

**Senate Community Affairs Legislation Committee
2018-19 Budget Estimates Hearings**

**ANSWERS TO QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO**

Department of Social Services

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000184	Pratt	Grant Redesign	Which of the activities with grants expiring on 30 June 2018 are being discontinued?	Pages 5-7 - 31 May
SQ18-000185	Pratt	Grant Redesign	For the grants expiring on 30 June 2018, which activities did not receive at least six months' notice of future funding arrangements? Which of these activities have had grants extended due to reasons other than a redesign process being in progress?	Page 6 - 31 May
SQ18-000186	Rice	Gender	Do you track how much uptake there has been and who has undertaken that training program?	Page 9 - 31 May
SQ18-000189	Pratt	Abolishment of Energy Supplement	How many people have begun receiving and continue to receive an income support payment since 20 September 2016 through to 1 April 2018? Provide this figure by payment type and state if possible.	Page 16 - 31 May
SQ18-000190	Pratt	Abolishment of Energy Supplement	What is the projected saving from this measure - can you provide that figure broken down by year and by payment type?	Page 14 - 31 May
SQ18-000191	Watt	Abolishment of Energy Supplement	Have you previously provided a year by year breakdown of the number of people up to June 2021 who would lose the Energy Supplement if the policy goes forward?	Page 19 - 31 May
SQ18-000192	Pratt	Abolishment of Energy Supplement	Provide an updated figure out to 2022 of the two million people we've previously been told will be affected by the abolition of the Energy Supplement using the current assumptions on pace.	Page 20 - 31 May
SQ18-000193	Siewert	Automatic Rent Deduction Scheme	How much is the administration fee to States and Territories for the Automatic Rent Deduction Scheme?	Page 12 - 31 May
SQ18-000194	Watt	David Plunkett Research on Abolition of Energy Supplement	What is the Department's response to the following statement: Returning Newstart recipients to where they would have been had the energy supplement not been introduced at the time of the carbon price in fact makes them worse off. Newstart is normally increased twice each year in line with inflation, but, when the carbon tax came in, inflation jumped. Rather than increase the allowance in line with that jump, the government withheld 0.7 percentage points because that was the amount it believed was due to the carbon tax, which was to be compensated for separately by the clean energy supplement. Removing the clean energy supplement without putting back 0.7 points that were lost leaves new entrants to Newstart worse off than if their benefits had never been fiddled with. Estimates prepared for the ANU by social security analyst David Plunkett suggests that new entrants to Newstart will be \$3.60 a week worse off than had the whole thing never happened.	Page 22 - 31 May
SQ18-000195	Siewert	Encouraging Lawful Behaviour in Income Recipients	Which states have written to lobby to get the Commonwealth to do this measure?	Page 8 - 31 May

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000196	Siewert	CDC - Debt Recovery	What is the debt recovery rate for individuals who are on the Cashless Debit Card?	Page 11 - 31 May
SQ18-000197	Storer	Working Credit Limits	Are the working credit limits indexed to Consumer Price Index (CPI) or are they set?	Page 25 - 31 May
SQ18-000198	Pratt	2017-18 Mid-Year Economic Fiscal Outlook announcement on Family Tax Benefit (FTB) Part A	Provide a breakdown of the \$415.4 million figure of those affected for each year over the forward estimates, showing the number of families and children impacted.	Page 27 - 31 May
SQ18-000199	Pratt	2017-18 Mid-Year Economic Fiscal Outlook announcement on Family Tax Benefit (FTB) Part A	Provide a breakdown of the number of families that lose access to FTB Part A and those that have it cut for each year over the forward estimates. ... Can it be modelled out beyond the forward estimates? ... Can the information be broken down by State and postcode?	Page 27 - 31 May
SQ18-000200	Pratt	Social Services Legislation Amendment (Maintaining Income Thresholds) Bill	The Social Services Legislation Amendment (Maintaining Income Thresholds) Bill seeks to extend the indexation pause on the Family Tax Benefit (FTB) higher income thresholds until 2021. It seeks to freeze Paid Parental Leave (PPL) and Dad and Partner Pay (DAPP) thresholds and maintain end-of-year FTB supplements at current levels. Please provide a breakdown of the savings across the forward years for each of the particular measures for the six different payments.	Page 28 - 31 May
SQ18-000201	Pratt	Social Services Legislation Amendment (Maintaining Income Thresholds) Bill	Provide a breakdown of the \$321.9 million saving over the forward estimates for each of these payments: Family Tax Benefit (FTB) Part A and Part B - FTB Part A higher income-free area and Part B primary earner income limit—and the Paid Parental Leave and the Dad and Partner Pay. Also provide the number of families and children that are impacted each year to achieve that saving (based on the number of families that otherwise would have got those payments).	Page 28 - 31 May
SQ18-000202	Watt	FTB Indexation	In regard to pausing Family Tax Benefit (FTB) end-of-year supplements in 2018-19, an estimated 1.2 million FTB Part A families and 1.2 million FTB Part B families will be affected by the indexation pause on the FTB supplements. Can you provide those numbers for the number of families over the forward estimates - the 1.2 million for the following financial year on FTB A and B?	Pages 28-29 - 31 May
SQ18-000203	Watt	Social Services Legislation Amendment (Maintaining Income Thresholds) Bill	In regard to the FTB, including the MYEFO measure around taper rates for family tax benefit part A, new measure to extend the indexation pause on the FTB higher income thresholds and freezing a range of other thresholds, can you provide the number of FTB recipients who will be worse off as a result of those two measures combined? The number of families impacted by those measures were discussed so have you each of them? Can you derive a total number affected across all the measures, which won't be the sum of the people affected and families affected by each individual measure?	Page 32 & 33 - 31 May

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000204	Watt	Social Services Legislation Amendment (Maintaining Income Thresholds) Bill	What percentage of the total cohort who receive Family Tax Benefit (FTB) will be adversely affected by one or both of the measures relating to FTB in the Social Services Legislation Amendment (Maintaining Income Thresholds) Bill and the Consistent treatment of income measure in the Social Services Legislation Amendment (Payment Integrity) Bill 2017?	Page 33 - 31 May
SQ18-000205	Siewert	Suspension of Prisoner Payments	How many people have resumed the Disability Support Pension after imprisonment? Provide a breakdown over 2014-15, 2015-16, 2016-17.	Page 48 - 31 May
SQ18-000206	Siewert	Disability Support Pension	Provide a breakdown of the number of people who exit Disability Support Pension each year and the reason they exit (e.g. death, movement to Newstart)?	Page 50 - 31 May
SQ18-000207	Siewert	Disability Support Pension	1. Provide a breakdown of disability types for the 2,200 figure of affected people. 2. Provide the number of people who could be affected who are on remand.	Pages 52 and 53 - 31 May
SQ18-000208	Siewert	Disability Support Pension - Program of Support	Provide the number of people who have been on Newstart for 18 months who have now applied for the Disability Support Pension. Ideally over the last three years.	Page 53-54 - 31 May
SQ18-000209	Siewert	DSP medical reviews	At the last estimates, I was pursuing the reassessment of the 30,000, 30,000 and 30,000 (the medical reviews). There was an indication during the last estimates that there was an internal review looking at that measure. Has that review finished? What were the outcomes? Is there a timeline for when the Minister is likely to consider this and make an announcement or a decision?	Page 54 - 31 May
SQ18-000210	Watt	Pensions Assets Test	The Department indicated at estimates earlier this year that about 370,000 people were impacted by the change to the assets test. Could you please break down that 370,000 figure by state and electorate or postcode?	Page 36 - 31 May
SQ18-000211	Singh	Increase to pension eligibility age	Can you confirm that it remains the policy of the Turnbull Government to increase the pension eligibility age to 70, commencing in 2025? Will it be Government policy at the next election?	Page 37 and 38 - 31 May
SQ18-000212	Singh	Increase to pension eligibility age	From previous Senate Estimates, around 375,000 people are expected to be affected by the proposed change between 2025 and 2029. Is there an updated figure on that? Can you break it down year-by-year? Can you provide a state or electorate break down?	Page 38 - 31 May
SQ18-000213	Watt	Access to the DSP	Please provide a breakdown of the primary disability of all DSP recipients and DSP recipients approved in the last year?	Written
SQ18-000214	Watt	Access to the DSP	How many people are currently receiving Newstart Provisional – and how many people have received it in each of the last 10 years?	Written
SQ18-000215	Watt	Access to the DSP	For people currently on Newstart Provisional, can the department provide a breakdown of the proportion in relation to their primary disability (that is, the main basis of their claim for DSP)?	Written
SQ18-000216	Watt	Access to the DSP	On average, how long are people spending on Newstart Provisional? Does this vary by primary disability?	Written

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SQ18-000218	Watt	Access to the DSP	Of the people that leave Newstart Provisional, what do they go to? How many go onto DSP? Newstart? And how many go onto Newstart with a medical exemption? Another payment? No payment?	Written
SQ18-000219	Watt	Access to the DSP	Has the Department progressed each of the recommendations of the 2016 ANAO report? Can a summary document of progress and outcomes against each of the agreed recommendations be provided on notice?	Written
SQ18-000220	Watt	Energy Supplement	What is projected save of this measure over the forward estimates? And over the medium term to 2028-29? Please break this down by year, by payment type (Newstart, Pension etc) and by electorate	Written
SQ18-000221	Watt	Energy Supplement	Number of customers estimated to lose the Energy Supplement, linked to a social security income support payment by 30 June 2021, by payment type and by state?	Written
SQ18-000222	Watt	Energy Supplement	How many people have begun receiving, and continued to receive the Energy Supplement, linked to a social security income support payment since the reference date of 20 September 2016 and 20 March 2018. Please provide this figure broken down by payment type, state and electorate.	Written
SQ18-000223	Watt	Newstart	What would be the maximum fortnightly rate of Newstart for a single person with no dependent children if the indexation arrangements of the payment were still as they were as at 31 December 2011?	Written
SQ18-000224	Watt	FTB	Please provide the number of FTB A eligible children by State and Electorate. Please also provide the number of FTB B eligible children by State and Electorate.	Written
SQ18-000225	Watt	FTB	Please provide an income distribution of FTB recipients for the last full financial year	Written
SQ18-000226	Watt	Family Tax Benefit (FTB)	Can you provide a breakdown of FTB recipients who receive a lower fortnightly payment as a result of changing the Part A taper rate in method 2 calculations. Please also provide the number of families who will cease receiving FTB A as a result of this change. Please provide this data by state and electorate.	Written
SQ18-000227	Watt	FTB	In the current year, how many families and children receive the FTB Part A supplement? How many of these are single parent families? Please provide this data by state and electorate.	Written
SQ18-000228	Watt	FTB	In the current year, how many families receive the FTB Part B Supplement? How many children do these families have in total and on average? How many are single parent families? How many children are in single parent families?	Written
SQ18-000229	Watt	Age Pension	Around 375,000 people are expected to be affected by this proposed change between 2025-29, is there an updated figure on that? Can this be broken down by state, electorate and year?	Written
SQ18-000230	Watt	Age Pension age	The Department expects around 25,000 Australians will move onto Newstart or the DSP because of the proposed change to increase the pension age to 70 in 2025. 12,934 people will go on the DSP and 12,825 on Newstart – that's according to the Department. Do you have those figures in each of the years	Written

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			2025 to 2029? Please provide by state, electorate and year.	
SQ18-000231	Watt	Pension eligibility	Regarding the measure, 'enhanced residency requirements for pensioners,' can you provide any information about the geographic or age demographic impact of this change? (age, gender, state, electorate, post code)	Written
SQ18-000232	Watt	Pension Loans Scheme	What is the return to Government from the interest changed on the Scheme over the next four years? Given the current interest rate is 5.25 per cent?	Written
SQ18-000233	Singh	Increase to pension eligibility age	a) What was the modelling or the assumptions used to calculate the number of people expected to receive Newstart or the Disability Support Pension (DSP) instead of the Age Pension as a result of this measure, including the assumed unemployment rate for impacted workers? b) How does the assumed unemployment rate for impacted workers compare to the current employment rate for that cohort? c) What proportion of people were assumed to be on the DSP? How was that estimate arrived at?	Page 39-40 - 31 May
SQ18-000234	Watt	Pension Loans Scheme	If a pensioner borrowed \$10,000 under the loans scheme this year, and repaid it in 10 years' time, what would the total amount repaid be?	Written
SQ18-000235	Watt	Pension Loans Scheme	Is it possible for an estate to be left in debt under the Scheme? How often has this happened?	Written
SQ18-000236	Watt	Welfare Reform legislation	For each schedule as passed by both houses in the Social Services Legislation Amendment (Welfare Reform) Bill 2016, please provide an updated estimate of the financial implication over the forward estimates to 2021-22, please provide this broken down by year.	Written
SQ18-000237	Watt	Social Services Legislation Amendment (Maintaining Income Thresholds) Bill	In regards to the proposal to increase the time a person needs to reside in Australia before claiming the Age Pension or the Disability Support Pension from 10 years to 15 years, provide a post-Budget update on the number of people that will be impacted and the cost of the proposed change in each year of the forward estimates.	Page 40 - 31 May
SQ18-000238	Steele-John	NDIS interaction with mainstream services	1. In relation to an answer that the Department provided on notice to a question I asked about NDIS interaction with mainstream services (SQ18-000148), I'd like to ask a follow-up question: a. Could you outline the key areas that have been identified for resolution? What specifically is being done to address these key areas? What stakeholders has DSS engaged with in this regard and how and what outcomes are being sought? b. What process has been undertaken, for example, to engage with state health services and what key areas have been identified for address at this point?	Written
SQ18-000239	Moore	Sustainable Development Goals	A request for the portfolio department with responsibility as a lead agency for particular Sustainable Development Goals (SDG), to provide information around any public speeches referring to the SDGs, any plans to include the SDG agenda in annual reports, on the department's website and in work plans for the	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			coming year.	
SQ18-000240	Watt	Newly Arrived Residents Waiting Period (NARWP)	<p>a) Please confirm the figure previously provided for the number of people affected by this measure up until the end of the previous forward estimates (i.e. June 2020-21).</p> <p>b) Provide an updated number of people that will be impacted and the cost of the proposed change in each year of the forward estimates up to 2022.</p>	Page 40-41 - 31 May
SQ18-000241	Patrick	Travel Expenditure	<p>For FY 2016/17 and for the Social Services Portfolio:</p> <p>1. Please provide details of the Qantas/Virgin split for official travel in terms of:</p> <p>a. Total number of tickets</p> <p>b. Total value spent for official travel?</p> <p>2. In the event there is a disparity of greater than 65/35 in the split (either way), please provide a detailed reasons for the split in the context of a lowest practical fare policy.</p> <p>3. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only the Qantas Chairman's Lounge?</p> <p>a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin?</p> <p>4. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only Virgin's The Club?</p> <p>a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin?</p> <p>5. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from both the Qantas Chairman's Lounge and Virgin's The Club?</p>	Written
SQ18-000243	Siewert	Newstart Allowance	<p>Please provide a breakdown as at June 2017 of the number and percentage of Newstart Allowance recipients (singles, couples, singles with children, couples with children, and total) who receive:</p> <p>a. Newstart only;</p> <p>b. Newstart plus Rent Assistance (RA) only (and the average \$ amounts of each received);</p> <p>c. Newstart plus Family Tax Benefits (FTB) only (and the average \$ amounts of each received);</p> <p>d. Newstart plus RA and FTB (and the average \$ amounts of each received);</p> <p>e. Newstart plus any other supplementary payments without RA or FTB (and the names of the payments and average total \$ amounts of 'other supplementary payments' received);</p> <p>f. Newstart plus any other supplementary payments with RA only (and the names of the payments and average total \$ amounts of 'other supplementary payments', and average RA received);</p> <p>g. Newstart plus any other supplementary payments with FTB only (and the names of the payments and average total \$ amounts of 'other supplementary payments', and average FTB received); and</p>	Written

