DEAKIN WEST ACT 2604	Provision of IT Contracting Services	1-Nov-02	31-Jan-03	33,792.00	33,792.00	No
Service	101	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	30-Oct-01	31-Jan-01	35,464.00	0	No
Service	0101-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	1-Feb-02	28-Jun-02	82,478.00	0	No
Service	0101-V2	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	29-Jun-02	31-Mar-03	126,720.00	126,720.00	No
Service	83	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	1-May-01	31-Jul-01	41,756.00	0	No
Service	0083-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	1-Aug-01	28-Jan-02	84,348.00	0	No

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Service	0083-V2	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	29-Jan-02	30-Apr-02	40,612.00	0	No
Service	0083-V3	Mastech	20 080 574 619	26-28 Napier Close	DEAKIN WEST ACT 2603	Provision of IT Contracting Services	1-May-02	31-Oct-02	124,960.00	83,989.51	No
Service	0083-V4	Mastech	20 080 574 620	26-28 Napier Close	DEAKIN WEST ACT 2604	Provision of IT Contracting Services	1-Nov-02	31-Jan-03	37,486.00	37,486.00	No
Service	0052-V2	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	1-Apr-01	31-Dec-01	78,823.80	0	No
Service	0052-V3	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	1-Jan-02	29-Mar-02	22,771.10	0	No
Service	0052-V4	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	30-Mar-02	30-Sep-02	43,186.00	21,593.00	No
Service	0052-V5	Mastech	20 080 574 619	26-28 Napier Close	DEAKIN WEST ACT 2603	Provision of IT Contracting Services	1-Oct-02	31-Jan-03	51,744.00	51,744.00	No
Service	0107-V1	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	29-Jun-01	28-Jun-02	194,480.00	0	No
Service	0107-V2	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	29-Jun-02	30-Sep-02	52,360.00	51,796.99	No
Service	0054-V1	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	30-Jun-01	28-Jun-02	212,784.00	0	No
Service	0054-V2	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	29-Jun-02	30-Apr-03	180,048.00	180,048.00	No
Service	0025-V5	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	30-Jun-01	28-Sep-01	53,196.00	0	No
Service	0025-V6	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	29-Sep-01	31-Dec-01	54,340.00	0	No
Service	0025-V7	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	1-Jan-02	29-Mar-02	50,336.00	0	No
Service	0025-V8	Mastech	20 080 574 619	26-28 Napier Close	DEAKIN WEST ACT 2603	Provision of IT Contracting Services	30-Mar-02	28-Jun-02	50,336.00	0	No

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Service	0025-V3	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	27-Feb-01	2-Nov-01	134,640.00	0	No
Service	0026-V4	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	5-Nov-01	31-Jan-02	42,900.00	0	No
Service	0027-V5	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	1-Feb-02	28-Jun-02	85,800.00	0	No
Service	0011-V5	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	94,952.00	0	No
Service	0011-V6	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	102,388.00	0	No
Service	0011-V7	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	102,388.00	102,388.00	No
Service	0011-V8	Mastech	20 080 574 619	26-28 Napier Close	DEAKIN WEST ACT 2603	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	102,388.00	102,388.00	No
Service	0055-V2	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	26-Jan-01	27-Jul-01	77,792.00	0	No
Service	0055-V3	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	28-Jul-01	28-Jan-02	80,514.72	0	No
Service	0055-V4	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	29-Jan-02	30-Jun-02	80,514.72	0	No
Service	0055-V5	Mastech	20 080 574 619	26-28 Napier Close	DEAKIN WEST ACT 2603	Provision of IT Contracting Services	1-Jul-02	31-Oct-02	49,547.52	49,547.52	No
Service	0055-V6	Mastech	20 080 574 620	26-28 Napier Close	DEAKIN WEST ACT 2604	Provision of IT Contracting Services	1-Nov-02	31-Jan-03	37,160.64	37,160.64	No
Service	66	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	28-Jul-01	28-Jan-02	41,447.12	0	No
Service	0066-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	29-Jan-02	30-Jun-02	41,447.12	0	No
Service	0066-V2	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	1-Jul-02	31-Oct-02	25,505.92	25,505.92	No

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Service	117	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	22-Dec-01	28-Jun-02	33,264.00	0	No
Service	0117-V3	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	32,032.00	31,858.85	No
Service	143	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	13-Mar-02	12-Jun-02	36,960.00	0	No
Service	0143-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	13-Jun-02	12-Sep-02	43,120.00	35,064.62	No
Service	148	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	25-Mar-02	28-Jun-02	22,176.00	0	No
Service	165	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	14-Oct-02	14-Jan-03	39,600.00	39,600.00	No
Service	147	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	2-Apr-02	28-Jun-02	45,650.00	0	No
Service	0147-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	29-Jun-02	30-Sep-02	47,476.00	46,965.51	No
Service	101	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	30-Jul-01	31-Oct-01	35,464.00	0	No
Service	103	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	2-Jan-02	29-Mar-02	44,880.00	0	No
Service	134	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	11-Feb-02	31-May-02	25,344.00	0	No
Service	135	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	25-Feb-02	31-May-02	34,320.00	0	No
Service	95	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	30-Jun-01	28-Sep-01	58,080.00	0	No
Service	110	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	3-Sep-01	30-Nov-01	30,096.00	0	No
Service	0110-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	1-Dec-01	28-Feb-02	32,604.00	0	No

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Service	0110-V2	Mastech	20 080 574 618	26-28 Napier Close	DEAKIN WEST ACT 2602	Provision of IT Contracting Services	1-Mar-02	28-Jun-02	44,132.00	0	No
Service	109	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	20-Aug-01	31-Dec-01	37,620.00	0	No
Service	0109-V1	Mastech	20 080 574 617	26-28 Napier Close	DEAKIN WEST ACT 2601	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	53,768.00	0	No
Service	148	Mastech	20 080 574 616	26-28 Napier Close	DEAKIN WEST ACT 2600	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	82,368.00	41,636.57	No
Service	120	Minifie Pty Ltd	35 080 315 019	9 Todd Street	O'Connor ACT 2602	Provision of IT Contracting Services	22-Oct-01	19-Apr-02	102,960.00	0	No
Service	0120-V1	Minifie Pty Ltd	36 080 315 019	10 Todd Street	O'Connor ACT 2603	Provision of IT Contracting Services	20-Apr-02	31-May-02	23,760.00	0	No
Service	145	Omaha IT	50 050 494 196	18 Callister Crescent	THEODORE ACT 2905	Provision of IT Contracting Services	19-Mar-02	18-Mar-03	156,728.00	112,379.14	No
Service	0105-V1	Patacat	74 008 581 600	Unit 3, 14-16 Colbee Court	PHILLIP ACT 2606	Provision of IT Contracting Services	2-Jul-01	31-Dec-01	90,376.00	0	No
Service	0105-V2	Patacat	74 008 581 601	Unit 3, 14-16 Colbee Court	PHILLIP ACT 2607	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	90,376.00	0	No
Service	0105-V3	Patacat	74 008 581 602	Unit 3, 14-16 Colbee Court	PHILLIP ACT 2608	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	90,376.00	90,376.00	No
Service	169	Patacat	74 008 581 600	Unit 3, 14-16 Colbee Court	PHILLIP ACT 2606	Provision of IT Contracting Services	28-Oct-02	25-Apr-03	94,952.00	94,952.00	No
Service	130	Patacat	74 008 581 600	Unit 3, 14-16 Colbee Court	PHILLIP ACT 2606	Provision of IT Contracting Services	14-Jan-02	12-Apr-02	43,296.00	0	No
Service	118	Paxus	35 004 609 616	3-5 Phipps Cl	DEAKIN ACT 2600	Provision of IT Contracting Services	4-Feb-02	31-May-02	33,660.00	0	No
Service	0118-V3	Paxus	35 004 609 617	3-5 Phipps Cl	DEAKIN ACT 2601	Provision of IT Contracting Services	1-Aug-01	31-Dec-02	43,560.00	15,502.98	No
Service	0118-V4	Paxus	35 004 609 618	3-5 Phipps Cl	DEAKIN ACT 2602	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	102,960.00	52,045.71	No

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Service	0087-V1	Paxus	35 004 609 616	3-5 Phipps CI	DEAKIN ACT 2600	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	35,464.00	0	No
Service	0087-V2	Paxus	35 004 609 617	3-5 Phipps CI	DEAKIN ACT 2601	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	38,896.00	0	No
Service	0087-V3	Paxus	35 004 609 618	3-5 Phipps CI	DEAKIN ACT 2602	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	38,896.00	38,685.75	No
Service	0039-V3	Paxus	35 004 609 616	3-5 Phipps CI	DEAKIN ACT 2600	Provision of IT Contracting Services	1-Jul-01	28-Sep-01	20,878.00	0	No
Service	0039-V4	Paxus	35 004 609 617	3-5 Phipps CI	DEAKIN ACT 2601	Provision of IT Contracting Services	29-Sep-01	28-Jun-02	67,782.00	0	No
Service	0039-V5	Paxus	35 004 609 618	3-5 Phipps CI	DEAKIN ACT 2602	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	45,188.00	45,188.00	No
Service	116	Paxus	35 004 609 616	3-5 Phipps CI	DEAKIN ACT 2600	Provision of IT Contracting Services	26-Sep-01	31-May-02	145,728.00	0	No
Service	0116-V1	Paxus	35 004 609 617	3-5 Phipps CI	DEAKIN ACT 2601	Provision of IT Contracting Services	1-Jun-02	30-Aug-02	52,624.00	35,667.38	No
Service	0089-V1	Paxus	35 004 609 616	3-5 Phipps CI	DEAKIN ACT 2600	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	77,792.00	0	No
Service	0089-V2	Paxus	35 004 609 617	3-5 Phipps CI	DEAKIN ACT 2601	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	77,792.00	0	No
Service	0089-V3	Paxus	35 004 609 618	3-5 Phipps CI	DEAKIN ACT 2602	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	80,080.00	80,080.00	No
Service	0089-V4	Paxus	35 004 609 619	3-5 Phipps CI	DEAKIN ACT 2603	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	80,080.00	80,080.00	No
Service	0079-V1	Paxus	35 004 609 616	3-5 Phipps CI	DEAKIN ACT 2600	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	64,064.00	0	No
Service	0079-V2	Paxus	35 004 609 617	3-5 Phipps CI	DEAKIN ACT 2601	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	69,784.00	0	No
Service	0079-V3	Paxus	35 004 609 618	3-5 Phipps CI	DEAKIN ACT 2602	Provision of IT Contracting Services	29-Jun-02	30-Apr-03	118,096.00	118,096.00	No

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Service	104	Paxus	35 004 609 616	3-5 Phipps Cl	DEAKIN ACT 2600	Provision of IT Contracting Services	2-Jul-01	31-Dec-01	88,088.00	0	No
Service	0104-V1	Paxus	35 004 609 617	3-5 Phipps Cl	DEAKIN ACT 2601	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	88,088.00	0	No
Service	0104-V2	Paxus	35 004 609 618	3-5 Phipps Cl	DEAKIN ACT 2602	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	88,088.00	88,088.00	No
Service	0104-V3	Paxus	35 004 609 619	3-5 Phipps Cl	DEAKIN ACT 2603	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	88,088.00	88,088.00	No
Service	113	Paxus	35 004 609 616	3-5 Phipps Cl	DEAKIN ACT 2600	Provision of IT Contracting Services	4-Sep-01	30-Nov-01	35,376.00	0	No
Service	0113-V1	Paxus	35 004 609 617	3-5 Phipps Cl	DEAKIN ACT 2601	Provision of IT Contracting Services	1-Dec-01	28-Feb-02	23,584.00	0	No
Service	131	Paxus	35 004 609 616	3-5 Phipps Cl	DEAKIN ACT 2600	Provision of IT Contracting Services	4-Feb-02	30-Apr-02	23,760.00	0	No
Service	53	Paxus	35 004 609 616	3-5 Phipps Cl	DEAKIN ACT 2600	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	91,520.00	0	No
Service	80	Software Impro	85 008 655 418	Unit 20/16 National Circuit	BARTON ACT 2601	Provision of IT Contracting Services	22-Mar-01	31-Jul-01	64,064.00	0	No
Service	0102-V2	Southern Cross	71 008 626 131	The Atrium at Swinger Hill	MAWSON ACT 2607	Provision of IT Contracting Services	2-Jul-01	28-Sep-01	48,048.00	0	No
Service	0102-V3	Southern Cross	71 008 626 132	The Atrium at Swinger Hill	MAWSON ACT 2608	Provision of IT Contracting Services	29-Sep-01	29-Mar-02	96,096.00	0	No
Service	0102-V4	Southern Cross	71 008 626 133	The Atrium at Swinger Hill	MAWSON ACT 2609	Provision of IT Contracting Services	30-Mar-02	30-Sep-02	96,096.00	48,048.00	No
Service	0102-V5	Southern Cross	71 008 626 134	The Atrium at Swinger Hill	MAWSON ACT 2610	Provision of IT Contracting Services	1-Oct-02	30-Jun-03	133,056.00	133,056.00	No
Service	0032-V1	Southern Cross	71 008 626 131	The Atrium at Swinger Hill	MAWSON ACT 2607	Provision of IT Contracting Services	1-Dec-01	30-Nov-02	169,312.00	71,166.86	No
Service	0032-V2	Southern Cross	71 008 626 132	The Atrium at Swinger Hill	MAWSON ACT 2608	Provision of IT Contracting Services	1-Dec-02	30-Nov-03	171,600.00	72,128.57	No

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Service	141	Southern Cross	71 008 626 131	The Atrium at Swinger Hill	MAWSON ACT 2607	Provision of IT Contracting Services	11-Mar-02	28-Jun-02	29,568.00	0	No
Service	121	Spherion	35 005 705 546	243 Northbourne Avenue	LYNEHAM ACT 2602	Provision of IT Contracting Services	12-Nov-01	10-May-02	57,200.00	0	No
Service	0121-V2	Spherion	35 005 705 547	244 Northbourne Avenue	LYNEHAM ACT 2603	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	62,920.00	62,579.89	No
Service	0022-V3	Spherion	35 005 705 546	243 Northbourne Avenue	LYNEHAM ACT 2602	Provision of IT Contracting Services	13-Jan-01	13-Jul-01	80,808.00	0	No
Service	0022-V4	Spherion	35 005 705 547	244 Northbourne Avenue	LYNEHAM ACT 2603	Provision of IT Contracting Services	14-Jul-01	31-Dec-01	73,920.00	0	No
Service	0022-V5	Spherion	35 005 705 548	245 Northbourne Avenue	LYNEHAM ACT 2604	Provision of IT Contracting Services	1-Jan-01	28-Jun-02	80,080.00	0	No
Service	0022-V6	Spherion	35 005 705 549	246 Northbourne Avenue	LYNEHAM ACT 2605	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	80,080.00	80,080.00	No
Service	0022-V7	Spherion	35 005 705 550	247 Northbourne Avenue	LYNEHAM ACT 2606	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	160,160.00	160,160.00	No
Service	0018-V3	Spherion	35 005 705 546	243 Northbourne Avenue	LYNEHAM ACT 2602	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	82,940.00	0	No
Service	0018-V4	Spherion	35 005 705 547	244 Northbourne Avenue	LYNEHAM ACT 2603	Provision of IT Contracting Services	1-Jan-01	28-Jun-02	84,656.00	0	No
Service	0018-V5	Spherion	35 005 705 548	245 Northbourne Avenue	LYNEHAM ACT 2604	Provision of IT Contracting Services	29-Jun-02	30-Apr-03	143,264.00	143,264.00	No
Service	0035-V2	Spherion	35 005 705 546	243 Northbourne Avenue	LYNEHAM ACT 2602	Provision of IT Contracting Services	6-Jan-01	27-Jul-01	89,232.00	0	No
Service	0035-V3	Spherion	35 005 705 547	244 Northbourne Avenue	LYNEHAM ACT 2603	Provision of IT Contracting Services	30-Jul-01	28-Dec-01	83,054.40	0	No
Service	0035-V4	Spherion	35 005 705 548	245 Northbourne Avenue	LYNEHAM ACT 2604	Provision of IT Contracting Services	29-Dec-01	28-Jun-02	91,520.00	0	No
Service	0035-V5	Spherion	35 005 705 549	246 Northbourne Avenue	LYNEHAM ACT 2605	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	91,520.00	91,520.00	No

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Service	0035-V6	Spherion	35 005 705 550	247 Northbourne Avenue	LYNEHAM ACT 2606	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	183,040.00	92,525.71	No
Service	78	Spherion	35 005 705 546	243 Northbourne Avenue	LYNEHAM ACT 2602	Provision of IT Contracting Services	30-Jun-01	28-Jun-02	173,888.00	0	No
Service	0078-V1	Spherion	35 005 705 547	244 Northbourne Avenue	LYNEHAM ACT 2603	Provision of IT Contracting Services	29-Jun-02	30-Jun-03	173,888.00	173,412.90	No
Service	136	Spherion	35 005 705 546	243 Northbourne Avenue	LYNEHAM ACT 2602	Provision of IT Contracting Services	18-Feb-02	14-Jun-02	56,003.20	0	No
Service	90	Spherion	35 005 705 546	243 Northbourne Avenue	LYNEHAM ACT 2602	Provision of IT Contracting Services	30-Jun-01	31-Aug-01	22,401.50	0	No
Service	146	Spherion	35 005 705 546	243 Northbourne Avenue	LYNEHAM ACT 2602	Provision of IT Contracting Services	19-Mar-02	18-Jun-02	40,040.00	0	No
Service	99	Stratagem	82 008 603 996	169 Newcastle Street	FYSHWICK ACT 2609	Provision of IT Contracting Services	16-Jul-01	31-Oct-01	31,680.00	0	No
Service	0099-V1	Stratagem	82 008 603 997	170 Newcastle Street	FYSHWICK ACT 2610	Provision of IT Contracting Services	1-Nov-01	28-Jun-02	74,448.00	0	No
Service	0099-V3	Stratagem	82 008 603 998	171 Newcastle Street	FYSHWICK ACT 2611	Provision of IT Contracting Services	1-Aug-02	31-Dec-02	45,496.00	45,496.00	No
Service	0099-V4	Stratagem	82 008 603 999	172 Newcastle Street	FYSHWICK ACT 2612	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	107,536.00	54,358.86	No
Service	0063-V2	Stratagem	82 008 603 996	169 Newcastle Street	FYSHWICK ACT 2609	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	50,107.20	0	No
Service	0063-V3	Stratagem	82 008 603 997	170 Newcastle Street	FYSHWICK ACT 2610	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	51,480.00	0	No
Service	0063-V4	Stratagem	82 008 603 998	171 Newcastle Street	FYSHWICK ACT 2611	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	51,480.00	51,480.00	No
Service	0019-V3	Stratagem	82 008 603 996	169 Newcastle Street	FYSHWICK ACT 2609	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	74,360.00	0	No
Service	0019-V5	Stratagem	82 008 603 997	170 Newcastle Street	FYSHWICK ACT 2610	Provision of IT Contracting Services	1-Feb-02	28-Jun-02	74,360.00	0	No

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Service	0019-V6	Stratagem	82 008 603 998	171 Newcastle Street	FYSHWICK ACT 2611	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	74,360.00	74,360.00	No
Service	0019-V8	Stratagem	82 008 603 999	172 Newcastle Street	FYSHWICK ACT 2612	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	74,360.00	74,360.00	No
Service	0036-V6	Stratagem	82 008 603 996	169 Newcastle Street	FYSHWICK ACT 2609	Provision of IT Contracting Services	30-Dec-00	28-Dec-01	224,224.00	0	No
Service	0036-V7	Stratagem	82 008 603 997	170 Newcastle Street	FYSHWICK ACT 2610	Provision of IT Contracting Services	29-Dec-01	31-Dec-02	247,104.00	123,888.65	No
Service	0036-V8	Stratagem	82 008 603 998	171 Newcastle Street	FYSHWICK ACT 2611	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	247,104.00	124,909.71	No
Service	43	Stratagem	82 008 603 996	169 Newcastle Street	FYSHWICK ACT 2609	Provision of IT Contracting Services	31-Mar-01	31-Jul-01	78,320.00	0	No
Service	0043-V1	Stratagem	82 008 603 997	170 Newcastle Street	FYSHWICK ACT 2610	Provision of IT Contracting Services	1-Aug-01	28-Jan-02	124,080.00	0	No
Service	57	Stratagem	82 008 603 996	169 Newcastle Street	FYSHWICK ACT 2609	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	70,928.00	0	No
Service	72	Stratagem	82 008 603 996	169 Newcastle Street	FYSHWICK ACT 2609	Provision of IT Contracting Services	1-Aug-01	31-Jan-02	48,048.00	0	No
Service	111	Testright	16 078 929 521	15 Muresk Street	Farrer ACT 2607	Provision of IT Contracting Services	11-Sep-01	15-Mar-02	100,672.00	0	No
Service	0111-V1	Testright	17 078 929 521	16 Muresk Street	Farrer ACT 2608	Provision of IT Contracting Services	16-Mar-02	28-Jun-02	58,080.00	0	No
Service	111	TestRight	16 078 929 521	PO Box 4421	Kingston ACT 2604	Provision of IT Contracting Services	11-Sep-01	15-Mar-02	100,672.00	0	No
Service	0111-V1	TestRight	17 078 929 521	PO Box 4422	Kingston ACT 2605	Provision of IT Contracting Services	16-Mar-02	28-Jun-02	58,080.00	0	No
Service	158	Value Systems	77 091 224 725	1 Tekwsbury Circuit	THEODORE ACT 2905	Provision of IT Contracting Services	1-Jul-02	30-Sep-02	42,240.00	42,240.00	No
Service	0158-V1	Value Systems	78 091 224 725	2 Tekwsbury Circuit	THEODORE ACT 2906	Provision of IT Contracting Services	1-Oct-02	31-Mar-03	91,520.00	91,520.00	No

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Service	166	Value Systems	77 091 224 725	1 Tekwsbury Circuit	THEODORE ACT 2905	Provision of IT Contracting Services	14-Oct-02	11-Apr-03	97,240.00	97,240.00	No
Service	128	Wizard	47 008 617 561	15 Barry Drive	TURNER ACT 2612	Provision of IT Contracting Services	10-Dec-01	8-Mar-02	41,184.00	0	No
Service	0128-V1	Wizard	47 008 617 562	16 Barry Drive	TURNER ACT 2613	Provision of IT Contracting Services	9-Mar-02	28-Jun-02	50,688.00	0	No
Service	0128-V2	Wizard	47 008 617 563	17 Barry Drive	TURNER ACT 2614	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	82,368.00	82,368.00	No
Service	0128-V3	Wizard	47 008 617 564	18 Barry Drive	TURNER ACT 2615	Provision of IT Contracting Services	1-Jan-03	30-Jun-03	82,368.00	82,368.00	No
Service	0086-V1	Wizard	47 008 617 561	15 Barry Drive	TURNER ACT 2612	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	77,792.00	0	No
Service	0086-V2	Wizard	47 008 617 562	16 Barry Drive	TURNER ACT 2613	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	77,792.00	0	No
Service	0086-V3	Wizard	47 008 617 563	17 Barry Drive	TURNER ACT 2614	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	77,792.00	77,792.00	No
Service	0086-V4	Wizard	47 008 617 564	18 Barry Drive	TURNER ACT 2615	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	155,584.00	78,646.86	No
Service	0050-V3	Wizard	47 008 617 561	15 Barry Drive	TURNER ACT 2612	Provision of IT Contracting Services	30-Jun-01	31-Dec-01	77,792.00	0	No
Service	0050-V4	Wizard	47 008 617 562	16 Barry Drive	TURNER ACT 2613	Provision of IT Contracting Services	1-Jan-02	28-Jun-02	77,792.00	0	No
Service	0050-V5	Wizard	47 008 617 563	17 Barry Drive	TURNER ACT 2614	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	77,792.00	77,792.00	No
Service	0050-V6	Wizard	47 008 617 564	18 Barry Drive	TURNER ACT 2615	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	155,584.00	78,646.86	No
Service	0063-V2	Wizard	47 008 617 561	15 Barry Drive	TURNER ACT 2612	Provision of IT Contracting Services	2-Jun-01	31-May-02	205,920.00	0	No
Service	0063-V4	Wizard	47 008 617 562	16 Barry Drive	TURNER ACT 2613	Provision of IT Contracting Services	29-Jun-02	31-Dec-02	85,800.00	85,800.00	No

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Service	0063-V5	Wizard	47 008 617 563	17 Barry Drive	TURNER ACT 2614	Provision of IT Contracting Services	1-Jan-03	31-Dec-03	157,560.00	79,645.71	No
Service	167	Wizard	47 008 617 561	15 Barry Drive	TURNER ACT 2612	Provision of IT Contracting Services	21-Oct-02	17-Jan-03	52,509.60	52,509.60	No
Service	70	Wizard	47 008 617 561	15 Barry Drive	TURNER ACT 2612	Provision of IT Contracting Services	2-Jan-01	28-Sep-01	123,728.00	0	No
Service	0070-V1	Wizard	47 008 617 562	16 Barry Drive	TURNER ACT 2613	Provision of IT Contracting Services	29-Sep-01	29-Mar-02	84,656.00	0	No
											No
											No
											No
											No

contract category	contract ID	Purchase Vendor / company	ABN / CAN	Address	Description	Start date	End date	Est total value	consideration 02/03 FY	No
service	SGE	90 East	090 389 745	7-9 geelong Street FYSHWICK ACT 2609	Purchase & maintenance of Internet Services and Secure Gateway Environment (FaCS)	1-Jun-01	31-May-02	673,024.00	210,620.00	No
service	TransACT	TransACT	069 381 960	TransACT House 470 Northbourne Avenue DICKSON ACT 2602	Telecommunications lease - TOP to Homeworld	20-Apr-99	cont	413,623.00	35,525.00	No
service	IT1056	Acumen	67 094 078 396	Level 3 15 Moore Street CANBERRA CITY ACT 2601	IT Outsourcing consultancy	7-May-01	30-Jun-03	498,000.00	338,705.50	No
swr	IS1235	Aquion	57 094 985 136	Suite 353 656 Military Road MOSMAN NSW 2088	WRQ Reflection Emulator licences & maint	27-Feb-02	26-Feb-03	93,470.00	93,470.00	No
service	IS0714	BDW	75 304 286 095	Level 11 12 Moore Street CANBERRA CITY ACT 2600	Legal Services for IT Outsourcing	10-May-01	10-May-03	232,393.00	71,950.00	No

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swr	IS1259	brio	33 075 333 596	Level 1 121 Walker Street NORTH SYDNEY NSW 2060	Purchase & Maintenance of Brio Software	30-Mar-02	30-Mar-03	127,278.00	52,800.00	No
hwr	IS1095	CSC Computers	82 008 626 239	15 National Circuit BARTON ACT 2620	Desktop PC Replacement	19-Nov-01	20-Dec-01	1,732,195.00	0	No
swr	IS1233	Citadel	062 896 048	Level 1 173 Burke Road GLEN IRIS VIC 3146	alignment of maint for Webtrends Swr	11-Feb-02	11-Feb-04	26,006.00	22,154.00	No
swr	SR0955	Citadel	062 896 048	Level 1 173 Burke Road GLEN IRIS VIC 3146	support agreement	24-Feb-00	11-Feb-02	71,000.00	0	No
hwr	IS0688	Com Tech	38 082 932 607	1st Floor 32 Lonsdale Street BRADDON ACT 2612	Cisco maintenance 8x5x4 - FaCS	1-Jul-00	30-Jun-02	153,747.00	0	No
hwr	IS0689	Com Tech	38 082 932 607	1st Floor 32 Lonsdale Street BRADDON ACT 2612	Cisco maintenance 24x7x4 - FaCS	1-Jul-00	30-Jun-02	147,476.00	0	No
hwr	IS0731	Com Tech	38 082 932 607	1st Floor 32 Lonsdale Street BRADDON ACT 2612	Cisco maintenance 24x7x4 - SSAT	1-Nov-00	30-Jun-02	95,885.00	0	No
hwr	IS0954	Com Tech	38 082 932 607	1st Floor 32 Lonsdale Street BRADDON ACT 2612	Cisco maintenance NBD/PO - FaCS	1-Jul-01	30-Jun-02	119,941.00	0	No
hwr	IS1435	Commonwealth Bank/Computer Fleet	48 123 123 124	Level 16 385 Bourke Street MELBOURNE VIC 3000	Lease of Dell Desktop PC & portables equipment	12-Mar-02	cont	0	0	No
service	IS0890	Corrs Chambers Westgarth	89 690 832 091	GPO Box 9925 CANBERRA ACT 2601	Consultancy Services	1-May-01	30-Jun-02	33,160.00	0	No
service	IS1280	CPT Global	16 083 090 895	Level 1 4 Riverside Quay SOUTHBANK VIC 3006	Capacity Management system - Design & implement	18-Feb-02	30-Aug-02	471,638.00	0	No

