

The Senate

---

Community Affairs  
Legislation Committee

---

Annual reports (No. 1 of 2020)

February 2020

© Commonwealth of Australia 2020

ISBN 978-1-76093-046-2

## **Secretariat**

Ms Jeanette Radcliffe (Committee Secretary)

Ms Sarah Batts (Research Officer)

PO Box 6100  
Parliament House  
Canberra ACT 2600

Phone: 02 6277 3515  
Fax: 02 6277 5829  
E-mail: [community.affairs.sen@aph.gov.au](mailto:community.affairs.sen@aph.gov.au)  
Internet: [www.aph.gov.au/senate\\_ca](http://www.aph.gov.au/senate_ca)

This document was produced by the Senate Community Affairs Committee Secretariat and printed by the Senate Printing Unit, Parliament House, Canberra.

This work is licensed under the Creative Commons Attribution-NonCommercial-NoDerivs 3.0 Australia License.



The details of this licence are available on the Creative Commons website:  
<http://creativecommons.org/licenses/by-nc-nd/3.0/au/>

# MEMBERSHIP OF THE COMMITTEE

## 46<sup>th</sup> Parliament

### Members

Senator Wendy Askew, Chair	Tasmania, LP
Senator Rachel Siewert, Deputy Chair	Western Australia, AG
Senator Malarndirri McCarthy	Northern Territory, ALP
Senator Andrew McLachlan CSC	South Australia, LP
Senator Helen Polley	Tasmania, ALP
Senator Dean Smith	Western Australia, LP



# TABLE OF CONTENTS

<b>Membership of the committee .....</b>	<b>iii</b>
<b>Abbreviations .....</b>	<b>vii</b>
<b>Chapter 1.....</b>	<b>1</b>
<b>Introduction .....</b>	<b>1</b>
Terms of reference.....	1
Annual reporting requirements and purpose .....	2
Allocated portfolios and functions .....	3
Reports referred to the committee .....	3
Senate Debate .....	4
Non-reporting bodies.....	4
Apparently satisfactory.....	5
Report structure .....	5
<b>Chapter 2.....</b>	<b>7</b>
<b>Annual reports of Commonwealth departments.....</b>	<b>7</b>
Department of Health .....	7
Department of Social Services .....	11
Services Australia .....	14
<b>Chapter 3.....</b>	<b>17</b>
<b>Annual reports of Commonwealth entities and companies.....</b>	<b>17</b>
Aged Care Quality and Safety Commission.....	17
NDIS Quality and Safeguards Commission.....	19
Digital Transformation Agency.....	21
General comments .....	23
<b>Appendix 1 .....</b>	<b>27</b>

<b>Dates relating to the presentation of annual reports between 1 May 2019 and 31 October 2019 .....</b>	<b>27</b>
Health Portfolio .....	27
Social Services Portfolio, including Services Australia.....	29
<b>Appendix 2 .....</b>	<b>31</b>
<b>List of additional documents presented to the Senate and referred to the committee that are not required to be examined under Senate Standing Order 25(20).....</b>	<b>31</b>

## Abbreviations

ACQSC	Aged Care Quality and Safety Commission
commission	NDIS Quality and Safeguards Commission
committee	Senate Community Affairs Legislation Committee
DoH	Department of Health
DSS	Department of Social Services
DTA	Digital Transformation Agency
MBS	Medicare Benefits Schedule
NDIS	National Disability Insurance Scheme
NHHA	National Housing and Homelessness Agreement
PAES	Portfolio Additional Estimates Statements
PBS	Portfolio Budget Statements
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PGPA Rule	Public Governance, Performance and Accountability Rule 2014
review	Review of Aged Care Quality Regulatory Processes
scheme	National Redress Scheme





# Chapter 1

## Introduction

1.1 The Community Affairs Legislation Committee (committee) is responsible for examining the annual reports of departments and agencies of the Health portfolio and the Social Services portfolio, including Services Australia (previously the Department of Human Services).<sup>1</sup>

1.2 This report on annual reports (No. 1 of 2020) provides an overview of the committee's examination of annual reports presented to the Parliament between 1 May 2019 and 31 October 2019.

### Terms of reference

1.3 Under Senate Standing Order 25(20), the annual reports of certain departments and agencies stand referred to committees for examination and assessment. Each committee is required to:

- (a) examine each annual report referred to it and report to the Senate whether the report is apparently satisfactory;
- (b) consider in more detail, and report to the Senate on, each annual report which is not apparently satisfactory, and on the other reports which it selects for more detailed consideration;
- (c) investigate and report to the Senate on any lateness in the presentation of annual reports;
- (d) in considering an annual report, take into account any relevant remarks about the report made in debate in the Senate;
- (e) if the committee so determines, consider annual reports of departments and budget-related agencies in conjunction with examination of estimates;
- (f) report on annual reports tabled by 31 October each year by the tenth sitting day of the following year, and on annual reports tabled by 30 April each year by the tenth sitting day after 30 June of that year;
- (g) draw to the attention of the Senate any significant matters relating to the operations and performance of the bodies furnishing the annual reports; and

---

1 *Journals of the Senate*, No. 3, 4 July 2019, pp. 83–84; The Department of Human Services was renamed Services Australia as part of the Administrative Arrangement Order of 29 May 2019. See: Department of Prime Minister and Cabinet, Administrative Arrangements Order—29 May 2019, <https://www.pmc.gov.au/resource-centre/government/aao-29-may-2019> (accessed 4 February 2020).

- (h) report to the Senate each year whether there are any bodies which do not present annual reports to the Senate and which should present such reports.<sup>2</sup>

### **Annual reporting requirements and purpose**

1.4 Annual reports are key documents under the Australian Government's performance framework for Commonwealth departments and agencies. Together with Portfolio Budget Statements (PBS), Portfolio Additional Estimates Statements (PAES) and the Estimates process, annual reports are the primary mechanisms for scrutiny of the operations of government. In reporting on their operations to the Parliament, Commonwealth entities are also reporting to the Australian public.<sup>3</sup>

#### ***Requirements***

1.5 The *Public Governance, Performance and Accountability Act 2013* (PGPA Act), which commenced on 1 July 2014, establishes a performance reporting framework for all Commonwealth entities and companies.

1.6 Annual reporting requirements of Commonwealth entities and companies are specified in the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule).

1.7 Guidelines for the production of annual reports are produced by the Department of Finance. These *Resource Management Guides* provide detailed information on the reporting obligations for the different types of Commonwealth entities: non-corporate Commonwealth entities; corporate Commonwealth entities; and Commonwealth companies.<sup>4</sup>

- 1.8 In summary, annual reports of Commonwealth entities and companies should:
- meet the requirements of the PGPA Act and the PGPA Rule;
  - be in accordance with the reporting requirements of primary legislation; and
  - be compliant with guidelines relevant to the production and presentation of annual reports.

1.9 The Senate refers annual reports to the committee for examination and report with respect to an 'apparently satisfactory' standard. The committee generally considers an annual report to be apparently satisfactory when the report is presented in accordance with relevant legislation and Australian Government guidelines, and presents information in a logical way that allows for a clear read between the entity's PBS, corporate plan and its annual report.

---

2 The Senate, *Standing Orders and other orders of the Senate*, August 2018, SO 25(20).

3 Department of Finance, *Resource management guide no. 130: Overview of the enhanced Commonwealth performance framework*, July 2016, p. 3.

