

**Community Affairs  
Legislation Committee**

**Examination of Budget Estimates 2005-2006**

**Additional Information Received**

**VOLUME 2**

**FaCS Outcomes 4 and 5  
and Aboriginal Hostels Limited agency**

**FAMILY AND COMMUNITY SERVICES PORTFOLIO**

**SEPTEMBER 2005**



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 BUDGET EXPENDITURE FOR 2005-2006

Included in this volume are answers to written and oral questions taken on notice and tabled papers relating to the budget estimates hearings on 30 & 31 May 2005

### FAMILY AND COMMUNITY SERVICES PORTFOLIO

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Senator the Hon. Kay Patterson  
Minister for Family and Community Services

Dear Minister

**Re: Changes to Single Parenting Payment – Child with disabilities**

I have searched the Government and Centrelink websites and cannot find the information I need, so I am writing to your office.

Please advise if the new arrangements for single parents will provide for any exclusions.

I understand that from next year I will be required to work for at least 15 hours per week, or satisfy job search criteria, as my youngest child will be over six years of age.

He started full time special school this year and with delight at my new found freedom I of course started looking for work. You would be amazed at just how many employers were busting to put me on; considering that I've been out of the workforce for six years, that I can only work from 9.30 am to 2.00 pm weekdays, that I can't work any school holidays and that at least thirty percent of the time I can't attend at all because the little fellow is too sick for school. They were lining up around the block.

Outside school hours care is not an option for my youngest child. He has Down Syndrome and Autism. Apart from the behavioural issues that make daycare difficult there is the practical fact of his lowered immune system which means that when attending a daycare centre he catches every nasty thing that's going around, making him unable to attend school or daycare for weeks at a time. Trust me, we've tried. Even in the careful environment of his special school he's been sick more this year than ever before.

But, regardless of any of that, with his intellectual delay which practically places him around a two-year-old emotionally, he simply isn't ready to be away from his primary caregiver (me, Mummy) for a long day. You simply *cannot* legislate to make me tolerate his bewildered misery should I suddenly not be around for him.

So, as I can't work outside school hours, and I can't work when he's too sick for school, will the good folk at the job centres be able to assist me in finding this mythical job that will ultimately enhance my lifestyle and gradually wean me off welfare payments?

Don't get me wrong, I think the changes stink regardless of whether there is a child with a disability in the family or not, for many reasons:

Six is simply too young (which used to be your Government's view anyway);

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The term 'single' implies there is nobody else to help out when a child is too ill for daycare or school so an enforced work requirement is impractical and arduous;

What about the differences in wages? A registered nurse can earn as much in eight hours as a shop assistant can in fifteen hours. Does the registered nurse still have to work fifteen hours even though the savings on his/her payment are greater? Legislative nightmare there I suspect.

Reducing the benefit is just plain mean and making it a non-pension will deprive us of all sorts of other discounts that presently help out;

The cost to public schools across the nation will be immense when most of their volunteers dry up next year. And most importantly:

We have no access to credit, no chance of owning a decent vehicle let alone a home, it's a struggle to feed our children enough vitamins to keep them growing and learning. We do without a social life and all the goodies we'd like in order to provide them with the clothes they need and entertainment to keep them happy. We are not doing this because it is fun, it is not what we wanted for our children before our relationships with our partners failed, but it's what we have to deal with and we do the very best we can. To make it all that much harder smacks of the kind of downward envy that I thought left the public sphere with the demise of Pauline Hanson.

But, right now I want to know what's going to happen to me. Selfish yes, but hey, isn't that the Right way to look at things?

Your advice will be appreciated. Have you forgotten the question? I have. Ah, there it is back at the start but I shall repeat it:

**Please advise if the new arrangements for single parents will provide for any exclusions.**

Yours faithfully

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**2005-06 Budget Estimates, May 2005**

**Output Group: 4.1**

**Question No: T7**

**Topic: Family Violence Regional Activities Programme**

**Hansard Page:** CA question on notice

**Senator Moore** asked:

How long is the application form for the Family Violence Regional Activities Programme and can you provide a copy?

**Answer:**

This form has been designed by the Office of Indigenous Policy Coordination within the Department of Immigration and Multicultural and Indigenous Affairs which manages all applications from the various agencies including the Department of Family and Community Services, concerning ex-ATSI programmes.

A copy of the application form is attached. The form is 29 pages long; of these eight pages are for information. Some of the information would be automatically filled in if the applicant has previously applied using the e-Sub process.

[Note: the attachment has not been included in the electronic/printed volume]

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**Output Group: 4.1**

**Question No: T11**

**Topic: Family Violence Partnership Programme and Family Violence Regional Activities Programme**

**Hansard Page:** CA question on notice

**Senator Moore** asked:

Of the total departmental appropriations for Output Group 4.1, identified on page 166 of the Portfolio Budget Statements 2005-06, how much of that is specific for the two family violence programmes that were transferred from ATSSIS to the Department of Family and Community Services?

**Answer:**

The total allocation for both programmes for 2005-06 is approximately \$600,000.

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**2005-06 Budget Estimates, May 2005**

**Output Group:** 4.1 - Support for Families

**Question No:** 63

**Topic:** FTB Overpayments

**Hansard Page:** CA53

**Senator Evans asked:**

Provide figures on how many families continued to take full payment of FTB and those that have their FTB reduced to zero when they identify that they may have an overpayment.

**Answer:**

Currently, around 1.6 million customers receive their total provisional FTB entitlement fortnightly. In the 2003-04 financial year 158,185 customers chose to reduce their fortnightly FTB entitlement to zero.

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**Output Group: 4.1 Support for Families**

**Question No: 65**

**Topic: FTB – Taper Rates**

**Hansard Page: CA57**

**Senator Evans asked:**

What incomes will be affected by the FTB taper rates?

**Answer:**

From 1 July 2005, a family can earn up to \$33,361 before FTB Part A starts to reduce by 20 cents in the dollar. This taper continues until family income reaches the base rate of FTB Part A.

For a family with one dependent child aged 0-12 years, the base rate is reached at \$45,479. For a family with one dependent child aged 13-15 years, the base rate is reached at \$50,261.

FTB Part A will remain payable at the base rate until family income reaches \$86,213 (plus \$3,431 for each FTB child after the first). It will then decrease by 30 cents for each dollar over this amount until payment reaches nil. For a family with one child under 18, this will be when family income reaches \$92,139 per year. This includes the effect of the \$627.80 FTB Part A supplement paid after the end of the financial year.

From 1 July 2005, the secondary earner in a couple can earn up to \$4,088 before FTB Part B starts to reduce by 20 cents in the dollar. This taper continues until payment reaches nil.

For a family where the youngest child is under five years of age, this will be when the secondary earner's annual income reaches \$20,951. Where the youngest child is aged 5 to 18 years, the cut-out point will be \$16,316. These cut-out points include \$306.60 FTB Part B supplement paid after the end of the financial year.

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**Output Group:** 4.1 Support for Families

**Question No:** 66

**Topic:** FTB – identifying people 'at risk' of overpayment

**Hansard Page:** CA57

**Senator Evans** asked:

Do you have any published data on what you know already about those at risk of overpayment? Do you have any general descriptor that you have published?

**Answer:**

No, the Department of Family and Community Services has not published any data or general descriptors about families 'at risk' of overpayment.

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**Question No: 67**

**Topic: Automatic updating of income estimate**

**Hansard Page: CA 61**

**Senator Evans asked:**

Provide an estimate of the numbers that will have a reduction in debt as a result of the automatically updating income estimates measure.

**Answer:**

It is estimated that the measure will reduce possible overpayment for 163,000 families.

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**Output Group: 4.1 - Support for Families**

**Question No: 68**

**Topic: FTB Overpayment recovery rate**

**Hansard Page: CA63**

**Senator Evans asked:**

Is the decision made by Centrelink to not allow a different overpayment recovery rate appealable?

**Answer:**

Yes.

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**Output Group: 4.1 Support for Families**

**Question No: 69**

**Topic: FTB – Repayment rate**

**Hansard Page: CA63**

**Senator Evans asked:**

How many families are paying a higher or lower repayment rate than the standard recovery rates?

**Answer:**

For 2003-04, 5,890 customers were paying a lower repayment rate than the standard recovery rates and 9,256 were paying a higher rate.

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**Output Group:** 4.1 Support for Families

**Question No:** 70

**Topic:** Income Maintenance Credit Measure

**Hansard Page:** CA67

**Senator Evans asked:**

What are the capital costs that are listed in the Portfolio Budget Statements for the maintenance credit measure?

**Answer:**

Capital costs are for Centrelink system changes to deliver the measure.

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**Question No:** 71

**Topic:** FTB Refunds

**Hansard Page:** CA68

**Senator Evans** asked:

Is there a published priority list of the beneficiaries of an income tax refund?

**Answer:**

The Commissioner will apply the whole or part of an income tax refund to any Family Tax Benefit debts, provided there are no other tax debts to apply the credit against, on the request from the Secretary of the Department of Family and Community Services. Where the Child Support Registrar requires the Commissioner to pay refunds to the Registrar, any remaining credit will then be applied to any Child Support debts. This information is available on the ATO website under Guidelines and Policies, Receivables policy.

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**Question No: 73**

**Topic: FTB – debts**

**Hansard Page: CA70**

**Senator Evans** asked:

Provide a consolidated list of all the measures that have been or are being introduced to address FTB debts.

**Answer:**

Many things contribute to enabling correct payments, including communication and education activities, as well as direct measures.

Measures introduced in the 2005-06 Budget to address FTB debts include:

- *Assistance to Families at Risk of Overpayment*  
This commenced on 1 July 2005.
- *Automatically Updating Income Estimates*  
This commences 1 July 2006.
- *Improving Debt Recovery*  
Case management of larger overpayments will commence 1 January 2006, and an increase in flexible recovery rates will commence 1 July 2006.
- *A Negotiated Payment Option to Reduce Overpayments*  
This builds upon the *More Choice for Families* initiative, and commences 1 July 2006.

Previously, the Government recognised that, in the first year of the new FTB and CCB arrangements, some families needed extra help in adjusting to the new arrangements. The Government therefore decided that families who had been overpaid FTB or CCB for the 2000-01 financial year because they incorrectly estimated their income or shared care arrangements had the first \$1,000 of any overpayment waived.

The *More Choice for Families* measure was introduced progressively from November 2002. Families are given the choice to be paid at a rate for the remainder of the year to eliminate or reduce significantly any potential overpayment. Families are also given the choice to receive some FTB during the year and the balance at the end of the year.

In the 2004-05 Budget, the *More Help for Families* measures included an indexed \$600 per child FTB Part A supplement, payable at the end of each financial year. The supplement is available to offset any overpayment families may otherwise incur.

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Also included in the 2004-05 Budget was a measure to quarantine FTB Part B for secondary earners returning to the workforce after the birth of a child. From 1 July 2005, these customers will be eligible for the maximum rate of FTB Part B for the period in the financial year that the parent was caring for a child at home and not on paid leave, before returning to work. This will reduce overpayments that may have been created by income earned after a parent's return to work part way through the financial year.

As part of the *Extra Assistance for Families* measures announced in the 2004 Election Campaign, the Government increased the maximum rate of FTB Part B by \$300, with the extra amount paid as a supplement at the end of each financial year. The supplement is available to offset any overpayment families may otherwise incur.

Communication activities such as the annual New Financial Year Assessment (NFYA) letter to customers and the follow-up reminder letters have the potential to reduce debts by seeking updated income estimates. This year, a newspaper campaign supported the NYFA letter.

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**Question No: 74**

**Topic: Scenario Workshops**

**Hansard Page: CA 73**

**Senator Moore** asked:

Can we have an invitation list for the 'Scenario Workshops'?

**Answer:**

The invitation lists were coordinated by the Attorney-General's Department in consultation with the Department of Family and Community Services. Attached are the attendance lists for the Family Relationship Centres: Scenario Workshops held in Canberra on the 26-27 May 2005 and Perth on the 16/17 June 2005.

**Family Relationship Centres: Scenario Workshop Canberra. Attendees 26-27 May 2005**

<b>Name</b>	<b>Agency</b>
Dianne Gibson	Family Court of Australia
Pam Hemphill	Family Court of Australia, SA
Tracey Dioses	CSC – Orange
Mary Comer	Catholic Welfare Australia, NSW
Lyn Slocombe	Centacare, NSW
Clive Price	Unifam, NSW
Jennie Hannan	Anglicare Australia, WA
Kaye Swanton	Lifeworks, VIC
Linda Pullen	Mercy Family Services Queensland
Anne Hollonds	Relationships Australia, NSW
Susan Holmes	Relationships Australia, TAS
Michael Hunt	Relationships Australia, VIC
Lexlie McCauley	Centrelink, ACT
Christine Hodge	Centacare Brisbane
Filomena Colavecchio	Conflict Resolution Service, ACT
Margaret Anderson	Child Support Agency, ACT
Jo Hart	Child Support Agency, ACT
Walter Ibbs	Legal Aid Victoria

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Also in attendance are representatives of the Attorney-General's Department and the Department of Family and Community Services.
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**Family Relationship Centres: Scenario Workshop Perth. Attendees 16/17 June 2005**

Name	Agency
Lynn Stephen	Bunbury Community Legal Centre
Chris Gabelish	Geraldton Resource Centre
Dianne Gray	Geraldton Resource Centre
Stephen Ralph	Family Court of Australia, NT
Kay Benham	Family Court of WA
Neil Hamilton	Centacare, WA
Michael Colin	Uniting Care Wesley Adelaide
Colleen Brown	WA Legal Aid
Ian Law	Relationships Australia, SA
Mandy Flahavin	Relationships Australia, WA
Andrew Bickerdike	Relationships Australia, VIC
Alan Campbell	Private Practitioner
Shawn Phillips	Mensplace
Sarah Mills	Community Justice Centres, Wollongong
Simon Schrapel	Anglicare SA
Glenda Scott	Child Support Agency
Dawn Snook	Child Support Agency
Terri Coughlan	Centrelink
Terry Reeves	Centrelink
Melissa Perry	Centrecare Incorporated
Olive Woods	Anglicare WA
Paul Murphy	Researcher
Also in attendance are representatives of the Attorney-General's Department and the Department of Family and Community Services.	

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**Question No: 75**

**Topic: Family Relationship Centre Tenders**

**Hansard Page: CA74**

**Senator Moore asked:**

Provide a copy of the agreed tender when it has been finalised.

**Answer:**

Documentation for selection processes will be made available when finalised.  
Selection processes must be undertaken before the final tenders are signed off.

October 05 - the documentation is available at

[http://www.facs.gov.au/internet/facsinternet.nsf/family/frsp-selection\\_process.htm#3](http://www.facs.gov.au/internet/facsinternet.nsf/family/frsp-selection_process.htm#3)

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**Question No: 76**

**Topic: Peninsula Regional Council**

**Hansard Page: CA78**

**Senator Moore** asked:

- a) Provide details on the current status of the program in Weipa – the ATSIC Peninsula Regional Council’s Family Violence Strategy (refer to article in the *Weipa* Bulletin on 4 June 2004).
- b) What is happening with similar ATSIC regional council family violence strategies?

**Answer:**

- a) The Peninsula Regional Council Family Violence Strategy was launched in Weipa on 9 June 2004. There are no Department of Family and Community Services (FaCS) funded family violence projects in Weipa.

The Peninsula Regional Council launched its Family Violence Policy Statement, Draft Action Plan and proposed Shared Responsibility Agreement three weeks before the machinery of government changes that transferred responsibility for previous ATSIC/ATSIS programmes to a range of mainstream government agencies. The Shared Responsibility Agreement did not progress to signature stage.

There were no family violence projects approved in the Peninsula region when DIMIA assumed control of the former ATSIC/ATSIS appropriation for the 2004-2005 Family Violence Regional Activities Programme.

- b) FaCS has two family violence programmes to assist Indigenous communities. Details of these programmes are available on the FaCS website at [www.facs.gov.au](http://www.facs.gov.au).

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**Question No: 78**

**Topic: Applications under the Family Violence Regional Activities Programme**

**Hansard Page: CA80**

**Senators Evans and Moore asked:**

- a) Have you had any feedback from your ICC staff about the number of people who have needed help in filling out the application forms?
- b) Can you find out how your staff in the ICCs are going with that and whether there has been demand for the support?

**Answer:**

- a) The Department of Family and Community Services (FaCS) has not received any feedback about the completion of the application form for the Family Violence Regional Activities Programme. This form was developed by the Office of Indigenous Policy Coordination which manages all broader issues relating to the eSub process.
- b) See part a). We are advised that there were no requests for assistance from FaCS staff in the Indigenous Coordination Centres to assist with the application form in relation to the Family Violence Regional Activities Programme.

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**Question No: 81 (Replacing T11)**

**Topic: Indigenous Family Violence Programmes**

**Hansard Page: CA82**

**Senators Evans and Moore asked:**

- a) Provide a breakdown of estimated funding for this programme by administered and departmental costs over the years 2004-05 to 2008-09.
- b) Provide a breakdown of departmental appropriations allocated to output group 4.1 on the PBS (on page 166) that are attributable to each of the two Indigenous Family Violence Programmes.

**Answer:**

- a) A breakdown of the administered and departmental funding allocated for the Family Violence Partnership Programme over the forward estimates period to 2007-08 is presented on page 36 of the Portfolio Budget Statements 2004-05 of the Immigration and Multicultural Affairs Portfolio (Budget Related Paper No. 1.12).
- b) The departmental allocation for the Family Violence Partnership Programme for 2005-2006 is \$500,000.

The departmental costs estimated for the Family Violence Regional Activities Programme in 2005-06 are in the order of \$350,000 plus contributions made by FaCS network staff and staff located in the Indigenous Coordination Centres.

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**Output Group: 4.1 Support for Families**

**Question No: 97**

**Topic: Ministerial Council for Aboriginal and Torres Strait Islander Affairs**

**Hansard Page: CA76**

**Senator Moore** asked:

Have any elements of the 2002 audit of Indigenous Family Violence initiatives been transferred to the Department of Family and Community Services?

**Answer:**

No. Consistent with advice from the Office of Indigenous Policy Coordination which supports the Ministerial Council of Aboriginal and Torres Strait Islander Affairs (MCATSIA), FaCS has not been involved in the national audit of Indigenous family violence programmes, managed by the ATSIC Board and MCATSIA in 2002.

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**Question No: 98**

**Topic: Family Relationship Services Program (FRSP)**

**Hansard Page:** Written

**Senator Ludwig** asked:

In late July 2004 the Prime Minister announced immediate additional funding for the Family Relationship Services Program (FRSP).

- a) How was this money allocated across sub-programs?
- b) Was the breakdown of the FRSP budget by sub-programs for 2004-05?
- c) What figures can you give us on the usage of these services?
- d) What monitoring is done for indicators of demand for services?
- e) Is there an unmet demand and if so how is it quantified?
- f) What data do you have on waiting lists to use FRSP funded services?
- g) Why is \$137.1 million new money needed for this program?
- h) How is the \$137.1 million additional funding for the FRSP allocated by sub-programs?
- i) How much was spent on the report that Urbis Keys Young did last year on the FRSP?

**Answer:**

- a) This funding was an additional 30 per cent, which was allocated to FRSP funded organisations as detailed below. Each funding recipient was allocated equally an amount of 30 per cent of the funds payable during 2004-05. FRSP sub-programs, are funded by both the Attorney General's Department (AGs) and the Department of Family and Community Services (FaCS).

