

2022-2023

THE PARLIAMENT OF THE COMMONWEALTH OF AUSTRALIA

HOUSE OF REPRESENTATIVES

UNANSWERED QUESTIONS IN WRITING

as at

TUESDAY, 13 JUNE 2023

(9.30 am)

Questions unanswered

Nos 105, 107-120, 122-128, 135-181.

QUESTIONS IN WRITING

On the first sitting day of each fortnight, a complete Notice Paper is published containing all unanswered questions. On subsequent days, only new questions for the sitting are included in the Notice Paper.

30 March 2023

105 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of letters issued by the Department of Veterans' Affairs relating to Incapacity Payments for Veterans Studying pilot claiming 'there has been minimal change to employment outcomes':

- (1) How many participants were there for each month of the pilot program since its commencement.
- (2) What data and analysis did the department use to measure employment outcomes.
- (3) Was a report or an analysis of the employment outcomes provided to the Minister; if so, can the document be provided.
- (4) Can the data be provided upon which all employment outcomes were measured for each month of the program.
- (5) When was it determined that the program would not continue.

9 May 2023

107 **DR SCAMPS:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—In respect of the previous Government's funding of \$75 million for safety and traffic upgrades to the Wakehurst Parkway in the electoral division of Mackellar:

- (1) Why was this funding cut in the October 2022 budget.
- (2) Did the Minister have any discussions with the NSW Government about the funding; if so, were minutes taken of the meetings in which the discussions were held.

108 **DR HAINES:** To ask the Minister for Immigration, Citizenship and Multicultural Affairs—

- (1) What are the Government's priority groups for granting humanitarian visas to sponsored Afghan people who have had their applications verified.
- (2) What is the Government's estimated timeframe for assessing these 'confirmed' visa applications for Afghan people sponsored by residents in the electoral division of Indi.
- (3) How many humanitarian visas will the Government issue in the current 2022-23 financial year.
- (4) How many subclass 449 visas have been guaranteed in this financial year.

109 MS SHARKIE: To ask the Minister for Aged Care—

- (1) How many aged care providers applied to the Department of Health and Aged Care for a grant to provide an Aged Care Registered Nurses' Payment to eligible registered nurses in their employ between: (a) 1 November 2021 and 31 October 2022 (twelve-month payment of up to \$3,700); and (b) 1 May 2022 and 31 October 2022 (six-month payment of up to \$1,850).
- (2) How many aged care providers applied to the Department of Health and Aged Care for a grant to provide an Additional Aged Care Registered Nurses' Payment (of up to \$2,300) to eligible registered nurses for working in rural or remote areas, holding a relevant formal postgraduate qualification, or taking on additional leadership or training responsibilities in their workplace.
- (3) What proportion of aged care providers in Australia have applied, by the closing date of 28 February 2023, for: (a) the Aged Care Registered Nurses' Payment; and (b) the Additional Aged Care Registered Nurses' Payment.
- (4) How many applications were received from aged care providers for the Aged Care Registered Nurses' Payment and for the Additional Aged Care Registered Nurses' Payment: (a) before the 14 December 2022 deadline; and (b) between the 14 December 2022 deadline and the 28 February 2023 extended deadline.
- (5) Of the applications in (4), to date: (a) how many have been approved; and (b) as a percentage, what is the proportion of applications received that have been approved.
- (6) How many of the approved grants have been paid to providers.
- (7) What is the quantum of grant moneys paid to providers, to date.
- (8) Does the Government have oversight of payment of these grant moneys to eligible registered nurses by providers; if so, how much of the grant money has been paid to eligible registered nurses by providers to date.
- (9) What arrangements are to be put in place to improve provider application processes and streamline payment arrangements for nurses who may be eligible for a second payment for working for the same provider for 12 months between 1 November 2022 and 31 October 2023 or for six months between 1 May 2023 and 31 October 2023.