4 Department of Finance, *List of Resource Management Guides (RMGs) —A-Z*, <https://www.finance.gov.au/publications/resource-management-guides> (accessed 4 February 2020).

## ***Purpose***

1.10 Information on the performance of Commonwealth entities provided in annual reports supports the accountability of Australia's executive government and the transparency of the allocation of public resources. The publication of annual reports is a principal opportunity for Commonwealth entities, companies, and executive governments to present information to Parliament and the broader public.

1.11 Senate committees have systematically examined annual reports since 1989, following a report by the Senate Standing Committee on Finance and Public Administration.<sup>5</sup> The committee considers its examination of annual reports is important to ensure that annual reports include the relevant information for public accountability.

## **Allocated portfolios and functions**

1.12 As noted above, the committee is allocated portfolio oversight of the Health portfolio and Social Services portfolio, including Services Australia.

1.13 The lead agencies within the portfolios are the Department of Health, Department of Social Services and Services Australia.<sup>6</sup> Information on the range of Commonwealth entities and companies within the committee's portfolio allocation is available on the Department of Finance website.<sup>7</sup>

## **Reports referred to the committee**

1.14 Under Standing Order 25(20)(f), the committee is required to report on the annual reports of departments and agencies tabled by 31 October each year by the tenth sitting day of the following year. This year that date is 26 February 2020.

## ***Reports examined***

1.15 This report considers the annual reports of each portfolio department as well as selected other Commonwealth entities within the committee's portfolio oversight that were presented to Parliament between 1 May 2019 and 31 October 2019. This report also considers other documents referred to the committee up to 1 February 2020.

1.16 A list of the annual reports of Commonwealth entities and companies referred to the committee for examination, including the relevant tabling dates, can be found at Appendix 1. A list of other documents referred to the committee is at Appendix 2.

1.17 The committee notes that 2018–19 is the first annual reporting period for two entities under the committee's allocated portfolios: the Aged Care Quality and Safety

---

5 Senate Standing Committee on Finance and Public Administration, *The Timeliness and Quality of Annual Reports*, June 1989, p. 41.

6 Note, the Administrative Arrangements Order details the policy functions of those departments and is available online at <https://www.legislation.gov.au/Details/C2019Q00007> (accessed 17 January 2020).

7 Accessible via the following web address: <https://www.finance.gov.au/resource-management/governance/agor/>.

Commission, established on 1 January 2019; and the NDIS Quality and Safeguards Commission, which commenced operations on 1 July 2018.

1.18 The committee also notes that the Administrative Arrangement Order of 29 May 2019 saw the transfer of responsibility for whole of government service delivery from the Prime Minister and Cabinet portfolio to Services Australia; effectively transferring the Digital Transformation Agency into the committee's portfolio responsibilities.<sup>8</sup>

### ***Timeliness***

1.19 Standing Order 25(20)(c) requires the committee to report to the Senate on the late presentation of annual reports.

1.20 Commonwealth entities and companies are required to present annual reports to the responsible minister, in accordance with the timeframes set out in relevant legislation. The minister is then required to table the annual report in Parliament. The committee considers that where Senate Supplementary Budget Estimates hearings are scheduled to occur prior to 31 October, it is best practice for annual reports to be tabled prior to those hearings.<sup>9</sup>

1.21 The committee notes that all annual reports for 2018–19 were presented in Parliament in a timely manner, by 31 October 2019, and commends the departments and agencies discussed in this report for their timeliness.

1.22 The committee also notes that some annual reports, although tabled on time, were not available prior to the 2019–20 Supplementary Budget Estimates hearings on 23 and 24 October 2019. The committee commends those entities whose annual reports were presented to the Parliament prior to the hearings.

### **Senate Debate**

1.23 In accordance with Standing Order 25(20)(d) the committee is required to take into account any relevant remarks about the reports made during debate in the Senate. The committee notes that none of the annual reports examined in this report have been the subject of comment or debate in the Senate.

### **Non-reporting bodies**

1.24 Standing order 25(20)(h) requires that the committee inquire into, and report on any bodies which do not present annual reports to the Senate but should present such reports.

1.25 The committee makes no recommendations for any bodies not presenting an annual report to do so.

---

8 Department of Prime Minister and Cabinet, Administrative Arrangements Order—29 May 2019, <https://www.pmc.gov.au/resource-centre/government/aao-29-may-2019> (accessed 4 February 2020).

9 Department of the Prime Minister and Cabinet, Requirements for Annual Reports, 25 June 2015, p. 2.

---

**Apparently satisfactory**

1.26 Standing Order 25(20)(a) requires that the committee report to the Senate on whether the annual reports of departments and agencies in its portfolios are 'apparently satisfactory'. In making this assessment, the committee considers such aspects as timeliness of presentation and compliance with relevant reporting requirements.

1.27 The committee has examined all annual reports referred under the Health portfolio and Social Services portfolio, including Services Australia, during the reporting period and considers that they are apparently satisfactory.

**Report structure**

1.28 This report is structured in three chapters, as follows:

- Chapter 1—introduction;
- Chapter 2—examination of annual reports of lead portfolio departments; and
- Chapter 3—examination of annual reports of certain Commonwealth entities.

1.29 Annual reports and other documents tabled in the Senate after 1 February 2020 will be discussed in the committee's next report on annual reports.



## Chapter 2

### Annual reports of Commonwealth departments

2.1 The committee was referred the 2018–19 annual reports of the following Commonwealth departments for examination and report:

- Department of Health;
- Department of Social Services; and
- Services Australia.

2.2 The committee considers that annual reports of these Commonwealth departments are of an apparently satisfactory standard.

#### Department of Health

##### *Secretary's review*

2.3 The Secretary of the Department of Health (DoH), Ms Glenys Beauchamp PSM, highlighted a number of elements of DoH's work in her review of the 2018–19 financial year. These highlights included:

- continued delivery of Medicare through the initial reviews of 5 700 items on the Medicare Benefits Schedule (MBS), additional services added to the MBS, and an increase in bulk billing rates;
- reforms to aged care, notably the establishment of the Aged Care Quality and Safety Commission;<sup>1</sup>
- establishment of a Mental Health Division within DoH;
- new listings on the Pharmaceuticals Benefits Scheme;
- implementation of a \$6 billion package for medical research;
- introduction of the Gold, Silver, Bronze, Basic four tier system for private health insurance;
- development of a 10 year National Preventive Health Strategy; and
- development of Australia's first national sport plan, *Sport 2030*.<sup>2</sup>

2.4 Ms Beauchamp also noted that, in addition to this, DoH actioned 20 979 items of ministerial correspondence, primarily responding to letter campaigns relating to My Health Record, natural therapies and private health insurance, and Medicare rebates for psychological services.<sup>3</sup>

---

1 The first annual report of the Aged Care Quality and Safety Commission will be examined in Chapter 3 of this report.

2 Department of Health, *Annual Report 2018–19*, pp. 4–7.

3 Department of Health, *Annual Report 2018–19*, p. 7.

### ***Chief Medical Officer's report***

2.5 The Chief Medical Officer, Professor Brendan Murphy, also reported on the year's activities. In particular, he commented on the issue of access to medical care:

Addressing inequities in access to high quality medical care has been a longstanding challenge in Australia. Despite many policy initiatives over a number of years, some rural and remote locations have demonstrably poorer access to health services than metropolitan areas.<sup>4</sup>