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hwr	IS1282	Dataflex	95 008 623 489	47 Jardine Street KINGSTON ACT 2604	Replacement of protable computers	13-May-02	13-May-05	313,016.00	313,016.00	No
service	IS0867	Deakin Consulting	88 060 991 157	26 Geils Court DEAKIN ACT 2600	STANDING ORDER -Project Management Unit - Design & implementation	8-Jun-01	29-Dec-01	423,581.14	0	No
service	IS1394	Deakin KM	88 060 991 157	26 Geils Court DEAKIN ACT 2600	Quickplace & Sametime feasibility report	29-May-02	30-Jun-02	22,000.00	22,000.00	No
hwr	IS1188	Dell	46 003 855 561	Level 11 60 Marcus Clarke Street CANBERRA CITY ACT 2601	Purchase of Desktop PC equipment	20-Dec-01	28-Feb-05	363,009 Purchase / 3,154,040 Leased	291,368 Purchase/ 61,391.00 Leased	No
H & S & S	IS1234	Dimension Data	65 003 371 239	32 Lonsdale Street BRADDON ACT 2612	Implementation of Intrusion Detection Solution	22-Feb-02	cont	458,656.00	0	No
hwr	IS1465	Dimension Data	65 003 371 239	32 Lonsdale Street BRADDON ACT 2612	HWR & Software maintenace	1-Jul-02	30-Jun-03	380,000.00	380,000.00	No
service	IS1289	Gartner	69003708601	Suite 17 65 Canberra Avenue GRIFFITH ACT 2603	Client Advisory Services	1-Mar-02	1-Mar-04	234,530.00	155,354.00	No
service	RM6	Gartner	69003708601	Suite 17 65 Canberra Avenue GRIFFITH ACT 2603	consultancy services	1-Jul-00	30-Jun-02	90,602.83	0	No
hwr	IS0953	Hewlett Packard	004 394 763	PO Box 221 BLACKBURN VIC 3130	Maintenance of Server Equipment	1-Aug-01	31-Jul-02	111,075.00	9,241.00	No
hwr	IS0993	Hewlett Packard	004 394 763	PO Box 221 BLACKBURN VIC 3130	Priority Plust maintenance - HP (SSAT)	1-Nov-01	1-Nov-02	74,829.00	31,178.00	No
hwr	IS1468	Hewlett Packard	004 394 763	PO Box 221 BLACKBURN VIC 3130	Priority Plust maintenance of HWR & SWR	1-Nov-02	31-Oct-03	412500 est	225,000.00	No
hwr	RM2	Hewlett Packard	004 394 763	PO Box 221 BLACKBURN VIC 3130	Priority Plus maintenance - HP	1-Aug-99	30-Jul-01	65,000.00	0	No

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swr	IS0686	IBM	79 000 024 733	8 Brisbane Avenue BARTON ACT 2600	Purchase of IBM Supported software & Consultancy service (Brio)	10-Dec-00	10-Dec-01	368,368.00	0	No
service	IS0872	IBM	79 000 024 733	8 Brisbane Avenue BARTON ACT 2600	Priority Service Program	1-Jul-01	30-Jun-02	183,999.00	0	No
service	IS1382	IBM	79 000 024 733	8 Brisbane Avenue BARTON ACT 2600	Consultancy & support services (PSP)	1-Jul-02	30-Jun-03	218,750.00	218,750.00	No
swr	IS1383	IBM	79 000 024 733	8 Brisbane Avenue BARTON ACT 2600	Software Licences & Maintenance	1-Jul-02	30-Jun-03	652,940.00	652,940.00	No
service	IS0719	Info Mgmt Solutions	73 951 894 344	Canberra Business Centre Cnr Melba and Bradfield Streets DOWNER ACT 2602	Records management contract services	20-Apr-01	20-Apr-03	78,480.00	68,730.00	No
swr	IS0629	Mapinfo / ERSIS	59 010 624 325	Level 11 St George Centre 60 Marcus Clarke Street CANBERRA ACT 2601	Purchase & maintenance of Mapinfo software	1-Nov-00	31-Mar-03	611,969.00	34,746.00	No
swr	Marin Research	Marin Research	N/A	Suite114 100 Larkspur Landing Circle LARKSPUR CANADA 94939	Proejct Gateway	22-Jun-98	24-Sep-02	53,793.00	13,448.00	No
service	IS0687	Meta Group	095 412 221	Level 8 171 Clarence Street SYDNEY NSW 2000	Client Advisory Services	1-Feb-01	1-Feb-02	189,000.00	0	No
service	IS1283	Meta Group	095 412 221	Level 8 171 Clarence Street SYDNEY NSW 2000	Client Advisory Services	1-Jun-02	1-Jun-04	270,600.00	112,933.00	No
swr	IS1378	Microsoft through Aspect	005 083 870	1 Epping Road NORTH RYDE NSW 2113	Purchase & maintenance of Licences under the Microsoft Enterprise Agreement	1-Jul-02	30-Jun-05	2,041,645.50	725,480.50	No
swr	MS/EA	Microsoft through Aspect	005 083 870	1 Epping Road NORTH RYDE NSW 2113	Microsoft enterprise agreement FaCS & SSAT	1-Oct-99	30-Jun-02	2,694,585.00	0	No

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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service	IS1379	NETg	71093407	Level 4 201 Miller Street NORTH SYDNEY NSW 2060	E Learning consultancy	1-Jul-02	30-Jun-03	23,650.00	23,650.00	No
swr	ORACLE	ORACLE	80003074468	4 JULIUS Avenue NORTH RYDE NSW 2113 PB 4 3-37 Jerrabomberra Parkway JERRABOMBERRA PARK NSW 2619	Oracle software purchase & maintenance	1-Oct-99	CONT	450,015.00	85,238.00	No
swr	IS1380	Preemptive	66722629	Level 2 South Tower 1-5 Railway Street CHATSWOOD NSW 2067	Preemptive Mail Swr & Maint	24-Jun-02	cont	53,300.00	53,300.00	No
swr	IS0375	Presence Online	072 468 449	53 Blackall Street BARTON ACT 2600	Apatrix Software	20-Jan-00	23-Sep-02	40,000.00	3,333.00	No
service	RAC022-08 / order 0753	PriceWaterhouse Coopers	86 090 608 361	Private bag 52 300 Burnsby Road LANE COVE NSW 2066	2000 SOE review	15-Oct-01	15-Oct-02	33,000.00	0	No
swr	SAS 27569	SAS institute	13002287247	Level 14 201 Miller Street NORTH SYDNEY NSW 2059	Purchase & maintenance of SAS NT server licencing	31-Jul-01	30-Jul-03	172,948.00	172,948.00	No
swr	IS0649	Software AG	090 139 503	Level 10 Canberra House 40 Marcus Clark Street CANBERRA ACT 2601	Adabas	18-Dec-00	4-Dec-01	48,926.00	0	No
service	IS1481	Spark Helmore solicitors	78 848 387 838	828 Pacific Highway GORDON NSW 2072	probity advisory services (EDMS Tender)	1-Oct-02	period of tender	40,000 est	40,000 est	No
hwr	Sun AK00008890	Sun	87003145337		Data Warehouse - hardware 24x7x4 and TARDIS hardware 24x7x4	1-Jul-98	cont	146,573.00	17,333.00	No
swr	Symantec	Symantec	43003967333		symantec software & maintenance	12-May-00	cont	162,106.00	64,318.00	No
swr	IS1225	TSA	16 006 712 296	1 Hall Street LYNEHAM ACT 2602	Infoseek Licencing	1-Feb-02	30-Jun-04	26,493.00	16,967.00	No

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO

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service	IS1361	TSA	16 006 712 296	1 Hall Street LYNEHAM ACT 2602	Klarity Trial	1-May-02	31-Dec-02	44,920.00	28,075.00	No
swr	Lotus	Wizard	055 976 335	15 Barry Drive CANBERRA ACT 2601	Purchase & maintenance of Lotus Components licences	1-Jul-99	31-Jun-02	726,785.00	0	No

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
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Output Group: Cross All

Question No: 143

Topic: Portfolio forward estimates

Written question on notice

Senator Bishop asked:

For 2002-2003 and each subsequent year of the forward estimates:

- a) total projected outlays for all administered payments?
- b) average payment rates and customer numbers for all administered payments?

Answer:

Attachment A summarises the budget estimates for the FaCS portfolio for 2002-03 to 2006-07, current as at the 2002-03 Additional Estimates. These estimates reflect assumptions about economic parameters (the unemployment rate, CPI, and Male Total Average Weekly Earnings), expected changes in customer numbers and the expected impacts of announced policy changes. Accordingly, the estimates are revised regularly as assumptions are refined in the light of emerging trends.

Attachment B summarises the customer numbers relating to the special appropriation payments for the FaCS portfolio for 2002-03 to 2006-07, current as at the 2002-03 Additional Estimates.

Attachment C summarises the average payment rates of customers relating to the special appropriation payments for the FaCS portfolio for 2002-03 to 2006-07, current as at the 2002-03 Additional Estimates.

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ATTACHMENT A

Administered Item	2002-03 \$m	2003-04 \$m	2004-05 \$m	2005-06 \$m	2006-07 \$m
Outcome 1 Stronger Families					
Items applicable across Outcome 1					
Ex Gratia - payments and savings provisions for DVA pensioners receiving Family Tax Benefit A and Child Care Benefit	0.527	0.541	0.553	0.553	0.553
National Secretariats	0.683	0.694	0.701	0.710	0.719
Payments to Universities and other organisations for special studies and research	0.081	0.083	0.085	0.086	0.088
Sub-Total	1.291	1.318	1.339	1.349	1.360
Output Group 1.1 - Family Assistance					
Child Abuse Prevention	4.021	4.113	4.204	4.298	4.391
Family Adjustment Payment	0.020	0.000	0.000	0.000	0.000
Grants to Family Relationship Support Organisations (including payments under the Family Law Act 1975 and the Marriage Act 1961)	27.719	21.170	21.635	22.112	22.599
Indigenous parenting and Family Well-being	2.084	1.857	1.908	1.952	1.997
Services for Families with Children	7.941	8.047	8.134	8.222	8.310
Stronger Families & Communities Strategy - Families Initiatives	17.999	27.170	32.010	32.745	33.499
Family and Youth Support (National Illicit Drug Strategy) SPP	4.675	0.000	0.000	0.000	0.000
Services for families with children SPP	0.371	0.376	0.380	0.384	0.389
Double Orphan Pension	2.061	2.104	2.143	2.186	2.242
Family Tax Benefit	11,286,280	11,497,081	11,780,519	12,167,188	12,526,499
Maternity Allowances	221,569	225,966	230,771	236,141	241,547
Sub-Total	11,674,940	11,787,894	12,081,704	12,475,226	12,843,473
Output Group 1.2 - Youth and Students Support					
Green Corps	23,082	23,520	24,037	24,567	25,107
Job Placement, Employment and Training Program	18,507	18,933	19,350	19,776	20,211
Mentor Marketplace	0.802	1.372	2.250	0.000	0.000
Reconnect (Youth Homelessness)	19,244	19,244	19,244	19,244	19,244
Targeted Youth Assistance Programme	2,004	0.000	0.000	0.000	0.000
Transition to Independent Living Allowance	8,897	2,560	2,560	2,560	2,560
Youth Activities Services	6,733	6,823	6,896	6,971	7,046
Austudy Payment	267,159	277,153	284,654	292,602	300,936
Fares Allowance	1,095	1,095	1,095	1,095	1,095
Student Financial Supplement Scheme	126,455	119,209	111,492	105,999	103,231
Youth Allowance	2,234,412	2,286,602	2,336,840	2,410,229	2,472,201
Sub-Total	2,700,390	2,756,601	2,808,418	2,883,343	2,954,631
Output Group 1.3 - Child Support					
Child Support Agency - Payments to cover cheque dishonours	2.758	3.034	3.337	3.630	3.930
Child Support (Registration and Collection) Act 1988 - Payment to cover shortfalls in the Child Support Trust Account	71.309	78.440	85.283	93.500	101.000
Child Support (Registration and Collection) Act 1988 - Unexplained Remittances	0.286	0.315	0.347	0.377	0.407
Sub-Total	74.353	81.789	88.967	97.507	105.337
Output Group 1.4 - Child Care Support					
Child Care Assistance	1.000	0.000	0.000	0.000	0.000
Child Care for eligible parents undergoing training	14.043	14.969	15.339	15.719	16.110
Support for Child Care	180,906	185,273	189,702	192,196	195,760
Support for Childcare SPP	10,301	9,520	9,718	9,920	10,129
Child Care Benefit	1,479,583	1,587,981	1,702,084	1,830,795	1,965,817
Sub-Total	1,695,813	1,797,743	1,915,843	2,048,630	2,187,816

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Outcome 2 Stronger Communities

Items applicable across Outcome 2

National Secretariats	0.683	0.694	0.701	0.710	0.719
Sub-Total	0.683	0.694	0.701	0.710	0.719

Output Group 2.1 - Housing Support

Family homelessness Prevention and Early Intervention pilot	1.365	1.311	0.000	0.000	0.000
National Housing Priorities	0.358	0.364	0.374	0.381	0.390
National Housing Research	0.420	0.420	0.420	0.420	0.420
Supported Accommodation Assistance Program - National Priorities	0.000	0.000	0.011	0.000	0.000
Commonwealth State Housing Agreement (for expenditure under the Housing Assistance Act 1990)	1,027.634	929.875	941.621	943.519	955.568
Social Housing Subsidy Program	2.130	2.130	2.130	2.130	2.130
Supported Accommodation Assistance Program (for expenditure under the Supported Accommodation Assistance Act 1994)	167.400	171.260	175.029	176.890	182.815
Sub-Total	1,200.323	1,106.160	1,120.305	1,126.330	1,141.323

Output Group 2.2 - Community Support

Business and Community Sector Partnerships	0.151	1.008	6.108	0.000	0.000
Emergency Relief Program	29.134	28.755	29.503	29.532	30.241
Ex gratia payments to victims of the Bali disaster and family members of victims	2.149	0.238	0.000	0.000	0.000
Family and Community Network Initiative	0.022	2.276	2.327	2.391	0.000
Indigenous housing and infrastructure - expand the supply of healthy housing	2.500	3.000	3.000	0.000	0.000
National Research on Gambling	0.500	0.500	0.500	0.500	0.500
Payments under s 33 of RMA Act 1997	0.150	0.150	0.070	0.070	0.070
Payments under special circumstances	0.005	0.005	0.005	0.005	0.005
Reimbursements to Great Southern Rail for concessional fares	6.075	6.399	6.743	7.029	2.864
Stronger Families & Communities Strategy - Communities Initiatives	12.840	14.132	17.072	17.495	17.867
Volunteer Management Program	1.614	1.635	1.655	1.692	1.729
Compensation for erosion of fringe benefits to pensioners and side long term allowances and beneficiaries	178.258	184.997	191.441	196.344	202.703
Concessions for Commonwealth Seniors Health Card Holders SPP	39.740	74.504	78.974	83.713	0.000
National Reciprocal Transport Concessions for State Seniors Card Holders	5.200	5.600	5.000	6.100	0.000
Sub-Total	279.138	329.197	343.195	348.641	356.964

Total Stronger Communities	1,480.144	1,435.059	1,464.201	1,475.001	1,398.026
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Senate Community Affairs Legislation Committee
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Outcome 3 Economic and Social Participation

Items applicable across Outcome 3

National Secretariate	0.683	0.694	0.701	0.710	0.719
Payments to Universities and other organisations for special studies and research	0.002	0.002	0.004	0.004	0.007
Sub-Total	0.785	0.776	0.785	0.794	0.806

Output Group 3.1 - Labour Market Assistance

Payment to voluntary work agencies	2.206	2.305	2.770	3.959	3.943
Personal Support Program	30.682	42.928	57.223	84.719	84.719
Welfare Reform Consultative Forum	0.400	0.500	0.000	0.000	0.000
Bereavement Allowance	0.940	0.951	0.982	1.005	1.009
Mature Age Allowance	379.659	341.162	245.573	169.539	101.968
Newstart Allowance	5,089.751	5,325.931	6,232.169	6,557.238	6,675.992
Parenting Payment (Partnered and Single)	5,748.492	5,950.048	6,210.373	6,591.418	6,907.391
Partner Allowance (Benefit)	356.143	276.424	129.516	64.551	62.154
Partner Allowance (Pension)	514.607	483.103	348.369	263.628	251.667
Pensioner Education Supplement	68.735	76.352	83.430	90.458	96.443
Special Benefit	131.507	168.743	208.820	235.345	248.444
Widow Allowance	434.260	481.470	542.541	608.650	667.987
Sub-Total	12,757.772	13,161.917	14,063.766	14,660.390	15,153.607

Output Group 3.2 - Support for People with a Disability

Employment Assistance and Other Services (including expenditure under the Disability Services Act 1998)

Employment Assistance and Other Services (including expenditure under the Disability Services Act 1998)	309.490	352.949	406.098	442.821	454.005
Commonwealth/State Disability Agreement	522.034	548.738	565.262	582.134	601.591
Disability Support Pension	6,877.969	7,177.848	7,234.688	7,458.225	7,713.023
Mobility Allowance	74.400	82.519	91.793	102.490	115.641
Sickness Allowance	91.425	101.460	117.812	133.096	136.434
Wife Pension (DSP)	354.131	314.495	272.191	236.042	198.648
Sub-Total	8,239.515	8,577.949	8,697.834	8,954.790	9,219.942

Output Group 3.3 - Support for Carers

Care Allowance	742.512	822.473	900.982	984.184	1,059.143
Care Payment	727.229	866.896	1,015.163	1,200.547	1,454.095
Sub-Total	1,469.741	1,689.369	1,920.145	2,184.731	2,513.238

Output Group 3.4 - Support for the Aged

National Information Centre on Retirement Investments	0.462	0.462	0.471	0.481	0.491
Age Pension	17,691.695	18,579.837	19,724.079	20,902.447	22,160.136
Telephone allowance for Commonwealth Seniors Health Card Holders	14.000	14.700	15.200	15.200	15.200
Widow B Pension	41.926	30.156	19.891	13.550	7.257
Wife Pension (Age)	190.142	165.737	137.902	114.952	86.717
Sub-Total	17,938.415	18,890.962	19,897.543	21,046.660	22,379.601

Total Economic & Social Participation 40,436.209 42,322.975 44,579.073 46,937.391 48,167.474

Total Portfolio Administered Appropriations 57,923.129 60,184.379 62,931.626 66,076.317 68,656.117

Senate Community Affairs Legislation Committee
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ATTACHMENT B
Customers

Administered Items	2002/03	2003/04	2004/05	2005/06	2006/07
Age Pension	1,841,526	1,873,148	1,912,398	1,945,155	1,986,093
Austudy Payment	36,180	36,263	36,322	36,316	36,656
Bereavement Allowance	58	58	59	59	60
Carer Allowance Adult	161,763	178,338	194,890	211,459	223,058
Carer Allowance Child	134,211	139,054	143,679	148,464	153,396
Carer Payment	74,195	85,537	96,749	109,463	127,112
Disability Support Pension	667,440	672,958	657,138	651,224	651,130
Double Orphan Pension	1,600	1,599	1,598	1,597	1,597
Family Tax Benefit A	3,449,569	3,462,616	3,475,601	3,488,592	3,501,586
Family Tax Benefit B	1,224,050	1,237,097	1,250,097	1,263,097	1,276,527
Maternity Allowances	353,699	354,032	354,664	355,218	355,757
Mature Age Allowance	40,296	35,514	25,250	17,081	10,191
Mobility Allowance	42,771	45,897	49,727	53,862	58,949
Newstart Allowance	594,573	606,780	672,148	700,132	700,249
Parenting Payment (Partnered)	198,219	190,097	182,675	176,690	172,023
Parenting Payment (Single)	442,509	450,449	462,025	476,513	491,372
Partner Allowance (Benefit)	44,001	33,759	15,805	7,620	7,102
Partner Allowance (Pension)	61,293	56,117	38,575	27,480	25,758
Pensioner Education Supplement	48,733	54,278	59,872	65,164	71,079
Sickness Allowance	10,004	10,745	12,086	13,420	13,366
Special Benefit	14,345	17,693	21,251	23,556	24,402
Widow Allowance	43,322	47,882	51,767	56,537	60,594
Widow B Pension	3,954	2,718	1,749	1,150	608
Wife Pension (Age)	21,197	17,660	14,231	11,332	9,158
Wife Pension (DSP)	40,113	34,259	28,789	23,950	19,525
Youth Allowance	383,312	379,034	377,250	377,793	378,193

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ATTACHMENT C

Average Rates (\$)

Administered Items	2002/03	2003/04	2004/05	2005/06	2006/07
Age Pension	368.58	381.02	395.00	411.93	427.50
Austudy Payment	284.77	293.58	301.75	310.52	319.32
Bereavement Allowance	622.30	630.49	638.40	654.01	644.38
Carer Allowance Adult	95.16	97.44	99.61	101.86	104.20
Carer Allowance Child	96.79	100.68	104.52	108.48	112.53
Carer Payment	374.79	387.53	402.11	418.99	435.68
Disability Support Pension	395.27	408.73	422.89	440.12	454.21
Double Orphan Pension	49.25	50.38	51.33	52.46	53.75
Family Tax Benefit A	97.19	98.07	100.56	103.26	105.12
Family Tax Benefit B	80.61	79.76	82.70	85.99	89.43
Maternity Allowances	626.17	634.77	648.52	662.54	676.68
Mature Age Allowance	361.66	370.72	378.18	386.22	394.24
Mobility Allowance	66.57	68.50	70.54	72.67	74.90
Newstart Allowance	328.24	337.38	355.03	362.65	366.70
Parenting Payment (Partnered)	267.35	270.82	278.40	286.76	295.62
Parenting Payment (Single)	379.83	391.87	406.73	424.95	442.04
Partner Allowance (Benefit)	311.05	318.94	324.12	323.42	334.20
Partner Allowance (Pension)	321.63	332.05	351.89	367.86	374.84
Pensioner Education Supplement	54.14	53.71	53.31	53.12	52.93
Sickness Allowance	349.79	362.23	371.64	381.56	392.50
Special Benefit	356.88	374.68	387.05	398.88	411.26
Widow Allowance	384.71	392.57	401.70	412.66	422.74
Widow B Pension	411.97	426.71	444.39	463.44	479.94
Wife Pension (Age)	346.80	360.57	375.29	392.94	408.50
Wife Pension (DSP)	340.20	352.67	365.08	381.49	393.33
Youth Allowance	225.69	232.39	238.58	245.09	251.34

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Output Group: Cross Outcome

Question No: 144

Topic: Advisory committees, taskforces and reference groups

Written question on notice

Senator Bishop asked:

1. Please provide a list of all Advisory committees, taskforces or any other reference group established within the portfolio since March 1996, including their Terms of Reference and Membership.

- a) For each of the above groupings please provide the original timeline of operation and details of any subsequent extensions of time (ie when they started, how often they met and if applicable when they stopped meeting).
- b) Please provide details of the original budget for each grouping including details of meeting costs, production of reports etc.
- c) Please provide details of actual costs associated with each grouping and where applicable forward estimates of costs.
- d) For each grouping please provide details of any community consultations, round tables, forums or meetings that have been held, details of who attended these events, where were these held and the cost of each event?
- e) For each grouping please provide details of any reports that were produced. Please indicate the cost of the writing and producing each of these reports. Please indicate where consultants were engaged in the preparation and marketing of these reports. Please indicate if each report was officially launched, and if they were how they were launched, the number of copies of each report that were printed, the extent of the distribution and for any reports that were written but either not printed or distributed, the reason.

Please indicate the budget initiatives or policy changes that can be directly related to each grouping.

Answer:

The detailed information needed to answer Senator Bishop's question is not readily available. It is not appropriate to spend the considerable effort and resources that would be involved in collecting and recording this information for the sole purpose of answering this question.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: 1.1 Family Assistance

Question No: 44

Topic: FTB/CCB late lodgers

Hansard CA39

Senator Collins asked:

FTB/CCB late lodgers – How many people applied too late for the 2000/2001 entitlement?

Answer:

Lump sum claims for FTB can be submitted through the ATO with tax returns, or submitted directly to Centrelink.

Records are not kept on 2001 FTB tax claims submitted after 30 June 2002 in paper form, as these claims are ineligible for payment. The ATO has identified 4 353 taxpayers who have attempted to lodge a 2001 FTB tax claim after 30 June 2002 by electronic means, either through tax agents via Electronic Lodgement Service (ELS) or by self preparers through e-tax. These cases are rejected by the ELS gateway.

As at 27 December 2002 Centrelink records indicate that an additional 172 families had submitted FTB claims through Centrelink too late to be assessed for 2000/2001 FTB entitlements. This figure does not include customers who were advised verbally that the time limit for submitting 2000/2001 FTB claims had expired and consequently did not submit a claim.

Neither the ATO nor Centrelink are able to provide information on CCB claims submitted too late to be assessed for 2000/2001 entitlements.

Senate Community Affairs Legislation Committee
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Output Group: 1.1 Family Assistance **Question No: 27**

Topic: Family Tax Benefit/Child Care Benefit Lump Sum Claims

Hansard Page: CA40

Senator Bishop asked: Do you have any idea of the number of contacts you get of eligible people?

Answer:

Please refer to Question No: 44 for this information.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: 1.1 Family Assistance

Question No: 40

Topic: FTB expenditure

Hansard Page: CA29

Senator Bishop asked:

What are the reasons that the anticipated 2002-03 expenditure on FTB went down by almost \$100 million from the original budget estimate?

- a) Can you offer any advice about changes in customer numbers or average payment rates in aggregates for the year?
- b) Have they affected the \$100 million?

Answer:

The anticipated FTB expenditure for 2002-03 was revised down in the 2002-03 Additional Estimates by \$94.912 million (or 0.83%). The revision reflected an adjustment to the estimated overpayments for 30 June 2003, adjustments for the More Choice for Families measures and revised CPI parameters.

(a) and (b)

There were no adjustments to customer numbers or average rates in the 2002-03 Additional Estimates, and therefore these issues did not contribute to the adjustment.

Senate Community Affairs Legislation Committee
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Output Group: 1.1 Stronger Families

Question No: 45

Topic: Family Tax Benefit Charts

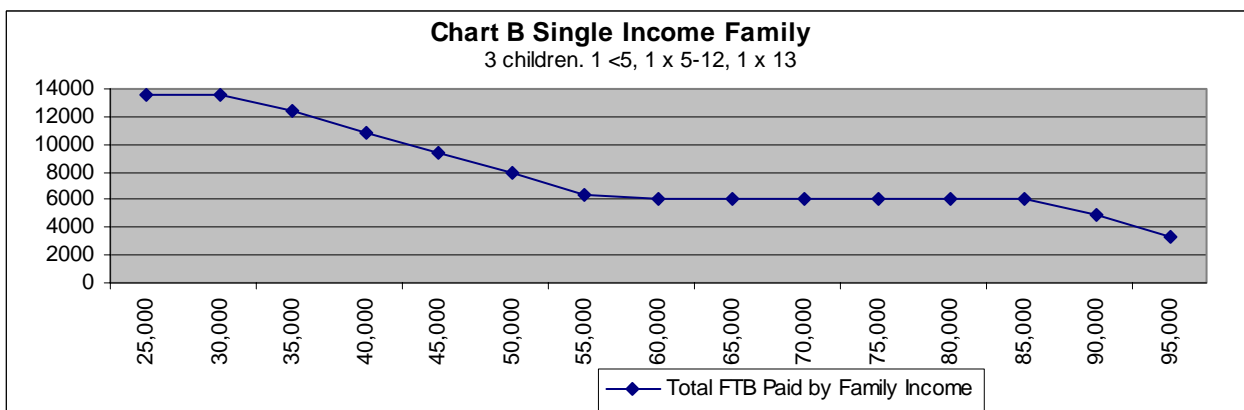
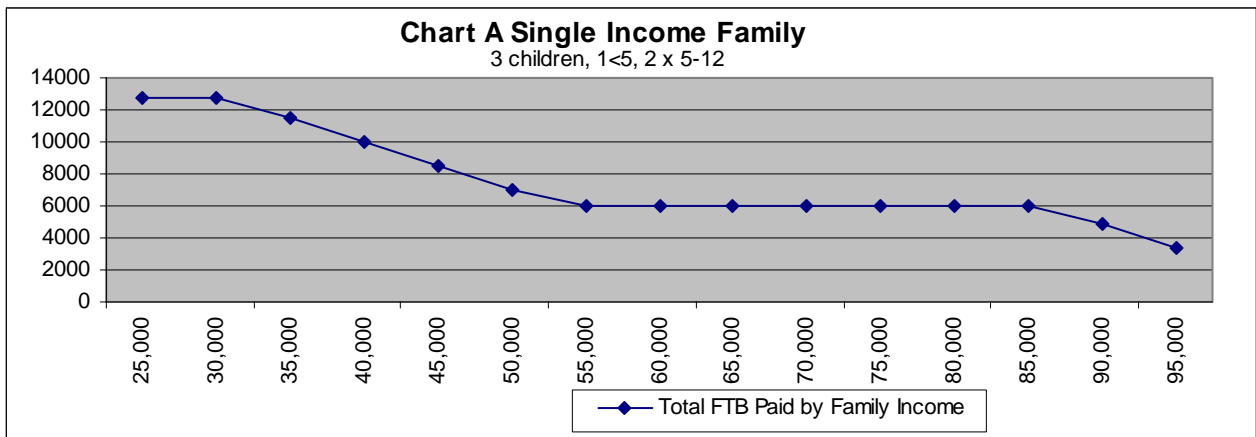
Hansard Page CA43:

Senator Bishop asked the Department to:

- a) Provide tables showing the effect of the FTB income test on a family with three children under 12 and a dependent wife with a combined income between \$25,000 pa and \$95,000 pa in increments of \$5000;
- b) Same tables with children in different age groups; and
- c) The effect the cut-in has on FTB.