110 MR FLETCHER: To ask the Minister for Government Services—

- (1) How many Australian Public Service (APS) staff and non-APS staff respectively will be engaged on debt recovery operations formally referred to external collection agencies.
- (2) To date: (a) how many debts have been transitioned from external collection agencies to Services Australia; and (b) what is the dollar figure of outstanding debts that have been transitioned from external collection agencies to Services Australia.
- (3) What is the dollar figure of outstanding debts still remaining with external collection agencies.
- (4) Has, or will, the criteria change with respect to when Services Australia would normally escalate a debt to an external collection agency.
- (5) How many days need to elapse before debt recovery is escalated.
- (6) How many contacts would a client have had before debt recovery is escalated.
- (7) What is the maximum time period in which a debt can be recovered through Service Australia where a repayment arrangement exists.
- (8) What risks or considerations did Services Australia advise the Minister of before announcing in-house debt collection.
- (9) What are the reference numbers for all ministerial submissions from Services Australia to the Minister concerning in-house debt collection.
- (10) For this financial year to date: (a) how many current clients are in a repayment arrangement; (b) how many former clients are in a repayment arrangement; and (c) what is the average quantum of funds currently being withheld from clients in debt.
- (11) Are all debts that were subject to the national debt pause now not subject to this arrangement.
- (12) For this financial year to date, how much debt has been recouped.
- (13) From 30 September 2022: (a) how many clients have requested a formal review of decisions; (b) how many formal reviews are still ongoing; and (c) how many have been completed.
- (14) For this financial year to date, what is the average time for a formal review to be completed.
- (15) How many Authorised Review Officers were employed by Services Australia in the 2021-22 financial year, and how many are employed this financial year to date.

- (16) How many decisions arising from formal reviews were set aside in the 2021-22 financial year.
- (17) How many clients have had their repayments paused.
- (18) What is the total quantum of funds held by clients whose payments have been paused during a formal review process.
- (19) Since 30 September 2022, how many clients have requested an informal explanation of a decision.
- 111 **MR FLETCHER:** To ask the Minister for Government Services—What is the current average staff headcount for the Medicare Compensation Recovery Service Delivery unit.
- 112 **MR FLETCHER:** To ask the Minister for Government Services—Expressed as a percentage of Services Australia total workforce, how many staff have received training in the family and domestic violence risk identification and referral model.
- 113 **MR FLETCHER:** To ask the Minister for Government Services—Since 30 September 2022, how many full time equivalent staff are undertaking: (a) Centrelink compensation recovery work; and (b) Medicare compensation recovery work.
- 114 **MR FLETCHER:** To ask the Minister for Government Services—Have any staff prior to 28 November 2022 been deployed to the Australian Passport Office.
- 115 **MR FLETCHER:** To ask the Minister for Government Services—For this financial year to date, what is the average speed to answer a call to Centrelink’s Older Australians Line.
- 116 **MR FLETCHER:** To ask the Minister for Government Services—
- (1) For this financial year to date, how many Centrelink, Medicare and Child Support complaints respectively took longer than ten days to be resolved.
 - (2) What are these figures when expressed as a percentage of the total volume of complaints received.
- 117 **MR FLETCHER:** To ask the Minister for Government Services—Who did the Minister meet with while in Estonia last year.
- 118 **MR FLETCHER:** To ask the Minister for Government Services—Who did the Minister meet with while in Belgium last year.
- 119 **MR FLETCHER:** To ask the Minister for Government Services—Who did the Minister meet with while in Denmark last year.
- 120 **MR FLETCHER:** To ask the Minister for Government Services—
- (1) What service centres has the Minister visited.
 - (2) On what date was each service centre in (1) visited.
- 122 **MR FLETCHER:** To ask the Minister for Government Services—
- (1) Which state and territory ministers has the Minister formally met with.
 - (2) Where, and on what dates, did the meetings take place.

10 May 2023

- 123 **MS SHARKIE:** To ask the Minister representing the Minister for Agriculture, Fisheries and Forestry—What measures is the Minister taking to process the unprecedented number of new motor vehicles, currently more than 60,000, waiting for quarantine checks.
- 124 **MS SHARKIE:** To ask the Minister for Social Services—Given that superannuation for sole traders or business partners is not allowed as a deduction for determining income for JobSeeker payments, will the Minister consider changes to allow these expenses as deductions.
- 125 **MS SHARKIE:** To ask the Treasurer—Will the Treasurer extend the current direction (which expires in June 2023) to the Australian Competition and Consumer Commission to monitor the airline industry; if not, what measures will the Treasurer implement to ensure consumers can be confident of a competitive airline sector.
- 126 **MR WALLACE:** To ask the Minister for Health and Aged Care—In respect of a new headspace centre in Caloundra, which was expected to open mid-2023, and would deliver vital mental health and wellbeing support for young people in the region:
- (1) Are there any updated timelines for the project; if so, what are they.
 - (2) Has a specific location for the Caloundra-based headspace centre been identified; if so, what is the specific location for the headspace centre.
 - (3) Are any designs and/or costings for the project available; if so, can they be provided.