2.6 Professor Murphy commented that, in response to this challenge, DoH had begun implementation of the *Stronger Rural Health Strategy*. This strategy aims to build a sustainable, high quality health workforce that is distributed across the country according to community need, particularly in rural and remote communities, through a range of measures including incentives, and targeted funding.<sup>5</sup>

2.7 Professor Murphy also commented on DoH's significant work in the following areas:

- elimination of cervical cancer;
- reducing the incidence of blood borne viruses and sexually transmissible infections;
- increased availability of flu vaccine; and
- securing and maintaining contingency levels of products in the National Medical Stockpile.<sup>6</sup>

### ***Performance reporting***

2.8 DoH's purpose, as set out in its 2018–19 corporate plan is:

To support government and stakeholders to lead and shape Australia's health and aged care system and sporting outcomes through evidence-based policy, well targeted programs, and best practice regulation.<sup>7</sup>

2.9 In 2018–19, DoH continued to deliver this purpose through six outcomes and reported its key performance results across these outcomes in its annual performance statements. DoH met the majority of its 2018–19 performance targets as follows:

- **Outcome 1:** Health system policy, design and innovation—all eight targets were met;
- **Outcome 2:** Health access and support services—seven targets were met, five targets were substantially met, and eight targets were reported as not having data available;

---

4 Department of Health, *Annual Report 2018–19*, p. 10.

5 Department of Health, *Stronger Rural Health Strategy* – factsheets, <https://www1.health.gov.au/internet/main/publishing.nsf/Content/stronger-rural-health-strategy-factsheets> (accessed 5 February 2020).

6 Department of Health, *Annual Report 2018–19*, pp. 10–11.

7 Department of Health, *Corporate Plan 2018–19*, 31 August 2018, p. 1.



- **Outcome 3:** Sport and recreation—all three targets were met;
- **Outcome 4:** Individual health benefits—24 targets were met, two targets were substantially met, and one target was reported as not having data available;
- **Outcome 5:** Regulation, safety and protection—14 targets were met and one target was substantially met; and
- **Outcome 6:** Ageing and aged care—nine targets were met, three were substantially met, and one target was reported as not having data available.<sup>8</sup>

2.10 The committee notes that eight targets under outcome 2 were reported as not having data available. The committee also notes that in two of these instances, the data not available relates to reducing the child (age 0–4) and chronic disease related mortality rates for Aboriginal and Torres Strait Islander people (compared to non-Aboriginal and Torres Strait Islander people) which is the same data that was not able to be provided in DoH's previous annual report.<sup>9</sup>

2.11 The committee understands that the data required is due to be released by the Australian Bureau of Statistics mid-2020<sup>10</sup>, and encourages DoH to include this information in its next annual report.

2.12 The committee commends DoH on meeting 65 out of 86 (or 75 per cent) of its performance targets; and appreciates the detailed explanations provided against each target, particularly where a target has not been fully met or where data was not available.

2.13 DoH's annual performance statements are clearly set out and easy to read. Further, the inclusion of summary tables for DoH's performance under each outcome provides a helpful snapshot of DoH's work for 2018–19.

### ***Financial reporting***

2.14 The 2018–19 Budget and Mid-Year Economic and Fiscal Outlook delivered an increase in funding of \$20 billion to the Health portfolio over the forward estimates. This increase brings the Budget to \$115 billion in 2022–23.<sup>11</sup>

2.15 Of the total government expenditure in 2018–19, expenditure on health functions accounted for 15.9 per cent, or \$80.3 billion.<sup>12</sup> This figure represents an

---

8 Department of Health, *Annual Report 2018–19*, pp. 28–135.

9 Department of Health, *Annual Report 2018–19*, p. 46; Department of Health, *Annual Report 2017–18*, p. 46.

10 Department of Health, *Annual Report 2018–19*, p. 46.

11 Department of Health, *Annual Report 2018–19*, p. 7.

12 Commonwealth of Australia, *Consolidated Financial Statements for the year ended 30 June 2019*, December 2018, p. 12.

increase of \$4.1 billion on health expenditure, however a decrease of 0.1 per cent in the proportion of total government expenditure.<sup>13</sup>

2.16 In 2018–19, DoH's total administered expenses were \$69.7 billion. Of this figure, over 66 per cent (\$46.1 billion) was for payments for personal benefits, including for medical and pharmaceutical services and private health insurance rebates. A further \$12.67 billion was expended on subsidies, predominantly for aged care, and \$9.2 billion was allocated to grants.<sup>14</sup>

2.17 DoH had an operating loss of \$2.4 million (0.3 per cent of total expenditure) however remained in a net asset position at 30 June 2019.<sup>15</sup>

### ***Consultants and contracts***

2.18 In 2018–19, DoH awarded 557 new consultancy contracts involving total actual expenditure of \$28.7 million.<sup>16</sup> Compared with the previous financial year, these figures show an increase in the number of contracts awarded, however, a decrease in the total spend on new contracts.<sup>17</sup>

2.19 The committee notes that DoH exceeded its target of 74 contracts with Indigenous businesses, entering into 140 new contracts with a combined value of \$24.8 million.<sup>18</sup>

2.20 Whilst not a mandatory requirement of the Public Governance, Performance and Accountability Rule 2014, the committee encourages DoH to provide further information regarding its consultancy contracts, particularly given its highly variable year on year new consultancy expenditure.

2.21 In 2018–19, 111 DoH contracts over \$10 000 were exempt from publication on AusTender as publication would disclose exempt matters under the *Freedom of Information Act 1982* (FOI Act).<sup>19</sup> This is 25 fewer exempt contracts than the 136 exempt contracts DoH entered into in 2017–18.<sup>20</sup>

2.22 The committee commends DoH on its annual report which provides a comprehensive overview of its activities and performance in 2018–19.

---

13 Commonwealth of Australia, *Consolidated Financial Statements for the year ended 30 June 2018*, December 2018, p. 12.

14 Department of Health, *Annual Report 2018–19*, p. 14.

15 Department of Health, *Annual Report 2018–19*, p. 14.

16 Department of Health, *Annual Report 2018–19*, p. 167.

17 Department of Health, *Annual Report 2018–19*, p. 167; Department of Health, *Annual Report 2017–18*, p. 167.

18 Department of Health, *Annual Report 2018–19*, p. 167.

19 Department of Health, *Annual Report 2018–19*, p. 167.

20 Department of Health, *Annual report 2017–18*, p. 152.

## Department of Social Services

### *Secretary's review*

2.23 In her review of 2018–19, Ms Kathryn Campbell AO, CSC, Secretary of the Department of Social Services (DSS), pointed to a number of initiatives implemented by DSS which are designed to 'support Australians through the welfare system and into jobs'.<sup>21</sup> In particular, Ms Campbell highlighted:

- the use of actuarial data analysis from the Australian Priority Investment Approach to Welfare to identify groups of people who would benefit from innovative projects to provide them with pathways to work;
- the extension of *Try, Test and Learn Fund* projects to at-risk youth, refugees and other groups at risk of joblessness; and
- the redesign of Disability Employment Services to help people with disability get and keep a job.<sup>22</sup>

2.24 The Secretary noted the launch of the *Fourth Action Plan 2018–2020* under the *National Framework for Protecting Australia's Children 2009–2020*, noting:

The plan is an important step towards improving the safety and wellbeing of Australia's children, with a strong focus on improving outcomes for Aboriginal and Torres Strait Islander children and their families.<sup>23</sup>