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			h. Newstart plus any other supplementary payments with RA and FTB (and the names of the payments and average total \$ amounts of 'other supplementary payments', and average FTB received and average RA received).	
SQ18-000247	Griff	Seasonal Workers Incentive Trial	According to an April story in the Weekly Times, the Seasonal Workers Incentive Trial only attracted 217 participants in its first nine months. How many participants have there been to date? a) Please provide a breakdown by: state, gender, job type and industry sector. b) What is the average duration of a placement?	Written
SQ18-000248	Griff	Seasonal Workers Incentive Trial	What, if any, communication has the Department had with jobactive, Transition to Work and Disability Employment Services providers regarding promotion, progress or take-up of the trial? a) How much has the Department paid to providers to date in incentives for signing on participants?	Written
SQ18-000249	Griff	Seasonal Workers Incentive Trial	Have providers indicated any difficulties with recruiting or placing prospective participants? If so, what are they?	Written
SQ18-000250	Griff	Seasonal Workers Incentive Trial	What other feedback, if any, has the DSS received from jobactive, Transition to Work and Disability Employment Services providers about the trial?	Written
SQ18-000251	Griff	Seasonal Workers Incentive Trial	How many employers are participating in the trial? Please provide a breakdown by state and industry sector and job type/s.	Written
SQ18-000252	Griff	Seasonal Workers Incentive Trial	Given the job placement ends once the participant has earned \$5000, is there any evidence that any eligible employers are underpaying participants in order to keep them there for longer?	Written
SQ18-000253	Siewert	Newstart Allowance	Please provide a breakdown of single recipients of Newstart by age (including gender).	Written
SQ18-000254	Siewert	Partial capacity to work	Provide a breakdown of people currently assessed with a Partial Capacity to Work by: a. Payment type; b. Indigenous/non-Indigenous status; c. Gender; d. Age; e. With earnings; f. With earnings and Indigenous/non-Indigenous status; and g. Duration on payment (eg. 1-2 yrs; 2>5 yrs; 6>9yrs and over 10 yrs).	Written
SQ18-000255	Siewert	Newstart Principal Carer	1. How many people are currently in receipt of Newstart Principal Carer? 2. Provide a breakdown by gender, age and Indigenous/non-Indigenous status. 3. Provide details of the number of dependent children per household.	Written
SQ18-000256	Siewert	Newstart Principal Carer	How many (percentage and number) receive income from employment?	Written
SQ18-000257	Watt	Cashless Debit Card (CDC)	Who will undertake the next evaluation? How were they selected? When will the evaluation be complete?	Written
SQ18-000258	Siewert	Newstart Principal Carer	Provide details of duration on payment (i.e. Newstart Principal Carer).	Written
SQ18-000259	Siewert	Newstart Principal	How many are: divorced, widowed, separated, or	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
		Carer	never married?	
SQ18-000260	Siewert	Newstart Principal Carer	1. How many recipients have 1, 2, 3, 4, 5 or more vulnerability indicators? 2. Provide a table showing the 10 most common vulnerability indicators.	Written
SQ18-000261	Siewert	Newstart Principal Carer	How many receive a Carer Allowance?	Written
SQ18-000262	Siewert	Newstart Principal Carer	How many receive Rent Assistance?	Written
SQ18-000263	Siewert	Newstart Principal Carer	1. How many are in public/social housing? 2. How many are paying a mortgage/own their own home?	Written
SQ18-000264	Siewert	Disability Support Pension	How many people are currently receiving the Disability Support Pension (DSP)?	Written
SQ18-000265	Watt	Cashless Debit Card (CDC)	Does the Department subsidise rent for Indue shopfronts in trial locations?	Written
SQ18-000268	Watt	Cashless Debit Card (CDC)	On average, how many calls or emails are received each year, month, week and day on the cashless debit card hotline or email address?	Written
SQ18-000270	Siewert	Disability Support Pension	Provide a breakdown of main medical condition for DSP recipients (no. and percentage), and by Indigenous and non-Indigenous recipient.	Written
SQ18-000273	Watt	Cashless Debit Card (CDC)	What is the average response time for contacts sent to the email address?	Written
SQ18-000275	Siewert	Disability Support Pension	How many people (and what percentage) of those currently in receipt of the DSP are grandfathered under the 2006 changes?	Written
SQ18-000276	Siewert	Rent Assistance	For the financial year 2016-17, provide a breakdown of the number and percentage of Rent Assistance (RA) recipients by: a. Payment type and paying over 30% of income in rent; b. Payment type and paying over 50% of income in rent; c. Gender and paying over 30% of income in rent; d. Gender and paying over 50% of income in rent; e. Indigenous/non-Indigenous status and paying over 30% of income in rent; f. Indigenous/non-Indigenous status and paying over 50% of income in rent; g. Marital status and paying over 30% of income in rent; h. Marital status and paying over 50% of income in rent; i. State and Territory and paying over 30% of income in rent; j. State and Territory and paying over 50% of income in rent; k. Age and paying over 30% of income in rent; l. Age and paying over 50% of income in rent; m. Average rent paid by Newstart Allowance recipients; n. Average RA received by Newstart Allowance recipients; o. Average RA received by Age Pension recipients; p. Average RA received by Parenting Payment Single recipients; q. Average RA received by YA (other) recipients; r. Average RA received by YA (student) recipients.	Written

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SQ18-000277	Siewert	Rent Assistance	For the financial year 2016-17, provide a breakdown of the number and percentage of Rent Assistance (RA) recipients subject to the 'sharers' RA rules by payment type, gender, state and territory, and paying over 30% and 50% of their income in rent.	Written
SQ18-000278	Watt	Cashless Debit Card (CDC)	What is the average call waiting time for the hotline?	Written
SQ18-000279	Siewert	Rent Assistance	Provide the total number of recipients receiving Rent Assistance in 2016-17.	Written
SQ18-000280	Siewert	Rent Assistance	Provide expenditure on Rent Assistance in 2016-17 by total and by state and territory.	Written
SQ18-000282	Siewert	NDIS Access	The Government has claimed that currently 74% of clients transitioning from Commonwealth programs are successfully meeting the NDIS access requirements. Can the Minister outline the following: a. Is the 74% based on actual or estimated numbers? b. A response to a question on notice from February 2018 provided actual figures that showed eligibility for NDIS from PHaMS in 2016-17 nationally was around 30-35%. Please account for this difference. i. What numbers are you using to determine continuity of support numbers? ii. When was the 74% figure determined?	Written
SQ18-000283	Watt	Cashless Debit Card (CDC)	What portion of the calls are related to card failure or an inability to use a card with a particular merchant.	Written
SQ18-000284	Watt	Cashless Debit Card (CDC)	Please provide the total number of trial participants, broken down by payment type and location.	Written
SQ18-000285	Watt	Cashless Debit Card (CDC)	What arrangements are in place in each trial location in case of electrical outage preventing the use of card facilities?	Written
SQ18-000286	Watt	Community Hubs	a. I understand that funding for the phase 1 hubs is due to expire at the end of this financial year, and that the phase 2 hubs are funded until December 2019. Will funding for the phase 1 hubs be extended to 30 June 2019? If so, by how much will the funding be extended? b. Please provide a list of the existing Community Hubs, indicating which of those are 'phase 1' hubs with funding due to expire in June 2018, and the funding expiry date for each hub.	Written
SQ18-000287	Watt	Newly Arrived Residents Waiting Period (NARWP)	In regards to this measure, the Department stated that in 2018-19, there was a \$13.7 million saving; for 2019-20, it was a \$42.6 million saving; and for 2020-21, it was a \$66.3 million saving. Provide a breakdown of these figures by payment type.	Page 41 - 31 May
SQ18-000288	Watt	Community Hubs	a. Are there any plans to extend the Community Hubs program beyond 30 June 2019? b. Are there any plans to expand the Community Hubs program in to more areas?	Written
SQ18-000289	Watt	Community Hubs	I refer to the first recommendation of the Joint Standing Committee's report into migrant settlement outcomes, 'No one teaches you to be Australian,' which recommended that the Commonwealth provide additional funding to expand the Community Hubs network. Has the Department given consideration to this recommendation?	Written

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SQ18-000290	Watt	Community Hubs	Please provide an annual breakdown of the funding arrangements for this program since it's introduction.	Written
SQ18-000291	Watt	Be Connected	How much does the <i>Be Connected</i> program cost taxpayers?	Written
SQ18-000292	Watt	Be Connected	What services exactly does this program provide seniors?	Written
SQ18-000293	Watt	Be Connected	How many seniors have accessed this program in the last year?	Written
SQ18-000294	Watt	Budget Measures	Provide a breakdown of the total cost or expected savings in 2021-22 by measure, for the following Budget measures that are not yet enacted: <ul style="list-style-type: none"> • Encouraging Lawful Behaviour of Income Support Recipients • Ending Carbon Tax Compensation • Encouraging Self-Sufficiency for Newly Arrived Migrants – extension • Consistent Income Treatment for Families Receiving Family Tax Benefit Part A • More Choices for a Longer Life – finances for a longer life • Enhanced Residency requirements for Pensioners. 	Page 41 - 31 May
SQ18-000295	Watt	Be Connected	a. At how many locations are face to face services available? b. Please provide a list of locations where face-to-face Be Connected services are available, broken down by electorate.	Written
SQ18-000296	Watt	Newly Arrived Residents Waiting Period (NARWP)	a) Provide information about the geographic or age demographic impact of the measure out to 2028-29 - age, gender, state, postcode. b) Is it expected that similar patterns will continue into the forward years?	Page 41-42 - 31 May
SQ18-000297	Siewert	Social Impact Investing – building outcome measurement capacity	1. Is it intended that research agencies outside of Government undertake the longitudinal studies outlined in this measure? 2. If so, who will be undertaking this work? Please provide details of contract arrangements.	Written
SQ18-000298	Siewert	Social Impact Investing – building outcome measurement capacity	1. Who will be developing the impact framework? If an outside agency, please provide details of contracting arrangements. 2. Please provide details of timelines for the development of the framework.	Written
SQ18-000299	Siewert	Social Impact Investing – building outcome measurement capacity	What consultation has been undertaken in the development of this measure? Please provide details of who was consulted and when.	Written
SQ18-000300	Siewert	Social Impact Investing – building outcome measurement capacity	What ongoing engagement will there be with the sector on the rollout of this measure?	Written
SQ18-000301	Siewert	Social Impact Investing – trial	1. Please provide details of the process for establishing this trial. 2. What is the nature of the trial? 3. Who will be running the trial? 4. Please provide a breakdown of funding allocation of the \$1.6 million including expenditure on evaluation. 5. Who will be carrying out the evaluation of the trial? Will the evaluation report be publicly released?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000302	Watt	Be Connected	a. How many of the former Broadband for Seniors Kiosks continue to be funded under <i>Be Connected</i> ? Where are these located? b. How many of the former Broadband for Seniors Kiosks are no longer funded? Where are these located?	Written
SQ18-000303	Watt	Be Connected	How will <i>Be Connected</i> be evaluated?	Written
SQ18-000304	Watt	Be Connected	U3A Online received a portion of funding under the former Broadband for Senior's program, has this funding continued under <i>Be Connected</i> ?	Written
SQ18-000305	Watt	Grants	When will the next round of Volunteer Grants open?	Written
SQ18-000306	Watt	Residency Periods for Disability Support Pension (DSP) and Age Pension	For applicants who are not born in Australia or are subject to a qualifying residency period, what is the average time applicants for both the Age Pension and the DSP have resided in Australia before making their application?	Page 42 - 31 May
SQ18-000307	Watt	Grants	Please provide a breakdown of the amount of money budgeted for Volunteer Grants each year over the forward estimates.	Written
SQ18-000308	Watt	Financial Wellbeing and Capability	How is the break up of funds within the Financial Wellbeing and Capability program prioritised? Please provide a list of each program funded under this area, and the funding arrangements for that program, broken down for each year over the forward estimates.	Written
SQ18-000309	Griff	Seasonal Workers Incentive Trial	Have any complaints been made by any participants against any employers? If so, please advise the nature of the complaints and action taken.	Written
SQ18-000310	Griff	Seasonal Workers Incentive Trial	Has the department undertaken any advertising about the program directly to jobseekers living in or close to horticultural regions such as the Riverina, Loxton, etc? a) If yes, please detail the advertising activity (mode, dates and frequency, location) b) If not, why not? i) Given the trial has only attracted participants is this a strategy the Department has under consideration?	Written
SQ18-000311	Watt	No Interest Loans Scheme (NILS)	Are there any plans to extend the No Interest Loans Scheme? Is the Department aware of any evaluation of this program?	Written
SQ18-000312	Griff	Seasonal Workers Incentive Trial	What, if any, promotional activity has the department undertaken to make farmers and growers aware of the trial? Is the Department able to indicate how effective this has been?	Written
SQ18-000313	Griff	Seasonal Workers Incentive Trial	What proportion and number participants left the trial before reaching the \$5000 earnings threshold? What proportion and number have completed their placement (left because they reached the \$5000 threshold)?	Written
SQ18-000314	Griff	Seasonal Workers Incentive Trial	In what circumstances are provider meant to promote it? That is, to which type of jobseekers, in what personal circumstances?	Written
SQ18-000315	Griff	Seasonal Workers Incentive Trial	According to the 2018-19 Budget papers, the department has set aside \$326,000 in the coming financial year for an evaluation of the trial. a) When will that evaluation take place? b) Under what criteria will the trial be deemed a success?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000316	Watt	Isolated children	The former Deputy Prime Minister stated on 22 June 2016, during the Federal election campaign, that the Coalition would provide "\$44.7m towards isolated children." Where has this funding been committed in the Budget to meet this commitment? a. If there is any funding outstanding, is the government no longer proceeding with this election commitment? b. What process and timing will be used to resolve the outstanding funding that has not been committed through any budget or MYEFO since the election?	Written
SQ18-000317	Watt	Volunteer funding	What volunteer funding, for programs and services, is allocated in each year of the forward estimates? Please provide a break down by each program/function.	Written
SQ18-000318	Watt	Women's Safety Package	Of the \$12 million to trial with states the use of innovative technology to keep women safe (such as GPS trackers for perpetrators) announced on 24 September 2016: a. How much has been allocated, and to what; b. How much has been spent, when, and on what?	Written
SQ18-000319	Watt	Women's Safety Package	Of the \$5 million for safer technology, including working with telecommunications companies to distribute safe phones to women: a. How much has been allocated, and to what; b. How much has been spent, when, and on what?	Written
SQ18-000320	Watt	Women's Safety Package	Of the \$17 million to keep women safe in their homes announced on 24 September 2016: a. How much has been allocated, and to what; b. How much has been spent, when, and on what?	Written
SQ18-000321	Watt	Pension Claims Average Age	What is the average age of applicants to the DSP and to the Age Pension who were not born in Australia or are subject to a qualifying residency period?	Page 42 - 31 May
SQ18-000324	Singh	Pension Loans Scheme	How much did the Pension Loans Scheme cost in the 2016-17 Budget? What is the formula to determine the borrowing limit under the Pensions Loan Scheme? What is the average amount borrowed under the Pension Loans Scheme by the current 650 participants?	Page 43 - 31 May
SQ18-000327	Watt	Women's Safety Package	Of the \$14 million to expand the DV-alert training program, a. What sum has been spent? b. Can you please provide the figures on how many police, social workers, emergency department staff and general practitioners have received the DV-alert training since the announcement?	Written
SQ18-000328	Brockman	Pension Work Bonus	The Department 'expects that 88,750 Social Security Pensioners and 1,000 allowance recipients will receive an increase in their payments; around 1,150 people will become eligible for a Social Security Pension for the first time; and around 3,000 Veterans' Affairs pensioners will also benefit.' Provide a breakdown of the figures above by the difference between extending eligibility to the self-employed versus the increase in the bonus.	Page 47-48 - 31 May