Answer:

The following charts show the effects of the income test and taper rate cut-ins on single income families with three children at different ages. The charts show the combined amount of FTB Part A and Part B the families would receive at \$5,000 increments of income.



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Output Group: 1.1 Family Assistance

Question No: 35

Topic: Family Tax Benefit Overpayments

Hansard Page CA22

Senator Bishop asked:

What was the total value of the FTB overpayments on the basis of those averages (\$746 and \$801)?

Answer:

The figure of \$746 relates to top-ups for 2001-2002 as at 27 December 2002.

The total value of FTB overpayments as at 27 December 2002 for the 2001-02 financial year was \$397,477,755 (the average being \$801).

Senate Community Affairs Legislation Committee
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Output Group: 1.1 Family Assistance

Question No: 37

Topic: Family Tax Benefit Overpayments

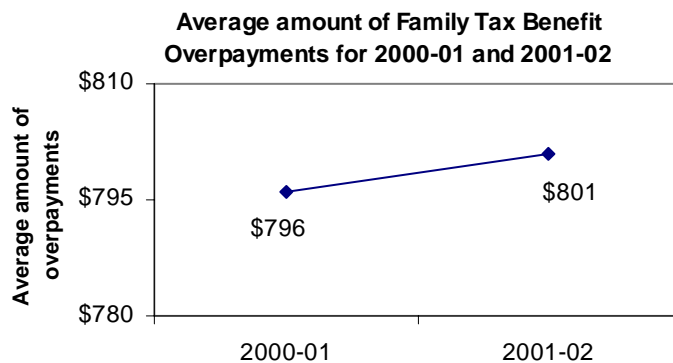
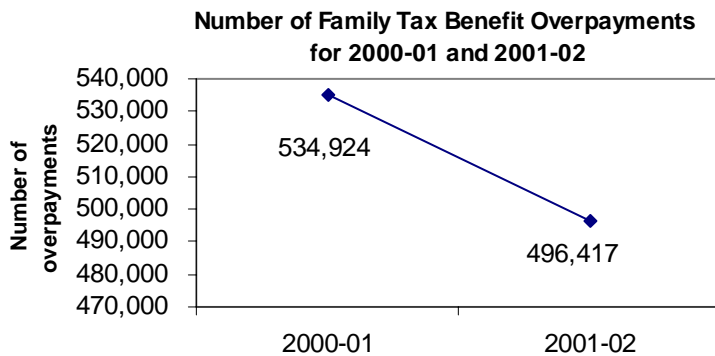
Hansard Page CA23

Senator Collins asked:

How is it that the debt figures are going down when indicated earlier that the average debt amount was increasing slightly? Can you provide a graph of the trend data comparing this financial year with last financial year?

Answer:

Whilst fewer families were overpaid in 2001-02 than in 2000-01, families who received an overpayment in 2001-02 had 'on average' an overpayment that was \$5 higher than the average amount for the previous year.



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Output Group: 1.1 Family Assistance

Question No: 36

Topic: Family Assistance

Hansard Page: CA22

Senator Collins asked:

What is your estimation of the take up of FTB and CCB of the number of eligible families? What proportion of our estimated eligible families simply never claim CCB?

Answer:

a) Eligibility for FTB is determined when the claim is submitted. It is not possible to determine how many families might be eligible for FTB but do not claim. Around 1.9 million families are currently claiming fortnightly payments through Centrelink, other families can submit lumpsum claims at the end of the financial year.

b) Of the 632,459 eligible families who used approved child care during 2000-2001, 97% claimed Child Care Benefit (CCB) either as fee reduction or as a lump sum. 3% of families who used child care did not claim CCB, however, some of these families would have only used small amounts of child care over the year.

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Output Group: 1.1 Family Assistance

Question No: 46

Topic: FTB Debts incurred due to child's casual earnings

Hansard Page: CA45

Senator Collins asked: Provide the number of FTB debts incurred due to child's casual earnings – update on question 19 from last estimates.

Answer:

The figures provided are for debts raised from March 2002, as prior to this time these debts could not be separately identified.

(a) 2001/2002 (March to June) : 943 debts were raised for a total of \$867,490.00

(b) Average debt was \$919.92

Debts waived at determination were 49 for a total of \$5,213.00, with an average debt of \$106.39

(a) 2002/2003 (July to January) : 3299 debts were raised for a total of \$2,015,860.00

(b) Average debt was \$611.05

Debts waived at determination were 482 for a total of \$12,260.00, with an average debt of \$25.43.

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Output Group: Family Assistance

Question No: 38

Topic: More Choice For Families

Hansard Page: CA 24

Senator Collins asked: More Choice for Families – impacts have been included in FTB expenditure estimates – how were the assumptions worked out?

Answer: The estimate of the number of families who will be affected by the More Choice for Families measures was made using established customer numbers, customer incomes, entitlement, previous year overpayment data and assumptions on the take up rate of these measures.

In calculating the number of families who would be affected by these measures and those who would have potential debts removed as a result of these measures the Department took into account the number of customers who notify Centrelink each year of changes in income and the number of families who are in the groups most at risk of incurring a FTB debt. Estimates also took into account that these measures were not compulsory and gave customers an element of choice to help them match their payments to their circumstances more easily. Calculations also factored in the potential timing at which families would take up these measures during the course of the income year.

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Output Group: 1.1 Family Assistance

Question No: 41

Topic: More Choice For Families

Hansard Page: CA 31

Senator Bishop asked: In regards to More Choice for Families –how many families will defer their payments in whole or in part?

Answer:

Based on Departmental estimates around 60,000 families will defer some or all of their payment to the end of the financial year.

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Output Group: Family Assistance

Question No: 42

Topic: More Choice For Families

Hansard Page: CA 31/32

Senator Bishop asked: Can you explain the process of how you came to those estimates? (10 per cent on respect of, say FTB(B) partnered people) have those figures relied on past responses to other initiatives or pilot of the behaviour of recipients?

Answer:

The estimate of the number of families who will be affected by the More Choice for Families measures was made using established customer numbers, customer incomes, entitlement, previous year overpayment data and assumptions on the take up rate of these measures.

In calculating the number of families who would be affected by these measures and those who would have potential debts removed as a result of these measures the Department took into account the number of customers who notify Centrelink each year of changes in income and the number of families who are in the groups most at risk of incurring a FTB debt. Estimates also took into account that these measures were not compulsory and gave customers an element of choice to help them match their payments to their circumstances more easily. Calculations also factored in the potential timing at which families would take up these measures during the course of the income year.

These measures are the first significant changes to the Family Tax Benefit system, and as such, no comparison could be made with previous responses. No pilot was conducted.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: Family Assistance

Question No: 43

Topic: More Choice For Families

Hansard Page: CA 32

Senator Bishop asked: In regards to More Choice for Families – what is the average fortnightly amount they will forgo?

Answer:

Based on Departmental estimates the average deferral of entitlement is expected to be around \$1,000 per year for families who take up this measure. This figure takes into account that payment deferment may occur part way through the year and not just at the beginning of the year.

The average dollar value of the deferral of fortnightly payments also depends on the age of children. Families with one child aged under five can defer a maximum amount \$108.78 per fortnight. These families would receive a lump sum of \$2836.05 at the end of the financial year. Around 34 per cent of FTB (B) families receive the under 5 years maximum rate.

Families with one child aged over five can defer a maximum amount of \$75.88 per fortnight. These families would receive a lump sum of \$1978.30 at the end of the financial year. Around 40 per cent of FTB (B) families receive the above 5 years maximum rate.

The measure ensures that no matter what the method of payment a family has chosen they receive their exact entitlement of FTB (B).

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: 1.1 Family Assistance

Question No: 119

Topic: Net rental property losses

Written question on notice

Senator Bishop asked:

In what way are each of the elements of Adjusted Taxable Income (ATI) for Family Tax Benefit verified?

Answer:

Where possible, each of the components of ATI are verified using a data matching process between the Australian Taxation Office and the Family Assistance Office when the customer and their partner (if applicable) lodges their income tax return.

Taxable income, fringe benefits and net rental property losses are able to be verified from tax returns. Target foreign income, tax free pensions and deductible child maintenance expenditure are assessed using the customer's latest estimate of these amounts.

For more detailed information, please see the response to question 47.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
2002-2003 Additional Estimates, 12 February 2003

Output Group: 1.1 Family Assistance

Question No: 120

Topic: Net rental property losses

Written question on notice

Senator Bishop asked:

In calculating the ATI, are margin lending losses (on shares) treated differently to net rental property losses? If so, what are the reasons for differential treatment?

Answer:

The decision to include net rental property losses as income for family assistance purposes was announced in the 1993/1994 Budget and began on 1 January 1995. It was introduced by the former Labor Government for the previous Family Allowance system and was retained when FTB was introduced on 1 July 2000.

The policy only applies to rental property losses. It does not extend to other forms of investment such as margin lending losses on shares due to the complexities of assessment and verification of these loans by Centrelink, as well as the difficulties and cost-effectiveness of identifying relevant cases via taxation records.

For further information, please also see the response to question 48.

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FAMILY AND COMMUNITY SERVICES PORTFOLIO
2002-2003 Additional Estimates, 12 February 2003

Output Group: 1.1 Stronger Families

Question No: 48

Topic: Net rental property losses

Hansard Page CA47

Senator Bishop asked:

How are [net rental property] losses apportioned to a parent who is receiving the family tax benefit B but has no other income? Does it go from zero to positive or from negative to zero? How is it applied in that situation?

Answer:

A customer who is receiving Family Tax Benefit (FTB) Part B who has a net rental property loss will have this amount treated as income for FTB. A person cannot have negative income for Centrelink assessment purposes, whereas in the taxation system they may incur a loss. Therefore, if a customer receives FTB Part B, has no other income and has a net rental property loss, the amount of that loss is considered to be the amount of their income for FTB purposes.

For example:

A family has a primary income earner on a pre-tax wage of \$59,000 for the relevant income year with the secondary income earner earning \$0 in the same year. They also have an investment property, which is jointly owned 50/50 and on which they incur a net rental property loss of \$8,000. For Family Tax Benefit income test purposes this is treated in the following way:

The primary income earners taxable income is \$55,000.

The primary income earner's adjusted taxable income (ATI) is \$59,000. (\$55,000 + \$4,000 net rental property loss)

The secondary income earner's ATI is \$4,000. (\$0 + \$4,000)

Therefore:

The family's rate of Family Tax Benefit Part A is assessed on a combined ATI of \$63,000. (\$55,000 + \$0 + \$8,000 net rental property loss)

The family's rate of Family Tax Benefit Part B is assessed on the secondary earner's ATI of \$4,000.

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Output Group: 1.1 Family Assistance

Question No: 29

Topic: Net rental property losses

Written question on notice

Senator Collins asked:

How are rental property losses apportioned to a parent who is receiving FTB B and has no other income?

Answer:

Rental property losses are apportioned between parents on the basis of their share of ownership, which is also used for taxation apportionment.

For more detailed information, please see the response to question 48.

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Output Group: 1.1 Family Assistance

Question No: 30

Topic: Net rental property losses

Written question on notice

Senator Collins asked:

If that person has no other income, or income insufficient to push them over the tax-free threshold (and therefore claim the deduction) how can they gain a benefit from the rental property loss?

Answer:

Even though eligibility for FTB is generally based on taxable income, net rental property losses, which reduce the amount of taxable income, are added back to ensure that families who have had their taxable income reduced for this reason are treated similarly to other families with a comparable gross income. The question about gaining a benefit from net rental property losses should be directed to the Treasury who administer taxation arrangements.

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Output Group: 1.1 Family Assistance

Question No: 31

Topic: Net rental property losses

Written question on notice

Senator Collins asked:

Why should it [a net rental property loss] be added back into their income when they are deriving no benefit from it?

Answer:

Losses related to rental property are generally the result of discretionary expenditure and often are incurred to obtain benefits of negative gearing from the taxation system.

It would be rare that a person would not receive any benefit from a net rental property loss over time, because income tax legislation allows for prior year losses to be carried forward to the next tax year.

The addition of net rental property losses into the assessment of income for family assistance purposes was first implemented on 1 January 1995 and has been carried through into FTB arrangements.

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Output Group: 1.1 Family Assistance

Question No: 32

Topic: Net rental property losses

Written question on notice

Senator Collins asked:

Why are net rental property losses added back into a family's income when margin lending losses on shares are not?

Answer:

The decision to include net rental property losses as income for family assistance purposes was announced in the 1993/1994 Budget and began on 1 January 1995. It was introduced by the former Labor Government for the previous Family Allowance system and was retained when FTB was introduced on 1 July 2000.

The policy only applies to rental property losses. It does not extend to other forms of investment such as margin lending losses on shares due to the complexities of assessment and verification of these loans by Centrelink, as well as the difficulties and cost-effectiveness of identifying relevant cases via taxation records.

For further information, please also see the response to question 48.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
2002-2003 Additional Estimates, 12 February 2003

Output Group: 1.1 Family Assistance

Question No: 33

Topic: Net rental property losses

Written question on notice

Senator Collins asked:

Is this an oversight that could see families who invest in the stock market treated more favourably than families who invest in bricks and mortar?

Answer:

The decision to single out net rental property losses as a component of adjusted taxable income for FTB purposes was made because of the large numbers of taxpayers receiving a benefit from this provision, the large impact it can have on estimated income and the ease of checking against taxation records where it is separately identified. By contrast, interest charges on loans for share purchases are less common and there is no reliable method of easily checking the declaration of families through tax records.

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Output Group: 1.1 Family Assistance

Question No: 34

Topic: Adjusted Taxable Income

Written question on notice

Senator Collins asked:

Are each of the components of the ATI verified as part of the reconciliation process?

Answer:

Where possible, each of the components of ATI are verified using a data matching process between the Australian Taxation Office and the Family Assistance Office when the customer and their partner (if applicable) lodges their income tax return.

Taxable income, fringe benefits and net rental property losses are able to be verified from tax returns. Target foreign income and deductible child maintenance expenditure are assessed using the customer's latest estimate of these amounts.

For more detailed information, please see the response to question 47.

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Output Group: 1.1 Family Assistance

Question No: 47

Topic: Adjusted Taxable Income

Hansard Page: CA 47/Written Questions on Notice

Senator Bishop asked:

Are each of the components of the ATI verified by Centrelink

- a) how are DVA pensions of benefits verified? Does it occur automatically?
- b) how is CSA expenditure verified? Does it occur automatically?
- c) How is foreign income verified? Does it occur automatically?

Answer:

Where possible, each of the components of ATI are verified using a data matching process between the Australian Taxation Office and the Family Assistance Office when the customer and their partner (if applicable) lodges their income tax return.

a) DVA

The majority of tax free pensions and benefits arise under the Veterans' Entitlements Act 1986 and are administered by DVA. Much of DVA's administration is manual, and Centrelink's ability to construct an effective IT interface with DVA is limited.

b) CSA

Deductible child maintenance expenditure is assessed using the customer's latest estimate.

c) Foreign Income

Target foreign income is assessed using the customer's latest estimate.

Automatic verification does not occur due to the difficulty in electronically accessing the original information and the small number of customers affected. However, if required these components of the ATI can be checked in individual circumstances.'

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Output Group: 1.1 Family Assistance

Question No: 49

Topic: Men and Family Relationship Program

Hansard Page: CA 51

Senator Bishop asked: - Provide a copy of which services operate in which places around the country and what type of services they provide?

Answer: Please find attached a list of the organisations funded under the Men and Family Relationships Program, the locations of their men's services and the type of services they provide.

Organisation	Location	State	Services
Agencies for South West Accommodation WA	Bunbury	WA	MFRC MFRST MFRE
Anglicare SA	Prospect	SA	MFRST
	North Adelaide	SA	CCS FRE MFRST MFRE
	Adelaide	SA	FRE MFRST
	Elizabeth	SA	FRE MFRST
Anglicare Tasmania	Hobart	TAS	FRC AMFT FRE MFRC MFRST MFRE
Anglicare Western Australia	East Perth	WA	FRC MFRE
	Gosnells	WA	FRC FRE MFRE
	Joondalup	WA	FRC FRE MFRE
Australian Greek Welfare Society	Brunswick	VIC	MFRC MFRST MFRE
Bethany Family Support Inc	Geelong	VIC	CCS FRE FRST MFRC MFRST MFRE
UnitingCare Burnside	Cabramatta	NSW	MFRC MFRST MFRE
	Coffs Harbour	NSW	MFRC MFRST MFRE
	Parramatta	NSW	MFRC MFRST MFRE
Centacare Adelaide	Adelaide	SA	FRC FRM FRE MFRST MFRE CS
	Salisbury	SA	FRC FRM MFRST MFRE
	Morphett Vale	SA	FRC FRM FRE MFRST MFRE
	Mt Gambier	SA	FRC FRM FRE MFRST MFRE PDR

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Centacare Bathurst	Bathurst	NSW	FRC FRE MFRC MFRST MFRE PDR
Centacare Broken Bay	Hornsby	NSW	MFRC MFRST MFRE
Centacare Catholic Family Services Diocese of Wilcannia-Forbes	Forbes	NSW	MFRC MFRE
Centacare Port Pirie Diocese (Whyalla)	Whyalla	SA	MFRC MFRST CS PDR
Centacare Sydney	Bankstown	NSW	FRC FRM FRE MFRST MFRE CS
	Cabramatta West	NSW	FRC FRM MFRST
	Enmore	NSW	FRE FRST MFRE
	Fairfield	NSW	FRC FRM FRE MFRST MFRE CS
	Sutherland	NSW	FRC FRM MFRST MFRE CS
Centacare Wagga Wagga	Wagga Wagga	NSW	FRC FRE MFRE PDR
Centrecare Western Australia	Perth	WA	FRC MFRE
Child and Family Services Ballarat Inc	Ballarat	VIC	CCS MFRC MFRE
Children's Protection Society	Heidelberg West	VIC	MFRC MFRST MFRE
	Reservoir	VIC	MFRC MFRST MFRE
Community Connections North Coast	Lismore	NSW	MFRC MFRST MFRE PDR
Goulburn Valley Family Care Inc.	Seymour	VIC	MFRC MFRST MFRE
	Shepparton	VIC	MFRC MFRST MFRE
Interrelate (Family Life Movement of Australia)	Broadmeadows	NSW	MFRST
	Coffs Harbour	NSW	MFRST
	Dubbo	NSW	MFRST
	Lismore	NSW	MFRST
	Sydney	NSW	MFRST
Lifeline Bundaberg	Bundaberg	QLD	MFRC MFRST MFRE
Lifeline Darling Downs & South West Queensland	Toowoomba	QLD	MFRC MFRE PDR

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Lifeline Sunshine Coast	Maroochydore	QLD	MFRC MFRST MFRE
LifeWorks	Central Melbourne	VIC	FRC FRE MFRC MFRST MFRE PDR
	Lilydale	VIC	FRC MFRC MFRST MFRE PDR
	Wangaratta	VIC	FRC MFRC MFRST MFRE PDR
	Wyndham	VIC	FRC FRE MFRC MFRST MFRE PDR
Mallee Family Care	Kerang	VIC	MFRC MFRST MFRE
	Mildura	VIC	CCS MFRC MFRST MFRE PDR
	Ouyen	VIC	MFRC MFRST MFRE
	Renmark	VIC	MFRC MFRST MFRE
	Robinvale	VIC	MFRC MFRST MFRE
	Swan Hill	VIC	MFRC MFRST MFRE
	Taree	NSW	MFRC MFRST MFRE
Manning Support Services Inc	Taree	NSW	MFRC MFRST MFRE
Marnja Jarndu (Mens Outreach - Broome)	Broome	WA	MFRC MFRST MFRE
Marymead Child and Family Centre	Narrabundah	ACT	FRST MFRST MFRE
Mens Information and Support Association Inc	Strathpine	QLD	MFRC
Mercy Family Services QLD	Goodna	QLD	MFRC MFRST MFRE
	Preston	VIC	MFRC MFRST MFRE
Migrant Resource Centre North East Region	Preston	VIC	MFRC MFRST MFRE
Newcastle Family Support Services Inc.	Newcastle	NSW	FRST MFRC MFRST MFRE
Ngala Inc	Ngala	WA	MFRST MFRE
Port Adelaide Central Mission	Port Adelaide	SA	MFRC MFRST MFRE
	Port Pirie	SA	MFRST MFRE PDR
Relationships Australia, New South Wales	Bondi Junction	NSW	FRC FRM MFRST MFRE
Relationships Australia, Northern Territory	Alice Springs	NT	FRC FRE MFRC MFRE
	Darwin	NT	FRC FRE MFRC MFRE

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Relationships Australia, Queensland in conjunction with Gallang Place (ATSIC)	West End	QLD	MFRC MFRE
Relationships Australia, Tasmania	Devonport	TAS	FRC MFRE PDR
	Hobart	TAS	FRC FRM CCS FRE MFRE COP PDR
	Kingston	TAS	FRC FRE MFRE PDR
	Launceston	TAS	FRC FRM FRE MFRE PDR
	Scottsdale	TAS	MFRE PDR
	St Helens	TAS	MFRE PDR
Relationships Australia, Victoria	Croydon	VIC	FRC MFRE
	Kew	VIC	FRC FRM MFRE
	Narre Warren	VIC	FRC MFRE
	Sunshine	VIC	FRC FRM MFRE
Southern Family Life Service Association Inc.	Sandringham	VIC	MFRC MFRST
The Family Centre Community Projects Inc.	Tweed Heads	NSW	FRE MFRE
UNIFAM Counselling and Mediation	Campbelltown	NSW	FRC FRM MFRC MFRE CS
	Penrith	NSW	FRC FRM MFRC MFRE CS
	Wollongong	NSW	FRC FRM MFRC MFRE
Youth and Family Service (Logan City)	Slacks Creek	QLD	AMFT FRST MFRC MFRST MFRE
Service Acronyms			
FRC - Family Relationships Counselling			
AMFT - Adolescent Mediation and Family Therapy Services			
FRM - Family Relationships Mediation			
CCS - Children's Contact Services			
FRE - Family Relationships Education			
FRST - Family Relationships Skills Training			
MFRC - Men and Family Relationships Counselling			
MFRST - Men and Family Relationships Skills Training			
MFRE - Men and Family Relationships Education			
COP - Contact Orders Pilot			
CS - Conciliation Services			
PDR - Primary Dispute Resolution			

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I feel I must respond to yesterday's press release titled:

LABOR SAVES YOUTH FUNDING
DEPARTMENT ADMITS – GOVERNMENT GOT IT WRONG

Particularly the paragraph – “ We fought this unfair round every step of the way and we are proud that the Department has decided to side with the Labor Party about this.”

I have seriously considered drafting my own press release to respond to a release that intentionally or unintentionally attacks the repute and integrity of myself and my Department. That repute and integrity is what we rely on to do our jobs well. It is what we rely on to have you, the committee, satisfied as to our openness and capacity to work with both Government and the Opposition.

I believe it is more appropriate for me to use this forum to raise my concerns.

Those concerns are simple. The tender for JPET services has been and will continue to be a Departmental responsibility. Ministers are rightly interested but the design and process of this tender was solely the Department's. When the letters of concern were relayed by my Minister regarding the tender it was immediately clear that it was my issue to deal with.

My portfolio Minister, Senator Amanda Vanstone, and the Minister responsible for JPET, Larry Anthony, displayed full confidence in my ability to handle this important governance issue impacting potentially on many providers and the vulnerable youth the help.

The Government did not get it wrong. Quite simply, it's the Department that made mistakes. It regrets those mistakes and is working hard to restore the process and the confidence of the sector.

Importantly, when issues were raised, we acted quickly and decisively. Now we must move forward.

I take great exception to the claim that “the Department has decided to side with the Labor Party about this”. That statement both concerns and bewilders me. We had extensive questioning from the committee about JPET last Estimates, which was cut short. However, we answered some 32 questions on notice.

Yet we were not asked to brief Shadow Ministers, nor did they ask to be briefed. Nor did Shadow Ministers offer an opinion on what we should do.

I found other comments such as “ lets hope he can see the light and keep this program running” misleading and unhelpful.

The Department is totally committed to the JPET program. JPET is highly successful and has an outstanding track record. The process we are going to embark on will ensure its continued success.

As I have said, to allege that the decision taken represents the Department telling Government “Government got it wrong” or that the Department has decided to side with the Labor Party is without foundation and represents a serious attack on the integrity of the Department and its officers, including me.

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Output Group: 1.2 Youth and Student Support

Question No: 51

Topic: Student Assistance

Written question on notice

Senator Harradine asked: Please provide a table showing the average (mean) annual student (Austudy, ABSTUDY and Youth Allowance) debt by each state and territory and in total from the Student Financial Supplement Scheme or equivalent in 1993 dollars for each calendar year from 1993-2002.

Answer:

The information requested is not available by state and territory or payment type. The attached response represents national data, grouped by portfolio, in 1993 dollars and has been provided by Centrelink.

The FaCS data is made up of Youth Allowance, Pensioner Education Supplement (PES), Austudy and AUSTUDY. The DEST data is composed of ABSTUDY and ABSTUDY PES.

	<i>Department of Family and Community Services</i>			<i>Department of Education, Science and Training</i>		
Year	No. of loans	Total value	Average debt	No. of loans	Total value	Average debt
1993	41,508	\$119,967,870.00	\$2,890.23	2,865	\$8,677,616.00	\$3,028.84
1994	51,864	\$183,362,462.99	\$3,535.45	4,849	\$19,000,074.19	\$3,918.35
1995	53,292	\$222,843,827.81	\$4,181.56	6,461	\$29,079,308.36	\$4,500.74
1996	56,478	\$249,865,976.99	\$4,424.13	8,142	\$36,705,060.89	\$4,508.11
1997	53,254	\$235,562,465.90	\$4,423.38	7,353	\$32,865,122.04	\$4,469.62
1998	52,019	\$230,222,812.44	\$4,425.74	8,586	\$39,316,532.56	\$4,579.14
1999	50,597	\$215,939,109.72	\$4,267.82	9,529	\$44,827,469.03	\$4,704.32
2000	46,429	\$193,258,618.25	\$4,162.45	9,008	\$25,980,702.00	\$2,884.18
2001	35,486	\$149,471,655.00	\$4,212.13	6,861	\$29,421,478.00	\$4,288.22
2002	33,420	\$132,797,507.00	\$3,973.59	6,395	\$25,690,909.00	\$4,017.34

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Output Group: 1.2 Youth and Student Support

Question No: 52

Topic: Student Assistance

Written question on notice

Senator Harradine asked: Please provide a table showing the average (mean) annual student debt by each state and territory and in total for ABSTUDY students using the Student Financial Supplement Scheme or equivalent in 1993 dollars for each calendar year from 1993-2002

Answer:

The Department of Education Science and Training administers ABSTUDY, and have advised that they are not able to provide the specific information sought.

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Output Group: 1.2 Youth and Student Support

Question No: 53

Topic: Student Assistance

Written question on notice

Senator Harradine asked: Please provide a table showing the average (mean) fortnightly full time student Youth Allowance payment or equivalent in 1993 dollars by each state and territory and in total for each calendar year from 1993-2002

Answer:

Youth Allowance was introduced on 1 July 1998 and replaced AUSTUDY for full-time students under 25 years of age, Sickness Allowance, Newstart and the Youth Training Allowance for young people under 21 years of age who are temporarily incapacitated or unemployed and looking for work.

The following table provides the information requested for each year since 1 July 1998.

Average rates have been calculated at a point in time in June of each year. Youth Allowance (full time student) total expenditure and average rate for the full financial year by state is not readily available as special appropriations are not broken up into customer characteristics. The accurate provision of such information would be a highly resource intensive exercise.

Payments to full time students prior to 1 July 1998 under the former AUSTUDY, administered by the Department of Education Science and Training, or Youth Training Allowance are not directly comparable, and data is not readily available.

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*Youth Allowance Full Time Students by State by Average Rate (1993 dollars) * as at June each year from 1999*

State	25-Jun-99	18-Jun-00	15-Jun-01	23-Jun-02
New South Wales	\$157.88	\$166.91	\$178.03	\$178.09
Victoria	\$156.40	\$164.58	\$176.07	\$176.19
Queensland	\$160.43	\$170.92	\$184.70	\$184.46
Western Australia	\$156.58	\$166.51	\$181.11	\$180.52
South Australia	\$151.26	\$159.26	\$170.97	\$170.94
Tasmania	\$167.75	\$176.60	\$188.27	\$187.79
Australian Capital Territory	\$171.64	\$183.15	\$193.94	\$197.23
Northern Territory	\$182.20	\$199.65	\$208.35	\$211.29
Total	\$157.92	\$167.04	\$179.16	\$179.18

* - Figures shown are point in time for the dates shown and reflect the most recent payment including basic payment, rent assistance, pharmaceutical allowance and remote area allowance. These amounts have been converted to 1993 dollars.

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Output Group: 1.2 Youth and Student Support

Question No: 54

Topic: Student Assistance

Written question on notice

Senator Harradine asked: Please provide a table showing the average (mean) fortnightly full time ABSTUDY payment or equivalent in 1993 dollars by each state and territory and in total for each calendar year from 1993-2002

Answer:

The Department of Education Science and Training administers ABSTUDY payment. They have supplied all the data on the following table.

