

2022-2023-2024

THE PARLIAMENT OF THE COMMONWEALTH OF AUSTRALIA

HOUSE OF REPRESENTATIVES

## UNANSWERED QUESTIONS IN WRITING

as at

WEDNESDAY, 27 MARCH 2024

(9 am)

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*Questions unanswered*

Nos 383, 463-466, 468-509, 511-565.

### 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.

*27 November 2023*

383 **MR HAMILTON:** To ask the Minister for Home Affairs—In respect of reports that the Government has been forced to release 83 people from immigration detention following a High Court ruling, including those who have failed the character test and have serious criminal convictions:

- (1) How many people have been released from detention because of this ruling.
- (2) How many, if any, have been released into my community, the electoral division of Groom.
- (3) If any of these dangerous criminals have been released into the electoral division of Groom, what measures have been put in place at the local level to protect community safety.

*6 February 2024*

463 **MS LEY:** To ask the Minister representing the Minister for Women—

- (1) What is the average staffing level (ASL) for the Office for Women and the Workplace Gender Equality Agency.
- (2) What is the breakdown of the Australian Public Service levels within the ASL of these two agencies and their branches.
- (3) What is the departmental funding for both the Office for Women and the Workplace Gender Equality Agency over the forward estimates.

464 **MS LEY:** To ask the Minister for Social Services—

- (1) What is the breakdown of funding to the states and territories for women's safety, and how is this funding administered.
- (2) Has the Government reduced, cut or re-prioritised the following measures: (a) Specialist Family Violence Services program; and (b) a trial of electronic monitoring of the perpetrators of domestic violence and a Family, Domestic and Sexual Violence Fund.
- (3) How is the Government ensuring that: (a) no organisations receiving Commonwealth funding to provide services and programs to indigenous women and children are governed, or run by, or employ, people with criminal records; and (b) those in any position have successfully obtained the appropriate working with children checks.
- (4) How does the Government ensure that funding is going to areas of greatest need and to organisations with the best delivery outcomes for the health and welfare of children.

- (5) How will the Government track programs against the targets and benchmarks of the National Plan to End Violence against Women and Children 2022-2032 and related action plans.
  - (6) What is the total number of specialised family violence services providers in each state and territory that are funded by the Government.
  - (7) What are the outcomes of the \$39.6 million provided for additional support through the Escaping Violence Payment in 2022-23.
  - (8) How have the outcomes of this funding been evaluated.
  - (9) What is the criteria the Government applies to funding for perpetrator intervention and/or behaviour change.
  - (10) What checks does the Government use to ensure the efficacy of behaviour change programs.
  - (11) How does the Government ensure programs funded by the Commonwealth have been independently evaluated and the providers confirmed as being suitable.
  - (12) Can the waiting lists for perpetrator programs funded by the Commonwealth be provided.
- 465 **MR HAMILTON:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—In respect of the South East Queensland (SEQ) City Deal:
- (1) Noting the implementation plan, what is the earliest date the project scope and governance will be available in relation to the Railway Parklands project.
  - (2) Has the SEQ City Deal governing board of Ministers agreed to report publicly on the expenditure of funds.
  - (3) Are there any requirements to undertake community consultation as part of the business case for Railway Parklands.
  - (4) How much of the \$10 million Commonwealth funding allocated for the Railway Parklands project has been expended to date.
  - (5) Has the Commonwealth received updates from the Queensland Government or Toowoomba Regional Council on the project commencement.
- 466 **MR HAMILTON:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—In respect of the Toowoomba to Brisbane Passenger Rail Strategic Business Case and associated \$15 million in funding provided to the Queensland Government by the Commonwealth, has the Department of Infrastructure, Transport, Regional Development, Communications and the Arts provided the Minister with a copy of the strategic business case for the Toowoomba to Brisbane Passenger Rail.
- 468 **MS TINK:** To ask the Minister for Immigration, Citizenship and Multicultural Affairs—In respect of the Minister for Foreign Affairs' statement on 22 November 2023 that over 860 visas had been granted to Palestinians escaping the current conflict, and of departmental information that highlights those wishing to come to Australia can access visa subclass 600 (a visitor visa):
- (1) As those arriving under this visa category do not have access to work rights, Medicare, schooling for children, or any other support normally provided to humanitarian entrants, why is the Government not supporting these basic measures to Palestinian arrivals for livelihood in Australia.
  - (2) Given that various levels of support were previously given to Ukrainian migrants on visa subclass 600, can the same support measures be provided to Palestinians arriving under similar conditions.
- 469 **MS LEY:** To ask the Minister for Social Services—In respect of the women's safety budget measure, '500 community workers':
- (1) As of 6 February 2024, how many workers have been engaged in these roles.
  - (2) How many of these workers are: (a) in each state and territory; (b) in rural, regional and remote areas; (c) supporting the LGBTIQ+ community; (d) supporting women with disability; (e) supporting culturally and linguistically diverse women and children; and (f) supporting First Nations people.
- 470 **MS LEY:** To ask the Minister representing the Minister for Women—In respect of the report, *Gender Balance on Australian Government Boards: 2022-23 Annual Report*:
- (1) Which boards have been newly established since the production of the previous report.
  - (2) Which boards are administered by the Department of Prime Minister and Cabinet.
  - (3) Which boards currently do not meet the target of 'women should hold 50 per cent of Australian Government board positions overall'.

- (4) Can a list be provided of the Government boards where the Chair and/or the Deputy Chair position is held by a woman.
- (5) Can details be provided of the external nominations provided for Government board positions received in 2022-23 for: (a) the Department of Prime Minister and Cabinet; and (b) the Office for Women.

471 **MR HAMILTON:** To ask the Minister for Health and Aged Care—

- (1) Why there is a national shortage of vitamin B12 (hydroxocobalamin).
- (2) What action, if any, is the Government taking to secure supply of this product which is used to treat pernicious anaemia.

*7 February 2024*

472 **MR HAMILTON:** To ask the Minister for Aged Care—

- (1) Since the commencement of the Aged Care Industry Labour Agreement how many permits have been issued.
- (2) How many new aged care recruitment agencies have been created.
- (3) How many aged care staff are now working on contract, as opposed to full-time or part-time employment.
- (4) Has there been an increase in the cost of labour in the aged care industry, following the Government's changes to staffing requirements.

473 **MR HAMILTON:** To ask the Minister for Aged Care—

- (1) How many reportable incidents have there been in the aged care sector since the election of the Government.
- (2) How many aged care facilities currently have a five-star care rating.
- (3) How many aged care facilities currently have a one-star care rating.

*8 February 2024*

474 **MR THOMPSON:** To ask the Minister representing the Minister for Emergency Management—Will the Government activate the Australian Government Disaster Recovery Payment and Disaster Recovery Allowance for the Townsville Local Government Area following the crossing of Tropical Cyclone Kirrily in Townsville on 25 January 2024 which caused property damage, lost income, and left residents without power for several days resulting in the loss of hundreds of dollars worth of food and other supplies; if not, what are the reasons for not providing this much-needed support.