**FaCS Funding for FRSP**

<b>Program Name</b>	<b>30% Variation (\$)</b>
Family Relationships Counselling	2,768,813
Men and Family Relationships	1,418,676
Family Relationships Education	1,068,216
Family Relationships Skills Training	728,350
Adolescent Mediation and Family Therapy	710,625
Specialised Family Violence Services	255,688
<b>Sub-Total Core Funding</b>	<b>6,950,368</b>
Mensline 2004-05 only	204,000
<b>FaCS – TOTAL (including Commonwealth</b>	<b>7,154,368</b>

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<b>Financial Counselling Program (CFCP)</b>	
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**AGs Funding for FRSP**

Program Name	30% Variation (\$)
Family Relationships Counselling	3,068,813
Children's Contact Services	1,602,701
Family Relationships Mediation	1,602,701
Primary Dispute Resolution	611,285
Conciliation	481,255
Contact Orders Program	297,641
<b>AGs - TOTAL</b>	<b>7,820,563</b>

**Total Funding for FRSP**

<b>FRSP Total</b>	<b>\$14,974,931</b>
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Note. All figures are **GST exclusive**

- b) The breakdown of the FRSP budget by sub-programs for 2004-05 is detailed below with the additional 30 per cent included in figures.

**FaCS Funding for FRSP**

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Program Name	2004-05 Total Estimate (\$)
Family Relationships Counselling	12,081,516
Family Relationships Education	4,564,103
Family Relationships Skills Training	3,156,184
Adolescent Mediation and Family Therapy	3,079,375
Specialised Family Violence Services	1,107,981
<b>Sub-Total Core Funding</b>	<b>30,136,756</b>
Mensline 2004-05 only	1,106,295
Program Support Orgs (Industry Representative Bodies, National Council for Single Mothers and their Children, Lone Fathers Association, Secretariat of National Aboriginal and Islander Child Care and Families Australia)	1,104,800
<b>Sub-Total</b>	<b>2,211,113</b>
Sugar Industry Reform Programme	2,587,608
Settlement Services for Migrants and Humanitarian Entrants	205,000
<b>Sub-Total New Budget Measures</b>	<b>2,792,608</b>
<b>FaCS TOTAL – FRSP</b>	<b>35,145,407</b>
Commonwealth Financial Counselling Program	2,351,662
<b>FaCS – TOTAL (including CFCP) *</b>	<b>\$37,492,121</b>

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**AG's Funding for FRSP**

<b>Program Name</b>	<b>2004-05 Total Estimate (\$)</b>
Family Relationships Counselling	13,209,570
Family Relationships Mediation	7,621,763
Children's Contact Services	6,945,036
Primary Dispute Resolution	2,648,903
Conciliation	2,085,440
Contact Orders Program	1,289,779
<b>AGs - TOTAL</b>	<b>33,800,491</b>

**Total Funding for FRSP**

Total FRSP	<b>\$71,292,630</b>
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Note all figures are **GST exclusive**

\* The CFCP was separated from the FRSP in Outcome 4 for reporting purposes under the new outcome structure.

- c) Below are the current available numbers of clients who have received services from the FRSP for the period 1 July - 31 December 2004. Due to a current upgrade of the FaCSLink system, which collects this data, the total numbers for this financial year will not be complete until September 2005.

**FaCS FRSP clients from 1 July to 31 December 2004**

<b>Program Name</b>	<b>Total Registered Clients</b>
Family Relationships Counselling	29,291
Family Relationships Education	8,993
Men and Family Relationships	3,967
Adolescent Mediation and Family Therapy	2,089
Family Relationships Skills Training	1,290
Drought Counselling	958
Specialised Family Violence Services	604
Sugar Industry Reform Programme	52
<b>FaCS - TOTAL</b>	<b>47,244</b>

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**AGs FRSP clients from 1 July to 31 December 2004**

<b>Program Name</b>	<b>Total Registered Clients</b>
Family Relationships Counselling	As above
Children's Contact Services	5,656
Family Relationships Mediation	3,540
Primary Dispute Resolution	1,337
Conciliation	1,178
Contact Orders Program	723
<b>AGs – TOTAL (excluding Family Relationships Counselling)</b>	<b>12,434</b>

**Total FRSP clients from 1 July to 31 December 2004**

<b>Total FRSP</b>	<b>59,678</b>
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- d) FaCS has recently developed a needs analysis model to estimate areas of Australia in most need of FRSP services. The model takes into account various indicators of family conflict and family breakdown, existing FRSP services, as well as factors such as hubs of other relevant service infrastructure. This will be an ongoing process to assist in determining potential demand for services.

Six-monthly Status Reports are completed by all FRSP organisations and contain information on the organisation's ability to meet their client target numbers.

A National Report is compiled annually by FaCS. A copy of the most recent report can be found at [http://www.facs.gov.au/internet/facsinternet.nsf/family/frsp-FRSP\\_National\\_Reporting.htm](http://www.facs.gov.au/internet/facsinternet.nsf/family/frsp-FRSP_National_Reporting.htm).

- e) Data from the 2003-04 National Report details that 52 per cent of service providers reported that they were unable to meet community needs. The National Report for the period 2004-05 will be compiled at the end of this financial year. As part of the broader program development status reports are being reviewed to ensure greater consistency in the information collected around issues such as demand. New funding to address areas of emerging demand are outlined in the answer to part g) below.
- f) Currently there is no ongoing consistent data collection to record average waiting times for the number of people requiring a service on waiting lists. The Review of the FRSP undertaken in November 2004 identified waiting times for some services. The report is available at the FRSP site at <http://www.facs.gov.au>.

As part of the broader program development, status reports are being reviewed to ensure greater consistency in the information collected, and the issue of waiting times and the collection of ongoing consistent information is being considered.

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- g) The \$137.1 million of new money maintains the 30 per cent funding increase for current FRSP service providers to ensure their viability, efficiency and effectiveness. It will also allow the following new early intervention and prevention services to be funded under the FRSP which will be rolled out from the start of 2006-07:
- 45 men and family relationship services;
  - 35 family relationship counselling and skills services;
  - Up to 40 new pre-marriage and family relationship education services;
  - Enhanced capacity of the sector to respond to family violence.
  - Increased capacity and core funding to Men's Line Australia.
- h) This funding is broken down in the following way:
- \$63.1 million over four years is to maintain the 30 per cent rise in funding for current FRSP service providers. A breakdown of how this money is distributed across sub-programs is detailed in question (a). The exception is Men's Line Australia which has received additional funding;
  - \$12.4 million of this funding will be distributed to Men's Line Australia over a period of four years; and
  - \$61.6 million will be distributed towards men and family relationship services, family relationship counselling and skills services, and pre-marriage and family relationship education services. Over \$7 million of this \$61.6 million will be dedicated to improved family violence responses.
- i) The review was completed at a cost of \$249,628 (GST included).

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**Output Group:** 4.1 Support for Families

**Question No:** 99

**Topic:** Men's Line

**Hansard Page:** written question on notice

**Senator Ludwig** asked:

The budget paper says that there is \$12.4 million additional funding for Men's Line (BP2, page 98).

- a) Why is this funding needed?
- b) How many calls is Men's Line getting now?
- c) How many calls currently go unanswered?
- d) What is the average time a caller is put on hold?
- e) What is the longest time a caller is put on hold?
- f) What are the qualifications necessary for the Men's Line staff?
- g) What quality assurance has been conducted for Men's Line? (ie User Surveys)

**Answer:**

- a) The additional funding is required to provide ongoing funding and increase the capacity of Men's Line Australia.
- b) In the 2004-05 financial year to date Men's Line Australia has received an average of 10,088 calls per month.
- c) In the 2004-05 financial year to date an average of 8,082 calls per month to Men's Line Australia have gone unanswered.
- d) Men's Line Australia callers are not put on hold or placed in a queue.
- e) Men's Line Australia callers are not put on hold or placed in a queue.
- f) Almost all of the telephone counsellors employed by Men's Line Australia have a degree in psychology, social work or counselling. Paid counsellors who do not have a degree are generally probationary psychologists who are supervised by a Counselling Manager.

A Counselling Manager is a qualified, experienced professional who supervises counselling staff, and provides de-briefing and on the job coaching for counsellors. A Counselling Manager is on duty for each shift, every day of the year.

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Men's Line Australia has a pool of 10 volunteers, some of whom have gained formal qualifications in telephone counselling (Certificate IV). Each volunteer must successfully complete a 12 week (60 hour) training course that includes subjects such as suicide risk assessment and domestic violence. There is never more than one volunteer per shift taking calls, volunteers never work alone and are supervised by a Counselling Manager.

- g) Quality assurance surveys are periodically conducted with Men's Line Australia callers. One is currently being conducted. The last quality assurance survey was completed in July 2004.

Men's Line Australia counsellors are also regularly appraised through a performance development and review process.

Men's Line Australia has also been assessed by an independent assessor against the FRSP approval requirements and has been found to be fully compliant. The FRSP approval requirements are a set of core standards which services funded under the FRSP must comply with. The approval requirements are a means to ensure quality service provision and have been framed within appropriate categories of the Assessment Criteria of the Australian Quality Council.

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**Output Group: 4.1 – Support for Families**

**Question No: 100**

**Topic: Changes to the Family Law System**

**Hansard Page:** Written

**Senator Crossin** asked:

- a) What will be the involvement of Office for Women in the setup of the Family Relationship Centres (FRCs)?
- b) Is Office for Women represented on intergovernmental committees overseeing tenders for the Centres?
- c) Does Office for Women have involvement in setting policies and procedures for FRCs and determining training for FRC staff which will ensure that issues relating to domestic violence are prioritised in the setup of these FRCs?
- d) What advice has the OFW provided in relation to the changes to Family Law and the establishment of FRCs, when the sector had indicated grave concerns on how they could impact on women and children escaping domestic violence?

**Answer:**

- a) The Department of Family and Community Services (FaCS) and Attorney-General's Department (AGD) are both involved in the set up of FRC. The Office for Women will be consulted in relation to the model and ongoing development of the centres.
- b) The AGD will lead this tender process, and FaCS including Office for Women, will continue to be involved in the process.
- c) The AGD has responsibility for setting the policy and procedures for FRCs in conjunction with FaCS. A steering committee comprising senior departmental officers from AGD, FaCS, Department of Human Services and the Department of Prime Minister & Cabinet will be guiding this process. Through FaCS' involvement of this group, the Office for Women will have the opportunity to comment on policies and procedures, about developing the capacity of the whole Family Relationship Services Program to respond more effectively to family violence.
- d) Office for Women had the opportunity to comment on the Government's response to the report "Every Picture Tells a Story" and the discussion paper on a New Approach to the Family Law System. The Office for Women will provide comment as part of the FaCS response to the exposure draft for the Family Law Amendment (Shared Parental Responsibility) Bill 2005.

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**Output Group: 4.1 Support for Families**

**Question No: 180**

**Topic: Maternity Payment**

**Hansard Page:** Written

**Senator Evans** asked:

- a) How many individuals/families have received the Maternity Payment since the payment was introduced?
- b) Provide a full breakdown of this number by state/territory and federal electorate.

**Answer:**

- a) 216,429

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b)

**Maternity Payment (MPY) Customers By Geographical State**

**Information covers the period 1/7/2004 to 3/6/2005**

<b>State</b>	<b>Number of Customers</b>
ACT	3,400
NSW	72,652
NT	2,960
QLD	44,540
SA	14,899
TAS	4,946
VIC	51,310
WA	21,464
Unknown*	258
<b>Total</b>	<b>216,429</b>

\*Includes customers who no longer reside at their most recent address and have not yet provided the FAO with an updated one

**Maternity Payment (MPY) Customers By Federal Electorate**

**Information covers the period 1/7/2004 to 3/6/2005**

<b>Federal Electorate</b>	<b>Number of</b>
ADELAIDE	1,287
ASTON	1,303
BALLARAT	1,280
BANKS	1,312
BARKER	1,516
BARTON	1,459
BASS	984
BATMAN	1,466
BENDIGO	1,320
BENNELONG	1,153
BEROWRA	1,250
BLAIR	1,634
BLAXLAND	1,948
BONNER	1,417
BOOTHBY	1,041
BOWMAN	1,343
BRADDON	909
BRADFIELD	910
BRAND	1,518
BRISBANE	1,395
BRUCE	1,229
CALARE	1,479
CALWELL	1,943
CANBERRA	1,638

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CANNING	1,580
CAPRICORNIA	1,780
CASEY	1,360
CHARLTON	1,217
CHIFLEY	2,116
CHISHOLM	1,174
COOK	1,172
CORANGAMITE	1,200
CORIO	1,398
COWAN	1,429
COWPER	1,026
CUNNINGHAM	1,222
CURTIN	981
DAWSON	1,628
DEAKIN	1,257
DENISON	913
DICKSON	1,672
DOBELL	1,473
DUNKLEY	1,299
EDEN-MONARO	1,219
FADDEN	1,444
FAIRFAX	1,311
FARRER	1,318
FISHER	1,191
FLINDERS	1,278
FORDE	1,883
FORREST	1,429
FOWLER	1,926
FRANKLIN	1,138
FRASER	1,836
FREMANTLE	1,372
GELLIBRAND	1,626
GILMORE	1,105
GIPPSLAND	1,209
GOLDSTEIN	1,187
GORTON	2,032
GRAYNDLER	1,563
GREENWAY	2,012
GREY	1,503
GRIFFITH	1,522
GROOM	1,568
GWYDIR	1,545
HASLUCK	1,338
HERBERT	1,642
HIGGINS	1,054

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HINDMARSH	1,053
HINKLER	1,563
HOLT	2,094
HOTHAM	1,275
HUGHES	1,363
HUME	1,589
HUNTER	1,632
INDI	1,164
ISAACS	1,636
JAGAJAGA	1,278
KALGOORLIE	2,102
KENNEDY	1,986
KINGSFORD SMITH	1,380
KINGSTON	1,421
KOONYONG	999
LA TROBE	1,385
LALOR	1,877
LEICHHARDT	2,209
LILLEY	1,564
LINDSAY	1,663
LINGIARI	1,435
LONGMAN	1,576
LOWE	1,273
LYNE	1,292
LYONS	988
MACARTHUR	1,684
MACKELLAR	1,293
MACQUARIE	1,463
MAKIN	1,410
MALLEE	1,266
MARANOVA	1,753
MARIBYRNONG	1,219
MAYO	1,202
MCEWEN	1,628
MCMILLAN	1,221
MCPHERSON	1,341
MELBOURNE	1,570
MELBOURNE PORTS	1,307
MENZIES	1,011
MITCHELL	1,488
MONCRIEFF	1,033
MOORE	1,123
MORETON	1,473
MURRAY	1,354
NEW ENGLAND	1,397

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<b>NEWCASTLE</b>	1,350
<b>NORTH SYDNEY</b>	1,338
<b>O'CONNOR</b>	1,444
<b>OXLEY</b>	2,167
<b>PAGE</b>	1,348
<b>PARKES</b>	1,425
<b>PARRAMATTA</b>	1,759
<b>PATERSON</b>	1,208
<b>PEARCE</b>	1,712
<b>PERTH</b>	1,284
<b>PETRIE</b>	1,422
<b>PORT ADELAIDE</b>	1,615
<b>PROSPECT</b>	1,518
<b>RANKIN</b>	2,228
<b>REID</b>	1,973
<b>RICHMOND</b>	1,135
<b>RIVERINA</b>	1,681
<b>ROBERTSON</b>	1,220
<b>RYAN</b>	1,123
<b>SCULLIN</b>	1,412
<b>SHORTLAND</b>	1,216
<b>SOLOMON</b>	1,095
<b>STIRLING</b>	1,382
<b>STURT</b>	1,122
<b>SWAN</b>	1,351
<b>SYDNEY</b>	1,309
<b>TANGNEY</b>	903
<b>THROSBY</b>	1,457
<b>UNKNOWN</b>	2,467
<b>WAKEFIELD</b>	1,686
<b>WANNON</b>	1,202
<b>WARRINGAH</b>	1,328
<b>WATSON</b>	1,566
<b>WENTWORTH</b>	1,283
<b>WERRIWA</b>	1,856
<b>WIDE BAY</b>	1,391
<b>WILLS</b>	1,538
<b>TOTAL</b>	216,429

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**Output Group: 4.1 Support for Families**

**Question No: 181**

**Topic: FTB – Reconciliation Outcomes**

**Hansard Page: Written**

**Senator Evans asked:**

Provide an update of the table that was tabled at the February estimates hearing with regard to the FTB reconciliation outcomes.

**Answer:**

**FTB Reconciliation Outcomes**

<b>2003-04</b>	<b>Quarter</b>	<b>2nd</b>	<b>3rd</b>			
	<b>data at end of:</b>	<b>Dec-04</b>	<b>Mar-05</b>			
<b>Top-Up</b>	Number	1,512,203	1,608,007			
	%	88%	87%			
	Total Amount	\$2,022m	\$2,189m			
	Average Amount	\$1,337	\$1,361			
<b>Overpayment</b>	Number	144,066	164,647			
	%	8%	9%			
	Total Amount	\$151m	\$179m			
	Average Amount	\$1,045	\$1,089			
<b>Nil Change</b>	Number	69,477	80,534			
	%	4%	4%			
<b>Total</b>	Number	1,725,746	1,853,188			

<b>2002-03</b>	<b>Quarter</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>6th</b>	<b>7th</b>
	<b>data at end of:</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Dec-04</b>	<b>Mar-05</b>
<b>Top-Up</b>	Number	435,448	478,366	552,912	601,617	606,135
	%	28%	28%	28%	28%	28%
	Total Amount	\$342m	\$406m	\$500m	\$568m	\$575m
	Average Amount	\$785	\$848	\$905	\$943	\$948
<b>Overpayment</b>	Number	424,593	469,904	560,633	610,831	616,401
	%	28%	28%	28%	28%	29%
	Total Amount	\$327m	\$382m	\$483m	\$541m	\$548m
	Average Amount	\$770	\$814	\$861	\$885	\$888
<b>Nil Change</b>	Number	672,829	748,364	854,498	939,085	931,060
	%	44%	44%	43%	44%	43%
<b>Total</b>	Number	1,532,870	1,696,634	1,968,043	2,151,533	2,153,596

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<b>2001-02</b>	<b>Quarter</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>6th</b>	<b>8th</b>	<b>10th</b>
	<b>data at end of:</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Dec-03</b>	<b>Jun-04</b>	<b>Dec-04</b>
<b>Top-Up</b>	Number	390,582	434,258	509,283	532,689	559,498	562,804
	%	25	26	26	26	26	26
	Total Amount	\$289m	\$349m	\$439m	\$472m	\$508m	\$514m
	Average Amount	\$740	\$803	\$860	\$886	\$908	\$913
<b>Overpayment</b>	Number	492,966	542,940	643,524	679,221	698,452	703,891
	%	32	32	33	33	32	33
	Total Amount	\$396m	\$462m	\$573m	\$620m	\$639m	\$647m
	Average Amount	\$803	\$851	\$890	\$913	\$915	\$920
<b>Nil Change</b>	Number	658,582	708,325	819,679	875,533	934,700	866,254
	%	43	42	42	42	43	41
<b>Total</b>	Number	1,542,130	1,685,523	1,972,486	2,087,443	2,192,650	2,132,949

<b>2000-01</b>	<b>Quarter</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>6th</b>	<b>8th</b>	<b>10th</b>	<b>12th</b>
	<b>data at end of:</b>	<b>Dec-01</b>	<b>Mar-02</b>	<b>Jun-02</b>	<b>Dec-02</b>	<b>Jun-03</b>	<b>Dec-03</b>	<b>Jun-04</b>
<b>Top-Up</b>	Number	333,487	378,351	451,436	477,034	477,912	486,686	489,014
	%	23	24	24	22	22	22	22
	Total Amount	\$249m	\$312m	\$403m	\$436m	\$438m	\$445m	\$447m
	Average Amount	\$746	\$826	\$892	\$915	\$917	\$913	\$914
<b>Overpayment</b>	Number	514,929	568,081	666,772	722,037	732,577	737,463	740,050
	%	36	35	35	33	34	33	33
	Total Amount	\$403m	\$473m	\$577m	\$638m	\$650m	\$653m	\$657m
	Average Amount	\$782	\$832	\$865	\$884	\$887	\$886	\$887
<b>Nil Change</b>	Number	600,411	660,298	795,438	966,487	965,272	982,435	991,746
	%	41	41	42	45	44	45	45
<b>Total</b>	Number	1,448,827	1,606,730	1,913,646	2,165,558	2,175,761	2,206,584	2,220,810

Note that for data in financial years 2001-02 and 2002-03 there is a break in the series after June 2004 as a result of improvements to systems integrity. Care should be exercised in drawing comparisons.

