

COMMUNITY AFFAIRS LEGISLATION COMMITTEE SOCIAL SERVICES PORTFOLIO 2022-23 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE – 8 – 10 NOVEMBER 2022

QoN No.	Department/Agency	Senator	Subject	Question	Hansard page/Written	Hearing date/Date received
AIFS SQ22-000197	Australian Institute of Family Studies	Jacinta Nampijinpa Price	Cashless Debit Card	<p>Senator NAMPIJINPA PRICE: Did the government seek advice from the Australian Institute of Family Studies with regard to the repeal of the cashless debit card?</p> <p>Dr Stone: Not specifically or categorically, but we did some work very early, years ago, didn't we? Dr Kaspiew, were you there at the time?</p> <p>Dr Kaspiew: I was there. I wasn't directly involved in that research, so I would need to take that question on notice about the extent. I know that we were involved in an evaluation of that scheme when it was first introduced, but I can't speak in detail about that evaluation.</p> <p>Dr Stone: We can't tell you if that piece of evidence was used in the current analysis or decision-making—we're not aware, and it was done some years ago. Recently, we weren't consulted directly about the decisions taken.</p>	Pages 16-17	8/11/2022
DSS SQ22-000170	Department of Social Services	Anne Ruston	Trade Union Representatives	<p>Senator RUSTON: This may be something, Minister, that you need to take on notice. I'm keen to understand if the minister or the minister's office has had any contact with trade union representatives since the election.</p> <p>Senator Ayres: Whether the minister's office has had any contact with trade union representatives?</p> <p>Senator RUSTON: The full minister. Yes.</p> <p>Senator Ayres: I'm sure the answer is yes, but we'll take that on notice.</p> <p>Senator RUSTON: If you're able to, I'm interested to know which unions, the nature of the contact and the basis of the discussions.</p> <p>[...]</p> <p>Senator RUSTON: ... Minister, I'm also interested to know the stakeholders that the minister has engaged with since the election in relation to major policy decisions that have been made since the election. You could take that on notice.</p>	Pages 10-11	8/11/2022

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				I'm assuming, of course, that you probably don't have that information at your fingertips.		
DSS SQ22-000171	Department of Social Services	Anne Ruston	Stakeholder engagement	<p>Senator RUSTON: ... Same thing to the department: has the department had any contact with trade union officials since the election?</p> <p>Mr Griggs: We routinely have contact with the CPSU, as we had prior to the election. Apart from that, there were a number of roundtables in the lead-up to the Jobs and Skills Summit and there was union representation at those roundtables, so, yes, there would be interaction. In terms of formal interaction, it would largely centre on the CPSU, as is the norm.</p> <p>Senator RUSTON: Would it be possible to have information around those representatives—with the exclusion of the CPSU, for obvious reasons—that the department has had interaction with?</p>	Page 11	8/11/2022
DSS SQ22-000172	Department of Social Services	Janet Rice	Income support recipients and expenditure	<p>Senator RICE: Going more broadly to any changes in recipients, presumably you've got an estimate, then, of the expected number of recipients of the various income support payments and people that are going to be relying on JobSeeker in coming years. You just said there's an expectation that there will be a reduction?</p> <p>Mr Flavel: No. If you look at the unemployment rate, relative to March, the forecasts have gone up slightly. Therefore, as you'd expect, overall payments on JobSeeker reflect the fact that there's an increasing number of recipients.</p> <p>Senator RICE: Could you provide a breakdown, then, of the department's projections of the number of recipients of the various income support payments and the rate of payments for the payment groups.</p> <p>Mr Flavel: We'll need to take that on notice.</p>	Page 12	8/11/2022
DSS SQ22-000173	Department of Social Services	Linda Reynolds	Code of Conduct	<p>Senator REYNOLDS: Yes, it is a question, in part, for Finance, but it's also one for the department and also your agencies because you second staff regularly for many years. It's not seconded; they're actually transferred into MaPS. It is your understanding, then, that once an APS staff member</p>	Page 14	8/11/2022

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				<p>transfers from APS and responsibilities under the APS code of conduct that they are then subject only to the ministerial code of conduct—that you can't be held to two separate codes of conduct, simultaneously?</p> <p>Mr Hetherington: I would prefer to just clarify that and come back to you, if I can.</p>		
DSS SQ22-000174	Department of Social Services	Anne Ruston	Child Support Debt	<p>Senator RUSTON: ... There were a number of new measures put in place in January. I'm just wondering whether you could provide any advice or update on the outcomes that have resulted from the actions and the implementation of those new measures.</p> <p>Mr Flavel: Happy to take that on notice. We won't have that here. We'd have to go and request some specific information from Services Australia on that point.</p> <p>Senator RUSTON: It'd also be interesting to know, on the unpaid child support, what has been the impact on the people who have not received the support and, maybe, to have some sort of breakdown as to who they are. Are they people that are on benefit? Are they people who are not what agency collectors—I'm assuming you don't have—no, sorry, you do have private collectors as well. Just information around the service tracking.</p> <p>[...]</p> <p>Senator RUSTON: Okay. No problem. I'd be interested to see if there's been any change, what the compliance has been around pursuing Australians who aren't paying their child care, whether the department has implemented those measures, what the effect of those measures has been and what your intention is going forward in relation to making sure that Australians who are owed child support debts are getting the money.</p>	Page 24	8/11/2022
DSS SQ22-000175	Department of Social Services	David Pocock	Gambling	<p>Senator DAVID POCOCK: How much has the government paid Hall & Partners for this?</p> <p>Ms Hefren-Webb: They were paid a total of \$522,254.21.</p> <p>Senator DAVID POCOCK: Would it be possible for the department to table a copy of the contract?</p>	Page 28	8/11/2022

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				Ms Hefren-Webb: I'd have to check whether there's any commercial in confidence, but, yes, in principle.		
DSS SQ22-000176	Department of Social Services	David Pocock	Gambling	Senator DAVID POCOCK: Did Hall & Partners declare any conflicts of interest? Ms Hefren-Webb: I'd have to check that. I'm not aware.	Page 28	8/11/2022
DSS SQ22-000177	Department of Social Services	Jacinta Nampijinpa Price	Temporary Visa Pilot Program Extension	Senator NAMPIJINPA PRICE: Of the \$12.6 million, how much will be allocated to the Central Australian Women's Legal Service? Ms Doherty: I'll be able to provide that for you shortly. I'll just have that information coming through. Senator NAMPIJINPA PRICE: Specifically, will any part of this funding measure be available to prevent the specialist women's legal Migration Hub in Central Australia from closing? Ms Hefren-Webb: I wasn't aware—apologies—that that was at risk of happening. They would receive funding from a range of sources, I'd imagine, including potentially through the national legal services partnership. We can follow up with our colleagues in AGD about that. Apologies—I didn't have visibility of that	Page 30	8/11/2022
DSS SQ22-000178	Department of Social Services	Jacinta Nampijinpa Price	Cultural understanding of Domestic Violence	Senator NAMPIJINPA PRICE: [...] Can I direct questions with regard to ANROWS at this stage? My interest is in what resources are committed to understanding the cultural factors that contribute to the excessive rates of DV within remote Aboriginal communities. Ms Doherty: There are a few pieces of work currently underway through existing investment in ANROWS and a number of pieces of research that have already been completed. One, for example, which is being led out of Macquarie University, is an exploration of Aboriginal and Torres Strait Islander healing programs that respond to domestic and family violence and assault, looking at mapping and analysing healing programs with the aim to look at the impact of what an actual trauma-aware, culturally appropriate healing program would look like. That project is due for completion in May next year. There's also a	Page 30	8/11/2022

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				<p>piece of work underway using action research to identify the needs of Aboriginal and Torres Strait Islander children and young people who are exposed to domestic and family violence, recruiting and supporting local Aboriginal and Torres Strait Islander researchers, and looking at what elements of culturally appropriate support programs have positive outcomes for young people experiencing violence in particular. That project is hopefully going to finalise towards the end of this year.</p> <p>Senator NAMPIJINPA PRICE: Is that specific to cultural factors? What I'm interested in is that in the Northern Territory, there are a number of communities that still live very close to a traditional way of life, and traditional culture does impact, obviously. That comes from personal experience understanding that. I'm trying to understand what resources relate specifically to understanding those particular factors. I know there's a huge emphasis on the idea of colonisation having impacts in terms of DV, but, more to the point, I want to understand specifically the resources that might be being put toward understanding those specific cultural factors, especially for those communities living under those circumstances.</p> <p>Ms Hefren-Webb: The project that Ms Doherty talked about does look at critical elements of success, challenges and barriers. As to whether it specifically focuses on culture, are you talking about culture as a barrier as well as a form of—</p> <p>Senator NAMPIJINPA PRICE: Absolutely.</p> <p>Ms Hefren-Webb: We can come back to you and advise whether this particular project looks at that or whether there are other projects on hand that do.</p>		
DSS SQ22-000179	Department of Social Services	Larissa Waters	Men's behaviour change programs - wait times	<p>Senator WATERS: Can we come back to the issue of data collection in relation to family, sexual and domestic violence. I'd like to ask about men's behaviour change programs. That was a welcome focus in the national plan, but we clearly still need more information about how to target those programs. What data does the department currently have about the</p>	Page 30	8/11/2022

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				<p>demand for men's behaviour change services and, importantly, the wait times to access programs?</p> <p>Ms Hefren-Webb: I'm afraid I'm going to disappoint you again, Senator, because it is a complex picture. The department does directly fund some men's behaviour change programs through specialist family violence services. We do collect data on waiting times, I believe, for men who are seeking to access that service, but I don't believe we have an unmet demand figure. I can certainly aim to get you a figure on average waiting times.</p> <p>Senator WATERS: So, of the programs that you directly fund, you've got the stats on the waitlists?</p> <p>Ms Hefren-Webb: Yes.</p>		
DSS SQ22-000180	Department of Social Services	Larissa Waters	Men's behaviour change programs - current providers	<p>Senator WATERS: You mentioned that you fund some specific family and domestic violence programs that have a men's behaviour change component. Could you please advise me, on notice, of the full list of the current directly funded men's behaviour change programs federally.</p> <p>Ms Hefren-Webb: Yes.</p>	Page 31	8/11/2022
DSS SQ22-000181	Department of Social Services	Larissa Waters	Men's behaviour change programs - referral pathways	<p>Senator WATERS: ... Do you have any data on what proportion of men attend those behaviour change programs voluntarily, as opposed to either a court referral or a workplace requirement?</p> <p>Ms Hefren-Webb: I don't know offhand if we have that data. I've not seen it if we do. But we will ask that question.</p>	Page 31	8/11/2022
DSS SQ22-000182	Department of Social Services	Larissa Waters	Men's behaviour change programs - evaluation	<p>Senator WATERS: ... Is there any work being done to evaluate the success of those programs and any factors that are relevant to their success?</p> <p>Ms Doherty: There is an evaluation underway for the No to Violence programs that I mentioned. We don't have any early insights at this point, but that work is underway.</p> <p>Senator WATERS: Is there a time frame on that evaluation?</p> <p>Ms Doherty: I will take the timing on notice—apologies, Senator.</p>	Page 31	8/11/2022

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DSS SQ22- 000183	Department of Social Services	Larissa Waters	1800RESPECT stats	<p>Senator WATERS: ... Can I move now to sexual assault trauma counselling and the waiting times for referrals. Do you have any figures on how many people have used 1800RESPECT each year over the past two years and, in particular, how many of those were sexual assault survivors?</p> <p>Ms Doherty: In 2021-22, there were 244,627 contacts to 1800RESPECT. In the year before that, 2020-21, there were 286,546 contacts.</p> <p>Senator WATERS: How many of those were for sexual assault, as opposed to family or domestic violence—noting that there's an overlay between the two, obviously?</p> <p>Ms Doherty: I don't have data specific to the type of assault.</p> <p>Ms Hefren-Webb: Do we collect that? We will check if we collect that.</p>	Page 32	8/11/2022
DSS SQ22- 000184	Department of Social Services	Larissa Waters	1800RESPECT stats	<p>Senator WATERS: You mentioned a broad scope for what those figures pertain to. Thank you. I'm interested specifically in how many direct referrals were made. So someone calls 1800RESPECT, and the 1800RESPECT person who answers the call says, 'You need to call this local service.' I'm interested in how many of those contacts were essentially just a throughput to the local service.</p> <p>Ms Hefren-Webb: 1800RESPECT offers trauma sexual assault counselling.</p> <p>Senator WATERS: Yes, I know that.</p> <p>Ms Hefren-Webb: So, in the normal course of events, they would put the call through to the specialist trauma counsellors. So you're asking—</p> <p>Senator WATERS: I am asking: when they don't do that, how many clients have gone directly to a local sexual assault support service?</p> <p>Ms Hefren-Webb: We'll see what we can obtain on that.</p>	Page 32	8/11/2022
DSS SQ22- 000185	Department of Social Services	Janet Rice	Housing Australia Future Fund	<p>Senator RICE: How many houses is New South Wales planning on building?</p> <p>Mr Sloan: I don't have that info me. I can tell you that the total number of social housing dwellings in New South Wales as at 30 June 2021 was 157,833.</p>	Page 37	8/11/2022

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				<p>Senator RICE: That's the number of existing ones, but you can't tell me how many—would you be able to take on notice and compile for me the information for each state and territory?</p> <p>Mr Sloan: We would have that data somewhere. We can certainly do that.</p>		
DSS SQ22-000186	Department of Social Services	Anne Ruston	Housing	<p>Senator RUSTON: Could you, then, tell us how many of those one million homes would otherwise have been built under normal market conditions based on projections of new house builds during that period of time, and how many of those new dwellings are as a result of this policy initiative?</p> <p>Senator Ayres: Yes. I'll take that on notice.</p>	Page 38	8/11/2022
DSS SQ22-000187	Department of Social Services	Janet Rice	Public and Community Housing	<p>Senator RICE: Finally, before I move on to rental houses, does the department collect any information on the state of the existing public and community housing stock in Australia or the estimated amount of funding that would be needed to bring that up to acceptable standards?</p> <p>{...}</p> <p>Senator RICE: Can you take on notice to give us what information you do have from the states about the state of public housing across the country?</p> <p>Mr Sloan: Certainly. We can do that.</p>	Page 41	8/11/2022
DSS SQ22-000188	Department of Social Services	Anne Ruston	National Affordable Housing Agreement	<p>Senator RUSTON: I'm just keen for you to explain something to me—on page 51 of budget paper 3, which is the NAHA. Is this a normal way for you to provide a funding outline? The program expires in 2022-23 and yet we've got the funding profile for future negotiations before those negotiations have even occurred? What's the rationale behind 2022-23 actually having a lower total amount for the NAHA than 2023-24?</p> <p>[...]</p> <p>Mr Sloan: The way I understand it is that this is effectively the standard way when there is an agreement for which, whilst finishing, there is still an expectation that some sort of funding will continue. The way I understand the difference between 2022-23 and 2023-24, it's that, as Mr Flavel said,</p>	Pages 45-46	8/11/2022

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				<p>the SACS ERO money is not in the budget.</p> <p>Senator RUSTON: It says here estimates include funding in response to the Fair Work ERO. That's apart from the SACS ERO not being \$15 million.</p> <p>Mr Sloan: No, at the end of 2022-23. So that footnote talks, and maybe it's not written—</p> <p>Senator RUSTON: In 2022-23, SACS ERO is included in the funding?</p> <p>Mr Sloan: Yes.</p> <p>Senator RUSTON: It was agreed that we would extend it to the end of the NAHA. If it is not included in 2023-24, that would suggest that that particular component was \$15 million, which we know it's not.</p> <p>Mr Sloan: No, because there's indexation in the NAHA. So it would have been the last estimate—</p> <p>Senator RUSTON: It was \$146 million.</p> <p>Mr Sloan: Over two years. It was about 60—</p> <p>Senator RUSTON: There was only a \$30 million difference between 2024 and 2025. So, if you take that, it doesn't add up. I'm happy for you to come back to us.</p> <p>Mr Sloan: We will take it on notice.</p>		
DSS SQ22-000189	Department of Social Services	Larissa Waters	AIHW project - data regarding unmet need	<p>Senator WATERS: Can you give me the full name of the national partnership, please. There are so many national partnerships.</p> <p>Ms Doherty: It's the National Partnership on Family, Domestic and Sexual Violence Responses.</p> <p>Senator WATERS: Thank you. Please carry on. That one's about tracking how the states and territories spend the money. Are you anticipating that you would get the figures on unmet need through that, or will that mostly belong with the prototype through AIHW?</p> <p>Ms Doherty: I think the most consistent national picture will come through the AIHW prototype on unmet demand.</p> <p>Senator WATERS: What's the time frame for that one? When will it be out of the scoping phase and operational, and when will you be able to have a national picture of unmet need?</p>	Page 26	8/11/2022

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				<p>Ms Doherty: It is a long-term piece of work, so it's over a number of financial years.</p> <p>Ms Hefren-Webb: I haven't got the final date here. The contract was executed with AIHW in February this year. They've now completed consultation with all states and territories and key stakeholders. We'll try and get an answer for you before the end of tomorrow about when the final phase -</p>		
DSS SQ22-000190	Department of Social Services	Jacinta Nampijinpa Price	Temporary Visa Pilot Program Extension	<p>Senator NAMPIJINPA PRICE: Can you tell me which legal assistance providers will receive funding under the Temporary Visa Holders Experiencing Violence Pilot extension?</p> <p>[...]</p> <p>Ms Doherty: [...] There are nine women's community legal centres in receipt of funding under the temporary visa pilot program. I'll be able to get the names of those nine very quickly. I just don't have them with me, but I'll have those shortly.</p>	Page 29	8/11/2022
DSS SQ22-000191	Department of Social Services	Wendy Askew	Social housing in Tasmania	How is the government supporting Tasmania to increase the stock of social housing and reduce the social housing wait list?	Written	15/11/2022
DSS SQ22-000192	Department of Social Services	Wendy Askew	Social housing support	What interim support is available to people who don't have immediate access to social housing but can't afford a private rental?	Written	15/11/2022
DSS SQ22-000193	Department of Social Services	Wendy Askew	Emergency Relief funding for state and territories for increased housing demand	Will the government provide emergency relief funding for the states and territories to assist emergency social providers as they deal with increased demand?	Written	15/11/2022
DSS SQ22-000194	Department of Social Services	Wendy Askew	Rental prices	What actions are the government taking to put downward pressure on rental prices?	Written	15/11/2022
DSS SQ22-000195	Department of Social Services	David Pocock	Parental Leave and Dad and Partner Pay	Please provide a breakdown, similar to the Answer to Question on Notice 2243 asked on 11 November 2020 of the amount of people who have claimed Commonwealth Parental Leave Pay and Dad and Partner Pay in the 2020-	Written	15/11/2022