*14 February 2024*

475 **MR HAMILTON:** To ask the Treasurer—

- (1) Is the Treasurer aware of the difference in discretionary spending for Australians aged 39 and under, and for those aged 40 and older.
- (2) Is the Treasurer aware that the cost of living crisis is disproportionately impacting younger Australians.
- (3) Is it a fact that a CommBank iQ analysis of the financial data of 7 million Australians, found that people under 30 years of age are cutting back on essentials such as food, fuel and insurance.
- (4) Is the Treasurer aware that those aged between 25 and 29 years have been hardest hit with a 5.1 per cent decline in their total spending.

*15 February 2024*

476 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of concerns raised by physiotherapists that inconsistent Department of Veterans' Affairs fees are causing a reduction in access to care for veterans:

- (1) Has the Minister received formal representations from the health sector on this issue; if so, when and from whom.
- (2) What action has the Minister taken, or directed his department to take, in response.
- (3) Has the Minister been advised that many physiotherapists are providing their services out of ethical obligation and sincere care for veterans.

- (4) How will the Minister ensure key services, such as those provided by physiotherapists, are safeguarded to address the access issues and associated workforce implications.

477 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of physiotherapy services provided to veterans:

- (1) Has the Minister been advised of an industry survey showing almost 50 per cent of physiotherapists have indicated that they will likely stop or limit Department of Veterans' Affairs (DVA) services due to inaction by the Government in reviewing fee discrepancies.
- (2) Is the Minister currently reviewing the DVA fee structure for allied health service providers to ensure that there is no further decline in veterans' health care; if so, can details of the review be provided.

478 **MR JOYCE:** To ask the Minister for Veterans' Affairs—Will the Minister meet with representatives of the Australian Physiotherapy Association ahead of the 2024-25 budget to ensure the sector's concerns are properly considered in relation to veteran healthcare.

*26 February 2024*

479 **DR M RYAN:** To ask the Minister for Defence—Will the Minister provide all advice received from Defence regarding the formal request from the Ukrainian Government that Australia pass on to it a number of Australian Taipan NH90 helicopters, which have been slated for retirement by our Defence forces, for use for the movement of Ukrainian casualties.

*27 February 2024*

480 **MR LITTLEPROUD:** To ask the Treasurer—In respect of the Treasury's Climate Related Financial Disclosure (CRFD) Exposure Draft Legislation, in relation to thresholds:

- (1) How many of the 1,762 entities across groups 1, 2 and 3, that the CRFD Policy Impact Analysis recommended for policy option 1b (page 36), are a part of the agricultural industry.
- (2) Does this figure include entities that may be drawn in from up and down the supply chain from scope 1, 2 and 3 emissions.
- (3) Will seasonal workers trigger the threshold number of end of financial year employees.
- (4) Will the legislation deal with seasonal workers to ensure businesses that do not meet the current thresholds are not inadvertently brought into these requirements.
- (5) Given the potential for variance in employee numbers and gross assets, particularly for agricultural producers, will the Government consider an adjustable threshold for both employment and asset reporting.

481 **MR LITTLEPROUD:** To ask the Treasurer—In respect of the Treasury's Climate Related Financial Disclosure (CRFD) Exposure Draft Legislation, in relation to reporting requirements:

- (1) If a business meets group 1, 2 or 3 thresholds, will they require farmers who are a part of their supply chain to report on-farm emissions to meet reporting requirements.
- (2) Do estimations for regulatory burden in the policy impact analysis account for these entities.
- (3) What is the estimated number of farming and agricultural businesses that may be required to report.
- (4) What is the estimated cost of reporting for small, medium, and large agricultural businesses.
- (5) Will there be an extended consultation process with the agricultural sector, given that the downstream regulatory impacts of mandatory CRFD have not yet been assessed and properly understood.

482 **MR LITTLEPROUD:** To ask the Treasurer—In respect of the Treasury's Climate Related Financial Disclosure Exposure Draft Legislation, in relation to reporting data:

- (1) Given that there is currently no standardised method for calculating land and livestock emissions in Australia and that there exists a range of different methodologies and calculators to calculate on-farm emissions, what is the variance rate between these calculators.
- (2) Without a standardised, fit for purpose, time, and cost-effective method for emissions data collection, how can the Government have confidence in the accuracy of the data being reported on.
- (3) What data and methodology does the Government intend on accepting as part of reporting requirements.
- (4) Do small, medium, and large businesses have the necessary capacity to provide accurate, cost-effective, and timely emissions information; if not, what is being done to address this gap.

- (5) As there are many barriers and a lack of available, and timely data, when it comes to accurately measuring individual business-level emissions, how will this be addressed.
  - (6) How will investment be driven to encourage the ongoing development of carbon accounting tools to facilitate greater adoption via agricultural extension.
  - (7) What is being done to ensure that the necessary tools are available to entities to accurately and consistently calculate and report on their emissions.
- 483 **MR LITTLEPROUD:** To ask the Treasurer—In respect of the Treasury’s Climate Related Financial Disclosure (CRFD) Exposure Draft Legislation, in relation to auditing and assurance:
- (1) What is Australia’s capacity to undertake independent verification of emissions data.
  - (2) What is the estimated cost of independent verification for small, medium, and large entities.
  - (3) Do small, medium, and large companies have the capacity to attain this independent verification.
  - (4) How will the Government ensure that financial auditors have the industry-specific expertise to conduct accurate assessments of CRFD reports published by entities from the agricultural sector.
  - (5) How will the additional compliance burden of requiring producers to access necessary expertise for the accurate accounting and reporting of on-farm emissions, at significant cost to their businesses, be justified and minimised.
  - (6) What is the estimated cost for a small, medium, and large business.
- 484 **MR LITTLEPROUD:** To ask the Treasurer—In respect of the Treasury’s Climate Related Financial Disclosure Exposure Draft Legislation, if disclosures are found to violate reporting requirements following the transitional period (page 9), such as by providing false or misleading information, will the controlling entity be liable for the error or the subsidiary which provided the information.
- 485 **MR LITTLEPROUD:** To ask the Treasurer—In respect of the Treasury’s Climate Related Financial Disclosure (CRFD) Exposure Draft Legislation:
- (1) Will further work be undertaken to quantify expected compliance costs and to identify pathways for costs to be minimised.
  - (2) How will the risk to the Australian red meat and livestock industry being undermined by mandatory CRFD be avoided.
- 486 **MR LITTLEPROUD:** To ask the Treasurer—In respect of the Treasury’s Climate Related Financial Disclosure Exposure Draft Legislation, will the Government consider an exemption for agriculture in this bill, given that the relevant tools are not available for accurate and consistent emissions reporting data in the land and livestock sectors and the regulatory burden this imposes on the industry.
- 487 **MR FLETCHER:** To ask the Minister representing the Minister for Finance—In respect of the Digital Transformation Agency’s (DTA) Digital Project Data, released in February 2024:
- (1) What ‘delivery issues’ (page 2) did the DTA identify per project.
  - (2) Per applicable project: (a) why were assurance plans agreed; (b) on what date were the assurance plans agreed; and (c) can each assurance plan be provided.
- 488 **MR FLETCHER:** To ask the Minister representing the Minister for Finance—In respect of the Digital Transformation Agency’s (DTA) assurance and advice role:
- (1) Over the past six months, which agencies have approached the DTA seeking advice on funding for particular projects.
  - (2) What projects were the subject of the enquiries.
  - (3) On what dates were the initial enquiries.
- 489 **MR FLETCHER:** To ask the Minister representing the Minister for Finance—In respect of the Digital Transformation Agency’s Australian Government Assurance Reviews:
- (1) Which projects and programs over the past six months have been subject to: (a) a Gateway Review Process; and (b) Implementation Readiness Assessments.
  - (2) On what date did the last of these activities in (1) (a) and (b), respectively, take place.
  - (3) Per project, what is the current ‘critical gate’.
  - (4) Per program, what is the current ‘critical stage’.
  - (5) Which projects or programs are currently subject to Blended Gateway Reviews.