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000331	Siewert	NDIS Access	How many people have transitioned to receive supports through the NDIS from the different Commonwealth funded mental health services?	Written
SQ18-000332	Siewert	NDIS Access	How many people have been assessed as eligible for Continuity of Support?	Written
SQ18-000333	Watt	Third Action Plan of the National Plan to Reduce Violence against Women and their Children	Of the \$20 million for the prevention and early intervention programs to break the cycle of domestic and family violence announced on 28 October 2016: <ul style="list-style-type: none"> • How much has been allocated, and to what; • How much has been spent, when, and on what? 	Written
SQ18-000334	Siewert	NDIS Access	1. By what percentage or number of people will funding be reduced (using financial year 2016 as the base year) in financial year 2019 (i.e. from 1 July 2018) for the different Commonwealth mental health programs? 2. Is this reduction calculated by estimating the percentage of people transitioning from Commonwealth mental health programs to accessing support through NDIS? If not, what is the rationale for funding reductions in Commonwealth mental health programs from 1 July 2018?	Written
SQ18-000335	Siewert	Families and Communities Program	1. In the Families and Communities Program there is a slight increase for the Families and Children component for 2018-19 and 2019-20 but then a \$14 million reduction in 2020-21 and a further \$13.7 million reduction in 2021-22. Why is this? What is the cumulative reduction in this program? 2. Similarly the Financial Wellbeing and Capability has a rise in 2018-19 but falls away over the forward estimates except in 2021-22. Why is this? What is the cumulative reduction in this program?	Written
SQ18-000337	Siewert	Cashless Debit Card (CDC)	What baseline data was collected prior to the commencement of the CDC in the Goldfields (26 March 2018)? Will this data be published? If not, why not?	Written
SQ18-000338	Watt	Third Action Plan of the National Plan to Reduce Violence against Women and their Children	Of the \$15 million to improve and expand national domestic and family violence services announced on 28 October 2016: <ul style="list-style-type: none"> • How much has been allocated, and to what; • How much has been spent, when, and on what? 	Written
SQ18-000339	Siewert	Cashless Debit Card (CDC)	1. What evaluation will take place of the trial in the Goldfields? 2. What is the evaluation framework?	Written
SQ18-000340	Siewert	Cashless Debit Card (CDC)	1. The Assistant Minister for Children and Families, David Gillespie, claimed the CDC was working well and having good outcomes on a recent visit to Kalgoorlie. Please provide evidence of the card working well. 2. The Assistant Minister also said the amount being quarantined could be adjusted. Is this correct? If so, what mechanism is being used to make that adjustment given that there is no community panel in the Goldfields trial?	Written
SQ18-000341	Siewert	Cashless Debit Card (CDC)	Are children provided with a card? If not, is it appropriate that a child has access to a card?	Written
SQ18-000343	Siewert	Cashless Debit Card (CDC)	Please provide details of all evaluations that are either planned or underway on the CDC trials. Please include the cost, when they are due to	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			start or started and when they are due to conclude, who is undertaking them and the terms of reference for these evaluations.	
SQ18-000344	Siewert	Cashless Debit Card (CDC)	How can someone on the CDC transfer money to a joint account to their share of the rent and bills when they are living in a share house?	Written
SQ18-000345	Siewert	Cashless Debit Card (CDC)	1. What physical point of contact is there for someone placed on the card in one of the WA trial sites that subsequently moves to Perth or elsewhere within the state? 2. For these same people who have left the trial sites, how can they get a replacement card if they lose theirs?	Written
SQ18-000349	Watt	Third Action Plan of the National Plan to Reduce Violence against Women and their Children	Has the \$10 million to respond to 'revenge porn' and online abuse announced on 28 October 2016 been expended?	Written
SQ18-000352	Siewert	Income Management in the Northern Territory	How much has the Commonwealth Government spent on Income Management in the Northern Territory since the NTER began? How much will the scheme cost in 2017-18 and each of the following three financial years?	Written
SQ18-000354	Siewert	Income Management in the Northern Territory	Are there any plans to undertake any further evaluations into Income Management in the Northern Territory?	Written
SQ18-000355	Pratt	Jobs and Market Fund	Of the Jobs and Market Fund established under the NDIS, what portion of funds was allocated to Western Australia? (by percentage and dollar figure)	Written
SQ18-000356	Pratt	Sector Development Fund	1. Has the Sector Development Fund been exhausted already? 2. Will an allocation of the Sector Development Fund be allocated to Western Australia, given that other states received this as part of signing on to the NDIS previously?	Written
SQ18-000357	Watt	Third Action Plan of the National Plan to Reduce Violence against Women and their Children	When and how will the Third Action Plan be evaluated?	Written
SQ18-000358	Rhiannon	Housing and Homelessness - Homes for Homes' initiative	Regarding the Government's support for the Homes for Homes initiative: a. Has the scheme ever had a successful trial, either in Australia or overseas? b. What consultation was carried out before the Government decided to support the scheme? Was any organisation apart from The Big Issue consulted?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000359	Siewert	Disability Support Pension (DSP) - Eligibility Criteria	<p>Senator SIEWERT: [Regarding both people who have lost the DSP, perhaps as a consequence of a review, and people who have claimed DSP and not been found eligible but are on Newstart as they've been found to have partial capacity;] is there a willingness to look into how these people are faring, why there are such a large number who have been given an exemption from their mutual obligation requirements, whether it relates to their capacity to work and whether they should be on the DSP?</p> <p>Ms Campbell: I think it would be best for us to take that question on notice. I reckon we'll get hold of the material you've got there as well. We would have had that information somewhere.</p> <p>Senator SIEWERT: It went through you. I got these figures through DHS by asking jobs and small business. I see this as a policy question.</p> <p>Ms Campbell: I understand that.</p> <p>Ms Wilson: It sounds like a piece of analysis that could be undertaken. If we could get the parameters from you, we could scope on notice what it would take to do the work.</p>	Page 56 - 31 May
SQ18-000360	Rhiannon	Housing and Homelessness - National Rental Affordability Scheme (NRAS)	<p>Regarding the National Rental Affordability Scheme:</p> <p>a. Are providers required to prioritise applicants based on need, such as risk of homelessness? If so, what are the guidelines or rules for prioritisation?</p> <p>b. We've been told that one provider has claimed their assessment process is the same as any commercial real estate agent. Is that a fair characterisation? Why or why not?</p>	Written
SQ18-000361	Watt	Development of the Fourth Action Plan of the National Plan to Reduce Violence Against Women and their Children (2010-2022)	<p>In respect of the fourth action plan of the National Plan to Reduce Violence Against Women and Their Children (2010-2022),</p> <ol style="list-style-type: none"> 1. How is stakeholder engagement being conducted? 2. Who is being consulted in the development of the Fourth Action Plan? 3. When is the fourth action plan expected to be announced? 4. Will the consultation be more or less extensive than the consultation for the Third Action Plan? 	Written
SQ18-000362	Watt	1800RESPECT	How is the evaluation of 1800RESPECT being conducted? Where is it being funded from? When can we expect to see the final report from the evaluation?	Written
SQ18-000363	Watt	1800RESPECT	How much of the \$11.5 million announced in the 2018-19 Budget is new? What is this funding being spent on?	Written
SQ18-000364	Pratt	Grant Redesign	Please provide details of the number of Department of Social Services grants that are expiring on 31 December 2018?	Written
SQ18-000365	Siewert	NDIS Access	The response to a question on notice from February 2018 on the figures of people being transitioning from PHaMs also included a significant number of people who had withdrawn access requests, not returned access requests or declined to test their eligibility for the NDIS. This represents a large number of people and the Commonwealth mental health services were designed to have capacity to support these people with their mental illness.	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			Does the Commonwealth intend to provide ongoing capacity through the continuity of support services for these categories of people with mental illness if they are unable to gain access to support via the NDIS?	
SQ18-000366	Siewert	NDIS Jobs and Market Fund	1. Please outline who will be responsible for the management of the Fund. 2. Please outline who are the decision makers over expenditure of the Fund. 3. What role do participants have in the process?	Written
SQ18-000367	Siewert	Personal Helpers and Mentors (PHaMs)/NDIS	What are the latest estimates regarding the number and percentage of PHaMs clients who will be receiving support via the NDIS as at July 1 2018?	Written
SQ18-000368	Pratt	Grant Redesign	For these grant programs when do you expect a new funding round to commence?	Written
SQ18-000369	Siewert	Personal Helpers and Mentors (PHaMs)/NDIS	Will the Government maintain current funding to South Australian providers of PHaMs and only reduce the funding for each service provider in line with success rates for people transitioning from each provider's program to receiving services via the NDIS?	Written
SQ18-000370	Siewert	Mental Health Respite: Carer Support (MHR:CS)/NDIS	What are the latest estimates regarding the number and percentage of MHR:CS care recipients who will be receiving support via the NDIS as at July 1 2018?	Written
SQ18-000371	Siewert	Mental Health Respite: Carer Support (MHR:CS)/NDIS	Will the Government maintain current funding to South Australian providers of MHR:CS and only reduce the funding for each service provider in line with success rates for care recipients transitioning from each provider's program to receiving services via the NDIS?	Written
SQ18-000372	Siewert	NDIS Appeals	While this initiative provides support in challenging AAT cases, does the Government acknowledge that it would be better directing a large amount such as this to having NDIS reviews dealt with properly and putting the right support into people's plans rather than going through a process that costs \$11.2 million (or more) a year where people have to challenge the NDIA through a costly and stressful process?	Written
SQ18-000373	Siewert	NDIS Appeals	Why is the appeal process overly complicated with regards to the AAT? Does the Department acknowledge that disability advocates have to constantly adapt to new procedural requirements, without forewarning?	Written
SQ18-000374	Siewert	Disability and incarceration	How much funding has the Government allocated to doing research on improving disability identification of people entering or already in prison?	Written
SQ18-000375	Pratt	Grant Redesign	Please provide details of what the Department's best practice funding guidelines say about notice periods for advice of grant renewals/termination. Do such guidelines exist?	Written
SQ18-000376	Siewert	Disability and incarceration	Can the Government provide information on the initial findings of the research it has undertaken into improving processes for identifying and assessing disability including hearing loss, cognitive impairment, foetal alcohol spectrum disorder (FASD) or acquired brain injury (ABI), among Aboriginal and Torres Strait Islander prisoners in all jurisdictions?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000377	Siewert	Disability and incarceration	What information have state and territory governments provided on the steps they have taken to improve access to specialist services for prisoners with mental health needs, disability, cognitive impairment, foetal alcohol spectrum disorder or acquired brain injury?	Written
SQ18-000379	Pratt	Grant Redesign	Please provide details of the proportion of these grants that are expiring in December 2018 that are subject to redesign or review processes that are currently underway.	Written
SQ18-000380	Watt	Liquid Assets Waiting Periods	There is a proposal within the Payment Integrity Bill to increase the maximum liquid assets waiting period from 13 weeks to 26 weeks, applying to a range of benefits. Are you able to provide any information about the geographic or age demographic impact of the change?	Page 62-63 - 31 May
SQ18-000382	Siewert	Young people in nursing homes	What further work has been undertaken to establish the appropriateness of the NDIS relying on the ACFI to provide the quantum of personal care a scheme participant living in residential aged care may need?	Written
SQ18-000383	Siewert	Young people in nursing homes	Have senior executives of the NDIS or the DSS had discussions with aged care peaks like Leading Aged Services Australia or Aged and Community Services Australia about the impact of the NDIS on both scheme participants in aged care and Residential Aged Care providers? What have been the outcomes of these engagements?	Written
SQ18-000384	Brown	Disability Employment Services	1. Please explain on what basis it was decided that \$9.9M would be provided in the Budget to support up to 14 DES providers in regional areas? How was the funding to each provider determined? 2. Who are these providers? Please detail whether they are new or existing providers and the cohort they service? 3. How long have they been in operation? Where are they located? What was the process followed to allocate the funding?	Written
SQ18-000385	Pratt	Grant Redesign	Is the Department planning to extend these grants further for a period to provide some certainty to grant recipients while the redesign or review processes take place?	Written
SQ18-000386	Pratt	Grant Redesign	The Financial wellbeing and capability grants were expected to commence 1 July 2018; however contracts have been extended to 31 December 2018. a. When do you expect the process to be finalised and new contracts commenced? b. How long will the funding for the contracts be under the new program?	Written
SQ18-000388	Cameron	National Rental Affordability Scheme (NRAS) Dwellings	Where are the 319 dwellings that will exit the scheme? Do you have the locations of them and the next tranche, the 1,410? Can you also advise what proportion of affordable housing these dwellings comprise in these locations?	Page 57 - 1 June
SQ18-000389	Cameron	National Rental Affordability Scheme (NRAS) Dwellings	By April 2026, as mentioned, the 36,736 NRAS incentives will have expired. Do you know what percentage of the total stock of affordable rental housing these NRAS properties represent?	Page 57 - 1 June