- 127 **MR WOOD:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—In respect of the Government’s \$250 million Clyde Road Upgrade project:
- (1) What is the current status of the project.
 - (2) Why has the Clyde Road Upgrade not yet started construction.
 - (3) When will works begin on the project.
 - (4) When is the project expected to be completed.
 - (5) Have there been any changes in scope or funding for the project.
- 128 **MR JOYCE:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—In respect of the independent review of Inland Rail: did the independent review try to meet or communicate with the Member for New England; if so: (a) on what date; (b) how was the communication done; and (c) who from the independent review was engaged in the communication.
- 135 **MR JOYCE:** To ask the Minister for Veterans’ Affairs—Further to the answer to question in writing No. 83:
- (1) What is the total number of veterans’ claims in the backlog for each month since April 2023.
 - (2) What is the total number of veterans to which the claims relate for each month since April 2023.
 - (3) What is the number of new claims being made (net claims received) for each month since April 2023.
 - (4) For each month since April 2023, what is the percentage change in the backlog from the previous month.
 - (5) For each month since April 2023, what was the actual change (number of claims) in the backlog compared to the previous month.
 - (6) For each month since April 2023, what was the change in the total number of veterans with claims in the backlog, compared to the previous month.

11 May 2023

- 136 **MR JOYCE:** To ask the Minister for Veterans’ Affairs—In respect of considerations by the Department of Veterans’ Affairs since the change of Government in May 2022:
- (1) What individual matters were decided upon by Executive Government.
 - (2) On what date was each decision made.
 - (3) What was the outcome of each decision.
- 137 **MR JOYCE:** To ask the Minister for Veterans’ Affairs—In respect of considerations by the Department of Veterans’ Affairs since the change of Government in May 2022:
- (1) What individual matters were decided upon by Executive Government relating to Aboriginal and Torres Strait Islander peoples.
 - (2) On what date was each decision made.
 - (3) What was the outcome of each decision.
- 138 **MR JOYCE:** To ask the Minister for Veterans’ Affairs—In respect of considerations by the Australian War Memorial since the change of Government in May 2022:
- (1) What individual matters were decided upon by Executive Government.
 - (2) On what date was each decision made.
 - (3) What was the outcome of each decision.
- 139 **MR JOYCE:** To ask the Minister for Veterans’ Affairs—In respect of considerations by the Australian War Memorial since the change of Government in May 2022:
- (1) What individual matters were decided upon by Executive Government relating to Aboriginal and Torres Strait Islander peoples.
 - (2) On what date was each decision made.
 - (3) What was the outcome of each decision.

22 May 2023

- 140 **MR L O’BRIEN:** To ask the Minister for Climate Change and Energy—What is the funding profile for the Government’s contribution to the Borumba Pumped Hydro project.

- 141 **MR JOYCE:** To ask the Minister for Veterans' Affairs—Listed by position title, which positions within the Department of Veterans' Affairs are considered to be members of executive government.
- 142 **MR JOYCE:** To ask the Minister for Veterans' Affairs—Listed by position title, which positions within the Australian War Memorial are considered to be members of executive government.
- 143 **MR JOYCE:** To ask the Minister for Defence—In respect of the Minister's deliberations on the Republic of Vietnam Campaign Medal (RVCM):
- (1) Which stakeholders has the Minister sought advice from.
 - (2) On which date(s) was advice sought from each.
 - (3) Through what channel (meeting, letter, discussion paper, or other) was advice sought in each case.
 - (4) Which stakeholders have been identified as still needing to be sought for their advice.
 - (5) Which stakeholders have been identified as still needing to be sought for additional advice.
- 144 **MR JOYCE:** To ask the Minister for Defence—In respect of the Minister's deliberations on the Republic of Vietnam Campaign Medal (RVCM): has the Minister been made aware of any person, organisation, government, or enterprise that would likely challenge any legality in the further awarding of the medal; if so, who or which would be likely to challenge the legality of further awarding the medal.