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**Output Group: 4.1 Support for Families**

**Question No: 182**

**Topic: FTB – Reconciliation 2003-04**

**Hansard Page:** Written

**Senator Evans** asked:

- a) Provide updated FTB reconciliation figures for the 2003-04 financial year.
- b) Can the department indicate how many families incurred an FTB debt in 2003-04 before the effect of the per child supplement was taken into account?

**Answer:**

- a) As at 25 March 2005

<b>Top-ups</b>	
Customer Number	1,608,007
% of Total Customer Number	87%
Total Amount	\$2,189m
Average Amount	\$1,361
<b>Overpayments</b>	
Customer Number	164,647
% of Total Customer Number	9%
Total Amount	\$179m
Average Amount	\$1,089
<b>Nil Change</b>	
Customer Number	80,534
% of Total Customer Number	4%
<b>TOTAL</b>	
Customer Number	<b>1,853,188</b>

- b) As at 25 March 2005, only 164,647 families incurred an FTB debt in 2003-04, taking into account the per-child supplement, as that is an integral part of the FTB (A) system. With respect to your hypothetical question, as at 25 March 2005, 482,081 families could have incurred an FTB debt for 2003-04 if the Government had not introduced the per-child supplement.

**Senate Community Affairs Legislation Committee**  
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**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

**Output Group: 4.1 Support for Families**

**Question No: 183**

**Topic: FTB**

**Hansard Page:** CA question on notice

**Senator Evans asked:**

For each year of the FTB system's operation (please provide a breakdown of this information for each state and territory and by federal electorate):

- a) How many families and or individuals in total have an outstanding debt to the Commonwealth due to the overpayment of FTB?
- b) What is the total amount of FTB debt?
- c) What is the average amount of debt per family?
- d) What is the average income of the families and/or individuals that have incurred a debt?
- e) How many families and/or individuals who have incurred an FTB debt have had all or part of their tax return withheld to satisfy the debt?

**Answer:**

All data below is as at 25 March 2005.

a)

	<b>Number of Customers</b>			
	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>AUSTRALIAN CAPITAL</b>	280	1,083	2,142	1,381
<b>NEW SOUTH WALES</b>	6,852	24,529	48,109	31,534
<b>NORTHERN TERRITORY</b>	246	750	1,385	1,021
<b>QUEENSLAND</b>	3,391	13,366	28,157	18,183
<b>SOUTH AUSTRALIA</b>	955	4,259	9,633	6,270
<b>TASMANIA</b>	307	1,301	2,933	1,852
<b>VICTORIA</b>	4,408	17,121	34,990	22,184
<b>WESTERN AUSTRALIA</b>	1,919	6,962	14,974	9,969
<b>UNKNOWN*</b>	802	2,095	2,137	1,088
<b>TOTAL</b>	19,160	71,466	144,460	93,482

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

	<b>Number of Customers</b>			
	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>ADELAIDE</b>	58	276	588	388
<b>ASTON</b>	124	502	981	645
<b>BALLARAT</b>	115	432	859	528
<b>BANKS</b>	116	410	816	645

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<b>BARKER</b>	132	561	1,018	612
<b>BARTON</b>	160	503	1,001	641
<b>BASS</b>	57	262	564	388
<b>BATMAN</b>	85	346	794	474
<b>BENDIGO</b>	94	431	927	531
<b>BENNELONG</b>	104	368	744	545
<b>BEROWRA</b>	123	425	831	548
<b>BLAIR</b>	129	446	934	608
<b>BLAXLAND</b>	176	618	1,424	1,006
<b>BONNER</b>	107	433	875	555
<b>BOOTHBY</b>	59	258	597	385
<b>BOWMAN</b>	106	493	1,062	672
<b>BRADDON</b>	63	253	538	364
<b>BRADFIELD</b>	60	235	476	285
<b>BRAND</b>	143	502	1,138	791
<b>BRISBANE</b>	51	247	540	358
<b>BRUCE</b>	135	476	1,009	721
<b>CALARE</b>	126	525	975	613
<b>CALWELL</b>	190	652	1,496	930
<b>CANBERRA</b>	150	596	1,147	752
<b>CANNING</b>	137	530	1,104	807
<b>CAPRICORNIA</b>	176	576	1,049	734
<b>CASEY</b>	105	452	971	639
<b>CHARLTON</b>	99	421	902	549
<b>CHIFLEY</b>	288	883	1,602	1199
<b>CHISHOLM</b>	83	327	695	482
<b>COOK</b>	107	326	670	442
<b>CORANGAMITE</b>	105	430	851	532
<b>CORIO</b>	81	370	800	586
<b>COWAN</b>	143	523	1,156	813
<b>COWPER</b>	117	401	860	468
<b>CUNNINGHAM</b>	90	351	734	493
<b>CURTIN</b>	61	233	455	312
<b>DAWSON</b>	130	545	1,146	775
<b>DEAKIN</b>	84	323	741	528
<b>DENISON</b>	51	204	500	323
<b>DICKSON</b>	105	507	1,086	682
<b>DOBELL</b>	144	578	1,181	717
<b>DUNKLEY</b>	96	479	980	621
<b>EDEN-MONARO</b>	152	591	1,153	591
<b>FADDEN</b>	124	510	1,072	737
<b>FAIRFAX</b>	112	487	1,118	635
<b>FARRER</b>	157	579	969	546
<b>FISHER</b>	105	479	1,065	657
<b>FLINDERS</b>	108	518	998	603

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FORDE	153	669	1,392	842
FORREST	155	545	1,196	756
FOWLER	205	657	1,414	1155
FRANKLIN	60	273	618	374
FRASER	131	506	1,027	652
FREMANTLE	110	412	948	662
GELLIBRAND	111	420	934	656
GILMORE	120	459	913	530
GIPPSLAND	145	500	974	586
GOLDSTEIN	68	284	670	354
GORTON	202	695	1,502	1,145
GRAYNDLER	103	367	624	479
GREENWAY	232	730	1,410	1,001
GREY	99	469	984	591
GRIFFITH	74	301	646	405
GROOM	89	387	817	533
GWYDIR	173	613	971	507
HASLUCK	115	446	1,006	685
HERBERT	117	432	923	667
HIGGINS	53	205	455	267
HINDMARSH	57	260	650	444
HINKLER	141	452	1,035	696
HOLT	229	824	1,700	1,161
HOTHAM	114	421	966	641
HUGHES	106	431	854	575
HUME	184	724	1,185	736
HUNTER	146	481	953	643
INDI	130	452	944	534
ISAACS	130	511	1,110	762
JAGAJAGA	92	375	830	499
KALGOORLIE	218	682	1,312	895
KENNEDY	179	609	1,215	718
KINGSFORD SMITH	112	398	780	537
KINGSTON	87	445	1,028	732
KOORYONG	57	260	474	316
LA TROBE	129	518	1,119	652
LALOR	187	656	1,383	922
LEICHHARDT	215	701	1,287	851
LILLEY	78	336	729	461
LINDSAY	169	546	1,070	700
LINGIARI	142	427	837	458
LONGMAN	141	513	1,179	703
LOWE	110	413	699	568
LYNE	114	462	1,048	582
LYONS	79	309	713	403

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MACARTHUR	182	592	1,167	862
MACKELLAR	108	426	737	451
MACQUARIE	133	529	1,041	625
MAKIN	77	370	916	631
MALLEE	180	668	1,023	537
MARANOA	159	526	1,015	620
MARIBYRNONG	92	404	828	565
MAYO	101	424	959	580
MCEWEN	139	609	1,333	722
MCMILLAN	151	586	927	546
MCPHERSON	115	531	1,137	688
MELBOURNE	66	224	491	247
MELBOURNE PORTS	55	242	483	253
MENZIES	110	409	884	532
MITCHELL	138	544	1,015	687
MONCRIEFF	83	357	765	523
MOORE	130	406	936	625
MORETON	103	394	836	595
MURRAY	196	694	991	600
NEW ENGLAND	121	450	883	514
NEWCASTLE	79	361	799	488
NORTH SYDNEY	58	191	384	249
O'CONNOR	153	564	1,178	666
OXLEY	162	615	1,324	917
PAGE	125	467	985	548
PARKES	171	604	1,001	543
PARRAMATTA	174	551	1,100	937
PATERSON	101	473	978	613
PEARCE	178	668	1,464	866
PERTH	97	355	726	539
PETRIE	99	431	900	645
PORT ADELAIDE	106	411	1,041	726
PROSPECT	201	648	1,295	972
RANKIN	175	657	1,426	948
REID	213	631	1,405	920
RICHMOND	107	450	900	501
RIVERINA	200	620	1,078	577
ROBERTSON	105	424	968	589
RYAN	65	301	588	382
SCULLIN	135	488	1,130	884
SHORTLAND	110	446	928	546
SOLOMON	102	340	575	552
STIRLING	90	364	883	547
STURT	73	332	813	477
SWAN	86	331	659	430

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SYDNEY	57	197	356	250
TANGNEY	87	350	732	551
THROSBY	122	446	1,035	712
WAKEFIELD	106	451	1,037	701
WANNON	123	571	840	439
WARRINGAH	71	316	548	366
WATSON	171	588	1,083	803
WENTWORTH	64	226	380	231
WERRIWA	221	735	1,568	1,132
WIDE BAY	88	415	934	545
WILLS	108	371	892	550
UNKNOWN*	854	2,243	2,444	1,245
<b>TOTAL</b>	<b>19,160</b>	<b>71,466</b>	<b>144,460</b>	<b>93,482</b>

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

b)

	<b>Total Amount Outstanding</b>			
	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>AUSTRALIAN CAPITAL</b>	\$315,285	\$1,383,694	\$2,525,688	\$1,740,310
<b>NEW SOUTH WALES</b>	\$9,636,593	\$37,014,507	\$63,760,464	\$40,821,495
<b>NORTHERN TERRITORY</b>	\$267,037	\$994,074	\$1,566,687	\$1,235,249
<b>QUEENSLAND</b>	\$4,348,778	\$18,504,904	\$34,882,105	\$22,911,101
<b>SOUTH AUSTRALIA</b>	\$1,078,801	\$5,562,822	\$11,246,333	\$7,288,314
<b>TASMANIA</b>	\$329,827	\$1,652,040	\$3,072,171	\$2,090,431
<b>VICTORIA</b>	\$6,020,552	\$25,198,764	\$44,026,352	\$26,968,283
<b>WESTERN AUSTRALIA</b>	\$2,509,807	\$9,742,755	\$18,984,390	\$12,636,989
<b>UNKNOWN*</b>	\$1,113,063	\$2,640,049	\$2,667,601	\$1,337,880
<b>TOTAL</b>	<b>\$25,619,744</b>	<b>\$102,693,608</b>	<b>\$182,731,791</b>	<b>\$117,030,05</b>

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

	<b>Total Amount Outstanding</b>			
	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>ADELAIDE</b>	\$64,313	\$331,612	\$679,195	\$457,734
<b>ASTON</b>	\$142,222	\$666,999	\$1,151,043	\$770,985
<b>BALLARAT</b>	\$128,727	\$625,368	\$1,063,414	\$634,820
<b>BANKS</b>	\$167,956	\$715,664	\$1,150,895	\$877,126
<b>BARKER</b>	\$164,822	\$926,104	\$1,386,991	\$717,778
<b>BARTON</b>	\$244,685	\$802,409	\$1,338,538	\$888,414
<b>BASS</b>	\$57,266	\$362,269	\$589,565	\$471,235
<b>BATMAN</b>	\$87,605	\$441,389	\$1,001,936	\$605,802
<b>BENDIGO</b>	\$126,928	\$637,866	\$1,145,336	\$603,073
<b>BENNELONG</b>	\$157,888	\$539,702	\$1,020,343	\$728,860
<b>BEROWRA</b>	\$170,472	\$673,660	\$1,142,302	\$744,139

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<b>BLAIR</b>	\$147,107	\$607,277	\$1,109,498	\$755,225
<b>BLAXLAND</b>	\$281,235	\$972,534	\$1,933,119	\$1,307,613
<b>BONNER</b>	\$116,703	\$584,653	\$1,100,142	\$667,856
<b>BOOTHBY</b>	\$58,151	\$328,140	\$624,203	\$426,184
<b>BOWMAN</b>	\$153,752	\$636,126	\$1,251,928	\$846,811
<b>BRADDON</b>	\$69,308	\$361,588	\$532,175	\$391,141
<b>BRADFIELD</b>	\$96,672	\$392,890	\$732,264	\$388,554
<b>BRAND</b>	\$159,102	\$669,162	\$1,329,067	\$948,446
<b>BRISBANE</b>	\$56,416	\$295,557	\$627,475	\$406,307
<b>BRUCE</b>	\$239,909	\$681,449	\$1,254,613	\$868,412
<b>CALARE</b>	\$173,572	\$828,354	\$1,317,493	\$787,774
<b>CALWELL</b>	\$239,221	\$950,489	\$1,737,064	\$1,149,106
<b>CANBERRA</b>	\$160,854	\$775,914	\$1,370,222	\$931,995
<b>CANNING</b>	\$137,894	\$659,146	\$1,381,048	\$989,539
<b>CAPRICORNIA</b>	\$215,408	\$799,723	\$1,291,828	\$867,524
<b>CASEY</b>	\$124,808	\$530,259	\$1,115,666	\$736,378
<b>CHARLTON</b>	\$130,911	\$537,463	\$1,133,917	\$640,705
<b>CHIFLEY</b>	\$419,038	\$1,402,940	\$2,157,572	\$1,610,875
<b>CHISHOLM</b>	\$142,843	\$464,124	\$944,622	\$600,227
<b>COOK</b>	\$133,312	\$486,485	\$864,368	\$557,358
<b>CORANGAMITE</b>	\$123,726	\$612,135	\$1,095,622	\$672,685
<b>CORIO</b>	\$88,508	\$457,962	\$960,648	\$674,778
<b>COWAN</b>	\$155,440	\$689,550	\$1,367,116	\$932,781
<b>COWPER</b>	\$157,101	\$600,229	\$1,060,656	\$586,563
<b>CUNNINGHAM</b>	\$97,366	\$487,242	\$902,884	\$591,309
<b>CURTIN</b>	\$74,041	\$394,646	\$676,794	\$392,936
<b>DAWSON</b>	\$158,348	\$763,881	\$1,458,432	\$1,003,162
<b>DEAKIN</b>	\$89,406	\$425,454	\$898,575	\$579,670
<b>DENISON</b>	\$51,318	\$242,460	\$506,639	\$339,554
<b>DICKSON</b>	\$142,177	\$673,624	\$1,373,552	\$805,617
<b>DOBELL</b>	\$179,408	\$789,757	\$1,463,309	\$919,505
<b>DUNKLEY</b>	\$160,625	\$623,210	\$1,139,823	\$758,623
<b>EDEN-MONARO</b>	\$211,232	\$852,618	\$1,435,891	\$749,596
<b>FADDEN</b>	\$166,171	\$689,300	\$1,379,265	\$1,042,728
<b>FAIRFAX</b>	\$141,165	\$621,526	\$1,443,830	\$877,314
<b>FARRER</b>	\$226,821	\$1,003,303	\$1,353,275	\$795,754
<b>FISHER</b>	\$130,702	\$684,580	\$1,385,008	\$846,123
<b>FLINDERS</b>	\$130,979	\$732,936	\$1,278,331	\$791,828
<b>FORDE</b>	\$171,129	\$905,371	\$1,747,165	\$1,073,011
<b>FORREST</b>	\$181,448	\$780,790	\$1,442,805	\$957,416
<b>FOWLER</b>	\$303,096	\$921,128	\$1,757,319	\$1,507,816
<b>FRANKLIN</b>	\$67,591	\$312,306	\$652,164	\$412,825
<b>FRASER</b>	\$150,115	\$640,429	\$1,204,576	\$834,765
<b>FREMANTLE</b>	\$144,806	\$564,265	\$1,172,319	\$775,760
<b>GELLIBRAND</b>	\$157,174	\$537,599	\$1,106,946	\$751,498

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<b>GILMORE</b>	\$136,890	\$613,432	\$1,141,620	\$740,463
<b>GIPPSLAND</b>	\$158,977	\$810,531	\$1,232,714	\$745,501
<b>GOLDSTEIN</b>	\$86,352	\$411,497	\$895,140	\$439,428
<b>GORTON</b>	\$249,034	\$986,466	\$1,934,226	\$1,369,414
<b>GRAYNDLER</b>	\$182,313	\$519,390	\$877,471	\$674,796
<b>GREENWAY</b>	\$371,085	\$1,141,064	\$1,861,653	\$1,175,735
<b>GREY</b>	\$116,957	\$716,574	\$1,505,643	\$772,465
<b>GRIFFITH</b>	\$98,589	\$435,212	\$744,961	\$447,395
<b>GROOM</b>	\$102,827	\$501,340	\$892,208	\$665,592
<b>GWYDIR</b>	\$268,213	\$1,101,001	\$1,303,523	\$711,902
<b>HASLUCK</b>	\$143,754	\$518,048	\$1,107,773	\$872,401
<b>HERBERT</b>	\$150,884	\$534,829	\$1,046,610	\$794,627
<b>HIGGINS</b>	\$67,626	\$308,291	\$658,344	\$332,874
<b>HINDMARSH</b>	\$55,201	\$312,799	\$708,559	\$530,065
<b>HINKLER</b>	\$163,852	\$627,344	\$1,182,683	\$821,169
<b>HOLT</b>	\$379,109	\$1,195,653	\$2,077,408	\$1,324,624
<b>HOTHAM</b>	\$130,964	\$608,348	\$1,136,041	\$829,214
<b>HUGHES</b>	\$146,265	\$600,185	\$1,134,721	\$743,717
<b>HUME</b>	\$269,651	\$1,193,928	\$1,691,087	\$982,779
<b>HUNTER</b>	\$149,784	\$608,909	\$1,127,492	\$810,971
<b>INDI</b>	\$194,929	\$640,608	\$1,152,129	\$677,775
<b>ISAACS</b>	\$181,889	\$743,235	\$1,295,895	\$883,140
<b>JAGAJAGA</b>	\$116,301	\$545,747	\$1,010,059	\$651,155
<b>KALGOORLIE</b>	\$314,239	\$964,474	\$1,872,810	\$1,208,692
<b>KENNEDY</b>	\$248,811	\$918,361	\$1,679,472	\$967,952
<b>KINGSFORD SMITH</b>	\$156,314	\$624,264	\$1,070,896	\$753,218
<b>KINGSTON</b>	\$104,446	\$469,472	\$1,016,285	\$767,747
<b>KOOYONG</b>	\$107,145	\$407,762	\$685,079	\$388,937
<b>LA TROBE</b>	\$157,530	\$765,932	\$1,325,781	\$776,797
<b>LALOR</b>	\$263,978	\$967,624	\$1,725,054	\$1,033,766
<b>LEICHHARDT</b>	\$261,162	\$994,333	\$1,644,984	\$1,067,757
<b>LILLEY</b>	\$118,301	\$415,672	\$891,105	\$536,034
<b>LINDSAY</b>	\$198,718	\$745,687	\$1,440,148	\$843,048
<b>LINGIARI</b>	\$175,357	\$583,999	\$927,164	\$545,539
<b>LONGMAN</b>	\$194,128	\$660,448	\$1,409,928	\$836,722
<b>LOWE</b>	\$137,245	\$705,293	\$1,133,011	\$810,042
<b>LYNE</b>	\$131,673	\$658,215	\$1,301,081	\$705,685
<b>LYONS</b>	\$86,193	\$372,166	\$791,517	\$475,227
<b>MACARTHUR</b>	\$257,237	\$862,333	\$1,602,578	\$1,088,858
<b>MACKELLAR</b>	\$132,516	\$660,447	\$1,090,034	\$584,833
<b>MACQUARIE</b>	\$184,694	\$773,372	\$1,321,936	\$781,630
<b>MAKIN</b>	\$90,849	\$431,076	\$975,954	\$703,533
<b>MALLEE</b>	\$319,476	\$1,349,262	\$1,698,493	\$751,552
<b>MARANOVA</b>	\$208,799	\$891,074	\$1,400,923	\$801,475
<b>MARIBYRNONG</b>	\$121,112	\$560,255	\$1,043,957	\$684,045