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000390	Cameron	National Rental Affordability Scheme (NRAS) Dwellings	Does the department maintain demographic information on the tenants in NRAS dwellings? Could you provide details of that? Is that by household type? Does it cover sole parents, income and all that?	Page 58 - 1 June
SQ18-000391	Cameron	National Rental Affordability Scheme (NRAS) Dwellings	Could you provide information on the dwellings that will no longer be eligible for subsidy by 1 July 2020? Can you provide an idea of where that breakdown is? Provide details of your estimate of those that may maintain and those that you think might leave the program.	Page 58 - 1 June
SQ18-000392	Cameron	National Rental Affordability Scheme (NRAS) Forward Strategy	I would be pretty keen to get some further understanding of your discussions with the states, the approved participants and the investors as to where it is all going. I would like you to provide me on notice a strategy for moving forward. As I understand it, your 2016-17 Annual Report found that NRAS reduced the proportion of tenants in rental stress by over 23 percentage points.	Page 59 - 1 June
SQ18-000393	Pratt	Grant Redesign	How is the government planning to manage concerns from stakeholders under the new program, including: <ul style="list-style-type: none"> • clients in receipt of an Australian Government social welfare allowance, pension or benefit • financial counsellors and capability workers to address work readiness and employability skills alongside financial literacy skills (this could be through referral to an appropriate employment service or providing financial literacy support to someone transitioning to or from employment) • all FWC services to emphasise employment as a key goal when working with clients on Newstart Allowance, and explore pathways with clients to increase employment prospects • clients to be provided with appropriate referrals to other services (including JobActive providers) that can strengthen their capability and stabilise their financial situation. 	Written
SQ18-000394	Pratt	Grant Redesign	What will be the practical implications of the program redesign for financial counselling providers?	Written
SQ18-000395	Pratt	Grant Redesign	In the February 2017 discussion paper it is stated that "ER and Commonwealth Financial Counselling (CFC) services would be restricted to those at imminent risk of not being able to pay their debts." Is it correct that financial counselling services would be limited?	Written
SQ18-000396	Pratt	Grant Redesign	Is it correct that financial capability workers would be restricted to seeing clients in receipt of an "Australian Government social welfare allowance, pension or benefit?"	Written
SQ18-000397	Pratt	Grant Redesign	In the 2017 discussion paper it was discussed that "financial counsellors and capability workers to address work readiness and employability skills alongside financial literacy skills (this could be through referral to an appropriate employment service or providing financial literacy support to someone transitioning to or from employment); all FWC services to emphasise employment as a key goal when working with clients on Newstart Allowance, and explore pathways with clients to increase employment prospects; and clients to be provided with appropriate referrals to other	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			services (including JobActive providers) that can strengthen their capability and stabilise their financial situation." How does the department define work readiness?	
SQ18-000398	Pratt	Grant Redesign	What steps have been undertaken by the government to address stakeholders concerns about the "work readiness" component addressed in the discussion paper February 2017?	Written
SQ18-000399	Pratt	Grant Redesign	The redesign process for the Family and Relationship Services grant program is expected to commence 12 months before existing grants expire in 2019. a. Can you provide us with an update on progress? b. What will be the principles for the redesign of this program?	Written
SQ18-000400	Brown	Psychosocial Support Funding	The 2018-19 Budget included funding of \$92.1 million to ensure continuity of support for people who are not eligible for the NDIS, but are currently receiving support under programs that are transitioning to the NDIS. 1. Is this funding solely for Australians living with mental ill health that will not be eligible for an NDIS package? If not, why not? If not, who are the other Australians that will be supported by this funding? 2. How many Australians living with mental ill health will this this funding support? 3. How much of the \$92.1 million has come from other outcomes outside of health? 4. Please provide a list of the funding and the outcome across the forward estimates. 5. How will this funding complement the \$80 million that has previously been announced for psychosocial support?	Written
SQ18-000401	Pratt	Grant Redesign	a. How is the government managing the concerns raised from the survey of current Family and Relationship Services providers in December 2017? b. What further consultation with stakeholders has the government currently undertaken? c. Where were these consultations with stakeholders held? d. What dates were these consultations? e. Who attended these consultations? f. What is being done to ensure issues raised by providers are being addressed by the government?	Written
SQ18-000402	Brown	PHaMS	1. Funding for Personal Helpers and Mentors (PHaMS) in South Australia (SA) was \$12.16m in financial year 2016. Under the NDIS transition process, the Department of Social Services (DSS) indicated this would drop to \$4.57m in financial year 2019. This represents a 62% reduction. Can the Department provide the number of people from Pham's that are currently receiving support effectively through NDIS, and how many are estimated to have their support being effectively provided through the NDIS on 1 July 2018? Please provide this information by state and territory. 2. Funding for Mental Health Respite: Carer Support in SA was \$6.1m in financial year 2016. Through the transition of funding for this program	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			<p>to the NDIS, DSS indicated that this would drop to \$3.1m in financial year 2019. This represents a 49% reduction. Can the Department provide the number of people from this program that are currently receiving support through the NDIS, and how many do you estimate will have their support provided through the NDIS on 1 July 2018? Please provide this information by state and territory.</p> <p>3. When will the replacement carer support program be operating and providing support for carers and can the timeline for this be provided? Will the level of support provided to carers currently receiving support be at the same level in the new carer support program?</p> <p>4. Noting nationally 8,800 people are expected to receive support through the 2018-19 Federal Budget Continuity of Support provision, can details be provided on what will happen to clients of PHaMS and Mental Health Respite: Carer Support in SA left without support through the transition process and what support they will then receive and from where; and how many current clients of PHaMs are expected to receive support in SA through the Continuity of Support provision?</p> <p>5. Can a breakdown please be provided of how many people in each state and territory are expected to receive support through the 2018-19 Federal Budget Continuity of Support Provision, noting 8,800 people nationally are estimated to receive support?</p>	
SQ18-000403	Brown	National Disability Strategy - NDS Progress Report	<p>1. When were the first and second implementation reports released? When was the first progress report released?</p> <p>2. When is the second progress report being released? Is it completed? Has it had sign off by the Disability Reform Council?</p> <p>3. When did work start on the second progress report?</p>	Written
SQ18-000404	Pratt	Emergency Relief	<p>As you may be aware, the 2017 Foodbank Hunger Report revealed that 3.6 million Australians were food insecure at least once during the last 12 months and the number of vulnerable Australians who are regularly food insecure has doubled in the last 12 months. Foodbank currently provides food and groceries to 652 000 people a month through a network of >2400 charities, as well as 1750 schools. However, they have explained that 65 000 are being turned away by their charity agencies every month because they cannot provide them with enough food and groceries, and these agencies have reported that demand for food relief is continuing to increase. Can the Department confirm how much funding is being provided to Foodbank Australia by the Department of Social Services this financial year to assist them in providing food relief?</p> <p>Can the Department also confirm how this compares to previous years (both in terms of base funding and any discretionary 'top up' funds), and what commitment, if any, the Department has given to providing any future</p>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			funding to Foodbank beyond 31 December 2018?	
SQ18-000405	Brown	National Disability Strategy - NDS Progress Report	When was the online survey put up for people to provide feedback? How many people have provided feedback? Please provide this by state, territory, organisation and cohort (i.e. providers and individual respondents)? What is the end date to provide feedback for this survey?	Written
SQ18-000406	Pratt	Emergency Relief	As the Department would be aware, the UN Sustainable Development Goals are aimed at ending poverty, protecting the planet and ensuring prosperity for all. Can the Department outline its role in contributing to the achievement of Goal 2 of the United Nations Sustainable Development Goals, which seeks to end hunger and all forms of malnutrition by 2030. This goal also commits to universal access to safe, nutritious and sufficient food at all times of the year. Given Foodbank's recent Rumbling Tummies report on food insecurity in children found that 1 in 5 children has experienced food insecurity in the last 12 months, meaning that a child in Australia is now more likely to be food insecure than an adult, is the Department investing sufficiently to ensure this goal can be met?	Written
SQ18-000407	Brown	National Disability Strategy - NDS Progress Report	When did you commence consultation on the second progress report with states and territories, local government, organisations and by what mechanism did this consultation take place? When was this completed?	Written
SQ18-000408	Pratt	Emergency Relief	We understand service providers that are funded through the Department's Financial Wellbeing and Capability stream have been offered a six-month extension until 31 December 2018, with new arrangements for Financial Wellbeing and Capability to come into effect from 1 January 2019. When will service providers be able to apply for grant funding and be notified of the outcome of their application? Does the Department recognise that funding uncertainty and shortened lead-times can significantly affect the impact of service providers' activities and their ability to leverage the funding? For example, this funding assists Foodbank to manufacture and supply essential 'key staple' products to food insecure Australians. They need to work in with food manufacturers' production cycles and coordinate efforts all the way along the supply chain, so the longer the lead time, the greater the leverage of these funds. Can the Department guarantee continuity of supply for Foodbank's Key Staples Program given we are now only six months out from their funding expiring?	Written
SQ18-000409	Brown	National Disability Strategy - NDS Progress Report	Has work begun on the third implementation plan? When can we expect to see this?	Written
SQ18-000410	Brown	National Disability Strategy - Future NDS Framework	What is the status of the Government's work on a new National Disability Framework post 2020?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000411	Pratt	Emergency Relief	The Budget papers suggest increased investment in 2.1.4 Component 4 (Financial Wellbeing and Capability) for 2018/19 but a significant reduction in subsequent years. Can the Department clarify how this apparent reduction will affect service providers and who is funded under this stream?	Written
SQ18-000412	Brown	National Disability Strategy - Future NDS Framework	Is there a working group undertaking a formal evaluation of the strategy? What is the approach being taken? When is this due to be completed? Has the working group for the evaluation of the current strategy been formed? If so, what is its membership?	Written
SQ18-000413	Brown	National Disability Strategy - Future NDS Framework	With respect to the National Disability Framework, who is undertaking the work and when is it due to be completed?	Written
SQ18-000414	Brown	National Disability Strategy - Future NDS Framework	What are the milestones and frameworks being developed for a new National Disability Framework? Is there a working group for this and if so, who is on this? What are the terms of reference for this group, can we have a copy and what are the reporting timeframes? If this group has been formed, who are the members and what are the Terms of Reference for this group and their reporting timeframes? If no working group has been formed, why not?	Written
SQ18-000415	Brown	Australian Disability Enterprises/Disability Employment Services	What is happening around the consultation related to the future of supported employment? What workshops have been held? What dates and where were these held?	Written
SQ18-000417	Brown	Australian Disability Enterprises/Disability Employment Services	Have any other discussions with ADEs or organisations been held to inform the discussion paper?	Written
SQ18-000418	Brown	Australian Disability Enterprises/Disability Employment Services	When will the consultation on the discussion paper be completed and when will a report be completed and released? Will this report be released publicly? Will there be further consultations on this report once it is completed?	Written
SQ18-000419	Brown	Australian Disability Enterprises/Disability Employment Services	Has the Department completed its response to the Discussion Paper? If so, what issues have been considered in the Department's response?	Written
SQ18-000420	Cameron	National Housing Agreement	Can you provide a copy of the agreement that is now the national agreement?	Page 64-65 - 1 June
SQ18-000421	Brown	Disability Employment Services	As per the response to Question on Notice SQ18-000058 that "participants will be able to choose a provider, and be able to change DES providers up to five times"; what is the period of time across which they can exercise this right to change providers? What is the process they need to go through to change providers?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000422	Brown	NDIS - mental health	<p>a. Can the Department provide an explanation in relation to why it is currently reducing block funding to those people living with mental ill health that are yet to test their eligibility or to those who are transitioning to the NDIS?</p> <p>b. Can the Department confirm how many participants with severe mental illness have now transitioned to the NDIS?</p> <p>c. Is the Department aware of any people living with mental illness that have tested their eligibility with the NDIA – and not successful – being without services as block funding is being reduced?</p> <p>d. Can the Department confirm if block funding is still supporting people living with mental illness as they transition to the NDIS?</p> <p>e. Can the Department confirm that no block funding is being reduced ahead of actual transitions therefore leaving clients without mental health support services?</p>	Written
SQ18-000424	Brown	Disability Employment Services – New School Leavers' Trial	<p>1. How will the new school leavers' trial which extends the DES to 1000 students with disability select schools to participate in the trial?</p> <p>2. Who is conducting this trial? Has the design of this trial been finalised? Have the schools and regions been selected? If so, could you please provide the list of schools and regions?</p> <p>How can DES providers access these extra places?</p>	Written
SQ18-000425	Brown	Carer Programs	<p>1. What does the Department believe the purpose of carer supports and services is for?</p> <p>2. How many people work in the Disability and Carers unit at the Department this year and over each of the previous 4 years (from 2014-15 onwards)? Can you provide this in terms of Full Time Equivalent and head count?</p> <p>3. What was the budget in 2016-17 for Commonwealth Respite and Care Centres?</p> <p>4. How much is a Commonwealth Respite Package worth? What evidence did the Department use to arrive at a figure of \$3,000 for carer directed support?</p> <p>5. What was the overall funding for DSS Carer Supports in 2015-16, 2016-17, 2017-18 budgets?</p> <p>6. With the transitioning of the three programs directed to transition to the NDIS for carer support (Respite Support for Carers of Young People with a Severe and Profound Disability, Young Carers Direct Respite and Education Support) and Mental Health Respite: Carer Support), the total value of these programs is \$70.4m. However funding in this year decreases by \$74.01m according to the answers tabled by the Department at budget estimates. What explains this difference in funding allocation?</p> <p>7. 2019-20 and 2020-21?</p> <p>8. What was the budget allocation for emergency respite from 2015-16, 2016-17 and 2017-18?</p> <p>9. According to page 51 of the first DSS consultation paper 'Designing the New Integrated Carer Support Service', \$60.298m was allocated to short-term or emergency respite in 2015-16.</p> <p>In answers to questions from the Department,</p>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			<p>\$89.4m has been allocated from 2017-18 to 2020-21 which appears to be \$22.35m per year on average. Could you confirm that these figures are correct and explain why there has been a reduction in funding?</p> <p>10. In the Draft Regional Delivery Model, the Department outlines that there will be either 11 or 20 service areas for Regional Delivery Partners. What feedback has been received of the strengths and weaknesses of these respective models and what evidence is there that the Government will be able to mitigate the risk of any consolidation of providers under the model where only 11 RDP service areas are created?</p> <p>11. Has feedback been received from state and territory governments on RDP service areas and more broadly, the ICSS re-design? Will this be made publicly available? If so, when?</p> <p>12. When did the Department start to engage with states and territories on the matter of the ICSS? What dates did the Department meet with states and territory governments? What is the plan for further consultation with states and territories?</p>	
SQ18-000426	Brown	Disability Employment Services – Employer Nominated Initiatives	<p>1. \$2 million was allocated in 2017/18 to trial employer nominated initiatives aimed at encouraging innovation and effective solutions that lead to an increased employer demand for employees with disability. At the last estimates, no initiatives had been funded. Could you provide an update on the progress of the trial?</p> <p>2. Have any initiatives been funded? If so, what are they? What have they been funded for and how much have they been funded for?</p> <p>If not, are Employer Nominated Initiatives still available? If not, where have the funds been directed?</p>	Written
SQ18-000427	Cameron	Crisis Accommodation	Provide the details that were provided on the Tasmanian data under the Specialist Homelessness Services Collection for Tasmania.	Page 69 - 1 June
SQ18-000428	Brown	Disability Employment Services – Employer Nominated Initiatives	<p>1. Have any initiatives been funded? If so, what are they? What have they been funded for and how much have they been funded for?</p> <p>2. If not, are Employer Nominated Initiatives still available? If not, where have the funds been directed?</p>	Written
SQ18-000429	Brown	New plan for Indigenous People with Disability	Could you please provide a status update on the progress of the Prison to Work Research Project? Has a reference group for this project been established or a researcher officially engaged?	Written
SQ18-000431	Brown	Advocacy Funding	<p>1. Please provide a breakdown of funding provided to Disability Representative Organisations under the last three funding agreements and the periods for which those agreements existed?</p> <p>2. In the last round of funding for DROs, was any consideration given to indexation of peak body funding?</p>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000432	Brown	Carer Programs	<p>1. What evidence has been used to support the decision to reduce funding to emergency respite considerably from \$60.298m to \$89.4m across four years at an average of 22.35m per year?</p> <p>2. Can you please provide this evidence/data that you used to come to this decision?</p> <p>3. When will a decision be made regarding who the successful provider for stage one of the ICSS is? When will this be announced? If a decision has already been made, who is the provider?</p> <p>4. According to the answers provided to the questions submitted in April, there is \$64m allocated to the implementation, establishment of Young Carer Bursaries and education funding. Could you please breakdown how much of this \$64m is allocated to each component of this funding?</p> <p>5. How many people access the Carer Gateway requesting a call back?</p> <p>6. When will the decision around the appeals process for the ICSS be determined?</p>	Written
SQ18-000433	Pratt	National Redress Scheme for Institutional Child Sexual Abuse Bills	<p>In regard to the 10 Medicare payments that people might also have access to if they haven't used them in any given time period already. In terms of continuity of care, if someone's lump sum has gone to a state service, and they've maxed out their \$5,000, is there a way of giving continuity of care with access to the Medicare systems? Have you joined that together for this or is people's care going to be fragmented?</p> <p>Senator Pratt: ... you mentioned the 10 Medicare payments that people might also have access to if they haven't used them in any given time period already. In terms of continuity of care, if someone's lump sum has gone to a state service, and they've maxed out their \$5,000, is there a way of giving continuity of care with access to the Medicare systems? Have you joined that together for this or is people's care going to be fragmented?</p> <p>Ms Bennett: ... That's part of the discussions that we're doing with the states. I do have to say that in our discussions with the jurisdictions, they recognise that it is important for people. Some people may use it episodically, and that doesn't matter, but some people want to be able to see a continuing of service. But I don't have those details with us at the moment, so we could take on notice where those discussions are going.</p>	Page 82 - 1 June
SQ18-000434	Siewert	National Redress Scheme for Institutional Child Sexual Abuse Bills	<p>There are various instruments that are required under this legislation, and rules et cetera. Does the Parliament get to see the draft rules before debating the bill? Are we able to see the instrument before we vote on the bill?</p>	Page 82-83 - 1 June
SQ18-000435	Pratt	Cashless Debit Card (CDC) - Goldfields	<p>How many merchants with a card facility operate in the trial area for Goldfields?</p>	Page 91 - 1 June