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Question 54

**AVERAGE ABSTUDY EXPENDITURE BY
 BENEFICIARY - by fortnight**

Year	Sector	NSW / ACT	VIC	QLD	WA	SA	TAS	NT	Not Specified (2)
1993 1.7%	Average	85.30	100.92	112.79	97.88	115.84	92.40	134.72	
1994 4.5%	Average	81.90	97.18	114.67	95.38	108.82	91.01	123.02	
1995 (1) 3.1%	Average	86.46	99.10	100.97	94.13	88.35	80.28	123.58	
1996 (1) 0.3%	Average	85.67	86.38	86.60	85.36	77.07	85.49	122.88	
1997 (1) 0.7%	Average	92.64	95.36	98.02	112.05	84.78	100.71	130.07	0.00
1998 (1) 1.1%	Average	71.00	77.10	88.11	79.81	77.81	89.38	127.30	0.00
1999 3.2%	Average			See Note 3					
2000 6.0%	Average	85.38	95.19	102.01	96.38	92.14	95.15	114.18	87.09
2001 2.8%	Average	82.40	90.84	97.51	96.88	90.20	92.87	115.28	101.90
2002	Average	80.16	87.20	95.66	95.82	84.69	90.55	109.29	79.03

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The ABSTUDY scheme is much broader than the former AUSTUDY, the Youth Allowance or current Austudy payment as it contains a additional supplementary allowances. Variations between years are significantly affected by many factors.

These are:

- the cohort of students differs from year-to-year;
- some allowances are indexed in accordance with the CPI and some are not indexed;
- some allowances do not have a set rate as they are the actual costs of the service;
- a significant proportion of the away-from-base element of ABSTUDY was transferred to the Indigenous Education Strategic Initiatives Programme from 1 January 2000;
- administrative changes to the scheme have occurred whereby some new allowances have been introduced and others have been streamlined; and
- the parameters for classifying students as secondary or tertiary have been changed.

Accordingly the data does not give a comparable time series because of these factors.

Similarly, comparison between states is not meaningful as there are significant variations in the circumstances of ABSTUDY customers in remote and urban areas and the take-up of supplementary allowances.

NOTES:

(1) Since 1995, student assistance data has been collected by areas which do not always co-incide with State boundaries.

State figures since 1995 are derived by assigning all beneficiaries processed by one office to the State which provides the majority of customers.

(2) In the changeover to Centrelink recording of Data some fields were incorrectly coded by Centrelink staff.

(3) Due to the changeover of accounting systems mid-1999, breakdown to state level is unavailable.

Calculations:

The "fortnightly fulltime ABSTUDY payment or equivalent in 1993 dollars" has been calculate by totalling the cash expenditure and dividing it by the beneficiary population for each state.

As ABSTUDY is a calander year programme the conversion to "1993 dollars" has

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been calculated by adjusting the figures by the annual indexation percentage. This percentage rate (as shown below each year) has been provided by the Department of Family and Community Services.

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Output Group: 1.2 Youth and Student Support

Question No: 55

Topic: Student Assistance

Written question on notice

Senator Harradine asked: Please provide a table showing the average (mean) fortnightly full time Austudy payment or equivalent in 1993 dollars by each state and territory and in total for each calendar year from 1993-2002

Answer:

The present Austudy was introduced on 1 July 1998 for full-time students 25 years of age and over undertaking qualified study. When Austudy was introduced, full-time students on the previous AUSTUDY scheme who were 25 years of age and over as at 30 June 1998 were transferred to the new Austudy.

The following table provides the information requested for each year since the introduction of Austudy on 1 July 1998. The former AUSTUDY scheme was administered by the Department of Education Science and Training.

Customer Numbers and average rates have been calculated at a point in time in June of each year. Austudy total expenditure and average rate for the full financial year by state is not readily available as special appropriations are not broken up into customer characteristics. The accurate provision of such information would be a highly resource intensive exercise.

The Department of Education Science and Training administered the former AUSTUDY scheme prior to 30 June 1998. Pre 1 July 1998 data is not readily available, on a comparative basis, to that provided for Austudy.

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**Austudy Customers by State by Average Rate (1993 dollars) * as at June each year
from 1999**

State	25-Jun-99	18-Jun-00	15-Jun-01	23-Jun-02
New South Wales	\$219.51	\$224.77	\$238.20	\$236.47
Victoria	\$221.35	\$227.46	\$240.62	\$238.75
Queensland	\$211.40	\$218.09	\$230.37	\$232.76
Western Australia	\$215.61	\$219.90	\$236.37	\$237.13
South Australia	\$214.03	\$219.89	\$234.27	\$235.41
Tasmania	\$212.27	\$217.88	\$233.58	\$233.91
Australian Capital Territory	\$218.15	\$227.34	\$237.50	\$238.49
Northern Territory	\$224.16	\$231.67	\$248.89	\$249.05
Total	\$217.21	\$222.88	\$236.36	\$236.22

* - Figures shown are point in time for the dates shown and reflect the most recent payment including basic payment, rent assistance, pharmaceutical allowance and remote area allowance. These amounts have been converted to 1993 dollars.

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Output Group: 1.2 Youth and Student Support

Question No: 56

Topic: Student Assistance

Written question on notice

Senator Harradine asked: Please provide a table showing the total annual student (Austudy, ABSTUDY and Youth Allowance) debt by each state and territory and in total from the Student Financial Supplement Scheme or equivalent in 1993 dollars for each calendar year from 1993-2002.

Answer:

Please see response to question on notice no. 51.

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Output Group: 1.2 Youth and Student Support

Question No: 57

Topic: Student Assistance

Written question on notice

Senator Harradine asked: Please provide a table showing the total annual student debt by each state and territory and in total for ABSTUDY students using the Student Financial Supplement Scheme or equivalent in 1993 dollars for each calendar year from 1993-2002.

Answer:

The Department of Education Science and Training administers ABSTUDY, and have advised that they are not able to provide the specific information sought.

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Output Group: 1.2 Youth and Student Support

Question No: 58

Topic: Student Assistance

Written question on notice

Senator Bishop asked: What actions has the Department undertaken in response to the Youth Pathways report since the last Senate Estimates hearings?

Answer:

The Commonwealth Department of Family and Community Services (FaCS) has been contributing to the Government's ongoing response to the *Footprints to the Future Report (Footprints Report)* by working in partnership with a number of other Government agencies to implement measures announced in the 2001 Budget context.

- FaCS has been working in partnership with Centrelink and the Departments of Employment and Workplace Relations (DEWR) and Education, Training and Science (DEST), to develop a **Youth Servicing Strategy** to focus service delivery design on the needs of young people.
- Development of "**Simple Service Solutions**", which was announced by the Government on 12 August 2002. This approach will assist young people access the information, advice and support they need in a timely and coordinated way and reduce the administrative burden for community organisations that are funded to deliver youth services.
- Development of the **Mentor Marketplace** initiative which seeks to encourage the use of mentoring to increase outcomes for young people, particularly those at greatest risk of disconnection from their families, community, education and work.
- Development of the **Transition to Independent Living Allowance (TILA)**, on which FaCS has been working with state and territory governments and non-government organisations. This aims to meet some of the transitional support needs of young people exiting care arrangements.
- FaCS is also responsible for managing the **Innovative and Collaborative Youth Servicing (ICYS) Pilot Projects**. The ICYS pilot projects promote more effective collaboration among service providers at the local community level and encourage ownership and accountability by communities for initiatives designed to assist young people between the ages of 12-25. Twenty-five projects have been developed under this initiative and a final project is to be commenced shortly.
- The Ministerial Council for Education, Employment, Training and Youth Affairs (MCEETYA) endorsed a joint Ministerial Declaration, *Stepping Forward – improving pathways for all young people*. This represents a joint commitment by education, training, employment, youth and community services across jurisdictions to work together to better support young people's transitions, with focus on vulnerable young people in our community.

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Output Group: 1.2 Youth and Student Support **Question No:** 65

Topic: Report on the JPET review

Hansard Page: CA51

Senator Bishop asked: Can you provide a copy of the report on the review of JPET?

Answer:

The report is now available on the FaCS Internet site. A link and hard copies are provided.
<http://www.facs.gov.au/internet/facsinternet.nsf/aboutfacs/programs/youth-jpetbapreview.htm>

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Output Group: 1.2 Youth and Students

Question No: 67

Topic: Young people and SAAP

Hansard Page: CA58

Senator Bishop asked:

How many young people accessed SAAP services in 2001-2002?

Answer:

There were 34,600 SAAP clients under 25 years of age in 2001-02

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Output Group: 1.2 Youth and Students

Question No: 68

Topic: Young people and homelessness

Hansard Page: CA 58

Senator Bishop asked:

How does the Department assess young people as homeless - methodology

Answer:

Three programs or payment types target people who are homeless or at risk of homelessness. Assessment of a person's eligibility to access these programs or payments is undertaken by Centrelink or non-government service providers as indicated below.

Youth Allowance (YA)

Assessment of a young person's entitlement to Youth Allowance as an independent young person under the Unreasonable to live at home guidelines is undertaken by a Centrelink specialist officer (social worker). Young people who qualify under this criteria may be without accommodation, transient or have stable accommodation away from the family home, however it must be considered that it is unreasonable for the young person to live in the parental home.

Under these criteria, young people are considered to be independent for YA purposes if they cannot live at the home of either or both their parents because:

- of extreme family breakdown or other similar exceptional circumstances, OR
- it would be unreasonable to expect the person to do so as there would be a serious risk to his or her physical or mental well-being due to violence, sexual abuse or other similar unreasonable circumstances, OR
- their parents are unable to provide the young person with a home because they lack stable accommodation.

Special Benefit (Homeless Person)

For eligibility for Special Benefit purposes under the *Social Security Act 1991* section 739, a homeless person is defined as a person who does not live at the home of either of their parents because:

- the parents are not prepared to allow to person to live at home, OR
- due to domestic violence, OR
- incestuous harassment, OR
- of other such exceptional circumstances.

Under these circumstance, it is unreasonable to expect the person to live at the home of their parents.

An assessment by a Centrelink specialist officer (social worker) would be undertaken to determine the young persons circumstance.

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Supported Accommodation Assistance Program (SAAP)

Under SAAP, the Commonwealth provides funding to State and Territory Governments who in turn contract non-government service providers to assist people who are homeless or at risk of homelessness.

The *Supported Accommodation Assistance Act 1994* defines a person as being homeless if he or she has inadequate access to safe and secure housing. This includes housing that:

- Damages, or is likely to damage, the person's health, or
- Threatens the person's safety, or
- Fails to provide access to:
 - adequate personal amenities, and/or
 - the economic and social support that a home normally affords; or
- Places the person in circumstances that threaten or adversely affect the adequacy, safety, security and affordability of that housing.

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Output Group: 1.2 Youth and Student Support

Question No: 59

Topic: National Youth Roundtable

Written question on notice

Senator Mark Bishop asked:

When will the successful applicants to the Youth Roundtable for 2003 be announced?

Answer:

The successful applicants to the National Youth Roundtable 2003 were announced on 11 February 2003 by the Hon Larry Anthony MP, Minister for Children and Youth Affairs. The biographies of the successful Roundtable 2003 members are available on *the source* website at www.thesource.gov.au.

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Question No: 60

Topic: National Youth Roundtable

Written question on notice

Senator Bishop asked:

What recommendations has the previous Youth Roundtable made to the Government?

Answer:

The previous four National Youth Roundtables have made hundreds of recommendations to Governments at all levels. Reports and recommendations can be found on *the source* website at http://www.thesource.gov.au/youth_roundtable.

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Question No: 61

Topic: National Youth Roundtable

Written question on notice

Senator Bishop asked:

What action has the Government taken as a result of these recommendations?

Answer:

From the four previous National Youth Roundtables, the Government has implemented a number of initiatives. These include:

Youth Councils

Recommendation: That a booklet be produced giving practical and accessible advice to young Australians wanting to initiate a youth council in their communities.

Action: In September 2002, the Minister for Children and Youth Affairs, Larry Anthony, announced that the Department of Family and Community Services would assist in publishing the booklet, *How to Start a Youth Council* on the Government's youth website, *the source*, when completed.

Young Australians and the Environment

Recommendation: The establishment of a group of young Australians to occupy both an advisory and a representative role for the environment.

Action: Environment Australia has agreed to appoint a youth representative to each sub-committee of the National Environmental Education Council.

No Shame Job Booklet

Recommendation: To produce a booklet that would provide information to young Indigenous people about health careers and how to access them.

Action: In September 2002, the Minister for Children and Youth Affairs, Larry Anthony, and the Minister for Education, Science and Training, Dr Brendan Nelson, jointly launched *No Shame Job*, a booklet encouraging Indigenous young people to explore careers in health care.

National Indigenous Youth Leadership Group (NIYLG)

Recommendation: The formation of a consultative forum for young Indigenous people.

Action: Dr Kemp announced at the conclusion of Roundtable 2000 that such a forum would be established. The first meeting of the National Indigenous Youth Leadership Group was held in July 2001. Minister Anthony met with the first Group twice in 2002. A new Group will be established shortly for 2003.

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National Code of Good Practice in New Apprenticeships

Recommendation: The development of a Code of Conduct to ensure young apprentices are able to work in an environment free of harassment and are afforded their proper conditions and entitlements.

Action: A Code of Good Practice has been developed for Apprentices and their employees to ensure that apprenticeships are undertaken in circumstances that develop and protect young people. The Code has been available from New Apprenticeships Centres since February 2001.

Boards and Committees

Recommendation: That young people's significant contribution in all walks of life is not overlooked.

Action: The Youth Bureau has developed a database where young people can nominate themselves for consideration by organisations for their boards and committees. Application forms can be accessed through *the source* on the Internet, www.thesource.gov.au. The Youth Bureau encourages organisations to include young people on public boards, taskforces and committees. Nominations on the database are matched up with requests from organisations.

Directory of Youth Organisations

Recommendation: That more young people be kept informed through the availability of information in a 'one stop shop'.

Action: A directory of organisations working with young people and youth groups has been incorporated into the Federal Government's youth website, *the source*. Individuals and organisations can search for and identify organisations that might be of interest to them.

Youth.Comm

Action: In response to a number of members requesting opportunities to communicate with each other and the Government on youth issues, Youth.Comm, an email discussion list that encourages subscribers to engage in discussion of youth issues, was established to provide feedback to the Government and enable the Government to provide information about youth issues directly and promptly to interested subscribers.

Youth Pathways Action Plan Taskforce

Action: In response to a number of members requesting involvement in strategies to improve transitions to independence for young people, seven Roundtable members were appointed as members of this Taskforce advising the government on the Youth Pathways Action Plan. The Youth Pathways Action Plan Taskforce conducted workshops at the April meeting of the National Youth Roundtable 2000 to allow input into the final recommendations. National Youth Roundtable members' recommendations were adopted into the final report.

Local Government Youth category awards

Recommendation: That the achievements of young people be better recognised by their communities by including a youth category in the National Awards for Innovation and Recognition in Local Government.

Action: The Department of Transport and Regional Services has incorporated two youth categories, metropolitan and regional, in the year 2000 National Awards for Innovation in Local Government.

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The Australian Forum of Youth Organisations (AFOYO)

Recommendation: That youth organisations have a representative structure and direct access to Government to present concrete recommendations to Government based on youth feedback.

Action: The Department of Education, Science and Training established the Australian Forum of Youth Organisations to complement the National Youth Roundtable and provide youth organisations with the opportunity for direct input to the Government to progress key policy objectives and to raise issues based on their vast experience with young Australians. Minister Anthony meets regularly with the thirteen national youth organisations in the forum at present.

Greater participation in volunteerism.

Recommendation: That greater participation by young people in volunteerism be encouraged.

Action: The Enterprise and Career Foundation (ECEP) was established to help students at school to acquire career knowledge and also to encourage links between schools, businesses and communities. The ECEP, has been asked, where possible, to link volunteer work with a Structured Workplace Learning programme.

Support for young Indigenous people.

Recommendation: Development of a programme that seeks to provide leadership, life skills and support self esteem, particularly for young Indigenous people.

Action: Then Minister for Education, Training and Youth Affairs, Dr David Kemp, has promoted the participation of Indigenous youth in mainstream programmes. Ausyouth, which co-ordinated and supported youth development activities, was asked to work with youth organisations, ATSIC and Indigenous young people to identify the best ways of meeting the development needs of Indigenous youth. In addition, Minister for Family and Community Services, Senator Amanda Vanstone asked her Department and the Department of Immigration and Multicultural and Indigenous Affairs, to work with the member to develop his ideas.

Literacy and Numeracy Issues for Young Australians.

Recommendation: Increased mentor support for young people experiencing difficulties with literacy and numeracy.

Action: The Department of Education, Science and Training (DEST) looked at ways to include mentoring into the new guidelines for the New Apprenticeships Access Programme, which assists young people to obtain the skills they need for apprenticeships and jobs.

Bullying in schools.

Recommendation: That mentoring and peer support be encouraged to combat bullying in schools.

Action: The Department of Education, Science and Training was asked to look at ways to empower young people to find positive strategies by investigating and reporting on the most effective ways of getting youth input into school leadership, governance mechanisms and curriculum.

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School Engagement

Recommendation: To formulate a more relevant and interesting curriculum, which is more effectively related to students' lives and interests.

Action: The Department of Education, Science and Training was asked to investigate and reporting on best practice in student engagement in schools.

The Government will publish the *National Youth Roundtable 2003 Proceedings*, a compilation of all reports from the last Roundtable, including all its recommendations. This document is ready to be released and when it is, it will be widely distributed. Recipients include:

- Portfolio Ministers, including the Prime Minister
- Parliamentary Secretaries
- All other Members of Parliament
- Members of the Ministerial Council on Employment, Education, Training and Youth Affairs (MCEETYA)
- Secretaries of Commonwealth Departments
- Members of the MCEETYA Youth Taskforce
- Members of the Australian Forum of Youth Organisations (AFOYO)
- Business and community organisations nominated by members of the National Youth Roundtable 2002 and
- Members of the National Youth Roundtable 2002 and 2003.

Where the recipients are relevant to recommendations made in the reports or Roundtable members themselves because of electorate or portfolio responsibilities, they are requested to provide specific feedback on recommendations to the Minister for Children and Youth Affairs. The reports are also published on the Internet at http://www.thesource.gov.au/youth_roundtable.

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Question No: 62

Topic: National Youth Roundtable

Written question on notice

Senator Mark Bishop asked:

What structural changes will there be to the Youth Roundtable this year, as opposed to last year?

Answer:

There will be no structural changes to the National Youth Roundtable this year.

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Question No: 63

Topic: National Youth Roundtable

Hansard Page: Written question on notice

Senator Mark Bishop asked:

Can the Department provide a breakdown of the expenditure for 2000-02 and estimated expenditure for 2002-03 under the Voices of Youth (national youth round table, youth parliaments, science forum etc)?

Answer:

As stated in the Portfolio Budget Statement for 2002-2003, the Voices of Youth Initiative includes:

- The National Youth Roundtable;
- National Indigenous Youth Leadership Group;
- Australian Forum of Youth Organisations; and
- *thesource* website and Youth Portal.

The following table shows expenditure on Voices of Youth, in the Financial Years 2000-2001, 2001-2002 and 2002-2003 – **Expenditure (Financial Year) 2000-2001 (Actual), 2001-2002 (Actual) and 2002-2003 (Estimate)**

	2000-2001	2001-2002	2002-2003
	\$542 142	\$453 698	\$521 298
National Indigenous Youth Leadership Group	\$0	\$64 359 #	\$100 000 #
Australian Forum of Youth Organisations	\$16 065	\$26 801	\$26 755
The Source	\$132 006	\$94 702	\$125 000

Indigenous Education Strategic Initiatives Programme (IESIP) - there is a current MOU for expenditure up to \$100 000 for calendar year 2002-2003. GST has not been included in the amounts above for IESIP and is additional.

The following table shows expenditure on YMCA National Youth Parliament and National Youth Science Forum in the Financial Years 2000-2001, 2001-2002 and 2002-2003 – **Expenditure (Financial Year) 2000-2001 (Actual), 2001-2002 (Actual) and 2002-2003 (Estimate)**

	2000-2001	2001-2002	2002-2003
YMCA Youth Parliament	\$40 000	\$0	\$20 000
National Youth Science Forum	\$20 000	\$20 000	\$0

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Output Group: Youth and Student Support

Question No: 64

Topic: National Youth Roundtable

Written question on notice

Senator Mark Bishop asked:

Can the Department provide a breakdown into line items of the costs associated with the National Youth Roundtable for 2002?

Answer:

National Youth Roundtable 2002 – Expenditure Breakdown (Calendar Year)

Travel and Accommodation	\$215 262
Parliament House	\$46 603
Publicity/Promotion/Video	\$58 845
Facilitation and Photography	\$129 479
Planning and Development	\$14 108
Total	\$464 297

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Output Group: 1.3 Child Support

Question No: 69

Topic: Unauthorised Access of Personal Files

Hansard Page: CA59

Senator Bishop asked:

- a) Provide the number by state, of people dismissed due to unauthorised accessing of personal files.
- b) Advise the number, if any, by state and territory, where such access was for the purpose of financial gain.

Answer:

- a) Of the eight staff dismissed over the period 29/06/01 to 4/10/02 due to unauthorised access:
 - 2 were from Victoria
 - 2 were from Queensland
 - 3 were from NSW
 - 1 was from SA

All cases related to unauthorised access to records of family, ex-family or other staff.

- b) **None**

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Output Group: 1.3 Child Support

Question No: 70

Topic: Joint Custody of Children

Hansard Page: CA60

Senator Bishop asked:

Did your agency or any other agency do direct research, consult or let out consultancies to examine the impact of overseas legislation concerning joint custody of children? That would be a radical change in this country, wouldn't it, if we went down the path of fifty-fifty joint custody?

Answer:

Many issues around custody of children were raised in submissions responding to the Family Law Pathways Advisory Group Report. Implementation of the recommendations of the report will be a long term process and requires extensive work with all jurisdictions including the consideration of the impact of overseas legislation.

We suggest that should you require more detailed information on work currently being done on the custody of children that you approach the Attorney-General's Department.

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FDC Reallocations at 10 February 2003

State	Reallocated	Available	Demand
NSW	1004	105	982
VIC	358	62	100
QLD	513	10	1293
SA	0	0	316
WA	191	0	150
TAS	60	0	90
NT	0	0	0
ACT	80	0	0
TOTAL	2206	177	2931

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OSHC Reallocation at 10 February 2003

State	Reallocated	Available	Demand
NSW	1222	245	9750
Vic	2245	0	4553
QLD	135	304	7450
WA	322	8	730
SA	662	60	2375
Tas	15	0	473
NT	0	70	20
ACT	71	0	691
TOTALS	4672	687	26042

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Output Group: 1.4 Child Care Support

Question No: 39

Topic: Break up of claims by different levels of Child Care Benefit

Hansard Page: CA28

Senator Collins asked:

Provide a break up on claims by different levels of the benefit:

- a) How many people are claiming benefit as a lump sum?
- b) What type of care it is they are claiming the benefit for?
- c) Provide a take-up level by service type.

Answer:

a) 18 286 families claimed CCB as a lump sum for 2000-01.

b) Current accurate information in respect of the matter referred to in part (b) of the Senator's question is not currently available.

c) Current accurate information in respect of the matter referred to in part (c) of the Senator's question is not currently available.

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Output Group: 1.4 Childcare Support

Question No: 78

Topic: Child Care Reference Group

Hansard Page: CA63

Senator Moore asked:

(In relation to the Terms of Reference for the Child Care Reference Group): Can we get a copy of those?

Answer:

The Child Care Reference Group consists of representatives from key child care organisations throughout Australia. It provides an avenue for stakeholders to discuss specific and pressing issues with representatives from the Department of Family and Community Services and Centrelink (the Family Assistance Office) about the administration and ongoing management of the Child Care Benefit Program. It is a round-table forum for raising and discussing emerging issues as well as considering the strategic direction of child care in Australia.

The Reference Group provides a two way communication process that allows for high-level discussion of current child care issues.

The Reference Group members also provide a valuable avenue for the dissemination of information to child care services on behalf of the Department of Family and Community Services and the Family Assistance Office.

Terms of Reference

The Reference Group will be available for two-way consultation with the Department of Family and Community Services and the Family Assistance Office to:

- Discuss the strategic direction of child care in Australia;
- Consider all aspects of the provision of high quality child care including policy and business aspects;
- Discuss options for addressing identified issues; and
- Comment on strategies proposed by any group member.

Communication with the Reference Group will be either via email or by meeting in person. Physical meetings will take place quarterly. The meetings will be chaired by the Department of Family and Community Services.

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Output Group: 1.4 Childcare Support

Question No: 79

Topic: Child Care Places

Hansard Page: CA 65

Senator Collins asked:

Provide the number of reallocated places by State/Territory.

Describe where they came from and where they went – break up by (a) Family Day Care; (b) OSHC: before school, after school and vacation care.

Answer:

The tables below show the number and location of reallocated places for Family Day Care (FDC) and Outside School Hours Care (OSHC) by State/Territory.

(a)	State/Territory		FDC
	Relinquished		Reallocated
	NSW	274	1004
	VIC	1426	358
	QLD	0	513
	SA	0	0
	WA	0	191
	TAS	60	60
	NT	0	0
	ACT	210	80
	TOTAL	1970	2206*

* This figure includes places that were available at the commencement of the reallocation exercise.

(b)	State/Territory			OSHC			
	Relinquished			Reallocated			
	BS	AS	VAC	BS	AS	VAC	
	NSW	276	307	60	332	560	330
	VIC	882	1018	345	395	745	1105
	QLD	88	216	130	0	0	135
	SA	199	322	237	0	0	662
	WA	129	122	95	14	110	198
	TAS	30	40	7	0	15	0
	NT	60	10	0	0	0	0
	ACT	0	30	41	0	0	71
		1664	2065	915	741*	1430*	2501*

• This figure includes places that were available at the commencement of the reallocation exercise.

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Output Group: 1.4 Childcare Support

Question No: 80

Topic: Child Care Places

Hansard Page: CA 65

Senator Collins asked:

Planning Advisory Committee – describe the composition of committees and the methodologies used to deal with demand for places.

Answer:

Planning Advisory Committees (PACs) include representatives from State and local government, both private and community based long day care, family day care and outside school hours care. PACs are provided with a range of demographic and survey data on supply and demand for child care places at the local level. The data is provided to assist PACs in making recommendations on priorities for areas where additional places are required.

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Output Group: 1.4 Childcare Support Question No: 81

Topic: Child Care Places

Hansard Page: CA 65

Senator Collins asked:

How can places that are relinquished and then reallocated within the same municipality deal with unmet demand?

Answer:

Services identified as having unutilised OSHC places are approached to relinquish those places. Services in the same area that have submitted expressions of interest are then reviewed for reallocation of the places relinquished according to Planning Advisory Committee recommendations. This may mean that places relinquished by one service are then reallocated to another service within the same area.

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Output Group: 1.4 Childcare Support

Question No: 82

Topic: Child Care Places

Hansard Page: CA 66

Senator Collins asked:

In Victoria unmet demand for vacation care 1750 – how did the department calculate that figure?

Answer:

Expressions of interest received from services at that time included requests for 1750 Vacation Care places.

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Output Group: 1.4 Childcare Support

Question No: 83

Topic: Child Care Places

Hansard Page: CA 66

Senator Collins asked:

Provide a breakdown on how department allocates the swap between services and the basis on which that happens?

Answer:

Services identified as having unused capacity are encouraged to relinquish places for reallocation to services with demand. Places are reallocated according to the priorities established in the PAC process.

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Output Group: 1.4 Childcare Support

Question No: 86

Topic: Special Needs Subsidy Scheme (SNSS), Supplementary Services Program (SUPS) and Disabled Supplementary Services (DSUPS).

Hansard Page: CA71

Senator Moore asked: Provide the number of children assisted – breakdown by state/territory

(a) SUPS, DSUPS, SNSS

(b) How many on the waiting list?

Answer:

(a)

	DSUPS (Jul-Sept 02)	SNSS (As at 31-12-02)	SUPS (Oct 01-Jun 02)
NSW	285	1016	9485
VIC	663	1332	4288
QLD	704	537	1864
WA	46	238	1698
SA	277	288	783
TAS	10	91	444
NT	17	40	122
ACT	39	103	206
TOTAL	2041	3645	18890

NOTE : SUPS total may include SNSS children

(b) As at 15 January 2003, 874 children were on the SNSS waiting list.

State	Number of Children
NSW	319
VIC	181
QLD	154
WA	75
SA	102
TAS	27
NT	14
ACT	2
Total	874

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Output Group: 1.4 Childcare Support

Question No: 87

Topic: Special Needs Subsidy Scheme (SNSS)

Hansard Page: CA72

Senator Moore asked:

Can we get any more detail about the kind of legal advice the department has been seeking on the decision to freeze SNSS funds and anything that has come out of that? Provide a copy of information from service.

Answer:

The Department obtained legal advice about disability discrimination regarding the setting of eligibility criteria and the introduction of a waiting list for children to receive SNSS funding.