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MAYO	\$122,561	\$585,487	\$1,188,488	\$733,480
MCEWEN	\$172,312	\$837,465	\$1,638,111	\$838,810
MCMILLAN	\$206,660	\$906,613	\$1,190,746	\$651,326
MCPHERSON	\$146,758	\$765,975	\$1,466,696	\$957,640
MELBOURNE	\$79,846	\$288,947	\$551,015	\$274,031
MELBOURNE PORTS	\$81,081	\$332,760	\$690,381	\$349,765
MENZIES	\$118,921	\$649,078	\$1,153,524	\$682,093
MITCHELL	\$174,911	\$787,783	\$1,436,698	\$918,351
MONCRIEFF	\$119,236	\$566,402	\$987,055	\$712,675
MOORE	\$160,943	\$541,092	\$1,129,857	\$781,072
MORETON	\$171,617	\$614,866	\$1,023,884	\$736,832
MURRAY	\$311,524	\$1,214,485	\$1,353,511	\$795,732
NEW ENGLAND	\$184,100	\$666,563	\$1,032,672	\$659,479
NEWCASTLE	\$80,037	\$420,657	\$885,043	\$531,627
NORTH SYDNEY	\$88,779	\$285,295	\$562,077	\$325,028
O'CONNOR	\$227,113	\$916,563	\$1,755,312	\$991,457
OXLEY	\$200,373	\$859,658	\$1,659,842	\$1,144,980
PAGE	\$132,815	\$645,556	\$1,081,537	\$673,223
PARKES	\$300,494	\$986,567	\$1,425,049	\$662,518
PARRAMATTA	\$242,817	\$822,938	\$1,498,318	\$1,213,811
PATERSON	\$102,863	\$656,031	\$1,205,728	\$740,235
PEARCE	\$258,256	\$1,034,065	\$1,912,083	\$1,184,959
PERTH	\$139,703	\$479,877	\$924,181	\$627,456
PETRIE	\$104,574	\$570,339	\$1,087,627	\$776,515
PORT ADELAIDE	\$109,441	\$461,314	\$1,075,702	\$861,975
PROSPECT	\$307,783	\$932,973	\$1,622,803	\$1,183,750
RANKIN	\$253,713	\$887,315	\$1,676,856	\$1,227,759
REID	\$349,649	\$1,098,403	\$1,979,836	\$1,301,580
RICHMOND	\$118,672	\$578,506	\$1,143,174	\$650,111
RIVERINA	\$301,633	\$1,046,935	\$1,556,688	\$781,822
ROBERTSON	\$138,880	\$575,610	\$1,239,608	\$701,577
RYAN	\$91,029	\$417,545	\$746,549	\$496,406
SCULLIN	\$210,362	\$663,901	\$1,396,973	\$984,203
SHORTLAND	\$124,910	\$568,888	\$1,085,552	\$682,641
SOLOMON	\$99,341	\$432,237	\$683,096	\$676,261
STIRLING	\$132,739	\$492,863	\$1,039,218	\$701,216
STURT	\$73,287	\$400,700	\$997,950	\$576,105
SWAN	\$125,637	\$486,248	\$844,330	\$544,993
SYDNEY	\$97,152	\$282,882	\$502,073	\$327,596
TANGNEY	\$118,266	\$483,013	\$935,673	\$695,852
THROSBY	\$152,663	\$526,692	\$1,321,179	\$889,823
WAKEFIELD	\$118,770	\$595,438	\$1,075,270	\$734,731
WANNON	\$182,951	\$1,099,958	\$1,192,183	\$639,989
WARRINGAH	\$108,881	\$497,791	\$784,858	\$465,947
WATSON	\$307,951	\$975,758	\$1,548,071	\$1,071,664

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**

**2005-06 Budget Estimates, May 2005**

<b>WENTWORTH</b>	\$79,534	\$388,509	\$560,355	\$335,263
<b>WERRIWA</b>	\$329,295	\$1,282,912	\$2,114,199	\$1,463,573
<b>WIDE BAY</b>	\$98,299	\$548,497	\$1,099,389	\$693,748
<b>WILLS</b>	\$132,547	\$500,124	\$1,049,708	\$628,383
<b>UNKNOWN*</b>	\$1,207,696	\$2,883,969	\$3,114,129	\$1,588,086
<b>TOTAL</b>	\$25,619,74	\$102,693,60	\$182,731,79	\$117,030,05

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

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	<b>Average Amount Outstanding</b>			
	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>AUSTRALIAN CAPITAL</b>	\$1,126	\$1,278	\$1,179	\$1,260
<b>NEW SOUTH WALES</b>	\$1,406	\$1,509	\$1,325	\$1,295
<b>NORTHERN TERRITORY</b>	\$1,086	\$1,325	\$1,131	\$1,210
<b>QUEENSLAND</b>	\$1,282	\$1,384	\$1,239	\$1,260
<b>SOUTH AUSTRALIA</b>	\$1,130	\$1,306	\$1,167	\$1,162
<b>TASMANIA</b>	\$1,074	\$1,270	\$1,047	\$1,129
<b>VICTORIA</b>	\$1,366	\$1,472	\$1,258	\$1,216
<b>WESTERN AUSTRALIA</b>	\$1,308	\$1,399	\$1,268	\$1,268
<b>UNKNOWN*</b>	\$1,388	\$1,260	\$1,248	\$1,230
<b>TOTAL</b>	\$1,337	\$1,437	\$1,265	\$1,252

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

	<b>Average Amount Outstanding</b>			
	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>ADELAIDE</b>	\$1,109	\$1,201	\$1,155	\$1,180
<b>ASTON</b>	\$1,147	\$1,329	\$1,173	\$1,195
<b>BALLARAT</b>	\$1,119	\$1,448	\$1,238	\$1,202
<b>BANKS</b>	\$1,448	\$1,746	\$1,410	\$1,360
<b>BARKER</b>	\$1,249	\$1,651	\$1,362	\$1,173
<b>BARTON</b>	\$1,529	\$1,595	\$1,337	\$1,386
<b>BASS</b>	\$1,005	\$1,383	\$1,045	\$1,215
<b>BATMAN</b>	\$1,031	\$1,276	\$1,262	\$1,278
<b>BENDIGO</b>	\$1,350	\$1,480	\$1,236	\$1,136
<b>BENNELONG</b>	\$1,518	\$1,467	\$1,371	\$1,337
<b>BEROWRA</b>	\$1,386	\$1,585	\$1,375	\$1,358
<b>BLAIR</b>	\$1,140	\$1,362	\$1,188	\$1,242
<b>BLAXLAND</b>	\$1,598	\$1,574	\$1,358	\$1,300
<b>BONNER</b>	\$1,091	\$1,350	\$1,257	\$1,203
<b>BOOTHBY</b>	\$986	\$1,272	\$1,046	\$1,107
<b>BOWMAN</b>	\$1,450	\$1,290	\$1,179	\$1,260
<b>BRADDON</b>	\$1,100	\$1,429	\$989	\$1,075

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**

**2005-06 Budget Estimates, May 2005**

<b>BRADFIELD</b>	\$1,611	\$1,672	\$1,538	\$1,363
<b>BRAND</b>	\$1,113	\$1,333	\$1,168	\$1,199
<b>BRISBANE</b>	\$1,106	\$1,197	\$1,162	\$1,135
<b>BRUCE</b>	\$1,777	\$1,432	\$1,243	\$1,204
<b>CALARE</b>	\$1,378	\$1,578	\$1,351	\$1,285
<b>CALWELL</b>	\$1,259	\$1,458	\$1,161	\$1,236
<b>CANBERRA</b>	\$1,072	\$1,302	\$1,195	\$1,239
<b>CANNING</b>	\$1,007	\$1,244	\$1,251	\$1,226
<b>CAPRICORNIA</b>	\$1,224	\$1,388	\$1,231	\$1,182
<b>CASEY</b>	\$1,189	\$1,173	\$1,149	\$1,152
<b>CHARLTON</b>	\$1,322	\$1,277	\$1,257	\$1,167
<b>CHIFLEY</b>	\$1,455	\$1,589	\$1,347	\$1,344
<b>CHISHOLM</b>	\$1,721	\$1,419	\$1,359	\$1,245
<b>COOK</b>	\$1,246	\$1,492	\$1,290	\$1,261
<b>CORANGAMITE</b>	\$1,178	\$1,424	\$1,287	\$1,264
<b>CORIO</b>	\$1,093	\$1,238	\$1,201	\$1,151
<b>COWAN</b>	\$1,087	\$1,318	\$1,183	\$1,147
<b>COWPER</b>	\$1,343	\$1,497	\$1,233	\$1,253
<b>CUNNINGHAM</b>	\$1,082	\$1,388	\$1,230	\$1,199
<b>CURTIN</b>	\$1,214	\$1,694	\$1,487	\$1,259
<b>DAWSON</b>	\$1,218	\$1,402	\$1,273	\$1,294
<b>DEAKIN</b>	\$1,064	\$1,317	\$1,213	\$1,098
<b>DENISON</b>	\$1,006	\$1,189	\$1,013	\$1,051
<b>DICKSON</b>	\$1,354	\$1,329	\$1,265	\$1,181
<b>DOBELL</b>	\$1,246	\$1,366	\$1,239	\$1,282
<b>DUNKLEY</b>	\$1,673	\$1,301	\$1,163	\$1,222
<b>EDEN-MONARO</b>	\$1,390	\$1,443	\$1,245	\$1,268
<b>FADDEN</b>	\$1,340	\$1,352	\$1,287	\$1,415
<b>FAIRFAX</b>	\$1,260	\$1,276	\$1,291	\$1,382
<b>FARRER</b>	\$1,445	\$1,733	\$1,397	\$1,457
<b>FISHER</b>	\$1,245	\$1,429	\$1,300	\$1,288
<b>FLINDERS</b>	\$1,213	\$1,415	\$1,281	\$1,313
<b>FORDE</b>	\$1,118	\$1,353	\$1,255	\$1,274
<b>FORREST</b>	\$1,171	\$1,433	\$1,206	\$1,266
<b>FOWLER</b>	\$1,479	\$1,402	\$1,243	\$1,305
<b>FRANKLIN</b>	\$1,127	\$1,144	\$1,055	\$1,104
<b>FRASER</b>	\$1,146	\$1,266	\$1,173	\$1,280
<b>FREMANTLE</b>	\$1,316	\$1,370	\$1,237	\$1,172
<b>GELLIBRAND</b>	\$1,416	\$1,280	\$1,185	\$1,146
<b>GILMORE</b>	\$1,141	\$1,336	\$1,250	\$1,397
<b>GIPPSLAND</b>	\$1,096	\$1,621	\$1,266	\$1,272
<b>GOLDSTEIN</b>	\$1,270	\$1,449	\$1,336	\$1,241
<b>GORTON</b>	\$1,233	\$1,419	\$1,288	\$1,196
<b>GRAYNDLER</b>	\$1,770	\$1,415	\$1,406	\$1,409
<b>GREENWAY</b>	\$1,600	\$1,563	\$1,320	\$1,175

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**

**2005-06 Budget Estimates, May 2005**

<b>GREY</b>	\$1,181	\$1,528	\$1,530	\$1,307
<b>GRIFFITH</b>	\$1,332	\$1,446	\$1,153	\$1,105
<b>GROOM</b>	\$1,155	\$1,295	\$1,092	\$1,249
<b>GWYDIR</b>	\$1,550	\$1,796	\$1,342	\$1,404
<b>HASLUCK</b>	\$1,250	\$1,162	\$1,101	\$1,274
<b>HERBERT</b>	\$1,290	\$1,238	\$1,134	\$1,191
<b>HIGGINS</b>	\$1,276	\$1,504	\$1,447	\$1,247
<b>HINDMARSH</b>	\$968	\$1,203	\$1,090	\$1,194
<b>HINKLER</b>	\$1,162	\$1,388	\$1,143	\$1,180
<b>HOLT</b>	\$1,655	\$1,451	\$1,222	\$1,141
<b>HOTHAM</b>	\$1,149	\$1,445	\$1,176	\$1,294
<b>HUGHES</b>	\$1,380	\$1,393	\$1,329	\$1,293
<b>HUME</b>	\$1,465	\$1,649	\$1,427	\$1,335
<b>HUNTER</b>	\$1,026	\$1,266	\$1,183	\$1,261
<b>INDI</b>	\$1,499	\$1,417	\$1,220	\$1,269
<b>ISAACS</b>	\$1,399	\$1,454	\$1,167	\$1,159
<b>JAGAJAGA</b>	\$1,264	\$1,455	\$1,217	\$1,305
<b>KALGOORLIE</b>	\$1,441	\$1,414	\$1,427	\$1,350
<b>KENNEDY</b>	\$1,390	\$1,508	\$1,382	\$1,348
<b>KINGSFORD SMITH</b>	\$1,396	\$1,569	\$1,373	\$1,403
<b>KINGSTON</b>	\$1,201	\$1,055	\$989	\$1,049
<b>KOOYONG</b>	\$1,880	\$1,568	\$1,445	\$1,231
<b>LA TROBE</b>	\$1,221	\$1,479	\$1,185	\$1,191
<b>LALOR</b>	\$1,412	\$1,475	\$1,247	\$1,121
<b>LEICHHARDT</b>	\$1,215	\$1,418	\$1,278	\$1,255
<b>LILLEY</b>	\$1,517	\$1,237	\$1,222	\$1,163
<b>LINDSAY</b>	\$1,176	\$1,366	\$1,346	\$1,204
<b>LINGIARI</b>	\$1,235	\$1,368	\$1,108	\$1,191
<b>LONGMAN</b>	\$1,377	\$1,287	\$1,196	\$1,190
<b>LOWE</b>	\$1,248	\$1,708	\$1,621	\$1,426
<b>LYNE</b>	\$1,155	\$1,425	\$1,241	\$1,213
<b>LYONS</b>	\$1,091	\$1,204	\$1,110	\$1,179
<b>MACARTHUR</b>	\$1,413	\$1,457	\$1,373	\$1,263
<b>MACKELLAR</b>	\$1,227	\$1,550	\$1,479	\$1,297
<b>MACQUARIE</b>	\$1,389	\$1,462	\$1,270	\$1,251
<b>MAKIN</b>	\$1,180	\$1,165	\$1,065	\$1,115
<b>MALLEE</b>	\$1,775	\$2,020	\$1,660	\$1,400
<b>MARANOVA</b>	\$1,313	\$1,694	\$1,380	\$1,293
<b>MARIBYRNONG</b>	\$1,316	\$1,387	\$1,261	\$1,211
<b>MAYO</b>	\$1,213	\$1,381	\$1,239	\$1,265
<b>MCEWEN</b>	\$1,240	\$1,375	\$1,229	\$1,162
<b>MCMILLAN</b>	\$1,369	\$1,547	\$1,285	\$1,193
<b>MCPHERSON</b>	\$1,276	\$1,443	\$1,290	\$1,392
<b>MELBOURNE</b>	\$1,210	\$1,290	\$1,122	\$1,109
<b>MELBOURNE PORTS</b>	\$1,474	\$1,375	\$1,429	\$1,382

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**

**2005-06 Budget Estimates, May 2005**

<b>MENZIES</b>	\$1,081	\$1,587	\$1,305	\$1,282
<b>MITCHELL</b>	\$1,267	\$1,448	\$1,415	\$1,337
<b>MONCRIEFF</b>	\$1,437	\$1,587	\$1,290	\$1,363
<b>MOORE</b>	\$1,238	\$1,333	\$1,207	\$1,250
<b>MORETON</b>	\$1,666	\$1,561	\$1,225	\$1,238
<b>MURRAY</b>	\$1,589	\$1,750	\$1,366	\$1,326
<b>NEW ENGLAND</b>	\$1,521	\$1,481	\$1,170	\$1,283
<b>NEWCASTLE</b>	\$1,013	\$1,165	\$1,108	\$1,089
<b>NORTH SYDNEY</b>	\$1,531	\$1,494	\$1,464	\$1,305
<b>O'CONNOR</b>	\$1,484	\$1,625	\$1,490	\$1,489
<b>OXLEY</b>	\$1,237	\$1,398	\$1,254	\$1,249
<b>PAGE</b>	\$1,063	\$1,382	\$1,098	\$1,229
<b>PARKES</b>	\$1,757	\$1,633	\$1,424	\$1,220
<b>PARRAMATTA</b>	\$1,396	\$1,494	\$1,362	\$1,295
<b>PATERSON</b>	\$1,018	\$1,387	\$1,233	\$1,208
<b>PEARCE</b>	\$1,451	\$1,548	\$1,306	\$1,368
<b>PERTH</b>	\$1,440	\$1,352	\$1,273	\$1,164
<b>PETRIE</b>	\$1,056	\$1,323	\$1,208	\$1,204
<b>PORT ADELAIDE</b>	\$1,032	\$1,122	\$1,033	\$1,187
<b>PROSPECT</b>	\$1,531	\$1,440	\$1,253	\$1,218
<b>RANKIN</b>	\$1,450	\$1,351	\$1,176	\$1,295
<b>REID</b>	\$1,642	\$1,741	\$1,409	\$1,415
<b>RICHMOND</b>	\$1,109	\$1,286	\$1,270	\$1,298
<b>RIVERINA</b>	\$1,508	\$1,689	\$1,444	\$1,355
<b>ROBERTSON</b>	\$1,323	\$1,358	\$1,281	\$1,191
<b>RYAN</b>	\$1,400	\$1,387	\$1,270	\$1,299
<b>SCULLIN</b>	\$1,558	\$1,360	\$1,236	\$1,113
<b>SHORTLAND</b>	\$1,136	\$1,276	\$1,170	\$1,250
<b>SOLOMON</b>	\$974	\$1,271	\$1,188	\$1,225
<b>STIRLING</b>	\$1,475	\$1,354	\$1,177	\$1,282
<b>STURT</b>	\$1,004	\$1,207	\$1,227	\$1,208
<b>SWAN</b>	\$1,461	\$1,469	\$1,281	\$1,267
<b>SYDNEY</b>	\$1,704	\$1,436	\$1,410	\$1,310
<b>TANGNEY</b>	\$1,359	\$1,380	\$1,278	\$1,263
<b>THROSBY</b>	\$1,251	\$1,181	\$1,277	\$1,250
<b>WAKEFIELD</b>	\$1,120	\$1,320	\$1,037	\$1,048
<b>WANNON</b>	\$1,487	\$1,926	\$1,419	\$1,458
<b>WARRINGAH</b>	\$1,534	\$1,575	\$1,432	\$1,273
<b>WATSON</b>	\$1,801	\$1,659	\$1,429	\$1,335
<b>WENTWORTH</b>	\$1,243	\$1,719	\$1,475	\$1,451
<b>WERRIWA</b>	\$1,490	\$1,745	\$1,348	\$1,293
<b>WIDE BAY</b>	\$1,117	\$1,322	\$1,177	\$1,273
<b>WILLS</b>	\$1,227	\$1,348	\$1,177	\$1,143
<b>UNKNOWN*</b>	\$1,414	\$1,286	\$1,274	\$1,276
<b>TOTAL</b>	\$1,337	\$1,437	\$1,265	\$1,252