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				<p>2021 and 2021-2022 financial years? Please provide this data at the following three levels:</p> <ol style="list-style-type: none"> 1. Australia-wide 2. Individual states and territories 3. Individual Commonwealth Electoral Divisions <p>Please provide the number of males, females, and total persons who have accessed the scheme within each requested level of data.</p>		
DSS SQ22-000196	Department of Social Services	Jordon Steele-John	Long COVID and Jobseeker	<ol style="list-style-type: none"> 1. Does the department have figures on how many people are on JobSeeker that has been diagnosed with Long Covid? 2. Has the department started investigating the impact that Long Covid will have on the increase in number of participants for JobSeeker, DSP and NDIS? 3. Participants who have ME/CFS are still struggling to get approval for DSP and NDIS especially around proving permanence. Many are struggling on JobSeeker and having to jump through mutual obligations and the limitations of long-term illnesses on Job Seeker. Is it envisaged that those with Long Covid will have the same difficulties? 	Written	16/11/2022
DSS SQ22-000199	Department of Social Services	Slade Brockman	Advertising	<ol style="list-style-type: none"> 1. What is the current advertising budget of the Department? 2. How many current government advertising campaigns are underway in the Department? Please provide a list. 3. Which of those campaigns are new (post June 2022) and when did they start? 4. Please provide: <ol style="list-style-type: none"> a. the value of each campaign b. an outline of the purpose c. details of how the campaign was delivered (print, social media, TV, online, radio etc) 5. Are there any campaigns which have ceased since May? If so, please list. 	Written	16/11/2022
DSS SQ22-000200	Department of Social Services	Slade Brockman	Briefings	<p>Has the Department or the Minister's office provided briefings to independents/minor parties in the Senate or House of Representatives. If so, please provide the following:</p> <ol style="list-style-type: none"> a. The subject matter of the briefing. 	Written	16/11/2022

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				<p>b. The location and date of the briefing.</p> <p>c. Who proposed the briefing.</p> <p>d. Attendees of the briefing by level/position.</p>		
DSS SQ22-000201	Department of Social Services	Slade Brockman	Savings	<p>How was the portfolio allocation of the measure Savings from External Labour, and Savings from Advertising, Travel and Legal Expenses calculated for your department and any portfolio agencies?</p> <p>a. Please provide the yearly profile of these savings?</p> <p>b. Outline how the Department will achieve these savings in the current financial year 2022-23 that has already commenced?</p> <p>c. Do existing contracts need to be terminated or renegotiated?</p> <p>d. Were there any exemptions for smaller agencies within the portfolio?</p> <p>e. Were there any exemptions for any critical service delivery areas of the portfolio?</p>	Written	16/11/2022
DSS SQ22-000202	Department of Social Services	Slade Brockman	Budget Process Estimates Variations	<p>1. Were any estimates variations above \$20 million made during the budget process for the Department which resulted in decreased administered funding?</p> <p>2. Were any estimates variations above \$20 million made during the budget process for the Department which resulted in increased administered funding?</p>	Written	16/11/2022
DSS SQ22-000203	Department of Social Services	Slade Brockman	Budget Process Estimates Variations	<p>1. Were any estimates variations above \$20 million made during the budget process for the Department which resulted in decreased departmental funding?</p> <p>2. Were any estimates variations above \$20 million made during the budget process for the Department which resulted in increased departmental funding?</p>	Written	16/11/2022
DSS SQ22-000204	Department of Social Services	Slade Brockman	Budget Process Estimates Variations	<p>Can the Department provide a full list of all estimates variations related to the department's responsibilities for the budget process above \$20 million? Please include:</p> <p>a. the previous and revised four-year profiles for these funds?</p> <p>b. where these movements can be shown in the budget papers and/or the PBS of the Department?</p>	Written	16/11/2022

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DSS SQ22-000205	Department of Social Services	Slade Brockman	Budget Process Movement of Funds	<p>1. Did the Department request any movements of funds for administered funding in this budget?</p> <p>a. Can the Department outline where these movements can be seen in the PBS?</p> <p>b. Can the Department provide a list of all the movements of funds for administered funding made for this budget above \$20 million?</p> <p>c. Can this list include the previous and revised four-year profiles for these funds?</p> <p>2. Can the Department explain why funds have been moved for each specific movement?</p> <p>a. What external factors necessitated the movement of funds?</p> <p>b. What departmental or ministerial requirements result in the need to move funds?</p>	Written	16/11/2022
DSS SQ22-000206	Department of Social Services	Slade Brockman	Budget Process Movement of Funds	<p>Did the Department/Secretary make any movements of funds for departmental funding in this budget?</p> <p>a. Can the Department show the committee where these movements can be seen in the PBS?</p> <p>b. Can the Department provide a list of all the movements of funds for departmental funding made for this budget?</p>	Written	16/11/2022
DSS SQ22-000207	Department of Social Services	Slade Brockman	Acting Ministerial Arrangements	Please provide all leave periods taken from 1 July 2022 by Ministers in the portfolio and details of the acting Ministerial arrangements for each leave period.	Written	16/11/2022
DSS SQ22-000208	Department of Social Services	Slade Brockman	Budget Responsibilities Measures	<p>1. Can you provide a list of responsibilities which the Department had in May 2022 which are no longer an area of responsibility for the Department?</p> <p>2. Can you provide a list of responsibilities which the Department has acquired since May 2022?</p>	Written	16/11/2022
DSS SQ22-000209	Department of Social Services	Slade Brockman	Budget Responsibilities Measures	<p>1. Were any budget decisions related to the Department made through the minors process?</p> <p>2. Can you provide a list of these decisions, and where they are shown in the budget papers?</p>	Written	16/11/2022
DSS SQ22-000210	Department of Social Services	Slade Brockman	Budget Responsibilities Measures	1. Were any budget decisions related to the Department done via an exchange of letters?	Written	16/11/2022

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				2. Can you provide a list of these decisions, and where they are shown in the budget papers?		
DSS SQ22-000211	Department of Social Services	Slade Brockman	Bullying	Have there been any reports, formal or otherwise, of bullying or harassment of staff in the Department since June 2022? If so, please provide a list outlining: a. The number of incidents per agency b. A description of the incident c. The steps taken to address the matter	Written	16/11/2022
DSS SQ22-000212	Department of Social Services	Slade Brockman	Bullying	For all ministers' offices in the portfolio, have any complaints, verbal or written, been made against a ministerial staff member since the election? If so, please provide: a. The date and location of the alleged incident b. Whether the complaint was made verbally or in writing c. What action the department took following the complaint being made d. Whether the complaint was brought to the attention of the minister or assistant minister's office. Who in the minister's office was advised and when.	Written	16/11/2022
DSS SQ22-000213	Department of Social Services	Slade Brockman	Security Incidents	Have any security incidents been reported since the election? If so, please provide a list outlining: a. The number of incidents per agency b. A description of the incident c. Whether the incident involved classified material (and if so, the security classification of the documents) d. The steps taken to address the matter	Written	16/11/2022
DSS SQ22-000214	Department of Social Services	Slade Brockman	Departmental Staff Allowances	Please provide details of any Departmental allowances and reimbursements available to DSS employees.	Written	16/11/2022
DSS SQ22-000215	Department of Social Services	Slade Brockman	Employment	For each of the Ministers in the portfolio: Has the Minister or the Minister's office requested information, verbally or in writing, regarding terminating or amending the employment contract of any employee within the Department of a portfolio agency? If so: a. When was the information requested? b. How was the request made?	Written	16/11/2022

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				<p>c. When was the information provided? d. What ASP level was the individual? e. Is the individual still employed by the Department?</p>		
DSS SQ22-000216	Department of Social Services	Slade Brockman	Environment	<p>1. What is the carbon footprint of each portfolio agency (CO2e tonnes per annum)? 2. What percentage of the portfolio agency's electricity usage is from renewables 3. How many vehicles are owned by the Department and portfolio agencies domestically and internationally? 4. How many are low emissions vehicles (domestic and international reported separately)? 5. Please provide a copy of each agency's plan outlining how they will reduce their emissions to net-zero by 2030.</p>	Written	16/11/2022
DSS SQ22-000217	Department of Social Services	Slade Brockman	FOI Requests	<p>1. How many officers are currently responsible for FOIs? 2. What expenditure has been used on external legal advice for FOI's since 1 July 2022? 3. On average how many days does it take to prepare an FOI response? 4. Are FOI responses provided to Ministerial Offices before they are released to the applicant? 5. If yes, how many days on average is it taking for each FOI request to be cleared by the Ministerial Office. 6. From July 1 2022, how many FOI's have been provided late? On what basis were FOIs provided late? 7. From July 1 2022, How many FOI's have been refused? On what basis were they refused?</p>	Written	16/11/2022
DSS SQ22-000218	Department of Social Services	Slade Brockman	Fraud	<p>Has there been any incident of fraud or the misuse of public funds in the Department since June 2022? If so, please provide a list outlining: a. The number of incidents b. A description of each incident, including the amount of money involved c. The steps were taken to address the matter d. Whether the person involved is still employed by the Department</p>	Written	16/11/2022

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DSS SQ22-000219	Department of Social Services	Slade Brockman	Media	<ol style="list-style-type: none"> 1. How many departmental staff are allocated to supporting media monitoring? 2. Which media monitoring services are being used and what is this costing the department? 3. Has the department provided any of the Ministers' offices with media subscriptions? If so, what are the subscriptions and the value of each subscription? 	Written	16/11/2022
DSS SQ22-000220	Department of Social Services	Slade Brockman	Ministerial Functions	<p>For any functions or official receptions hosted by Ministers or Assistant Ministers in the Social Services portfolio, from 1 June 2022, please provide the following:</p> <ol style="list-style-type: none"> a. List of functions. b. List of all attendees. c. Function venue. d. Itemised list of costs (GST inclusive). e. Details of any food served. f. Details of any wine or champagne served. g. Photographs of the function. h. Details of entertainment provided 	Written	16/11/2022
DSS SQ22-000221	Department of Social Services	Slade Brockman	Ministerial Functions	<ol style="list-style-type: none"> 1. What is the total expenditure by the Department on catering since 1 July 2022? <ol style="list-style-type: none"> a. Of that, how many events were attended by the Minister and/or their staff? 2. Can you please provide a list of attendees for each function and their organisations? 3. Can you please provide details of any entertainment? 4. Can you please provide details of any alcohol served? 5. Please provide any available photos of these functions. 	Written	16/11/2022
DSS SQ22-000222	Department of Social Services	Slade Brockman	Ministerial Offices	<ol style="list-style-type: none"> 1. How many staff were seconded to Ministerial offices and for what period since May 2022? Please outline their duties? 2. What travel has been undertaken by staff on secondment that has been charged to the Department? 3. How many staff are still seconded to these Ministerial offices? 	Written	16/11/2022

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DSS SQ22- 000223	Department of Social Services	Slade Brockman	Ministerial Briefs	<p>1. For each Minister in the portfolio:</p> <p>a. How many decision briefs have been sent to ministerial offices since June 2022?</p> <p>b. How many briefs have been returned to the Department with one or more recommendations not agreed?</p> <p>2. How many briefs were signed off by the Minister after the due date?</p>	Written	16/11/2022
DSS SQ22- 000224	Department of Social Services	Slade Brockman	Ministerial Offices	<p>For each Ministerial office in the social services portfolio. How much has been spent on the following:</p> <p>a. Business cards,</p> <p>b. letterhead,</p> <p>c. mobile phones,</p> <p>d. desktop computers,</p> <p>e. laptops,</p> <p>f. tablets,</p> <p>g. headphones</p> <p>h. airpods,</p> <p>i. cameras for photography and videography,</p> <p>j. digital editing software/subscriptions</p>	Written	16/11/2022
DSS SQ22- 000225	Department of Social Services	Slade Brockman	Payments	<p>For each of the years 2019-20; 2020-21 and 2021-22, in dollar terms, how much has been paid by the Commonwealth to recipients in each of the following payments:</p> <p>a. Parental Leave Pay</p> <p>b. Dad and Partner Pay</p> <p>c. Age Pension</p> <p>d. Disability Support Pension</p> <p>e. Carers Payment</p> <p>f. Carer Allowance</p> <p>g. Child Disability Assistance Payment</p> <p>h. JobSeeker Payment</p> <p>i. Parenting Payment (Partnered)</p> <p>j. Parenting Payment (Single)</p> <p>k. Pensioner Education Supplement</p> <p>l. Youth Allowance</p> <p>m. Auststudy</p>	Written	16/11/2022

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				<ul style="list-style-type: none"> n. ABSTUDY (Secondary) o. ABSTUDY (Tertiary) p. Youth Allowance (Student) q. Student Start-up Loan r. Student Start-up Loan - ABSTUDY s. Rent Assistance 		
DSS SQ22- 000226	Department of Social Services	Slade Brockman	Payments	<p>What appropriation was allocated in the October Budget and forward estimates for the following payments:</p> <ul style="list-style-type: none"> a. Parental Leave Pay b. Dad and Partner Pay c. Age Pension d. Disability Support Pension e. Carers Payment f. Carer Allowance g. Child Disability Assistance Payment h. JobSeeker Payment i. Parenting Payment (Partnered) j. Parenting Payment (Single) k. Pensioner Education Supplement l. Youth Allowance m. Auststudy n. ABSTUDY (Secondary) o. ABSTUDY (Tertiary) p. Youth Allowance (Student) q. Student Start-up Loan r. Student Start-up Loan - ABSTUDY s. Rent Assistance 	Written	16/11/2022
DSS SQ22- 000227	Department of Social Services	Slade Brockman	Payments	<p>Can the Department provide information on the current debt recovery policy for the following payments:</p> <ul style="list-style-type: none"> a. Parental Leave Pay b. Dad and Partner Pay c. Age Pension d. Disability Support Pension e. Carers Payment f. Carer Allowance g. Child Disability Assistance Payment 	Written	16/11/2022

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				<ul style="list-style-type: none"> h. JobSeeker Payment i. Parenting Payment (Partnered) j. Parenting Payment (Single) k. Pensioner Education Supplement l. Youth Allowance m. Auststudy n. ABSTUDY (Secondary) o. ABSTUDY (Tertiary) p. Youth Allowance (Student) q. Student Start-up Loan r. Student Start-up Loan - ABSTUDY s. Rent Assistance 		
DSS SQ22- 000228	Department of Social Services	Slade Brockman	Payments	<p>Has the Government undertaken any modelling since 1 June 2022 on increasing any of the payments below? If so which payments and when was this modelling undertaken?</p> <ul style="list-style-type: none"> a. Parental Leave Pay b. Dad and Partner Pay c. Age Pension d. Disability Support Pension e. Carers Payment f. Carer Allowance g. Child Disability Assistance Payment h. JobSeeker Payment i. Parenting Payment (Partnered) j. Parenting Payment (Single) k. Pensioner Education Supplement l. Youth Allowance m. Auststudy n. ABSTUDY (Secondary) o. ABSTUDY (Tertiary) p. Youth Allowance (Student) q. Student Start-up Loan r. Student Start-up Loan - ABSTUDY s. Rent Assistance 	Written	16/11/2022

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DSS SQ22-000229	Department of Social Services	Slade Brockman	Procurement	<p>1. Has there been any change to any procurement panel since the election? If so please provide:</p> <p>a. the name of any business that has been added or removed from a panel;</p> <p>b. the name of the panel; and</p> <p>c. The portfolio agency that owns or manages the panel.</p> <p>2. Has any Minister, Assistant Minister or Ministerial Adviser requested information or sought advice on the composition of a procurement panel since the election?</p> <p>3. Has any Minister, Assistant Minister or Ministerial Adviser sought any changes to a procurement panel? If so, please provide</p> <p>a. Who made the request?</p> <p>b. The date information or advice was sought?</p> <p>c. How was the request made?</p> <p>d. When was the information or advice provided?</p>	Written	16/11/2022
DSS SQ22-000230	Department of Social Services	Slade Brockman	Procurement	<p>Have any tenders been advertised on AusTender since the election? If so, please provide a list outlining:</p> <p>a. The number of tenders advertised per agency in the portfolio</p> <p>b. A brief description of each tender, its estimated value, its current status and whether it is an open tender or direct source</p> <p>c. The name of the successful tenderer</p>	Written	16/11/2022
DSS SQ22-000231	Department of Social Services	Slade Brockman	Research	<p>1. Has the Department commenced any market research contracts entered into since May 2022? If so, provide the value of each contract and an outline of the work commissioned.</p> <p>2. Has the Department commissioned any research reports since 1 July 2022? If so, what is the value and scope of work commissioned?</p>	Written	16/11/2022
DSS SQ22-000233	Department of Social Services	Slade Brockman	Spending Audit	<p>1. Did the Department make a submission to the Spending Audit?</p> <p>2. Can you please explain the process the Department went through to contribute to the audit?</p> <p>3. What criteria was the Department provided to identify</p>	Written	16/11/2022