In summary the advice concluded that:

- (i) SNSS is not an automatic entitlement and approval of the subsidy depends on the availability of funds;
- (ii) In setting eligibility criteria, the Department is ensuring that limited SNSS funds availability is correctly targeted;
- (iii) The Department is not contravening the Disability Discrimination Act 1992 in setting the eligibility criteria and the waiting list system in place.

This information was not included in the information letter provided to services.

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Output Group: 1.4 Childcare Support

Question No 71

Topic: Childcare Support

Hansard Page: Written question on notice

Senator Bishop asked:

Please provide the most recently available data/information in the following areas, broken down by State/Territory for all Commonwealth funded child care related activities:

- a) Numbers of approved and registered services (by service type)
- b) Breakdown by service type by ownership (i.e. community based, private, multi-owned private (i.e. 3 or more services owned by single operator))
- c) Places allocated by service type
- d) Utilisation rates by service type
- e) Children assisted by service type
- f) Families assisted by service type
- g) Number of staff/carers by service type
- h) Number of openings and closures by service type by LGA/postcode, as provided in October 2001 pre-election briefing

Answer:

a) Approved and registered services by State/Territory and service type, February 2003

Service type	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUST
ASC	626	711	486	247	134	61	49	74	2 388 ¹
BSC	270	305	158	127	32	7	7	19	925 ¹
FDC	122	92	117	21	29	14	12	9	416
LDC	1 711	811	934	194	347	58	48	88	4 191
MAC ²	12	7	3	5	5	1	4	0	37
MULTI ²	1	2	3	2	3	0	3	0	14
OCC	45	24	16	3	12	4	1	4	109
VAC	478	325	424	182	134	53	51	37	1 684
TOTAL ³	3 265	2,277	2 141	781	696	198	175	231	9 764 ¹
RCP	6 099	5 356	5 064	1 418	1 357	450	268	642	20 731 ⁴

ASC = After school hours care, BSC = Before school care, FDC = Family day care, LDC = Long day care, MAC = Multifunctional aboriginal children's service, Multi = Multifunctional children's service, OCC = Occasional care, RCP = Registered care provider, VAC = Vacation care.

(1) Adding ASC and BSC services will under-count OSHC services due to the combining of services. The combining of services also affects the overall total of services.

(2) MAC and Multi figures are estimates from December 2000.

(3) Includes approved services only.

(4) There were 77 registered care providers whose home State/Territory could not be determined.

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b) Service operators by State/Territory, service type and ownership type, February 2003

New South Wales

	Community based	Single-owned private	Multi-owned private	Total
ASC	454	36	1	491
BSC	223	10	0	233
FDC	98	10	0	108
LDC	281	1 074	17	1 372
MAC	12	0	0	12
OCC	42	0	0	42
VAC	320	24	1	345
TOTAL	1 430	1 154	19	2 603

Victoria

	Community based	Single-owned private	Multi-owned private	Total
ASC	333	316	2	651
BSC	106	172	1	279
FDC	70	9	0	79
LDC	189	412	14	615
MAC	1	0	0	1
OCC	21	1	0	22
VAC	139	109	1	249
TOTAL	859	1 019	18	1 896

Queensland

	Community based	Single-owned private	Multi-owned private	Total
ASC	299	14	0	313
BSC	102	2	0	104
FDC	67	2	0	69
LDC	128	436	38	602
MAC	3	0	0	3
OCC	13	0	0	13
VAC	276	11	0	287
TOTAL	888	465	38	1 391

South Australia

	Community based	Single-owned private	Multi-owned private	Total
ASC	202	28	0	230
BSC	99	11	0	110
FDC	3	2	1	6
LDC	104	57	3	164

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MAC	5	0	0	5
OCC	3	0	0	3
VAC	161	20	0	181
TOTAL	577	118	4	699

Western Australia

	Community based	Single-owned private	Multi-owned private	Total
ASC	88	17	0	105
BSC	28	2	0	30
FDC	19	0	0	19
LDC	94	196	7	297
MAC	5	0	0	5
OCC	12	0	0	12
VAC	94	13	0	107
TOTAL	340	228	7	575

Tasmania

	Community based	Single-owned private	Multi-owned private	Total
ASC	37	4	1	42
BSC	2	4	0	6
FDC	12	0	0	12
LDC	34	14	1	49
MAC	1	0	0	1
OCC	4	0	0	4
VAC	43	4	0	47
TOTAL	133	26	2	161

Northern Territory

	Community based	Single-owned private	Multi-owned private	Total
ASC	40	4	0	44
BSC	5	1	0	6
FDC	8	0	0	8
LDC	34	9	1	44
MAC	3	0	0	3
OCC	1	0	0	1
VAC	45	5	0	50
TOTAL	136	19	1	156

Australian Capital Territory

	Community based	Single-owned private	Multi-owned private	Total
ASC	37	4	0	41

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BSC	16	0	0	16
FDC	5	0	0	5
LDC	36	31	0	67
MAC	0	0	0	0
OCC	4	0	0	4
VAC	24	4	0	28
TOTAL	122	39	0	161

Australia¹

	Community based	Single-owned private	Multi-owned private	Total
ASC	1 490	423	4	1 917
BSC	581	202	1	784
FDC	282	20	2	304
LDC	899	2 195	82	3 176
MAC	30	0	0	30
OCC	100	1	0	101
VAC	1 102	190	2	1 294
TOTAL	4 484	3 031	91	7 606

ASC = After school hours care, BSC = Before school care, FDC = Family day care.
LDC = Long day care, MAC = Multifunctional aboriginal children's service.
OCC = Occasional care, VAC = Vacation care.

(1) Adding owners across States will give number greater than Australian total as some owners operate services in more than one state.

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c) Places allocated by State/Territory and service type, June 2001

Service type	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUST
ASC	26 653	28 681	25 110	10 286	6 640	1 972	1 837	3 473	104 652
BSC	14 571	13 750	9 797	4 850	2 073	340	153	1 539	47 073
FDC	22 351	16 747	12 547	5 323	4 772	3 247	904	4 949	70 840
LDC	64 271	42 156	55 297	9 904	13 896	2 355	1 909	4 021	193 809
MAC ¹	460	170	120	125	151	27	115	0	1 168
MULTI ¹	55	100	134	74	126	0	136	0	625
OCC	1 186	722	516	83	376	79	10	102	3 074
VAC	20 739	15 001	22 965	8 031	6 636	1 952	1 750	1 712	78 786
RCP	na	na	na	na	na	na	na	na	na
TOTAL	150 286	117 327	126,486	38,676	34,670	9 972	6 814	15,796	500,027

ASC = After school hours care, BSC = Before school care, FDC = Family day care, LDC = Long day care, MAC = Multifunctional aboriginal children's service, Multi = Multifunctional children's service, OCC = Occasional care, VAC = Vacation care.

(1) MAC and Multi figures are estimates from December 2000.

(2) Places are not allocated to registered Care providers

d) Utilisation rates by State/Territory and service type, May 2002^{1,2}

Service Type	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUST
LDC	92%	84%	89%	84%	90%	78%	84%	85%	89%
FDC	72%	77%	87%	87%	72%	75%	60%	48%	78%
ASC ^{(3),(4)}	64%	55%	67%	56%	53%	45%	68%	80%	61%
BSC ^{(3),(4)}	51%	41%	60%	48%	33%	27%	51%	40%	48%

(1) Preliminary 2002 Census of Child Care Services data.

(2) Utilisation rates given here represent the average of all the individual service utilisation rates for a given type in a State/Territory. The rates for smaller States/Territories may be substantially affected by a small number of services with particularly high or low utilisation.

(3) ASC and BSC utilisation figures are based on preliminary 2002 Census of Child Care Services data and administrative data. Only administrative data that has been able to be confirmed has been included.

(4) ASC and BSC utilisation figures are based on actual hours of care used, not hours paid for. As such, utilisation presented does not reflect hours that may have been booked and paid for by parents but that are unavailable to other children. Also note that in cases where children use only a fraction of the hours associated with a place in ASC or BSC, it is not generally possible to sell those unused hours to other children. The effect of this would be to lower reported utilisation.

e) Children assisted by State/Territory and service type, September quarter 2002

Service type	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUST ¹
ASC	38 683	43 980	42 695	22 918	7 410	3 482	1 919	4 686	165 601
BSC	14 176	14 124	8 851	6 987	1 680	166	79	901	46 895
FDC	39 934	30 264	25 081	13 061	9 029	6 426	1 083	2 512	126 657
LDC	135 765	82 501	122 769	25 944	38 124	7 258	3 125	6 472	422 553
OCC	4 931	3 800	1 977	353	1 551	348	6	334	13 227
VAC	33 466	27 690	33 745	17 949	10 495	3 166	2 001	2 245	130 780
TOTAL²	226 306	174 361	196 629	64 154	59 443	18 072	6 725	14 390	759 063
RCP ³	17 193	6 079	6 887	1 376	1 202	396	202	1 031	34 366

ASC = After school hours care, BSC = Before school care, FDC = Family day care, LDC = Long day care, MAC = Multifunctional aboriginal children's service, Multi = Multifunctional children's service, OCC = Occasional care, RCP = Registered care provider, VAC = Vacation care.

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- (1) Adding State and Territory data will not equal Australian total as children may have used services in more than one State/Territory during the quarter.
(2) Adding service type data will not equal total amount as children may have used more than one service type during the quarter. Includes approved services only.
(3) Represents only those children who had a claim lodged for the December 2001 quarter period of care. Claims for child care benefit, involving registered care, can be lodged up to 12 months after the date that care was provided. There were 14 children where care was not attributable to a State/Territory.

f) Families assisted by State/Territory and service type, September quarter 2002

Service type	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUST ¹
ASC	28 534	31 069	28 994	15 525	5 247	2 446	1 360	3 497	116 587
BSC	10 794	10 321	6 367	4 919	1 209	120	51	691	34 426
FDC	28 392	19 583	16 714	7 717	6 250	4,229	801	1 685	84 885
LDC	114 052	66 165	91 641	20 774	29 520	5 848	2 535	5 351	336 099
OCC	4 053	2 990	1 627	286	1 247	291	6	262	10 711
VAC	23 162	18 598	22 195	11 593	7 075	2 140	1 363	1 627	87 743
TOTAL ²	169 164	120 710	133 590	41 995	4 725	12 321	4 643	10 146	534 370
RCP ³	14 774	4 536	5 702	953	928	298	154	774	28 119

ASC = After school hours care, BSC = Before school care, FDC = Family day care, LDC = Long day care, MAC = Multifunctional aboriginal children's service, Multi = Multifunctional children's service, OCC = Occasional care, RCP = Registered care provider, VAC = Vacation care.

- (1) Adding State and Territory data will not equal Australian total as families may have used services in more than one State/Territory during the quarter.
(2) Adding service type data will not equal total amount as families may have used more than one service type during the quarter. Includes approved services only.
(3) Represents only those families who had a claim lodged for the December 2001 quarter period of care. Claims for child care benefit, involving registered care, can be lodged up to 12 months after the date that care was provided. There were 8 families where care was not attributable to a State/Territory.

g) Staff/carers by State/Territory and service type¹, May 2002

Service Type ²	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUST
LDC	17 658	11 584	12 257	3 103	4 129	824	552	1 301	51 408
FDC staff	632	326	422	147	121	67	26	51	1 791
FDC carers	3 964	3 102	2 974	1 171	783	481	170	398	13 044
IHC staff	20	44	49	7	20	10	0	4	154
IHC carers	68	60	150	7	32	81	0	5	403
OSH	3 347	3 245	2 755	1 218	594	261	197	655	1 2271
VAC	3 662	2 656	3 328	1 566	998	331	255	354	13 150
OCC ³	443	243	214	21	106	47	-	36	1 110
MFAB	164	74	72	49	68	14	33	0	473
MFUN	18	36	32	32	21	0	14	0	153
MOB	37	35	23	11	42	0	30	0	178
Total staff	25 999	18 243	19 152	6 154	6 099	1 554	1 107	2 401	80 688
Total carers	4 014	3 162	3 124	1 178	815	562	0	5	13 447

(1) Preliminary 2002 Census of Child Care Services data.

(2) LDC = Long day care, FDC = Family Day Care, IHC = In-home care, OSH = Outside school hours care, VAC = Vacation care, OCC = Occasional care, MFAB = Multifunctional aboriginal children's services, MFUN = Multifunctional children's services, MOB = Mobile and Toy Library services.

(3) There were 2 Occasional care services in the Northern Territory at the time of the 2002 Census, however neither returned Census forms, so the number of staff is indicated as unknown.

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h) Number of openings and closures by service type by LGA/postcode, as provided in October 2001 pre-election briefing.

Current accurate information in respect of the matter referred to in part (h) of the Senator's question is not readily available. It would be a major task to assemble it and I am not prepared to authorise the expenditure of resources and effort that would be involved in breaking down the information sought into LGA/postcode.

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Output Group: 1.4 Childcare Support

Question No: 72

Topic: Childcare Support

Written question on notice

Senator Bishop asked:

Please provide details for 2001-02 of:

- a) total expenditure on child care for 2001-02 (please identify Administered and Departmental components)?
- b) how many child care places provided?
- c) how many children were assisted during this period?
- d) how many families were assisted during this period?

Answer:

- a) The total expenditure on child care for 2001-02 identifying Administered and Departmental components are;

Administered Expenses	\$1 514 989 000.00
Departmental Outputs	\$131 252 000.00
Total for Group 1.4	\$1 646 237 000.00

- b) There were 500 027 approved child care places as at June 2001.
- c) 979 553 children used approved care services during the 2001-02 financial year.
- d) 672 016 families used approved child care services during the 2001-02 financial year.

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Output Group: 1.4

Question No: 73

Topic: Child Care

Written question on notice

Senator Bishop asked:

Please provide the most recent data available (from Planning Advisory Committees or other sources, identifying the source of the information) on:

- Unmet demand for Family Day Care, by State/Territory
- Places requested for Family Day Care, by State/Territory
- Unmet demand for Outside School Hours Care, by State/Territory, and by service type (i.e. Before School Care, After School Care, Vacation Care).

Answer:

Unmet demand is currently measured by the number of places requested by services. Accordingly, unmet demand is the same as places requested.

State/Territory	FDC	OSHC			OSHC TOTAL
		BS	AS	VAC	
New South Wales	982	3340	2665	3745	9750
Victoria	100	750	2253	1550	4553
Queensland	1293	1390	3330	2730	7450
South Australia	316	550	1154	653	2357
Western Australia	150	156	195	379	730
Tasmania	90	20	213	240	473
Northern Territory	0		20		20
ACT	0	167	221	303	691
Total	2931	6373	10051	9600	26024

The source of this information is expressions of interest from services that are held at the department's state and territory offices.

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Output Group: 1.4 Childcare Support

Question No: 74

Topic: Funding Formula for OSHC prior to the introduction of CCB

Hansard Page: Written question on notice

Senator Bishop asked:

Prior to the introduction of CCB, what was the funding formula used for Outside School Hours Care (OSHC) places (i.e. operational subsidies, block grants, fee relief, etc)?

Answer:

The funding formula for OSHC, prior to the introduction of CCB on July 1 2000, was:

- Establishment Grant – \$0.47 per place per hour for a service’s first two years of operation, in recognition that it takes time to build utilisation.
- Equipment Grant – one-off payment of \$107.60 per place for new services for toys and equipment.
- Set-up Grant – one-off payment of \$35.60 per place to assist with set-up expenses such as insurance and phone connection.
- Disadvantaged Area Subsidy (DAS) - All services located in rural and remote Australia and some services located on the fringe of an urban area are eligible to receive OSHC DAS funding. Services on the fringe of an urban area are only eligible for DAS funding if:
 - they are a considerable distance from another OSHC service and not within another school’s catchment area; and
 - there are limited transport links from one service to another (for example public transport linkages).
- Disadvantaged Area Subsidy (DAS) – per annum grant as detailed below:

• Before School (utilisation 0-20 Children)	\$5 002
• Before School (utilisation 21-30 Children)	\$2 501
• After School (utilisation 0-20 Children)	\$7 503
• After School (utilisation 21-30 Children)	\$3 751.50
• Vacation Care (utilisation 0-20 Children)	\$6 710
• Vacation Care (utilisation 21-30 Children)	\$3 355
- Families using approved OSHC services were eligible to claim Childcare Assistance and Child Care Rebate

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Output Group: 1.4 Childcare Support

Question No: 75

Topic: OSHC funding formula used now

Written question on notice

Senator Bishop asked:

Prior to CCB, how much money was spent in total on OSHC services for how many services and how many places?

Answer:

For the 1999/2000 financial year, the last year before the introduction of CCB, \$53.411m was spent on OSHC (this figure includes Year Round Care). As at June 30 2000 there were:

- 4,706 OSHC services; and
- 179,700 OSHC places

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Output Group: 1.4 Childcare Support

Question No: 76

Topic: OSHC funding formula used now

Hansard Page: Written question on notice

Senator Bishop asked:

What is the funding formula used now for funding services and/or places?

Answer:

The current formula for funding Outside School Hours Care (OSHC) is detailed below:

- Establishment Grant – \$0.50 per place per hour for a service’s first two years of operation, in recognition that it takes time to build utilisation.
- Equipment Grant – one-off payment of \$113.15 per place for new service for toys and equipment.
- Set-up Grant – one-off payment of \$37.85 per place to assist with set-up expenses such as insurance and phone connection.
- Disadvantaged Area Subsidy (DAS) - All services located in rural and remote Australia and some services located on the fringe of an urban area are eligible to receive OSHC DAS funding. Services on the fringe of an urban area are only eligible for DAS funding if:
 - they are a considerable distance from another OSHC service and not within another school’s catchment area; and
 - there are limited transport links from one service to another (for example public transport linkages).
- Disadvantaged Area Subsidy (DAS) – per annum grant as detailed below:

• Before School (utilisation 0-20 Children)	\$5 322
• Before School (utilisation 21-30 Children)	\$2 660
• After School (utilisation 0-20 Children)	\$7 983
• After School (utilisation 21-30 Children)	\$3 992
• Vacation Care (utilisation 0-20 Children)	\$7 138
• Vacation Care (utilisation 21-30 Children)	\$3 569
- Families using approved OSHC services are eligible to claim Child Care Benefit.

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Output Group: 2.1 Housing Support

Question No: 88

Topic: Housing Assistance for bushfire victims in public housing

Hansard Page: CA76

Senator Greig asked:

What is the Commonwealth doing to assist the ACT government in respect of the public housing properties damaged or destroyed in the recent ACT bushfires.

Answer: Under the 1999 Commonwealth State Housing Agreement (CSHA) the Commonwealth and ACT Governments entered into a bilateral agreement to set out the ACT's strategic directions for housing assistance over the 4 years of the CSHA. Around \$93 million will be provided by the Commonwealth over that period essentially for public housing. Decisions on the management of the ACT public housing stock portfolio including issues such as insurance are the responsibility of the ACT government.

The National Disaster Relief Arrangements are administered by the Department of Transport and Regional Services and ensures that States and Territories are partly reimbursed by the Commonwealth for natural disaster expenditure on eligible measures once expenditure reaches a certain threshold.

Four types of relief measures are eligible for Commonwealth reimbursement:

- personal hardship and distress payments (grants) which are means tested are made to people to provide emergency food, clothing and accommodation or who need to make essential housing repairs or replace essential household goods.
- concessional interest rate loans/grants which are made to farmers, small businesses and voluntary organisations to replace assets damaged.
- payments to replace essential public assets.
- payments for financial and psychological counselling for people affected by disasters.

The actual level of assistance given to individuals, organisations and business is a matter for the ACT and reflects an assessment by the ACT Government of what it can afford.

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Output Group: 2.2 Stronger Communities

Question No: 121

Topic: Stronger Families and Communities Strategy

Written question on notice

Senator Bishop asked:

“In an answer to a Question on Notice (No. 1085) the Minister for Children and Youth listed

- a) 28 Stronger Families and Communities Strategy projects that had been recommended to the Minister since returned
- b) Why did the Minister return the applications?
- c) Will any of the 28 projects be reconsidered for funding?”

Answer:

- a) As a result of an error by the Department, the figure of 28 projects has been revised to 25. A correction to Hansard is being arranged.
- b) The project proposals were returned because the Minister required further information to make a decision.
- c) Yes. Reconsideration is being given to each project unless the proponent chooses to withdraw it.

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Output Group 2.2: Stronger Communities

Question No: 122

Topic: Stronger Families and Communities Strategy

Written question on notice

Senator Bishop asked:

What terms of reference do each State and Territory Advisory committees operate under?

Answer:

The terms of reference for each State/Territory Advisory Group is as follows:

In line with the priorities and frameworks set out by the Stronger Families and Communities Partnership:

1. Provide advice on specific proposals and recommendations on funding priorities to the Minister for Family and Community Services.
2. Ensure that communities that do not have the capacity to develop local initiatives to strengthen their community are assisted to do so.
3. Promote opportunities for collaboration with business, community and state/local government stakeholders in the particular jurisdiction.
4. Provide advice to the Stronger Families and Communities Partnership on performance and emerging areas of need.

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Output Group: 2.2 – Stronger Communities

Question No: 123

Topic: Stronger Families and Communities Strategy

Written question on notice

Senator Bishop asked:

Do State and Territory Advisory Committees consider the amount of available funding under the Strategy in deciding to recommend funding applications to the Minister or do they recommend all projects that meet the program criteria?

Answer:

State Territory Advisory Committees (STAGs) do consider the amount of funding available in making their recommendations.

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Output Group: 2.2 Stronger Communities

Question No: 124

Topic: Stronger Families and Communities Strategy

Written question on notice

Senator Bishop asked:

Please provide a breakdown by State and initiative of the money saved to date as a result of the Stronger Families and Community Strategy 2001-02 Budget initiative.

Answer:

No decisions in the 2001-02 Budget initiative affected the Strategy.

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Output Group: 3.1 Labour Market Assistance

Question No: 9

Topic: Long-term unemployed by State/Territory and SLA

Written question on notice

Senator Bishop asked:

Please provide details of the total number of long term unemployed (over 2 years) on Newstart Allowance and Youth Allowance, by state and territory and by SLA?

Answer:

Unemployed Customers by Duration by State/Territory

State/Territory	LTU unemployed customers (NSA/YA(o))	VLTU unemployed customers (NSA/YA(o))
Australian Capital Territory	3,840	2,731
New South Wales	120,878	85,960
Northern Territory	11,997	8,993
Queensland	82,935	57,171
South Australia	35,695	26,741
Tasmania	17,151	13,161
Victoria	89,167	63,787
Western Australia	37,610	24,785
Total	399,273	283,329

Source: FaCS administrative data; current customers as at 17 Jan 2003.

Duration is determined by income support duration as follows:

- Long-term unemployed customers (LTU) are persons who are currently receiving Newstart Allowance or Youth Allowance (other) and have been receiving income support, for all payment types, for 12 months or more.
- Very long-term unemployed customers (VLTU) are persons who are currently receiving Newstart Allowance or Youth Allowance (other) and have been receiving income support, for all payment types, for 2 years or more.

The data provided in this Written Question on Notice 9 (and No.10) is based on the **unemployed customer population**. In November 2002 data on the number of long-term and very long-term unemployed **jobseekers** was provided in response to Written Questions on Notice asked by Senator Bishop at the 2002-2003 Supplementary Budget Estimates (Written Questions on Notice 169 and 170).

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Jobseekers are persons on Newstart Allowance or Youth Allowance (other) who would usually be engaged in jobsearch. They are derived from the unemployed customer population by excluding all people who did not receive a payment due to their own and/or their partner's income, or where applicable their parent's income, and all those known not to be required to search for work. Those not required to search for work include customers undertaking activities to improve their employment prospects and those temporarily exempt from the activity test.

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Unemployed Customers by Duration by ABS Statistical Local Area (SLA)			
State/Territory – SLA code	SLA Suburb	Newstart & Youth Allowance (other) LTU	Newstart & Youth Allowance (other) VLTU
Australian Capital Territory			
16450	Queanbeyan (C)	29	20
16950	Shoalhaven (C)	1	1
18651	Yarrowlumla (A) - Pt A	4	3
80089	Acton	7	5
80189	Ainslie	493	367
80239	Amaroo	18	15
80279	Aranda	233	167
80339	Banks	111	63
80459	Belconnen Town Centre	296	199
80549	Belconnen - SSD Bal	482	349
80609	Bonython	270	183
80639	Braddon	422	328
81089	Chapman	237	154
81269	Chifley	122	90
81449	City	42	27
81719	Curtin	102	76
82349	Fadden	61	37
82439	Farrer	110	80
82789	Forrest	140	106
83379	Greenway	15	10
84869	Kambah	191	136
84959	Kingston	177	124
85049	Kowen	2	2
85769	Majura	33	20
86039	Mitchell	2	2
86249	Ngunnawal	139	95
86579	Oxley	91	63
Unknown		10	9
Total		3,840	2,731

**New South
Wales**

10050	Albury (C)	1,080	812
10100	Armidale (C)	664	501
10150	Ashfield (A)	563	391
10200	Auburn (A)	1,254	864
10250	Ballina (A)	3,399	2,608
10300	Balranald (A)	42	29

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10350	Bankstown (C)	4,472	3,070
10400	Barraba (A)	190	136
10450	Bathurst (C)	758	550
10500	Baulkham Hills (A)	252	140
10550	Bega Valley (A)	1,049	768
10600	Bellingen (A)	683	553
10650	Berrigan (A)	92	68
10700	Bingara (A)	288	209
10750	Blacktown (C)	3,317	2,227
10800	Bland (A)	138	104
10851	Blayney (A) - Pt A	87	65
10852	Blayney (A) - Pt B	131	90
10900	Blue Mountains (C)	924	624
10950	Bogan (A)	200	153
11000	Bombala (A)	257	200
11050	Boorowa (A)	36	31
11100	Botany (A)	1,142	730
11150	Bourke (A)	109	74
11200	Brewarrina (A)	102	78
11250	Broken Hill (C)	875	642
11300	Burwood (A)	353	241
11350	Byron (A)	1,686	1,254
11401	Cabonne (A) - Pt A	789	576
11403	Cabonne (A) - Pt C	386	294
11450	Camden (A)	277	166
11500	Campbelltown (C)	2,700	1,813
11550	Canterbury (C)	1,647	1,098
11600	Carrathool (A)	403	266
11650	Casino (A)	466	355
11700	Central Darling (A)	126	92
11720	Cessnock (C)	3,134	2,374
11750	Cobar (A)	134	100
11800	Coffs Harbour (C)	2,862	2,158
11850	Conargo (A)	163	121
11900	Concord (A)	150	92
11950	Coolah (A)	209	169
12000	Coolamon (A)	133	97
12050	Cooma-Monaro (A)	6	5
12100	Coonabarabran (A)	142	113
12150	Coonamble (A)	161	128
12200	Cootamundra (A)	157	119
12250	Copmanhurst (A)	1,083	863
12300	Corowa (A)	134	105
12350	Cowra (A)	252	170
12400	Crookwell (A)	484	334

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12450	Culcairn (A)	34	29
12550	Drummoyne (A)	189	120
12600	Dubbo (C)	791	561
12650	Dumaresq (A)	110	79
12700	Dungog (A)	142	111
12750	Eurobodalla (A)	374	284
12850	Fairfield (C)	7,082	5,163
12900	Forbes (A)	231	171
12950	Gilgandra (A)	101	81
13000	Glen Innes (A)	271	193
13050	Gloucester (A)	132	101
13100	Gosford (C)	2,439	1,651
13300	Greater Lithgow (C)	573	411
13350	Greater Taree (C)	1,851	1,437
13400	Great Lakes (A)	872	646
13450	Griffith (C)	21	15
13500	Gundagai (A)	19	17
13550	Gunnedah (A)	1,851	1,325
13600	Gunning (A)	118	80
13650	Guyra (A)	60	47
13700	Harden (A)	127	89
13750	Hastings (A)	1,530	1,104
13800	Hawkesbury (C)	1,031	690
13950	Holroyd (C)	3,471	2,310
14000	Hornsby (A)	543	288
14050	Hume (A)	31	22
14100	Hunter's Hill (A)	102	66
14150	Hurstville (C)	1,232	829
14201	Inverell (A) - Pt A	519	389
14300	Junee (A)	1,267	937
14350	Kempsey (A)	171	131
14400	Kiama (A)	384	252
14450	Kogarah (A)	455	284
14500	Ku-ring-gai (A)	147	84
14550	Kyogle (A)	655	511
14600	Lachlan (A)	28	25
14650	Lake Macquarie (C)	5,216	3,827
14700	Lane Cove (A)	175	110
14750	Leeton (A)	193	140
14800	Leichhardt (A)	927	631
14850	Lismore (C)	203	160
14900	Liverpool (C)	1,292	929
14950	Lockhart (A)	144	112
15000	Macleay (A)	520	393
15050	Maitland (C)	1,682	1,239