24 May 2023

- 145 **MR KATTER:** To ask the Minister representing the Minister for Emergency Management—
- (1) What financial assistance is being provided by the Government to the people of far northwest Queensland, in particular in the Burketown-Doomadgee area, and the Boulia-Urandangi area, following the recent devastating floods.
 - (2) Is the Minister aware that thousands of stock were killed in this flooding event and many farms are now facing financial ruin due to the high costs to restock and fix on-farm infrastructure.
 - (3) Is the Minister aware that in previous flood events, restocking grants were available that have not been made available following this latest devastating flood event even though the impacts are just as devastating and the level of assistance that the Government provides should not be predicated on how non-remote, populated or non-Indigenous a community is.
 - (4) Is the Minister aware that the Queensland MP for Traeger, Mr Robbie Katter MP, wrote on 12 April 2023 to the Queensland Minister for Agricultural Industry Development and Fisheries and Minister for Rural Communities (the Hon. Mark Furner) urgently appealing to him to request from the Commonwealth Government the activation of restocking, replanting and on-farm infrastructure co-contribution grants.
 - (5) Can the Minister confirm: (a) that an approach has been made by the Queensland Minister to the Commonwealth Government for the urgent activation of co-contribution grants; and (b) the availability of such grants.
 - (6) Will the Minister ensure that targeted information on the process of how to apply for such grants is directed to the affected areas.
- 146 **MR KATTER:** To ask the Minister representing the Minister for Emergency Management—
- (1) Is the Minister aware that small businesses, such as the Tirranna Roadhouse, have suffered devastating impacts as a result of recent flooding, in their case their electricity generators are in ruins, their business, home and land is covered in thick brown sludge, and only last year insurers who have taken thousands of dollars in insurance from them have pulled out and left the property uninsurable and now facing a bleak financial future.
 - (2) Is the Minister aware that the grants on offer will do little to address the current, great needs of businesses such as the Tirranna Roadhouse.
 - (3) Will the Minister provide grants that will assist small businesses, that are the lifeblood of remote communities, get back on their feet.

25 May 2023

- 147 **MR HAMILTON:** To ask the Minister for Health and Aged Care—In respect of the *Health Insurance Act 1973*:
- (1) Is the Minister aware that, as a result of the existing Pay Doctor Via Claimant Cheque scheme, bulk-billing General Practitioners are currently waiting up to 90 days to be paid by Medicare.

- (2) Is the Minister aware that General Practitioners are currently paid by cheque, as opposed to being paid immediately via electronic funds transfer.
 - (3) Will the Minister commit to phasing out cheques and removing the 90-day payment timeframe.
 - (4) Will the Government amend the *Health Insurance Act 1973* and replace the existing Pay Doctor Via Claimant Cheque scheme with an automatic electronic funds transfer.
- 148 **MR HAMILTON:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—In respect of the South East Queensland City Deal:
- (1) What South East Queensland City Deal meetings have occurred in the past 12 months.
 - (2) Have the South East Queensland City Deal officials met with each other in the past 12 months.
 - (3) Have South East Queensland City Deal ministers met with each other in the past 12 months.
 - (4) Has the Minister met with any South East Queensland City Deal ministers or officials.
 - (5) What level of Commonwealth funding agreed to in the South East Queensland City Deal has been expended during the past 12 months.
- 149 **MR HAMILTON:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—In respect of the 2023-24 budget and the regional portfolio budget statement which commits Commonwealth funding to the Brisbane 2032 Olympic and Paralympic Games, including \$935 million over ten years for 16 new or upgraded Games venues:
- (1) Of the \$935 million, how much of that funding will be: (a) provided in 2023-24; and (b) allocated for the Toowoomba Sports Ground.
 - (2) What is the total cost of the Toowoomba Sports Ground project.

31 May 2023

- 150 **MR RAMSEY:** To ask the Attorney-General—
- (1) Is there an agreement between the District Council of Kimba (DCK) and the Commonwealth for the underwriting of all legal expenses incurred by the DCK in respect of actions taken against it by the Barngarla Aboriginal Corporation under the *National Radioactive Waste Management Act 2012*; if so, how much has the Commonwealth reimbursed the DCK to date.
 - (2) Will the Commonwealth pursue costs awarded against the Barngarla Aboriginal Corporation made in: (a) Barngarla Determination Aboriginal Corporation RNTBC v District Council of Kimba [2019] FCA 1585; and (b) Barngarla Determination Aboriginal Corporation RNTBC v District Council of Kimba (No 2) [2020] FCAFC 39.
- 151 **MS STEGGALL:** To ask the Treasurer—In respect of the reforms to the Petroleum Resource Rent Tax announced in the Budget and the Gas Transfer Pricing Mechanism consultation:
- (1) Were consulting companies engaged to provide advice on the reform proposal.
 - (2) Were the consulting firms PwC, EY, Deloitte, KPMG or BCG involved in the design of the Petroleum Resource Rent Tax.
 - (3) Was the Government aware that PwC, EY, Deloitte, KPMG and BCG are members of the Australian Petroleum Production and Exploration Association.
 - (4) What disclosures were made about conflicts of interest and what measures were taken by the firms and the Treasury to manage those conflicts of interest.