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				<p>funding to be reviewed by the audit?</p> <p>4. Which programs/projects and/or what funding was cut from the Department through the audit?</p> <p>5. What level of stakeholder consultation was undertaken by the Department in relation to programs subject to the audit?</p>		
DSS SQ22-000234	Department of Social Services	Slade Brockman	Staffing	<p>1. Can the Department please provide a breakdown of staffing across all APS levels and SES officers?</p> <p>2. Can the Department please provide a gender breakdown of staffing across all APS levels and SES officers.</p> <p>3. Can the Department please provide a gender breakdown of staffing?</p> <p>4. How many staff in the department identify as Indigenous and Torres Strait Islander? Does this meet the department's targets for representation?</p> <p>5. Can you please outline any and all support and networking groups that exist within the department for Indigenous and Torres Strait Islander staff?</p> <p>6. How many staff in the department identify as members of the LGBTIQ+ community? Does this meet the department's targets for representation?</p> <p>7. Can you please outline any and all support and networking groups that exist within the department for LGBTIQ+ staff?</p>	Written	16/11/2022
DSS SQ22-000235	Department of Social Services	Slade Brockman	Staffing	<p>1. Since 1 July 2022 have any staff breached the APS code of conduct?</p> <p>a. If yes, please break down by all APS levels and SES officers.</p> <p>b. What action has been taken including dismissals, suspensions and workplace training/remediation?</p> <p>c. Have there been any reported cases of fraud by departmental staff?</p> <p>d. If yes, please break down by all APS levels and SES officers.</p> <p>e. What action has been taken including dismissals, suspensions and workplace training/remediation?</p>	Written	16/11/2022
DSS SQ22-000236	Department of Social Services	Slade Brockman	Staffing	<p>Have any departmental staff made complaints to the Fair Work Commission?</p>	Written	16/11/2022

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DSS SQ22-000237	Department of Social Services	Slade Brockman	Staffing	<ol style="list-style-type: none"> 1. Can the Department outline the status of its latest Enterprise Agreement? When did or will this expire? 2. What is the status of the new enterprise agreement? 3. What arrangements are in place in between? 	Written	16/11/2022
DSS SQ22-000238	Department of Social Services	Slade Brockman	Staffing	<p>How many flexible work arrangements are in place?</p> <ol style="list-style-type: none"> a. How many of these have been in place since the start of the COVID pandemic b. What direction has the department given staff about returning to work in departmental facilities post-COVID? 	Written	16/11/2022
DSS SQ22-000239	Department of Social Services	Slade Brockman	Financial Compliance	Have there been any breaches of the Public Governance, Performance and Accountability Act 2013 since 1 July 2022?	Written	16/11/2022
DSS SQ22-000240	Department of Social Services	Slade Brockman	Staffing	<p>Since the change of Government this year, have the related machinery of government changes resulted in a decrease of the Department's/Agency's physical footprint or ASL based outside of Australian capital cities?</p> <ol style="list-style-type: none"> a. If so, from which locations? b. If so, how many ASL? c. If so, have these resources gone to capital cities? d. If so, what was the cost to the taxpayer of these changes? 	Written	16/11/2022
DSS SQ22-000241	Department of Social Services	Slade Brockman	Termination	<p>Has any DSS employee, or contractor been had their employment terminated since June 2022?</p> <ol style="list-style-type: none"> a. If so, please, please outline the reason their employment/contract was terminated 	Written	16/11/2022
DSS SQ22-000242	Department of Social Services	Slade Brockman	Travel	<p>For each Ministers' office in the portfolio:</p> <ol style="list-style-type: none"> 1. Was any travel undertaken by the Minister overseas since May 2022? If so, please provide: <ol style="list-style-type: none"> a. The dates of travel b. Locations c. The names and positions of any ministerial staff and APS who travelled with them d. A copy of their final itinerary 2. Please provide a breakdown of the total costs for each overseas including: <ol style="list-style-type: none"> a. Accommodation b. Flights 	Written	16/11/2022

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				<p>c. Meals d. Incidentals 3. Was any first-class travel undertaken on a commercial aircraft since June 2022? Please include any upgrades. 4. How many times was the special purpose aircraft used since June 2022? Please include a list outlining: a. The date of each trip b. The departure and arrival location c. The names of the minister and/or assistant minister and staff on the flight d. The kilometres of each leg e. Carbon emissions of each leg, if known</p>		
DSS SQ22-000243	Department of Social Services	Slade Brockman	Women's Safety Funding	<p>Can the Department of Social Services aggregate figures with measures that were announced in previous budgets, \$1.7 billion broken down by year on year against the profiling of the measures that are listed in the text in Budget Paper No. 2 on under Women's Safety.</p> <p>Specifically, the profiling for both the measures that Department of Social Services will be administering and the measures in the budget paper that are administered by other agencies.</p> <p>The former government provided a Question on Notice – SQ22-000134 – if it's possible to have that attachment (A) updated to reflect the latest October Budget breakdown.</p>	Written	17/11/2022
DSS SQ22-000244	Department of Social Services	Slade Brockman	Domestic, Family and Sexual Violence Commissioner - Recruitment	<p>1. Did the Department of Social Services provide advice or a briefing on revoking the appointment of Ms Catherine Fitzpatrick as the National Domestic, Family and Sexual Violence Commissioner? What was the advice provided? 2. Was there a financial implication involved in revoking the appointment of Ms Fitzpatrick? 3. Did the Department of Social Services provide advice to the government on any financial implications for cancelling this appointment? If a draft media statement was provided by the Department of Social Services to the Minister's office,</p>	Written	17/11/2022

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				when was it sent, were there significant changes to the draft by the Minister’s office prior to its public release?		
DSS SQ22-000245	Department of Social Services	Slade Brockman	Domestic, Family and Sexual Violence Commissioner - Recruitment	<ol style="list-style-type: none"> 1. What are the requirements for the appointment of this Commissioner role? Is this a decision that was at the discretion of the Minister? 2. Can the Department of Social Services detail the steps undertaken in the new recruitment process and the associated cost? 3. What was the entire timeframe for the appointment of the new Commissioner between announcement of the decision to revoke Ms Fitzpatrick’s appointment and the announcement of Ms Micaela Cronin? 4. What information did the Department of Social Services ensure was made available on websites, social media platforms, job websites etc seeking applications to fill this role? What did the department do to make this process transparent? 5. What is the cost associated with this new recruitment process? (if it is a panel for example, how many staff were involved In this?) 6. What consultation did the Department of Social Services complete with stakeholders on hiring the commissioner? 	Written	17/11/2022
DSS SQ22-000246	Department of Social Services	Slade Brockman	Domestic, Family and Sexual Violence Commissioner	<ol style="list-style-type: none"> 1. Can the Department of Social Services advise if the delay in the appointment of a new Commissioner impacted on the deliverables of the role of the Commissioner, including leadership and oversight? 2. Is it the Department of Social Services view that the announcement on the appointment of a Commissioner occurred within a reasonable timeframe to begin implementation work? 3. The Social Services Minister’s media release on 28 October 2022 announcing the appointment of Inaugural Domestic, Family and Sexual Violence Commissioner stated “the Commission will work with the sector to track the progress of the new National Plan to End Violence against Women and Children 2022-2032, and provide regular 	Written	17/11/2022

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				reports to Parliament.” How regularly will reports be provided and will it be via the Department of Social Services? Through what measuring mechanisms will the progress be tracked by the Department of Social Services?		
DSS SQ22-000247	Domestic, Family and Sexual Violence Commission	Slade Brockman	Office of the Domestic, Family and Sexual Violence Commissioner	Given the current National Plan was released on Monday 17 October, what was the office of the DV Commissioner working on?	Written	17/11/2022
DSS SQ22-000248	Domestic, Family and Sexual Violence Commission	Slade Brockman	Office of the Domestic, Family and Sexual Violence Commissioner	1. How many times did the Interim Commissioner meet the Minister solely in their capacity as the interim Commissioner prior to the final appointment of the permanent Domestic, Family and Sexual Violence Commissioner? 2. How many briefings have been provided by the office of the commissioner to the Minister?	Written	17/11/2022
DSS SQ22-000249	Domestic, Family and Sexual Violence Commission	Slade Brockman	Office of the Domestic, Family and Sexual Violence Commissioner	1. What sort of engagement did the office of the commissioner have on the finalisation of the current National Plan to end Violence against Women and Children? 2. What engagement has the office of the commissioner had on the development of the first 5-year Action Plan? What about the other Action plans?	Written	17/11/2022
DSS SQ22-000250	Domestic, Family and Sexual Violence Commission	Slade Brockman	Office of the Domestic, Family and Sexual Violence Commissioner	1. How much money has been spent since 1 July 2022 on the functions of the Commissioner's Office? 2. The Social Services Minister’s media release from 28 October 2022 states ‘A total of \$27.4 million has been allocated over five years from 2022-23 to 2026-27 for the operation of the Domestic, Family and Sexual Violence Commission. What is the breakdown year on year of this funding?’	Written	17/11/2022
DSS SQ22-000251	Department of Social Services	Slade Brockman	National Plan to End Violence Against Women and Children 2022-2032	In reference to the government’s commitment to end violence ‘within a generation’ when it released the National Plan on 17 October: 1. What is the Department of Social Services timeframe in years when being used to define ‘within a generation’? 2. Has the Department of Social Services been instructed to provide additional or longer-term National Plans to achieve	Written	17/11/2022

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				<p>this ‘within one generation’ goal within the next year, outside of the Action Plans and ATSI Plans that sit under the current National Plan?</p> <p>3. Will the Department of Social Services be drafting a National Plan for a period of time longer than a decade to define ‘generational?’ Why or why not?</p> <p>4. Has the Department of Social Services been instructed to provide targets and benchmarks outside of the 2022-2032 Plan and related Action Plans?</p> <p>5. What work has been done by the Department of Social Services to track progress against this ‘generational’ goal? Will progress be made public?</p> <p>6. What advice was provided by the Department of Social Services on the achievability of this ‘generational’ commitment? Was this timeframe specifically recommended by the Department?</p> <p>7. What quantum of funding does the Department of Social Services expect it would require to see the end of domestic violence within a generation?</p>		
DSS SQ22-000252	Department of Social Services	Slade Brockman	National Plan to End Violence Against Women and Children 2022-2032 - Timing	<p>1. With the last National Plan concluding on June 30, 2022 what was the reason for a 3 month delay in releasing the current National Plan?</p> <p>- Were the Department of Social Services’ changes consulted on? If so, who was involved in this consultation and what was the feedback?</p> <p>2. What will the impact for the 3 month delay be on the finalisation and release of the first Action Plan?</p> <p>3. Did the Department of Social Services provide advice on what interim measures would be provided to states and territories with the necessary guidance after the former National Plan lapsed in June 2022?</p> <p>4. Was the Department of Social Services made aware of any stakeholder concerns about the delayed release of the Plan?</p> <p>5. If so, what were the nature of those? Has there been an impact on the roll out of funding to support the first Action Plan as a result of the National Plan’s delayed release?</p>	Written	17/11/2022

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				<p>6. The Department of Social Services website states that the first Action Plan will be released in early 2023, is there a specific date?</p> <p>- Has consultation occurred on the draft action plan? If so, who has been included?</p> <p>7. What revisions or feedback was provided to the Department of Social Services by the states and territories on the National Plan before they signed off?</p> <p>8. What quantum of funding does the Department of Social Services expect it would need to implement the National Plan over the next ten years? Is the current funding sufficient?</p> <p>9. To date, how many times have federal, state and territory ministers all met since May 2022? Is this inclusive of the day the National Plan was released?</p>		
DSS SQ22-000253	Department of Social Services	Slade Brockman	Specialised Family Violence Services	<p>1. Will the Action Plans under the National Plan to End Violence against Women and their Children provide for the expansion of Specialised Family Violence Services concurrent to the Fourth Action Plan of the previous National Plan, specifically the same; eight providers delivering Specialised Family Violence Services in 14 locations, four Aboriginal Community Controlled Organisations delivering culturally appropriate Specialised Family Violence Services in the Northern Territory, and twenty-three existing Specialised Family Violence Service providers?</p> <p>2. Has the Department of Social Services provided advice relating to the continuation of these Specialised Family Violence Services?</p> <p>3. Is there an update on SFVS services individual clients and sessions figures in comparison to 2020-2021? Is there financial year breakdown?</p> <p>4. As a result of the Budget, what is or will be the total number of SFVS providers funded by the Australian Government with services in each state and territory?</p>	Written	17/11/2022

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DSS SQ22-000254	Department of Social Services	Slade Brockman	First Nations National Plan	What work has the Department of Social Services undertaken to deliver a standalone First Nations National Plan?	Written	17/11/2022
DSS SQ22-000255	Department of Social Services	Slade Brockman	First Nations National Plan	What role is NIAA playing in the drafting of the plan?	Written	17/11/2022
DSS SQ22-000256	Department of Social Services	Slade Brockman	First Nations National Plan	<p>1. Given the overarching commitment made by the Government to end violence in a ‘generation’, what advice was provided by the Department of Social Services on the feasibility of this within Indigenous communities? If so, what were the recommendations? Did NIAA provide advice on the commitment made by the Government to end violence in a generation?</p> <p>2. Has there been any indication to the Department of Social Services from Indigenous organisations or communities that it will be possible to end violence against women and children in Indigenous communities within a generation? If so, who are they and what was their advice?</p>	Written	17/11/2022
DSS SQ22-000257	Department of Social Services	Slade Brockman	First Nations National Plan	<p>1. The Department of Social Services website states that the first Action Plan will be released in early 2023. Does this include the Indigenous Action Plan? In 2021, there was a commitment from Labor to deliver \$79 million to First Nations communities to reduce incarceration rates and family violence. Will any of that funding be used to implement this Action Plan?</p> <p>2. What quantum of funding does the Department of Social Services expect it would need to implement this specific Action Plan? Is the current funding sufficient?</p>	Written	17/11/2022
DSS SQ22-000258	Department of Social Services	Slade Brockman	500 New Community Sector Workers	<p>1. What work has the Department of Social Services been asked to undertake on implementing this? Are there any risks associated with the delivery?</p> <p>2. How will this be delivered? I.e. Budget funding direct to service providers on the ground or via states and territories?</p> <p>3. Will these be ‘new’ roles or will this funding be used to fund roles that currently exist?</p> <p>4. How will the Department of Social Services ensure that</p>	Written	17/11/2022

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				these will be new roles (in addition to the current workforce)? 5. How many of these 500 workers will be based in each state and territory? What is the breakdown per metropolitan and regional/rural area? How is regional, rural and remote being defined in this context?		
DSS SQ22-000259	Department of Social Services	Slade Brockman	500 New Community Sector Workers	1. Is it anticipated that additional community sector workers will be needed if demand increases? 2. How will this demand be measured by the Department of Social Services?	Written	17/11/2022
DSS SQ22-000260	Department of Social Services	Slade Brockman	500 New Community Sector Workers	The Social Services Minister’s Budget media release said “The funding will see 200 new workers employed each year 2022-23 with a further 100 in 2024-25. Funds for these positions will be distributed to states and territories to support them to best target areas of need.” Can the Department of Social Services define what is categorised as an ‘area of need’ and what advice has been provided on this by the Department?	Written	17/11/2022
DSS SQ22-000261	Department of Social Services	Slade Brockman	500 New Community Sector Workers	Statistics show First Nations women face the highest rates of domestic violence, how has this been factored into the Department of Social Services decisions about the distribution of the community sector workers?	Written	17/11/2022
DSS SQ22-000262	Department of Social Services	Slade Brockman	500 New Community Sector Workers	The Budget media release also said \$169.4 million over 4 years from 2022-23 in Commonwealth funding would be provided. What is the year on year breakdown for this?	Written	17/11/2022
DSS SQ22-000263	Department of Social Services	David Pocock	CPI and Indexation for social security payments	There is currently a significant lag between measuring CPI and the indexation of JobSeeker and other payments. While JobSeeker was recently indexed by 4 per cent in September, CPI for that period was actually closer to 6 per cent. Inflation is not forecast to reach its peak until later this year, before these social service payments are due to be indexed again. This is a significant policy issue that is being highlighted because of this period of extreme inflation. a. Has the Department provided any advice to Government on more closely aligning CPI measurements with indexation decisions, such that the purchasing power of these payments	Written	18/11/2022

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				do not deteriorate further? b. What analyses has the Department conducted to understand the impact of this high inflation period on people who are on income supports?		
DSS SQ22-000264	Department of Social Services	David Pocock	Indexation on payments	1. Why are the Youth Allowance and Austudy payments indexed just once a year, while JobSeeker is indexed twice a year? 2. Has the Department provided advice to Minister Rishworth's office on the need to address this inequity between payments and how they are indexed?	Written	18/11/2022
DSS SQ22-000265	Department of Social Services	David Pocock	Rate of JobSeeker and Social Security Payments	Has the Department provided advice to Minister Rishworth's office on the need to raise the rate of JobSeeker and other social security payments?	Written	18/11/2022
DSS SQ22-000266	Department of Social Services	David Pocock	Women over 50 receiving JobSeeker	What is the average length of time women over 50 are spending on the JobSeeker payment? Please provide this as an annual figure over five years, if possible.	Written	18/11/2022
DSS SQ22-000267	Department of Social Services	David Pocock	Women over 50 receiving Rent Assistance	How many women over 50 are receiving Commonwealth Rent Assistance? Please provide this as an annual figure over five years, if possible.	Written	18/11/2022
DSS SQ22-000268	Department of Social Services	David Pocock	Women over 50 experiencing homelessness	1. What areas of the 2022-23 Budget in social services will specifically support women over 50 with no dependents, who are the fastest growing cohort of homeless people in the country? 2. How is the Department evaluating whether conditions are improving or worsening for women over 50, who remain the fastest growing cohort of homeless people?	Written	18/11/2022
DSS SQ22-000269	Department of Social Services	Linda Reynolds	NDIS - Funding and Budget	1. I refer to Chart 3.9 of BS3 in BP1. Can you please advise why there is a cut to the NDIS in 2022-23 and 2023-24? a. With reference to the same chart can you please advise the reason behind the subsequent total increase to the NDIS over the medium term? 2. What are the main cost drivers of the scheme? 3. What are the latest participant numbers and percentage increase? How does this vary from the original 2011 PC forecasts? 4. What is the average cost per plan increase reflected in the	Written	18/11/2022