2.25 The Secretary also noted the extension of the Cashless Debit Card program to the Bundaberg and Hervey Bay regions of Queensland, explaining:

This expansion provides an opportunity to test the card's flexibility as a tool to support people in non-remote locations and to help address social problems. We worked closely with the community to design tailored eligibility criteria for the trial site.<sup>24</sup>

2.26 The National Disability Insurance Scheme (NDIS) was also an important focus for DSS, which saw:

- full scheme agreements for New South Wales and South Australia come into effect on 1 July 2018;
- full scheme agreements finalised with Tasmania, the Northern Territory, the Australian Capital Territory and Victoria by 30 June 2019;
- finalisation of an agreement with Queensland agreement;
- establishment of the NDIS Quality and Safeguards Commission on 1 July 2018; and

---

21 Department of Social Services, *Annual Report 2018–19*, p. 1.

22 Department of Social Services, *Annual Report 2018–19*, p. 1.

23 Department of Social Services, *Annual Report 2018–19*, p. 1.

24 Department of Social Services, *Annual Report 2018–19*, p. 2.

- development of a *Younger People in Residential Aged Care Action Plan* to reduce the number of younger people with disability in residential aged care.<sup>25</sup>

### ***Performance reporting***

2.27 As set out in its Corporate Plan 2018–19, DSS' purpose is:

We work in partnership with government and non-government organisations to achieve our mission through the effective development, management and delivery of payments, policies, programs, and services.<sup>26</sup>

2.28 This purpose is delivered through four core areas:

- 1—Social Security
- 2—Families and Communities
- 3—Disability and Carers
- 4—Housing

2.29 In presenting its annual performance statements, DSS provided a summary and analysis of its performance as well as a list of key results for each of its core areas.

2.30 The committee notes the following key results across the four core areas:

- successful delivery of the one-off Energy Assistance Payment to approximately 5 million allowance and pension recipients;
- launch of a Commonwealth/state and territory government National Consumer Protection Framework for Online Wagering and coordination of the implementation of the first tranche of measures under this Framework;
- launch of the Employ their Ability campaign, which raised awareness amongst employers of the benefits of employing people with disability; and
- together with the Commonwealth Treasury, delivery of \$1.5 billion through the National Housing and Homelessness Agreement (NHHA) to support housing and homelessness services across Australia. The NHHA provides funding certainty to homelessness services with \$620 million over five years dedicated for homelessness, which is to be matched by state and territory governments.<sup>27</sup>

2.31 The committee considers that the annual performance statements comply with the requirements as set out in *Resource Management Guide 134*.<sup>28</sup>

---

25 Department of Social Services, *Annual Report 2018–19*, p. 2.

26 Department of Social Services, *Corporate Plan 2018–19*, p. 4.

27 Department of Social Services, *Annual Report 2018–19*, p. 21, p. 48, p. 72, p. 87.

28 Department of Finance, *Annual performance statements for Commonwealth entities (RMG 134)*, <https://www.finance.gov.au/government/managing-commonwealth-resources/annual-performance-statements-commonwealth-entities-rmg-134> (accessed 6 February 2020).

### ***Financial performance***

2.32 DSS received \$420.5 million in departmental funding in 2018–19; and was responsible for the management of \$120 billion in government expenditure. Both of these figures have grown in comparison with the previous financial year.<sup>29</sup>

2.33 The committee considers that the section of DSS' report entitled 'Managing our finances' on page 121 is clearly set out, and particularly appreciates the inclusion of the financial resources table which indicates trends in departmental finances between the previous and current financial years. However, the committee encourages DSS to include more discussion in this section in order to make the information in the table more accessible.

### ***National Redress Scheme***

2.34 DSS' report contains an annual report on the operation of the National Redress Scheme (scheme), which was created in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. Established on 1 July 2018, the scheme will operate for 10 years.<sup>30</sup>

2.35 Under the scheme, an individual who has experienced child sexual abuse before 1 July 2018 may apply for redress, which can consist of three components:

- a counselling and psychological component;
- a redress payment; and
- a direct personal response from each participating institution responsible for the abuse.<sup>31</sup>

2.36 A redress payment is calculated using an assessment framework which considers the individual's circumstances as well as the type of abuse they experienced. The maximum redress payment is \$150 000.<sup>32</sup>

2.37 In its first year of operation, the scheme received 4200 applications, of which:

- 346 people were assessed as eligible (no one was assessed as ineligible);
- 239 redress payments were made, ranging from \$10 000 to \$150 000; and
- of the 346 eligible applications, 186 institutions were found to have been responsible across the individual cases of abuse.<sup>33</sup>

2.38 The committee appreciates the high level of detail included in DSS' annual report, and considers that it meets the relevant reporting requirements.

---

29 Department of Social Services, *Annual Report 2018–19*, pp. 121–122.

30 Department of Social Services, *Annual Report 2018–19*, p. 98.

31 Department of Social Services, *Annual Report 2018–19*, p. 98.

32 Department of Social Services, *Annual Report 2018–19*, p. 99.

33 Department of Social Services, *Annual Report 2018–19*, p. 100.

## **Services Australia**

2.39 As noted in Chapter 1 of this report, the Department of Human Services was renamed Services Australia following the Administrative Arrangements Order of 29 May 2019.<sup>34</sup>

2.40 Services Australia's purpose remains:

The department delivers payments and associated services on behalf of partner agencies and provides related advice to government on social welfare, health and child support service delivery policy.<sup>35</sup>

### ***Secretary's review***

2.41 In her review of 2018–19, Ms Renée Leon PSM, Secretary of Services Australia, set out that as a department, Services Australia's vision is to 'provide trusted services that are respectful, simple, helpful and transparent'.<sup>36</sup>

2.42 The Secretary noted the increased use of modern technology in delivering this vision, and highlighted the use of digital assistants in responding to customer inquiries and the incorporation of suggestions from staff to improve interactions with customers.<sup>37</sup>

2.43 Ms Leon also noted Services Australia's work in other areas of government services, pointing to the use of Services Australia's Cyber Security Branch to provide a secure internet gateway for the Australian Electoral Commission during the federal election in May 2019.<sup>38</sup>

2.44 The Secretary noted that in delivering services during 2018–19, the department had dealt with:

- payments totalling \$184 billion;
- more than 3.5 million social security and welfare claims;
- more than 429 million Medicare services;
- more than 63 500 aged care claims; and
- approximately 980 million interactions with individual Australians.<sup>39</sup>

### ***Performance reporting***

2.45 Services Australia has one outcome:

---

34 Department of Prime Minister and Cabinet, Administrative Arrangements Order—29 May 2019, <https://www.pmc.gov.au/resource-centre/government/aao-29-may-2019> (accessed 4 February 2020).