13 June 2023

- 152 **MR HAMILTON:** To ask the Minister for Housing—
- (1) How will the Government address the lack of new housing stock available in the market.
 - (2) What work is underway by the Government to unlock new greenfield housing stock in South East Queensland.
 - (3) Will the Minister commit to retaining the Home Guarantee Scheme.
 - (4) Can an update be provided in relation to the ‘Help to Buy’ election promise that was due to commence on 1 January 2023.
- 153 **MR HAMILTON:** To ask the Minister for Health and Aged Care—In respect of the changes the Government has made to the 60-day dispensing period of Pharmaceutical Benefits Scheme medicines:
- (1) How will the Government ensure that small pharmacists in regional Australia, such as in the electoral division of Groom, are able to access the required supply of medications.

- (2) How will the Government ensure that medicines are not stockpiled, and that the most vulnerable are able to continue to access the medicines they need.
 - (3) Can the Minister guarantee that community pharmacies will not be negatively impacted or forced to close because of the changes to the dispensing announcement.
- 154 **MR HAMILTON:** To ask the Minister for Health and Aged Care—In respect of the changes the Government has made to the 60-day dispensing period of Pharmaceutical Benefits Scheme (PBS) medicines:
- (1) Has the Minister met with representatives of the Pharmacy Guild since being appointed the Minister for Health and Aged Care.
 - (2) Has the Minister met with representatives of the Pharmacy Guild since March 2023.
 - (3) Has the Department of Health and Aged Care modelled the impact on income for community pharmacy businesses as a result of these changes.
 - (4) How many PBS medicines are currently considered to be in shortage.
- 155 **MR HAMILTON:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—
- (1) Is the Minister aware that Australia’s largest private rail freight operator, Pacific National, has agreed to a \$110 million contract with the Wagner Corporation to construct a major intermodal terminal at Wellcamp Business Park.
 - (2) Is the Minister aware that InterLinkSQ is a master planned premium transport, logistics, warehousing and industrial estate located 13 kilometres west of the Toowoomba central business district in preparation for the inland rail coming to Toowoomba.
 - (3) When will the full cost verification for the inland rail project be completed.
 - (4) Will the final construction schedule of the inland rail project include the Government’s recommended end-point at Ebenezer.
 - (5) When will the Government release the business case for the Ebenezer intermodal as the recommended end-point for the inland rail.
 - (6) Is the Minister aware that Ebenezer is located on the Cunningham Highway, which includes sections of single-lane each way.
 - (7) Will the Minister commit funding to upgrade the Cunningham Highway if Ebenezer is the end-point for the inland rail.
- 156 **DR WEBSTER:** To ask the Minister for Health and Aged Care—
- (1) What progress has been made on the National Obesity Strategy.
 - (2) When will Novo Nordisk’s treatment for obesity, Wegovy, be listed on the Pharmaceutical Benefits Scheme.
- 157 **MR L O’BRIEN:** To ask the Minister for Government Services—In respect of clients accessing services and receiving payments in the electoral division of Wide Bay for the 2022-23 financial year to date:
- (1) What is the median number of days to process a claim for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
 - (2) What is the median number of days for payment processing for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
 - (3) How many clients have received a payment this financial year to date for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility

Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.