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**

**2005-06 Budget Estimates, May 2005**

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

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	<b>Average ATI for customer and primary partner</b>			
	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>Australian Capital Territory</b>	\$50,986	\$55,904	\$59,394	\$79,282
<b>New South Wales</b>	\$45,270	\$49,455	\$52,199	\$73,078
<b>Northern Territory</b>	\$37,706	\$42,898	\$46,115	\$68,595
<b>Queensland</b>	\$40,443	\$45,315	\$48,407	\$68,339
<b>South Australia</b>	\$40,747	\$46,710	\$49,451	\$66,810
<b>Tasmania</b>	\$38,023	\$42,365	\$44,455	\$62,810
<b>Victoria</b>	\$45,718	\$50,552	\$52,745	\$71,745
<b>Western Australia</b>	\$43,501	\$47,998	\$51,628	\$71,721
<b>Unknown*</b>	\$43,897	\$47,622	\$51,350	\$67,586
<b>Total</b>	\$43,644	\$48,319	\$51,105	\$71,042

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

	<b>Average ATI for customer and primary partner</b>			
	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>ADELAIDE</b>	\$45,060	\$51,462	\$56,039	\$72,346
<b>ASTON</b>	\$52,872	\$57,039	\$59,729	\$80,043
<b>BALLARAT</b>	\$41,779	\$47,296	\$49,657	\$67,737
<b>BANKS</b>	\$49,095	\$52,717	\$55,010	\$74,694
<b>BARKER</b>	\$40,551	\$47,780	\$48,845	\$62,533
<b>BARTON</b>	\$48,844	\$51,121	\$53,532	\$77,493
<b>BASS</b>	\$37,217	\$41,332	\$44,772	\$63,000
<b>BATMAN</b>	\$41,517	\$45,994	\$49,691	\$68,138
<b>BENDIGO</b>	\$39,871	\$44,797	\$46,557	\$63,840
<b>BENNELONG</b>	\$59,211	\$61,877	\$63,971	\$81,381
<b>BEROWRA</b>	\$63,837	\$67,244	\$70,899	\$89,398
<b>BLAIR</b>	\$38,000	\$42,187	\$44,037	\$64,192
<b>BLAXLAND</b>	\$38,117	\$39,289	\$41,307	\$60,727
<b>BONNER</b>	\$46,565	\$50,830	\$55,010	\$76,371
<b>BOOTHBY</b>	\$48,790	\$54,003	\$57,570	\$75,784
<b>BOWMAN</b>	\$46,112	\$50,671	\$53,099	\$74,197
<b>BRADDON</b>	\$37,501	\$42,499	\$43,907	\$60,031
<b>BRADFIELD</b>	\$81,420	\$86,707	\$89,750	\$111,491
<b>BRAND</b>	\$39,985	\$45,133	\$48,191	\$70,533
<b>BRISBANE</b>	\$48,812	\$54,175	\$58,533	\$76,070

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

<b>BRUCE</b>	\$43,692	\$47,357	\$50,456	\$68,726
<b>CALARE</b>	\$43,426	\$49,252	\$51,167	\$70,996
<b>CALWELL</b>	\$40,090	\$44,968	\$46,589	\$66,431
<b>CANBERRA</b>	\$51,418	\$56,413	\$58,981	\$80,888
<b>CANNING</b>	\$44,171	\$47,260	\$51,705	\$72,154
<b>CAPRICORNIA</b>	\$43,984	\$48,918	\$50,232	\$71,950
<b>CASEY</b>	\$47,343	\$51,824	\$53,115	\$69,367
<b>CHARLTON</b>	\$42,580	\$47,815	\$50,419	\$72,746
<b>CHIFLEY</b>	\$38,241	\$42,147	\$44,053	\$65,535
<b>CHISHOLM</b>	\$53,095	\$57,395	\$60,885	\$77,662
<b>COOK</b>	\$57,851	\$61,619	\$65,699	\$83,901
<b>CORANGAMITE</b>	\$45,957	\$51,667	\$53,977	\$73,286
<b>CORIO</b>	\$41,096	\$46,820	\$49,793	\$70,086
<b>COWAN</b>	\$44,562	\$47,301	\$50,057	\$69,509
<b>COWPER</b>	\$34,970	\$39,964	\$42,293	\$61,526
<b>CUNNINGHAM</b>	\$49,358	\$54,225	\$58,093	\$80,368
<b>CURTIN</b>	\$59,808	\$64,002	\$69,873	\$85,098
<b>DAWSON</b>	\$41,586	\$47,553	\$50,550	\$69,723
<b>DEAKIN</b>	\$49,109	\$53,570	\$56,105	\$76,202
<b>DENISON</b>	\$39,510	\$43,598	\$45,685	\$64,680
<b>DICKSON</b>	\$47,192	\$50,924	\$54,895	\$73,912
<b>DOBELL</b>	\$43,333	\$46,370	\$50,463	\$71,199
<b>DUNKLEY</b>	\$43,570	\$47,551	\$50,136	\$69,684
<b>EDEN-MONARO</b>	\$42,133	\$47,533	\$50,582	\$67,596
<b>FADDEN</b>	\$38,441	\$43,761	\$47,334	\$65,689
<b>FAIRFAX</b>	\$34,811	\$39,959	\$45,103	\$62,608
<b>FARRER</b>	\$44,991	\$49,756	\$51,240	\$66,430
<b>FISHER</b>	\$38,673	\$44,610	\$48,441	\$66,383
<b>FLINDERS</b>	\$42,569	\$47,566	\$48,999	\$67,780
<b>FORDE</b>	\$37,727	\$42,636	\$45,829	\$64,978
<b>FORREST</b>	\$42,164	\$46,026	\$48,177	\$66,219
<b>FOWLER</b>	\$35,241	\$37,493	\$38,471	\$56,045
<b>FRANKLIN</b>	\$38,210	\$42,857	\$45,278	\$65,281
<b>FRASER</b>	\$50,234	\$54,972	\$59,584	\$77,359
<b>FREMANTLE</b>	\$43,771	\$48,658	\$52,245	\$72,823
<b>GELLIBRAND</b>	\$43,434	\$47,775	\$50,902	\$69,056
<b>GILMORE</b>	\$40,525	\$45,091	\$49,143	\$68,938
<b>GIPPSLAND</b>	\$41,692	\$47,021	\$48,770	\$69,109
<b>GOLDSTEIN</b>	\$62,941	\$68,300	\$72,805	\$96,105
<b>GORTON</b>	\$43,502	\$47,939	\$50,713	\$68,248
<b>GRAYNDLER</b>	\$44,997	\$49,466	\$53,046	\$71,113
<b>GREENWAY</b>	\$47,796	\$51,275	\$55,039	\$75,083
<b>GREY</b>	\$38,703	\$50,128	\$53,529	\$68,158
<b>GRIFFITH</b>	\$45,570	\$52,180	\$55,089	\$76,721

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**

**2005-06 Budget Estimates, May 2005**

<b>GROOM</b>	\$39,858	\$45,134	\$47,338	\$66,607
<b>GWYDIR</b>	\$39,028	\$44,607	\$43,690	\$62,956
<b>HASLUCK</b>	\$39,173	\$43,141	\$46,349	\$62,784
<b>HERBERT</b>	\$42,504	\$46,442	\$49,656	\$70,177
<b>HIGGINS</b>	\$65,323	\$70,997	\$74,087	\$93,268
<b>HINDMARSH</b>	\$45,672	\$49,678	\$52,870	\$74,300
<b>HINKLER</b>	\$38,698	\$42,709	\$47,235	\$73,019
<b>HOLT</b>	\$42,729	\$46,354	\$48,996	\$65,125
<b>HOTHAM</b>	\$47,567	\$51,443	\$54,425	\$71,006
<b>HUGHES</b>	\$59,958	\$63,503	\$66,416	\$87,480
<b>HUME</b>	\$46,315	\$51,025	\$53,615	\$74,046
<b>HUNTER</b>	\$42,704	\$48,972	\$52,684	\$75,727
<b>INDI</b>	\$43,028	\$46,995	\$50,932	\$66,747
<b>ISAACS</b>	\$44,384	\$48,683	\$52,317	\$69,621
<b>JAGAJAGA</b>	\$54,700	\$57,419	\$60,359	\$82,116
<b>KALGOORLIE</b>	\$43,095	\$49,012	\$54,720	\$80,010
<b>KENNEDY</b>	\$39,145	\$43,920	\$46,712	\$66,502
<b>KINGSFORD SMITH</b>	\$48,813	\$53,767	\$57,531	\$78,022
<b>KINGSTON</b>	\$38,129	\$42,383	\$44,891	\$61,637
<b>KOONYONG</b>	\$66,700	\$71,955	\$76,862	\$93,168
<b>LA TROBE</b>	\$48,368	\$52,597	\$56,023	\$75,305
<b>LALOR</b>	\$43,936	\$48,494	\$50,881	\$71,750
<b>LEICHHARDT</b>	\$37,341	\$41,798	\$45,348	\$65,468
<b>LILLEY</b>	\$42,113	\$48,210	\$50,795	\$71,800
<b>LINDSAY</b>	\$47,801	\$52,310	\$55,004	\$75,093
<b>LINGIARI</b>	\$33,708	\$38,135	\$41,223	\$63,763
<b>LONGMAN</b>	\$36,912	\$40,699	\$44,183	\$62,408
<b>LOWE</b>	\$55,231	\$59,638	\$62,153	\$80,068
<b>LYNE</b>	\$36,940	\$40,649	\$43,936	\$63,342
<b>LYONS</b>	\$38,057	\$41,850	\$42,903	\$60,937
<b>MACARTHUR</b>	\$45,720	\$48,526	\$51,821	\$74,141
<b>MACKELLAR</b>	\$61,700	\$66,856	\$70,782	\$92,809
<b>MACQUARIE</b>	\$48,541	\$52,290	\$55,017	\$75,163
<b>MAKIN</b>	\$42,138	\$47,044	\$49,417	\$67,265
<b>MALLEE</b>	\$44,841	\$52,461	\$49,613	\$66,629
<b>MARANOVA</b>	\$41,475	\$45,702	\$47,200	\$64,566
<b>MARIBYRNONG</b>	\$45,195	\$49,746	\$51,315	\$71,885
<b>MAYO</b>	\$44,103	\$49,250	\$51,300	\$68,970
<b>MCEWEN</b>	\$46,650	\$51,055	\$53,049	\$72,043
<b>MCMILLAN</b>	\$42,275	\$47,963	\$48,892	\$66,759
<b>MCPHERSON</b>	\$39,261	\$45,692	\$47,821	\$67,681
<b>MELBOURNE</b>	\$40,678	\$47,151	\$46,359	\$70,847
<b>MELBOURNE PORTS</b>	\$51,636	\$59,526	\$63,079	\$81,103
<b>MENZIES</b>	\$57,731	\$61,587	\$64,649	\$85,679

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

MITCHELL	\$65,304	\$68,656	\$73,218	\$94,855
MONCRIEFF	\$39,374	\$44,226	\$48,446	\$64,663
MOORE	\$50,317	\$56,754	\$58,795	\$79,912
MORETON	\$44,890	\$49,811	\$52,177	\$71,504
MURRAY	\$44,233	\$48,724	\$47,788	\$62,437
NEW ENGLAND	\$38,460	\$42,475	\$43,953	\$64,443
NEWCASTLE	\$41,970	\$46,157	\$50,503	\$71,461
NORTH SYDNEY	\$69,162	\$76,087	\$79,453	\$105,094
O'CONNOR	\$39,869	\$45,633	\$50,897	\$69,589
OXLEY	\$36,387	\$40,718	\$43,527	\$61,063
PAGE	\$34,561	\$39,236	\$41,815	\$59,698
PARKES	\$41,109	\$47,195	\$47,917	\$64,458
PARRAMATTA	\$46,627	\$49,538	\$52,709	\$71,575
PATERSON	\$39,722	\$44,643	\$48,804	\$69,435
PEARCE	\$42,054	\$46,584	\$49,894	\$69,663
PERTH	\$41,636	\$45,596	\$48,603	\$68,017
PETRIE	\$43,187	\$47,066	\$50,907	\$70,116
PORT ADELAIDE	\$34,337	\$38,987	\$42,062	\$59,795
PROSPECT	\$45,074	\$47,738	\$49,020	\$68,441
RANKIN	\$34,942	\$39,433	\$41,944	\$61,545
REID	\$37,286	\$39,198	\$41,630	\$58,762
RICHMOND	\$35,646	\$40,766	\$44,484	\$64,469
RIVERINA	\$43,968	\$48,487	\$49,878	\$64,850
ROBERTSON	\$45,381	\$49,462	\$52,766	\$73,728
RYAN	\$57,364	\$62,235	\$65,470	\$83,524
SCULLIN	\$45,124	\$49,149	\$52,097	\$68,562
SHORTLAND	\$41,699	\$46,465	\$49,140	\$70,955
SOLOMON	\$42,954	\$48,409	\$51,745	\$71,723
STIRLING	\$40,380	\$45,465	\$49,073	\$68,056
STURT	\$46,481	\$51,316	\$55,633	\$72,682
SWAN	\$39,158	\$43,332	\$46,571	\$64,941
SYDNEY	\$40,375	\$45,480	\$49,669	\$74,686
TANGNEY	\$53,112	\$57,006	\$60,707	\$79,311
THROSBY	\$43,100	\$48,275	\$51,171	\$76,107
WAKEFIELD	\$34,326	\$40,079	\$42,325	\$60,167
WANNON	\$45,346	\$52,953	\$51,641	\$67,520
WARRINGAH	\$69,967	\$72,949	\$75,169	\$97,622
WATSON	\$42,511	\$44,320	\$46,790	\$64,198
WENTWORTH	\$61,902	\$63,890	\$69,415	\$86,797
WERRIWA	\$44,597	\$47,281	\$49,771	\$68,755
WIDE BAY	\$32,718	\$37,448	\$41,278	\$63,894
WILLS	\$43,106	\$47,802	\$50,229	\$68,801
Unknown*	\$43,626	\$47,613	\$51,334	\$68,456

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

e)

	<b>Number of customers with part or full ATO refund withheld</b>		
	<b>Financial Year</b>		
	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>AUSTRALIAN CAPITAL TERRITORY</b>	3,670	3,336	805
<b>NEW SOUTH WALES</b>	70,728	66,698	15,079
<b>NORTHERN TERRITORY</b>	2,487	2,365	434
<b>QUEENSLAND</b>	47,349	43,702	8,249
<b>SOUTH AUSTRALIA</b>	18,214	16,736	3,096
<b>TASMANIA</b>	6,022	5,406	673
<b>VICTORIA</b>	59,369	54,027	10,847
<b>WESTERN AUSTRALIA</b>	22,982	21,705	4,518
<b>UNKNOWN*</b>	2,132	1,594	393
<b>TOTAL</b>	<b>232,953</b>	<b>215,569</b>	<b>44,094</b>

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

Note: Withholding FTB Debts from ATO refunds did not commence until 1/7/2002.

	<b>Number of customers with part or full ATO refund withheld</b>		
	<b>Financial Year</b>		
	<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>
<b>ADELAIDE</b>	995	935	256
<b>ASTON</b>	2,068	1,756	407
<b>BALLARAT</b>	1,842	1,545	223
<b>BANKS</b>	1,386	1,295	367
<b>BARKER</b>	2,064	1,819	275
<b>BARTON</b>	1,241	1,209	345
<b>BASS</b>	1,147	1,093	139
<b>BATMAN</b>	1,155	1,085	244
<b>BENDIGO</b>	1,871	1,623	237
<b>BENNELONG</b>	1,176	1,147	399
<b>BEROWRA</b>	1,310	1,197	409

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

<b>BLAIR</b>	1,901	1,640	310
<b>BLAXLAND</b>	1,232	1,209	321
<b>BONNER</b>	1,580	1,508	330
<b>BOOTHBY</b>	1,362	1,223	255
<b>BOWMAN</b>	1,969	1,719	321
<b>BRADDON</b>	1,284	1,160	119
<b>BRADFIELD</b>	615	621	219
<b>BRAND</b>	1,709	1,628	242
<b>BRISBANE</b>	988	961	241
<b>BRUCE</b>	1,488	1,380	355
<b>CALARE</b>	1,683	1,533	264
<b>CALWELL</b>	2,170	2,047	328
<b>CANBERRA</b>	1,944	1,816	460
<b>CANNING</b>	1,887	1,720	348
<b>CAPRICORNIA</b>	2,015	1,758	330
<b>CASEY</b>	1,942	1,666	320
<b>CHARLTON</b>	1,509	1,392	274
<b>CHIFLEY</b>	2,182	2,033	371
<b>CHISHOLM</b>	1,234	1,204	337
<b>COOK</b>	1,058	999	271
<b>CORANGAMITE</b>	1,779	1,515	238
<b>CORIO</b>	1,512	1,492	236
<b>COWAN</b>	1,891	1,782	388
<b>COWPER</b>	1,405	1,289	229
<b>CUNNINGHAM</b>	1,308	1,206	287
<b>CURTIN</b>	733	710	219
<b>DAWSON</b>	2,052	1,924	322
<b>DEAKIN</b>	1,349	1,285	310
<b>DENISON</b>	1,055	924	134
<b>DICKSON</b>	2,029	1,879	379
<b>DOBELL</b>	1,725	1,670	334
<b>DUNKLEY</b>	1,595	1,354	265
<b>EDEN-MONARO</b>	1,576	1,453	290
<b>FADDEN</b>	1,472	1,378	320
<b>FAIRFAX</b>	1,542	1,383	264
<b>FARRER</b>	1,751	1,511	230
<b>FISHER</b>	1,561	1,390	286
<b>FLINDERS</b>	1,524	1,420	272
<b>FORDE</b>	2,133	1,978	327

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

FORREST	1,847	1,739	363
FOWLER	1,362	1,371	300
FRANKLIN	1,278	1,161	149
FRASER	1,798	1,574	360
FREMANTLE	1,506	1,379	314
GELLIBRAND	1,356	1,317	294
GILMORE	1,387	1,248	208
GIPPSLAND	1,857	1,671	274
GOLDSTEIN	1,005	897	261
GORTON	2,346	2,285	494
GRAYNDLER	760	836	256
GREENWAY	2,272	2,184	501
GREY	1,746	1,680	278
GRIFFITH	1,091	1,112	246
GROOM	1,629	1,486	251
GWYDIR	1,448	1,259	245
HASLUCK	1,565	1,438	266
HERBERT	1,910	1,763	273
HIGGINS	610	553	186
HINDMARSH	1,283	1,162	258
HINKLER	1,808	1,691	324
HOLT	2,680	2,536	452
HOTHAM	1,482	1,440	341
HUGHES	1,632	1,574	408
HUME	1,778	1,593	295
HUNTER	1,630	1,580	268
INDI	1,885	1,635	262
ISAACS	1,893	1,713	350
JAGAJAGA	1,569	1,371	324
KALGOORLIE	1,830	1,858	353
KENNEDY	2,123	1,867	283
KINGSFORD SMITH	979	1,056	326
KINGSTON	2,070	1,824	276
KOORYONG	738	675	216
LA TROBE	1,916	1,754	359
LALOR	2,447	2,360	344
LEICHHARDT	2,011	1,917	323
LILLEY	1,294	1,198	264
LINDSAY	1,807	1,661	323