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000436	Brown	Carer Programs	<p>1. If a carer appeals against an assessment under the ICSS and they want an advocate to be with them through the appeals process, would that advocate be funded by the ICSS or any other DSS Departmental program?</p> <p>2. Could you provide an update on the 3 education and skills projects; Skills for micro enterprise project, Carer achievement pathway project, and data driven job opportunities for your carers project?</p> <p>3. Have any of these programs begun? If so, where and how many?</p> <p>4. What consultation has taken place?</p> <p>5. What is the Department allocation for administration of the ICSS and what is the Departmental allocation for a communications strategy of the ICSS? Is a strategy already prepared? If so, how is it going to be delivered? Are you going to go to public tender on this or deliver it with internal capabilities? What is the timeline for delivery of this strategy (in house or external) and will it take place online, across television and radio advertising, across social media or utilising all of these?</p>	Written
SQ18-000437	Brown	Carer Programs	<p>1. Regarding the questions submitted to the Minister's Office on April 10, 2018 and responded to on June 1, when were these received by the Department?</p> <p>2. How much funding is allocated to planned respite over 2017-18, 2018-19, 2019-20, and 2020-21?</p> <p>3. How much funding is provided in the Carers Australia peak body funding?</p> <p>4. Is there currently a vacancy for the position of co-chair on the Disability and Carers Advisory Council? What is the process for filling this vacancy and when will this be taking place?</p>	Written
SQ18-000438	Steele-John	Housing First	Please provide the most recent piece of work that the Department has done in relation to Housing First approaches.	Page 71 - 1 June
SQ18-000439	Brown	Print Disability Services Program	<p>With respect to the Minister's media release on May 15, 2018 that \$5.7 million will be allocated,</p> <p>1. how was this envelope of funding determined and the grant recipient selected?</p> <p>2. Was there a public tender process for this funding?</p> <p>3. The announcement on the 15th was made jointly with the member for Swan but Senator Scullion issued a release about this on May 27th for the same amount. Will this funding be allocated solely to WA and NT residents or is there an intention to make this more widely available? Is the funding that Senator Scullion has announced simply the same announcement that was made earlier in WA by the member for Swan? If this funding is the same amount for each announcement, will this announcement be made across each state and territory?</p>	Written
SQ18-000440	Brown	Royal Commission into violence and abuse of people with disability	According to the Department answer to Question on Notice SQ18-000069, the DRC reported on the matter of "the treatment of people with disability in residential settings" in its Annual Report to COAG. Is this Annual Report publicly available? If so, where? When did it report?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000441	Steele-John	Affordable Housing for People with a Disability	<p>Senator STEELE-JOHN: ... does the department in any way keep track of the nature of the affordable housing—that is, the public, community and affordable rental housing stock in Australia—in terms of its various features? I'm trying to frame a question around: do you know the percentage of Australia's affordable housing stock that would be appropriate for somebody with a disability?</p> <p>Ms Bennett: Senator Cameron asked us a similar question about what information we would have and, while it was related to NRAS, he asked a broader question about what Australia's affordable housing stock was. We've said that we'll go back and have a look at what information we have, noting both what the definition of affordable is and what information we have from state jurisdictions. I will have to explore how much, if any, information we would have on what the household mixes are. It may be that there's public information that the Institute of Health and Welfare have, because they're often a source of data, or that AHURI has, which is the other research body, and we could provide a link if there is current information.</p> <p>Senator STEELE-JOHN: If it would help to narrow the search area, I'd also be happy with just our public housing stock and the percentage of that which is accessible.</p> <p>Ms Bennett: Public housing and social housing in some states are an intertwined definition about how it's placed, but we'll have a look and some of it will be publicly available or not.</p>	Page 72 - 1 June
SQ18-000442	Cameron	Housing Affordability	What are the current estimates of the shortfall in affordable housing in Australia?	Page 75-76 - 1 June
SQ18-000443	Cameron	Housing Affordability	Provide how many households are on the social-housing waiting lists, collectively.	Page 76 - 1 June
SQ18-000444	Cameron	Commonwealth Rent Assistance	What's your estimate of the increased expenditure on Commonwealth rental assistance over the forwards?	Page 76 - 1 June
SQ18-000445	Cameron	Rental Stress	How many households are experiencing rental stress? Please provide the answer in hard figures rather than in percentage.	Page 76 - 1 June
SQ18-000446	Cameron	Housing Affordability Measures	Which of the 10 housing affordability measures announced in the 2017-18 Budget is the Department of Social Services responsible for and how many were the Department consulted on? Of the measures the Department is responsible for, how many are now in operation?	Page 77 - 1 June
SQ18-000447	Cameron	Social Impact Investing	Have there been any trial projects identified for the first year's funding?	Page 78 - 1 June
SQ18-000448	Cameron	Housing	Provide details as to what areas of housing the Department is responsible for.	Page 79 - 1 June
SQ18-000449	Brown	NDIS - eMarket	In the most recent Budget Papers for the NDIS Jobs and Market Fund of \$64.3m, the first activity identified is to support the development of an eMarket. 1. What is this for and how important is this to a fully functioning eMarket and the success of the Scheme?	Written
SQ18-000451	Pratt	Cashless Debit Card - Goldfields	Please provide a list of the organisations, the services that they provide and the amount of funding they've received?	Page 91 - 1 June

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000452	Pratt	Cashless Debit Card trials - East Kimberley and Ceduna	What's the total value of Social Security payments in the East Kimberley and Ceduna trial areas? Is it more or less than the cost of running the trial at this point in time?	Page 93 - 1 June
SQ18-000453	Pratt	Grant Programs	Provide a list of program components under outcome 2 indicating which are ongoing, which ones are terminating and at which point in time they terminate. Include whether it is subject to redesign and whether they are provisioned for in the forward estimates.	Pages 101-105 - 1 June
SQ18-000454	Pratt	Family Relationship Services Redesign	In the context of consultation regarding the Family Relationships Services redesign, provide details of the forums and workshops the Department is about to undertake to help shape how you're going to look at consultation issues.	Page 104 - 1 June
SQ18-000455	Pratt	Financial Wellbeing Redesign	The Department is conscious of the constitutional issues that are driving the redesign and have to have a head of power in which to make the funding. Which head of power are you relying on in that context of the financial wellbeing redesign?	Page 103 - 1 June
SQ18-000456	Pratt	Peak Body Funding	Are you able to advise which organisations got base funding only and which ones got activity funding and for what activities?	Page 106 - 1 June
SQ18-000457	Pratt	1800RESPECT	Provide a breakdown of the number of callers to 1800RESPECT year by year since the program's inception?	Pages 108-109 - 1 June
SQ18-000458	Pratt	Support for Trafficked People Program	How many new entrants (i.e. referrals into the service) have there been, year by year since the beginning of the program? Provide this in the context of which of those people you're supporting were victims of forced marriage.	Page 110 - 1 June
SQ18-000459	Pratt	Volunteering Management Support	As I understand it, DSS has engaged MP Consulting to conduct a review into the best model or a would-be volunteering support service and that that report is due to be published in June. Is that still the case? Will it be publicly available, and what's the cost of that?	Page 112 - 1 June
SQ18-000461	Brown	Sector Development Fund	Please outline the expenditure of the Sector Development Fund in each year since its inception, broken down by project - including a description of the project and the parties involved. What were the outcomes/lessons from each project?	Written
SQ18-000462	Siewert	Online Compliance Intervention - Savings	In the 2017-18 MYEFO there was a \$580m reduction in savings from 'not proceeding' with components of the Strengthening the Integrity of the Welfare System and Better Management of the Social Welfare System. a) What are these components, specifically? b) What is the cost breakdown for each?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000463	Siewert	Disability and incarceration Education, Community Safety and Health	<p>1. How much funding has the Government allocated to improving disability identification/screening of Aboriginal and Torres Strait Islander peoples entering or already in prison?</p> <p>2. Can the Government provide information on the initial findings of the research it has undertaken into improving processes for identifying and assessing disability including hearing loss, cognitive impairment, foetal alcohol spectrum disorder (FASD) or acquired brain injury (ABI), among Aboriginal and Torres Strait Islander prisoners in all jurisdictions?</p> <p>3. What information have state and territory governments provided on the steps they have taken to improve access to specialist services for prisoners with mental health needs, disability, cognitive impairment, foetal alcohol spectrum disorder or acquired brain injury?</p>	Written
SQ18-000464	Collins	Regional students – parental income test	<p>Can the Department provide an update on how the \$53.9 million changes to the parental income test for regional students will work?</p> <p>Can the Department advise how the new income threshold was calculated?</p> <p>What is the number of students that will benefit from the change, be electorate, over the next four years?</p>	Written
SQ18-000465	Pratt	Energy Supplement	How much money have you given out in supplements from now backwards to 20 September?	Page 13 - 31 May
SQ18-000466	McKim	Humanitarian Arrivals	What specific services are non-government organisations in Tasmania contracted to provide for humanitarian arrivals?	Written
SQ18-000467	McKim	Humanitarian Arrivals	<p>1. What specific services are non-government organisation in Tasmania contracted to provide for humanitarian arrivals? (see Question on Notice SQ18-000466)</p> <p>2. What checks does the department do to ensure compliance with the terms of the contracts?</p>	Written
SQ18-000468	Steele- John	NDIS In-Kind Supports	<p>On the issue of NDIS in-kind supports, that were only intended to be a feature of the transition period, we are concerned that recent budget papers reveal that in-kind support continue beyond the transition period and into the full scheme, for example there is reference to \$1.9 billion of in-kind supports in the year 2021. In-kind support is problematic because it often locks participants into existing supports and limits their choice and control, particularly around the choice of SDA.</p> <ul style="list-style-type: none"> • Can you please explain what the government's commitment is to phasing out in-kind support for full rollout? 	Written
SQ18-000469	McCarthy	Community Development Program	ANAO report on CDP shows a reduction in allowance to the program for Department of Social Services - reduction for \$23.7 million from 2016/17 to 2017/18. Please provide an explanation of planned reductions in expenditure under this item?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
SQ18-000471	Hanson-Young	English as an additional language or dialect (EAL/D) Services and Outcomes Reports	What reports relating to English as an additional language or dialect (EAL/D) services and outcomes have been produced for COAG through the National Settlement Framework? Please provide copies of these	Written
SQ18-000472	Pratt	Energy Supplement	Since 20 September 2017, how many new recipients of the pension and Newstart have come into the system?	Page 13 - 31 May
SQ18-000473	Brown	Integrated Carer Support System (ICSS)	In regard to the consultation around the integrated carer support system with the state governments, are the written submissions the Department has received from the jurisdictions public? Can the Department provided a copy of the views of the state and territory governments?	Page 50 - 1 June
SQ18-000474	Brown	Carer Programs	Senator CAROL BROWN: Did you receive any questions on notice from me on the integrated carer supports and services from the minister's office?... Senator CAROL BROWN: We got a briefing, which was very good of the minister to arrange that. I think we put these on notice on 10 April. What was the hold up? Mr Lye: I'm not aware. We'll have to check why. Ms Campbell: We'll have to check. We do have the information, though, if that would be of assistance. Senator CAROL BROWN: That will be of assistance. It would have been of assistance if actually—I would like to know on notice when you received the questions from the minister's office.	Page 49 - 1 June
SQ18-000475	Brown	Carer directed support	Senator CAROL BROWN: At the briefing, the consumer directed care component, my understanding is that that is capped. There is a \$3,000 per annum cap on that component. Mr Lye: Carer directed support? Senator CAROL BROWN: If that's what you call it... Ms Stuart: ...Carer directed support, \$13.8 million. This is the only service where there's proposed to be a cap of any sort per person, and that's the \$3,000 figure that you've just mentioned... Senator CAROL BROWN: How did you come to that figure of \$3,000?	Page 49 - 1 June
SQ18-000476	Siewert	Indexation	Senator SIEWERT: What indexation will be applied to the new grants? Ms Campbell: Again, that's probably a question for the policy area. There's not a universal rule. It's each policy and each redesign process. Senator SIEWERT: So in the table we're about to get, to save us asking for each process, could they add whether they're being indexed and, if so, what percentage and— Ms Campbell: We can ask for the officers to commence working on that.	Page 7 - 31 May