- 158 **MR L O'BRIEN:** To ask the Minister for Government Services—For each Service Centre, Agent or Access Point in the electoral division of Wide Bay, for the 2022-23 financial year to date, what is the average daily: (a) number of customers attending; (b) waiting time for customers attending; (c) number of customers who left the service centre before contact with a Service Officer; and (d) number of customers attending who could not complete their transaction.
- 159 **MR L O'BRIEN:** To ask the Minister for Government Services—For each Services Australia Service Centre, Agent or Access Point in the electoral division of Wide Bay, for the 2022-23 financial year to date, how many Australian Public Service staff are employed in the following categories: (a) full-time, ongoing; (b) full-time, non-ongoing; (c) part-time, ongoing; and (d) part-time, non-ongoing.
- 160 **MR L O'BRIEN:** To ask the Minister for Government Services—How many clients making claims administered by Services Australia in the electoral division of Wide Bay have had their claims investigated for fraud for the 2022-23 financial year to date.
- 161 **MR FLETCHER:** To ask the Minister for Government Services—In respect of clients accessing services and receiving payments in the electoral divisions of Grayndler, Cowan, Higgins, McMahon, Watson, Spence, Barton, Macnamara, Hindmarsh, Cunningham, Rankin, Parramatta, Bendigo, Blaxland, Newcastle, Corangamite, Franklin, Shortland, Oxley, Aston, Issacs, Richmond, Holt, Macarthur, Chisholm, Adelaide, Scullin, Perth, Solomon, Bruce, Chiefly, Whitlam, Cooper, Burt, Wills, Ballarat, Brand, Hasluck, Bennelong, Fenner, Tangney, Corio, Swan, Eden-Monaro, Dobell, Boothby, Lyons, McEwen, Fraser, Dunkley, Blair, Gorton, Hotham, Canberra, Moreton, Gilmore, Sydney, Hawke, Robertson, Hunter, Kingston, Pearce, Greenway, Lator, Lingiari, Maribyrnong, Reid, Bean, Werriwa, Paterson, Macquarie, Kingsford Smith, Jagajaga, Calwell, Gellibrand, Lilley, Fremantle, Makin, Melbourne, Brisbane, Griffith, Ryan, Mayo, Kennedy, Curtin, Goldstein, Calare, Indi, Fowler, Kooyong, Mackellar, Wentworth, Warringah, North Sydney and Clark respectively, for the 2022-23 financial year to date:
- (1) What is the median number of days to process a claim for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
 - (2) What is the median number of days for payment processing for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
 - (3) How many clients have received a payment this financial year to date for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
- 162 **MR FLETCHER:** To ask the Minister for Government Services—For each Service Centre, Agent or Access Point in the electoral divisions of Grayndler, Cowan, Higgins, McMahon, Watson, Spence, Barton, Macnamara, Hindmarsh, Cunningham, Rankin, Parramatta, Bendigo, Blaxland, Newcastle, Corangamite, Franklin, Shortland, Oxley, Aston, Issacs, Richmond, Holt, Macarthur, Chisholm, Adelaide, Scullin, Perth, Solomon, Bruce, Chiefly, Whitlam, Cooper, Burt, Wills, Ballarat, Brand, Hasluck, Bennelong, Fenner,

Tangney, Corio, Swan, Eden-Monaro, Dobell, Boothby, Lyons, McEwen, Fraser, Dunkley, Blair, Gorton, Hotham, Canberra, Moreton, Gilmore, Sydney, Hawke, Robertson, Hunter, Kingston, Pearce, Greenway, Lalor, Lingiari, Maribyrnong, Reid, Bean, Werriwa, Paterson, Macquarie, Kingsford Smith, Jagajaga, Calwell, Gellibrand, Lilley, Fremantle, Makin, Melbourne, Brisbane, Griffith, Ryan, Mayo, Kennedy, Curtin, Goldstein, Calare, Indi, Fowler, Kooyong, Mackellar, Wentworth, Warringah, North Sydney and Clark respectively, for the 2022-23 financial year to date, what is the average daily: (a) number of customers attending; (b) waiting time for customers attending; (c) number of customers who left the service centre before contact with a Service Officer; and (d) number of customers attending who could not complete their transaction.