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

LINGIARI	1,219	1,150	185
LONGMAN	1,855	1,715	264
LOWE	968	972	319
LYNE	1,670	1,544	250
LYONS	1,257	1,068	132
MACARTHUR	1,776	1,702	344
MACKELLAR	1,098	1,043	299
MACQUARIE	1,685	1,521	301
MAKIN	1,876	1,724	324
MALLEE	1,730	1,451	252
MARANOVA	1,852	1,606	285
MARIBYRNONG	1,231	1,225	281
MAYO	1,834	1,616	300
MCEWEN	2,223	1,885	384
MCMILLAN	1,756	1,477	216
MCPHERSON	1,491	1,416	310
MELBOURNE	534	555	139
MELBOURNE PORTS	563	535	172
MENZIES	1,302	1,149	341
MITCHELL	1,608	1,582	498
MONCRIEFF	1,027	988	226
MOORE	1,653	1,536	345
MORETON	1,613	1,487	326
MURRAY	1,792	1,562	258
NEW ENGLAND	1,486	1,406	236
NEWCASTLE	1,354	1,306	294
NORTH SYDNEY	483	513	179
O'CONNOR	1,615	1,491	264
OXLEY	1,992	1,907	331
PAGE	1,615	1,518	276
PARKES	1,569	1,381	248
PARRAMATTA	1,621	1,587	457
PATERSON	1,448	1,377	265
PEARCE	1,947	1,902	338
PERTH	1,168	1,106	236
PETRIE	1,671	1,488	300
PORT ADELAIDE	1,732	1,750	311
PROSPECT	1,796	1,637	387
RANKIN	1,986	1,929	343

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

<b>REID</b>	1,202	1,262	366
<b>RICHMOND</b>	1,398	1,239	200
<b>RIVERINA</b>	1,870	1,628	225
<b>ROBERTSON</b>	1,373	1,330	297
<b>RYAN</b>	1,158	1,084	234
<b>SCULLIN</b>	1,987	1,887	365
<b>SHORTLAND</b>	1,454	1,346	256
<b>SOLOMON</b>	1,247	1,208	235
<b>STIRLING</b>	1,181	1,132	275
<b>STURT</b>	1,464	1,342	299
<b>SWAN</b>	958	893	199
<b>SYDNEY</b>	438	384	130
<b>TANGNEY</b>	1,429	1,303	353
<b>THROSBY</b>	1,771	1,547	253
<b>WAKEFIELD</b>	1,782	1,660	264
<b>WANNON</b>	1,672	1,496	230
<b>WARRINGAH</b>	752	739	228
<b>WATSON</b>	1,312	1,288	376
<b>WENTWORTH</b>	441	434	129
<b>WERRIWA</b>	2,074	2,053	469
<b>WIDE BAY</b>	1,525	1,444	221
<b>WILLS</b>	1,325	1,256	286
<b>UNKNOWN*</b>	2,417	1,925	473
<b>TOTAL</b>	<b>232,953</b>	<b>215,569</b>	<b>44,094</b>

\* The 'unknown' category covers customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are no longer customers).

Note: Withholding FTB Debts from ATO refunds did not commence until 1/7/2002.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

**Output Group: 4.1 Support for Families**

**Question No: 185**

**Topic: Family Assistance Debts – Budget Measures**

**Hansard Page: Written**

**Senator Evans asked:**

In 2005-06 how many families does FaCS estimate will be affected by this measure?

**Answer:**

Under the improved debt recovery changes announced in the 2005-06 Budget, only the case management of larger overpayments commences in the 2005-06 financial year. It is estimated that around 30,000 families will meet the 'case management' criteria at commencement of the measure at 1 January 2006.

**Senate Community Affairs Legislation Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILY AND COMMUNITY SERVICES PORTFOLIO**  
**2005-06 Budget Estimates, May 2005**

**Output Group: 4.1 Support for Families**

**Question No: 186**

**Topic: Family Assistance Debts – Budget Measures**

**Hansard Page:** Written

**Senator Evans** asked:

- a) How much information will be given to customers about this recovery process? Will they be fully informed that this new recovery process is being used?
- b) Will customers be fully informed of their review rights and their appeal rights before the money is taken out of their tax refunds?
- c) What sort of information will be provided to customers?
- d) When will it be provided?
- e) What form will this information take and by whom will it be provided?

**Answer:**

- a) The details of communicating the use of reconciliation top-up payments and tax refunds to offset outstanding family assistance debts to customers are still being determined.
- b) The Family Tax Benefit claim form and a range of Family Assistance Office publications such as *The What, Why and How of Family Assistance* booklet contain information on review and appeal rights.
- c) The exact details of information to be provided to customers are still being determined. Customers will be informed that changes have been made to family assistance to help families reduce overpayments, that changes have been made to improve the overpayment recovery arrangements and the details of how their reconciliation top-up payments and tax refunds may be affected.
- d) The timing of the information is still being determined.
- e) The form of the information and the details of who will provide the information are still being determined. It is likely that the Family Assistance Office will have a role in providing information.

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**2005-06 Budget Estimates, May 2005**

**Output Group: 4.1 Support for Families**

**Question No: 187**

**Topic: Family Assistance Debts – Budget Measures**

**Hansard Page:** Written

**Senator Evans** asked:

What agreements does FaCS have with the ATO about this matter? Can a copy of any agreements be provided?

**Answer:**

There are current agreements in place with the ATO for the recovery of tax refunds. These will be amended to take account of this measure.

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**2005-06 Budget Estimates, May 2005**

**Output Group: 4.1 - Support for Families**

**Question No: 188**

**Topic: Average Incomes of FTB Recipients**

**Hansard Page:** Written

**Senator Evans** asked:

For the 2003-04 financial year and the 2004-05 financial year:

- a) What was the average actual adjusted taxable income of families who received FTB Part A via Centrelink lump sum, via ATO lump sum and Centrelink fortnightly payments?
- b) What is the distribution of all FTB Part A and Part B customers' ATIs in \$5,000 bands between \$0 and \$100,000 per annum; in \$10,000 bands between \$100,000 and \$200,000 per annum; and in \$100,000 between \$200,000 and \$1 million or more per annum.

**Answer:**

The information below is for the 2003-04 financial year. The 2004-05 actual incomes will not be known for some time, as reconciliation does not commence until July 2005.

- a) The table below shows the average actual adjusted taxable income (ATI) of customers who received FTB Part A at any stage during 2003-04 and who have been reconciled as at 24 June 2005.

	<b>Average actual ATI for 2003-04*</b>
ATO lump sum	\$66,503
CLK lump sum	\$56,766
Instalments	\$41,817
Fortnightly/Lump Sum Combination	\$52,829
<b>Total</b>	<b>\$43,580</b>

\* Customers with zero actual ATI are excluded in the calculation of average actual ATI.

- b) The table below shows the distribution of actual adjusted taxable income of families who received FTB Part A at any stage during 2003-04 and who have been reconciled as at 24 June 2005.

Centrelink and ATO customers who received lump sum grants and were not subsequently reconciled are not included in the following table. Analysis shows this group of customers is too small to significantly alter the income distribution.

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<b>Actual ATI for 2003-04 (\$)</b>	<b>Number of customers who received Part A</b>
0 to less than 5,000	167,115
5,000 to less than 10,000	71,368
10,000 to less than 15,000	180,667
15,000 to less than 20,000	147,090
20,000 to less than 25,000	126,340
25,000 to less than 30,000	117,207
30,000 to less than 35,000	108,548
35,000 to less than 40,000	97,149
40,000 to less than 45,000	95,507
45,000 to less than 50,000	95,163
50,000 to less than 55,000	96,457
55,000 to less than 60,000	98,147
60,000 to less than 65,000	96,671
65,000 to less than 70,000	93,114
70,000 to less than 75,000	85,930
75,000 to less than 80,000	78,989
80,000 to less than 85,000	68,844
85,000 to less than 90,000	48,723
90,000 to less than 95,000	30,564
95,000 to less than 100,000	14,056
100,000 to less than 110,000	8,355
110,000 to less than 120,000	1,553
120,000 to less than 130,000	526
130,000 to less than 140,000	309
140,000 to less than 150,000	202
150,000 to less than 160,000	147
160,000 to less than 170,000	92
170,000 to less than 180,000	59
180,000 to less than 190,000	38
190,000 to less than 200,000	44
200,000 to less than 300,000	176
300,000 to less than 400,000	33
400,000 to less than 500,000	23
500,000 to less than 600,000	10
600,000 to less than 700,000	2
700,000 to less than 800,000	6
800,000 to less than 900,000	1
900,000 to less than 1,000,000	1
1,000,000 or more	5
<b>Total</b>	<b>1,929,231</b>

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Note: There are many reasons why families with high incomes can legitimately receive FTB Part A. For example,

- 1) Customers were eligible because:
  - they have a large family; or
  - they received an income support payment for part of the year; or
  - their personal circumstances changed during the year. For example, for customers who partnered for part of the year only, and had their FTB entitlements cancelled for the period when they were partnered with income above the threshold, but received FTB Part A for the period when they were not partnered.
- 2) Certain groups of customers are free of the FTB Part A income test:
  - Child Disability Allowance (CDA) recipients are eligible for FTB Part A because of the CDA savings provision originally introduced in 1993. CDA was not asset or income tested and qualification for CDA also entitled families to a minimum amount of Family Allowance free of any means test prior to January 1993.
  - Blind disability support pensioners receive their income support payments and FTB Part A free of income testing in accordance with the existing legislation.

The table below shows the distribution of actual ATI of families who received FTB Part B at any stage during 2003-04 and who have been reconciled as at 24 June 2005.

Centrelink and ATO customers who received lump sum grants and were not subsequently reconciled are not included in the following table. Analysis shows this group of customers is too small to significantly alter the income distribution.

<b>Actual ATI for 2003-04 (\$)</b>	<b>Number of customers who received Part B</b>
0 to less than 5,000	166,873
5,000 to less than 10,000	70,584
10,000 to less than 15,000	178,887
15,000 to less than 20,000	120,133
20,000 to less than 25,000	107,695
25,000 to less than 30,000	100,512
30,000 to less than 35,000	90,646
35,000 to less than 40,000	76,077
40,000 to less than 45,000	69,230
45,000 to less than 50,000	63,027
50,000 to less than 55,000	56,934
55,000 to less than 60,000	50,661
60,000 to less than 65,000	42,082
65,000 to less than 70,000	34,181
70,000 to less than 75,000	27,013
75,000 to less than 80,000	20,968

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80,000 to less than 85,000	16,460
85,000 to less than 90,000	12,730
90,000 to less than 95,000	9,696
95,000 to less than 100,000	7,510
100,000 to less than 110,000	10,544
110,000 to less than 120,000	6,902
120,000 to less than 130,000	4,802
130,000 to less than 140,000	3,329
140,000 to less than 150,000	2,488
150,000 to less than 160,000	1,841
160,000 to less than 170,000	1,333
170,000 to less than 180,000	1,088
180,000 to less than 190,000	849
190,000 to less than 200,000	766
200,000 to less than 300,000	3,084
300,000 to less than 400,000	760
400,000 to less than 500,000	290
500,000 to less than 600,000	133
600,000 to less than 700,000	54
700,000 to less than 800,000	45
800,000 to less than 900,000	24
900,000 to less than 1,000,000	20
1,000,000 or more	76
<b>Total</b>	<b>1,360,327</b>

Note: Under the legislation, eligibility for FTB Part B is based on the income of the secondary earner, and so there is no income test applied to sole parents receiving FTB Part B. A large proportion of the customers with high incomes are sole parents. The remainder are partnered customers where the secondary earner earns little or no income.

FTB Part B provides extra help for families with only one main income earner, because a key purpose of FTB Part B is to compensate single income families for the fact that they only have access to one tax-free threshold.

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**Output Group: 4.3 – Child Care Support**

**Question No: 79**

**Topic: Child Care – Flexible Hours**

**Hansard Page: CA91**

**Senator Moore asked:**

- a) How many child care centres offer flexible hours (ie. outside normal hours, weekends and evenings)?
- b) Does the department have information about where these services are located?
- c) Has there been any variation in the flexibility offered by these services over the last two years?

**Answer:**

- a) There are 4,692 child care services offering flexible hours (excluding mobile and toy library services, indigenous playgroups and enrichment programs). Flexible hours are classified as overnight care for family day care and in home care, open more than two hours for before school care, open more than three hours for after school care, open more than eight hours for occasional care and open more than ten hours or open on a weekend for all other services types. (Source: 2004 Australian Government Census of Child Care Services.)
- b) The Department does have information on the geographical location of services offering flexible hours of care.
- c) From 2002 to 2004, the number of services offering flexible hours has increased 496 . (Source: 2002 and 2004 Australian Government Census of Child Care Services.)

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**Question No: 80**

**Topic: Child Care – Priority of Access**

**Hansard Page: CA 94**

**Senator Moore asked:**

- a) Do you have any statistics on how many complaints have been received by Centrelink about priority of access?
- b) Have any centres been in breach of priority of access in the last two years?

**Answer:**

- a) No.
- b) The Department does not have information about confirmed breaches of the Priority of Access Guidelines

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**Question No: 101**

**Topic: Child Care costs after Government subsidy**

**Hansard Page: CA99**

**Senator Moore** asked:

- a) Explain what the \$210 million cited in the Minister's Budget press release as the cost of additional places means.
- b) How does this relate to the \$266 million that has been mentioned on page 143 of Budget Paper No 2?

**Answer:**

- a) The figure of \$210 million refers to the total cost over four years of additional Outside School Hours Care, Family Day Care and In-Home Care child care places.
- b) This is part of the total \$266 million Welfare to Work – Enhanced Child Care Arrangements to Support Work Participation budget measure over four years to 2008-09. The other component is JET child care fee assistance of \$56 million.

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**Question No: 102**

**Topic: Child Care costs after Government subsidy**

**Hansard Page: CA109**

**Senator Moore asked:**

When can we expect to receive an estimate of the funding allocated to each form of child care for 2005-06?

**Answer:**

This question refers to a discussion during the last Senate Estimates Hearings on 31 May 2005 concerning the breakdown of the child care funding within the Welfare to Work measure. The context of the question is recorded on page CA108 and page CA109 of the transcript.

The only administered expenditure for child care places under the Welfare to Work measure in 2005-06 is for Outside School Hours Places - \$11.476 million.

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**Question No: 103**

**Topic: Child Care Census - Survey**

**Hansard Page: CA110 and CA111**

**Senator Moore** asked:

- a) For previous FaCS child care census' how long after the census is complete does the report get published?
- b) Provide a copy of the survey.
- c) How long were the centres given to complete the survey?

**Answer:**

- a) The 1999 Australian Government Census of Child Care Services was published 14 months after it was completed by services and the 2002 Australian Government Census of Child Care Services was published 15 months after it was completed by services.
- b) Copies of the 2004 Australian Government Census of Child Care Services forms are attached.
- c) All services were given two weeks to complete the 2004 Australian Government Census of Child Care Services following the reference week, but could seek an extension from the Department of Family and Community Services if extra time was required.

[Note: the attachments have not been included in the electronic/printed volume]

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**Question No: 104**

**Topic: Child Care Census – Survey Methodology**

**Hansard Page: CA111**

**Senator Moore** asked:

Have there been any changes in the methodology between the 2002 and the 2004 census? If so, explain the changes.

**Answer:**

There have been no major changes in the methodology between the 2002 and 2004 Australian Government Census of Child Care Services. There were changes to the main reference week which was held in May in 2002 and in March in 2004. This change was made to ensure that preliminary data was available for the *2004 Report on Government Services*. There were also minor changes made to question content following consultation with the industry.

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**Question No: 105**

**Topic: Child Care Census - Costs**

**Hansard Page: CA111**

**Senator Moore asked:**

- (a) How much does the census cost?
- (b) Is there a particular budget item for the conduct of the census and then the analysis and preparation of the results of the census?
- (c) Have any elements of the census been outsourced, if yes to whom and how much?

**Answer:**

(a) and (b)

There is no particular budget item for the Australian Government Census of Child Care Services. The Census is conducted as part of ongoing work under the Child Care Support Program, which had an appropriation of \$226 million.

- (c) Some elements of the 2004 Australian Government Census of Child Care Services have been outsourced to:

Spherion Recruitment Solutions	\$ 394,000
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**Question No: 106**

**Topic: Child Care Census - Staffing**

**Hansard Page: CA111**

**Senator Moore** asked:

- a) How many full time equivalent FaCS staff have been employed from the start of the census?
- b) Is there a dedicated unit or number of people that are responsible for the census? What are their classifications?

**Answer:**

- a) There were 3.2 full time equivalent FaCS staff employed from the start of the 2004 Australian Government Census of Child Care Services. This is the same as previous Censuses.
- b) There is a dedicated unit that is responsible for the Australian Government Census of Child Care Services. Their classifications are: two staff at Australian Public Service Level 5, one staff at Executive Level 1 and 0.2 staff at Executive Level 2.

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**Question No: 107**

**Topic: Child Care Census - FOI**

**Hansard Page: CA111 and CA112**

**Senator Moore** asked:

Has the unit received any FOI requests about elements of information in the census and were they accepted?

**Answer:**

There has been one request under the FOI Act for access to elements of information in the Census. The Department is required to process all valid FOI requests received. This request was withdrawn by the applicant.

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**Question No: 108**

**Topic: Child Care Census – Website access**

**Hansard Page: CA112**

**Senator Moore asked:**

Provide statistics on how many people access the survey on the website.

**Answer:**

Between 1 November 2004 and 3 June 2005, there were 1,484 visits to the 2002 Census of Child Care Services web page.

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**Question No: 109**

**Topic: 0-2 Year Olds in Child Care**

**Hansard Page: CA122**

**Senator Moore asked:**

Provide the number of 0-2 year olds in child care by state.

**Answer:**

Number of children aged 0-2 years using Child Care Benefit (CCB) approved care by State/Territory, September 2004 quarter

<b>State / Territory</b>	<b>Children</b>
<b>NSW</b>	27,672
<b>VIC</b>	24,163
<b>QLD</b>	29,290
<b>SA</b>	7,963
<b>WA</b>	10,788
<b>TAS</b>	2,826
<b>NT</b>	1,232
<b>ACT</b>	2,192
<b>AUST</b>	<b>105,974</b>

Notes:

- (1) Children aged 0-2 years defined as children aged under 2 years of age at any time during the quarter.
- (2) Adding counts of children may not add to national total as (a) children may use care in more than one State/Territory during the quarter and (b) weights applied to State/Territory data differ from those applied to Australian total.
- (3) State/Territory counts weighted using State/Territory weights. Australian total weighted using national weights.
- (4) The number of children age 0-2 years using child care declines during a calendar year due to child care enrolments occurring primarily at the beginning of the year. This trend has been consistent since the beginning of CCB (July 2000).
- (5) State/Territory based on location of child care service.
- (6) Quarter Date Range: 5 July 2004 to 3 October 2004.

Source: Centrelink administrative data.

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**Question No:110**

**Topic:** JET – Average Individual Access

**Hansard Page:** CA124

**Senator Moore** asked:

Department of Family and Community Services data indicates that on average individuals only access JET for 12 months.

- a) Explain how this average is calculated.
- b) Does this average include every person who has claimed JET in the last few years?