35 Services Australia, *2018–19 Annual Report*, p. 313.

36 Services Australia, *2018–19 Annual Report*, p. 3.

37 Services Australia, *2018–19 Annual Report*, p. 3.

38 Services Australia, *2018–19 Annual Report*, p. 5.

39 Services Australia, *2018–19 Annual Report*, p. 3.

Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of policy advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery.<sup>40</sup>

2.46 This outcome is delivered through three programs:

- Program 1.1: Services to the Community—Social Security and Welfare;
- Program 1.2: Services to the Community—Health; and
- Program 1.3: Child Support.<sup>41</sup>

2.47 In its delivery of program 1.1, Services Australia met six out of nine targets. The three targets that were not met were:

- Criterion 1: Customer satisfaction: Achievement of customer satisfaction standards;
- Criterion 5: Achievement of face-to-face service level standards: Average wait time; and
- Criterion 7: Achievement of processing service level standards: Claims processed within standard.<sup>42</sup>

2.48 The committee notes, however, that Criteria 1 and 5 were not met by relatively small margins. The target for Criterion 7 was to process over 82 per cent of claims within standard. Services Australia achieved 68 per cent. The committee notes Services Australia's explanation that the 'reduction in the department's performance against this measure during 2018–19 reflects the priority given to reducing the number of claims on hand, in particular older claims'.<sup>43</sup>

2.49 Services Australia successfully met all 11 targets under program 1.2. In assessing its own performance, the department noted that 'five performance measure results improved, four are comparable, and one declined, compared to 2017–18 results'.<sup>44</sup>

2.50 Under program 1.3, Services Australia met only three out of seven targets. The report set out:

Overall, the 2018–19 results for the Child Support Program performance measures are consistent with previous years. While the average speed of answer for Child Support customers was longer in 2018–19 compared to 2017–18, the other performance measures that did not meet annual targets in 2017–18 improved in 2018–19, demonstrating the department's

---

40 Services Australia, *2018–19 Annual Report*, p. 176.

41 Services Australia, *2018–19 Annual Report*, p. 320.

42 Services Australia, *2018–19 Annual Report*, p. 178.

43 Services Australia, *2018–19 Annual Report*, p. 190.

44 Services Australia, *2018–19 Annual Report*, p. 196.

commitment to delivering high-quality services and payments for the community on behalf of Government.<sup>45</sup>

2.51 The committee recognises Services Australia's transparent approach to performance reporting. Where targets were not met, DHS provided clear information about the outcome, the context surrounding the result and the work being undertaken to improve on its performance.

2.52 The committee considers that including the performance measures from previous reporting years in the performance statement greatly enhances the transparency and utility of the annual report in describing the performance of the entity; and encourages Services Australia to continue to include this information in future annual reports.

### ***Financial reporting***

2.53 In 2018–19, Services Australia administered approximately \$184.0 billion in payments, or around 38 per cent of government outlays. The department reported an operating deficit of \$33.8 million after adjustment for unfunded depreciation and amortisation expenses and the revaluation of assets. This represents a 3 per cent variance from the budgeted net cost of services of \$4.8 billion.<sup>46</sup>

2.54 The committee considers that the information provided by Services Australia in section 11.1 *Statement of Financial Performance* is clear and easy to follow, notably, the level of detail provided in this section is sufficient yet not overwhelming for a member of the public to understand

2.55 Overall, the committee considers that Services Australia has produced an informative and clearly presented annual report which meets the required reporting standards.

---

45 Services Australia, *2018–19 Annual Report*, p. 213.

46 Services Australia, *2018–19 Annual Report*, p. 228.



## Chapter 3

### Annual reports of Commonwealth entities and companies

3.1 The committee has selected the annual reports of the following entities for closer examination:

- Aged Care Quality and Safety Commission;
- NDIS Quality and Safeguards Commission; and
- Digital Transformation Agency.

#### Aged Care Quality and Safety Commission

3.2 As noted in Chapter 1, the Aged Care Quality and Safety Commission (ACQSC) was established on 1 January 2019.

3.3 This, its first annual report, also includes annual reporting requirements for the former Aged Care Quality Agency and the former Aged Care Complaints Commissioner, which ceased operation on 31 December 2018.<sup>1</sup>

3.4 A non-corporate Commonwealth entity of the Health portfolio, the purpose of the ACQSC is to 'protect and enhance the safety, health, well-being and quality of life of aged care consumers'.<sup>2</sup> It works towards this purpose through six strategic priorities, which reflect the agency's functions:

- Establish the Commission as an effective organisation to protect and enhance the safety, health, well-being and quality of aged care consumers;
- Promote the provision of quality care and services;
- Enhance consumer engagement functions;
- Ensure effective complaints resolution for aged care customers;
- Ensure effective regulation of aged care services; and
- Enhance information and education to support the commission's functions.<sup>3</sup>

#### Commissioner's review

3.5 Ms Janet Anderson PSM is the inaugural Commissioner of the ACQSC. In her review, she noted that in its first six months, the ACQSC had focused on:

...building a new organisational culture with a clearer focus on consumer engagement and outcomes, strengthened regulation, improved information sharing, strengthened effective complaints resolution and greater transparency.<sup>4</sup>

---

1 Aged Care Quality and Safety Commission, *Annual Report 2018–19*, p. 1.

2 Aged Care Quality and Safety Commission, *Annual Report 2018–19*, p. 5.

3 Aged Care Quality and Safety Commission, *Annual Report 2018–19*, p. 9.

4 Aged Care Quality and Safety Commission, *Annual Report 2018–19*, p. 1.

3.6 Ms Anderson also noted the new Aged Care Quality Standards, which were endorsed by government in July 2018, and a new Charter of Aged Care Rights, which came into effect from 1 July 2019.<sup>5</sup>

3.7 ACQSC continued to progress reforms to the aged care regulatory model in line with its response to the recommendations of the Carnell Paterson report on the *Review of Aged Care Quality Regulatory Processes* (review). The review made 10 recommendations, the first of which was the establishment of the ACQSC itself.<sup>6</sup>

### ***Performance reporting***

3.8 As the ACQSC was not established at the time the 2018–19 Portfolio Budget Statements (PBS) were finalised, it does not have reportable performance indicators under the PBS.<sup>7</sup> However, the ACQSC has developed a Corporate Plan which outlines a comprehensive set of aims in line with its six strategic priorities.<sup>8</sup>

3.9 In reporting its performance for the period January to July 2019, ACQSC has provided a clear set of tables which indicate: the aim to be achieved for each strategic priority, the measure of success in achieving that aim, and the actual result achieved by the agency.

3.10 The committee notes that ACQSC achieved the majority of its stated aims during its first six months in operation. The committee also notes that some results indicated that work was ongoing, or that a result was partly achieved, or not achieved. ACQSC has included a description of work that has been done against each of the aims not fully met, which assists the reader to understand what progress has been made against each aim.<sup>9</sup>

3.11 The committee considers that ACQSC's performance reporting is clearly set out and easily accessible; and looks forward to seeing the agency's report against its PBS outcomes in its 2019–20 annual report.

### ***Financial performance***

3.12 In establishing this new entity, the functions, people and net assets of the Australian Aged Care Quality Agency and the Aged Care Complaints Commissioner were transferred to the ACQSC.

---

5 Aged Care Quality and Safety Commission, *Annual Report 2018–19*, p. 1.

6 Ms Kate Carnell AO and Professor Ron Paterson ONZM, *Review of National Aged Care Quality Regulatory Processes*, October 2017, <https://www.health.gov.au/sites/default/files/review-of-national-aged-care-quality-regulatory-processes-report.pdf> (accessed 10 February 2020).

7 Aged Care Quality and Safety Commission, *Annual Report 2018–19*, p. 65.

8 Aged Care Quality and Safety Commission, *Corporate Plan January 2019–July 2019*, <https://www.agedcarequality.gov.au/resources/corporate-plan-january-june-2019> (accessed 10 February 2020).