- 490 **MR FLETCHER:** To ask the Minister representing the Minister for Finance—In respect of the Digital Transformation Agency’s Enhanced Notification Process and Assurance of Action Plans:
- (1) Which programs or projects have been the subject of correspondence between the Secretary of the Department of Finance and the relevant accountable authority.
  - (2) What was the last date of correspondence per the persons identified in (1).
  - (3) Per correspondence of the Secretary of the Department of Finance, what were the recommendations made in the gateway review report.
  - (4) What projects or programs have generated a second enhanced notification letter over the past 12 months.
  - (5) Which entities over the past 12 months have been offered one-day Assurance of Action Plan reviews.
- 491 **MR FLETCHER:** To ask the Minister representing the Minister for Finance—In respect of the Digital Transformation Agency’s Assurance Reviews:
- (1) Which investments, projects or programs have been subject to assurance reviews over the past 12 months.
  - (2) On what date were the assurance reviews in (1) agreed.
  - (3) Over the past six months, have any proposals for assurance reviews been rejected.
- 492 **MR FLETCHER:** To ask the Minister representing the Minister for Finance—Which projects or programs have been subject to the Digital Transformation Agency’s Implementation Readiness Assessments over the past six months.
- 493 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, ‘Provider Operations and Dollars Going to Care ICT Solution (Provider Operations)’:
- (1) According to the Department of Health’s own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
  - (2) How often does the department assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
  - (4) What is the current actual expenditure for the project.
  - (5) When is the project forecast to close.
  - (6) On what date did the project’s Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
  - (7) Since the project’s establishment, has the project’s budget changed; if so: (a) to and from what; and (b) why.
  - (8) Since the project’s establishment, has the project’s scope changed; if so: (a) to and from what; and (b) why.
  - (9) Since the project’s establishment, has the project’s schedule changed; if so: (a) to and from what; and (b) why.
  - (10) Since the project’s establishment, has the project’s benefits changed; if so: (a) to and from what; and (b) why.
  - (11) Since the project’s establishment, has the project’s investment schedule changed; if so: (a) to and from what; and (b) why.
  - (12) Since the project’s establishment, has the project’s quality changed; if so: (a) to and from what; and (b) why.
  - (13) What remediation plans, if any, have been agreed between the department and the DTA.
- 494 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, ‘Essential aged care information and communication technologies system maintenance and enhancements (Future Aged Care ICT Platform)’:
- (1) According to the Department of Health’s own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
  - (2) How often does the department assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
  - (4) What is the current actual expenditure for the project.
  - (5) When is the project forecast to close.

- (6) On what date did the project's Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
  - (7) Since the project's establishment, has the project's budget changed; if so: (a) to and from what; and (b) why.
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  - (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
  - (13) What remediation plans, if any, have been agreed between the department and the DTA.
- 495 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, 'Support at Home':
- (1) According to the Department of Health's own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
  - (2) How often does the department assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
  - (4) What is the current actual expenditure for the project.
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  - (6) On what date did the project's Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
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  - (13) What remediation plans, if any, have been agreed between the department and the DTA.
- 496 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, 'Aged Care ICT to Enable Reform: new Aged Care Act':
- (1) According to the Department of Health's own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
  - (2) How often does the department assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
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- (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
- (13) What remediation plans, if any, have been agreed between the department and the DTA.
- 497 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, 'Registered nurses on site 24/7 and More carers with more time to care (Australian National Aged Care Classification (AN-ACC) Care Minutes)':
- (1) According to the Department of Health's own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
- (2) How often does the department assess the health of the project.
- (3) What is the latest forecast of expenditure for the project.
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- (13) What remediation plans, if any, have been agreed between the department and the DTA.
- 498 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, 'Essential aged care information and communication technologies system maintenance and enhancements (ACFR/QFR)':
- (1) According to the Department of Health's own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
- (2) How often does the department assess the health of the project.
- (3) What is the latest forecast of expenditure for the project.
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  - (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
  - (13) What remediation plans, if any, have been agreed between the department and the DTA.
- 499 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, 'Establish the Inspector-General of Aged Care and the Office of the Inspector-General of Aged Care as a Statutory Agency':
- (1) According to the Department of Health's own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
  - (2) How often does the department assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
  - (4) What is the current actual expenditure for the project.
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  - (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
  - (13) What remediation plans, if any, have been agreed between the department and the DTA.
- 500 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, 'Establish a National Worker Registration Scheme for Aged Care':
- (1) According to the Department of Health's own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
  - (2) How often does the department assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
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  - (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
  - (13) What remediation plans, if any, have been agreed between the department and the DTA.

501 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, ‘Risk Based Targeting and Information Sharing Phase 3 and Home Care Project (RBTIS)’:

- (1) According to the Department of Health’s own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
- (2) How often does the department assess the health of the project.
- (3) What is the latest forecast of expenditure for the project.
- (4) What is the current actual expenditure for the project.
- (5) When is the project forecast to close.
- (6) On what date did the project’s Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
- (7) Since the project’s establishment, has the project’s budget changed; if so: (a) to and from what; and (b) why.
- (8) Since the project’s establishment, has the project’s scope changed; if so: (a) to and from what; and (b) why.
- (9) Since the project’s establishment, has the project’s schedule changed; if so: (a) to and from what; and (b) why.
- (10) Since the project’s establishment, has the project’s benefits changed; if so: (a) to and from what; and (b) why.
- (11) Since the project’s establishment, has the project’s investment schedule changed; if so: (a) to and from what; and (b) why.
- (12) Since the project’s establishment, has the project’s quality changed; if so: (a) to and from what; and (b) why.
- (13) What remediation plans, if any, have been agreed between the department and the DTA.