**Answer:**

- a) The average is based on sample data and some case information held by JET programme administrators. The data examined was for Victoria, Tasmania and South Australia over five years.

This information indicates that, on average, approximately 22 per cent of customers receiving JET Child Care (JETCC) assistance are undertaking university studies. About 35 per cent are undertaking TAFE studies and many of these studies are for one semester. The other approximately one third of payments relate to English as a Second Language, private courses, job search and secondary school studies.

The data indicates that some customers have been provided with JETCC in more than one year. Case information indicates that many of those customers moved from one course to a different course. A common scenario is to undertake a course for English as a Second Language for part of one year and then move to a TAFE course (for varied duration periods, but often for one semester) in the next year.

There is a very wide variety across states in terms of the predominance of one type of training over another as well as duration of assistance.

- b) No.

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**Question No:** 111

**Topic:** Child Care Correspondence

**Hansard Page:** CA125

**Senator Moore** asked:

Has FaCS sent a response to a letter sent by Tanya Plibersek MP to the Minister on 15 April 2005 (letter starts, “For specific issues and a briefing about these changes...”). Ms Plibersek has not received a response to that letter yet. Is that letter familiar?

**Answer:**

Yes. On 3 June 2005, Minister Patterson responded to Ms Plibersek MP’s letter of 15 April 2005.

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**Question No: 112**

**Topic: Family Day Care places and Outside School Hours Care places (2004-05)**

**Hansard Page: CA127**

**Senator Moore** asked:

- a) Were any Family Day Care places returned?
- b) Have any Family Day Care places been requested and refused?
- c) Has there been a request similar to the one submitted by West End Child Care Centre?

**Answer:**

- a) Between July 2004 and April 2005, a total of 321 family day care places were relinquished by services in Australia.
- b) A number of requests to establish new family day care services were not approved because there were already services in those areas.
- c) The West End State School - School Age Care Service submitted an expression of interest for additional outside school hours care places in March 2005. The Government announced the provision of an additional 84,300 outside school hours care places in the 2005-06 Budget. The first 15,000 places will be available in 2005-06. All interested parties have been invited to apply for these places.

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**Question No: 114**

**Topic: Child Care costs after Government subsidy**

**Hansard Page:** Written

**Senator Moore** asked:

Please explain what is meant by the 'indicator' on p187 of the Portfolio Budget Statements (PBS) that 'child care out-of-pocket costs as a proportion of weekly disposable income before and after child care subsidies'.

In particular:

- a) Is the proportion of costs before subsidy 14 per cent?
- b) Is the proportion of costs after subsidy 10 per cent?
- c) Do the proportions vary depending on family income, and what is the range of variation?
- d) If there is large variation in the proportion of family income that out-of-pocket childcare costs represent, what exactly is being measured and how by the Department of Family and Community Services in its 'effectiveness – affordability' assessment on p187 of the PBS?

**Answer:**

a) - e)

The performance indicator for “Effectiveness - Affordability” quoted on p187 of the PBS 2005-06 is based on families with one child under the age of five using 50 hours of Long Day Care per week. The range of 10 per cent to 14 per cent mentioned in the performance indicator refers to the proportion of families’ disposable income spent on child care costs **after** Government subsidy (Child Care Benefit). The formula used to derive this range is as follows:

$$(\text{child care fee} - \text{CCB})/\text{disposable income}$$

The percentage varies depending on the average child care fees in each state/territory **and** level of family income. The percentage demonstrates the effectiveness of Child Care Benefit in reducing out-of-pocket cost for families across the income range. It is an over-estimate of the costs to families as it does not include allowance for the Child Care Tax Rebate.

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**Output Group: 4.3 – Child Care Support**

**Question No: 113**

**Topic: Child Care Benefit - Rate**

**Hansard Page:** Written

**Senator Moore** asked:

- a) What reviews are being conducted by the Government into the rate of CCB, eg its adequacy for 0-2 year olds?
- b) Is FaCS conducting this review? If not, which Department is, and does FaCS have input into it?
- c) When will the review report its findings?
- d) Will this report or any part of it be made public?

**Answer:**

a) - d)

No reviews are being conducted by the Australian Government into the rate of CCB.

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**Output Group: 4.3 - Child Care Support**

**Question No: 115**

**Topic: Child Care Benefit – What Proportion of Net Income is Excessive?**

**Hansard Page:** Written

**Senator Moore** asked:

Does the Government have a view on what proportion of the net income of a family with at least one child under five that is spent on child care is excessive? (ie. Anything above 10 per cent, or 20 per cent, or 30 per cent of net income is excessive, etc?)

**Answer:**

The Department of Family and Community Services prepares an indicator of affordability of child care (on p187 of the Portfolio Budget Statement 2005-06) which demonstrates the effect of Child Care Benefit (CCB) in minimising child care costs as a proportion of household disposable income. The indicator presents a range of child care costs of 10-14 per cent of household income after CCB. It should be noted this is an over-estimate of the costs to families as the Child Care Tax Rebate is not included in its calculation.

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**Output Group: 4.3**

**Question No: 116**

**Topic: Child Care Benefit - Demographics**

**Hansard Page: Written QoN**

**Senator Moore asked:**

How many Australian families have:

- a) Only one child under five;
- b) Two or more children under five;
- c) What percentage of families that use formal child care services do families in both a) and b) represent?

**Answer:**

- a) and b)

According to the most recent Australian Bureau of Statistics (ABS) publication (ABS, 2000 Labour force status and other characteristics of families, cat.no. 6224.0) 705,600 families have only one child aged under five years and 296,800 have two or more children aged under five years.

- c)  
Based on data from the Household, Income and Labour Dynamics in Australia (HILDA) Survey it is estimated that in 2002 families with only one children aged under five years (a) represented 51.3% of families that used formal child care services. Families with two or more children aged under five years of age (b) represented 18.5% of families that used formal child care services.

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**Question No: 118**

**Topic: Child Care Rebate – Record of Fees**

**Hansard Page:** Written

**Senator Moore** asked:

- a) Does the Department of Family and Community Services (FaCS) have records of fees charged to all parents who claim Child Care Benefit (CCB) for approved child care services?
- b) If FaCS does not have such records, what records does it have on child care fees after CCB has been taken into account (ie, out-of-pocket expenses paid by users of approved child care services)?
- c) Will approved child care services have any responsibility for producing evidence of fees paid by parents, for the purpose of administering rebate claims?

**Answer:**

- a) FaCS collects records of fees charged to customers who claim CCB for care provided in approved child care services from the *Statement of Child Care Usage*. The fee information in this statement refers to the total fee charged for a child for the number of eligible hours listed on the statement.
- b) FaCS calculates child care gap fees, subtracting the CCB paid to a customer from the fee charged (refer to part (a)), using information obtained from the *Statement of Child Care Usage*.
- c) This question should be referred to Treasury.

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**Output Group: 4.3 Child Care Support**

**Question No: 121**

**Topic: Child Care Tax Rebate - Allocations**

**Hansard Page:** Written

**Senator Moore** asked:

- a) Why is the Department of Family and Community Services (FaCS) allocated over \$64 million for the rebate between 2005-06 and 2008-09? What will this money be spent on?
- b) What responsibilities does FaCS have relating to the rebate?
- c) Why does the amount allocated to FaCS for the rebate increase for each out year? ie, why does FaCS need more and more money as time goes on for the rebate?
- d) Why is only \$280 million allocated to the rebate in 2006-07, less than the out years following, despite the fact this allocation will pay for expenses accrued over 2 years? (1 July 2004 - 30 June 2006)?

**Answer:**

- a) Portfolio Additional Estimates Statements 2004-05 indicates that \$51.15 million has been allocated to the FaCS portfolio for the years 2004-05 to 2007-08. \$4.174 million of this total is FaCS departmental funds for assisting the Australian Taxation Office (ATO) to communicate the measure to child care services and customers; the remaining \$46.976 million is Child Care Benefit (CCB) expenditure to be incurred through expected greater take up of CCB, as customers will be required to claim CCB in order to be eligible to claim the Child Care Tax Rebate.
- b) FaCS has a role in assisting the ATO with communications on this measure, as required, to child care services, and in assisting its implementation together with Treasury and other agencies.
- c) The additional funding to FaCS reflects the effect on CCB of the anticipated numbers of families claiming the rebate each year, together with estimated indexation.
- d) The answer to this question falls under the Department of the Treasury responsibilities. Treasury have advised the following:

The timing for claiming the Child Care Tax Rebate is the tax year after the child care expenses have incurred. The cost to revenue published in the 2005-06 Budget reflects this timing as well as the fact that only one year of child care expenses can be claimed per year. Therefore, the \$280 million in revenue foregone in 2006-07 is the cost for child care expenses incurred in 2004-05 only.

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**Question No: 117**

**Topic: Child Care Rebate Receipts**

**Hansard Page:** Written

**Senator Moore** asked:

- a) Will parents need to keep receipts for all expenses claimed under the Child Care Rebate?
- b) If a parent has not kept official receipts for a payment they have made to an approved child care service, will they be able to claim for the expense?
- c) Will Government officials administering the rebate have any discretion to pay the rebate, despite lack of receipts?

**Answer:**

- a) , b) and c)

This matter falls within the portfolio responsibilities of the Treasury.

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**Output Group: 4.3 – Child Care Support**

**Question No: 120**

**Topic: Child Care Rebate - Correspondence**

**Hansard Page:** Written

**Senator Moore** asked:

Please provide a copy of any letters sent to approved child care services about the rebate.

**Answer:**

This matter falls within the portfolio responsibilities of the Treasury.

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**Output Group: 4.3 Child Care Support**

**Question No: 126**

**Topic: Child Care Rebate – Education Campaign**

**Hansard Page:** Written

**Senator Moore** asked:

- a) Will there be an “education campaign” about the rebate?
  - i. How much will this cost?
  - ii. When will it start? When will it end?
  - iii. Does it include radio and TV ads?
  - iv. Why is this considered necessary?
  - v. Does the Government have any information on how many Australians are aware of the rebate and its commencement date?
- b) Why is it thought necessary to spend taxpayer’s money on an “education campaign” when there is no information about the rebate on the FaCS website? And nothing in the FaCS budget PBS?

**Answer:**

This matter falls within the portfolio responsibilities of the Treasury.

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**Output Group: 4.3 – Child Care Support**

**Question No: 119**

**Topic: Child Care Tax Rebate – Average Child Care Rebate**

**Hansard Page:** Written

**Senator Moore** asked:

What are average families forecast to get back from the rebate for financial years:

- i. 2004-05;
- ii. 2005-06;
- iii. 2006-07; and
- iv. 2007-08?

**Answer:**

This matters falls within the portfolio responsibilities of the Treasury.

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**Output Group: 4.3 – Child Care Support**

**Question No: 122**

**Topic: Child Care Tax Rebate - Cap**

**Hansard Page:** Written

**Senator Moore** asked:

- a) How many parents are forecast to hit the cap?
- b) What is this estimate based upon?

**Answer:**

This matter falls within the portfolio responsibilities of the Treasury.

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**Output Group: 4.3 – Child Care Support**

**Question No: 123**

**Topic: Child Care Tax Rebate - Indexation**

**Hansard Page:** Written

**Senator Moore** asked:

Will the rebate be indexed to general CPI, or to child care prices (as set out in the consumer prices released by ABS)?

**Answer:**

This matter falls within the portfolio responsibilities of the Treasury.

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**Output Group: 4.3 – Support for Child Care**

**Question No: 125**

**Topic: Child Care Tax Rebate – Workforce Participation**

**Hansard Page:** Written

**Senator Moore** asked:

- a) Is any additional workforce participation expected to result from the rebate?
- b) What is the methodology used to predict workforce implications resulting from the rebate?

**Answer:**

This matter falls within the portfolio responsibilities of the Treasury.

**Senate Community Affairs Legislation Committee**  
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**Output Group: 4.3 Child Care Support**

**Question No: 124**

**Topic: Child Care Tax Rebate – Reference in Portfolio Budget Statement**

**Hansard Page:** Written

**Senator Moore** asked:

Why is there no reference to the rebate – either as a Government policy or an expenditure item – in the FaCS Portfolio Budget Statement?

**Answer:**

The Treasury has the policy responsibility for Child Care Tax Rebate, and the measure will be administered through the Australian Taxation Office. The impact on FaCS was identified on page 57 of the FaCS Portfolio Additional Estimates Statements 2004-05.

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**Output Group: 4.3 Child Care Support**

**Question No: 127**

**Topic: Priority for Access to CCB Funded Child Care –Data Requirements**

**Hansard Page:** Written

**Senator Moore** asked:

Is there any requirement for approved childcare services that have CCB-funded places to ask parents to fill out a form some time after they have been using the service, to update information on whether the parent is still working or studying?

**Answer:**

Child Care services receive notices from the Family Assistance Office in relation to, among other things, the Secretary's determination of a claimant's weekly limit of eligible hours, and are required under section 219A of the *A New Tax System (Family Assistance) (Administration) Act 1999* to reduce the claimant's fees in accordance with these notices.

Under section 56C of the Act, an individual who is conditionally eligible for CCB by fee reduction is obliged to notify the Secretary (in practice, the Family Assistance Office) of any change in circumstances that would cause a reduction in the individual's weekly limit of hours (such as, for example, no longer satisfying the work-test).

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**Output Group:** 4.3 Child Care Support

**Question No:** 128

**Topic:** Priority for Access to CCB Funded Child Care – Data Requirements

**Hansard Page:** Written

**Senator Moore** asked:

Is there any requirement for childcare services to keep current data on the work status of parents using the service (ie, to verify that changes to the work status of parents are known, etc)

**Answer:**

As for question 127 -

No. Child Care services receive notices from the Family Assistance Office in relation to, among other things, the Secretary's determination of a claimant's weekly limit of eligible hours, and are required under section 219A of the *A New Tax System (Family Assistance) (Administration) Act 1999* to reduce the claimant's fees in accordance with these notices.

Under section 56C of the Act, an individual who is conditionally eligible for CCB by fee reduction is obliged to notify the Secretary (in practice, the Family Assistance Office) of any change in circumstances that would cause a reduction in the individual's weekly limit of hours (such as, for example, no longer satisfying the work-test).

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**Output Group: 4.3 – Child Care Support**

**Question No: 129**

**Topic: Priority rule for access to CCB funded child care – source of statistics**

**Hansard Page:** Written

**Senator Moore** asked:

Is FaCS' information that 90 per cent of CCB-funded places are used by parents who are either working or studying drawn entirely from information parents put on initial application forms for CCB? If not, what are the other sources?

**Answer:**

Information that 90 per cent of CCB-funded places are used by parents who are either working or studying obtained from the 2004 Australian Government Census of Child Care Services is based on information given by service providers.

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**Output Group: 4.3 – Child Care Support**

**Question No: 130**

**Topic: Provision of after school care by private operators and companies**

**Hansard Page:** Written

**Senator Moore** asked:

Are there any outside school care programs, which offer Child Care Benefit funded places, run by:

- a) private-for-profit, non-incorporated entities;
- b) companies listed on the Australian Stock Exchange?
- c) How many entities are there for (a) and (b)? Please show in total and by state and territory breakdown.
- d) How many Child Care Benefit funded places are currently allocated to private outside school providers, broken down into i) unincorporated and ii) incorporated?

**Answer:**

- a) There were 247 outside school care (after and before hours) programs and 137 vacation care programs, which offer Child Care Benefit funded places, run by private-for-profit (ie non-incorporated) entities, operational as at 6 May 2005.
- b) There were 15 outside school care (after and before hours) programs and 12 vacation care programs, which offer Child Care Benefit funded places, run by Australian Stock Exchange listed private entities operational as at 6 May 2005.

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c) Number of private-for-profit entities operating outside school hours care child care services at 6 May 2005

State / Territory	Private-for-profit (non-incorporated)			Private-for-profit (listed on Australian Stock Exchange)		
	After School and Before School Hours Care	Vacation Care	TOTAL	After School and Before School Hours Care	Vacation Care	TOTAL
NSW	54	39	57	2	2	2
VIC	10	7	12	1	1	1
QLD	17	16	17	1	1	1
SA	4	3	4	1	1	1
WA	19	21	24	1	2	2
TAS	7	7	7	1	1	1
NT	4	3	4	0	0	0
ACT	3	7	7	0	0	0
AUST	114	99	128	3	4	4

Notes:

(1) Adding counts of entities across states and territories will not add to Australian total as some entities operate outside school hours care child care services in more than one state/territory.

(2) Adding counts of entities across the two service types will not add to total amount as some entities operate both types of services.

Source: Centrelink administrative data.

d) Under state and territory law, private-for-profit entities are not eligible to become incorporated. However, we can say that for outside school care (after and before hours), as at 6 May 2005, there were 13,873 Child Care Benefit funded places allocated to private-for-profit entities not listed on the Australian Stock Exchange and 948 Child Care Benefit funded places allocated to Australian Stock Exchange listed private-for-profit entities.

For vacation care, as at 6 May 2005, there were 5,433 Child Care Benefit funded places allocated to private-for-profit entities not listed on the Australian Stock Exchange and 490 Child Care Benefit funded places allocated to Australian Stock Exchange listed private-for-profit entities.

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**Question No: 131**

**Topic: Shortages – Day Care Centre Places**

**Hansard Page:** Written

**Senator Moore** asked:

- a) How many long day care centres do not accept children (Please break this down into state by state, and operator type (private, community not-for-profit)):
  - i) Under six months old;
  - ii) Under twelve months old; and
  - iii) Under two years old.
- b) Does the Government have any concerns about a number of centres not accepting under two year olds?

**Answer:**

a) i) ii) iii)

The Department of Family and Community Services does not hold any information on how many long day care centres do not accept children within the specified age ranges. It is at a centre's discretion, consistent with their state or territory licensing requirements, as to whether they provide care for children within these ranges.

- b) The total number of children in a service, and the age of those children, is a matter for individual services to decide, taking into account relevant state or territory licensing requirements.

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**Output Group:** 4.3 - Child Care Support

**Question No:** 132

**Topic:** Before and After School Care

**Hansard Page:** Written

**Senator Moore** asked:

- a) What is the process for schools with a before or after school program to apply for additional places? ie:
  - i) Are there 'rounds' for applications at particular times of the year?
  - ii) When?
  - iii) What are schools expected to do when they need more places, outside of existing funding rounds?
- b) Does the Government have a policy on the provision of outside school care by private, for-profit entities?
- c) Why is there a cap on Child Care Benefit (CCB) funded places?

**Answer:**

- a) Schools with before or after school care services that need additional places should inform their state or territory office of the Department of Family and Community Services of their requirements. Applications for places can be received throughout the year. For major allocations, applications for places may be invited. Applications were invited in June 2005 for the 15,000 outside school hours care (OSHC) places available for allocation in 2005-06.
- b) Yes. Private for-profit entities are entitled to apply for OSHC places equally with not-for-profit services.
- c) Places for child care services other than long day care centres attract funding from the Child Care Support Program as well as CCB and the Child Care Tax Rebate. The cap allows the Government to operate within the fixed allocation for the Child Care Support Program, while ensuring that the additional places are made available where they are most needed.

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**Question No: 133**

**Topic: Child Care Services - caps**

**Hansard Page:** written question on notice

**Senator Moore** asked:

Can approved child care services (eg, after school care) offer child care places to children in excess of their ‘cap’ – i.e. to parents prepared to pay fees without receiving Child Care Benefit?

**Answer:**

Approved child care services with places capped by the Australian Government can not offer places in excess of their cap.

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**Question No: 134**

**Topic: Minor Capital Upgrading**

**Hansard Page:** Written

**Senator Moore** asked:

Are any child care service types ineligible to receive Minor Capital Upgrading funding from the Commonwealth Government? If so, why?