Australian Institute of Family Studies (AIFS)

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
AIFS SQ18-000460	Rice	Guidelines on the Recognition of Sex and Gender	Has the Australian Institute of Family Studies implemented the guidelines?	Page 10 - 31 May
AIFS SQ18-000470	Patrick	Travel Expenditure	<p>For FY 2016/17</p> <ol style="list-style-type: none"> 1. Please provide details of the Qantas/Virgin split for official travel in terms of: <ol style="list-style-type: none"> a. Total number of tickets b. Total value spent for official travel? 2. In the event there is a disparity of greater than 65/35 in the split (either way), please provide a detailed reasons for the split in the context of a lowest practical fare policy. 3. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only the Qantas Chairman's Lounge? <ol style="list-style-type: none"> a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin? 4. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only Virgin's The Club? <ol style="list-style-type: none"> a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin? 5. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from both the Qantas Chairman's Lounge and Virgin's The Club? 	Written

National Disability Insurance Agency (NDIA)

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
NDIA SQ18-000086	Reynolds	Young People in residential Aged Care	There are only 23 Young People in Residential Aged Care NDIS participants with SDA in their plans. This means that only 1.5% of Young People in Residential Aged Care are receiving NDIS in their plans. Can you please explain why so few Young People in Residential Aged Care are receiving SDA and what is being done to assist them with housing?	Written
NDIA SQ18-000087	Reynolds	Young People in residential Aged Care	Your answer to the last Senate Estimates Questions on Notice (SQ18-000016) was that 118 Young People in Residential Aged Care were found in eligible and of these 71% did not meet the disability criteria. According to the NDIS act to meet the disability criteria are that they have a permanent disability and that it has a substantial impact on their life. a. Can you please explain why we have 85 young people stuck in residential aged care who do not meet the disability criteria of the NDIS? b. Whose responsibility is it to provide support to people who don't get into the NDIS?	Written
NDIA SQ18-000088	Reynolds	Young People in residential Aged Care	Your answer to the last Senate Estimates Questions on Notice (SQ18-000016) was that the median level of NDIS funding was just over \$100,000 per annum for a young person in aged care. While this might sound like a lot, around \$77,000 goes directly to the aged care provider as a reimbursement. Can you please explain these low funding amounts?	Written
NDIA SQ18-000089	Reynolds	Young People in residential Aged Care	In order to understand how the NDIS is achieving its stated objective, and meeting the needs of participants, access to data is essential. Given that the National Disability Services Minimum Data set is diminishing as the jurisdictions transition to the NDIS: a. What is the plan for the NDIA making data available for secondary analysis and linkage to other data sets? b. What is in place or planned related to the governance of data and making de-identified data available? c. How long after the NDIS is rolled out in each jurisdiction will data be available on the characteristics, needs and preferences of NDIS participants? d. What is the status of the NDIS outcomes framework? How can this data be accessed by researchers and the public?	Written
NDIA SQ18-000090	Reynolds	Young People in residential Aged Care	Can you please provide data, where possible broken down by age, state and territory, showing: a. Young People in RAC who were found ineligible for the NDIS as a result of not meeting the disability criteria, with a percentage breakdown of why they did not meet the disability requirements and, if they had a health condition, what condition this is? b. Young People in RAC who sought a review of their plan with a percentage breakdown of the outcomes from these reviews.	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
NDIA SQ18-000091	Watt	LAC KPIs in relation plan utilisation	<p>Senator WATT: Who is monitoring and really pushing the local area coordinators and the support coordinators—whatever the other phrase was—to make sure that the recipients are actually getting what's in their plan, especially in this field of assistive technology?</p> <p>Mr Francis: There are probably two elements to answering that question. The first is that we have a Partners in the Community branch who are responsible for maintaining the relationships and contract management, and monitoring the performance of those respective partners and the services that they provide. So there will be KPIs within those contracts or agreements that we have with those particular partners in the community—as well as outlining what is required of them. In terms of the specifics that are actually within that, and whether it actually covers off on follow-up as it specifically relates to plan utilisation, I don't know the answer to that. I'd have to take it on notice and come back to you—ideally, after the break.</p>	Hansard Page 9
NDIA SQ18-000092	Brown	Operations Green Light Stakeholder Consultation	<p>Senator CAROL BROWN: Is there any public information available about Operation Green Light?</p> <p>Mr De Luca: Not that I'm aware of, other than having gone out to a couple of parties for them to tender to assist us. We'll be making further updates to the sector in the normal pathway updates that we provide from time to time.</p> <p>Senator CAROL BROWN: Are intending stakeholders being consulted?</p> <p>Ms Rundle: As I talked about before, once we work out the location, participants and people involved, we'll definitely make sure that all the parties involved have been consulted and know what's going on and are clear.</p> <p>Senator CAROL BROWN: But they're consulted at the end, when you've put it all together?</p> <p>Ms Rundle: No.</p> <p>Mr De Luca: Before we commence.</p> <p>Senator CAROL BROWN: They're only consulted once it's all in place and ready to go?</p> <p>Mr De Luca: No.</p> <p>Senator CAROL BROWN: Tell me: at what point are the community and stakeholders being consulted?</p> <p>Ms Rundle: Can we take that on notice please [...]</p>	Hansard Page 18

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
NDIA SQ18-000093	Steele- John	Pathway consultations timeline	<p>Senator STEELE-JOHN: I'm asking you: which community groups did you consult with on that exact proposal that you just outlined? Or did you simply think that was a good idea based on other, less-defined consultations that you made, and then proceed with it? That's what I'm trying to identify.</p> <p>Mr De Luca: All I can say is that, as part of the pathway, we've been having regular updates with the sector more broadly to talk about all those things, which includes pilot access. I can't tell you how many and who, but I know that in all of our workshops, certainly between the tailored pathways, we've been presenting slides to show all the aspects we're doing in pathway. The team in the pathway program have been having constant conversations with sector representatives. Mental Health Australia have been informing our thinking around psychosocial. CRC has been doing some work, obviously, with us. There are multiple stakeholders.</p> <p>Every time I present to sectors, there's a pack—and I think you would have seen it when we were in Western Australia—that has a schedule. It actually outlines pilots and includes access. So that's what we've been doing. We've been talking about it to lots of sectors and stakeholders. What we haven't got to is exactly the specifics of it, because it's in the early formative stages of the project thinking. What we do need to do now is go and say, 'We've got more formative thinking progressed,' and share that, engage, get some feedback, and talk about where we want to pilot those, which would be in New South Wales.</p> <p>Senator STEELE-JOHN: Do you have a time line for when you will do that?</p> <p>Mr De Luca: We've started it. I could come back to you. At this stage, the next phase for us was always going to be from the July period forward, for the next pilots. But I can certainly come back to you and say, 'This is who we're going to be talking with and engaging with about that pilot.'</p> <p>Senator STEELE-JOHN: Thank you.</p>	Hansard Page 23

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<p>NDIA SQ18-000094</p>	<p>Brown</p>	<p>Reports on IT outages</p>	<p>Senator CAROL BROWN: How often do you get those reports? Mr De Luca: I'll separate two things. One is a report of how the period has previously been. Each week at our executive team meeting we get a report from the Department of Human Services that shows us the impact over the prior week, if there's been any— Senator CAROL BROWN: And that's broken down in terms of— Mr De Luca: Products, product systems— Senator CAROL BROWN: the outages— Mr De Luca: and severity. Senator CAROL BROWN: and what caused the outage? Mr De Luca: It depends if they know what the cause is at that point in time and whether it's still ongoing. It depends on whether it's been closed off as an issue or it's still open as an issue. That's separate to whether we get alerted during the day to say we are having an outage. That's usually either an SMS message or an email message and then updates on that. Senator CAROL BROWN: Are you able to provide on notice that information? Mr De Luca: A report over the past period of time? Senator CAROL BROWN: Yes. Mr De Luca: Yes, we can certainly provide you a report on that. Senator CAROL BROWN: Okay. Would that be the report that you receive, or are you just going to put one together for the committee? Mr De Luca: Senator, you let us know what period, time frame, you would like that to be over, and we'll make sure you get that. Senator CAROL BROWN: The last six months from 1 January. Ms Campbell: From 1 January until? Mr De Luca: From 1 January to 31 March or 30 April? Yes. Senator CAROL BROWN: Yes, 31 May. Mr De Luca: 31 May, yes.</p>	<p>Hansard Page 28</p>

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<p>NDIA SQ18-000095</p>	<p>Brown</p>	<p>Severity and extent of CRM issues</p>	<p>Senator CAROL BROWN: Can you just explain: for what period of time has it been out? Do you have that information?</p> <p>Mr Francis: I don't have the specifics. I'll say it's approximately the last two weeks where we've been having problems. That doesn't mean it's been out for two weeks; that means—</p> <p>Senator CAROL BROWN: I think you said it's been worse in the last few days.</p> <p>Mr Francis: Yes, that's correct. I can get some clarification of that for you because I don't have the specifics on hand. I do know that people within the operational arms of our business have been working very closely with our ICT folks and the people at DHS to try to rectify those issues.</p> <p>Senator CAROL BROWN: Is it a national outage? Is the problem across the country?</p> <p>Mr Francis: I would have to get specifics in terms of the regions it's specifically impacting.</p> <p>Senator CAROL BROWN: So you don't even know the extent of the outage?</p> <p>Mr Francis: We have 14 different regions, and each of those different regions has a number of different offices, and I don't know that it's affecting all of those offices, no.</p> <p>Senator CAROL BROWN: What's the DHS working on? You must have an understanding—</p> <p>Mr Francis: Absolutely. I have people who are very specifically allocated to deal with this type of issue, and they provide us with information about what they're doing to rectify it and the impact it's having on our performance.</p> <p>Senator CAROL BROWN: But you can provide on notice—I'm talking about the CRM and the problems that you've been experiencing, I think you said, in the last couple of weeks.</p> <p>Mr Francis: Yes.</p>	<p>Hansard Page 29</p>

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
NDIA SQ18-000096	Steele- John	Consultation on support hours and participant classifications	<p>Senator STEELE-JOHN: Has the agency considered any other way in which to put it? This goes, again, to communication. In an atmosphere where there is a perception, rightly or wrongly, that the agency sometimes makes decisions without appropriate consultation, you can understand why discovering a document that has been heavily redacted and that relates in some way to guidance around one of the most critical aspects of a plan, which is the provision of hours of support, would be highly concerning, again, to members of the community.</p> <p>Ms Rundle: Yes. I'd just respond briefly by saying that we're learning quite a lot, I think, about how we need to interact better with the particular groups of participants and their advocates and carers and others in relation to the sorts of guidelines we write. And I think you know that we're doing not only the general pathway but also the complex pathway and we're working with participants and others.</p> <p>Senator STEELE-JOHN: Yes, I'm across that. I've got two more questions on this. One is: since you can't tell me what is underneath these sections, do you know of the research and consultation that fed into the production of the numbers that will be underneath these sections?</p> <p>Ms Rundle: I really can't answer that. I don't know. The numbers won't have appeared from nowhere.</p> <p>Ms Campbell: We might take that on notice. It might be best if the agency takes that on notice to give you a more informed answer.</p> <p>Senator STEELE-JOHN: Yes. I would like to know the process of consultation that went into the creation of these numbers. I mean, I'm about to become a scheme participant personally, which means that this might be the first time that a participant is questioning the agency in this way. First of all, I am not particularly comfortable with the idea that I might be in some way classified by the agency without my knowledge. And I'm not particularly comfortable with the label of 'intensive', 'superintensive' or 'supported'. I find that more than a little bit offensive, and I wouldn't imagine that I'm alone in that feeling. So could I also get you to take on notice the process by which you came up with those titles and whether those titles are under reconsideration?</p> <p>Ms Rundle: We certainly will.</p>	Pages 31-32

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
NDIA SQ18-000097	Siewert	Impact of IT outage	<p>Senator SIEWERT: I would like to follow that up before we move on. The information I have is that this has essentially stopped people working for a significant period of time—whether it's intermittent or not.</p> <p>Mr Francis: Yes, I understand.</p> <p>Senator SIEWERT: Can you take on notice which regions have been affected and for how long? Has anybody resigned over this issue, because they haven't been able to do their work? Have you had complaints from participants about the fact that people have not been able to do the work that they said they could do for participants' plans et cetera? How much is it costing to fix? [...]</p> <p>Senator SIEWERT: There are a lot more questions. How many people's plans—if you have that information—have been affected by this outage?</p> <p>Mr De Luca: Impacted?</p> <p>Senator SIEWERT: Yes.</p>	Page 33
NDIA SQ18-000098	Watt	Unscheduled reviews requested in the first 30 days	<p>Senator CAROL BROWN: So the figures that are in the quarterly reports figures do not include requests in the first 30 days or the last three months of a plan? Is that right?</p> <p>Mr De Luca: I just want to make sure that I'm looking at the thing that you are referring to. I'm just reading through what I've got here in the unscheduled reviews in the quarterly report.</p> <p>Senator WATT: The question is: do those numbers you've got in front of you include requests that are made for unscheduled reviews in the first 30 days of a plan or in the last three months of a plan? We understand that the figures you're reporting on don't include those.</p> <p>Mr De Luca: I'd have to check that. I'm just not 100 per cent sure, so let me check that.</p> <p>Senator WATT: Can we try and get an answer on that today?</p> <p>Mr De Luca: Yes.</p> <p>Senator CAROL BROWN: Do you know how many reviews have been requested in the first 30 days?</p> <p>Mr De Luca: How many have been in the first 30 days since when?</p> <p>Senator WATT: Of the plan.</p> <p>Senator CAROL BROWN: Of the plan.</p> <p>Mr De Luca: Do you mean from at any point in time since the trial? It would be good to know the time horizon.</p> <p>Senator WATT: Let's say over the last two years.</p> <p>Mr De Luca: I haven't got that data in front of me. All I know is that what's articulated in the quarterly report is that since the transition there's been 41,895 unscheduled plan reviews. For this financial year, there's been 18,729 completed.</p> <p>Senator SIEWERT: Of the unscheduled ones?</p> <p>Mr De Luca: The unscheduled, yes. And there are many reasons why the unscheduled get called. Some of those things need to be addressed with systems and processes. In many cases, we haven't been able to make plan amendments, and it might be quite simple. We've got a technology change coming through in June</p>	Pages 33-34