- 163 **MR FLETCHER:** To ask the Minister for Government Services—For each Services Australia Service Centre, Agent or Access Point in the electoral divisions of Grayndler, Cowan, Higgins, McMahon, Watson, Spence, Barton, Macnamara, Hindmarsh, Cunningham, Rankin, Parramatta, Bendigo, Blaxland, Newcastle, Corangamite, Franklin, Shortland, Oxley, Aston, Issacs, Richmond, Holt, Macarthur, Chisholm, Adelaide, Scullin, Perth, Solomon, Bruce, Chiefly, Whitlam, Cooper, Burt, Wills, Ballarat, Brand, Hasluck, Bennelong, Fenner, Tangney, Corio, Swan, Eden-Monaro, Dobell, Boothby, Lyons, McEwen, Fraser, Dunkley, Blair, Gorton, Hotham, Canberra, Moreton, Gilmore, Sydney, Hawke, Robertson, Hunter, Kingston, Pearce, Greenway, Lalor, Lingiari, Maribyrnong, Reid, Bean, Werriwa, Paterson, Macquarie, Kingsford Smith, Jagajaga, Calwell, Gellibrand, Lilley, Fremantle, Makin, Melbourne, Brisbane, Griffith, Ryan, Mayo, Kennedy, Curtin, Goldstein, Calare, Indi, Fowler, Kooyong, Mackellar, Wentworth, Warringah, North Sydney and Clark respectively, for the 2022-2023 financial year to date, how many Australian Public Service staff are employed in the following categories: (a) full-time, ongoing; (b) full-time, non-ongoing; (c) part-time, ongoing; and (d) part-time, non-ongoing.
- 164 **MR FLETCHER:** To ask the Minister for Government Services—How many clients making claims administered by Services Australia in the electoral divisions of Grayndler, Cowan, Higgins, McMahon, Watson, Spence, Barton, Macnamara, Hindmarsh, Cunningham, Rankin, Parramatta, Bendigo, Blaxland, Newcastle, Corangamite, Franklin, Shortland, Oxley, Aston, Issacs, Richmond, Holt, Macarthur, Chisholm, Adelaide, Scullin, Perth, Solomon, Bruce, Chiefly, Whitlam, Cooper, Burt, Wills, Ballarat, Brand, Hasluck, Bennelong, Fenner, Tangney, Corio, Swan, Eden-Monaro, Dobell, Boothby, Lyons, McEwen, Fraser, Dunkley, Blair, Gorton, Hotham, Canberra, Moreton, Gilmore, Sydney, Hawke, Robertson, Hunter, Kingston, Pearce, Greenway, Lalor, Lingiari, Maribyrnong, Reid, Bean, Werriwa, Paterson, Macquarie, Kingsford Smith, Jagajaga, Calwell, Gellibrand, Lilley, Fremantle, Makin, Melbourne, Brisbane, Griffith, Ryan, Mayo, Kennedy, Curtin, Goldstein, Calare, Indi, Fowler, Kooyong, Mackellar, Wentworth, Warringah, North Sydney and Clark respectively, have had their claims investigated for fraud for the 2022-23 financial year to date.
- 165 **MR BIRRELL:** To ask the Minister for Government Services—In respect of clients accessing services and receiving payments in the electoral division of Nicholls for the 2022-23 financial year to date:
- (1) What is the median number of days to process a claim for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
 - (2) What is the median number of days for payment processing for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
 - (3) How many clients have received a payment this financial year to date for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities

Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.

- 166 **MR BIRRELL:** To ask the Minister for Government Services—For each Service Centre, Agent or Access Point in the electoral division of Nicholls, for the 2022-23 financial year to date, what is the average daily: (a) number of customers attending; (b) waiting time for customers attending; (c) number of customers who left the service centre before contact with a Service Officer; and (d) number of customers attending who could not complete their transaction.
- 167 **MR BIRRELL:** To ask the Minister for Government Services—For each Services Australia Service Centre, Agent or Access Point in the electoral division of Nicholls, for the 2022-23 financial year to date, how many Australian Public Service staff are employed in the following categories: (a) full-time, ongoing; (b) full-time, non-ongoing; (c) part-time, ongoing; and (d) part-time, non-ongoing.
- 168 **MR BIRRELL:** To ask the Minister for Government Services—How many clients making claims administered by Services Australia in the electoral division of Nicholls have had their claims investigated for fraud for the 2022-23 financial year to date.
- 169 **MR VIOLI:** To ask the Minister for Government Services—In respect of clients accessing services and receiving payments in the electoral division of Casey for the 2022-23 financial year to date:
- (1) What is the median number of days to process a claim for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
 - (2) What is the median number of days for payment processing for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
 - (3) How many clients have received a payment this financial year to date for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
- 170 **MR VIOLI:** To ask the Minister for Government Services—For each Service Centre, Agent or Access Point in the electoral division of Casey, for the 2022-23 financial year to date, what is the average daily: (a) number of customers attending; (b) waiting time for customers attending; (c) number of customers who left the service centre before contact with a Service Officer; and (d) number of customers attending who could not complete their transaction.
- 171 **MR VIOLI:** To ask the Minister for Government Services—For each Services Australia Service Centre, Agent or Access Point in the electoral division of Casey, for the 2022-23 financial year to date, how many Australian Public Service staff are employed in the following categories: (a) full-time, ongoing; (b) full-time, non-ongoing; (c) part-time, ongoing; and (d) part-time, non-ongoing.
- 172 **MR VIOLI:** To ask the Minister for Government Services—How many clients making claims administered by Services Australia in the electoral division of Casey have had their claims investigated for fraud for the 2022-23 financial year to date.
- 173 **MR PIKE:** To ask the Minister for Government Services—In respect of clients accessing services and receiving payments in the electoral division of Bowman for the 2022-23 financial year to date:
- (1) What is the median number of days to process a claim for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance;