502 **MR FLETCHER:** To ask the Minister for Health and Aged Care—In respect of the information and communications technology project, ‘Therapeutic Goods Administration (aka HPRG Transformation Program)’:

- (1) According to the Department of Health’s own methodology, what is the: (a) current health status of the project; and (b) health status of the project going back over the past six months.
- (2) How often does the department assess the health of the project.
- (3) What is the latest forecast of expenditure for the project.
- (4) What is the current actual expenditure for the project.
- (5) When is the project forecast to close.
- (6) On what date did the project’s Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
- (7) Since the project’s establishment, has the project’s budget changed; if so: (a) to and from what; and (b) why.
- (8) Since the project’s establishment, has the project’s scope changed; if so: (a) to and from what; and (b) why.
- (9) Since the project’s establishment, has the project’s schedule changed; if so: (a) to and from what; and (b) why.
- (10) Since the project’s establishment, has the project’s benefits changed; if so: (a) to and from what; and (b) why.
- (11) Since the project’s establishment, has the project’s investment schedule changed; if so: (a) to and from what; and (b) why.
- (12) Since the project’s establishment, has the project’s quality changed; if so: (a) to and from what; and (b) why.
- (13) What remediation plans, if any, have been agreed between the department and the DTA.

503 **MR FLETCHER:** To ask the Attorney-General—In respect of the information and communications technology project, ‘Reporting Entity System Transformation (REST)’:

- (1) According to AUSTRAC’s own methodology: (a) what is the current health status of the project; and (b) what is the health status of the project going back over the past six months.

- (2) How often does the AUSTRAC assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
  - (4) What is the current actual expenditure for the project.
  - (5) When is the project forecast to close.
  - (6) On what date did the project's Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
  - (7) Since the project's establishment, has the project's budget changed; if so: (a) to and from what; and (b) why.
  - (8) Since the project's establishment, has the project's scope changed; if so: (a) to and from what; and (b) why.
  - (9) Since the project's establishment, has the project's schedule changed; if so: (a) to and from what; and (b) why.
  - (10) Since the project's establishment, has the project's benefits changed; if so: (a) to and from what; and (b) why.
  - (11) Since the project's establishment, has the project's investment schedule changed; if so: (a) to and from what; and (b) why.
  - (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
  - (13) What if any remediation plans have been agreed between AUSTRAC and the DTA.
- 504 **MR FLETCHER:** To ask the Minister for Government Services—In respect of the information and communications technology project, 'Health Delivery Modernisation (HDM) Program (Phase 3 & 3A)':
- (1) According to Services Australia's own methodology: (a) what is the current health status of the project; and (b) what is the health status of the project going back over the past six months.
  - (2) How often does Services Australia assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
  - (4) What is the current actual expenditure for the project.
  - (5) When is the project forecast to close.
  - (6) On what date did the project's Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
  - (7) Since the project's establishment, has the project's budget changed; if so: (a) to and from what; and (b) why.
  - (8) Since the project's establishment, has the project's scope changed; if so: (a) to and from what; and (b) why.
  - (9) Since the project's establishment, has the project's schedule changed; if so: (a) to and from what; and (b) why.
  - (10) Since the project's establishment, has the project's benefits changed; if so: (a) to and from what; and (b) why.
  - (11) Since the project's establishment, has the project's investment schedule changed; if so: (a) to and from what; and (b) why.
  - (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
  - (13) What if any remediation plans have been agreed between Services Australia and the DTA.
- 505 **MR FLETCHER:** To ask the Minister for Government Services—In respect of the information and communications technology project, 'Energy Bill Relief Fund (EBRF) – ICT Build for Services Australia':
- (1) According to Services Australia's own methodology: (a) what is the current health status of the project; and (b) what is the health status of the project going back over the past six months.
  - (2) How often does Services Australia assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
  - (4) What is the current actual expenditure for the project.
  - (5) When is the project forecast to close.
  - (6) On what date did the project's Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).

- (7) Since the project's establishment, has the project's budget changed; if so: (a) to and from what; and (b) why.
  - (8) Since the project's establishment, has the project's scope changed; if so: (a) to and from what; and (b) why.
  - (9) Since the project's establishment, has the project's schedule changed; if so: (a) to and from what; and (b) why.
  - (10) Since the project's establishment, has the project's benefits changed; if so: (a) to and from what; and (b) why.
  - (11) Since the project's establishment, has the project's investment schedule changed; if so: (a) to and from what; and (b) why.
  - (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
  - (13) What if any remediation plans have been agreed between Services Australia and the DTA.
- 506 **MR FLETCHER:** To ask the Minister for Government Services—In respect of the information and communications technology project, 'Strengthening Medicare - Chronic Wound Consumables Scheme for Patients with Diabetes':
- (1) According to Services Australia's own methodology: (a) what is the current health status of the project; and (b) what is the health status of the project going back over the past six months.
  - (2) How often does Services Australia assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
  - (4) What is the current actual expenditure for the project.
  - (5) When is the project forecast to close.
  - (6) On what date did the project's Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
  - (7) Since the project's establishment, has the project's budget changed; if so: (a) to and from what; and (b) why.
  - (8) Since the project's establishment, has the project's scope changed; if so: (a) to and from what; and (b) why.
  - (9) Since the project's establishment, has the project's schedule changed; if so: (a) to and from what; and (b) why.
  - (10) Since the project's establishment, has the project's benefits changed; if so: (a) to and from what; and (b) why.
  - (11) Since the project's establishment, has the project's investment schedule changed; if so: (a) to and from what; and (b) why.
  - (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
  - (13) What if any remediation plans have been agreed between Services Australia and the DTA.
- 507 **MR FLETCHER:** To ask the Minister for Government Services—Since 1 January 2024, how many staff have left Services Australia.
- 508 **MR FLETCHER:** To ask the Minister for Skills and Training—In respect of the information and communications technology project, 'Foundation skills program redesign':
- (1) According to the Department of Employment and Workplace Relations' own methodology: (a) what is the current health status of the project; and (b) what is the health status of the project going back over the past six months.
  - (2) How often does the department assess the health of the project.
  - (3) What is the latest forecast of expenditure for the project.
  - (4) What is the current actual expenditure for the project.
  - (5) When is the project forecast to close.
  - (6) On what date did the project's Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
  - (7) Since the project's establishment, has the project's budget changed; if so: (a) to and from what; and (b) why.

- (8) Since the project's establishment, has the project's scope changed; if so: (a) to and from what; and (b) why.
- (9) Since the project's establishment, has the project's schedule changed; if so: (a) to and from what; and (b) why.
- (10) Since the project's establishment, has the project's benefits changed; if so: (a) to and from what; and (b) why.
- (11) Since the project's establishment, has the project's investment schedule changed; if so: (a) to and from what; and (b) why.
- (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
- (13) What if any remediation plans have been agreed between the department and the DTA.
- 509 **MR FLETCHER:** To ask the Minister for Employment and Workplace Relations—In respect of the information and communications technology project, 'Pacific Australia Labour Mobility (PALM) scheme insourcing':
- (1) According to the Department of Employment and Workplace Relations' own methodology: (a) what is the current health status of the project; and (b) what is the health status of the project going back over the past six months.
- (2) How often does the department assess the health of the project.
- (3) What is the latest forecast of expenditure for the project.
- (4) What is the current actual expenditure for the project.
- (5) When is the project forecast to close.
- (6) On what date did the project's Senior Responsible Officer last correspond with the Digital Transformation Agency (DTA).
- (7) Since the project's establishment, has the project's budget changed; if so: (a) to and from what; and (b) why.
- (8) Since the project's establishment, has the project's scope changed; if so: (a) to and from what; and (b) why.
- (9) Since the project's establishment, has the project's schedule changed; if so: (a) to and from what; and (b) why.
- (10) Since the project's establishment, has the project's benefits changed; if so: (a) to and from what; and (b) why.
- (11) Since the project's establishment, has the project's investment schedule changed; if so: (a) to and from what; and (b) why.
- (12) Since the project's establishment, has the project's quality changed; if so: (a) to and from what; and (b) why.
- (13) What if any remediation plans have been agreed between the department and the DTA.