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15100	Manilla (A)	20	17
15150	Manly (A)	233	149
15200	Marrickville (A)	1,973	1,332
15250	Merriwa (A)	567	409
15300	Moree Plains (A)	115	78
15350	Mosman (A)	115	60
15500	Murray (A)	59	41
15550	Murrumbidgee (A)	7	3
15600	Murrurundi (A)	46	39
15650	Muswellbrook (A)	330	264
15700	Nambucca (A)	2,150	1,722
15750	Narrabri (A)	114	76
15800	Narrandera (A)	89	62
15850	Narromine (A)	189	140
15901	Newcastle (C) - Inner	587	436
15902	Newcastle (C) - Remainder	2,874	2,149
15950	North Sydney (A)	191	104
16200	Parkes (A)	26	21
16250	Parramatta (C)	1,304	820
16300	Parry (A)	110	71
16350	Penrith (C)	2,001	1,291
16370	Pittwater (A)	251	137
16400	Port Stephens (A)	243	159
16450	Queanbeyan (C)	517	377
16550	Randwick (C)	562	353
16600	Richmond River (A)	111	85
16650	Rockdale (C)	853	570
16700	Ryde (C)	285	169
16750	Rylstone (A)	104	85
16800	Scone (A)	44	29
16850	Severn (A)	69	58
16900	Shellharbour (A)	1,589	1,142
16950	Shoalhaven (C)	2,788	2,057
17050	Snowy River (A)	62	35
17070	South Sydney (C)	2,338	1,580
17100	Strathfield (A)	112	72
17150	Sutherland Shire (A)	1,644	1,052
17201	Sydney (C) - Inner	143	101
17202	Sydney (C) - Remainder	68	37
17250	Tallaganda (A)	43	33
17400	Tenterfield (A)	149	120
17450	Tumbarumba (A)	33	16
17500	Tumut (A)	180	124
17551	Tweed (A) - Pt A	1,435	1,034
17552	Tweed (A) - Pt B	968	752

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17600	Ulmarra (A)	150	116
17650	Uralla (A)	180	144
17750	Wagga Wagga (C)	34	22
17800	Wakool (A)	44	36
17900	Walgett (A)	582	462
17950	Warren (A)	79	56
18000	Warringham (A)	533	333
18050	Waverley (A)	709	429
18100	Weddin (A)	5	4
18150	Wellington (A)	315	238
18200	Wentworth (A)	202	146
18250	Willoughby (C)	259	146
18350	Wingecarribee (A)	269	173
18400	Wollondilly (A)	356	225
18450	Wollongong (C)	4,811	3,458
18500	Woollahra (A)	140	75
18550	Wyong (A)	3,132	2,184
18600	Yallaroi (A)	457	319
18651	Yarrowlumla (A) - Pt A	21	13
18750	Young (A)	245	192
18859	Lord Howe Island	3	1
Unknown		1,214	833
Total		120,878	85,960

Northern Territory

49589	Unincorp. Far North	2,973	2,290
70201	Alice Springs (T) - Charles	847	672
70700	Coomalie (CGC)	56	42
70809	Daly	22	18
71004	Alawa	589	403
71008	Anula	302	210
71018	City - Inner	765	568
71052	Lee Point-Leanyer Swamp	3,026	2,330
71138	City - Remainder	50	35
71209	East Arnhem - Bal	404	322
71409	Elsey - Bal	442	313
71609	Groote Eylandt	57	46
71809	Gulf	262	173
72000	Jabiru (T)	113	75
72308	Litchfield (S) - Pt B	190	118
72804	Driver	428	304
72824	Palmerston (T) Bal	30	20
73800	Tennant Creek (T)	136	98
74809	West Arnhem	855	619

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Unknown		450	337
Total		11,997	8,993

Queensland

30150	Aramac (S)	20	12
30200	Atherton (S)	898	649
30300	Balonne (S)	78	43
30350	Banana (S)	158	113
30450	Barcoo (S)	49	34
30500	Bauhinia (S)	13	6
30551	Greenbank - Pt A	277	165
30554	Beaudesert (S) Bal in BSD	520	348
30557	Beaudesert (S) - Pt B	216	135
30600	Belyando (S)	80	56
30650	Bendemere (S)	6	3
30700	Biggenden (S)	48	38
30800	Boonah (S)	112	84
30850	Booringa (S)	25	17
30900	Boulia (S)	599	403
30950	Bowen (S)	287	192
31001	Acacia Ridge	242	173
31004	Albion	62	40
31007	Alderley	375	257
31012	Algester	121	76
31015	Annerley	397	274
31018	Anstead	36	17
31023	Archerfield	119	74
31026	Ascot	127	80
31031	Ashgrove	154	109
31034	Aspley	555	377
31037	Bald Hills	78	51
31042	Balmoral	151	104
31045	Banyo	146	100
31048	Bardon	98	66
31057	Belmont-Mackenzie	62	39
31062	Berrinba-Karawatha	4	3
31067	Bowen Hills	231	176
31072	Bracken Ridge	580	408
31075	Bridgeman Downs	115	75
31083	Brookfield (incl. Mt C'tha)	187	101
31094	Calamvale	153	106
31097	Camp Hill	427	286
31102	Cannon Hill	320	227
31105	Capalaba West	294	192
31124	Chandler	5	5

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31132	Chelmer	264	178
31135	Chermside	218	143
31143	City - Inner	265	201
31151	Clayfield	215	139
31157	Coorparoo	322	211
31162	Corinda	236	161
31167	Darra-Sumner	353	226
31176	Doolandella-Forest Lake	806	544
31187	Dutton Park	293	213
31195	East Brisbane	349	252
31198	Eight Mile Plains	340	229
31211	Everton Park	556	382
31217	Ferny Grove	153	83
31247	Greenslopes	222	159
31252	Gumdale	19	13
31265	Hemmant-Lytton	445	276
31277	Highgate Hill	701	490
31282	Holland Park	325	227
31312	Kedron	217	150
31315	Kelvin Grove	248	166
31326	Keperra	196	141
31331	Kuraby	73	54
31337	Lota	268	165
31345	Lutwyche	319	227
31356	MacGregor	463	304
31372	Mansfield	548	369
31378	Milton	215	130
31391	Moorooka	235	167
31394	Moreton Island	1	1
31413	Murarrie	60	41
31416	Nathan	26	22
31421	New Farm	403	301
31435	Northgate	79	54
31446	Nundah	310	206
31467	Pinkenba-Eagle Farm	8	4
31495	Rochedale	198	123
31498	Rocklea	67	48
31506	St Lucia	98	65
31511	Salisbury	96	71
31517	Seventeen Mile Rocks	50	33
31566	The Gap (incl. Enoggera Res.)	152	84
31571	Tingalpa	121	79
31574	Toowong	281	180
31596	Wacol	731	487

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31648	Yeronga	78	58
31700	Broadsound (S)	27	20
31750	Bulloo (S)	1	1
31810	Bundaberg (C)	2,482	1,817
31850	Bungil (S)	96	74
31900	Burdekin (S)	747	525
31950	Burke (S)	105	75
31984	Burnett (S) - Pt B	34	19
32002	Bribie Island	412	296
32005	Burpengary-Narangba	676	428
32008	Caboolture (S) - Central	1,081	736
32013	Caboolture (S) - East	117	77
32016	Deception Bay	501	351
32023	Caboolture (S) Bal in BSD	130	84
32031	Caboolture (S) - Pt B	107	73
32062	Cairns (C) - Barron	2,093	1,367
32072	Cairns (C) - Northern Suburbs	170	98
32074	Cairns (C) - Trinity	2,059	1,427
32078	Cairns (C) - Pt B	41	27
32104	Calliope (S) - Pt B	24	18
32132	Caloundra (C) - Caloundra N.	944	682
32135	Caloundra (C) - Kawana	438	311
32136	Caloundra (C) - Hinterland	417	305
32138	Caloundra (C) - Rail Corridor	315	231
32150	Cambooya (S)	39	21
32200	Cardwell (S)	202	132
32250	Carpentaria (S)	140	91
32300	Charters Towers (C)	229	161
32350	Chinchilla (S)	126	93
32400	Clifton (S)	39	26
32450	Cloncurry (S)	53	36
32501	Cook (S) (excl. Weipa)	97	69
32532	Cooloola (S) (excl. Gympie)	154	101
32550	Crow's Nest (S)	34	26
32650	Dalby (T)	273	186
32750	Diamantina (S)	48	31
32800	Douglas (S)	204	128
32850	Duaringa (S)	50	32
32900	Eacham (S)	128	92
32950	Eidsvold (S)	34	30
33000	Emerald (S)	146	98
33050	Esk (S)	307	211

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33151	Fitzroy (S) - Pt A	520	367
33154	Fitzroy (S) - Pt B	10	9
33200	Flinders (S)	30	25
33250	Gatton (S)	399	273
33300	Gayndah (S)	74	56
33461	Beenleigh	1,139	807
33463	Bethania-Waterford	386	257
33496	Gold Coast (C) Bal in BSD	92	64
33497	Arundel	504	330
33504	Benowa	866	529
33507	Biggera Waters	609	405
33512	Bilinga	341	258
33513	Broadbeach	743	498
33521	Burleigh Heads	704	464
33525	Carrara-Merrimac	927	628
33532	Coomera-Cedar Creek	194	127
33533	Currumbin	266	177
33537	Elanora	653	461
33542	Guanaba-Currumbin Valley	306	204
33547	Hope Island	221	136
33548	Kerrydale-Stephens	496	318
33553	Labrador	1,625	1,125
33565	Mudgeeraba	338	231
33591	Tugun	178	117
33600	Goondiwindi (T)	77	47
33750	Hervey Bay (C)	2,769	2,100
33800	Hinchinbrook (S)	186	127
33850	Ilfracombe (S)	1	0
33900	Inglewood (S)	45	32
33962	Ipswich (C) - Central	1,877	1,277
33965	Ipswich (C) - East	325	217
33973	Ipswich (C) - South-West	69	48
33976	Ipswich (C) - West	17	9
34000	Isis (S)	203	136
34050	Isisford (S)	3	2
34100	Jericho (S)	4	1
34150	Johnstone (S)	396	287
34200	Jondaryan (S)	117	82
34250	Kilcoy (S)	74	52
34300	Kilkivan (S)	30	20
34350	Kingaroy (S)	318	214
34400	Kolan (S)	241	171
34450	Laidley (S)	288	199
34550	Livingstone (S)	487	346
34601	Browns Plains	499	333

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34603	Carbrook-Cornubia	61	38
34605	Daisy Hill-Priestdale	436	306
34612	Kingston	1,794	1,297
34615	Loganholme	279	173
34618	Loganlea	279	205
34623	Marsden	567	371
34651	Underwood	71	48
34762	Mackay (C) - Pt A	1,803	1,249
34765	Mackay (C) - Pt B	9	4
34850	Mareeba (S)	375	245
34902	Maroochy (S) - Buderim	1,393	970
34905	Maroochy (S) - Coastal North	709	506
34911	Maroochy (S) - Mooloolaba	90	65
34914	Maroochy (S) - Nambour	789	583
34917	Maroochy (S) Bal in S C'st SSD	205	135
34918	Maroochy (S) Bal	475	341
35000	Millmerran (S)	37	21
35050	Mirani (S)	28	13
35100	Miriam Vale (S)	1,096	790
35150	Monto (S)	40	30
35300	Mount Isa (C)	11	5
35350	Mount Morgan (S)	194	143
35450	Mundubbera (S)	36	21
35500	Murgon (S)	182	116
35550	Murilla (S)	35	26
35600	Murweh (S)	78	53
35650	Nanango (S)	225	171
35700	Nebo (S)	5	4
35752	Noosa (S) - Noosa-Noosaville	513	350
35756	Noosa (S) - Tewantin	419	307
35758	Noosa (S) Bal	1,667	1,234
35800	Paroo (S)	73	52
35850	Peak Downs (S)	3	1
35957	Bray Park	392	255
35968	Kallangur	353	232
35973	Lawnton	122	80
35974	Petrie	105	67
35983	Pine Rivers (S) Bal	88	49
36050	Pittsworth (S)	40	25
36150	Quilpie (S)	21	12
36201	Clontarf	552	370
36206	Redcliffe-Scarborough	457	341

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36208	Rothwell-Kippa-Ring	268	185
36251	Alexandra Hills	250	159
36254	Birkdale	290	190
36262	Cleveland	148	93
36265	Redland Bay	227	135
36268	Thorneside	77	48
36271	Thornlands	78	48
36283	Redland (S) Bal	253	176
36300	Richmond (S)	6	4
36350	Rockhampton (C)	1,883	1,306
36450	Rosalie (S)	74	55
36550	Sarina (S)	223	131
36600	Stanthorpe (S)	261	179
36700	Tara (S)	186	136
36750	Taroom (S)	22	16
36801	Kelso	437	304
36804	Kirwan	300	198
36901	Toowoomba (C) - Central	1,785	1,207
36950	Torres (S)	272	197
37001	Aitkenvale	693	492
37003	City	753	507
37012	Currajong	560	375
37031	Magnetic Island	58	38
37033	Mt Louisa-Mt St John-Bohle	225	153
37044	Oonoonba-Idalia-Cluden	174	126
37100	Waggamba (S)	13	10
37150	Wambo (S)	49	32
37200	Warroo (S)	7	6
37262	Warwick (S) - Central	371	262
37263	Warwick (S) - East	23	14
37265	Warwick (S) - North	39	26
37330	Whitsunday (S)	300	173
37450	Wondai (S)	71	49
37500	Woocoo (S)	23	16
Unknown		1,414	1,078
Total		82,935	57,171

South Australia

40070	Adelaide (C)	513	387
40140	Angaston (DC)	119	87
40210	Barmera (DC)	116	83
40280	Barossa (DC)	47	27
40350	Beachport (DC)	204	151
40420	Berri (DC)	218	154
40510	Blyth-Snowtown (DC)	29	22

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40560	Brighton (C)	496	361
40630	Browns Well (DC)	5	4
40700	Burnside (C)	927	701
40770	Burra Burra (DC)	53	40
40840	Bute (DC)	32	24
40910	Campbelltown (C)	546	410
40980	Carrieton (DC)	1	1
41010	Ceduna (DC)	294	229
41040	Central Yorke Peninsula (DC)	198	148
41120	Clare (DC)	67	49
41190	Cleve (DC)	21	17
41330	Cooper Pedy (DC)	153	128
41400	Coonalpyn Downs (DC)	10	8
41480	Crystal Brook-Redhill (DC)	57	47
41540	Dudley (DC)	25	18
41610	East Torrens (DC)	48	34
41680	Elizabeth (C)	2,730	2,098
41750	Elliston (DC)	78	65
41821	Enfield (C) - Pt A	1,985	1,532
41822	Enfield (C) - Pt B	1,821	1,410
41890	Eudunda (DC)	20	14
41960	Franklin Harbor (DC)	21	17
42030	Gawler (M)	530	410
42310	Gumeracha (DC)	87	64
42380	Hallett (DC)	30	23
42450	Happy Valley (C)	1,081	746
42520	Hawker (DC)	8	5
42590	Henley & Grange (C)	475	358
42670	Hindmarsh and Woodville (C)	2,337	1,759
42740	Jamestown (DC)	25	20
42940	Kanyaka-Quorn (DC)	30	26
43010	Kapunda (DC)	61	45
43080	Karoonda East Murray (DC)	17	15
43220	Kimba (DC)	3	1
43290	Kingscote (DC)	87	66
43360	Lacepede (DC)	27	22
43430	Lameroo (DC)	26	25
43570	Le Hunte (DC)	14	10
43640	Light (DC)	87	66
43710	Lower Eyre Peninsula (DC)	453	346
43780	Loxton (DC)	140	107
43850	Lucindale (DC)	3	2
43920	Mallala (DC)	144	100

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43990	Mannum (DC)	127	91
44060	Marion (C)	1,074	793
44130	Meningie (DC)	115	86
44200	Millicent (DC)	78	52
44270	Minlaton (DC)	91	71
44340	Mitcham (C)	419	297
44480	Morgan (DC)	36	23
44550	Mount Barker (DC)	357	246
44620	Mount Gambier (C)	614	443
44690	Mount Gambier (DC)	55	35
44760	Mount Pleasant (DC)	44	32
44830	Mount Remarkable (DC)	71	46
44900	Munno Para (C)	294	211
45040	Murray Bridge (RC)	460	340
45110	Naracoorte (M)	74	54
45180	Naracoorte (DC)	6	5
45250	Noarlunga (C)	2,374	1,708
45280	Northern Yorke Peninsula (DC)	223	170
45320	Onkaparinga (DC)	33	21
45390	Orroroo (DC)	15	12
45460	Paringa (DC)	16	10
45530	Payneham (C)	273	206
45600	Peake (DC)	4	4
45670	Penola (DC)	18	14
45740	Peterborough (M)	105	93
45810	Peterborough (DC)	2	1
45880	Pinnaroo (DC)	13	9
45950	Pirie (DC)	712	587
46020	Port Adelaide (C)	677	490
46090	Port Augusta (C)	522	393
46160	Port Broughton (DC)	30	21
46230	Port Elliot & Goolwa (DC)	226	168
46510	Prospect (C)	126	94
46650	Renmark (M)	196	135
46730	Ridley-Truro (DC)	31	24
46790	Riverton (DC)	15	9
46860	Robe (DC)	13	8
46930	Robertstown (DC)	10	9
46950	Rocky River (DC)	59	46
46970	Roxby Downs (M)	12	6
47000	Saddleworth & Auburn (DC)	20	15
47070	St Peters (M)	171	130
47140	Salisbury (C)	3,075	2,333
47280	Spalding (DC)	6	6

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47350	Stirling (DC)	205	137
47420	Strathalbyn (DC)	102	70
47490	Streaky Bay (DC)	7	6
47630	Tatiara (DC)	34	23
47700	Tea Tree Gully (C)	1,183	844
47770	Thebarton (M)	359	276
47910	Tumby Bay (DC)	43	33
47980	Unley (C)	305	221
48050	Victor Harbor (DC)	223	168
48120	Waikerie (DC)	86	62
48190	Wakefield Plains (DC)	105	87
48400	Warooka (DC)	16	13
48470	West Torrens (C)	1,684	1,244
48540	Whyalla (C)	1,134	918
48610	Willunga (DC)	355	257
48750	Yankalilla (DC)	89	66
48820	Yorke town (DC)	87	70
49179	Unincorp. Lincoln	28	22
49389	Unincorp. Whyalla	14	13
49459	Unincorp. Pirie	7	4
49529	Unincorp. Flinders Ranges	32	21
49589	Unincorp. Far North	56	45
Unknown		150	112
Total		35,695	26,741

Tasmania

60210	Break O'Day (M)	250	204
60410	Brighton (M)	971	744
60611	Burnie (C) - Pt A	785	605
60811	Central Coast (M) - Pt A	1,825	1,410
61210	Circular Head (M)	170	128
61410	Clarence (C)	1,456	1,153
61511	Derwent Valley (M) - Pt A	542	415
61810	Dorset (M)	148	101
62010	Flinders (M)	33	23
62211	George Town (M) - Pt A	311	253
62212	George Town (M) - Pt B	14	12
62410	Glamorgan/Spring Bay (M)	304	243
62610	Glenorchy (C)	1,806	1,368
62811	Hobart (C) - Inner	540	416
62812	Hobart (C) - Remainder	1,059	800
63010	Huon Valley (M)	572	434
63210	Kentish (M)	224	179
63410	King Island (M)	29	17
63611	Kingborough (M) - Pt A	449	338

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63612	Kingborough (M) - Pt B	34	25
63811	Latrobe (M) - Pt A	243	184
64011	Launceston (C) - Inner	1,528	1,174
64012	Launceston (C) - Pt B	1,159	880
64013	Launceston (C) - Pt C	47	35
64211	Meander Valley (M) - Pt A	42	32
64212	Meander Valley (M) - Pt B	414	322
64611	Northern Midlands (M) - Pt A	207	155
64612	Northern Midlands (M) - Pt B	84	62
64811	Sorell (M) - Pt A	380	288
64812	Sorell (M) - Pt B	13	7
65010	Southern Midlands (M)	112	89
65210	Tasman (M)	103	79
65411	Waratah/Wynyard (M) - Pt A	554	437
65610	West Coast (M)	221	160
65811	West Tamar (M) - Pt A	387	287
Unknown		135	102
Total		17,151	13,161

Victoria

10300	Balranald (A)	829	578
10650	Berrigan (A)	164	123
17800	Wakool (A)	173	132
20111	Alpine (S) - East	124	87
20112	Alpine (S) - West	87	73
20260	Ararat (RC)	241	176
20571	Ballarat (C) - Central	1,810	1,409
20572	Ballarat (C) - Inner North	256	184
20573	Ballarat (C) - North	54	42
20574	Ballarat (C) - South	426	324
20661	Banyule (C) - Heidelberg	917	647
20662	Banyule (C) - North	898	580
20741	Bass Coast (S) - Phillip Is.	163	116
20744	Bass Coast (S) Bal	303	225
20831	Baw Baw (S) - Pt A	803	602
20834	Baw Baw (S) - Pt B East	25	21
20835	Baw Baw (S) - Pt B West	325	240
20911	Bayside (C) - Brighton	349	238
20912	Bayside (C) - South	591	399
21111	Boroondara (C) - Camberwell N.	398	256
21112	Boroondara (C) - Camberwell S.	558	376

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21113	Boroondara (C) - Hawthorn	332	236
21114	Boroondara (C) - Kew	217	134
21181	Brimbank (C) - Keilor	3,251	2,307
21182	Brimbank (C) - Sunshine	3,235	2,423
21271	Buloke (S) - North	42	35
21272	Buloke (S) - South	34	24
21371	Campaspe (S) - Echuca	230	161
21374	Campaspe (S) - Kyabram	249	181
21375	Campaspe (S) - Rochester	17	13
21376	Campaspe (S) - South	54	41
21452	Cardinia (S) - North	330	221
21453	Cardinia (S) - Pakenham	42	25
21454	Cardinia (S) - South	143	107
21612	Casey (C) - Berwick	585	405
21613	Casey (C) - Cranbourne	860	572
21616	Casey (C) - Hallam	977	653
21618	Casey (C) - South	181	110
21674	C. Goldfields (S) Bal	169	133
21751	Colac-Otway (S) - Colac	221	162
21754	Colac-Otway (S) - North	122	89
21755	Colac-Otway (S) - South	74	54
21831	Corangamite (S) - North	90	70
21832	Corangamite (S) - South	63	41
21891	Darebin (C) - Northcote	1,196	876
21892	Darebin (C) - Preston	2,334	1,714
21951	Delatite (S) - Benalla	254	190
21954	Delatite (S) - North	125	94
21955	Delatite (S) - South	132	103
22111	E. Gippsland (S) - Bairnsdale	678	497
22113	E. Gippsland (S) - Orbost	257	195
22115	E. Gippsland (S) - South- West	55	36
22117	E. Gippsland (S) Bal	31	27
22171	Frankston (C) - East	385	256
22174	Frankston (C) - West	1,660	1,210
22250	Gannawarra (S)	138	99
22311	Glen Eira (C) - Caulfield	781	548
22314	Glen Eira (C) - South	466	329
22411	Glenelg (S) - Heywood	398	292
22412	Glenelg (S) - North	37	30
22491	Golden Plains (S) - North- West	218	157
22492	Golden Plains (S) - South- East	86	66

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22621	Gr. Bendigo (C) - Central	1,575	1,169
22622	Gr. Bendigo (C) - Eaglehawk	370	271
22624	Gr. Bendigo (C) - Inner North	240	172
22628	Gr. Bendigo (C) - Pt B	218	175
22671	Gr. Dandenong (C) - Dandenong	2,773	1,930
22674	Gr. Dandenong (C) Bal	753	562
22751	Bellarine - Inner	734	539
22752	Corio - Inner	2,209	1,644
22753	Geelong	327	247
22755	Newtown	709	506
22757	Greater Geelong (C) - Pt B	497	347
22758	Greater Geelong (C) - Pt C	222	152
22831	Gr. Shepparton (C) - Pt A	1,271	925
22834	Gr. Shepparton (C) - Pt B East	28	19
22835	Gr. Shepparton (C) - Pt B West	124	85
22911	Hepburn (S) - East	382	276
22912	Hepburn (S) - West	172	133
22980	Hindmarsh (S)	105	77
23111	Hobsons Bay (C) - Altona	1,236	883
23112	Hobsons Bay (C) - Williamstown	519	386
23191	Horsham (RC) - Central	301	219
23194	Horsham (RC) Bal	47	33
23271	Hume (C) - Broadmeadows	2,227	1,621
23274	Hume (C) - Craigieburn	587	401
23275	Hume (C) - Sunbury	275	184
23351	Indigo (S) - Pt A	207	144
23352	Indigo (S) - Pt B	45	35
23431	Kingston (C) - North	1,156	809
23434	Kingston (C) - South	452	313
23671	Knox (C) - North	1,456	996
23674	Knox (C) - South	231	161
23814	La Trobe (S) - Morwell	1,000	784
23815	La Trobe (S) - Traralgon	33	24
23943	Loddon (S) - North	90	61
23945	Loddon (S) - South	171	143
24131	Macedon Ranges (S) - Kyneton	15	11
24134	Macedon Ranges (S) - Romsey	113	66

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24135	Macedon Ranges (S) Bal	147	90
24211	Manningham (C) - East	401	277
24214	Manningham (C) - West	1,181	805
24330	Maribyrnong (C)	1,240	912
24411	Maroondah (C) - Croydon	525	346
24412	Maroondah (C) - Ringwood	217	148
24601	Melbourne (C) - Inner	189	131
24602	Melbourne (C) - Remainder	3,391	2,474
24651	Melton (S) - East	526	350
24654	Melton (S) Bal	763	532
24781	Mildura (RC) - Pt A	411	275
24782	Mildura (RC) - Pt B	25	20
24851	Mitchell (S) - North	260	203
24854	Mitchell (S) - South	266	200
24901	Moira (S) - East	132	102
24904	Moira (S) - West	164	117
24971	Monash (C) - South-West	817	585
24974	Monash (C) - Waverley East	567	369
24975	Monash (C) - Waverley West	249	158
25063	Moonee Valley (C) - Essendon	551	398
25065	Moonee Valley (C) - West	378	261
25154	Moorabool (S) - Ballan	99	67
25155	Moorabool (S) - West	18	15
25251	Moreland (C) - Brunswick	1,456	1,048
25252	Moreland (C) - Coburg	1,182	828
25253	Moreland (C) - North	1,105	823
25341	Mornington P'sula (S) - East	417	277
25344	Mornington P'sula (S) - South	817	593
25345	Mornington P'sula (S) - West	414	286
25431	Mount Alexander (S) - C'maine	204	151
25434	Mount Alexander (S) Bal	213	155
25491	Moyne (S) - North-East	24	16
25493	Moyne (S) - North-West	129	93
25496	Moyne (S) - South	85	63
25621	Murrindindi (S) - East	108	81
25622	Murrindindi (S) - West	79	58
25713	Nillumbik (S) - South	67	42
25715	Nillumbik (S) - South-West	101	66
25718	Nillumbik (S) Bal	133	88
25811	N. Grampians (S) - St	141	107

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	Arnaud		
25814	N. Grampians (S) - Stawell	147	116
25901	Port Phillip (C) - St Kilda	1,768	1,226
25902	Port Phillip (C) - West	541	390
25991	Pyrenees (S) - North	380	294
25994	Pyrenees (S) - South	62	50
26171	South Gippsland (S) - Central	169	127
26174	South Gippsland (S) - East	76	54
26175	South Gippsland (S) - West	92	68
26261	S. Grampians (S) - Hamilton	178	142
26264	S. Grampians (S) - Wannon	36	24
26265	S. Grampians (S) Bal	57	43
26351	Stonnington (C) - Prahran	176	107
26352	Stonnington (C) - Malvern	198	136
26430	Strathbogie (S)	205	152
26493	Surf Coast (S) - East	173	127
26495	Surf Coast (S) - West	111	80
26614	Swan Hill (RC) - Robinvale	121	78
26616	Swan Hill (RC) Bal	83	62
26671	Towong (S) - Pt A	19	12
26672	Towong (S) - Pt B	49	26
26701	Wangaratta (RC) - Central	463	330
26704	Wangaratta (RC) - North	21	15
26705	Wangaratta (RC) - South	20	16
26730	Warrnambool (C)	661	497
26811	Wellington (S) - Alberton	1,031	770
26813	Wellington (S) - Maffra	171	118
26814	Wellington (S) - Rosedale	133	103
26890	West Wimmera (S)	54	42
26981	Whitehorse (C) - Box Hill	216	141
26984	Whitehorse (C) - Nunawading E.	143	91
26985	Whitehorse (C) - Nunawading W.	364	234
27071	Whittlesea (C) - North	370	260
27074	Whittlesea (C) - South	1,595	1,148
27170	Wodonga (RC)	630	452
27262	Wyndham (C) - North-West	717	494
27265	Wyndham (C) - Werribee	645	413
27351	Yarra (C) - North	1,788	1,301
27352	Yarra (C) - Richmond	697	490
27451	Yarra Ranges (S) - Central	369	264
27454	Yarra Ranges (S) - North	156	93
27455	Yarra Ranges (S) - South-	1,163	755

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	West		
27631	Yarriambiack (S) - North	27	23
27632	Yarriambiack (S) - South	96	72
28529	French Island	1	1
Unknown		690	493
Total		89,167	63,787