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			<p>which will allow us to make plan amendments. The second part is assistive technology, as I alluded to earlier, which requires three quotes and for us to come back and then change and do an unscheduled plan. Given we've made changes to under the \$1,500s to not require quotes, we do not need to make an unscheduled plan review for those circumstances.</p> <p>So there are many things that we're doing which will reduce the number of unscheduled reviews that really shouldn't be required.</p> <p>Senator CAROL BROWN: But you're going to come back and tell us whether those figures include—</p> <p>Mr De Luca: I'll come back to you with that.</p>	
NDIA SQ18-000099	Brown	Requests for review resulting in funding cuts	<p>Senator CAROL BROWN: Maybe on notice. I think you probably won't be able to do it today. The Ombudsman has written that participants have been told that applying for a review will result in a cut to their current funding and that they'd been threatened. Has this occurred?</p> <p>Mr De Luca: I can't comment on that. I know that was quoted and there's been commentary about that, but all I can say, from our perspective, is there's no directive to cut plans—there should be no directive at all—and there should be no culture in the agency to drive people around reviews.</p>	Hansard Page 34
NDIA SQ18-000100	Watt	Serco Staffing - Numbers	<p>Senator WATT: How many staff will Serco employ?</p> <p>Mr De Luca: It depends on volumes. We provide, like we do with the Department of Human Services, them with a schedule of our transition plan of when people would be coming into the scheme. As you may know, we can start making access decisions for participants up to six months before we transition in. The volume depends a little on each quarter of when we'd expect people to be calling us about inquiries about the scheme because we communicate to them through the states and territories that we'll be moving into a certain region. So, it's not a flat number of X number of people every day.</p> <p>CHAIR: Senator Watt, have you got many more questions in this area?</p> <p>Senator WATT: Probably about five—I wouldn't mind finishing off, if that's okay.</p> <p>CHAIR: Finish off this area and then we'll go to Senator Siewert.</p> <p>Senator WATT: Sure. But you must have some expectation of the number of staff approximately at its height or—</p> <p>Mr De Luca: I haven't got that with me right now.</p> <p>Senator WATT: Can you take that on notice for us.</p>	Hansard Page 38
NDIA SQ18-000101	Watt	Serco Staffing - Employment Status	<p>Senator WATT: Will the Serco staff be full time or casual?</p> <p>Mr De Luca: It'll vary. They will have a number of dedicated permanent staff within the call centres and, depending on volume, they might need to scale up contractors or not.</p> <p>Senator WATT: Can you take on notice a breakdown of the expected percentage permanent as opposed to casual.</p> <p>Mr De Luca: Yes, and, again, it might vary over</p>	Hansard Page 39

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			time.	
NDIA SQ18-000102	Watt	Serco contract	<p>Senator WATT: Was any work done to calculate whether it would be cheaper to use Serco staff than to continue with DHS or Commonwealth public servants?</p> <p>Mr De Luca: Through the evaluation process each of the six parties that put forward their proposals for the contract gave us their costing base. We did a value-for-money assessment on those. We also took the Department of Human Services's forward projections of their costs, which were higher than what Serco's proposal was.</p> <p>Senator WATT: Could you actually table the Serco contract, whether it be today or—</p> <p>Ms Campbell: It might be something we take on notice, because no doubt there is commercial-in-confidence material in that.</p>	Hansard Page 39
NDIA SQ18-000103	Watt	Serco - Service Standards	<p>Senator WATT: What service standards will Serco be required to comply with?</p> <p>Mr De Luca: There are a number of service standards in the contract. There is the service standard of how many calls they need to answer, which is 80 per cent of calls within 60 seconds, but there are a number of other ones. Given your question that we've taken on notice, we might be able to provide that.</p> <p>[...]</p> <p>Senator WATT: I'm particularly interested in seeing the service standards. What penalties will be in place if the call centre does not meet its contracted requirements?</p> <p>Mr De Luca: Can I take that on notice and provide it to you?</p>	Hansard Page 39
NDIA SQ18-000104	Brown	NDIA spend on consultancy services	<p>Senator CAROL BROWN: So what is the total amount the NDIA has spent on consultancy services in the last year and each of the last three years?</p> <p>Mr De Luca: I haven't got the three-year numbers, but let me provide you with this. As part of the Murray motion, for the financial year of 2016-17 our consultants' actual spend was \$35,329,000. For the calendar year 2017, that was \$33,971,000.</p> <p>Senator CAROL BROWN: So you're talking about 2016-17 and then you gave me a calendar year.</p> <p>Mr De Luca: Yes. The way that we provide the reporting is that every six months you provide a 12-month figure, so it's basically 2016-17 for the 12-month period and the 12-month period for all of calendar year 2017.</p> <p>Senator CAROL BROWN: So you'll be able to provide—</p> <p>Mr De Luca: historical data for you?</p> <p>Senator CAROL BROWN: On notice?</p> <p>Mr De Luca: Yes.</p> <p>Senator CAROL BROWN: Do you have an up-to-date figure now? No?</p>	Hansard Page 44

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			<p>Mr De Luca: In terms of how much we've spent for what period?</p> <p>Senator CAROL BROWN: You've given me calendar year 2017. Do you have a progressive figure for 2018?</p> <p>Mr De Luca: No, I don't have that here. We can put that on notice.</p>	
<p>NDIA SQ18-000105</p>	<p>Brown</p>	<p>NDIA spend on contractors</p>	<p>Senator CAROL BROWN: Okay. What is the total amount the NDIA has spent on agency and temporary staff, who are not APS employees, in the last year and each of the last three years?</p> <p>Mr De Luca: Can I provide you the same periods that I did for the consultants and then take on notice the previous periods?</p> <p>Senator CAROL BROWN: Yes.</p>	<p>Hansard Page 44</p>
<p>NDIA SQ18-000106</p>	<p>Brown</p>	<p>Productivity Commission Report - Recommendations worked on by the NDIA</p>	<p>Senator CAROL BROWN: Yes. I just want to confirm: the NDIA are doing work on all 20 recommendations. You are looking at all 20 recommendations. That's what I was told earlier.</p> <p>Ms Campbell: Senator, some of the recommendations will be applicable to the agency. Some will be applicable to the department. So the portfolio, I think it's fair to say, is looking at those—but not all 20 within the agency.</p> <p>Ms McDevitt: I can just add there, as far as the Productivity Commission report recommendations, there was a report that went to the Disability Reform Council on 30 April, and they agreed that they would keep monitoring the implementation of all of the recommendations.</p> <p>Senator CAROL BROWN: Perhaps on notice, Mr De Luca, could you tell me which of the recommendations the NDIA are actually doing any work on? I understood from the previous responses that you were looking at all 20.</p>	<p>Hansard Page 45</p>

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
NDIA SQ18-000107	Brown	NDIA market intervention	<p>Senator CAROL BROWN: Okay. Has the agency intervened in any market to specifically address the problem?</p> <p>Ms Rundle: Firstly, we are looking at our role, and our market-enablement work that we're doing inside the agency—and there'll be, at some point in the near future, some advice externally about that, which will help us work out what we monitor, and when we might intervene in the market—bearing in mind that every time you intervene in the market, you also might prevent an emerging market, so you need to exercise that fairly judiciously. But the best example I can give you, Senator, is from last year, for short-term accommodation. When we saw that there was an issue, we did some analysis, we worked with DSS and our scheme actuary, and we very quickly intervened and we changed the pricing so that participants wouldn't be short of short-term accommodation.</p> <p>Senator CAROL BROWN: I'm not sure if that's the only time you've intervened but, on notice, can you let us know where and how?</p>	Hansard Page 46
NDIA SQ18-000108	Brown	Providers ceasing service delivery	<p>Senator CAROL BROWN: How many providers have ceased delivering services, either by cancelling registration or becoming inactive?</p> <p>Ms Rundle: We could try and get that before the end of the session, Senator, if we can.</p> <p>Senator CAROL BROWN: I'm interested in whether you can give me the information by service category, and whether providers are withdrawing from some categories but not others, and a breakdown by state and region.</p>	Hansard Page 46
NDIA SQ18-000109	Steele- John	Tailored pathway consultations and complaints	<p>Senator STEELE-JOHN: Can you provide me, particularly in the area of LGBTIQ and CALD communities, the number of specific meetings which have taken place for groups currently working in those respective spaces?</p> <p>Mr De Luca: I don't have all the specific meetings exactly. I know, though, that within CALD we've had 88 people attend the various sessions and 27 for LGBTIQ. I understand that LGBTIQ was only one workshop, whereas there were a few others for CALD. There have been multiple workshops.</p> <p>Senator STEELE-JOHN: Yes. In addition to that I'd love to know at what stages in these development processes the meetings were held, who was invited and what other methods of giving feedback were made available other than attending these meetings? And how was the progress fed back to the groups post the meeting? You can take that all on notice.</p> <p>[...]</p> <p>Senator STEELE-JOHN: Could you also take on notice the number of complaints you've received in regards to any of these consultations.</p>	Hansard Page 53

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
NDIA SQ18-000110	Steele- John	Parties present during planning meetings	<p>Senator STEELE-JOHN: Could you confirm to me what information you keep about both numbers present and the roles in which they are present? And provide to me the number of planning sessions which have been undertaken in which a service provider has been present during the planning session and a family member as well. Because you will be aware that there is a concern and a tension and a complexity around the presence of service providers during planning sessions. I'm trying to get to identify the scope of the issue there.</p> <p>Mr De Luca: It's a really interesting question at the moment. We work on the basis that the participant chooses who they would like to have.</p> <p>Senator STEELE-JOHN: Absolutely.</p> <p>Mr De Luca: So family members, carers, and, in many cases, they do ask for a provider to be in attendance. As part of the recent pathway improvements for our system, we allow, if the participant chooses, sharing their plan with providers so they can see that. So it's a choice for the participant, but we can give you a bit more information.</p> <p>Senator STEELE-JOHN: That would be from the beginning, a subtotal of all of the plans you've undertaken, broken down in those ways?</p> <p>Mr De Luca: Yes. We don't necessarily have all the records during trial because we changed system so it will be from when we—</p> <p>Senator STEELE-JOHN: From when you changed the system.</p> <p>Mr De Luca: Yes.</p>	Hansard Page 55
NDIA SQ18-000112	Steele- John	SDA enrolments and decisions	<p>Please provide the most up-to-date data, where possible broken down by state and territory, showing:</p> <ol style="list-style-type: none"> 1. A matrix showing the number of properties enrolled by design category and dwelling type. 2. Number of SDA requests that were reviewed by the Technical Advice Team in the last 3 months <ol style="list-style-type: none"> a) average duration that it took the TAT to complete SDA decisions b) how many outcomes from the TAT were to either approved or not approved participants for SDA 	Written
NDIA SQ18-000113	Steele- John	NDIA operationalisation of the NDIS Act	<p>Currently systemic practice of the NDIA is to reduce participate funding rather than ensuring necessary and reasonable funding is provided; how will the NDIA be made accountable to the NDIS Act in a more objective, public and transparent manner?</p>	Written
NDIA SQ18-000114	Steele- John	Provision of adequate disability supports	<p>As a mechanism to provide participants with adequate disability supports; how does the NDIA justify systemic and endemic devaluing of individual's funding?</p>	Written
NDIA SQ18-000115	Steele- John	Information provided by LACs	<p>What accountability is there for the NDIA to abide by information submitted to them from the Local Area Coordinator who submits the participant's Plan?</p>	Written
NDIA SQ18-000116	Steele- John	Cost of reviews	<p>What is the estimated cost nationally when the NDIA must review initial plans that have been re-submitted for review by the participant?</p>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
NDIA SQ18-000117	Steele- John	Reduction in core funding	A child of one of my constituent's core funding was cut when he transitioned to the NDIS; why did the NDIA ignore the history previously traumatizing the child and his family which was a direct result of legislated funding not being provided; and then subject this family once again to this condition of trauma?	Written
NDIA SQ18-000118	Steele- John	Staffing cap	Can the NDIA describe the impact of staffing caps on its ability to meet obligations under the Bi-Lateral agreements?	Written
NDIA SQ18-000119	Steele- John	Implementation of PC Recommendations	Can the NDIA describe the impact of having its budget controlled externally on its ability to implement the recommendations from the Productivity Commission's Costs Review?	Written
NDIA SQ18-000120	Steele- John	Release of NDIA Data	Is the NDIA prepared to release the data it has collected on people with disability to agencies such as the newly launched Melbourne Institute of Disability?	Written
NDIA SQ18-000121	Steele- John	NDIS and the justice system	Can the NDIA state that people with disability who are detained in prisons and forensic facilities: <ul style="list-style-type: none"> • Be made eligible for the Scheme? • Have a plan developed whilst detained? • Have funded supports provided whilst detained in a prison or forensic facility? 	Written
NDIA SQ18-000122	Steele- John	Hearing services	<ol style="list-style-type: none"> 1. How will fund packages be negotiated to ensure all hearing service needs are met? 2. The need for frequency of audiology checks changes throughout a year (the period of a NDIS package), what happens if more checks are needed than anticipated and not enough funds have been provided? 3. Currently hearing devices for children are provided basically free (there is a \$26 annual subscription fee). This includes battery supply, maintenance and replacement for lost and broken devices. Will the same level of service be provided under NDIS? What arrangements will be made to allow for unpredictable costs, such as the need to replace a hearing device? 	Written
NDIA SQ18-000123	Steele- John	Dietary support	<ol style="list-style-type: none"> 1. What percentage of plans include provisions for dietary support? 2. Is support for eating and drinking considered to be part of ordinary life – or is it in the allied health area? 	Written
NDIA SQ18-000124	Siewert	NDIA 1800 Number	Why does the NDIA persist in only having an 1800 number as point of contact? (In regards to people asked to contact a particular person, those people are unable to make contact. The NDIA person should provide a direct contact number, or email address.)	Written
NDIA SQ18-000125	Siewert	Number of people estimated to access the NDIS	All sources, other than Productivity Commission and NDIA, put the actual numbers of people able to access the NDIS at a much higher number. The two most underestimated are the psychosocial cohort, and the autism cohort. Does the NDIA acknowledge this, or intend to review estimates numbers so a realistic budget can be set for the NDIS?	Written
NDIA SQ18-000126	Siewert	Summons of mental health clinical records	1. Does this practice of summoning records follow typical AAT practice, or is information typically requested first before a summons is issued? If this is the case, why is the NDIA taking the more aggressive and confrontational	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			<p>approach of summoning records?</p> <p>2. If NDIS access is based on functional impairment and not diagnosis, why are clinical records required? Why is personal medical information required for an assessment, particularly confidential and sensitive information? How does the NDIA use this information, who has access to it and what happens to it after an AAT hearing?</p> <p>3. Why is it that the NDIA requires more than health professionals to review files for information relevant to the issue in dispute? On what legal basis is the NDIA requesting all relevant records and what is considered relevant, particularly where clinical information is not relevant to a person's functional assessment? How do these records enable the NDIA to exercise obligations under the NDIS Act 2013 – can this be explained in detail, including what part of the Act refers to this?</p> <p>4. Why are people being forced to take the route of going to the AAT to appeal assessment, plans or reviews? How many AAT cases have the NDIA been engaged in the past year and can these numbers please be provided?</p> <p>Has the NDIA established an AAT team due to the volume of cases?</p>	
NDIA SQ18-000127	Brown	SDA - Number of plans	At present, how many active and participants have SDA in their plans? How many are active and inactive?	Written
NDIA SQ18-000128	Brown	SDA - Funding allocation and expenditure	Overall, how much funding has been allocated in plans for SDA? How much the allocated funds in plans have been spent?	Written
NDIA SQ18-000129	Brown	SDA - Participants' accommodation arrangements	Of participants with SDA funding in their plans, how many live in (or are funded to live in) a family unit, in a single resident dwelling, or in shared accommodation? How many are receiving services in-kind?	Written
NDIA SQ18-000130	Brown	SDA - New dwellings	How many new SDA dwelling have come online over last year – not counting public housing stock that is deemed to have met the standards?	Written
NDIA SQ18-000131	Brown	SDA - YPIRAC with SDA supports	I refer to the Question on Notice from the previous estimates, number SQ18-000025, which states that as at December 2017, 23 participants who are young people in residential aged care are receiving SDA in their plans. Has there been any movement in that number to date?	Written
NDIA SQ18-000132	Brown	SDA funding used to subsidise residential aged care	Why is SDA funding being used to subsidise young people living in residential aged care, when a key purpose of the NDIS is to avoid young people moving in to residential aged care?	Written
NDIA SQ18-000133	Brown	SDA - Provider and Investor Brief	The Provider and Investor Brief states "It is important for providers to note that an SDA budget to support a single resident dwelling is only likely to be provided to a very small number of SDA eligible participants." Why is this?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
NDIA SQ18-000134	Brown	SDA - Funding for single residential dwelling	<p>Given only 6% of Scheme participants are estimated to be eligible for SDA, how many Scheme participants are estimated to receive funding for SDA for a single resident dwelling, as a proportion of overall Scheme participants, and as a proportion of the 6% who are estimated to be eligible for SDA.</p> <p>What proportion of Scheme participants who are estimated to be eligible to receive SDA does the Agency anticipate will live in a family unit, for example, with a spouse and children? How many will live in a shared or group home?</p>	Written
NDIA SQ18-000135	Brown	SDA - Choice and control	The Provider and Investor Brief also states, "In most cases, a participant will receive an SDA budget that is sufficient for a shared arrangement (for example with 1 – 4 others) or to facilitate access to share supports." Given the intent of the Scheme is to ensure participants are able to exercise more control over key aspects of their life, such as where they live and with whom. Why is the Agency not implementing the Scheme in this spirit?	Written
NDIA SQ18-000136	Brown	SDA - Steps required to receive funding in plan	Please clarify what steps participants need to take in order to have SDA included in their plan, assuming the eligibility criteria are met.	Written
NDIA SQ18-000137	Brown	SDA - Private investment	What is the Agency doing to encourage private investment in SDA properties?	Written
NDIA SQ18-000138	Brown	SDA - Enrolment process	How long does the process of enrolling a dwelling take, from lodgement of paperwork to confirmation of enrolment, assuming all the required paperwork is provided at the outset of the application?	Written
NDIA SQ18-000139	Brown	SDA - Dwellings enrolled	Of the SDA dwellings currently enrolled, how many are for: a single participant, mixed tenancies, up to 3 participants, up to 5 participants or are legacy stock with more than 5 participants?	Written
NDIA SQ18-000140	Brown	SDA - Vacant dwellings	How many SDA properties are currently vacant? Is this as a result of SDA assessments not having occurred or not yet being completed?	Written
NDIA SQ18-000141	Brown	SDA - Timeframe from identification to occupancy	What is the average timeframe for a participant identifying SIL in their goals, receiving an SDA Assessment, to approval and then to occupancy	Written
NDIA SQ18-000142	Brown	SDA - People living alone	How many people are living alone in SDA approved accommodation?	Written
NDIA SQ18-000143	Brown	SDA - Funding reduction	How many people who are currently living alone in SDA approved accommodation have had the amount of SDA funding in their plan reduced? In how many cases has this reduction been due to the Agency's belief that it is reasonably and necessary for that person to move in to shared accommodation?	Written
NDIA SQ18-000144	Brown	Payments - Average time	What is the average time it takes to get payments to disability service providers, for services they provide to NDIS clients, specifically from the date of service or from when the service is actually delivered to clients?	Written
NDIA SQ18-000145	Brown	Payments - Claims not yet paid	How many disability service providers are owed money by the NDIS for services provided NDIS clients? What is the dollar value of payments that have been claimed, as opposed to approved payments.	Written