- (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
- (2) What is the median number of days for payment processing for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
- (3) How many clients have received a payment this financial year to date for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
- 174 **MR PIKE:** To ask the Minister for Government Services—For each Service Centre, Agent or Access Point in the electoral division of Bowman, for the 2022-23 financial year to date, what is the average daily: (a) number of customers attending; (b) waiting time for customers attending; (c) number of customers who left the service centre before contact with a Service Officer; and (d) number of customers attending who could not complete their transaction.
- 175 **MR PIKE:** To ask the Minister for Government Services—For each Services Australia Service Centre, Agent or Access Point in the electoral division of Bowman, for the 2022-23 financial year to date, how many Australian Public Service staff are employed in the following categories: (a) full-time, ongoing; (b) full-time, non-ongoing; (c) part-time, ongoing; and (d) part-time, non-ongoing.
- 176 **MR PIKE:** To ask the Minister for Government Services—How many clients making claims administered by Services Australia in the electoral division of Bowman have had their claims investigated for fraud for the 2022-23 financial year to date.
- 177 **MR FLETCHER:** To ask the Minister for Government Services—In respect of clients accessing services and receiving payments in the electoral division of Bradfield, for the 2022-23 financial year to date:
- (1) What is the median number of days to process a claim for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
- (2) What is the median number of days for payment processing for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.
- (3) How many clients have received a payment this financial year to date for the following: (a) Single Income Family Supplement; (b) Child Care Subsidy; (c) Parental Leave Pay; (d) Parenting Payment; (e) Age Pension; (f) Home Equity Access Scheme; (g) Disability Support Pension; (h) Mobility Allowance; (i) Essential Medical Equipment Payment; (j) Carer Payment; (k) Carer Allowance; (l) Carer Supplement; (m) Child Disability Assistance Payment; (n) JobSeeker Payment; (o) Youth Allowance; (p) Austudy; (q) ABSTUDY; (r) Rent Assistance; (s) Energy Supplement; (t) Utilities

Allowance; (u) Pension Supplement; (v) Crisis Payment for Extreme Circumstances Family and Domestic Violence and (w) Crisis Payment for Other Extreme Circumstances.

- 178 **MR FLETCHER:** To ask the Minister for Government Services—For each Service Centre, Agent or Access Point in the electoral division of Bradfield, for the 2022-23 financial year to date, what is the average daily: (a) number of customers attending; (b) waiting time for customers attending; (c) number of customers who left the service centre before contact with a Service Officer; and (d) number of customers attending who could not complete their transaction.
- 179 **MR FLETCHER:** To ask the Minister for Government Services—For each Services Australia Service Centre, Agent or Access Point in the electoral division of Bradfield, for the 2022-23 financial year to date, how many Australian Public Service staff are employed in the following categories: (a) full-time, ongoing; (b) full-time, non-ongoing; (c) part-time, ongoing; and (d) part-time, non-ongoing.
- 180 **MR FLETCHER:** To ask the Minister for Government Services—How many clients making claims administered by Services Australia in the electoral division of Bradfield have had their claims investigated for fraud for the 2022-23 financial year to date.
- 181 **MR FLETCHER:** To ask the Minister for Government Services—In respect of staffing at Services Australia, for the 2023 financial year to date and for financial years 2022, 2021, 2020 and 2019 respectively: (a) what are the names of the skill tags assigned to staff; (b) how many staff had each skill tag; (c) how many staff had multiple skill tags; and (d) what are the top five most commonly grouped skill tags.

CLARESSA SURTEES

Clerk of the House of Representatives