**Western
Australia**

49589	Unincorp. Far North	1	1
50070	Albany (T)	728	447
50140	Albany (S)	7	3
50210	Armadale (C)	769	487
50250	Ashburton (S)	47	22
50280	Augusta-Margaret River (S)	199	116
50350	Bassendean (T)	449	289
50420	Bayswater (C)	1,159	784
50490	Belmont (C)	568	378
50560	Beverley (S)	31	22
50630	Boddington (S)	18	12
50770	Boyup Brook (S)	31	24
50840	Bridgetown-Greenbushes (S)	88	52
50910	Brookton (S)	13	7
50980	Broome (S)	513	369
51050	Broomehill (S)	9	4
51120	Bruce Rock (S)	9	5
51190	Bunbury (C)	835	564
51260	Busselton (S)	449	305
51310	Cambridge (T)	722	463
51330	Canning (C)	825	557
51400	Capel (S)	67	38
51470	Carnamah (S)	6	4
51540	Carnarvon (S)	196	122
51820	Cockburn (C)	1,671	1,093
51890	Collie (S)	335	228
51960	Coolgardie (S)	94	55
52030	Coorow (S)	20	15
52100	Corrigin (S)	14	11
52170	Cottesloe (T)	70	38
52240	Cranbrook (S)	6	4
52310	Cuballing (S)	12	8
52380	Cue (S)	16	12
52450	Cunderdin (S)	13	7
52520	Dalwallinu (S)	13	10

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52590	Dandaragan (S)	42	29
52660	Dardanup (S)	25	14
52730	Denmark (S)	136	96
52800	Derby-West Kimberley (S)	506	368
52870	Donnybrook-Balingup (S)	79	48
52940	Dowerin (S)	3	3
53010	Dumbleyung (S)	4	2
53150	East Fremantle (T)	105	63
53220	East Pilbara (S)	317	192
53290	Esperance (S)	200	131
53360	Exmouth (S)	39	22
53431	Fremantle (C) - Inner	332	247
53432	Fremantle (C) - Remainder	397	265
53500	Geraldton (C)	961	658
53570	Gingin (S)	63	36
53640	Gnowangerup (S)	26	16
53710	Goomalling (S)	12	8
53780	Gosnells (C)	1,236	791
53920	Halls Creek (S)	312	210
53990	Harvey (S)	124	82
54060	Irwin (S)	64	39
54130	Jerramungup (S)	2	1
54200	Kalamunda (S)	1,690	1,098
54280	Kalgoorlie/Boulder (C)	424	276
54340	Katanning (S)	80	56
54410	Kellerberrin (S)	18	15
54480	Kent (S)	3	2
54550	Kojonup (S)	17	10
54620	Kondinin (S)	17	13
54690	Koorda (S)	10	9
54760	Kulin (S)	6	4
54830	Kwinana (T)	691	455
54900	Lake Grace (S)	8	5
54970	Laverton (S)	68	49
55040	Leonora (S)	33	25
55110	Mandurah (C)	1,278	875
55180	Manjimup (S)	194	126
55250	Meekatharra (S)	74	53
55320	Melville (C)	901	575
55390	Menzies (S)	12	7
55460	Merredin (S)	59	39
55530	Mingenew (S)	14	11
55600	Moora (S)	32	23
55670	Morawa (S)	13	5
55740	Mosman Park (T)	176	130

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55810	Mount Magnet (S)	29	22
55880	Mount Marshall (S)	8	8
55950	Mukinbudin (S)	6	3
56090	Mundaring (S)	1,086	709
56160	Murchison (S)	36	23
56230	Murray (S)	173	114
56370	Narembeen (S)	5	3
56440	Narrogin (T)	82	63
56580	Nedlands (C)	107	78
56650	Northam (T)	216	148
56720	Northam (S)	38	25
56790	Northampton (S)	67	46
56860	Nungarin (S)	3	1
57000	Perenjori (S)	8	5
57081	Perth (C) - Inner	238	166
57082	Perth (C) - Remainder	237	154
57140	Pingelly (S)	35	23
57210	Plantagenet (S)	89	51
57280	Port Hedland (T)	49	34
57350	Quairading (S)	21	17
57420	Ravensthorpe (S)	12	8
57490	Rockingham (C)	1,431	949
57560	Roebourne (S)	185	111
57630	Sandstone (S)	4	2
57770	Shark Bay (S)	51	37
57840	South Perth (C)	573	368
57914	Stirling (C) - Central	2,511	1,666
57915	Stirling (C) - Coastal	1,030	648
57916	Stirling (C) - South-Eastern	571	406
58050	Swan (S)	1,182	764
58120	Tambellup (S)	8	5
58190	Tammin (S)	12	7
58260	Three Springs (S)	5	3
58330	Toodyay (S)	91	62
58400	Trayning (S)	1	0
58510	Victoria Park (T)	726	501
58540	Victoria Plains (S)	2	1
58570	Vincent (T)	997	703
58610	Wagin (S)	29	16
58751	Wanneroo (C) - Central Coastal	597	365
58753	Wanneroo (C) - North-East	348	205
58755	Wanneroo (C) - North-West	388	238
58757	Wanneroo (C) - South-East	1,029	690
58758	Wanneroo (C) - South-West	837	526

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58820	Waroona (S)	59	38
58890	West Arthur (S)	8	5
59030	Westonia (S)	1	1
59100	Wickepin (S)	11	7
59170	Williams (S)	6	3
59250	Wiluna (S)	38	27
59310	Wongan-Ballidu (S)	15	10
59380	Woodanilling (S)	2	1
59450	Wyalkatchem (S)	14	11
59520	Wyndham-East Kimberley (S)	136	85
59590	Yalgoo (S)	11	5
59660	Yilgarn (S)	8	6
59730	York (S)	60	32
92009	Territory of Christmas Island	9	6
93009	Territory of Cocos (Keeling) Island	31	25
Unknown		1,242	811
Total		37,610	24,785
Australian Total		399,273	283,329

Source: FaCS administrative data; current customers as at 17 Jan 2003. SLA is based on 1996 ABS SLA.

Duration is determined by income support duration as follows:

- Long-term unemployed customers (LTU) are persons who are currently receiving Newstart Allowance or Youth Allowance (other) and have been receiving income support, for all payment types, for 12 months or more.
- Very long-term unemployed customers (VLTU) are persons who are currently receiving Newstart Allowance or Youth Allowance (other) and have been receiving income support, for all payment types, for 2 years or more.

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Output Group: 3.1 Labour Market Assistance

Question No: 10

Topic: Long-term unemployed time series

Written question on notice

Senator Bishop asked:

Please provide trend data since 1996 of the **total** number of long-term Newstart recipients and Youth Allowance (Other) recipients.

Answer:

FaCS Unemployed Customers by Duration, June 1996 to February 2003 (quarterly where available, otherwise annual)

MONTH	LTU unemployed customers (NSA/YA(o), or equivalent payment)	VLTU unemployed customers (NSA/YA(o), or equivalent payment)
Jun-96	284,786	135,657
Jun-97	389,529	198,662
May-98	415,466	241,357
Feb-99	439,830	289,183
May-99	426,333	285,611
Aug-99	442,638	285,193
Nov-99	427,595	280,417
Feb-00	441,506	286,759
May-00	418,249	275,936
Aug-00	400,328	290,259
Nov-00	386,250	279,126
Feb-01	401,662	287,985
May-01	384,209	279,387
Aug-01	379,935	274,287
Nov-01	376,493	268,128
Feb-02	400,467	280,983
May-02	388,091	273,550
Aug-02	383,566	270,819
Nov-02	376,636	267,771
Feb-03	393,651	281,289

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Data prior to February 1999 is sourced from the Departmental Statistical Overview (annual) publications. These publications use DSS/FaCS administrative data (point in time), and although not clearly defined appear to exclude customers who received a nil rate of payment. Duration is determined as follows:

- June 96: Youth Training Allowance (YTA) is duration on YTA; Jobsearch/Newstart is duration on all applicable allowances (Newstart, Jobsearch and YTA).
- June 97: Duration registered as unemployed with CES.
- June 98: Duration is defined as time registered as unemployed.

Data for February 1999 to February 2003 is sourced from FaCS administrative data (point in time), and includes customers who received a nil rate of payment. Duration is determined by income support duration as follows:

- Long-term unemployed customers (LTU) are persons who are currently receiving Newstart Allowance or Youth Allowance (other) and have been receiving income support, for all payment types, for 12 months or more.
- Very long-term unemployed customers (VLTU) are persons who are currently receiving Newstart Allowance or Youth Allowance (other) and have been receiving income support, for all payment types, for 2 years or more.

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Output Group: 3.1 Labour Market Assistance

Question No: 11

Topic: Research

Written question on notice

Senator Bishop asked:

In an answer to Question No 173 from the Hearing of November 21 last year you indicated that stage one of a piece of research entitled Effect of changes to the activity test arrangements on exit from payments – A Mutual Obligation would be available late in the year? Can we have a copy of this research?

Answer:

The report on this research is not yet finalised. When it has been finalised, it will be provided to the Minister for her approval for public release.

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Output Group: 3.2 Support for People with a Disability

Question No: 91

Topic: Unmet need

Hansard Page: CA85

Senator Forshaw asked: What is being done to identify the level of unidentified unmet need?

Answer:

The Australian Institute of Health and Welfare conducted a study in 2002 which included identifying shortfalls in unmet need for disability services. The study was jointly commissioned by the Commonwealth and State and Territory governments.

The Commonwealth has made a \$4.8 billion commitment under the third Commonwealth State Territory Disability Agreement (CSTDA) for disability services over the next five years. This is an increase of nearly \$1.6 billion over the last Agreement, including an extra \$700 million for employment services.

Over the last two budgets the Commonwealth has committed funds to increase the number of disability employment places by over 50 percent and rehabilitation places by 80 percent over the next three years.

The Commonwealth has responded to unmet need in the disability sector by allocating \$929 million over the last two years of the Agreement (2000-01 and 2001-02) to assist the States and Territories to meet their responsibilities for accommodation and related support services.

This figure includes \$150 million in new funding to address unmet need in State-provided services. In the next Agreement the Commonwealth is providing a further \$551 million to continue this funding. The Commonwealth has also provided an additional \$125 million to the States and Territories to assist them with disability services.

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Output Group: 3.2 Support for People with a Disability Question No: 93

Topic: Efficiency Dividend Review

Hansard Page: CA86

Senator Forshaw asked: Are you able to indicate the cost to the department of doing the review?

Answer: The internal review costs cannot be quantified as is was undertaken as part of normal day to day operations. It is estimated that across all department staff that were involved in the process, about 28 hours of their time (approximate salary cost of \$1,084) was applied to this internal review.

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Output Group: **Support for people with a disability** **Question No: 92**

Topic: **Wage Assessment Tool**

Hansard Page: **CA85**

Senator Forshaw asked:

What is the process and cost of tendering for the administration of the Wage Assessment Tool.

Answer:

Tool Implementation Tender process:

- An open Request for Tender (RFT) was advertised 14/12/02 and 11/01/03 resulting in 54 requests for the RFT package;
- tenders closed 30 Jan 2003; and
- tender selection panel deliberations are currently underway.

Cost

As tendering for the administration of the wage assessment tool has yet to be finalized, full costs will not be available until the tender process is complete.

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Output Group: Support for people with a disability **Question No: 95**

Topic: Wage Assessment Tool

Hansard Page: CA90

Senator Forshaw asked:

Provide information about the development of the Wage Assessment Tool:

- a) Tendering process, timeline etc.;
- b) Report on the trial; and
- c) How much are HOI being paid (initial and additional payments).

Answer:

a) Tendering Processes

In December 2001, and again in January 2002, FaCS sought Expressions of Interest from suitable agencies to develop a wage assessment tool for business services. Eleven responses were received. Of these, seven were invited to submit a full response to tender documentation. Four submitted full proposals.

On 6 May 2002 Health Outcomes International (HOI) were selected and subsequently contracted on 17 May 2002 to develop the new wage assessment tool for business services and a number of complementary deliverables including training products, administrative guidelines and computer software for the new tool.

b) Report on trial

On 20 September 2002, HOI submitted initial trial outcomes to the Reference Group made up of representatives of ACROD, ACTU, NCID and Government. The Reference Group determined that the initial trial sample made up of 83 employees across 19 business services in Qld, Vic, SA and NSW did not provide adequate coverage and recommended further trialling.

On 3 February 2003 the contract with HOI was varied to support additional trialling of the Wage Assessment Tool. There will be an additional 100 assessments. The extended trial report will be provided to the Reference Group when completed.

c) How much are HOI being paid (initial and additional payments).

Initial contract	\$374,000
Deed of Variation	<u>\$139,200</u>
Total	<u>\$513,200</u> (GST Exc)

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Output Group: 3.2 Support for people with a disability **Question No: 94**

Topic: Quality Assurance Handbook

Hansard Page: CA88

Senator Forshaw asked: What was the printing and distribution cost?

Answer:

The printing and distribution costs for the quality assurance handbook were \$46,613. This included the design, photography, layout and typesetting, printing, production of CDs, packaging and mailing for 2000 folders.

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Output Group: 3.2 Support for People with a Disability **Question No: 96**

Topic: National Disability Advisory Council

Hansard Page: CA92

Senator Forshaw asked: That CVs be provided on each member of the National Disability Advisory Council, outlining organisations they are affiliated with.

Answer:

Profiles on Council members, including organisations they are affiliated with are detailed below. Members are chosen on merit and come from around Australia. Members bring with them a wide range of experience in the issues affecting people with disabilities, their families and carers. Some have disabilities themselves, some have family members with disabilities and others have spent many years in providing support services for people with disabilities.

Chair, Mr Ian Spicer AM (Vic) - As Chair of VATMI Industries which provides specialist employment and training for people with a disability and as a parent of a daughter with an intellectual disability, Ian brings experience as both a carer and service provider. He was formally a consultant to the Australian Law Reform Commission's 1995-6 review of disability services legislation, a member of the Youth Pathways Action Plan Taskforce and the Council for Aboriginal Reconciliation. Ian is also Chair of the Disability Quality and Standards Working Party, Deputy Chair of the Enterprise and Career Education Foundation Ltd and is a member of the Welfare Reform Consultative Forum. Ian has had over 35 years experience representing Australian business at a state, national and international level.

Deputy Chair, Dr Lynne Davis (NSW) - Lynne Davis is a sociologist, with a particular interest in social policy, and was formerly a university lecturer. Lynne is a member of People With Disabilities (NSW) and Women With Disabilities (Australia), and a Director of Blind Citizens Australia and the Royal Blind Society of NSW. She has published numerous chapters and articles on the sociology of disability, and is a founding member of the Social Relations of Disability Research Network.

Deputy Chair, Mr Joe Gamblin (Qld) - Executive Director of the Horizon Foundation Inc, a community based organisation that provides a range of services for people with disabilities, Joe has extensive experience in managing not-for-profit organisations. A Fellow of the Australian Institute of Management, he has an MBA and a Graduate Diploma in Communication Practice. He is also on the executive of his local Chamber of Commerce and Workplace Training Group.

Mrs Barbara Alexander AO (Vic) - The parent of two children (both deceased) who had Cockayne Syndrome, a rare degenerative condition, Barbara is an active member of various support groups for parents of children with disabilities in Victoria, including five years as President of the state's Association for Children with a Disability. She is a member of the Victorian Government's Quality Improvement Reference Committee for Disability Services.

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Mr Phillip Beddall (SA) - Currently Consumer Director for Community Support Inc, the largest brokerage support service for people with disabilities in South Australia, Phillip is also Chair of Disability Action and Shelter SA. Phillip has dual experience, having cerebral palsy and being a carer for his partner. Phillip has extensive experience working with local councils, consumers, business and the community to help improve access for people with disabilities.

Mrs Jan Bishop (WA) - Jan is recognised nationally and internationally for her involvement in the rehabilitation, community integration and deinstitutionalisation of young people with acquired brain injury and acquired disability. She is President of Brain Injury Australia and Chair of Headwest (formerly the Head Injury Society of Western Australia). Jan is the proprietor of Bennu International Consultancy specializing in community integration, rehabilitation and disability. Jan is also a recipient of Rotary International's prestigious Paul Harris Fellowship.

Mrs Robyne Burrridge (NT) - Robyne has extensive experience on the range of issues and barriers facing people with disabilities. After working as a public servant for 18 years, she now has her own disability brokerage business, which incorporates case management, advocacy, counselling and advice. She was recently awarded a Women's Achievement Award by the Northern Territory Chief Minister for outstanding contribution to the Territory. She has been an alderman on Darwin City Council since 1984, including one year as Deputy Lord Mayor. Robyne has cerebral palsy.

Ms Margaret Cooper, OAM (Vic) - Margaret was Chief Social Worker at the Preston and Northcote Community Hospital between 1974 and 1997, working primarily with families of patients who had acquired severe injury and disability through substance abuse, orthopaedic injury, head injury or age related disorders. She has a strong involvement with disability issues through Disabled Persons International (Australia) and as Chair of Women With Disabilities Australia between 1995-1997. Margaret, affected by polio from an early age, is currently undertaking a PhD at La Trobe University in the area of successful ageing of people with disabilities.

Dr Jill Duncan (SA) - Dr Jill Duncan is a service provider for children who are deaf or hearing impaired. She holds degrees in speech pathology, audiology, deaf education, and applied linguistics. She is a member of several national and international peak bodies and is on the editorial board of a number of professional journals. She has published research on topics including social discourse development, level of stress of parents of hearing impaired children and complex skills development. She and her teenage son both have a permanent conductive hearing loss and associated tinnitus.

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Ms Christine Kerr (WA) – Christine is a strong advocate of disability issues both personally and professionally. She has been a member of the WA Disability Services Commission board and managed an employment service for people with disabilities for 7 years. Currently lecturing in Community Services – disability work, Chris is actively involved in working together with local governments, the community and consumers with disability to improve access at all levels for all people to community life. Christine has paraplegia.

Mr Tom Monks (WA) – Tom is from a non-English speaking background, he has knowledge of disability, youth and cultural diversity issues at both a personal and professional level. He is a member of several peak state organisations including the Youth Affairs Council of Western Australia, the Ethnic Communities Council of Western Australia and he is president of the Ethnic Disability Advocacy Centre. Currently Tom is running his own business in community consultation, policy development for international governments on disabilities and community and corporation relations in regional areas. Tom is a double amputee.

Ms Cheryl Shuttleworth (TAS) - Over the past two years Cheryl has been the family representative on Tasmania's Disability Services, Sector Reform, Reference Group. She is employed as an Inclusion Officer and Playgroup Consultant for Playgroup Tasmania, where she endeavors to integrate families living with disabilities into existing community based playgroups. Cheryl is also State President for the Association for Children with Disability, (Tas.) Inc. Cheryl is the mother of a daughter with severe autism who also suffers psychosis.

Mr Michael Sullivan (NSW) - As a person with an intellectual disability, Michael is well equipped to provide advice on a variety of issues facing people with disabilities. Working as a clerk, he has had to advocate strongly on his own behalf to gain and maintain open employment. Michael is particularly interested in issues affecting people in rural and remote communities. He is an adviser to the NSW Council for Intellectual Disability.

Mr Ian Trehwella AM (ACT) - Ian was a successful Paralympic athlete in 1980 and 1984 with silver medals for archery and the pentathlon. He is currently Deputy Chair of the ACT Paralympic Committee and, previously chaired the ACT Disability Services Advisory Committee amongst other key positions on disability organisations. Ian played a key role in getting young people with disabilities out of ACT Nursing Homes into their own community housing. Committed to working for people with a disability he also owns and operates a small business called The Wheelchair Factory. Ian is a quadriplegic and has been heavily involved in disability issues over many years.

Mrs Elsie Wanatjura (NT) - A Ngaanyatjarra and Pitjantjatjara woman, who lives with the Mutitjulu Community at Uluru, Elsie has been a Disability Support Worker with the Ngaanyatjarra and Pitjantjatjara Yankunytjatjara Women's Council since 1993. Elsie was a member of the Human Rights and Equal Opportunity Commission National Reference Group on Disability Discrimination Law and Mental Health. She has also been a member of the South Australian Health Commission's Disabilities in Aboriginal Communities Project and a member of the Northern Territory Adult Guardianship Board.

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Output Group: 3.2 Support for People with a Disability

Question No: 97

Topic: National Disability Advisory Council

Hansard Page: CA93

Senator Forshaw asked: That an update be provided on the work being undertaken by the National Disability Advisory Council's Working Groups.

Answer:

The National Disability Advisory Council Working Groups have been devised to work on specific projects identified by Council. Working Groups can organise to meet in conjunction with NDAC meetings or out of session on specific projects through teleconferences or by email. The working groups have been investigating a number of topics, as well as keeping a watching brief on general disability issues.

All Working Groups develop advice on relevant issues for consideration by the Minister.

The seven Working Groups of Council and their recent activities are detailed below.

1. Commonwealth State Territory Disability Agreement

- In consultation with the State Territory Disability Advisory Bodies developed the Preamble to the new Commonwealth State Territory Disability Agreement
- The Working Group continues to keep a watching brief on this issue and receive regular updates about progress.

2. Employment

The Working Group monitors and reviews a range of employment issues including:

- The Australians Working Together initiatives – re employment.
- FaCS employment reforms:
 - Case Based Funding.
 - Quality Assurance
 - Business Services Wage Assessment Tool; and
 - Business Services Review

3. De-institutionalisation, community housing and accommodation

This working group is assisting Council to continue to monitor progress towards de-institutionalisation and to explore community living options, including community housing.

4. Welfare Reform and income support

Much of the activities of this Working Group is driven by the welfare reform agenda of the Government – *Australians Working Together*. Major areas of recent activity have been related to:

- the impact of the welfare reform agenda on people with a disability, their families and carers; and
- the delivery of Centrelink services to people with a disability, their families and carers.

Mr Ian Spicer is a member of the Welfare Reform Consultative Committee.

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5. Education and training

The Working Group is exploring flexible pathways through school to training and employment and improved access to vocational education and training for people with disabilities. Priorities include:

- Disability Discrimination Act Education Standards. Equity across public and private sectors;
- Strategies to highlight early childhood intervention for children with disabilities; and
- Education in rural and remote area.

The Council recently wrote to Minister for Education Training and Youth Affairs concerning the Draft Disability Standard for Education.

6. Health care/ageing/disability interface

The Working Group has held discussion and presented information on the healthcare/ageing/disability interface in a number of fora including:

- Meeting with relevant Ministers; conference presentations; and discussions with Australian Institute of Health and Welfare and the Australian Bureau of Statistics; and
- Membership of the Attorney-General's Department Core Consultative Group of the Age Discrimination Reforms.

7. Rights and access

This Working Group has recently developed submissions or contributed to discussions on access and equity issues concerning:

- Standards under the Disability Discrimination Act, such as transport and education;
- Media and Disability;
- Australian Law Reform Commission Inquiry into the Protection of Human Genetic Information;
- Review of the Airports Act 1996;
- Melbourne 2030 Transport Plan;
- United Nations Convention on the rights of people with disabilities;
- Productivity Commission Review of the Disability Discrimination Act; and
- Accessible Transport National Advisory Committee.

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Output Group: 3.2 Support for People with a Disability **Question No: 98**

Topic: National Disability Advisory Council

Hansard CA92

Senator Forhaw asked: That an update be provided on each meeting of the National Disability Advisory Council held in 2002 and for a copy of the Council's strategic plan.

Answer: The Council updates are produced after each meeting and are published on the FaCS Internet site at <http://www.facs.gov.au/internet/facsinternet.nsf/aboutfacs/programs/disability-ndac.htm#newsletters> as well as being widely distributed within the community. Council met four times in 2002. Copies of all updates published following these meetings are attached along with a copy of Council's *Strategic Plan 1999-2003*. [Note: the Strategic Plan has not been included in the electronic/printed volume]

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Output Group: 3.2 Support for People with a Disability **Question No: 135**

Topic: National Disability Advisory Council

Written question on notice

Senator Bishop asked: Has the National Disability Advisory Council produced an end of term report since 1999? (The last report on the website is dated 1999. Please note, this report is different to the Council Newsletter Update)

Answer: The Council is mid-way through its second term and therefore the last end of term report was produced in 1999.

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Output Group: 3.2 Support for People with a Disability **Question No: 89**

Topic: Disability Employment Services

Hansard Page: CA81

Senator Forshaw asked:

a) how many employees of supported employment outlets in high level need category by State?

Answer:

Results of the 2002 Disability Services Census indicate that 4,532 consumers of Supported Employment (Business) services were in the high level need category. See the table below.

2002 Census: High level need consumers* of Supported Employment Services by State/Territory

<i>State/ Territory</i>	Supported Employment Services
ACT	8
NSW	1,696
NT	31
QLD	254
SA	870
TAS	236
VIC	976
WA	461
Total	4,532

* Consumers with high level needs are those whose services have indicated they are 'unable to do or always need help or supervision' in the area of working. Working is defined as undertaking actions, behaviours and tasks needed to obtain and retain paid employment.

This data should be used with care as responses to this Census question are based on the observations of service staff.

b) What are the waiting times and numbers for people needing employment and training by state/territory?

Answer:

The department does not track individuals' access to disability employment assistance. Consistent information on waiting times and numbers is not available as not all service providers keep waiting lists.

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Output Group: 3.2 Support for People with a Disability **Question No: 125**

Topic: CRS Australia

Written question on notice

Senator Bishop asked: Please provide details of current Newstart and Disability Support Pensioners who are receiving services from the Commonwealth Rehabilitation Service?

Answer:

As at 31 December 2002 CRS Australia were providing services to:

Newstart	7628
DSP	3544

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Output Group: 3.2 Support for People with a Disability

Question No: 126

Topic: CRS Australia

Written question on notice

Senator Bishop asked: How many a) Newstart b) Disability Support Pension c) other Centrelink customers received CRS Australia support in 1995-96, 1996-97, 1997-98, 1998-99, 1999-2000, 2000-2001 and 2001-02?

Answer:

Assisted clients by income source

	1995 – 96	1996 – 97	1997 – 98	1998 – 99	1999 – 00	2000 – 01	2001 - 02
DSP	8501	8868	8173	7352	8357	9326	8673
Newstart	2559	6307	10870	11699	12911	14185	14385
Other	18859	15417	8879	7381	7954	8001	7147
Total	29919	30592	27922	26432	29222	31512	30205

Assisted clients are those clients on program at the start of the financial year plus new clients during the reporting period (financial year).

Other includes clients receiving payments and/or allowances such as Youth Allowance, etc

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Output Group: 3.2 Support for People with a Disability

Question No: 127

Topic: CRS Australia

Written question on notice

Senator Bishop asked: How many individuals (Centrelink customers) by payment type were assessed as eligible for CRS Australia services but refused due to unavailability of funded places in 1995-96, 1996-97, 1997-98, 1998-99, 1999-2000, 2000-2001 and 2001-02?

Answer:

CRS Australia does not refuse individuals based on the unavailability of funded places. Client's capacity to gain from a rehabilitation intervention is assessed in accordance with Section 5 of the Disability Services Act 1986 and the Disability Services (Rehabilitation Programs) Guidelines. In determining the provision of a rehabilitation program, the following factors are considered:

- the objects of the Act are more likely to be achieved through the provision of vocational programs than with non-vocational programs, and
- the availability of resources that exist in the community which may meet the individual's needs as well as, or better than services provided by CRS Australia.

Prior to approval:

- the individual's medical condition must be sufficiently stable so as to allow the individual to participate in, and benefit from his/her rehabilitation program
- the program has a reasonable prospect of substantially increasing the capacity of the person to obtain or retain paid employment

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Question No: 128

Topic: CRS Australia

Written question on notice

Senator Bishop asked: How many individuals (Centrelink customers) by payment type were assessed to determine their eligibility for CRS Australia services in 1995-96, 1996-97, 1997-98, 1998-99, 1999-2000, 2000-2001 and 2001-02?

Answer:

Referrals received with an assessment undertaken by income source

	95 – 96	96 – 97	97 – 98	98 – 99	99 – 00	00 – 01	01 - 02
DSP	6545	6952	6565	5581	7000	8742	7952
Newstart	1924	6293	8648	8886	9750	13242	13201
Other	14417	11123	6602	5951	5654	6574	5800
#	5379	6547	7446	6143	3797	41	2

- We have included this category to give a full representation of the referral numbers for CRS Australia. We are unable to determine the income source for these referrals, as the income source is not collected until a program is started. Some of these referrals may be DSP or Newstart.

Please note that the number of individuals assisted in a year may be more than the number of individuals assessed, as individuals commence rehabilitation programs at different points in the year and take, on average, almost a year to complete their program. They will, therefore, appear in the assessment statistics for one year, but may appear in the assisted statistics over several years.

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Question No: 129

Topic: CRS Australia

Written question on notice

Senator Bishop asked: How many individuals (Centrelink customers) by payment type received rehabilitation services from providers other than CRS Australia in 1995-96, 1996-97, 1997-98, 1998-99, 1999-2000, 2000-2001 and 2001-02?

Answer:

CRS Australia is the sole provider of Commonwealth funded rehabilitation services for people with disabilities. In some instances CRS Australia have used external providers in trial or project environments. The following data represents where CRS Australia sought private providers for various service delivery provisions.

NSW External Providers Project

This program was commissioned by CRS Australia to enhance its purchasing ability from private providers and to ensure access for clients.

Individuals who have received rehabilitation services from providers other than CRS Australia by payment type

Payment Type	2001 - 02	2002 - 03
DSP	8	4
NSA	10	3
NSA (Incap)	4	0
Other	7	1
Total	29	8

FaCS Assessment and Contestability Trial

FaCS Assessment and Contestability trial new program starts

	2000 - 01	2001 - 02	2002 - 03
New Starts	69	397	2

FaCS Contestability trial new program starts by payment type

DSP	208
Newstart/YA	146
Newstart/YA (Incap)	109
Other	5
Total	468

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Question No: 130

Topic: CRS Australia

Written question on notice

Senator Bishop asked: Please provide a copy of the current Service Level Agreement between FaCS and CRS Australia?