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NDIA SQ18-000146	Brown	Payments owed - total amount	How much in total is owed by the NDIS to disability service providers? National Disability Services estimated in February this year that around \$300 million is owed to providers by the NDIS. Was that estimate accurate? [Ref.: http://www.abc.net.au/news/2018-02-28/ndis-owes-millions-to-service-providers-says-industry-expert/9490712]	Written
NDIA SQ18-000147	Brown	Payments owed - by quarter, year and provider type	How much money was owed to providers in the most recent quarter and year? Please break this down by provider type.	Written
NDIA SQ18-000148	Brown	Payments owed - waiting time	How many providers have been waiting more than 12 months for payment? – from the time they first lodged a claim, not when it was approved?	Written
NDIA SQ18-000149	Brown	Payments - Manual invoices	How many providers have been manually providing invoices to the Agency, because they have been unable to claim through the portal?	Written
NDIA SQ18-000150	Brown	Payments - Portal usage	How many uploads to the NDIS portal are made by service providers for services provided to NDIS clients per day on average?	Written
NDIA SQ18-000151	Brown	Payments - Claim errors	What's the total dollar value of the claim errors for services rendered in the portal that are a result of system initiated/portal errors? a) How many service providers are affected? b) What is the average wait time for approval? c) Who is currently expected to fund these services in the interim? d) If providers do not have sufficient cash reserves to bear the cost over this time period, what happens to the participants? e) Is there a strategy to address the wait times? When will it have an impact?	Written
NDIA SQ18-000152	Brown	Informing providers about plan changes	Why are providers not being informed a participant plan has been reviewed and/or their current plan cancelled?	Written
NDIA SQ18-000153	Brown	Payments - Processing delay for manual payments	How long is the processing delay for manual upload/payments?	Written
NDIA SQ18-000154	Brown	Payments - NPPT hold and resolution times	What are the current hold times and resolution times of National Provider Payment Team?	Written
NDIA SQ18-000155	Brown	Portal reporting capability	I understand that reporting capability similar to previous portal will be added to the current portal – when will this occur?	Written
NDIA SQ18-000156	Brown	Plan utilisation and market intervention	What are the latest figures on underutilisation – do you have unpublished figures that are more recent than the quarterly report? Has the agency intervened in any market to specifically address the problem? Where and how? Is it the Agency's responsibility to ensure market development and avoid underutilisation?	Written
NDIA SQ18-000157	Brown	Providers ceasing service delivery	How many providers have ceased delivering services – either by cancelling registration or becoming inactive? a. What is happening by service category? b. Are providers withdrawing from some categories but not others? c. Can you break this down by state and region	Written
NDIA SQ18-000158	Brown	Responsibility for transport services	Is there any plan for responsibility for delivering transport services to be handed back to the states?	Written

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NDIA SQ18-000159	Brown	Wait times for access requests	Can the Department provide details in relation to the average wait time for access requests to be processed for those people with severe mental illness?	Written
NDIA SQ18-000161	Brown	eMarket development with Australia Post	What happened to the development work for an eMarket that was undertaken by Australia Post?	Written
NDIA SQ18-000162	Brown	IPR - Consultation with the sector	The NDIA has told the sector that it intends to review recommendation 17 from the Independent Pricing Review – in relation to tiered therapy pricing. The NDIA has proposed that the review will occur in conjunction with consultation with the sector. Could you please inform me of the process of the consultation, including how will you anticipate consulting with smaller therapy service providers, and the timeframes for this review?	Written
NDIA SQ18-000163	Brown	IPR - Implementation of recommendations 18-21	For recommendations 18-21 from the pricing review – which are due to start on 1 July 2018: a. Is this start date still correct b. Could you please provide me with an outline of the specific actions and the associated timeline the NDIA will undertake to support providers during this transition? c. It is now only one month until these changes are due to take place – when will providers have certainty?	Written
NDIA SQ18-000164	Brown	Change of circumstance form	1. Can you confirm that the only way for a participant to change an NDIS Plan is through the change of circumstance form? 2. What if circumstances are urgent? Can it be done over the phone? 3. How many forms have been received and processed? 4. What is the average processing time for these forms? 5. How many forms have been lost in the system? 6. What is an acceptable timeframe in which the NDIA should respond to changes of circumstance? 7. Can you please provide details of: a. What systems are in place to track the receipt of change of circumstance forms, b. How are responses to these prioritised, and c. What is the average time frame between lodgement and resolution?	Written
NDIA SQ18-000165	Brown	Annual reviews	Providers encountered planning gaps over the previous year as plans were left to expire with plan reviews held in some cases up to six months after the expiry date. During this time during which no plan was in place participants supports were unfunded and providers forced to use their own reserves to maintain services. In addition to operating outside of any reasonable terms of business it created substantial additional and unnecessary work for which no reimbursement was provided. 1. To what extent was this the result of IT systems failing to alert the NDIA of upcoming plan expiry dates? 2. What steps/strategies are there in place to ensure that there will be no plan gaps in the coming year? 3. Are you able to provide any form of warranty or	Written

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			<p>guarantee that service providers will not encounter this with current second or subsequent year plans?</p> <p>4. Is an internal review of NDIA, IT Systems currently taking place? If so, what measures are you taking to consult with the users and are you looking to form a user reference group? If not what measures are being implemented to overcome system failures?</p>	
NDIA SQ18-000166	Brown	Funding reduction in review	Many participants in the NDIS will now have undergone annual reviews. How many of these participants have had their funding package cut in review in the last year?	Written
NDIA SQ18-000167	Brown	Rejected access requests	What is the percentage of NDIS access requests have been knocked back by the NDIA in the last year? Of these, what was the primary disability identified, and how many people go on to eventually have their access approved on appeal?	Written
NDIA SQ18-000168	Brown	Consent to enquire on behalf of participants	<p>Many people with disability require advocacy and representation. This may mean that an advocacy organisation needs to exchange information with the NDIA on behalf of a person with disability. In some cases, consent is only being granted to parents, legal guardians or representatives, and NOT to advocacy organisations. Many people with disability do not have these supports, such as people in licensed boarding houses, and need their advocacy organisation to act for them.</p> <p>1. Can the NDIA explain the inconsistency in type of consent required?</p> <p>2. Can they confirm that advocacy organisations (and not just individual workers) can exchange information on behalf of a participant?</p>	Written
NDIA SQ18-000169	Brown	Directive to reduce funding in participant plans	Is there any directive in the NDIA to cut participant plans?	Written
NDIA SQ18-000170	Brown	Plans reduced and increased at review	What proportion of plans are being reduced at review? What proportion are being increased? Please break this down by primary disability and by location.	Written
NDIA SQ18-000171	Brown	ILC grants - assessment criteria	What criteria is used to assess submissions to ILC grant rounds? Who decides these criteria? Do they contain capacity for peer review of submissions? If not, why not?	Written
NDIA SQ18-000172	Brown	ILC grants - consultation	Did the most recent ILC grant round for NSW engage in consultation with other government departments at either the commonwealth or NSW government level? Was any form of peer review or evidence review used to establish the legitimacy of proposed projects? Please provide examples.	Written
NDIA SQ18-000173	Brown	NDIA and sector workforce - Casual employment	1. What is the rate of casual employment in NDIS service providers? LACs? The NDIA itself?	Written

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NDIA SQ18-000174	Brown	People exiting the NDIS	How many people have exited the scheme in each year in each jurisdiction since the commencement of the NDIS - broken down by reason? How many people have chosen to exit the scheme? How many have entered the scheme in each year?	Written
NDIA SQ18-000175	Brown	NDIS and NDS	What work is the NDIS undertaking to reach out to mainstream services, promote a culture of partnership and collaboration and engineer the policy agenda required to continue the work of the first NDS? What has been the response of mainstream services, specifically health and aged care, to these approaches by the NDIS? If this work has not been undertaken, why not?	Written
NDIA SQ18-000176	Rice	Guidelines on the Recognition of Sex and Gender	Senator RICE: Do you track whether any agencies within the department also have implemented the guidelines? Ms Campbell: The agencies within the portfolio are the NDIA and the Australian Institute of Family Studies. We don't have that material with us but Mr Hudson could ask their corporate areas to make sure that that's the case. My expectation is that, because of the nature of the work in the Social Services portfolio, people are very aware of these issues and very committed, and therefore quite keen to ensure that they are adhering with not only government policy but also best practice and broader issues. Senator RICE: If you could take on notice whether the agencies have implemented it, that would be great.	Hansard Page 10 (31 May)
NDIA SQ18-000177	Patrick	Travel Expenditure	For FY 2016/17 1. Please provide details of the Qantas/Virgin split for official travel in terms of: a. Total number of tickets b. Total value spent for official travel? 2. In the event there is a disparity of greater than 65/35 in the split (either way), please provide a detailed reasons for the split in the context of a lowest practical fare policy. 3. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only the Qantas Chairman's Lounge? a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin? 4. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only Virgin's The Club? a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin? 5. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from both the Qantas Chairman's Lounge and Virgin's The Club?	Written

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NDIA SQ18-000178	Steele- John	Payments - breakdown of issues	<p>Mr De Luca: ...To date, we've basically found that for 19 per cent of the issues, there was no payment required. That's the first thing. So that was just incorrect. Seventy-five per cent of the issues are actually errors in the service booking or the claim. I'll go through that in more detail in a moment. Basically we are required to make payments for about six per cent manually. Some of those relate to your point—I'll come to that in a moment. When you go through the 75 per cent, 46 per cent are service-booking issues so they got the service booking wrong, and we need to improve the service booking. Sixteen per cent were missing some information. For seven per cent, there was insufficient funds in the line items. Four per cent is a bulk payment and then there's four per cent, which is your issue that you've raised...</p> <p>Senator STEELE-JOHN: ...Would you be able to provide those figures to me so that I can close the loop with some people who have raised concerns?</p>	Hansard Page 54 (1 June)