9 Aged Care Quality and Safety Commission, *Annual Report 2018–19*, pp. 68–79.

3.13 The Commission returned a surplus before depreciation of \$4,525 against a break-even position for the financial year and a total net deficit of \$897,011 against a targeted net deficit of \$830,000.<sup>10</sup>

3.14 The Commission's performance was impacted by:

- incorporating policies and procedures throughout the new organisation;
- significant investment in ICT services and systems;
- investment in operation systems in preparation for the new Single Quality Framework; and
- making a significant contribution to the Royal Commission into aged care quality and safety.<sup>11</sup>

3.15 The committee considers that the ACQSC's annual report meets its reporting requirements, and is considered satisfactory.

### **NDIS Quality and Safeguards Commission**

3.16 The NDIS Quality and Safeguards Commission (commission) is a non-corporate Commonwealth entity of the Social Services portfolio.

3.17 The commission commenced operating on 1 July 2018; this is its first annual report. The role of the commission is to 'promote the provision of safe and quality supports and services to people with disability under the National Disability Insurance Scheme (NDIS)'.<sup>12</sup> The commission is also responsible for delivering nationally consistent and responsive regulation of all NDIS supports and services.

3.18 During the 2018–19 reporting period, the commission operated in New South Wales and South Australia. From 1 July 2019, the commission commenced operations in the Australian Capital Territory, the Northern Territory, Queensland, Tasmania and Victoria.

3.19 The commission is due to commence operating in Western Australia from 1 July 2020.

#### ***Commissioner's review***

3.20 The NDIS Quality and Safeguards Commissioner is Mr Graeme Head AO. The commissioner reported that the entity's main focus for the reporting period had been to set up the commission, establishing processes and procedures, and developing industry relationships. Mr Head also highlighted a number of activities including:

- successfully transitioned almost 10,000 providers into its jurisdiction;
- responded to more than 1,000 complaints;
- oversaw providers' handling of more than 4,400 reportable incidents;

---

10 Aged Care Quality and Safety Commission, *Annual Report 2018–19*, p. 62.

11 Aged Care Quality and Safety Commission, *Annual Report 2018–19*, p. 62.

12 NDIS Quality and Safeguards Commission, *Annual Report 2018–19*, p. 8.

- taken a variety of regulatory actions against both registered and unregistered providers in NSW and SA;
- completed a new capability framework for behaviour support practitioners;
- established good working relationships with all key stakeholders;
- begun the process of delivering comprehensive, targeted education for people with disability about how the NDIS Commission works for them and for providers about their obligations; and
- completed and launched a new worker orientation module for people working in the NDIS. As of 12 September, 78,487 people have completed the module.<sup>13</sup>

### ***Performance reporting***

3.21 As stated in its corporate plan, the commission has one outcome:

Promote the delivery of quality supports and services to people with disability under the National Disability Insurance Scheme and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education.<sup>14</sup>

3.22 This outcome is delivered through two programs:

- Program 1.1—Support for National Disability Insurance Scheme providers in relation to registration; and
- Program 1.2—Program Support for the NDIS Quality and Safeguards Commission.<sup>15</sup>

3.23 The commission also has five headline performance measures which encompass a number of specific performance measures. The annual report clearly sets out these measures and shows which specific measures contribute to the achievement of the broader headline measures.<sup>16</sup>

3.24 The report also provided an analysis of results, which noted the significant effect of transition activities on the commission's overall performance:

We largely achieved our requirements, and the criteria on which we faced difficulty in reporting were largely attributable to the fact that, as a new agency, our systems and our frameworks are still evolving. Specifically, our ability to report against performance measure 4.3 was constrained by limitations present in our Commission Operating System, our purpose-built ICT system used for our business processing requirements. This system is undergoing a series of enhancements to fully meet our business requirements. We have already completed enhancements including data

---

13 NDIS Quality and Safeguards Commission, *Annual Report 2018–19*, p. 2.

14 NDIS Quality and Safeguards Commission, *Corporate Plan 2018–19*, p. 14.

15 NDIS Quality and Safeguards Commission, *Annual Report 2018–19*, p. 28.

16 NDIS Quality and Safeguards Commission, *Annual Report 2018–19*, p. 29.

---

warehousing and reporting functionality, and the data migration limitations will be addressed in 2019–20.<sup>17</sup>

### ***Financial performance***

3.25 In 2018–19, the commission reported an operating surplus of \$4.7 million due to savings in employee benefits expenses which were a result of the time taken to fulfil the commission's staffing requirements.<sup>18</sup>

3.26 The commission administered one program during the reporting period with expenses of \$4.8 million, including:

- \$3.9 million provided as grants to assist providers in meeting the requirements set out under the National Disability Insurance Scheme Act 2013 and Rules; and
- \$0.9 million used to run roadshows, education and engagement activities to providers in the five transitioning jurisdictions to assist them in understanding the new registration requirements.<sup>19</sup>

3.27 The committee considers the commission's first annual report to be satisfactory, as it meets the relevant requirements.

### **Digital Transformation Agency**

3.28 As noted in Chapter 1, the Digital Transformation Agency (DTA) became a non-corporate Commonwealth entity of the Services Australia part of the Social Services portfolio, following the Administrative Arrangements Order of 29 May 2019.<sup>20</sup>

3.29 DTA's role is to lead whole-of-government digital and ICT strategy, policy and advice to ensure government services are well designed and user-focused. The agency's stated purpose is to accelerate the digital transformation of government by:

- encouraging coordinated investment in digital services;
- helping transform the experience of people and businesses dealing with government; and
- improving the return on ICT and digital investment.<sup>21</sup>

3.30 The responsible minister for the DTA is the Hon Stuart Robert MP, Minister for Government Services and Minister for the National Disability Insurance Scheme.

---

17 NDIS Quality and Safeguards Commission, *Annual Report 2018–19*, p. 36.

18 NDIS Quality and Safeguards Commission, *Annual Report 2018–19*, p. 41.

19 NDIS Quality and Safeguards Commission, *Annual Report 2018–19*, p. 41.

20 Department of Prime Minister and Cabinet, Administrative Arrangements Order—29 May 2019, <https://www.pmc.gov.au/resource-centre/government/aao-29-may-2019> (accessed 4 February 2020).

21 Digital Transformation Agency, *Annual Report 2018–19*, p. 6.

**Performance reporting**

3.31 As set out in its 2018–2022 corporate plan, DTA's outcome is:

To improve the user experience for all Australians accessing government information and services by leading the design, development and continual enhancement of whole-of-government service delivery policies and standards, platforms and joined up services.<sup>22</sup>

3.32 DTA delivers this outcome through four priorities, which the annual report indicates were all achieved.

3.33 DTA's performance reporting is clearly set out and easy to read. Along with a description of DTA's work towards achieving each priority, the annual report includes a short summary of each priority and its results which facilitates the later reading of the more detailed analysis.

3.34 The annual report also included an analysis of DTA's performance against the three elements of its purpose:

- We encouraged coordinated investment in digital services by providing ongoing advice to agencies on emerging technologies and digital and ICT investment proposals, and by consulting widely to develop the Digital Transformation Strategy. We also increased our direct engagement with APS agencies to support development of quality digital and ICT-enabled projects.
- We helped to transform the experience of people and businesses dealing with government by leading or partnering on development and improvement of digital platforms such as Notify and Tell Us Once, and working with agencies to develop the standard for Digital Identity. We began several digital services pilots including for new Digital Identity services, and we further improved the myGov user experience. In addition, we prepared guidance and strategies to support use of digital platforms and services, and continued to increase APS digital capability through emerging talent, leadership, and women in IT executive mentoring programs, as well as training, special events and direct work with agencies
- We improved the return on ICT and digital investment by providing oversight of the overall performance of digital and ICT projects. We also helped ensure greater value for money when buying government digital and ICT products and services, including through whole-of-government agreements, the new procurement-related policies, and new marketplaces co-designed with industry.<sup>23</sup>

3.35 The committee considers the inclusion of this analysis assists in providing the reader with a greater understanding of the scope of DTA's activities.