Answer: A copy of the current Service Level Agreement between FaCS and CRS Australia is attached. [Note: the attachment has not been included in the electronic/printed volume]

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Topic: CRS Australia

Written question on notice

Senator Bishop asked: When does the current Agreement expire?

Answer: The current agreement between FaCS and CRS Australia expires on 30 June 2003.

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Question No: 132

Topic: CRS Australia

Written question on notice

Senator Bishop asked: Please provide a copy of a performance achievement agreement?

Answer: The performance agreement between FaCS and CRS Australia is contained within the current Service Level Agreement at Clause 6. A copy of Clause 6 is attached.

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6. STANDARDS AND PERFORMANCE TARGETS

6.1 Standard and Quality of Services

CRS Australia will perform the Services in accordance with:

- (a) any relevant Commonwealth standards and guidelines issued, amended or replaced from time to time by the Commonwealth and notified to CRS Australia; and
- (b) any quality assurance procedures developed by CRS Australia and approved by the Commonwealth from time to time.

6.2 Achievement of Quality Assurance Certification

CRS Australia shall seek certification under the Commonwealth's new quality assurance system for disability employment and rehabilitation services by 31 December 2002.

6.3 Services to achieve Employment Outcomes

In recognition that the Objects of the *Disability Services Act 1986* the Services shall be provided by CRS Australia to achieve Employment Outcomes set out in this clause 6.

6.4 Employment Outcome Targets

CRS Australia must aim to achieve the Employment Outcome target of 7,300 \pm 2.5% between 1 July 2002 and 30 June 2003.

6.5 Incomplete Programs as a Proportion of Finalised Programs

CRS Australia must aim to ensure that Incomplete Programs are no more than 35% of the Finalised Programs.

6.6 Employment Outcomes as a Proportion of Finalised Programs

CRS Australia must aim to achieve an Employment Outcome for at least 65% of Completed Vocational Rehabilitation Programs between 1 July 2002 and 30 June 2003.

6.7 Percentage of Pensioners and Commonwealth Beneficiaries

CRS Australia must aim to achieve 90% of New Clients provided with rehabilitation programs between 1 July 2002 and 30 June 2003 are pensioners or Commonwealth beneficiaries.

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6.8 Special Needs Groups receiving Rehabilitation

CRS Australia must aim to ensure that Identified Special Needs Groups are in receipt of rehabilitation services in proportions at least comparable to their numbers as a proportion of the general working age population.

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Question No: 133

Topic: CRS Australia

Written question on notice

Senator Bishop asked: Please provide a copy of the guidelines against which individual staff and unit performance are measured (ie the amount of revenue raised, client outcomes etc).

Answer: A copy of the guidelines is attached. [Note: the attachment has not been included in the electronic/printed volume]

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Question No: 136

Topic: CRS Australia

Hansard Page: Written question on notice

Senator Bishop asked: What is the status of the Assessment and Contestability Trial? The final evaluation report was due for completion in August 2002. Has it been completed yet? What recommendations does it contain? Please provide a copy of the Evaluation?

Answer: The Assessment and Contestability Trial has now concluded. The final evaluation report has been completed. The key findings of the evaluation are attached.

The full report may be accessed at

http://www.facs.gov.au/disability/assess_contest/misc/Assess_Contest_Full.pdf

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Overview of the report contents and findings

The trial population

Key findings

■ **As at 6 February 2002, 4 323 people had been advised of the trial, of which:**

2 059 (47.6 per cent) agreed to participate in the trial

2 264 (52.4 per cent) declined to participate in the trial.

Of the 2 059 customers who agreed to participate in the trial:

381 (18.5 per cent) were in receipt of a newly granted Disability Support Pension (DSP)

673 (32.7 per cent) were in receipt of an existing DSP

528 (25.6 per cent) were in receipt of Newstart Allowance/Youth Allowance (NSA/YA)

477 (23.2 per cent) were in receipt of NSA/YA (Incapacitated).

Of the 2 059 customers who agreed to participate in the trial, 2 007 completed the assessment process.

In general, people in the trial were representative of people in the wider trial regions and Australia in terms of disability type and gender. They were not representative in terms of income support. This difference is primarily explained by the voluntary nature of participation in the trial for DSP customers and the mandatory nature of participation in the trial for NSA/YA participants.

Just under half of those people advised of the trial agreed to participate. Older people, particularly those aged 60 years and older were more likely to decline participation, as were people who have been recently granted DSP and Existing DSP customers.

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The assessment process: barriers, interventions and referrals

Analysis	Key findings
Barriers	<ul style="list-style-type: none"> ■ The most common barriers experienced by trial participants were vocationally related, 41 per cent of all identified barriers. ■ The most commonly identified barriers were: no/limited transferable vocational skills; no/lack of appropriate vocational skills; lack of independence in job seeking, matching and maintenance; depression, reduced confidence and self esteem. Over 30 per cent of participants identified each of these barriers. ■ A participant's barriers were attributable to their disability in 77.8 per cent of cases. Vocational and medical barriers were predominately due to a person's disability, while social barriers tended to be a mixture of both disability and general factors. Environmental barriers were more likely to be related to general factors.
Interventions	<ul style="list-style-type: none"> ■ The most frequently recommended interventions for participants were employment assistance (including for example: vocational guidance, job search support, job placement), accounting for 37.7 per cent of all recommended interventions. This result is expected given that most participants indicated an economic goal. Other frequently recommended interventions were training/re-training/ education (29.3 per cent) and rehabilitation assistance (21.6 per cent).
Referrals	<p>Referrals to service providers were based on the goals, barriers and interventions identified in the individual's participation plan. For some interventions, referral to a particular service provider type may be guided by customer choice and the nature of a participant's ongoing support needs.</p> <ul style="list-style-type: none"> ■ The most common initial referrals were to self directed activities (31.1 per cent), vocational rehabilitation (29.2 per cent) and disability open employment services (18.4 per cent) <ul style="list-style-type: none"> – most of those who initially undertook self directed activities were subsequently referred to vocational rehabilitation or open or supported disability employment assistance. ■ People who were referred for disability supported employment services were most likely to be Existing DSP recipients and have intellectual/learning disabilities. ■ People who were referred to Job Network Intensive Assistance were most likely to be NSA/YA recipients.

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Analysis	Key findings
	<ul style="list-style-type: none"> ■ People who were referred for vocational rehabilitation were most likely to have musculo-skeletal or connective tissue disabilities.
Feedback on assessment process	<p>All stakeholders saw the trial assessment process as very valuable and effective in informing people of their realistic options and opportunities.</p> <p>The assessment was seen as useful and beneficial in assisting participants to meet their social and economic goals.</p>

Work capacity

Analysis	Key findings
Summary of trial work capacity assessments	<p>FaCS assessors assessed the majority of participants as having nil work capacity without intervention (52.5 per cent). Of the 433 participants who had undergone a twelve month review, 75.1 per cent had not achieved either paid employment in an open employment setting or self employment¹.</p> <ul style="list-style-type: none"> ■ As would be expected, New DSP and Existing DSP recipients were assessed as having less work capacity without intervention than other income support recipients. ■ People with intellectual/learning disability, chronic fatigue syndrome and acquired brain injury were identified as having less work capacity without intervention than other disability types. ■ Young people, aged 15-19 years were identified as having high levels of nil capacity to work without intervention compared to other age groups. ■ When considering work capacity <i>with</i> intervention we see a substantially different result with FaCS assessors determining that 70.9 per cent of participants have part time to full time capacity (ie.15 hour of work or more a week). The most significant upward shift in assessed work capacity with intervention, compared to assessed work capacity without

¹ The definition of 'work' used by FaCS assessors in assessing work capacity was: 'Work available anywhere in Australia that is at award wages or above and is in a general employment environment'. Consequently, when assessing whether work capacity assessments had been met, open employment and self employment were the only two categories of work which were covered by this definition.

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Analysis	Key findings
Summary of results of trial work capacity assessments	<p>intervention, is for young people aged 15-19 years.</p> <p>A high percentage of participants realised or exceeded their work capacity assessments mainly because they were assessed as having nil capacity against the criteria used by FaCS assessors².</p> <ul style="list-style-type: none"> ■ New DSP and Existing DSP participants were more likely to realise their work capacity assessments than other income support types because generally they had lower assessed levels of work capacity. ■ Participants with intellectual/learning disability were similarly more likely to realise their assessed work capacity because of their lower assessed capacity. ■ The younger age groups, 15-19 years and 20-24 years were more likely to substantially realise or exceed their work capacity assessments than other age groups. <p>Generally, most people did not achieve employment at award wages in a general employment environment by 12 months. At the 12 month review, some 20 per cent of participants had exceeded their work capacity assessments</p> <ul style="list-style-type: none"> ■ bearing in mind that all participants had some form of intervention and the work capacity assessments were made on the basis of no intervention.
Comparison of trial work capacity assessments and current assessment processes	<p>FaCS assessors considered that trial participants had lower work capacity <i>without</i> intervention, than doctors. There is significant difference between work capacity assessments undertaken by FaCS assessors, treating doctors and medical assessment service providers.</p> <ul style="list-style-type: none"> ■ More than half of FaCS assessor and TDR assessments vary. ■ Over 60 per cent of FaCS and MASP assessments vary. ■ High levels of divergence occur between FaCS, TDR and MASP assessments when considering NSA/YA and NSA/YA (Incapacitated) recipients. <p>There is no correlation between the work capacity assessments from the trial assessment process and the current assessment process with high levels variation. These variations show no obvious patterns in relation to participant characteristics and need to be treated cautiously given that some treating doctor and MASP assessments were taken from old information available on trial participants' files.</p>

² In assessing work capacity, FaCS assessors were restricted to using the same criteria as used in the current DSP provisions. Therefore, they could consider only the person's disability and its direct effects (without intervention) and the person's subsequent capacity to work in a general employment (i.e. open employment) environment at award wages or above.

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Progress with interventions

Analysis	Key findings
Status of interventions – number commenced	<p>At each of the review points approximately 75 per cent of participants had had at least one intervention provided. The percentage of interventions provided increased steadily at each review point.</p> <ul style="list-style-type: none"> ■ ‘Other’ and ‘community participation’ interventions were achieved at a more rapid rate than ‘employment assistance’ and ‘rehabilitation assistance’ interventions. ■ Existing DSP participants were more likely to not have had an intervention than other income support groups <p>– common reasons for non-provision of interventions were that the participants had not taken any action or that the providers had assessed the interventions as inappropriate.</p>

Social and economic participation

Analysis	Key findings
Comparison of participation at assessment versus review	<p>The average number of hours that the participants spent on work related participation increased after assessment. The other key forms of participation remained reasonably constant.</p>
Impact of changes in one form of participation on another	<ul style="list-style-type: none"> ■ Where work related activity increased there was an increased likelihood that participants would increase their participation in at least one other activity and not decrease their participation in any other activity. NSA/YA participants were more likely to have changed their work related participation. ■ Most New DSP participants experienced no change in levels of studying and training participation. ■ Participation in caring activities changed little across all income support groups. ■ NSA/YA participants were more likely to increase their participation in other, unspecified activities. ■ The younger age groups, 15-19 years, 20-24 years were more likely to increase their work related participation than other age groups at both review points. ■ The 55-59 year age group also experienced high levels of increased work related participation and participation in other unspecified activities at both review points.
Changes in employment related participation	<ul style="list-style-type: none"> ■ NSA/YA participants were more likely to increase their paid open employment, self-employment and voluntary work by the eight month review than other participants. ■ By the 12 month review all income support categories achieve similar levels of increased participation.

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Rehabilitation contestability

Analysis	Key findings
Trial providers	<p>There were 13 private providers of vocational rehabilitation services selected to participate in the trial. The characteristics of these providers are similar to those of other private vocational rehabilitation providers operating in the market place.</p> <p>From April 2001, all trial participants requiring a vocational rehabilitation program were referred to a private rehabilitation provider:</p> <ul style="list-style-type: none"> ■ Of the 507 people referred to private providers, only 468 actually undertook a program. ■ As at 30 June 2002, 31 of the 468 participants had successfully completed their programs, of whom 19 (four per cent) had achieved an employment outcome. ■ Trial participants undergoing vocational rehabilitation programs with private providers were more likely to be continuing with their programs than clients of CRS Australia as at 30 June 2002. ■ Trial participants with private vocational rehabilitation providers were less likely to have achieved an employment or non-employment outcome than clients of CRS Australia. ■ Participants who achieved an employment outcome had the greatest average program duration (41.3 weeks).
Experience with the trial	<p>The responses of trial participants who took part in the survey show that they were generally satisfied with the services provided by their private rehabilitation providers. Client satisfaction rates were comparable to those reported by clients of CRS Australia.</p> <p>All private vocational rehabilitation providers were generally satisfied with their participation in the trial and would seek involvement in the provision of Commonwealth-funded vocational rehabilitation programs should the government seek to involve the private sector in the future.</p>
Nature of the private rehabilitation market	<p>Private vocational rehabilitation providers offer a similar range of program elements to that required by Commonwealth vocational rehabilitation clients. It appears that the necessary organisational structures are in place to aid program provision.</p>
Alternative purchasing models for private vocational rehabilitation services	<p>In terms of purchasing models used by vocational rehabilitation programs for workers compensation and motor accident compensation, while all states and the Commonwealth have different legislation, they all have a government regulator. In most states these regulators have responsibility for registration of service providers but none</p>

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Analysis	Key findings
	of the regulators act as an insurer or perform purchasing functions. Purchasing functions are predominately managed by Workcover insurers.
Vocational rehabilitation contestability	Overall, rehabilitation contestability and the use of the expert purchaser model appear to be feasible options for the government-funded rehabilitation market. Information obtained from the private rehabilitation market, along with trial results to date, indicate that the expert purchaser model should ensure clients receive appropriate, good quality services, whilst also containing program costs and expenditure.

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Output Group: 3.2 Support for People with a Disability

Question No: 137

Topic: CRS Australia

Written question on notice

Senator Bishop asked: How much will the trial cost? How much has it cost so far?

Answer:

The trial will cost \$6.5M.

The trial has cost \$6.2M so far with the remainder of funds to be expended in the financial year 2002 – 03.

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Output Group: 3.2 Support for People with a Disability **Question No: 139**

Topic: CRS Australia

Written question on notice

Senator Bishop asked: The Interim Report states that: “All rehabilitation providers in the trial have indicated that they would be interested in seeking involvement in the provision of Commonwealth-funded rehabilitation programs should the Government seek to involve the private sector.” Does CRS share this view?

Answer: CRS Australia notes that the report indicates there is a willingness to undertake Government rehabilitation programs in major centres.

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Output Group: 3.2 Support for People with a Disability **Question No: 134**

Topic: Disability Employment Assistance

Written question on notice

Senator Bishop asked:

What are the detailed costs for the Case Based Funding Trial?

Answer:

Total costs associated with the Case Based Funding Trial.

Description	Amount
Case Based Funding Phase 1 payments for Job seekers	\$19,902,138
Case Based funding Phase 2 payments for job seekers	\$18,267,743
Information Strategy cost for forms and consultation paper	\$147,650
Centrelink assessment for funding allocations (JSCI)	\$1,517,567
Problem Solver (support consultant)	\$247,409
Assessment Tool Development	\$276,082
Data Modelling	\$120,058
Trial Working Group	\$24,442
Trial Evaluation	\$587,253
Total	\$41,090,344

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Output Group: 3.2 Support for People with a Disability

Question No: 145

Topic: Disability Employment Assistance

Hansard Page: CA 82

Senator Forshaw asked:

How many people on Case Based Funding prior to AWT?

Answer:

4528 job seekers were assisted with Case Based Funding prior to AWT, 2237 of those are receiving case based funding to maintain their employment.

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Output Group: 3.2 Support for People with a Disability

Question No: 90

Topic: Case Based Funding Model

Hansard Page: CA82, CA85

Senator Forshaw asked:

- (a) What is the breakdown of the 1 045 additional AWT places by open employment and business services?
- (b) Has any service had their reporting or accounting requirements changed?
- (c) What is the average number of visits by the department to services?

Answer:

(a)

Open employment services	888
Supported (business) employment services	88
Combined Open/supported employment services	69
TOTAL	1 045

- (b) Yes – services in several states and territories have negotiated changes to reporting or accounting requirements with the department. Such changes resulted either from recommendations made in financial viability reports, re-negotiation of targets as part of the usual bi-annual review process or from changes to service provision. In all cases, changes were made through a process of consultation and negotiation with the service.
- (c) It is not possible to calculate the average number of visits by the department to services. Visits are made on an ‘as needed’ basis.

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Question No: 99

Topic: Number of overpayments in relation to customers with an overseas pension

Hansard Page: CA 10

Senator Mark Bishop asked: Has there been any spike up in the number of overpayments in relation to customers with an overseas pension? Has this come through to Centrelink at all?

Question 1: Has there been any spike up in the number of overpayments in relation to customers with an overseas pension?

Answer: No

Supporting Information

While customers are obliged to disclose the amount of foreign income they receive each month the exact value of their foreign payment will depend on the exchange rate offered by the bank on the particular day that their income is converted into Australia dollars.

To avoid the administrative complexity that would be involved in collecting individual rates from the many thousands of pensioners who receive a foreign payment each month Centrelink uses an indicative exchange rate. The indicative exchange rate used by Centrelink is the Commonwealth Bank on-demand airmail buying rate set at five days before the first business day of each month. A rate for each country is entered into the Centrelink system and updated each month. All customers are sent a quarterly statement, informing them of the exchange rates that Centrelink has applied to the value of their foreign payment over the three-month period.

If the exchange rate applied by the customer's bank is higher than the rate applied by Centrelink the issue of overpayment does not arise. This is because as specified in s1100 of the *Social Security Act 1991* the amount of foreign payment received by the customer is the amount calculated using the Centrelink rate, not their actual rate.

Question 2: Has this come through to Centrelink at all?

Answer: No

Supporting Information

As noted above under the current system the issue of overpayment cannot arise. It may however be the case that the actual rate applied by the customers bank is lower than the indicative rate applied by Centrelink. If the customer can provide evidence that the Centrelink rate has resulted in an overestimation of their foreign payment in any given month, and there is at least a 5% difference between the Centrelink rate and the actual rate, then they are entitled to seek a review. Under these circumstances the actual rate would be used.

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It is acknowledged that in some instances there will be a slight difference between the indicative rate applied by Centrelink and the actual rate received by the customer. However temporary losses and gains in entitlements generally balance out over time with no loss to the customer. This is supported by the fact that 86% of all people in receipt of a foreign payment are on long-term payments.

The current system used by Centrelink provides an extremely accurate way of estimating the value of foreign income received by Centrelink customers. As at September 2002 there were 273,291 persons residing in Australia receiving a foreign payment. The vast majority of these customers are paid by way of direct deposit, however there are also a small number of people who are paid by cheque. It would not be possible to give customers the option of reporting the Australian dollar value of their overseas income, as received by them into their bank account, on the day it is received. Not all customers would be able to report the income on the day — many customers are frail aged and some would be incapacitated or in hospital. The administrative costs of collecting this information would also be very high.

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Question No: 100

Topic: Cost of pensioner concessions

Hansard Page: CA15

Senator Bishop asked: Does the department do any work in the area of costing pensioner concessions that are offered by either Commonwealth or State agencies?

Answer: Yes. The Department of Family and Community Services monitors data on the cost of concessions available to Centrelink customers (ie excluding Department of Veterans' Affairs customers). However, there are some limitations on the data that is available. This is because of the variable data collection and reporting methods employed by the various concession providers at the Commonwealth and state/territory levels.

Available data indicates that the total cost of concessions for all Centrelink concession card holders (ie pensioners (all ages) and non-pensioners) is well in excess of \$4 billion per annum.

The calculation below gives an indication of the per annum cost of key concessions, by component. Key concessions include those on:

- Pharmaceutical Benefits Scheme prescription items;
- electricity, municipal/water/sewerage rates, public transport, and motor vehicle registration (together, these are commonly referred to as 'core' concessions);
- rail travel; and
- hearing services.

For the purposes of calculating an indicative full year cost of concessions, the 2000/01 financial year has been used. This is because this is the most recent year for which comprehensive state/territory government costs are available.

Type of concession	Cost of concession (\$ billion)
<i>Commonwealth Government-funded concessions</i>	
Pharmaceutical Benefits Scheme	\$3.020 (pensioners & non-pensioners)
Core concessions – electricity, municipal/water/sewerage rates, public transport and motor vehicle registration (Commonwealth contribution).	\$0.165 (pensioners only)
Rail concessions	\$0.002 (pensioners only)
Hearing concessions	\$0.085 (pensioners and non-pensioners)
<i>Commonwealth Total</i>	<i>\$3.272</i>
<i>State/territory government funded concessions</i>	
Core concessions - electricity, water/sewerage/municipal rates, public transport (state/territory government contribution).	\$0.821 (pensioners and non-pensioners)
Total Commonwealth and State/Territory funding for key concessions	\$4.093 billion

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It should be noted that the \$4B figure excludes the cost of 'non-core' concessions provided by state and territory governments, as this figure is not currently available. Non-core concessions have been defined by the Australian Institute of Health and Welfare (AIHW) as those funded by state/territory governments on items like drivers licences, stamp duty on property, country transport, etc. While not currently available, the AIHW has begun work on capturing these costs, and it is hoped this information will be available in the future.

It is not possible at present to separate the costs in respect of the different categories of Commonwealth concession card holders – ie pensioners, allowees and self-funded retirees. This is because some data (eg Pharmaceutical Benefits Scheme, state/territory core concessions) cannot be broken down by customer type. However, a significant proportion of the total cost of concessions would be pensioner concessions, as pensioners make up the bulk of concessional beneficiaries, and are also entitled to a more comprehensive range of concessions than other customer types.

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Question No: 112

Topic: Support for the Aged

Written question on notice

Senator Bishop asked: Pension Bonus Scheme – Can you confirm that a letter has been sent to Minister Anthony to prospective Pension Bonus Scheme customers inviting them to apply for the scheme?

Answer:

A letter from Minister Anthony was sent out in July 2001 inviting prospective customers to consider registering for the Pension Bonus Scheme. The Pension Bonus Scheme booklet accompanied the letter. A copy of the letter is attached for the Senator's information.

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(text of letter to potential PBS participants)

Pension Bonus Scheme

I am writing to give you some information about the Pension Bonus Scheme, which is designed to reward working people who decide to defer claiming the Age Pension.

The scheme was introduced in 1998 and enables older Australians who defer claiming Age Pension to qualify for a tax-free lump sum when they eventually retire. The size of this lump sum depends on the amount of time you continue to work and your rate of pension when you retire.

The Pension Bonus Scheme is designed to improve the financial choices for older Australians and I am keen to see more people taking advantage of it. To receive the bonus, you need to register to become a member of the Scheme and then work for at least 12 months from the date you register. The earliest date you can become a member of the scheme is the date you reach Age Pension age and meet the residence requirements for Age Pension.

If you want to join the scheme and are already of Age Pension age, complete the enclosed registration form and lodge it with Centrelink as soon as possible. (See pages 2 and 3 of the booklet for information on Age Pension age).

If you are interested in the scheme but you have not yet reached Age Pension age, you should lodge your application as early as 13 weeks before you reach Age Pension age.

Please take the time to read the enclosed booklet and if you have any questions, contact Centrelink on 13 2300.

I encourage you to take advantage of this opportunity.



Larry Anthony
Minister for Community Services

Information provided by the Australian Taxation Office and Centrelink was used to ensure you have details about the Pension Bonus Scheme.

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Question No: 113

Topic: Support for the Aged

Written question on notice

Senator Bishop asked: Pension Bonus Scheme – How many people have been sent this letter in 2001-2002 and 2002-2003?

Answer:

200,000 people received the letter in 2001-2002. This was a one-off exercise. The list was obtained from records of the Australian Taxation Office and was destroyed immediately after use, for privacy reasons. Any attempt to repeat the mail-out would have targeted some of the same people.

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Question No: 114

Topic: Support for the Aged

Written question on notice

Senator Bishop asked: Pension Bonus Scheme: Are you aware of any people applying for the scheme in the thirteen weeks prior to becoming eligible for the age pension, as suggested in Minister Anthony's letter, that have not had their application processed?

Answer:

We are not aware of any applications to register in this period that have not been processed. Where Pension Bonus Scheme applications for registration are made in this period, the registration is processed with a future date of effect, being the date the applicant is to become eligible for age pension.

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Output Group: 3.4

Question No: 141

Topic: Support for the Aged

Written question on notice

Senator Bishop asked:

What was or is the average staffing level for the FIS (actual or projected where applicable) in each of the following years 1999-00, 2000-01, 2001-02, 2002-03, 2003-04, 2004-05, 2005-06?

What was the average allocation of staff between each state in the years 1999-00, 2000-01, 2001-02, 2002-03, 2003-04, 2004-05, 2005-06?

Answer:

Centrelink manages staff resources on an Area basis, rather than a State basis. Some Areas cross State boundaries.

FIS numbers

Areas	1999-2000	2000-2001	2001-2002	2002-2003
West, NSW	3.93	5.66	4.23	4.05
South West, NSW	5.38	8.34	5.94	5.61
East Coast, NSW	10.78	16.17	11.62	10.99
South Metro, NSW	3.91	4.95	4.13	4.05
Hunter, NSW	7.91	10.79	8.52	8.22
Brisbane, QLD	9.57	13.97	10.45	10.02
Pacific Central, QLD *	6.95	10.68	7.81	7.46
North & Central , QLD	4.89	6.30	5.33	5.16
North Australia **	0.47	0.58	0.50	0.49
South Australia	11.28	14.83	12.10	11.66
Western Australia	9.75	13.53	10.51	10.07
West, VIC	7.41	10.18	8.01	7.81
South East, VIC	8.11	12.52	9.01	8.61
North & Central, VIC	8.97	12.63	9.82	9.46
Tasmania	2.96	3.90	3.13	3.05
Total	102.27	145.03	111.11	106.72

In any Area, numbers may vary from week to week due to availability of FIS staff and backfilling capacity. The notable rise in FIS ASL for 2000-2001 was a result of the Trusts and Companies Budget initiative, which contained funding provision for FIS officers.

We have no figures for any period beyond the current year, because we don't know what provision there may be for FIS in future Budgets.

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Question No: 115

Topic: Pension Bonus Scheme

Written question on notice

Senator Bishop asked: Can you confirm that a computer-programming problem has resulted in applications lodged during this thirteen-week period being rejected?

Answer:

Unable to confirm this. If you can supply us with some details, we will investigate.

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Question No: 116

Topic: Pension Bonus Scheme

Written question on notice

Senator Bishop asked: how many individuals have been affected?

Answer:

None, so far as we are aware.

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Question No: 117

Topic: Pension Bonus Scheme

Written question on notice

Senator Bishop asked: What action is being taken to rectify the problem?

Answer:

None; a problem has not been identified.

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Output Group: 3.4 Support for the Aged

Question No: 140

Topic: Financial Information Service (FIS)

Written question on notice

Senator Bishop asked: What was or is the total funding allocation (actual or projected where applicable) for the Financial Information Service (FIS) in each of the following years: 1999-2000, 2000-01, 20001-02, 2003-04, 2004-05, 20005-06?

Answer: There is no separate general funding allocation to Centrelink for FIS. FIS forms part of an integrated Centrelink service that includes providing expert information to customers and other programs and services appropriate to their lifecycle needs. Some Budget initiatives that involve FIS may result in additional funding being provided to Centrelink for a limited period in respect of this FIS involvement.

FaCS separately funds Centrelink for provision by FIS of a program of public information seminars on behalf of FaCS.

The funding allocated for this seminar program has been as follows:

1999-2000: 1.2 million

2000-2001: 1.5 million

2001-2002: 1.2 million

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Question No: 142

Topic: Excess Superannuation

Written question on notice

Senator Bishop asked:

For means testing purposes, how is 'excess superannuation' for unrelated parties operating under a 'shelf' company treated, where the customer is a 100% controller but the excess super is for employees of the company & not the controller? If the 'excess super' is not an allowable deduction what is the rationale for this approach? What would be the difference if the amounts deemed to be 'excess superannuation' were simply paid as part of the employees' salary? Could a copy of the relevant Disallowable Instrument be provided? Are there any plans to review the attribution of 'excess superannuation' in such circumstances?

Answer:

Under the Trusts and Companies legislation which took effect from 1 January 2002, employer superannuation contributions paid to employees of a trust or company which exceed the Superannuation Guarantee amount are not allowed as a deduction from the entity's profit.

The rationale for this approach is that when the Trusts and Companies rules were introduced, it was considered that allowing unlimited deductions for employer contributions to superannuation may constitute a loophole that could allow the means test to be circumvented.

If the amounts deemed to be excess superannuation were paid as part of the employees' salary, they would be allowed as deductions from the entity's profit.

A copy of the Social Security (Attribution of Income – Ineligible Deductions) Determination 2001 is attached. This document is publicly available.

However, some recent cases have highlighted possible unintended consequences for some types of business. The policy is therefore being reviewed.