*28 February 2024*

- 511 **MR JOYCE:** To ask the Minister for the Environment and Water—In respect of war memorials registered under the National Heritage List or the Commonwealth Heritage List:
- (1) By state and territory, which war memorials are registered under the respective lists.
- (2) Of these, for each of the past five years and year to date, which war memorials have been subjected to instances of vandalism.
- (3) What is the maximum penalty under the relevant Commonwealth Act that could apply.
- (4) In each case, what was the sentence or penalty for a person found guilty of the vandalism.
- (5) What was the cost of restitution work in each case, and can a summary be provided of the restitution that was required.
- 512 **MR JOYCE:** To ask the Minister for Veterans' Affairs—Further to the answer to question in writing No. 455 which stated, in relation to programs for veteran suicide and mental health, performance metrics were contained in programs 2.2 and 2.5 of the department's annual report:
- (1) By state and territory, for each of the past three years and year to date, what was the name of each organisation funded to provide services for outcomes in both programs 2.2 and 2.5.
- (2) What was the level of annual funding for each organisation to deliver those services.

- (3) What was the actual result of each organisation's program, based on the performance criteria measures in the annual report.

29 February 2024

- 513 **MR JOYCE:** To ask the Minister for Defence Personnel—Further to the answer to question in writing No. 266 in respect of the recommendations of the Defence Honours and Appeals Tribunal report, *Recognising their sacrifice*, made in 2022:
- (1) What further steps have been taken to progress a government determination on the recommendations in the nearly five months since the Minister answered the question.
  - (2) What additional considerations have taken place in the five months since the Minister answered the question.
  - (3) Has the Minister set any expectation with the department about when he would like completed advice; if so, when would he like that advice.
  - (4) Has the Minister or Minister's office received any updated advice on the recommendations since 10 October 2023; if so, what is that advice.
- 514 **MR JOYCE:** To ask the Minister for Defence Personnel—In respect of Ministerial correspondence pertaining to the awarding of the Republic of Vietnam Campaign Medal where the Minister states, 'Further, it would be inappropriate for the Government to create an Australian RVCМ':
- (1) Why would it be inappropriate.
  - (2) Who provided the Minister with advice on the appropriateness or otherwise, and when.
  - (3) Will the Minister table that advice.
- 515 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of section 121 of the *Veterans' Entitlements Act 1986*, for each month of the past three years and the year to date:
- (1) How many pensioners covered by section 121 died.
  - (2) In how many instances where a pensioner died in their final pension period, did the Department of Veterans' Affairs seek to recover the full pension amount including for the period where the pensioner was alive.
  - (3) In how many instances was the full amount actually recovered.
  - (4) In how many instances was a debt fully waived when a pensioner had died in their final pension period.
  - (5) In how many instances was a debt partially waived when a pensioner had died in their final pension period.
- 516 **DR M RYAN:** To ask the Minister for Health and Aged Care—What is the timeline for the Government to announce its decision regarding the application to amend existing Medicare Benefits Schedule (MBS) items for health assessments and multidisciplinary care plans, and create new MBS items for gender affirming surgeries.
- 517 **DR M RYAN:** To ask the Minister for Health and Aged Care—
- (1) Since the election of the Government in May 2022, how many Australians have: (a) died from COVID-19; and (b) developed long COVID.
  - (2) How do the numbers compare under the previous Government.
  - (3) Will the Minister make a detailed statement to the House as a matter of urgency on the specific measures the Government has in place to suppress circulation of COVID-19 in the community, including details on the effectiveness of these measures, to help stem the increase in long COVID.
- 518 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of reporting on the Australian Broadcasting Corporation's Fact Check website that 'Following the election, a spokesperson for the department told Fact Check: "In May 2022, the Department of Veterans' Affairs had 412.8 full-time equivalent (FTE) frontline staff engaged in processing veterans' compensation claims"':
- (1) What was the average staffing level employed by the department for the purpose of processing claims in May 2022, and how many staff are there currently.
  - (2) How many staff were contractors and how many were departmental employees in May 2022, and how many contractors and departmental employees are there currently.

- 519 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of reporting on the Australian Broadcasting Corporation's (ABC) Fact Check website that 'Following the election, a spokesperson for the department told Fact Check: "In May 2022, the Department of Veterans' Affairs had 412.8 full-time equivalent (FTE) frontline staff engaged in processing veterans' compensation claims"':
- (1) On what date did the department provide that statement to the ABC's Fact Check.
  - (2) How was the department able to provide the statement to the ABC when in evidence to the Senate Budget Estimates 2022-23 on 8 and 9 November 2022, in answer to question on notice no. 39, the department stated, 'DVA is not able to provide the total number of staff dedicated to claims processing before July 2022'.
  - (3) Does the department stand by its evidence to the Senate Budget Estimates 2022-23 on 8 and 9 November 2022 that it is not able to provide the total number of staff dedicated to claims processing before July 2022.
  - (4) Will the Minister provide a copy of the full statement provided by the department to the ABC's Fact Check.

*18 March 2024*

- 520 **MR FLETCHER:** To ask the Minister for the National Disability Insurance Scheme—Does the National Disability Insurance Agency have any contracts with Serco Australia Pty Limited for the provision of telephony support.
- 521 **MR FLETCHER:** To ask the Minister for Government Services—What processes does Services Australia have in place to monitor best-practice operations and innovation in the private sector.
- 522 **MR FLETCHER:** To ask the Minister for Government Services—What is the process used by Services Australia to identify current face-to-face engagements that could be more efficiently done through other channels.
- 523 **MR FLETCHER:** To ask the Minister for Government Services—
- (1) Does Services Australia record how customers access the agency across digital and telephony services; if so, how many customers accessed services in the 2022-23 financial year using a: (a) landline; (b) smart phone; (c) tablet; (d) laptop computer; and (e) desktop computer.
  - (2) For each cohort in (1), what was the percentage of customers that were aged: (a) 18 to 29 years; (b) 30 to 39 years; (c) 40 to 49 years; (d) 50 to 59 years; (e) 60 to 69 years; (f) 70 to 79 years; (g) 80 to 100 years; and (h) over 100 years.
- 524 **MR FLETCHER:** To ask the Minister for Government Services—Of the approximate \$200 million currently unpaid Medicare benefits, what is the quantum left to be paid per each state and territory.
- 525 **MR HAMILTON:** To ask the Minister for Financial Services—
- (1) Has the Minister met with representatives from the Financial Advice Association of Australia (FAAA) since being appointed in 2022.
  - (2) Is the Minister aware that the FAAA remains concerned about the level of increase to the Australian Securities and Investments Commission (ASIC) levy being undertaken by the Government.
  - (3) What measures is the Government taking to make the ASIC levy more transparent.
- 526 **MR HAMILTON:** To ask the Minister for Financial Services—
- (1) Is it correct that the Australian Securities and Investments Commission (ASIC) levy for the 2023-24 financial year will be \$2818 per adviser, along with the \$1500 per licence.
  - (2) What was the ASIC levy set at for the 2021-22 and 2022-23 financial years.
  - (3) Has the Minister received advice from the department on how this significant increase to the ASIC levy will impact on the number of financial advisers in the sector.
- 527 **MR HAMILTON:** To ask the Minister for Financial Services—
- (1) What is the Government's plan to make the Australian Securities and Investments Commission (ASIC) levy sustainable for financial service businesses.
  - (2) Is the Government aware of the increased cost that will be passed onto consumers because it is drastically increasing the ASIC levy.
  - (3) Why is the Government making it more expensive for Australians to seek financial advice during a cost of living crisis.