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				<p>PBS numbers?</p> <p>a. Can you please break them down across the forward estimates?</p> <p>b. How do they vary from the past two budgets?</p> <p>5. What are the latest participant numbers reflected in the PBS for this year and over the Forward Estimates?</p> <p>a. How do they vary from the 2011 PC forecasts and the previous two budgets?</p>		
DSS SQ22-000270	Department of Social Services	Linda Reynolds	NDIS Funding	<p>On 14th April this year at the Press Club, Minister Shorten, then the Shadow Minister, categorically asserted: “We don’t need any extra money” for the NDIS. Does the Minister stand by this statement?</p>	Written	18/11/2022
DSS SQ22-000271	Department of Social Services	Linda Reynolds	NDIS - Budget Statement of Risks	<p>Can you please walk me through why the NDIS was included in the SoR?</p> <p>a. What has changed since the previous financial update within which this was not included?</p> <p>b. Does this addition indicate that the Government is expecting an increase on the \$8.8 billion provided for the NDIS in this Budget?</p> <p>c. Who proposed the new item?</p> <p>d. Was it the Minister’s office, the Department of Social Services, the NDIA, or an internal recommendation? PMO maybe?</p> <p>e. The text refers to the program as ‘relatively new’. It is puzzling as the NDIS has been in place for almost a decade. There are more recently amended demand driven programs I believe – for example in the Veterans’ portfolio.</p> <p>f. Why was this a factor in its inclusion in the SoR?</p> <p>g. What factors or circumstances would be required for this item to be removed from the statement of risks?</p>	Written	18/11/2022
DSS SQ22-000272	Department of Social Services	Linda Reynolds	NDIS Sustainability	<p>1. Does the government now accept the NDIS does have significant sustainability issues?</p> <p>2. Is this why in the October 2022 budget, an additional appropriation of \$8.8Bn was provided over the forward estimates?</p>	Written	18/11/2022

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DSS SQ22-000273	Department of Social Services	Linda Reynolds	NDIS Budget	Specifically, what cuts was Minister Shorten referring to when he and the then Leaders of the Opposition said he would stop the cuts? Was the Minister referring to preventing plan variations downwards?	Written	18/11/2022
DSS SQ22-000274	Department of Social Services	Linda Reynolds	NDIS Principles	Does the government still stand by the insurance principles on which the scheme was created - that participants packages should vary – both up and down – in accordance with their personal life changes	Written	18/11/2022
DSS SQ22-000275	Department of Social Services	Linda Reynolds	NDIS - Moderation of Cost Growth	<p>1. In a Speech to the Melbourne Institute on 3 November 2022, Minister Shorten said “... Which brings me to the third principle that is guiding our mission to fix the NDIS – moderation of cost growth.” What does ‘moderation of cost growth’ mean in both a policy sense and an operational sense in relation to the administration of the NDIS?</p> <p>2. What costs is Minister Shorten seeking to ‘moderate’? Does it include:</p> <ul style="list-style-type: none"> a. pricing moderation for service delivery, b. pricing moderation on plan-value, c. pricing moderation on participant numbers– d. or is it all of these – or none of them? If so, on what? <p>3. What is the quantum of costs the Minister is seeking to Moderate?</p> <p>4. In a fiscal sense, how can you moderate costs, without cutting costs?</p>	Written	18/11/2022
DSS SQ22-000276	Department of Social Services	Linda Reynolds	NDIS - Fiscal Policy	<p>In the same speech, Minister Shorten also introduced other new fiscal policy concepts. Specifically, he said his aim was “Curbing growth in cost, rather than blunt force cuts – that are not strategic”. In relation to this statement, can the Department or Minister advise:</p> <ul style="list-style-type: none"> a. What does ‘curbing growth’ mean and in a policy sense it the same as moderating cost growth? b. How ‘curbing growth’ is not ‘cost cutting’ – can you explain the difference? c. What is the difference between curbing costs and cutting costs? d. How is curbing achieved without cutting participant 	Written	18/11/2022

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				<p>entry to the scheme or cutting the value of individual plans?</p> <p>e. In relation to the new policy concepts he introduced of ‘blunt force cuts’ what type of cuts are these?</p> <p>f. Have examples of these blunt force cuts been provided to the NDIA, the Board, and the NDIS Review taskforce – to ensure they are out of scope?</p> <p>g. In relation to the second new policy concept he introduced, the ‘strategic cut’ can you please advise what these are?</p> <p>h. What is the difference between a ‘blunt force cut’ and a ‘strategic cut’?</p> <p>i. In the November 3rd speech, the Minister also referred to anti-fraud measures in conjunction with strategic cuts. Can you please explain the link?</p> <p>j. What is the Minister’s fiscal targets for anti-fraud measures, is that a strategic cut?</p> <p>k. Will these strategic cuts make the scheme sustainable? If so, how is it a cut if it is redirected back to funding if defrauded funds are returned to participant plans? Has the review taskforce been briefed on these new policy positions – blunt force cuts vs strategic cuts?</p> <p>l. Do they impact on the definitions of reasonable and necessary in the Act? Will they need to be legislated?</p> <p>m. Have the Disability Reform Minister’s been advised of these significant new policy positions on what cuts are in and out of consideration?</p>		
DSS SQ22-000277	Department of Social Services	Linda Reynolds	NDIS - Funding and Budget	<p>Can the Minister advise if he remains committed to the following:</p> <p>a. stopping the cuts to the NDIS?</p> <p>b. moderation of cost growth and curbing growth in NDIS costs?</p> <p>c. implementing strategic cuts?</p> <p>d. not implementing Blunt force cuts?</p>	Written	18/11/2022
DSS SQ22-000278	Department of Social Services	Linda Reynolds	NDIS Review	<p>In the past, ALP Members and Senators have been supportive of the Productivity Commission’s work in relation to the NDIS, specifically the 2011 and 2017 reports.</p>	Written	18/11/2022

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				Why is the upcoming review of the NDIS not being implemented by the Productivity Commission?		
DSS SQ22-000279	Department of Social Services	Linda Reynolds	NDIS - Legislation	<p>1. Does the Minister intend to bring forward any additional legislation between now and the review reporting late next year?</p> <p>2. Presumably any legislation resulting from the review would not be agreed with States and Territories before 2024, is this correct?</p>	Written	18/11/2022
DSS SQ22-000280	Department of Social Services	Linda Reynolds	NDIS - In-Kind Payments	<p>What is the status of In-Kind payments by States and Territories?</p> <p>a. What are they and how are they validated?</p>	Written	18/11/2022
DSS SQ22-000281	Department of Social Services	Linda Reynolds	NDIS - Scheme Agreements	The full scheme agreements review was originally due to be conducted next year – is this correct and is the Review examining them?	Written	18/11/2022
DSS SQ22-000282	Department of Social Services	Linda Reynolds	NDIS - Review	<p>The outcomes of all these areas of Full Scheme review were to be considered by States and Territories, but they do not needed to be actioned as a result of these reviews.</p> <p>a. Is this correct?</p> <p>b. If it is, what is the Minister’s plan to deal with this impasse with the States and Territories as a result of his new Review?</p>	Written	18/11/2022
DSS SQ22-000283	Department of Social Services	Linda Reynolds	NDIS - Scheme Costs Over Next Two Years	<p>1. Can the Minister rule out a further scheme cost over the next two budgets while the review is underway?</p> <p>2. While the Taskforce takes another 12 months to review the scheme, and it will take many more months for the DRMM to consider and agree on action. How is the government looking at ways to offset or moderate the scheme costs in the meantime over the next 18-24 months?</p>	Written	18/11/2022
DSS SQ22-000284	Department of Social Services	Linda Reynolds	NDIS - Independent Assessments	Is the Minister aware that the Productivity Commission 2011 report (Page 257) strongly recommended the implementation of independent assessments?	Written	18/11/2022
DSS SQ22-000285	Department of Social Services	Linda Reynolds	NDIS - Independent Assessments	<p>1. Is the Minister aware that the requirement for assessments was contained in the Legislation the Labor Party introduced?</p> <p>a. Didn’t he agree with it then?</p> <p>2. Do you agree with the PC’s 2011 assessment that</p>	Written	18/11/2022

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				<p>independent assessments are an essential element of a needs-based insurance scheme?</p> <p>3. Page 313 of the PC’s 2011 report states “The assessment process will need to identify a budget associated with meeting the assessed needs of individuals. Crucially, there would be an obligation for the system to deliver the funding determined by the independent assessment. An individual’s budget could be derived, through a ‘bottoms-up’ approach, by costing all of the support needs identified by the assessment process (after taking account of natural supports). Does the Minister agree with this assessment by the PC?</p> <p>4. Do you agree that independent assessments are important for the NDIS to monitor patterns in assessments to test whether these reveal cost pressures?</p> <p>5. Would you agree that the absence of independent assessments, NDIS policy settings are far too broad and very subjective and results in little ability to control the number of participants and costs?</p> <p>6. Minister Shorten, then Shadow Minister, said in Hansard on 19th October 2021 the following, “The reality for NDIS participants was that independent assessments were a terrifying prospect and proof that the government didn’t trust them.” Does the Minister still believe that all NDIS participants are not in favour of independent assessments?</p> <p>7. Has the Minister changed his mind since becoming the Minister on the need for legislated independent assessments?</p> <p>8. In July 2021, because of the political campaign waged by the Labor Party and the sector, the Disability Reform Ministers from the Commonwealth and state and territory governments agreed not to proceed with independent assessments. Is this correct?</p>		
DSS SQ22- 000286	Department of Social Services	Linda Reynolds	NDIS - IGA renegotiations	<p>What is the schedule for IGA renegotiations with all States and Territories?</p> <p>a. Will that commence after the review has reported?</p>	Written	18/11/2022

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			with States and Territories			
DSS SQ22-000287	Department of Social Services	Linda Reynolds	Disability Care Australia Fund	What is the status of the DCAF (Disability Care Australia Fund)?	Written	18/11/2022
DSS SQ22-000288	Department of Social Services	Linda Reynolds	NDIS - Medicare Levy	What is the breakdown of current Medicare levy (2%) for NDIS how much it raises and where it goes to – breakdown between Commonwealth and each State and Territory?	Written	18/11/2022
DSS SQ22-000289	Department of Social Services	Linda Reynolds	NDIS Reserve Fund	1. Is the Committee of Federal Financial Relations still considering a NDIS Reserve Fund? 2. Minister, was this a policy of the ALP for the last election? a. If so, how would you see it being funded and rolled out?	Written	18/11/2022
DSS SQ22-000290	Department of Social Services	Linda Reynolds	NDIS - Western Australia	In relation to Western Australia: a. Is WA still scheduled to enter the full scheme mid 2023? b. Will this occur before The Review reports to the DRMM? c. Is it the intention of Minister Shorten to enter into the same agreement as the other states have and on the same financial arrangements and if so for how long? If not, why not and what arrangements will be put in place? d. Has WA settled it's longstanding NDIS Debt? If not, how much are they now in arrears?	Written	18/11/2022
DSS SQ22-000291	Department of Social Services	Linda Reynolds	NDIS - NIIS Working Group	1. Is DSS Aware if the NIIS working group that was convened by the Social Policy Division of Treasury and attended by all states/territories still active? 2. Is DSS Aware when was this working group's last meeting and can the minutes be provided? 3. Is DSS Aware if any briefing been prepared on the status of the NIIS to the incoming Treasurer? 4. Are there updated figures on what this additional cost is for the NDIS if the general injury and Medical Injury streams are not implemented? 5. How many people enter the NDIS each year who otherwise should be included in the NIIS -including for the discontinued Medical Injury stream? 6. Does DSS and the Agency have discussions with Treasury or the Australian Government Actuary about the NIIS?	Written	18/11/2022

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				<p>7. What was the reason for the Council of Federal Financial Relations not proceeding with the Medical Injury Stream of the NIIS at its meeting in July 2017?</p> <p>a. Can the minutes of this meeting be provided?</p> <p>8. What documents were provided to the group in 2017 that led to the decision to not go ahead with the Medical Injury Stream of the NIIS?</p> <p>9. A report was prepared by the NIIS Working Group in 2017 about the Medical Injury stream of the NIIS that informed the decision of the Council of Federal Financial Relations in July 2017 to defer the implementation of that stream. Can a copy of this report be provided?</p> <p>10. At this same 2017 meeting the Council agreed to commence scoping work on the general injury stream of the NIIS. What work was produced, and can this be provided?</p> <p>a. What documents were provided to the group that contributed to this decision?</p>		
DSS SQ22-000292	Department of Social Services	Linda Reynolds	NDIS - Implementation Timeframes	<p>1. Can you advise the original NDIS trial and full implementation timeframe by the Productivity Commission?</p> <p>a. How and when was this compressed and why?</p> <p>2. What has been the impact on the full rollout of this compressed trial timeframe?</p>	Written	18/11/2022
DSS SQ22-000293	Department of Social Services	Linda Reynolds	NDIS - Past Reviews	How many reviews have there been on the NDIS over the past decade and how many recommendations?	Written	18/11/2022
DSS SQ22-000294	Department of Social Services	Linda Reynolds	NDIS - Participant Service Guarantee	<p>Can you advise progress on all aspects of the implementation of the Participant Service Guarantee?</p> <p>a. Are there any other Tune Review recommendations remaining to be implemented?</p>	Written	18/11/2022
DSS SQ22-000295	Department of Social Services	Linda Reynolds	NDIS - Indexation Review	How will the indexation review occur, is the new review also considering the issue of indexation?	Written	18/11/2022
DSS SQ22-000296	Department of Social Services	Linda Reynolds	NDIS - Indexation	<p>Can you please explain the current situation of indexation which was due for review in 2023 and others in 2028.</p> <p>a. Can you clarify if this is correct and if so, what states are due to be reviewed and when?</p>	Written	18/11/2022

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DSS SQ22- 000297	Department of Social Services	Janet Rice	Income support recipients with partial capacity to work - data breakdown	<p>Senator RICE: I will start with a straightforward one, which I know you'll have to take on notice, unless you have the figures here. I am wanting an update to the figures that I requested at last estimates on partial capacity to work across a whole different range of factors. So, it's the previous question on notice, to which you responded very comprehensively, Mr Flavel, from the last estimates, question SQ21000838. It was breaking down partial capacity to work across medical category, payment type, indigeneity, CALD status, gender and age group.</p> <p>Mr Flavel: It's probably best if we take that on notice.</p>	Page 6-7	9/11/2022
DSS SQ22- 000298	Department of Social Services	Slade Brockman	Grants Programs under Outcome 1	<p>Senator BROCKMAN: I have just one on outcome 1. I'm happy for it to be taken on notice. Could we get a list of all grant programs under outcome 1, if there are any and, if any are coming to an end, if they're either coming to a natural conclusion or if they've been cut?</p> <p>Mr Flavel: We'll come back to you, but I'm 99 per cent sure we have no grants.</p>	Page 8	9/11/2022
DSS SQ22- 000299	Department of Social Services	Janet Rice	Cashless Debit Card Volunteer breakdown	<p>Senator RICE: I will go to my income management questions to begin with. As I said, I welcome the abolition of the cashless debit card. I'm wanting to know what comes next in terms of support for those communities where the cashless debit card has been abolished and also in the Northern Territory where people have been shifted over to either the BasicsCard or the improved income management card. Tell me where things are at.</p> <p>[...]</p> <p>Ms Hefren-Webb: We also have 55 former participants who have chosen to volunteer. They've indicated they wish to continue on a voluntary basis.</p> <p>Senator BROCKMAN: Sorry? Could you say that number again?</p> <p>Ms Hefren-Webb: So, 55 people in total.</p> <p>Senator RICE: Are they spread across the four sites and the non-site-specific people?</p> <p>Ms Hefren-Webb: My understanding is that the highest</p>	Page 11	9/11/2022

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				<p>number is in the East Kimberley, but I don't have a breakdown.</p> <p>Mr Griggs: I think about half of the 55 are in the East Kimberley; the others are spread out.</p> <p>Senator RICE: If you can get the figures to us on notice for the rest, that would be great.</p>		
DSS SQ22-000300	Department of Social Services	Janet Rice	Cashless Debit Card Support Services Expenditure	<p>Senator RICE: Could you give me a figure on notice, unless you've got it here, of a breakdown on the expenditure on the various support services across different categories, across the four sites?</p> <p>Mr Burford: It might be easier on notice, because I think I've got parts by site and it would have to be totalled up as well. But I can talk you through the current support services by site if you'd like, if that's okay.</p>	Pages 12-13	9/11/2022
DSS SQ22-000301	Department of Social Services	Larissa Waters	Funding for Domestic Violence Sector	<p>Senator WATERS: Have you briefed the minister on the women's safety sector's call for \$1 billion every year in funding to meet existing need, let alone future projected need? Have you done any analysis of how they've come to that figure? Obviously, they are the frontline service providers; frankly, I trust their assessment of how many extra resources they would need to deliver the services that they do. Are you looking at that contention? Has any modelling or analysis been done of that figure?</p> <p>Ms Hefren-Webb: We've certainly briefed the minister on that figure. I might ask Ms Doherty. I don't know that we'd say that we've done modelling on that figure, as far as I'm aware, but I'll just check.</p> <p>Ms Doherty: That's correct. No, we haven't received any modelling from the sector in terms of the basis for that \$1 billion and we haven't done modelling. As you pointed out, it's a difficult proposition to model without having the data, so we have not done that.</p> <p>Senator WATERS: What was the date of the brief that you sent to the minister regarding this need for extra funding so that people aren't turned away?</p>	Page 16	9/11/2022