---

22 Digital Transformation Agency, 'Corporate Plan 2018–22', <https://www.dta.gov.au/about-us/reporting-and-plans/corporate-plans/corporate-plan-2018-22> (accessed 10 February 2020).

23 Digital Transformation Agency, *Annual Report 2018–19*, p. 52.

### ***Financial performance***

3.36 DTA recorded an operating surplus of \$6.5 million in 2018–19, noting that this saving was achieved from whole-of-Australian-Government ICT Procurement of \$6.3 million.<sup>24</sup> DTA noted:

A total of \$6.0 million of these savings was returned to Consolidated Revenue in 2018–19, with the remainder to be returned in 2019–20. This compares with a surplus of \$10.1 million in 2017–18, driven by underspends associated with the APS Modernisation Fund measures for platforms and building digital capability.<sup>25</sup>

3.37 DTA also noted that its management of the ICT Coordinated Procurement Special Account continued to impact its balance sheet, with \$261.0 million of DTA's \$295.2 million of assets and \$233.6 million of DTA's \$256.3 million in liabilities associated with the special account.<sup>26</sup>

3.38 The committee considers that DTA's annual report is apparently satisfactory.

### **General comments**

#### ***Compliance index***

3.39 Noting that annual reports are one of the principal accountability mechanisms of PGPA Act entities, the committee considers that it is vital that these reports be easily accessible and navigable. The compliance index (or list of requirements) is an important tool in ensuring accessibility.

3.40 In light of this, the committee notes that in the annual reports of a number of entities, the compliance indexes indicated large page ranges and, in some cases, whole chapters in which to locate specific information. For example, the reports of Hearing Australia and the DTA do not indicate a page number on which to locate the information that meets each requirement. The committee suggests that providing a more precise page range for each requirement will improve the overall accessibility of annual reports.

3.41 The committee also notes that a number of annual reports appear to have made errors in recording where the information that fulfils a requirements is located in the report.

3.42 For example, in ACQSC's annual report, some page numbers referred to in the list of requirements are not accurate. It seems that, in this instance, an extra page may have been included in the report and the compliance index was not adjusted. For example, the list of requirements indicates that 'External Scrutiny' is addressed on page 122, however, the information appears on page 124.

---

24 Digital Transformation Agency, *Annual Report 2018–19*, p. 78.

25 Digital Transformation Agency, *Annual Report 2018–19*, p. 78.

26 Digital Transformation Agency, *Annual Report 2018–19*, p. 78.

3.43 In the annual report of the Australian Sports Anti-Doping Authority, the list of requirements is clearly set out, however, it appears that the 'Part of Report' column has been accidentally left blank.<sup>27</sup>

3.44 The committee suggests that all agencies of the Health and Social Services (including Services Australia) portfolios ensure that future compliance indexes are accurate and complete, in line with PGPA Act and Rule requirements.

### ***Colour and illustrations***

3.45 In relation to colour and illustrations, the advice to government agencies on Printing Standards states:

While acknowledging that the cost of colour printing has decreased, author bodies must have regard to limiting the use of colour and illustrations to where it enhances the reader's understanding of the material. An excessive use of colour, illustrations and photography is not fit for the purposes of accountability and reporting to Parliament.<sup>28</sup>

3.46 The committee considers that while some photographs are helpful to assist in creating a flow to the document, the ACQSC's annual report includes a large number of colour photographs which do not enhance the reader's understanding of the material. The committee encourages ACQSC to take this into consideration in preparing its next annual report.

### ***Paper***

3.47 The committee notes that the advice to government agencies on Printing Standards specifies that the paper used for text and illustrations can be up to 100 gsm coated or uncoated publication paper.<sup>29</sup>

3.48 The committee notes that the paper used in printed version of the DTA's annual report appears to be greater in weight than 100 gsm. The committee encourages DTA to use a lighter paper in line with the advice for printing any future reports, including annual reports.

### ***Pro forma phrases***

3.49 The committee also notes that where the PGPA requirements prescribe a pro forma phrase to respond to certain compliance requirements, a number of annual reports failed to use the exact wording provided. The committee encourages all departments and agencies to use the wording as set out in the requirement.

---

27 Australian Sports Anti-Doping Authority, *Annual Report 2018–19*, pp. 202–208.

28 Parliament of Australia, 'Tabled Papers', [https://www.aph.gov.au/Parliamentary\\_Business/Chamber\\_documents/Tabled\\_Papers/Advice\\_to\\_government\\_agencies](https://www.aph.gov.au/Parliamentary_Business/Chamber_documents/Tabled_Papers/Advice_to_government_agencies) (accessed 10 February 2020).

29 Parliament of Australia, 'Tabled Papers', [https://www.aph.gov.au/Parliamentary\\_Business/Chamber\\_documents/Tabled\\_Papers/Advice\\_to\\_government\\_agencies](https://www.aph.gov.au/Parliamentary_Business/Chamber_documents/Tabled_Papers/Advice_to_government_agencies) (accessed 10 February 2020).



***Apparently satisfactory***

3.50 As noted in Chapter 1, the committee finds that all reports of the Health portfolio and Social Services portfolio, including Services Australia, for 2018–19 are apparently satisfactory.

**Senator Wendy Askew**  
**Chair**



## Appendix 1

### Dates relating to the presentation of annual reports between 1 May 2019 and 31 October 2019

#### Health Portfolio

Reporting body	Submitted to Minister	Received by the Minister	Tabled in the Senate, or presented out of sitting(*)	Tabled in the House of Representatives
Administrator of the National Health Funding Pool	08/10/2019	09/10/2019	15/10/2019	15/10/2019
Aged Care Pricing Commissioner	18/09/2019	18/09/2019	16/10/2019	16/10/2019
Aged Care Quality and Safety Commission	17/10/2019	22/10/2019	*31/10/2019 11/11/2019	25/11/2019
Australian Commission on Safety and Quality in Health Care	16/09/2019	16/09/2019	15/10/2019	15/10/2019
Australian Digital Health Agency	14/10/2019	17/10/2019	11/11/2019	24/10/2019
Australian Institute of Health and Welfare	10/10/2019	10/10/2019	11/11/2019	24/10/2019
Australian Organ and Tissue Donation and Transplantation Authority	23/09/2019	23/09/2019	15/10/2019	15/10/2019
Australian Radiation Protection and Nuclear Safety Agency	18/09/2019	18/09/2019	15/10/2019	15/10/2019
Australian Sports Anti-Doping Authority	24/09/2019	24/09/2019	11/11/2019	22/10/2019
Australian Sports Commission	04/10/2019	04/10/2019	16/10/2019	16/10/2019