- 528 **MR JOYCE:** To ask the Minister for Veterans' Affairs—Further to the answer to question in writing No. 197 in respect of the Government's considerations of veterans' legislative reform and that the 'issues raised by Nasho Fair Go are being considered in the context of this broader program of reform':
- (1) What does the Government consider are the issues raised by Nasho Fair Go.
  - (2) Where are these same issues canvassed in the 'Veterans' Legislation Reform—Exposure Draft Consultation'.
  - (3) Where issues raised by Nasho Fair Go are not canvassed in the Veterans' Legislation Reform—Exposure Draft Consultation, what was the Government's outcome of its considerations of these issues, and what were the reasons for non-inclusion.
- 529 **MR JOYCE:** To ask the Minister for Defence Personnel—In respect of Australian civilians who served in the United States Army Small Ships (USASS) Section between 1942 and 1945:
- (1) What are the eligibility criteria for successful consideration of the Australia Service Medal 1939-45.
  - (2) What was the Government's formal response to the 2014 recommendations of the inquiry into unresolved recognition for service with the United States Army Small Ships Section conducted by the Defence Honours and Awards Appeals Tribunal, and when was the response finalised.
  - (3) Are members of the repair and maintenance sections of the USASS eligible for the Australia Service Medal 1939-45; if so, under what eligibility criteria; if not, what is the reasoning for exclusion.
  - (4) In the event repair and maintenance crew are excluded from eligibility for the Australia Service Medal 1939-45, is the Minister prepared to review that decision.
- 530 **MR JOYCE:** To ask the Minister for Defence Personnel—In respect of Australian civilians who served in the United States Army Small Ships Section between 1942 and 1945:
- (1) From what date were they eligible to apply for the Australian Service Medal 1939-45.
  - (2) For each year since, and the year to date, how many applications: (a) have been made; (b) have been rejected; and (c) are still under consideration.
- 531 **MR JOYCE:** To ask the Minister for Defence Personnel—In respect of the Defence Honours and Awards Appeals Tribunal inquiries, for each of the past five years:
- (1) What is the name of each inquiry conducted.
  - (2) On what date were the recommendations of each inquiry made to Government.
  - (3) On what date did the Government respond to the recommendations of each inquiry.
  - (4) Which recommendations of which inquiries are still under consideration.
- 532 **MR JOYCE:** To ask the Minister for Defence Personnel—Since the Defence Honours and Awards Appeals Tribunal's inception: (a) how many inquiries are still awaiting a Government response; (b) what is the title of each inquiry; and (c) when were the recommendations of each inquiry handed down.
- 533 **MR JOYCE:** To ask the Minister for Veterans' Affairs—Further to the answer to question in writing No. 385, in respect of the Australian Sports Medal and of recommendation 12 (5.22) of the Senate Foreign Affairs, Defence and Trade References Committee report, *Adaptive Sport Programs for Australian Defence Force Veterans*:
- (1) On what date did the Government commence consideration of its response to the report's recommendations.
  - (2) Which Government departments and agencies are involved in considering the Government's response, and which section of each department and or agency.
  - (3) What issues of consideration have been identified as causing a delay in finalising a response.
  - (4) When was the Minister first briefed on the Government's considerations, and when was the Minister last briefed and by whom.
  - (5) Has the Minister set any expectation on a timeframe in which he would expect to be provided with formal advice; if so, when.
- 534 **MR FLETCHER:** To ask the Minister representing the Minister for Finance—In respect of the work of the Office of the National Data Commissioner:
- (1) Which 31 agencies have completed data inventory projects in 2024, 2023 and 2022.
  - (2) When was each data inventory project in (1) completed.
  - (3) Which 67 organisations have completed onboarding in 2023, and to date.
  - (4) Which organisations have currently commenced onboarding.



- (5) Which data user applications are currently being assessed.
- (6) Which data users are exploring accreditation.
- (7) Which data service providers are currently being reviewed.
- (8) Which agencies and organisations have, to date, had their applications rejected for: (a) Accredited Data User; and (b) Accredited Data Service Provider.

*19 March 2024*

- 535 **MR JOYCE:** To ask the Minister for Defence—Further to the answer to question in writing No. 396 in respect of the advice to the Government from the Department of Defence subsequent to reviewing the report of the independent Defence Honours and Awards Appeals Tribunal, Hulse and the Department of Defence re Norden [2022] DHAAT 11:
- (1) Given the department’s original advice is in the public domain as a result of the tribunal’s hearings, will the Minister provide a copy of the department’s updated advice to the Government subsequent to the report.
  - (2) On what date was the updated advice provided, and to whom.
- 536 **MR JOYCE:** To ask the Minister for Defence—In respect of the Royal Commission into Defence and Veteran Suicide and a speech to the National Press Club by its Chair, Nick Kaldas APM, where he said ‘Defence’s approach to investigating and reporting on suicides has progressed at a snail’s pace; and we are yet to find sufficient evidence of urgency in responding to these complex issues holistically – even with this Royal Commission on foot’:
- (1) Subsequent to that speech, what actions has the Minister or the department taken to identify where the lack of urgency exists.
  - (2) Where was it identified that the lack of urgency exists, and what is the cause of that lack of urgency.
  - (3) What specific actions have been undertaken, subsequent to the speech, to address the lack of urgency.
  - (4) Have these actions been conveyed to the Royal Commission; if so, when and by whom.
- 537 **MR JOYCE:** To ask the Minister for Defence—In respect of the Royal Commission into Defence and Veteran Suicide and a speech to the National Press Club by its Chair, Nick Kaldas APM, where he said ‘All of this raises serious questions as to whether Defence is committed to making change in the best interests of its members – or whether they’re just going through the motions’:
- (1) What actions have been taken to identify what reasons made the Chair speculate if the department was ‘just going through the motions’.
  - (2) What was identified and what specific actions, subsequent to the speech, were undertaken to address the concerns.
- 538 **MR JOYCE:** To ask the Minister for Defence—In respect of the Royal Commission into Defence and Veteran Suicide and a speech to the National Press Club by its Chair, Nick Kaldas APM:
- (1) Did the Minister ask Defence to explain what had led to the Chair’s concerns, articulated in the speech, about the department; if so, when.
  - (2) What did the department identify those concerns as being.
  - (3) How did the department say those concerns were being addressed, or would be addressed.
  - (4) Did the Minister give any directions to the department resulting from the speech; if so, what were those directions.
  - (5) How did the department engage with the Chair, subsequent to the speech, to understand what had driven the concerns, and when did the department engage with the Chair.