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				Ms Hefren-Webb: I can check that. I have a feeling that it was in the incoming government brief.		
DSS SQ22-000302	Department of Social Services	Louise Pratt	Emergency and Food Relief	<p>Senator Pratt: Can I ask when the minister was briefed? If that money was available to that group of organisations, profiling that program, to spend it in a time of need, when was the decision made not to spend it all?</p> <p>Ms Hefren-Webb: The former minister was briefed multiple times and the current minister has been briefed several times. I can get dates on those for you.</p> <p>Senator Pratt: I would like those dates on notice, please.</p> <p>Ms Hefren-Webb: Sure</p>	Page 21	9/11/2022
DSS SQ22-000303	Department of Social Services	Louise Pratt	Emergency and Food Relief	<p>Senator Pratt: I understand that it is only one element, and I do understand some needs are met from other buckets of money. What assessment was done of this bucket of money and what needs it could address back in February?</p> <p>Ms Hefren-Webb: I can provide you, on notice, with advice about that. Essentially, we met very frequently with that committee. We also have government action coordinators in each state and territory who are talking directly to local providers about their needs. Obviously, the needs in northern New South Wales were extensive, and significant funds were allocated to supplement the emergency relief providers in northern New South Wales. We also provided Red Cross with supplementation to enable them to provide support to people who are on temporary visas. There was a significant amount of funds allocated to emergency relief providers. I am happy to provide all of that on notice.</p>	Page 22	9/11/2022
DSS SQ22-000304	Department of Social Services	Janet Rice	Emergency and Food Relief	<p>Senator RICE: Let's start with that \$1.4 million base. How is that provided? Does that go to the three food relief providers, OzHarvest, Foodbank and SecondBite, or are there other agencies?</p> <p>Ms Hefren-Webb: Correct; it goes to those three.</p> <p>Senator RICE: How is that \$1.4 million split up?</p> <p>Ms Hefren-Webb: I might ask Mr Burford.</p> <p>Mr Burford: I'm not sure that I have the break-up with me, Senator, between the three main providers, unfortunately. I</p>	Page 24	9/11/2022

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				can take that on notice, or probably get back to you before the end of the hearing.		
DSS SQ22-000305	Department of Social Services	Anne Ruston	Sylvan Review	<p>Senator RUSTON: If you've got a funding gap of \$16.7 million in 2023-24, what is the existing amount of funding provided, that the gap analysis has been based on?</p> <p>Ms Hefren-Webb: It's based on the current appropriation for financial counselling.</p> <p>Senator RUSTON: Which we don't have because we haven't got the breakdown.</p> <p>Ms Hefren-Webb: Yes, because we've got to get the breakdown. It includes problem gambling financial counselling under Money Mob. But we'll get you the figure.</p> <p>Senator RUSTON: That would be good.</p>	Page 27	9/11/2022
DSS SQ22-000306	Department of Social Services	Janet Rice	Cashless Debit Card Consultation Budget	<p>Senator RICE: What is the budget that has been allocated for the consultation program?</p> <p>Ms Hefren-Webb: I'll have to check. Do you have that, Patrick?</p> <p>Mr Burford: No, not at this stage. It's blended into the core business of our teams and our staff that we have not only supporting the transition off the CDC but also mobilising those connections to work on this engagement as well.</p> <p>Ms Hefren-Webb: There was specific departmental funding being allocated in the budget, though, for this process. I'll be able to take that on notice.</p>	Page 30	9/11/2022
DSS SQ22-000307	Department of Social Services	Anne Ruston	National Housing Accord	<p>Senator RUSTON: Maybe you could also take on notice for me what the increase in new housing builds is likely to be as a result of the initiatives that are contained in the accord.</p> <p>Senator Ayres: I'd be very happy to provide that.</p> <p>Senator RUSTON: Given that there were 985,000 houses and dwellings completed in the last five years, what is the reduction that is being projected in relation to the decrease in housing? Given that, at the same time, we are seeing increased migration being projected and people living in houses with fewer people in each dwelling, what are the projections likely to be in relation to that to the overall net decrease in new housing builds over the next five years?</p>	Page 32	9/11/2022

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				Senator Ayres: We'll provide you with the best information we can.		
DSS SQ22-000308	Department of Social Services	Larissa Waters	500 Workers allocation	<p>Senator WATERS: Beyond the specific commitments, will it be your department or the minister that makes the decision about where the workers go or will it be the states and territories that make the decision?</p> <p>Ms Hefren-Webb: It will be in the form of a national partnership agreement which will specify a fair bit of detail about where the workers need to go, but the views of states and territories will also be important.</p> <p>Senator WATERS: Will those workers be spread across the country?</p> <p>Ms Hefren-Webb: Yes.</p> <p>Senator WATERS: What will be the process for determining how they are assigned? Can services apply, saying, 'We need more'? Will there be eligibility criteria, and, if so, will they be published? How will people apply for these new workers?</p> <p>Ms Hefren-Webb: We are working through those issues.</p> <p>Senator WATERS: Will the money be for wages or for training and workforce development or a mixture?</p> <p>Ms Doherty: Funding is for wages. Some of the positions are funded as trainee positions, and so while they undertake training they will transition through to be fully qualified worker, and some of the positions are also funded assuming that there will be fully qualified workers able to take them up.</p> <p>Senator WATERS: On notice, could you provide me with the detail of that split, if you know it, as yet?</p>	Page 35	9/11/2022
DSS SQ22-000309	Department of Social Services	Larissa Waters	National Housing Accord	<p>Senator WATERS: Senator Ayres, you made a remark at the start about housing. You said there was some kind of projection that said the provision of new builds which would otherwise have been 985,000, as per the last five years of private builds, would have otherwise dropped off were it not for the Housing Accord. I'm interested in where that information is coming from. What's the source of that?</p> <p>Senator Ayres: That's my understanding. As I indicated to</p>	Pages 36-37	9/11/2022

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				<p>Senator Ruston, we'll provide a bit more information on notice.</p> <p>Senator Ayres: My understanding of it is not based on a document; my understanding of it is based on discussions. I'm sure the government's understanding of that—</p> <p>Senator WATERS: Discussions with?</p> <p>Senator Ayres: Discussions with my colleagues. I'm happy to provide some more information to Senator Ruston, and it'll find its way to you as well.</p> <p>Senator WATERS: Yes, if you could please take notice what you're basing that on and give as much detail as possible about the projections of alleged drop-off in private builds. We're trying to work out how many actual new homes the budget is providing. It seems like it's about 15,000, which is woefully inadequate. Thank you for taking that on notice.</p>		
DSS SQ22-000310	Department of Social Services	Janet Rice	Community Grants	<p>Senator RICE: ... I now want to move on to, more broadly, the department's grants to a community sector organisation. I see on page 84 of budget paper 2 that the government will be providing \$560 million over four years from 2022-23 to support community sector organisations that need a funding supplementation due to additional staff wages pressures and higher inflation outcomes. First of all, perhaps we could start off with a bit of an overview of how many grant programs the department administers and what the total funding is over the forwards.</p> <p>Mr Griggs: The answer to that is that it depends on whether you're talking about all grants that we administer—because we administer grants for a number of different departments—or just the DSS grants. It depends on what information you're after.</p> <p>Ms Hefren-Webb: I'm just having a look. For the department itself, we currently have 10,012 grants. About half of those are the Volunteer Grants Program, though. I'm just trying to find whether I've got the number of grant programs. Mark, do you have a figure of the number of DSS grant programs?</p> <p>Mr le Dieu: In relation to the—you're asking about the</p>	Page 41	9/11/2022

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				<p>supplementation? Senator RICE: Yes, first of all some context because there are a number of grant programs here. Mr le Dieu: As of 30 September the department advised grant funding for 124 programs. Senator RICE: Can you take on notice what the total funding over the forwards for each of those is? Mr le Dieu: Yes, we will.</p>		
DSS SQ22-000311	Department of Social Services	Anne Ruston	Good Shepherd Australia/New Zealand No Interest Loans Scheme (NILS)	<p>Senator RUSTON: In 2021-22, under the financial resilience breakdown, you've got 63,293 for NILs. [...] Senator RUSTON: Okay. Where do I find the number that sits against NILs—the amount? Ms Hefren-Webb: We haven't got that breakdown here. We'd have to go back and get the full details for you. Senator RUSTON: Okay. Could you take it on notice? I'd just be interested to understand how much was allocated to NILs, how much was spent and what percentage of the applications that were received by Good Shepherd were actually successful, resulting in the person being awarded a no-interest loan. Mr Burford: Yes.</p>	Page 44	9/11/2022
DSS SQ22-000312	Department of Social Services	Anne Ruston	Food Relief Providers	<p>Senator RUSTON: Minister, maybe you could take this on notice as to whether the federal government has any intention of adding a state based food relief provider, because at the moment we have three national food relief providers—or actually we have one national food relief provider and two rescue organisations that are receiving Commonwealth funding. Senator Ayres: Certainly. Senator RUSTON: Could you take on notice whether there's any intention by the federal government to move to that? Senator Ayres: Yes, we will do that.</p>	Page 44	9/11/2022
DSS SQ22-000313	Department of Social Services	Anne Ruston	Consent research in Schools	<p>Senator RUSTON: Thank you very much. Before I move on to Redress, there was a decision taken by the previous government in relation to some consent research in schools,</p>	Page 45	9/11/2022

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				<p>which was to be undertaken by Chanel Contos. I was wondering if anyone can give me an update on that research project?</p> <p>Ms Hefren-Webb: I'd have to give you some detail on notice. My team have met with Ms Contos about that project, but I would need to get you some more information about what the current status is. The funding, from recollection, was not directly to her; it was through Our Watch funding. That's still the matter of discussions, and we're progressing that piece of work, but we obviously need to make sure it aligns with the additional election commitment the government had about discussion of consent in schools. It was a \$76 million commitment, so we'll be working with Ms Contos to make sure her project complements and supports that other piece of work.</p> <p>Senator RUSTON: Yes, please provide an update, because my understanding was that the money via Our Watch was going to be for a project that Ms Contos was going to be very involved in. I just wondered where that relationship was at the moment.</p>		
DSS SQ22-000314	Department of Social Services	Anne Ruston	Advance payments	<p>Senator RUSTON: Let's move to Redress. I would like to get a bit of an update on some of the outcomes of initiatives. On the passage of the legislation that enabled payments to applicants who were terminally ill or elderly, I'm just wondering how many of those payments have been sought and how many of them have been received.</p> <p>Ms McGuirk: Regarding the advance payments, so far 1,541 applicants have been made an offer of an advance payment, and 1,157 payments have been made.</p> <p>Senator RUSTON: Of that 1,541, have any of them not been accepted?</p> <p>Ms McGuirk: I don't have that information with me. I will take it on notice.</p>	Page 45	9/11/2022
DSS SQ22-000315	Department of Social Services	Jacinta Nampijinpa Price	Community Feedback on	<p>Senator NAMPIJINPA PRICE: As late as 30 August, the CDC engagement team sent the goldfields a raft of draft documents seeking feedback and allowing only three days</p>	Page 51	9/11/2022

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			Engagement Documents	for it. Does the department think that this is an appropriate amount of time for communities to provide feedback, and who decided this narrow window was appropriate? Ms Hefren-Webb: I would have to check that. It wasn't feedback on the proposal that was sought, I don't think. That would have been feedback on the proposed series of meetings, the proposed engagement plan. We were really just testing whether these were the right group of stakeholders we should be meeting with. We weren't asking for detailed policy—I'll follow up and get you a more precise answer on that.		
DSS SQ22-000316	Department of Social Services	Dean Smith	Community Services Advisory Group members	Ms Hefren-Webb: ... I mentioned earlier that we will be using the Community Services Advisory Group. That is an existing group that I chair that reflects membership of a lot of the not-for-profits to do co-design work on both of those initiatives with a view to providing advice to the government in early 2024. Senator DEAN SMITH: Could you provide me on notice with a list of all the member organisations of the Community Services Advisory Group and the names of the representatives of each of those groups. Ms Hefren-Webb: Yes.	Page 55	9/11/2022
DSS SQ22-000317	Department of Social Services	Dean Smith	Community Services Advisory Group members	Senator DEAN SMITH: Have any formal working groups been established thus far to give effect to the government's 'building capacity, building community' election commitments? Ms Hefren-Webb: No. We have some existing working groups, but we haven't formulated new working groups since then. Senator DEAN SMITH: If details of those existing working groups could be provided and the names of officials and/or community representatives participating on those, it would be much appreciated. Turning to the convening of a Non-profit Sector Expert Reference Panel group, has that been initiated or confirmed thus far?	Page 55	9/11/2022

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				Mr Burford: Not to my knowledge. I might have to take it on notice to confirm.		
DSS SQ22-000318	Department of Social Services	Anne Ruston	Employ My Ability	<p>Senator RUSTON: Can you give me an update on how everything is going with the Employ My Ability project. How is it going, and is the intention of the new government to continue with that project?</p> <p>Mr Bulman: Employ My Ability is ongoing.</p> <p>Senator RUSTON: Dylan Alcott?</p> <p>Mr Bulman: Yes. I might have to take on notice specifics, to give you some stats, but it's absolutely ongoing, and we're working through it with the team.</p>	Page 61	9/11/2022
DSS SQ22-000320	Department of Social Services	Anne Ruston	Disability Employment Centre for Excellence	<p>Senator RUSTON: And also—you can take this on notice as well—around the Disability Employment Centre for Excellence: when is it going to be operational; what is its measure of success; what's the appropriation; when can we start seeing results; and what are the results that we're expecting to see from that?</p> <p>Mr Bulman: We'll be working through that detail, so I'm happy to provide something on notice.</p>	Page 61	9/11/2022
DSS SQ22-000321	Department of Social Services	Janet Rice	WorkFocus	<p>Mr Bulman: It's a company called WorkFocus. They hold the contract for the JobAccess service, which includes the CRRS that you referred to.</p> <p>[...]</p> <p>Senator RICE: So they've got no connection with a DES provider?</p> <p>Mr Bulman: As a company?</p> <p>Senator RICE: As a company, either as a subsidiary or a parent company.</p> <p>Mr Bulman: I'd have to take it on notice as to subsidiary and parent companies. I understand the parent company may be MedHealth, who provides, from memory, a range of human services. I'd have to check on notice the details about links to DES et cetera. Going back, our CFO has been very helpful here and provided the ID number, which is CN3335890 for WorkFocus Australia Pty Ltd.</p>	Page 61	9/11/2022

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DSS SQ22- 000322	Department of Social Services	Janet Rice	DES conflict of interest	<p>Senator RICE: My office has heard accounts of people calling the DES complaints line and being told that they are unable to take the complaint, apparently because of conflict of interest, or that for some reason they haven't been able to take the complaints. Are you aware of that as an issue?</p> <p>Mr Bulman: No. I haven't had raised with me that there's any conflict of interest which means they can't take a complaint. I'm happy to look into it and provide advice on notice. There are multiple customer service lines—or complaint lines, I guess. There's the one that operates as the CRRS. We also have the national customer service line, which is run through the department of employment, and there are similarities in what they do. On occasion, if one call centre is flat chat, so to speak—very busy—it might refer it or do a warm handover to another customer service line, but I haven't heard of conflict-of-interest issues.</p> <p>Senator RICE: So you haven't heard of a conflict of interest, but is people calling the complaints line and being told that they can't take the complaint an issue that you've heard about?</p> <p>Ms Mitchell: We haven't been advised of that, but if you have a particular person who has been unable to use the service, we would ask you to pass that information on to us.</p>	Pages 61-62	9/11/2022
DSS SQ22- 000323	Department of Social Services	Linda Reynolds	NDIS Review - timeline and actions	<p>Senator REYNOLDS: ...I'll put a number of these questions on notice. When was the original framework review due to report and be implemented?</p> <p>Mr Mansfield: I will take notice the specifics, but my recollection was that we were seeking to progress the procurement just around the time of caretaker, so obviously that was not able to progress. We anticipated that that procurement process would take about three months and that there would then be a period of around about a year for reporting. Broadly speaking, I don't think that there's been a significant shift to the original time frame for that review process.</p> <p>Senator REYNOLDS: But how many months has it now been</p>	Page 68	9/11/2022

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				<p>since caretaker? Mr Mansfield: It's been five months. Senator REYNOLDS: Exactly. Mr Mansfield: But the review has also started. Senator REYNOLDS: So you will come back on notice with the specific details of what the original project time line was to be and what it now will be in this next 12-month review and the action after that? Mr Mansfield: Yes.</p>		
DSS SQ22-000325	Department of Social Services	Linda Reynolds	NDIS Annual Financial Sustainability Report	<p>Senator REYNOLDS: I refer you to chart 3.9 on page 86. It shows the revisions across major payments since PEFO—so we've got health, defence, age pension, aged care and the NDIS. If you go to the figures for 2022-23 and 2023-24, it appears to me that they're actually downward revisions. By my calculation, it goes down by 0.6 per cent in 2022-23 and by 0.5 per cent in 2023-24. It looks like an anomaly. Then, when you go through to the outer years, there are actually significant increases in this table instead of reductions. In 2032-33, there is an increase of 22.7 per cent. Mr Broadhead: Are you calculating those percentages based on what the chart here shows? Senator REYNOLDS: Yes. Mr Broadhead: I can't comment on that. I'm going to have to take it on notice. Senator REYNOLDS: Could you take that on notice, because somebody in the department or the NDIA will actually know the answer to this? It's quite curious that it looks like it's cut by about half a per cent over the next two financial years, but then it looks like there's a surge over the 10-year forecast by up to 22.7 per cent. It's gone from minus half a per cent to 22.7 per cent, and it's a curious profile. So I would appreciate some more information about how that has been profiled and why. Mr Griggs: I think it's a technical budget issue. The AFSR was effectively flat for the first two years, pretty much the same as the March budget, and the increase starts in year 3. I</p>	Pages 78-81	9/11/2022

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				<p>think that's what's actually reflected here. We'll get you the detail. [...] Mr Harvey: The graph itself is produced is part of the central processes, so we can't talk directly to the graph. What we can turn your attention to is: PEFO was based on our last budget in March. The estimates are laid out on page 124 of our PBS from March. The new ones have been revised in the October budget, and what it shows is about \$100 million increases in the year 2022-23 and the year 2023-24. Then there are larger increases. That \$8.8 that I think is being talked about is in the 2024-25 and 2025-26 years. Mr Griggs: It's consistent with what I said about being pretty flat in the first couple of years. Senator REYNOLDS: Thank you, Mr Harvey. That was very helpful, but it still in my mind doesn't explain—could you take it on notice? Mr Griggs: We'll get an explanation from Treasury about the assumptions in the graph. We'll have to take that on notice. Senator REYNOLDS: Thank you very much. That would be very helpful."</p>		
DSS SQ22-000327	Department of Social Services	Linda Reynolds	NDIA Statement of Risks	<p>"Senator REYNOLDS: In Social Services, NDIS has been included as a fiscal risk. Is this the first time the NDIS has been included in the Social Services in this area, to your knowledge? Mr Broadhead: To my knowledge, yes, but I couldn't say definitively because it may have been mentioned in an earlier budget some time ago. Senator REYNOLDS: In the last couple of budgets, for example. How long have you been in this position? Mr Broadhead: I have been doing work in relation to the NDIS since about 2019. Senator REYNOLDS: In your experience, this is the first time that it has been in the Social Services portfolio as a fiscal risk. Is this something that the secretary signs off on for Social Services?"</p>	Pages 86-87	9/11/2022

