

## Community Affairs Legislation Committee

The committee met on Wednesday, 3 June 2015 from 9 am until 11 pm.

The committee called the Department of Human Services, the Department of Social Services and Australian Hearing.

Among other issues, the following matters were discussed:

- the scoping study into Australian Hearing's future ownership options, including staffing matters,
- funding for speech upgrades including bilateral implants,
- the ANAO audit of telephone waiting times for Centrelink, including the management of Smart Centres' Centrelink Telephone Services,
- Centrelink's use of blocking to manage telephone wait times and the new computer system that will be used to resolve call wait times,
- an update on the Welfare Payments Infrastructure Transformation (WPIT) Program, which is replacing the old Centrelink ICT system,
- the business case for the upgrade to Centrelink's Income Security Integrated System (ISIS),
- the Commonwealth Ombudsman's 2008 report *Child Support Agency, Department of Human Services: Responding to Allegations of Customer Fraud*,
- protocols for investigating allegations of fraud in child support assessments, including compliance measures and on-the-ground investigations by the Australian Federal Police,
- the current enterprise agreement negotiations in the Department of Human Services, including related industrial action,
- the use of Centrepay for unregulated consumer leases such as Radio Rentals,
- the tender for communications media monitoring arrangements,
- aged care means-testing assessments,
- the Department of Social Services (DSS) grants process and the digital transformation initiative,
- the new DSS premises in Tuggeranong,
- the current DSS enterprise bargaining agreement, including maternity leave,
- departmental staff in ministers' offices,
- media monitoring and advertising, costs and processes, including the communications campaign on changes to child care,
- the costs of official hospitality, plants, stationery and art,
- staffing levels in DSS, including the graduate program, disability employment and redundancies,

- requests under the *Freedom of Information Act 1982*,
- the abolition of the National Housing Supply Council,
- the loss of funding in the housing and homelessness sector, including funding cuts for homeless and domestic violence shelters and an update on service provisions,
- government responses to Senate inquiries,
- housing issues for older single women, and
- the National Rental Affordability Scheme and issues related to compliance and fraud.