*20 March 2024*

- 539 **MS SHARKIE:** To ask the Minister for the Arts—In respect of the Sharing the National Collection Program:
- (1) What is the assessment process by which galleries progress their application under the program.
  - (2) Are the expressions of interest for each state and territory assessed as a group or individually.
  - (3) If the expressions of interest for each state and territory are assessed individually, does this occur in keeping with the order in which they are received.
  - (4) How many expressions of interest have been received from South Australian galleries.

- (5) Have any of the expressions of interest received from South Australian galleries been selected to progress to the next stage of assessment.
- (6) Is it a fact that no agreements have been signed between the National Gallery of Australia and any South Australian gallery or institution under the Sharing the National Collection Program; if so, what is the reasoning for this decision.
- (7) Is the Minister prepared to give assurances regarding fair and equitable treatment of applications from South Australia, complete with published lists of completed loan agreements and dates of applications.

*21 March 2024*

- 540 **MR JOYCE:** To ask the Minister for Veterans' Affairs—
- (1) For each of the past five financial years what has been the quantum of departmental funding to Disaster Relief Australia.
  - (2) For each year of the forward estimates, what currently is the quantum of committed funding to Disaster Relief Australia.
  - (3) From which program(s) have each of the above financial contributions come, and for what amount.
  - (4) For each of the past five financial years and year to date, what is the total number of veterans volunteering in the ranks of Disaster Relief Australia.
- 541 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of the Government response to the Royal Commission into Defence and Veteran Suicide interim report, which committed to 'deliver a defence and veteran family engagement and support strategy to provide greater support to our military families':
- (1) What is the status of this strategy.
  - (2) Which section of the department is charged with the strategy's oversight.
  - (3) How many survey responses were completed to have input into the strategy which closed on 6 January 2023.
  - (4) How many additional submissions were received with input into the strategy.
- 542 **MR JOYCE:** To ask the Minister for Veterans' Affairs—
- (1) Can a table be provided detailing each member of the Council of the Australian War Memorial with the date of their commencement on the council and the date that their term is scheduled to expire.
  - (2) What are the details of any current vacancies on the council.
- 543 **MR JOYCE:** To ask the Minister for Veterans' Affairs—
- (1) What is the Australian War Memorial's policy for the use of the national flag of Australia in electronic signature blocks of employees.
  - (2) What is the Australian War Memorial's policy for the use of any other flag in electronic signature blocks of employees.
  - (3) Are there any exceptions to these policies; if so, what are they.
  - (4) When did the current policies take effect.
- 544 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of the Australian War Memorial:
- (1) For each of the past five years how many instances of theft, vandalism, and other property damage have been reported to police.
  - (2) What other instances of missing, damaged or unaccounted for items have been identified by the memorial.
  - (3) In each of the above cases, what items have been identified as stolen, missing or damaged, and what was the value of each.
  - (4) In each case of theft and property damage, can details be provided of the charges and prosecution that resulted.
- 545 **MR HAMILTON:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—
- (1) When did the South East Queensland (SEQ) City Deal Leadership Group last meet.
  - (2) Were representatives of the Council of Mayors SEQ in attendance at the most recent SEQ City Deal Leadership Group meeting.

- (3) Has the Government changed the scope of the SEQ City Deal.
- (4) Has the Government changed requirements to receive funding under the SEQ City Deal.
- (5) Has the Government changed the scope for the funding of the Railway Parklands project under the SEQ City Deal.

546 **MR HAMILTON:** To ask the Minister for Infrastructure, Transport, Regional Development and Local Government—In respect of the South East Queensland (SEQ) City Deal:

- (1) Has the Council of Mayors SEQ (CoMSEQ) written to the Minister seeking further details on the scope of projects funded under the SEQ City Deal.
- (2) Has CoMSEQ sought further information from the SEQ City Deal Leadership Group on the scope of how funding can be expended for the Railway Parklands project.
- (3) Has CoMSEQ sought further information from the Commonwealth on how funding for the Railway Parklands project can be expended.
- (4) Has the Minister received correspondence from the Toowoomba Regional Council on the scope of funding for the Railway Parklands project.

### *26 March 2024*

547 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of the Veteran Employment Program:

- (1) What has been the total amount allocated to the program for each financial year and for the forward estimates since 2022-23.
- (2) What amount has been allocated to the Department of Veterans' Affairs and to the Department of Defence, for each financial year and for the forward estimates since 2022-23.
- (3) For each financial year since 2022-23, and for the year to date, what amount has been spent in total and by each department.
- (4) For each financial year since 2022-23, and for the year to date, can the following details on grants from the program be provided: (a) the date of the grant; (b) the recipient of the grant; (c) the value of the grant; (d) the purpose of the grant; and (e) the duration of grant.
- (5) What key performance indicators have been attached to each grant.

548 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of the pilot Chaplaincy Support Program:

- (1) What funding has been allocated for each financial year since the program's inception.
- (2) What allocations have been made over the forward estimates.
- (3) What has been spent for each financial year and the year to date.
- (4) For each year, in which locations has the pilot been running.

549 **MR JOYCE:** To ask the Minister for Veterans' Affairs—In respect of the pilot Chaplaincy Support Program:

- (1) When did the Government's review and evaluation of the program commence, and when is it scheduled to be completed.
- (2) What were the terms of reference for the review, and who undertook it.
- (3) If the review was undertaken externally, what was the cost.
- (4) If the review is complete, can a copy be provided.

550 **MR JOYCE:** To ask the Minister for the Environment and Water—In respect of the Nature Positive Plan where the Government announced it would introduce a package of new national environmental legislation to be prepared in the first six months of 2023:

- (1) Is the Government still committed to draft legislation being released to enable further consultation and detailed feedback before a final bill is introduced; if so, what is the: (a) revised timeframe for its release; and (b) window for consultation.
- (2) Regarding the Government's original statement that a bill would be 'introduced into the Parliament before the end of 2023', what is the Government's revised timeframe or expectation for introduction.
- (3) Regarding the Government's original commitment to extensive consultation with stakeholders around the detail of the legislation ahead of a draft bill: (a) which organisations, companies or tiers of government have already been consulted; (b) on what dates, and through what mechanism, were they consulted; and (c) on what dates, and in what format, has each stakeholder been kept informed of progress.