**Answer:**

From time to time, when funds are available, Minor Capital Upgrade funding rounds are advertised. Eligibility criteria are determined at the time of advertising, targeting assistance to areas of need.

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**Question No: 135**

**Topic: Children Under Care Orders**

**Hansard Page:** Written

**Senator Moore** asked:

- a) Does the Department of Family and Community Services (FaCS) provide any funding to child care services that care for children under care orders? Is this in the nature of grants, or by way of a higher Child Care Benefit (CCB) rate?
- b) On what conditions/basis is this funding given? For example, are any child care services obliged to care for a certain number of children subject to care orders if they receive certain grants from the Commonwealth? Please explain any such grants and conditions.

**Answer:**

- a) FaCS does not provide any special funding to child care services that care for children under care orders. Persons caring for a child under a care order will be entitled to CCB to assist with the costs of child care so long as they meet all the relevant qualification criteria. A higher rate of CCB, known as Special CCB, may be payable where a child is considered to be 'at risk' of serious abuse or neglect, however, children under care orders should no longer be 'at risk' so Special CCB would not be appropriate. In the event that a family finds itself in financial hardship because they have taken on the care of a child under a care order they may be eligible for greater assistance with the costs of child care for a limited period of time.
- b) As mentioned above, the Australian Government does not provide specific funding to child care services that care for children under care orders.

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**Question No: 136**

**Topic: State Approved Services - Child Care Benefits**

**Hansard Page:** written question on notice

**Senator Moore** asked:

Can individual home-based day care services that are licensed and approved by the States as a child care service, and satisfy all council requirements, apply for CCB places? If not, why not?

**Answer:**

Yes.

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**Question No: 189**

**Topic: Child Care Benefit Reconciliation for 2003-04**

**Hansard Page:** Written

**Senator Evens** asked:

Please supply updated information on Child Care Benefit (CCB) reconciliation for the 2003-04 financial year?

**Answer:**

As at 27 May 2005, around 93 per cent of CCB families had had their 2003-04 CCB entitlements reconciled.

- Total number of families reconciled – 630,897
- Total number of top ups - 229,023 (\$60.98 million in total)  
(Average top up - \$266.28)
- Total number of overpayments – 151,685 (\$47.50 million in total)  
(Average overpayment - \$313.13)

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**Question No: 190**

**Topic: Child Care Benefit Reconciliation**

**Hansard Page:** written question

**Senator Evens** asked:

For each year of the CCB system's operation (please provide a break down of this information for each state and territory, and by federal electorate):

- (a) How many families and or individuals (in total) have an outstanding debt to the Commonwealth due to the overpayment of CCB?
- (b) What is the total amount of CCB debt?
- (c) What is the average amount of debt per family?
- (d) What is the average income of the families and or individuals who have incurred a CCB debt?

**Answer:**

(a), (b) & (c) Please see Attachment A for the total amount outstanding Child Care Benefit (CCB) debt by state/territory. In respect to the information by federal electorate, the information is not readily available and its compilation would involve an unreasonable diversion of resources which the Minister is not prepared to authorise.

(d) Attachment B is the information on the average income of the families who have outstanding CCB debts by state/territory. In respect to the information by federal electorate, the information is not readily available and its compilation would involve an unreasonable diversion of resources which the Minister is not prepared to authorise.

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**Attachment A**

**DATA AS AT 25 MAR 2005**

NUMBER OF CUSTOMERS WITH AN OUTSTANDING DEBT BY STATE

	<b>Number of customers</b>			
	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
<b>AUSTRALIAN CAPITAL TERRITORY</b>	25	155	405	738
<b>NEW SOUTH WALES</b>	328	3210	7880	14520
<b>NORTHERN TERRITORY</b>	8	120	262	545
<b>QUEENSLAND</b>	228	2081	5897	11645
<b>SOUTH AUSTRALIA</b>	41	422	1265	2755
<b>TASMANIA</b>	4	119	300	822
<b>VICTORIA</b>	232	2054	4970	8595
<b>WESTERN AUSTRALIAN</b>	63	671	1726	3492
<b>UNKNOWN*</b>	61	291	330	296
<b>TOTAL</b>	990	9123	23035	43408

\* The "unknown" category covers costumers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are not longer customers).

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**DATA AS AT 25 MAR 2005**

TOTAL AMOUNT OF OUTSTANDING DEBT BY STATE

		<b>Total Amount Outstanding</b>		
	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
<b>AUSTRALIAN CAPITAL TERRITORY</b>	\$29,477	\$120,883	\$289,892	\$370,220
<b>NEW SOUTH WALES</b>	\$283,893	\$2,204,059	\$4,795,790	\$7,084,651
<b>NORTHERN TERRITORY</b>	\$11,522	\$102,725	\$188,036	\$353,374
<b>QUEENSLAND</b>	\$189,533	\$1,584,725	\$3,882,601	\$6,044,205
<b>SOUTH AUSTRALIA</b>	\$29,166	\$278,373	\$738,269	\$1,184,218
<b>TASMANIA</b>	\$2,170	\$63,403	\$150,561	\$332,932
<b>VICTORIA</b>	\$233,986	\$1,534,697	\$3,193,111	\$4,433,373
<b>WESTERN AUSTRALIAN</b>	\$66,215	\$477,018	\$1,024,020	\$1,702,615
<b>UNKNOWN*</b>	\$67,789	\$177,782	\$192,446	\$180,965
<b>TOTAL</b>	\$913,750	\$6,543,664	\$14,454,725	\$21,686,554

\* The "unknown" category covers costumers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are not longer customers).

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**AVERAGE AMOUNT OF OUTSTANDING DEBT BY STATE**

	<b>Total Amount Outstanding</b>			
	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
<b>AUSTRALIAN CAPITAL TERRITORY</b>	\$1,179	\$780	\$716	\$502
<b>NEW SOUTH WALES</b>	\$886	\$687	\$609	\$488
<b>NORTHERN TERRITORY</b>	\$1,440	\$856	\$718	\$648
<b>QUEENSLAND</b>	\$831	\$762	\$658	\$519
<b>SOUTH AUSTRALIA</b>	\$711	\$660	\$584	\$430
<b>TASMANIA</b>	\$542	\$533	\$502	\$405
<b>VICTORIA</b>	\$1,009	\$747	\$642	\$516
<b>WESTERN AUSTRALIAN</b>	\$1,051	\$711	\$593	\$488
<b>UNKNOWN*</b>	\$1,111	\$611	\$583	\$611
<b>TOTAL</b>	\$923	\$717	\$628	\$500

\* The "unknown" category covers costumers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are not longer costumers).

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**Attachment B**

**DATA AS AT 25 MAR 2005**

AVERAGE INCOME OF CCB DEBTOR BY STATE

		<b>Total Amount Outstanding</b>		
	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
<b>AUSTRALIAN CAPITAL TERRITORY</b>	\$65,268	\$70,488	\$71,702	\$67,045
<b>NEW SOUTH WALES</b>	\$61,795	\$65,820	\$67,766	\$62,532
<b>NORTHERN TERRITORY</b>	\$61,949	\$65,442	\$68,233	\$62,378
<b>QUEENSLAND</b>	\$58,409	\$62,253	\$64,572	\$57,755
<b>SOUTH AUSTRALIA</b>	\$59,521	\$63,851	\$65,988	\$56,561
<b>TASMANIA</b>	\$57,760	\$61,274	\$62,414	\$52,494
<b>VICTORIA</b>	\$61,830	\$65,740	\$67,367	\$61,421
<b>WESTERN AUSTRALIAN</b>	\$59,747	\$63,854	\$65,483	\$60,420
<b>UNKNOWN*</b>	\$61,700	\$67,518	\$69,847	\$68,848
<b>TOTAL</b>	\$60,583	\$64,572	\$66,479	\$60,235

\* The "unknown" category covers costumers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (eg for people who are not longer costumers).

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**Output Group: 4.3**

**Question No: 193**

**Topic: JET Child Care subsidies**

**Hansard Page:** Written

**Senator Wong** asked:

**Jet Child Care Subsidies**

- a) What does the JET subsidy entail and how much is available to parents?
- b) Could you please provide the total number of JET child care subsidies available for 2006-07, 2007-08 and 2008-09.
- c) How many of these subsidies are estimated to be provided to newly activity tested parents? Will any be available to non activity tested parents?
- d) What restrictions or requirements will parents seeking to use JET subsidies be required to meet in order to qualify for the subsidies (eg. In respect of full time education and training)?

**Answers:**

- a) Jobs Education and Training (JET) Child Care fee assistance helps eligible jobless parents wishing to undertake study, work or job search activities to help them to enter or re-enter the workforce where the cost of child care is identified as a barrier to their participation. JET Child Care fee assistance pays most of the “gap” fee.
- b) It is not possible to advise future customer numbers. JET Child Care funding was increased to provide assistance with child care fees for an estimated additional 52,000 parents for the three years from 1 July 2006. In addition, there were approximately 14,000 parents who received assistance with child care fees in 2004-05.
- c) JET Child Care funding was increased to provide assistance with child care fees for an estimated additional 52,000 parents for the three years from 1 July 2006.  
Non activity tested parenting payment recipients (and other income support recipients currently eligible for JET Child Care fee assistance) will continue to have access to JET Child Care fee assistance after 1 July 2006.
- d) Eligibility criteria for parents to receive JET Child Care fee assistance under the new arrangements from 1 July 2006 have yet to be finalised. It is anticipated that factors such as the following will be taken into account:
  - having an activity agreement, participation agreement or a JET Child Care activity agreement;
  - needing approved child care for their child to enable them to participate in the activities specified in their agreement; and
  - being conditionally eligible for CCB.

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**Output Group:** 4.3 Child Care Support

**Question No:** 194

**Topic:** Number of Child Care Places

**Hansard Page:** Written

**Senator Wong** asked:

Could you please provide a breakdown of the total number of additional child care places by:

- a) before school care;
- b) after school care; and
- c) vacation care?

**Answer:**

The Department of Family and Community Services will work through details with the Department of Employment and Workplace Relations and Centrelink over the next few months to consider the breakdown of service types required by parents moving from welfare to work.

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**Output Group: 4.3 – Child Care Support**

**Question No: 195**

**Topic: Newly Activity Tested Parents**

**Hansard Page:** Written

**Senator Wong** asked:

How many of the additional childcare places are estimated to go to newly activity tested parents (those with school age children only on NSA or PP) for both:

- a) parenting payment single; and
- b) parenting payment partnered for 2006-07, 2007-08 and 2008-09 and according to the following:
  - i) State, and within states;
  - ii) Capital city; and
  - iii) Other.

**Answer:**

The additional child care places provided in the 2005-06 Budget are expected to be enough to meet current projected demand and the additional demand created by parents moving into or returning to work.

The Department of Family and Community Services will work with the Department of Employment and Workplace Relations and Centrelink on welfare to work and childcare.

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**Question No: 137**

**Output Group: 5.1 – Supporting Communities and Delivering Local Solutions**

**Topic: Non Profit Australia**

**Hansard Page:** written question on notice

**Senator Moore** asked:

Confirm that an organisation called Non Profit Australia was set up under the Community and Business Partnership program, and given \$500,000 in financial year 2003-04.

**Answer:**

In 2003-04, \$50,000 in funding was provided to Nonprofit Australia from the Prime Minister's Community Business Partnership.

**Senate Community Affairs Legislation Committee**  
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**Question No: 138**

**Output Group: 5.1 – Supporting Communities and Delivering Local Solutions**

**Topic: Non Profit Australia**

**Hansard Page:** Written

**Senator Moore** asked:

Is the Department of Family and Community Services aware of whether Non Profit Australia has a business plan? Or achieved any outcomes? Please provide information on how Non Profit Australia measures up against the deliverables set under the Business and Community Partnerships Program.

- No Business Plan
- No Outcomes

**Answer:**

Nonprofit Australia Ltd have advised on their web site they have a work plan and details of their Business Plan will be made available publicly as they progress.

The first project milestone report was received on 11 April 2005 and the second report was received on 1 June 2005.

The Prime Minister's Community Business Partnership aims to develop and promote a culture of corporate and individual social responsibility within Australia through advocacy, facilitation and recognition. The role of Nonprofit Australia Ltd is consistent with this.

**Senate Community Affairs Legislation Committee**  
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**Question No: 139**

**Output Group: 5.1 – Supporting Communities and Delivering Local Solutions**

**Topic: Non Profit Australia**

**Hansard Page:** Written

**Senator Moore** asked:

What specific outcomes or achievements does FaCS expect to see from the grant to Non Profit Australia?

**Answer:**

Nonprofit Australia Ltd is funded to assist nonprofit organisations to operate more efficiently and effectively by:

- increasing leadership capabilities;
- improving financial capacity of the sector;
- reducing operating costs;
- improving the quality and transparency; and
- stimulating collaboration.

**Senate Community Affairs Legislation Committee**  
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**Question No: 140**

**Output Group: 5.1 – Supporting Communities and Delivering Local Solutions**

**Topic: Business and Community Partnerships**

**Hansard Page:** written question on notice

**Senator Moore** asked:

How is FaCS assessing the effectiveness of start-up funding given under the program?

**Answer:**

The Department evaluates the effectiveness of funding through the Prime Minister's Community Business Partnership by monitoring the achievement of outcomes identified in individual funding agreements.

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**Aboriginal Hostels Limited**

**Question No: 141**

**Topic: Organisation Chart**

**Hansard Page:** Written question on notice

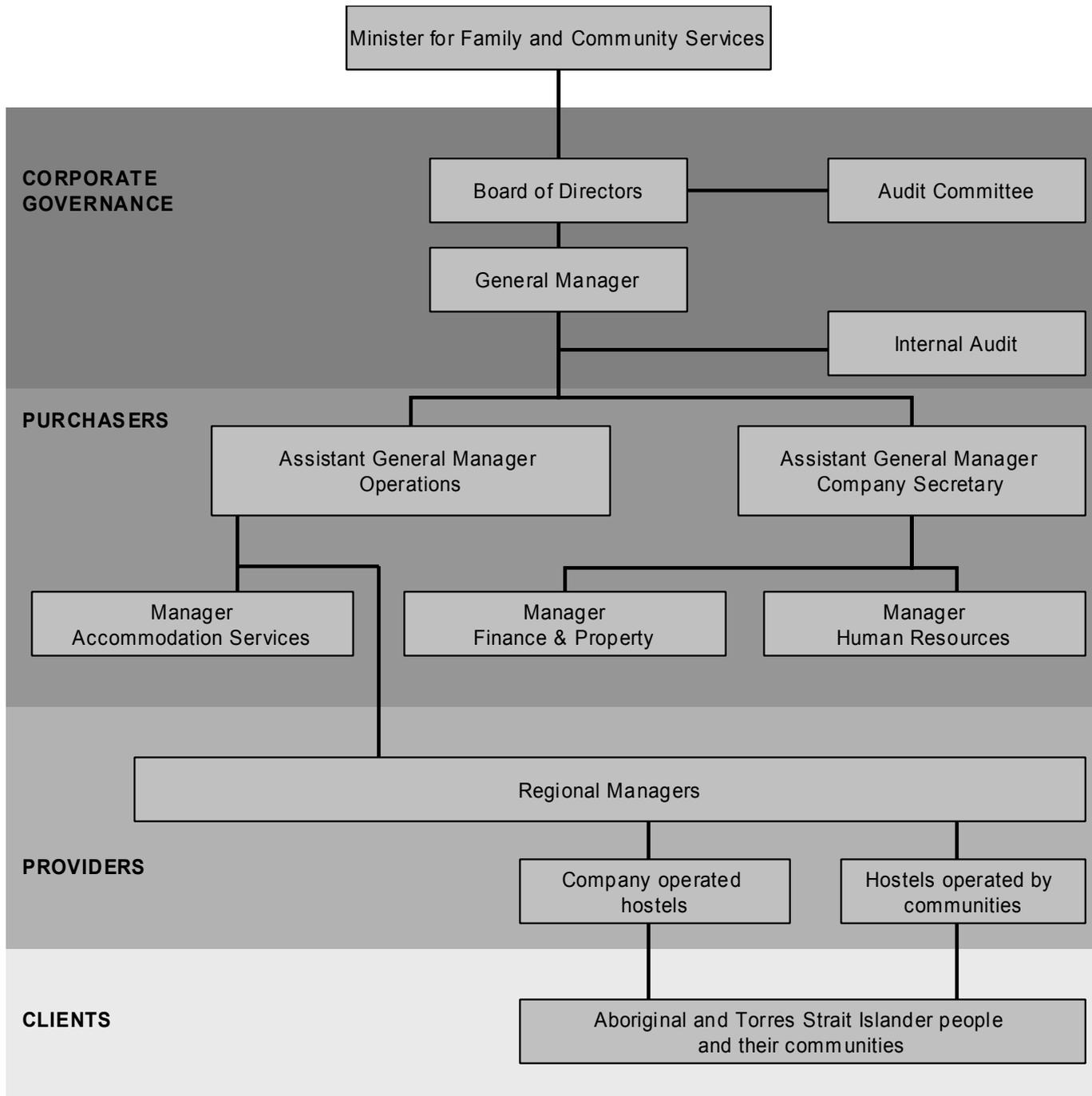
**Senator Crossin** asked:

Can you provide an up to date organisational chart?

**Answer:**

An Organisational Chart as at 31 May 2005 is attached.

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**Aboriginal Hostels Limited** ..... **Question No: 142**

**Topic: Level of Debts**

**Hansard Page:** Written

**Senator Crossin** asked:

Do you have an idea of what level of bad debts you have been able to get down to?

**Answer:**

The level of bad debts has remained relatively constant compared to last financial year. The projected total of bad debts for the 2004-05 financial year is currently at \$22,000, which is only marginally lower than the \$23,000 total of bad debts expensed in 2003-04.

Aboriginal Hostels Limited has significantly reduced the level of bad debts in comparison to previous years as a direct result of the 'No pay, No stay' policy. (Please refer to Notes to and forming part of the accounts: Note 1 (l) page 65 of the 2003-04 Annual Report.)

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**Aboriginal Hostels Limited**

**Question No: 143**

**Topic: Funding from Other Agencies for specialised facilities**

**Hansard Page:** Written question on notice

**Senator Crossin** asked:

What other funding do you then get from other agencies for providing specialised facilities such as for renal dialysis?

**Answer:**

Aboriginal Hostels Limited (AHL) currently receives the following funding from other agencies:

Agency	Amount \$'000	Service
Department of Health and Ageing:		
Aged Care Subsidy	1,600	Hetti Perkins Aged Care Hostel
Nursing Home Subsidy	1,200	Hetti Perkins Aged Care Hostel
State of Victoria through:		
Department of Human Services	160	Support Assistance Accommodation Programme
State of South Australia through:		
Department of Correctional Services	50	Prison Release and Diversion Programme

In regards to renal dialysis facilities, AHL only provides specialised accommodation to renal dialysis patients through our medical transient hostels. As a result, we do not receive any additional funding from other agencies for this service.

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**Aboriginal Hostels Limited**

**Question No: 144**

**Topic: Accidents and Incidents**

**Hansard Page:** Written question on notice

**Senator Crossin** asked:

The Annual Report page 22 shows accidents and incidents – the majority are in Central Australia (20 out of 32 total in 2003-04). While Central Australia has more hostels the rate still seems higher than elsewhere – is there any particular reason for this?

**Answer:**

The reason that the incident rate in Central Australia is higher than in other regions is because Aboriginal Hostels Limited (AHL) operates an Aged Care facility in Alice Springs. Of the 20 incidents reported in the Annual Report 90 per cent of those reported relate to incidences involving nursing staff that were of a minor nature. Furthermore Hetti Perkins Home is AHL's largest workforce with a staff establishment of 41 employees.