			<p>Mr Griggs: Yes, I do.</p> <p>Senator REYNOLDS: Given that this is something new in the budget papers, can you please just walk us through why it has now been included in this one?</p> <p>Mr Griggs: I'll take that on notice. It seems to be fairly self-evident why it's there, but I will take it on notice.</p> <p>Senator REYNOLDS: With respect, Secretary, it's not. It hasn't been there before. It's now come in.</p> <p>Mr Griggs: I will take that on notice."</p> <p>[...]</p> <p>"Senator REYNOLDS: In terms of social services in here, Finance do this on their own? They don't consult DSS at all?</p> <p>Mr Harvey: They certainly consult us, yes.</p> <p>Senator REYNOLDS: Were you surprised, then, when they came to you and said that they were now putting this in as a fiscal risk given that it hadn't been previously?</p> <p>Mr Harvey: I do not think I can answer that. It's their call what they put in.</p> <p>Senator REYNOLDS: It is, but it's your portfolio and you are the chief financial officer of this portfolio. Putting something in as a fiscal risk is not just something that happens. There must have been some drivers or some consideration that Finance made. If you can take on notice—</p> <p>Mr Harvey: I wouldn't respond in that way. I would just say it's a matter of judgement. Finance have made the judgement in preparation for this budget.</p> <p>Senator REYNOLDS: From your perspective as Social Services—and this is a statement about your budget—can you take on notice what consultations happened with Finance, what the nature of those consultations was and on what basis they have now assessed this as a fiscal risk. To a lay reader of the budget, that would indicate that the additional \$8.8 billion in this last budget by Labor to fully fund the NDIS has gone in as a fiscal risk. It would seem logical, then, that the conclusion is that Finance think that the \$8.8 billion over the forward estimates will actually increase—because it wouldn't be a fiscal risk if it were going</p>		
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				<p>to go down, would it? [...]</p> <p>Senator REYNOLDS: Can you take on notice, please, what consultations occurred between DSS, your staff, and Finance and who triggered it. Did you raise a something with Finance or did they come to you with a concern that the additional \$8.8 billion was not going to be enough over the forward estimates? Again, it just seems a bit odd that this demand-driven scheme was in there as a fiscal risk. Could you answer, from your perspective, how this occurred and why and what it actually means. As I said, I cannot for a second believe that it is in there because Finance think that the scheme is at risk of reducing any time soon.</p> <p>Senator Ayres: I think to be fair to the officials there were a series of questions that you asked there, Senator Reynolds. It may not be possible for them to answer that last question on when and how they were engaged by Finance.</p> <p>Senator REYNOLDS: I am sure the officials will come back and let me know, Minister, what is and is not possible. But also there is an expression in there that says 'as the scheme is relatively new'. The scheme is pretty much a decade-old now and, if this hasn't been flagged as a fiscal risk before, it just stands out as something anomalous and curious. Could you also take on notice why it says 'as the scheme is relatively new', which it's not."</p>		
DSS SQ22-000328	Department of Social Services	Linda Reynolds	NDIS Act - amendments	<p>Senator REYNOLDS: We've just heard from the minister at some length that Minister Shorten was actually the architect of the NDIS—the father and the creator of the legislation. Since the act was passed in 2013, have sections 160 to 168 been amended?</p> <p>Mr Griggs: I would have to take that on notice.</p>	Page 98	9/11/2022
DSS SQ22-000329	Department of Social Services	Janet Rice	Support Services Funding	<p>Senator RICE: I understood from the discussions earlier on that there's funding for a continuation of the existing services that have been there in the trial sites and then there's consultation going on about additional services. Is that going on in the Northern Territory, which is staying on the BasicsCard as well?</p>	Page 111	9/11/2022

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				<p>Mr Griggs: I think Mr Thorpe is talking about Services Australia support services and you're talking about the community support services that we talked about earlier. If Mr Burford is still here, he could answer that question.</p> <p>Ms Toze: He's approaching.</p> <p>Senator RICE: Thank you.</p> <p>Mr Burford: The answer to your question is yes. There are those support services both in the Northern Territory and in Cape York and Doomadgee. The value of those support services being extended for Cape York is \$563,000; in the Northern Territory it's \$1,331,118. I could read out the types of services if you'd like.</p> <p>Senator RICE: I'm happy for it to be on notice.</p>		
DSS SQ22-000330	Department of Social Services	Slade Brockman	Advisory Bodies/Advisory Councils	<p>Please provide details of all current advisory bodies/advisory councils administered by the Department, including:</p> <ol style="list-style-type: none"> title remit terms of reference membership tenure 	Written	18/11/2022
DSS SQ22-000331	Department of Social Services	Slade Brockman	National Autism Strategy	<ol style="list-style-type: none"> 1. What appropriation was provided in the Budget for the National Autism Strategy? 2. Can the Department outline what progress has been made in the development of the National Autism Strategy? 3. Who has the Department consulted on the development of the Strategy since June 2022? 4. When did these consultations take place? 5. Can the Department outline the various stages of the Strategy's consultative process going forward? 6. When is the Strategy expected to be finalised and released? 	Written	18/11/2022
DSS SQ22-000332	Department of Social Services	Slade Brockman	Carers	<ol style="list-style-type: none"> 1. How many Australians accessed Carer Gateway in 2020-21 and 2021-22? 2. What appropriation was provided for Carer Gateway in this year's budget and over the forward estimates? 3. How many participants accessed the following Carer 	Written	18/11/2022

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				<p>Gateway services in 2021-22:</p> <ul style="list-style-type: none"> a. In person and online peer support groups? b. Tailored support packages? c. In-person and phone counselling? d. In-person and online self-guided coaching? e. Online skills courses? f. Access to emergency respite? 		
DSS SQ22-000333	Department of Social Services	Slade Brockman	Carers	Can the Department list other programs supporting carers under the Integrated Carer Support Service?	Written	18/11/2022
DSS SQ22-000334	Department of Social Services	Slade Brockman	Carers	How many bursaries were provided under the Young Carer Bursary Program and what was the total value of bursaries provided in 2020-21, 2021-22?	Written	18/11/2022
DSS SQ22-000335	Department of Social Services	Slade Brockman	Carers	Can the Department provide an update on the Tristate Vocational Outcomes Pilot Program.	Written	18/11/2022
DSS SQ22-000336	Department of Social Services	Slade Brockman	Cashless Debit Card Consultation	<ul style="list-style-type: none"> 1. Can the Department provide the dates of when the Minister or Assistant Minister visited the following sites to discuss the repeal of the Cashless Debit Card: <ul style="list-style-type: none"> a. Ceduna and surrounding areas b. East Kimberley region c. Goldfield region d. Bundaberg and Hervey Bay Region e. Cape York f. Northern Territory 2. Can the Department provide the dates of when DSS officials visited the following sites to discuss the repeal of the Cashless Debit Card: <ul style="list-style-type: none"> a. Ceduna and surrounding areas b. East Kimberley region c. Goldfield region d. Bundaberg and Hervey Bay Region e. Cape York f. Northern Territory 	Written	18/11/2022

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DSS SQ22-000337	Department of Social Services	Slade Brockman	Cashless Debit Card Consultation	Can the Department provide the names of the local organisations (government and non-government) the Department consulted in each of the following sites: a. Ceduna and surrounding areas b. East Kimberley region c. Goldfield region d. Bundaberg and Hervey Bay Region e. Cape York f. Northern Territory	Written	18/11/2022
DSS SQ22-000338	Department of Social Services	Slade Brockman	Cashless Debit Card Consultation	Since the repeal of the Cashless Debit Card is the Department aware of any increase of police capability in any of the following sites: a. Ceduna and surrounding areas b. East Kimberley region c. Goldfield region d. Bundaberg and Hervey Bay Region	Written	18/11/2022
DSS SQ22-000339	Department of Social Services	Slade Brockman	Cashless Debit Card Consultation	Since the repeal of the Cashless Debit Card, as of 11 November, have DSS officials visited any of the following sites, if so, please provide the date: a. Ceduna and surrounding areas b. East Kimberley region c. Goldfield region d. Bundaberg and Hervey Bay Region e. Cape York f. Northern Territory	Written	18/11/2022
DSS SQ22-000340	Department of Social Services	Slade Brockman	Cashless Debit Card Consultation	Can the Department advise, when Police Commissioners in each State and Territory where the card was repealed were consulted on its repeal? Please provide the dates when this occurred.	Written	18/11/2022
DSS SQ22-000341	Department of Social Services	Slade Brockman	Cashless Debit Card Consultation	Can the Department provide the dates of when the Minister advised State Premiers and the NT Chief Minister in writing of the Government's intention to repeal the Cashless Debit Card?	Written	18/11/2022
DSS SQ22-000342	Department of Social Services	Slade Brockman	Cashless Debit Card - New Enhanced Card	As of 11 November, how many Cashless Debit Card participants are using the Cashless Debit Card in each of the following areas:	Written	18/11/2022

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				<ul style="list-style-type: none"> a. Ceduna region, South Australia b. East Kimberley region, Western Australia c. Goldfields region, Western Australia d. Bundaberg and Hervey Bay region, Queensland e. Doomadgee, Queensland f. Northern Territory g. Cape York, Queensland 		
DSS SQ22-000349	Department of Social Services	Slade Brockman	Cashless Debit Card Support Services	<p>1. What support services are currently available for participants coming off the Cashless Debit Card in each of the following areas:</p> <ul style="list-style-type: none"> a. Ceduna and surrounding areas b. East Kimberley region, c. Goldfield region, d. Bundaberg and Hervey Bay Region <p>2. Are these services new or existing services?</p>	Written	18/11/2022
DSS SQ22-000350	Department of Social Services	Slade Brockman	Cashless Debit Card Support Services	<p>1. Can the Department provide an update on the progress of the co-designing of support services with the local communities in each of the following areas:</p> <ul style="list-style-type: none"> a. Ceduna and surrounding areas b. East Kimberley region, c. Goldfield region, d. Bundaberg and Hervey Bay Region, e. Northern Territory <p>2. Will these co-designed support services be operational on 6 March 2023?</p>	Written	18/11/2022
DSS SQ22-000351	Department of Social Services	Slade Brockman	Cashless Debit Card Support Services	<p>1. In Ceduna what organisation currently provide Gambling and Addiction support services?</p> <p>2. In the Goldfields, what organisation currently provide support services in the areas of:</p> <ul style="list-style-type: none"> a. Managing Money b. Gambling Addiction Support c. Social Support 	Written	18/11/2022
DSS SQ22-000352	Department of Social Services	Slade Brockman	Centre of Excellence	<p>1. The Government committed to establishing a Disability Employment Centre of Excellence to provide a clearing house for ideas and increase capacity among employment services. Can the Department provide an update on this</p>	Written	18/11/2022

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				measure? 2. What appropriation was provided for this measure in the Budget and over the forward estimates?		
DSS SQ22-000353	Department of Social Services	Slade Brockman	Centre of Excellence	1. Will the centre of excellence be developed and delivered within the Commonwealth as a unique entity or delivered through an independent not for profit organisation? 2. If it is to be delivered through a not-for-profit, what not-for-profit?	Written	18/11/2022
DSS SQ22-000354	Department of Social Services	Slade Brockman	Community Sector	1. What appropriation was provided in the Budget for the Government’s “Restoring Respect for the Community Sector” election commitment? 2. Can the Department outline the progress that has been made to deliver this commitment. 3. In its implementation response for this election commitment, the department is to work in collaboration with the community sector and agencies to develop detailed policies and guidance. Can the department outline the collaboration to date including; organisations and the dates of collaboration? 4. Has the Department provided the Minister(s) with any detailed policies and guidance that has come from this collaboration? If so what policies?	Written	18/11/2022
DSS SQ22-000355	Department of Social Services	Slade Brockman	Community Sector	1. The department convenes a Community Sector Advisory Group, who is on the group? 2. Has the membership of this group changed since May 2022, if so, what changes have been made? 3. If changes have been made to the membership of the Community Sector Advisory Group, who requested the changes? The Minister/or the Minister’s office? 4. How many times has the Community Sector Advisory Group met since May 2022 and when is it scheduled to meet again?	Written	18/11/2022
DSS SQ22-000356	Department of Social Services	Slade Brockman	Community Sector	1. What changes to grant funding arrangements have been implemented since May 2022? 2. Have any changes been made to forthcoming grant rounds following consultation with the Community Sector Advisory	Written	18/11/2022

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				Group or other sector representatives? If so, what are these changes? 3. If changes are to be made can the Department outline how this transition occur? Has an implementation strategy been developed		
DSS SQ22-000357	Department of Social Services	Slade Brockman	Crisis Accommodation	Can the Department provide an update on the progress of the Government’s commitment of \$100 million to fund crisis and transitional housing options for women fleeing domestic and family violence?	Written	18/11/2022
DSS SQ22-000358	Department of Social Services	Slade Brockman	Crisis Accommodation	1. Under the Government’s \$100 million commitment to fund crisis and transitional housing options for women fleeing domestic and family violence, how many crisis and transitional housing options have been funded as of 11 November 2022? 2. How many crisis and transitional housing options will be funded in: a. 2022-23 b. 2023-24 c. 2024-25 d. 2025-26	Written	18/11/2022
DSS SQ22-000359	Department of Social Services	Slade Brockman	Crisis Accommodation	Under the Government’s \$100 million commitment to fund crisis and transitional housing options, how many older women at risk of homelessness have been provided with crisis and transitional housing assistance as of 11 November 2022?	Written	18/11/2022
DSS SQ22-000360	Department of Social Services	Slade Brockman	Crisis Accommodation	Under the Government’s \$100 million commitment to fund crisis and transitional housing options for women fleeing domestic and family violence, how many housing options will be allocated to remote and regional areas?	Written	18/11/2022
DSS SQ22-000361	Department of Social Services	Slade Brockman	Disability Employment Services	1. How many Australians are using: a. Disability Management Services b. Employment Support Services 2. What appropriation was provided in the budget over the forward estimates for: a. Disability Management Services b. Employment Support Services	Written	18/11/2022

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DSS SQ22-000362	Department of Social Services	Slade Brockman	Disability Employment Services	How many Disability Management Services are receiving Commonwealth funding? Please provide funding provided in 2020-21 and 2021-22	Written	18/11/2022
DSS SQ22-000363	Department of Social Services	Slade Brockman	Disability Employment Services	How many Employment Support Services are receiving Commonwealth funding? Please provide funding provided in 2020-21 and 2021-22.	Written	18/11/2022
DSS SQ22-000364	Department of Social Services	Slade Brockman	Disability Employment Services	Has there been any cuts to funding Disability Employment Services in this year's budget and over the forward estimates?	Written	18/11/2022
DSS SQ22-000365	Department of Social Services	Slade Brockman	Disability Employment Services	On 21 August the Minister announced 6 per cent of DES services will be discontinued with 15,550 participants to be transitioned to higher performing services close to where they live. Can the Department provide an update on this transition, including: a. How many participants have been transitioned as of 11 November? b. When was the first participant transitioned? c. When was the final participant transitioned? d. When were the services discontinued?	Written	18/11/2022
DSS SQ22-000366	Department of Social Services	Slade Brockman	Disability Employment Services	In the latest DES Start Ratings, how many DES providers were assessed and how many received two stars or less?	Written	18/11/2022
DSS SQ22-000367	Department of Social Services	Slade Brockman	Disability Employment Services	1. Disability Employment Services have been extended by two years. Can the Department outline how current services providers will have their services extended? 2. Are new contracts required? If so, will the terms of contracts be changed from previous agreements entered into? Outline any changes.	Written	18/11/2022
DSS SQ22-000368	Department of Social Services	Slade Brockman	Disability Employment Services	From 1 January 2022, outcomes are only payable to providers for education courses that deliver skills identified by the National Skills Commission as being in demand. Please list the education courses identified by the National Skills Commission.	Written	18/11/2022
DSS SQ22-000369	Department of Social Services	Slade Brockman	Disability Employment Services	During 2021–22, the department undertook an interim review of the materiality of performance measures and the extent to which key activities, outcomes and performance	Written	18/11/2022

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				measures were aligned. This work was undertaken throughout the first half of 2022 and was finalised with consideration of Government priorities. Can the Department provide an update on the Review and its recommendations.		
DSS SQ22-000370	Department of Social Services	Slade Brockman	Disability Employment Strategy	In December 2021, the Government launched the Employ My Ability – Disability Employment Strategy. Can the Department provide an update on how the Government is implementing the Strategy?	Written	18/11/2022
DSS SQ22-000371	Department of Social Services	Slade Brockman	Disability Strategy	Can the Department provide an update on the implementation of the Australia’s National Disability Strategy 2021-31, including progress made on the range of support initiatives announced on 3 December totalling \$250 million?	Written	18/11/2022
DSS SQ22-000372	Department of Social Services	Slade Brockman	Early Years Strategy	Can the Department provide an update on its involvement with the Early Years Strategy?	Written	18/11/2022
DSS SQ22-000373	Department of Social Services	Slade Brockman	Early Years Strategy	Can the Department provide an update on the transferral of responsibilities between the Department of Education and the Department of Social Services concerning the co-ordination of early childhood development policy and responsibilities?	Written	18/11/2022
DSS SQ22-000374	Department of Social Services	Slade Brockman	Early Years Strategy	What additional expenditure has been provided to the Department of Social Services in the Budget to co-ordinate the strategy?	Written	18/11/2022
DSS SQ22-000375	Department of Social Services	Slade Brockman	Early Years Strategy	1. Where will those in DSS charged with co-ordinating the policy sit in the DSS organisational chart? 2. What other departments/agencies are involved with developing the Early Years Strategy? 3. Will public servants be seconded from other Departments?	Written	18/11/2022
DSS SQ22-000376	Department of Social Services	Slade Brockman	Early Years Strategy	1. Can the Department outline what work to date, it has undertaken on the Early Years Strategy? 2. Can the Department provide the timelines for the development and implementation for the strategy?	Written	18/11/2022