<b>Reporting body</b>	<b>Submitted to Minister</b>	<b>Received by the Minister</b>	<b>Tabled in the Senate, or presented out of sitting(*)</b>	<b>Tabled in the House of Representatives</b>
Australian Sports Foundation Limited	05/12/2019	05/12/2019	*20/12/2019 04/02/2020	05/02/2020
Cancer Australia	09/09/2019	16/09/2019	*18/10/2019 11/11/2019	21/10/2019
Department of Health	04/09/2019	04/09/2019	11/11/2019	24/10/2019
Food Standards Australia New Zealand	27/09/2019	27/09/2019	16/10/2019	16/10/2019
Independent Hospital Pricing Authority	16/09/2019	16/09/2019	15/10/2019	15/10/2019
National Blood Authority	01/10/2019	02/10/2019	11/11/2019	17/10/2019
National Health and Medical Research Council	23/09/2019	23/09/2019	11/11/2019	22/10/2019
National Health Funding Body	08/10/2019	09/10/2019	15/10/2019	15/10/2019
National Mental Health Commission	02/10/2019	04/10/2019	11/11/2019	24/10/2019
National Rural Health Commissioner	28/02/2019	08/04/2019	23/07/2019	23/07/2019
Office of the Gene Technology Regulator	27/09/2019	27/09/2019	*29/10/2019 11/11/2019	25/11/2019
Professional Services Review Scheme	30/09/2019	30/09/2019	15/10/2019	15/10/2019
Repatriation Medical Authority <sup>1</sup>	27/09/2019	27/09/2019	11/11/2019	17/10/2019

---

1 No legislative requirement to table the report.

---

**Social Services Portfolio, including Services Australia**

<b>Reporting body</b>	<b>Submitted to Minister</b>	<b>Received by the Minister</b>	<b>Tabled in the Senate, or presented out of sitting(*)</b>	<b>Tabled in the House of Representatives</b>
Australian Hearing	04/10/2019	07/10/2019	11/11/2019	21/10/2019
Australian Institute of Family Studies	10/09/2019	10/09/2019	15/10/2019	15/10/2019
Department of Social Services	02/10/2019	02/10/2019	15/10/2019	15/10/2019
Digital Transformation Agency	09/10/2019	09/10/2019	11/11/2019	17/10/2019
National Disability Insurance Agency	18/09/2019	18/09/2019	15/10/2019	15/10/2019
NDIS Quality and Safeguards Commission	08/10/2019	08/10/2019	11/11/2019	17/10/2019
Services Australia	14/10/2019	14/10/2019	11/11/2019	21/10/2019



## Appendix 2

### List of additional documents presented to the Senate and referred to the committee that are not required to be examined under Senate Standing Order 25(20)

- *Research Involving Human Embryos Act 2002*—Report on the operation of the Act for the period 1 September 2018 to 28 February 2019.
- National Health and Medical Research Council (NHMRC)—Embryo Research Licensing Committee—Report to the Parliament of Australia for the period 1 September 2018 to 28 February 2019—Section 19(3) of the *Research Involving Human Embryos Act 2002*, presented out of sitting in the Senate on 24 June 2019.
- *Dental Benefits Act 2008*—Fourth review on the operation of the Act—Report, tabled 23 July.
- National Rural Health Commissioner—Annual Report 2018—Section 79AM of the *Health Insurance Act 1973* (this is currently listed in e01 as well).
- Australian Sports Commission—Corporate Plan 2019-2023—Section 23(b) of the *Australian Sports Commission Act 1989*, tabled 1 August 2019.
- National Health and Medical Research Council (NHMRC)—Corporate plan 2019-20, presented 27 August 2019.
- *Narcotic Drugs Act 1967*—Review of the Act—Final report, dated 10 July 2019, presented 5 September 2019.
- Australian Government Actuary—Fourteenth report on the costs of the Australian Government's Run-Off Cover Scheme for medical indemnity insurers—2017–18—Section 34ZW of the *Medical Indemnity Act 2002*, tabled 10 September 2019.
- Australian Government Actuary—Eighth report on the costs of the Australian Government's Run-Off Cover Scheme for midwife professional indemnity insurers—2017–18—Section 48 of the *Midwife Professional Indemnity (Commonwealth Contribution) Scheme Act 2010*, tabled 10 September 2019.
- Australian Institute of Health and Welfare—Australia's welfare 2019—Section 31(4) of the *Australian Institute of Health and Welfare Act 1987*.
- Australian Radiation Protection and Nuclear Safety Agency—Quarterly Report of the Chief Executive Officer of ARPANSA—for the period 1 October to 31 December 2018—Section 60(6) of the *Australian Radiation Protection and Nuclear Safety Act 1998*, tabled 18 September 2019.
- Australian Radiation Protection and Nuclear Safety Agency—Quarterly report for the period 1 January to 31 March 2019.

- Australian Radiation Protection and Nuclear Safety Agency—Quarterly Report of the Chief Executive Officer of ARPANSA for the period January to March 2019—Section 60(6) of the *Australian Radiation Protection and Nuclear Safety Act 1998*, presented out of sitting in the Senate on 10 October 2019, tabled 17 October 2019.
- Medical Research Future Fund—Financial assistance to support the Australian Medical Research and Innovation Priorities 2016–2018—Section 57A of the *Medical Research Future Fund Act 2015*.
- *Tobacco Advertising Prohibition Act 1992*—Report for 2018, tabled 25 October 2019.
- Healthcare Identifiers Service Operator—Healthcare Identifiers Service—Annual Report 2018–19—Section 34 of the *Healthcare Identifiers Act 2010*, tabled Monday 11 November 2019.
- Office of the Australian Information Commissioner—Australian Information Commissioner’s activities in relation to digital health—Annual Report 2018–19—Section 106 of the *My Health Records Act 2012*, tabled 11 November 2019.
- Repatriation Medical Authority—Twenty-fifth Annual Report 2018/2019.
- Reporting requirements under section 34A of the Tobacco Advertising Prohibition Act 1992—Annual Report 2018—Section 34A of the *Tobacco Advertising Prohibition Act 1992*, presented 25 October 2019.
- Australian Radiation Protection and Nuclear Safety Agency—Quarterly Report of the Chief Executive Officer of ARPANSA—for the period April to June 2019—Section 60(6) of the *Australian Radiation Protection and Nuclear Safety Act 1998*, presented 7 November 2019.
- Addendum—Digital Transformation Agency—Annual Report 2018–19—Section 46 of the *Public Governance, Performance and Accountability Act 2013*, presented 7 November 2019.
- 2018–19 Report on the Operation of the *Aged Care Act 1997* – Section 63(2) of the *Aged Care Act 1997*.
- Progress Report on the Australian Government response to the recommendations of the Senate Community Affairs References Committee Report: *Number of women in Australia who have had transvaginal mesh implants and related matters*.
- Correction and Addendum—National Blood Authority Australia—Annual Report 2018–19—Section 46 of the *Public Governance, Performance and Accountability Act 2013*.
- The Australian Health Practitioner Regulation Agency and the National Boards, reporting on the National Registration and Accreditation Scheme—Annual Report 2018/19 – Schedule 3, Part 3, Section 8 of the *Health Practitioner Regulation National Law Act 2009* (as enacted in Queensland).



- National Health Practitioner Ombudsman and Privacy Commissioner – Annual Report 2018–19—Section 24 of the *Health Practitioner Regulation National Law Regulation 2018*.
- National Health Practitioner Ombudsman and Privacy Commissioner—Report for 2018–19.
- Research Involving Human Embryos Act 2002—Report on the operation of the Act for the period 1 March to 31 August 2019.