- (4) Have exposure drafts of the bills, or components of draft bills, already been provided or shown to stakeholders; if so: (a) which stakeholders were provided with drafts; (b) when were they provided; (c) what were the conditions upon which they were given access to the drafts; and (d) upon what criteria was each stakeholder selected.

*27 March 2024*

- 551 **MR FLETCHER:** To ask the Minister for Government Services—In respect of telephony at Services Australia, from 1 January 2024 to 25 March 2024:
- (1) What is the number of handled calls for: (a) disabilities, sickness and carers; (b) employment services; (c) families and parenting; (d) older Australians; (e) youth and students; and (f) other.
  - (2) What is the number of calls terminated by customer for: (a) disabilities, sickness and carers; (b) employment services; (c) families and parenting; (d) older Australians; (e) youth and students; and (f) other.
  - (3) What is the average speed of answer for: (a) disabilities, sickness and carers; (b) employment services; (c) families and parenting; (d) older Australians; (e) youth and students; and (f) other.
  - (4) What is the number of congestion messages for: (a) disabilities, sickness and carers; (b) employment services; (c) families and parenting; (d) older Australians; (e) youth and students; and (f) other.
  - (5) For Centrelink (Social Security and Welfare), what is the: (a) number of calls handled; (b) number of terminated calls; (c) average speed of answers; and (d) number of congestion messages.
  - (6) For the Health Customer Line, what is the: (a) number of calls handled; (b) number of terminated calls; (c) average speed of answers; and (d) number of congestion messages.
  - (7) For the Social Work Line what is the: (a) number of calls handled; (b) number of terminated calls; (c) average speed of answers; and (d) number of congestion messages.
  - (8) For the Social Security and Welfare Line: (a) how many calls were answered after 60 minutes; (b) what is that figure when expressed as a percentage of calls; (c) how many calls were answered after 30 minutes; and (d) what is that figure when expressed as a percentage of calls.
- 552 **MR FLETCHER:** To ask the Minister for Government Services—In respect of Services Australia, as of 25 March 2024:
- (1) How many Social Security and Welfare claims on hand are: (a) over 30 days; (b) over 60 days; (c) over 90 days; (d) over 130 days; and (e) over 200 days.
  - (2) How many Health Work claims on hand are: (a) over 30 days; (b) over 60 days; (c) over 90 days; (d) over 130 days; and (e) over 200 days.
- 553 **MR FLETCHER:** To ask the Minister for Government Services—In respect of Services Australia:
- (1) How many Social Security and Welfare non-new claims are currently on hand.
  - (2) As of 25 March 2024, and per service reason, how many: (a) Social Security and Welfare claims are on hand over standard; (b) Social Security and Welfare non-new claims are on hand over standard; and (c) Health Work claims are on hand over standard.
  - (3) From 1 January 2024 to 25 March 2024, and by Local Government Area, what is the average number of days to process: (a) Social Security and Welfare claims; and (b) Health Work claims.
- 554 **MR FLETCHER:** To ask the Minister for Government Services—In respect of major projects at Services Australia, as of March 2024:
- (1) What is the health status of each project.
  - (2) What is the latest forecast of expenditure for each project.
  - (3) What is the current actual expenditure for each project.
  - (4) When is each project forecast to close.
  - (5) Has the scope of any project changed over its lifetime; if so, what are the details of the scope changes.
- 555 **MR FLETCHER:** To ask the Minister for Government Services—
- (1) What is the current health status of each major program at Services Australia.
  - (2) What major programs did Services Australia support as of July 2022.
  - (3) What major projects did Services Australia support as of July 2022.

- 556 **MR FLETCHER:** To ask the Minister for Government Services—In respect of Services Australia, since July 2023:
- (1) Per week, what is the weekly speed of answers on the Social Security and Welfare line.
  - (2) What is the daily service level result.
  - (3) What is the daily: (a) processing hours; and (b) work processed.
- 557 **MR FLETCHER:** To ask the Minister for Government Services—How many customers at Services Australia accessed the digital assistant in the financial year: (a) 2021-22; (b) 2022-23; and (c) 2023-24 to present.
- 558 **MR FLETCHER:** To ask the Minister for Government Services—In respect of telephony operations at Services Australia, from 1 January 2024 to 25 March 2024, how many: (a) calls were not answered within 15 minutes; (b) social security and welfare calls were not answered within 15 minutes; and (c) health calls not answered within 15 minutes.
- 559 **MR FLETCHER:** To ask the Minister for Government Services—In respect of the MyGov Helpdesk at Services Australia:
- (1) From 1 January 2024 to 25 March 2024, how many calls were: (a) received; (b) terminated; and (c) abandoned.
  - (2) What is the average speed to answer a call.
- 560 **MR FLETCHER:** To ask the Minister for Government Services—In respect of the information provided to the Interim Independent Advisory Board by Services Australia on 18 December 2023, what is the order of magnitude that has been assigned to each ‘low cost, low risk and high return initiative’ respectively.
- 561 **MR FLETCHER:** To ask the Minister for Government Services—In respect of Services Australia’s MyGov platform:
- (1) What is the MyGov Project MDT.
  - (2) When will the Passkey functionality be live.
  - (3) Is Adobe Target functionality currently available for public use on Services Australia’s Enhanced MyGov program.
- 562 **MR FLETCHER:** To ask the Minister for Government Services—In respect of ICT investments, major projects and major programs at Services Australia, which projects are currently in hypercare, and why.
- 563 **MR FLETCHER:** To ask the Minister representing the Minister for Finance—
- (1) What is the total quantum of funding invested in business-as-usual ICT software and hardware in this current budget cycle, per: (a) department; (b) portfolio; and (c) agency.
  - (2) What is the total quantum of funding invested in ICT software and hardware budget line items, per: (a) department; (b) portfolio; and (c) agency.
- 564 **MR JOYCE:** To ask the Minister for Veterans’ Affairs—Further to the answer to question in writing No. 290 in respect of the Department of Veterans’ Affairs Grants Program:
- (1) Can an update be provided on how many grant programs are currently administered by the department.
  - (2) What is the name and purpose of each program.
  - (3) Can an update be provided on what is the total value of each program in 2023-24 and the anticipated value for each year over the forward estimates.
  - (4) Can an update be provided on what is the planned opening and closing date for each program in 2023-24 and the anticipated dates in 2024-25.
  - (5) What is the quantum of funding for each program that has already been committed in 2023-24.
  - (6) What is the expected quantum of funding for each program that is expected to have been committed at the end of the current financial year.
  - (7) Which organisations have benefited from grants under each program in 2023-24, and what is the value of each.
- 565 **MR FLETCHER:** To ask the Minister for Government Services—
- (1) How many Authorised Review Officer cases at Services Australia this financial year to date have been: (a) received; and (b) finalised.
  - (2) What is the internal key performance measure for the finalisation of Authorised Review Officer cases.

- (3) How many Authorised Review Officer cases at Services Australia are currently on hand over standard.
- (4) How many Authorised Review Officer cases currently on hand at Services Australia are older than:  
(a) 30 days; and (b) 35 days.

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**CLARESSA SURTEES**

Clerk of the House of Representatives

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