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DSS SQ22-000377	Department of Social Services	Slade Brockman	Early Years Strategy	<p>1. Community Services Ministers met online and in person on 14 October. Was the Early Years Strategy or the development of early childhood development an agenda item? If not, why not?</p> <p>2. When will the next Community Services Ministers meeting take place and will the Early Years Strategy and early childhood development be on that meeting's agenda?</p>	Written	18/11/2022
DSS SQ22-000378	Department of Social Services	Slade Brockman	Emergency Relief Funding	<p>1. The Government announced on 10 November 2022 it is to extend \$190 million of funding for two years for Emergency Relief, Food Relief, and Financial Counselling. Who is eligible to receive assistance under this initiative?</p> <p>2. Are first responders eligible to seek assistance under this measure? If not, why not?</p> <p>3. What well-being programs are available to first responders including SES who are involved in providing relief in flood affected areas?</p>	Written	18/11/2022
DSS SQ22-000379	Department of Social Services	Slade Brockman	Emergency Relief Funding	<p>How many individuals have accessed assistance from the following measures for each of the years 2019-20, 2020-21 and 2021-22:</p> <p>a. Emergency Relief?</p> <p>b. Food Relief?</p> <p>c. Commonwealth Financial Counselling?</p> <p>d. Financial Counselling Helpline?</p> <p>e. Money Support Hubs?</p> <p>f. Counselling for Problem Gambling?</p> <p>g. Financial Resilience?</p> <p>h. National Gambling Research?</p>	Written	18/11/2022
DSS SQ22-000380	Department of Social Services	Slade Brockman	Employment Assistance Fund (EAF)	<p>How many Australians were provided with assistance through the Employment Assistance Fund in 2020-21 and 2021-22?</p>	Written	18/11/2022
DSS SQ22-000381	Department of Social Services	Slade Brockman	Employment Assistance Fund (EAF)	<p>Can the Department provide a list of services available under the EAF and payments made by the Commonwealth to each of these services for the last financial year?</p>	Written	18/11/2022
DSS SQ22-000382	Department of Social Services	Slade Brockman	Employment Assistance Fund (EAF)	<p>What appropriation was provided in the budget and over the forward estimates for the Employment Assistance Fund?</p>	Written	18/11/2022

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DSS SQ22-000383	Department of Social Services	Slade Brockman	Food Relief	<p>1. How is the Food Relief Loaves and Fishes commitment being funded? Budget appropriation or under an ad-hoc Food Relief grant arrangement?</p> <p>2. Can the Department provide an update on progress of this measure?</p>	Written	18/11/2022
DSS SQ22-000386	Department of Social Services	Slade Brockman	Closing the Gap Housing Policy Partnership	<p>1. Can the Department provide a list of the home improvements available under this commitment?</p> <p>2. Can the Department outline how assistance can be accessed by those seeking repairs under this commitment?</p>	Written	18/11/2022
DSS SQ22-000387	Department of Social Services	Slade Brockman	Closing the Gap Housing Policy Partnership	<p>1. How has the Department contracted maintenance staff to carry out the repair, maintenance, and improvements of housing in regional and remote indigenous areas?</p> <p>2. Can the Department list those contracted to provide the maintenance work?</p>	Written	18/11/2022
DSS SQ22-000388	Department of Social Services	Slade Brockman	National Homelessness Plan	<p>1. What appropriation has been provided in the Budget for the National Housing and Homelessness Plan?</p> <p>2. Can the Department provide an update on the progress of the development of the National Housing and Homelessness Plan?</p>	Written	18/11/2022
DSS SQ22-000389	Department of Social Services	Slade Brockman	National Homelessness Plan	<p>1. Who are the key stakeholders to be consulted in the development of the National Housing and Homelessness Plan?</p> <p>2. Provide dates of any consultations that have occurred with the following to develop the National Housing and Homelessness Plan?</p> <p>a. State and territory governments</p> <p>b. Industry bodies and not-for-profit organisations</p> <p>c. Trade unions</p>	Written	18/11/2022
DSS SQ22-000390	Department of Social Services	Slade Brockman	National Homelessness Plan	When is the National Housing and Homelessness Plan expected to be developed and operational?	Written	18/11/2022
DSS SQ22-000391	Department of Social Services	Slade Brockman	National Disability Advocacy Program (NDAP)	<p>1. What appropriation was provided in the Budget and over the forward estimates for the National Disability Advocacy Program (NDAP)?</p> <p>2. What organisations are funded under the NDAP?</p>	Written	18/11/2022

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DSS SQ22-000392	Department of Social Services	Slade Brockman	National Disability Advocacy Program (NDAP)	<ol style="list-style-type: none"> 1. How many participants accessed assistance through the NDAP in 2020-21 and 2021-22? 2. What metrics does the Department use to measure the effectiveness of services provided through the NDAP? 	Written	18/11/2022
DSS SQ22-000393	Department of Social Services	Slade Brockman	NDIA Budget	<ol style="list-style-type: none"> 1. What appropriation has been provided this year and over the forward estimates for the NDIS? 2. For each year over the forward estimates, provide the funding provided by the Commonwealth and funding provided by state and territory government. 3. Has the Government had any discussions with the States and Territories on increasing their contribution? If so when did these discussions occur and with what jurisdictions? 	Written	18/11/2022
DSS SQ22-000394	Department of Social Services	Slade Brockman	NDIA Budget	On the current trajectory, how many participants will be in the scheme in 2032? And what will be the projected cost to the budget?	Written	18/11/2022
DSS SQ22-000405	Department of Social Services	Slade Brockman	NDIS Appeals	<ol style="list-style-type: none"> 1. What appropriation was provided in the Budget and over the forward estimates for NDIS Appeal providers? 2. What organisations are funded under this initiative? 	Written	18/11/2022
DSS SQ22-000406	Department of Social Services	Slade Brockman	NDIS Appeals	<ol style="list-style-type: none"> 1. How many participants accessed assistance through the NDIS Appeal Providers in 2020-21 and 2021-22? 2. What metrics does the Department use to measure the effectiveness of services delivered under this measure? 	Written	18/11/2022
DSS SQ22-000407	Department of Social Services	Slade Brockman	Families and Communities Funding	<ol style="list-style-type: none"> 1. Can the Department provide itemised funding for each of the key activities in Outcome 2, including all individual grant programs, all funding programs for non-government agencies and all programs for families and individuals? <ol style="list-style-type: none"> a. Key activity Families and Children b. Key activity Family Safety – Women’s Safety c. Key activity Protecting Australia’s Children d. Key activity Financial Wellbeing and Capability e. Key activity Volunteering and Community Connectedness f. Key activity Cashless Debit Card g. Key activity National Redress Scheme 2. Can the Department list the programs including grants streams that are expiring or are due to be renewed over the next 12 months? 	Written	18/11/2022

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DSS SQ22-000408	Department of Social Services	Slade Brockman	Disability and Carers Funding	<p>1. Can the Department provide itemised funding for each of the key activities in Outcome 3, Disability and Carers, including all individual grant programs, all funding programs for non-government agencies and all programs for families and individuals?</p> <p>a. Key activity Disability employment services b. Key activity Support for carers c. Key activity Advocacy support for people with disability d. Key activity Disability Strategy e. Key activity NDIS Continuity of Support f. Key activity Development of the NDIS Market g. Key activity NDIS Participant Plans</p> <p>2. Can the Department list the programs including grants streams that are expiring or are due to be renewed over the next 12 months?</p>	Written	18/11/2022
DSS SQ22-000409	Department of Social Services	Slade Brockman	RecruitAble	Can the Department provide an update on the RecruitAble pilot launched on 21 March 2022 to test and develop inclusive recruitment pathways, maximising opportunities for people with disabilities?	Written	18/11/2022
DSS SQ22-000410	Department of Social Services	Slade Brockman	Volunteer Grants Program	<p>1. What appropriation was provided in the budget and over the forward estimates for the Volunteer Grants Program?</p> <p>2. Have any changes been made to the program since May 2022?</p>	Written	18/11/2022
DSS SQ22-000411	Department of Social Services	Slade Brockman	Playgroup Australia and Toy Libraries	<p>Can the Department outline the status of funding commitments to the following playgroups and toy libraries:</p> <p>a. Bayswater Playgroup \$5,000 b. Little Possums Playgroup \$5,000 c. Gailes Community House Playgroup \$5,000 d. Humpty Dumpty Toy Library \$5,000 e. Blue Mountains Toy Library \$15,000 f. Bayswater Toy Library \$5,000 g. Wyndham Vale and Manor Lakes Toy Library \$20,000 h. Wayraparattee Toy Library \$5,000</p>	Written	18/11/2022
DSS SQ22-000412	Department of Social Services	Slade Brockman	Playgroup Australia and Toy Libraries	1. Were funding commitments made to any other Toy Libraries or Playgroups? If so, what are their names and electorate locations?	Written	18/11/2022

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				<p>2. Commitments to fund these groups were made via Twitter and Facebook, can the Department clarify if these commitments were part of the overarching funding commitment?</p> <p>3. Which electorates are these playgroups/toy libraries located in?</p>		
DSS SQ22-000413	Department of Social Services	Slade Brockman	Playgroup Australia and Toy Libraries	<p>1. What appropriation was provided in the Budget for the Playgroup Australia and Toy Libraries commitment and does this appropriation differ from the election commitment? If so, why?</p> <p>2. To implement this commitment, will variations to existing funding agreements be necessary? If so, what are these variations?</p>	Written	18/11/2022
DSS SQ22-000414	Department of Social Services	Slade Brockman	Playgroup Australia and Toy Libraries	Has any reprioritisation within programs occurred to implement this government commitment? If so please outline?	Written	18/11/2022
DSS SQ22-000415	Department of Social Services	Slade Brockman	Playgroup Australia and Toy Libraries	Can the Department provide an update on the commitment to expand intergenerational playgroups?	Written	18/11/2022
DSS SQ22-000417	Department of Social Services	Slade Brockman	NDIS Independent Review	<p>1. Who was consulted on the Terms of Reference of the review?</p> <p>2. Were the states and territories consulted on the Terms of Reference for the Review? If so,</p> <p>a. Which states and territories were consulted?</p> <p>b. When were they consulted?</p> <p>c. What role did the states and territories have in formulating the Terms of Reference?</p> <p>d. If states and territories were not consulted, why not?</p>	Written	18/11/2022
DSS SQ22-000418	Department of Social Services	Larissa Waters	1800 Respect Protection of Information	Have measures been taken to protect information (or ensure the protection of information) provided to 1800 RESPECT from the data breaches affecting Medibank?	Written	21/11/2022
DSS SQ22-000419	Department of Social Services	Larissa Waters	Women's Safety Measures	The Budget allocates \$25M for "innovative approaches to address perpetrator behaviour, which may include technology based solutions such as electronic monitoring". What role will the DSS have in assessing, approving and monitoring proposed approaches?	Written	22/11/2022

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DSS SQ22- 000420	Department of Social Services	Paul Scarr	Women's Safety Funding	<p>The National Plan to End Violence against Women and Children 2022–2032 was handed down on 17 October 2022. The Budget included new initiatives, with the Government claiming these initiatives will have no impact on underlying cash over 5 years to 2026–27.</p> <p>a. What existing programs have been cut, replaced, delayed, reprioritised or otherwise impacted to fund these new initiatives?</p> <p>b. The Budget papers say that the Government will not be proceeding with a trial of electronic monitoring of the perpetrators of domestic violence and a Family, Domestic and Sexual Violence Fund that was intended to trial new responses to addressing violence.</p> <p>i. How did the Government decide not to proceed with this trial?</p> <p>ii. What feedback did the Government receive from stakeholders to support this decision?</p> <p>c. What consultation was undertaken by the Albanese Government when developing this response to the new National Plan?</p> <p>d. What is the anticipated impact of this funding? Will it reduce the time a family spends in court resolving Family Law matters?</p>	Written	22/11/2022
DSS SQ22- 000421	Department of Social Services	Matthew O'Sullivan	Commitment to fund 500 new community sector workers	<p>During the election, Labor committed to funding 500 new community sector workers to support women in crisis. The commitment would apparently allow shelters to employ an extra case manager, community organisations to hire a financial counsellor, or specialist women's services to employ a support worker. They have also dedicated half of these jobs to be located in rural and regional areas.</p> <p>1. Where is the Government going to find 500 new community sector employees given the current workforce shortages facing the broader care sector?</p> <p>2. Will there be any element of the 'free tafe' announcement that includes training community sector workers to support women in crisis?</p>	Written	23/11/2022

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DSS SQ22- 000422	Department of Social Services	Lidia Thorpe	Cost breakdown - Income Management	<p>1. Please provide a breakdown that attributes the spend to:</p> <p>a. The cost of establishing the new enhanced income management system</p> <p>b. Breaking contract with Indue</p> <p>c. Case work to transition BasicsCard recipients onto EIM, and CDC recipients into voluntary EIM</p> <p>2. Can you please provide the cumulative spend since 2007 on income management, and since 2015 on the CDC?</p>	Written	23/11/2022
DSS SQ22- 000423	Department of Social Services	Lidia Thorpe	Social Housing Rent - deductions	<p>1. Is the Department investigating how social housing rent, payable to state and territory housing authorities, could be deducted from Centrelink entitlements without the permission of the Centrelink recipient?</p> <p>2. Has the Minister and/or the Department received correspondence from the NT Government – and/or other State and Territory Governments – requesting this type of measure.</p> <p>a. Is the Minister and the Department aware that a proposal of this kind was strongly rejected by the Australian Council of Social Services and many other representative groups, when it was mooted several years ago.</p>	Written	23/11/2022
DSS SQ22- 000424	Department of Social Services	Lidia Thorpe	Social Security Legal Help - NT	<p>1. What provision was made for access to social security legal help in the NT by the Department in the last five financial years and in the last quarter?</p> <p>a. What provision was made via other federal government initiatives during the same period?</p> <p>2. What involvement does the Department have in assessing and monitoring unmet needs for access to social security legal help in the NT and in each other jurisdiction?</p> <p>3. Does the Department have estimates about the nature and extent of unmet needs for social security legal help in the NT and in each other jurisdiction?</p> <p>a. If so, what is the basis of the estimates?</p> <p>Can you please provide specific data for First Nations people as well as for different genders?</p> <p>b. If not, why not?</p>	Written	23/11/2022

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DSS SQ22- 000425	Department of Social Services	Lidia Thorpe	Cashless Debit Card - Basics Card	<p>1. What if any process has been applied in the last 12 months and in the last quarter regarding the need for the Basics Card in relation to individual compulsory Basics Card users in the NT?</p> <p>2. What if any estimates does the Department have about the need for individuals to be on the Basics Card in the NT regarding the personal circumstances of individuals and what is the estimate based on?</p>	Written	23/11/2022
DSS SQ22- 000433	Department of Social Services	Linda Reynolds	NDIA CEO Resignation	<p>Senator REYNOLDS: ... I will ask some more questions about the termination of Mr Hoffman as CEO. Do you know, Minister or Secretary, how many conversations Minister Shorten had with Mr Hoffman in the period between the election and when he departed?</p> <p>Mr Griggs: I wouldn't know that.</p> <p>Senator Farrell: I don't know the answer to that. I'm happy to take that on notice to Minister Shorten.</p>	Page 98	9/11/2022
DSS SQ22- 000434	Department of Social Services	Wendy Askew	Trade Union Interaction	<p>CHAIR: I understand the minister was seeking to come back with an answer to a question he took on notice.</p> <p>Senator Ayres: There was a question on notice which I think went to Minister Shorten's meetings with trade unions. I think it was Senator Ruston who asked that question. I'll give the answer, and if Senator Ruston has more questions about that, I suppose she can come back. Members and ministers of the Labor Party are very happy to engage with representatives of the trade union movement. In relation to the minister for the NDIS and government services, the Hon. Bill Shorten MP, I'm advised that he's met with representatives and many trade unions since the May 2022 federal election. Trade unions and their representatives have raised with the minister the quality, safety, availability and integrity of NDIS services and support for NDIS participants and the delivery of government services through the federal government service delivery agency Services Australia. They've also raised pay and conditions for hardworking Australians who work for the National Disability Insurance Agency and</p>	Page 85	9/11/2022

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				<p>Services Australia and the other agencies and for workers employed broadly in the disability care sector. The nature of the minister's conversations with representatives of Australia's trade unions has included how relieved working people were to see the Liberals and Nationals voted out of office at the election and how happy working Australians were to see the end of the previous Liberal-National government, which presided over record low wages growth and skyrocketing costs of living and which was characterised by waste, rorts and rank ministerial incompetence, including in the NDIS and government services portfolios. Trade union representatives have also raised with the minister the hope that working Australians feel after the election of the Albanese Labor government, which is already delivering for working people and which is taking action to get wages moving again and clean up the mess left behind by the Liberals and the Nationals. That's all I have for that question.</p> <p>Senator ASKEW: Can the list of who that was, the dates and who was present be taken on notice as well?</p> <p>Senator Ayres: Sure.</p>		
DSS SQ22-000435	Department of Social Services	Linda Reynolds	NDIS Sustainability	<p>Senator REYNOLDS: I will take it that the minister does stand by his preelection comments. Minister Farrell, in light of that response, do you know whether, before the election, the now minister actually read any of the quarterly reports, the previous budget papers, the previous ASFRs and the Taylor Fry report that the Commonwealth and the states and territories commissioned into the sustainability? Had he read any of those documents and did not concur with them, or had he just not read them? You can take that on notice.</p> <p>Senator Farrell: I don't know what Minister Shorten did or did not read. I would have to ask him that, and I would be very happy to come back to you. I would be very surprised if he was anything other than fully across everything in this portfolio.</p>	Page 93	9/11/2022

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DSS SQ22- 000436	Department of Social Services	Jordon Steele-John	DES Connect Program	<p>Senator STEELE-JOHN: I want to begin by exploring some questions with the agency in relation to the DES connect program. Which organisations has the NDIS consulted with in the establishment of the NDIS participant DES connect program?</p> <p>Ms Falkingham: Thank you for the question. I think that might be a question for DSS.</p> <p>Senator STEELE-JOHN: Thank you, Ms Falkingham. I put this question to DSS at estimates. They were able to give us a very short list of individuals they had consulted with in announcing the program. But, given that it is a program that affects NDIS participants, it's a collaboration between DSS and the agency in that way. I'm wanting to know who the agency consulted with before making that announcement.</p> <p>Ms Falkingham: I'll take that question on notice for you, Senator Steele-John, and get you that answer.</p> <p>Senator STEELE-JOHN: Thank you. Still on that point, how many NDIS participants currently have employment related goals in their plan?</p> <p>Mr Gifford: We'll do our best to access that information du...</p>	Page 8	15/12/2022
DSS SQ22- 000437	Department of Social Services	Linda Reynolds	NDIS Review Taskforce	<p>Mr Griggs: No. I'm trying to give you some context. I don't know. As you know, the task force works under PM&C; it doesn't work under this portfolio.</p> <p>Senator REYNOLDS: Absolutely. As you know, at estimates, when I asked them the same questions, they referred them through to DSS and the NDIA. So could you take that on notice as a specific question: are the taskforce reviewing the concepts, and how are they interpreting the Minister's direction for curbing growth in cost, no to blunt force cuts and yes to strategic costs?</p>	Pages 10-11	15/12/2022

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				Mr Griggs: We'll take it on notice and refer it to the Taskforce		
DSS SQ22- 000438	Department of Social Services	Linda Reynolds	NDIS IER	<p>Senator REYNOLDS:Was the Solicitor General's advice sought before the IER was established?</p> <p>Ms Neville: Yes we undertook consultation with the Attorney-General's Department.</p> <p>Senator REYNOLDS: So you got some legal advice from them about the legality of this panel?</p> <p>Ms Neville: I am not aware that we sought legal advice. However, I am aware that there has been consultation.</p> <p>Senator REYNOLDS: Secretary, did DSS seek any legal advice on how this panel could operate legally?</p> <p>Mr Griggs: I don't know Senator, I will take it on notice.</p>	Page 14	15/12/2022
DSS SQ23- 000001	Department of Social Services	Lidia Thorpe	National Plan to Reduce Violence Against Women and Children	<p>A part of the recently released National Plan to Reduce Violence Against Women and Children was to co-design a stand alone plan for First Nations women and children.</p> <ol style="list-style-type: none"> 1. What is the timeline for this plan? 2. How are first Nations communities being consulted and invited to co-design this plan? 3. How will the Government protect women who participate in this consultation process? 4. What actions will the Government take to ensure the consultation, and the plan itself, is trauma informed and culturally sensitive? 	Written	15/12/2022
HA SQ22- 000198	Hearing Australia	Linda Reynolds	HAPPEE Program	Senator REYNOLDS: Can I congratulate you on the HAPPEE program? As you know, I think it's an extraordinary program. Could I ask on notice: for those 27,000 in total, and the 14,000 that you've done recently, are there any trends coming out of that—for example, with otitis media and other	Page 19	8/11/2022

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				<p>health conditions? Would you be able to take that on notice and give us a further breakdown by state and the findings? That would be terrific. Mr Terrell: I'm happy to do that.</p>		
NDIA SQ22-000044	National Disability Insurance Agency	Anne Ruston	Sexual Therapy	<p>Senator RUSTON: It would be good to get some clarity around the process of assessment in relation to the process NDIS undertakes around this particular issue, given the public perception. At the moment, how many NDIS participants would have been approved for the use of a sex worker as part of their NDIS plan? Dr Studdert: We'd have to take that on notice. It's not something that we necessarily have structured data on, but I would be happy to see what we can prepare. Senator RUSTON: Sure, and in the process of doing that, perhaps you could also provide a funding envelope around that. Obviously I wouldn't want you to identify anyone, but perhaps you could provide numbers and the costs. If a participant had been approved, in their plan, to have access to a sex worker, would that sex worker be required to be registered under the NDIS? Dr Studdert: Just before I answer that, can I just be clear that there is a distinction between 'sex worker' and 'support for sexual activity'. Senator RUSTON: No, I get that. I'm asking about sex workers. Dr Studdert: The NDIS would not fund the sex worker; they fund the supports that may enable sexual activity or intimate activity in the case where that is appropriate. Senator RUSTON: Could you get me some clarification on that in relation to the determination of the Federal Court and following on from the AAT decision? Dr Studdert: Yes. Senator RUSTON: If a participant had been approved for sex services or a sex worker as part of their plan, would that worker be required to be registered with the NDIS? Ms Johnson: I think we'll take that one on notice. Just to</p>	Page 81	9/11/2022

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				clarify, in some circumstances a sex worker can be funded by the NDIA. That was the WRMF Federal Court decision.		
NDIA SQ22- 000046	National Disability Insurance Agency	Anne Urquhart	Ministerial visits to NDIA offices	<p>Senator URQUHART: I have some questions about NDIA offices around Australia. Can you tell me how many occasions former Minister Reynolds attended the National Disability Insurance Agency head office in Geelong?</p> <p>Dr Studdert: I would have to take that on notice. I'm afraid I don't have that information with me today.</p> <p>Senator URQUHART: Could you tell me how many days after Minister Reynolds was sworn in she attended the national office?</p> <p>Dr Studdert: I would have to take that on notice.</p> <p>Senator URQUHART: Could you, then, take on notice the dates and times of each of those visits, whether the minister met with frontline staff at the visit and what else was included in the program for the visit or visits? Can you tell me whether former Minister Reynolds ever attended NDIA offices in other locations, other than the head office?</p> <p>Dr Studdert: I can tell you that she did, yes, but I don't have the specific details of that.</p> <p>Senator URQUHART: So you can't tell me the dates, times and locations. Would you be able to take that on notice?</p> <p>Dr Studdert: I'll take it on notice, yes.</p> <p>Senator URQUHART: And, again, the purpose of the visits and whether or not the former minister met with frontline staff. I'm also interested in whether you can provide details in relation to former Minister Roberts' attendance at NDIA offices and the national office</p> <p>Dr Studdert: Certainly, I can. I will have to trawl back through some historical records, but I'm sure we can get that together for you, yes.</p> <p>Senator URQUHART: You can take that on notice. Can you tell me how many occasions the current minister has attended the NDIA national office in Geelong?</p> <p>Dr Studdert: Again, I would have to take that on notice, to give you the specific details that you're looking for.</p>	Pages 82-83	9/11/2022

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				<p>Senator URQUHART: Please also take on notice how many days after being sworn in Minister Shorten attended the national office, on how many occasions he has attended offices in other locations and whether he has met with NDIA staff.</p> <p>Dr Studdert: I can confirm that he has attended multiple offices on multiple occasions and has met with frontline staff, but I would have to take on notice the specific details of those visits.</p>		
NDIA SQ22-000047	National Disability Insurance Agency	Jordon Steele-John	Independent Expert Review Pilot	<p>Senator STEELE-JOHN: ...When was the first participant enrolled into the pilot?</p> <p>Mr Swainson: It was over the last month. I'd have to take that on notice as to the exact date, but it was certainly over the last month.</p> <p>Senator STEELE-JOHN: To clarify, what was the selection process to be part of the pilot?</p> <p>Mr Swainson: For the pilot we relied on the oversight committee to nominate or identify appropriate cases or participants who might want to come on a pilot arrangement. They were participants that were represented by an advocacy or legal aid organisation, just to ensure that they were assisted through that process. They were then invited to participate; as to whether they wanted to participate, it's entirely voluntary. I'd have to get the numbers for you on notice, but I think most agreed to participate in that pilot program.</p>	Page 96	9/11/2022
NDIA SQ22-000048	National Disability Insurance Agency	Louise Pratt	Former NDIA CEO Employment	<p>Senator PRATT: I understand all of that too. Nevertheless, the NDIA board may have taken some action, and I'd like to know what that is.</p> <p>Mr Griggs: My understanding is that the board corresponded with Mr Hoffman. I am not privy to that, nor is anyone else at the table. My suggestion is that, if you want greater detail around the board's actions, we take that on notice and allow the board the opportunity to provide an answer back through the NDIA.</p> <p>Senator PRATT: Can a copy of that letter and any reply from</p>	Page 97	9/11/2022

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				<p>Mr Hoffman be made available to the committee? Mr Griggs: We'll put that to the board. Senator PRATT: Is the NDIA continuing to monitor Mr Hoffman's involvement with Bridge SaaS? That would be a matter for the board, I assume. Mr Griggs: We can include that in the answer, if you like. I need to make one point: as part of government's public sector reforms, particularly the integrity reforms that Minister Gallagher has been pursuing, part of the reform agenda will be looking at this issue more generally, not just for the CEO of the NDIA—</p>		
NDIA SQ22-000049	National Disability Insurance Agency	Louise Pratt	Ministerial visits to NDIA offices	<p>Senator PRATT: Thank you. On that note, in terms of getting back on track, can you characterise for us the kind of engagement that Minister Shorten has had with NDIA officers right around Australia, the kinds of visits he's made—meeting with frontline staff—and what kinds of programs he's been running, relative to the previous minister? ... Ms Falkingham: We can get the exact number for you, but I'm aware it's been at least five visits for lengthy periods of time. We can get that information for you, though. Senator PRATT: Great. What about the previous minister? Ms Falkingham: I cannot comment on that because I've only been here three weeks. We can take that on notice for you.</p>	Pages 97-98	9/11/2022
NDIA SQ22-000052	National Disability Insurance Agency	Linda Reynolds	NDIA CEO Resignation	<p>Senator REYNOLDS: because I'm quite interested in the time line of why the board took this action immediately after the change of government if it related to his performance, and not before. So, if you could take all of those questions on notice that would be much appreciated, and also how the board engaged obviously with the minister but also with Mr Hoffman. And was Mr Hoffman paid a termination payment, because his contract, I understand, hadn't finished. Were there any other conditions put on his termination, like nondisclosure agreements, for example. And then we'll go</p>	Pages 98-99	9/11/2022

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				<p>from there. Mr Griggs: We will endeavour to provide as much as we can.</p>		
NDIA SQ22-000053	National Disability Insurance Agency	Linda Reynolds	NDIA CEO Recruitment	<p>Mr Griggs: It was a board conducted activity. The board contracted NGS Global to assist with the executive search and the recruitment process. The position was first advertised on 22 July, initially in APS Jobs online, and then I think it went into a couple of national newspapers. NGS Global did its sorting process to work out a potential shortlist for the panel to look at. Senator REYNOLDS: Just before we go on, can I ask on notice if we can get a copy of the ad, how the job was advertised, information about how many people applied..... Mr Griggs: Sure Senator REYNOLDS: Are you able to advise on notice who the referees were? Mr Griggs: If we can, I will. Senator REYNOLDS: Could you take that one on notice? Mr Griggs: Again, when I say, 'I will,' the board will.</p>	Pages 99-100	9/11/2022
NDIA SQ22-000054	National Disability Insurance Agency	Jordon Steele-John	Independent Expert Review Pilot	<p>Senator STEELE-JOHN: Have the wording for the survey and the method for providing the survey to the participants been ironed out yet—in terms of at what point they will receive it? Previously the agency has asked people for their survey responses prior to seeing the outcome of the process that they've been involved in. At what point will the participant be sent the survey? Mr Swainson: I don't know at what point they will be sent it. I'd have to take that on notice. But I do know questions have been developed. I'm not sure if they've been through the oversight committee yet.</p>	Page 101	9/11/2022
NDIA SQ22-000055	National Disability Insurance Agency	Jordon Steele-John	Independent Expert Review Pilot	<p>Senator STEELE-JOHN: Thank you. It was just in relation to the review. Please table for the committee the list of questions that participants will be asked in the pilot survey and the number of reviewers that you understand, the independent evaluators, will be required in phase 2 of the</p>	Page 103	9/11/2022

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				rollout. Ms Falkingham: I'm happy to take that on notice.		
NDIA SQ22-000056	National Disability Insurance Agency	Slade Brockman	NDIA Advertising Budget	<ol style="list-style-type: none"> 1. What is the current advertising budget of the NDIA? 2. How many current government advertising campaigns are underway in agency? Please provide a list. 3. Which of those campaigns are new and when did they start? 4. Please provide: <ol style="list-style-type: none"> a. the value of each campaign. b. an outline of the purpose. c. details of how the campaign was delivered (print, social media, TV, online, radio etc). 5. Are there any campaigns which have ceased since May? If so, please list. 	Written	16/11/2022
NDIA SQ22-000057	National Disability Insurance Agency	Slade Brockman	Bullying or Harassment of NDIA staff	<ol style="list-style-type: none"> 1. Have there been any reports, formal or otherwise, of bullying or harassment of staff in the NDIA since June 2022? If so, please provide a list outlining: <ol style="list-style-type: none"> a. The number of incidents per agency b. A description of the incident c. The steps taken to address the matter 2. Have any complaints, verbal or written, been made against a ministerial staff member since the election? If so, please provide: <ol style="list-style-type: none"> a. The date and location of the alleged incident b. Whether the complaint was made verbally or in writing c. What action the department took following the complaint being made d. Whether the complaint was brought to the attention of the minister or assistant minister's office. Who in the minister's office was advised and when. 	Written	16/11/2022
NDIA SQ22-000058	National Disability Insurance Agency	Slade Brockman	Fraud and misuse of public funds	<ol style="list-style-type: none"> 1. Has there been any incident of fraud or the misuse of public funds in the NDIA since June 2022? If so, please provide a list outlining: <ol style="list-style-type: none"> a. The number of incidents b. A description of each incident, including the amount of money involved 	Written	16/11/2022

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				c. The steps were taken to address the matter d. Whether the person involved is still employed by the agency		
NDIA SQ22-000059	National Disability Insurance Agency	Slade Brockman	NDIA Market Research	1. Has the Department or any Agency within the portfolio commenced any market research contracts since May 2022? If so, please provide the value of each contract and an outline of the work commissioned. 2. Has the Department or any Agency within the portfolio commissioned any research reports since 1 July 2022? If so, please provide the value and scope of work commissioned.	Written	16/11/2022
NDIA SQ22-000060	National Disability Insurance Agency	Slade Brockman	NDIA Employment	1. Has any NDIA employee, or contractor been had their employment terminated since June 2022? If so, please, please outline the reason their employment/contract was terminated	Written	16/11/2022
NDIA SQ22-000061	National Disability Insurance Agency	Linda Reynolds	Price Harmonisation	6. With the NDIS pricing schedule, has the Albanese Government continued the work of the previous government to compare and harmonise other government funded care and support services – how do they compare?	Written	18/11/2022
NDIA SQ22-000062	National Disability Insurance Agency	Linda Reynolds	Financial Sustainability	17. What guidance has Minister Shorten provided to the Department of Social Services, the NDIA and the Board on cost ‘moderation’ and how it will be achieved?	Written	18/11/2022
NDIA SQ22-000063	National Disability Insurance Agency	Linda Reynolds	Co-design	35. What review and co-design work will continue while the review is underway?	Written	18/11/2022
NDIA SQ22-000064	National Disability Insurance Agency	Linda Reynolds	Financial Sustainability	45. What are the options on the table to deal with the rising costs of the NDIS in the interim?	Written	18/11/2022
NDIA SQ22-000065	National Disability Insurance Agency	Linda Reynolds	Person-centred Assessment Model	57. My recollection is that Disability Ministers instructed the NDIA to work in partnership with people with a lived experience of disability through the Independent Advisory Council and disability representatives on a co-design of a new person-centred assessment model. Is this correct? a. If yes – subsequently, the NDIA, 27 disability and carer representative organisations, the NDIS Independent Advisory Council and DSS participated in two virtual co-design workshops in September 2021, facilitated by former	Written	18/11/2022

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				<p>Disability Discrimination Commissioner Graeme Innes. Is this correct?</p> <p>58. Can you please advise how the co-design development process for a new assessment model is progressing?</p> <p>59. Will the new assessment model be implemented this year, or will it be delayed until after the review reports and DRMM ministers have reviewed and endorsed it?</p>		
NDIA SQ22-000066	National Disability Insurance Agency	Linda Reynolds	Co-design	<p>60. The NDIA has acknowledged the feedback from these workshop that we should take a 'learn by doing' approach to co-design. One that focuses on tangible actions developed and agreed in collaboration with the disability community as well as timely and transparent communication. Is this still correct?</p> <p>61. How is the concept of learn by doing progressing, is it continuing to be introduced more widely than the new assessment process?</p> <p>62. After the co-design workshops, a Co-design Advisory Group was established and met regularly. Is it still meeting and advising?</p>	Written	18/11/2022
NDIA SQ22-000067	National Disability Insurance Agency	Linda Reynolds	Co-design	<p>63. The NDIA had also engaged The Australian Centre for Social Innovation as subject matter experts to support the introduction of co-design on key NDIS initiatives. Is this Co-design Advisory Group still active? If so, how? If not, why?</p>	Written	18/11/2022
NDIA SQ22-000068	National Disability Insurance Agency	Linda Reynolds	National Injury Insurance Scheme	<p>81. In the agency submission to the Productivity Commission's NDIS Cost Study in 2017, the Agency noted that the ongoing failure to implement the full NIIS was a sustainability issue for the NDIS. Is this still the Agency's view?</p>	Written	18/11/2022
NDIA SQ22-000069	National Disability Insurance Agency	Linda Reynolds	National Injury Insurance Scheme	<p>82. How many current NDIS participants would have been covered by a medical or general injury stream of the NIIS since full scheme implementation in 2016?</p>	Written	18/11/2022
NDIA SQ22-000070	National Disability Insurance Agency	Linda Reynolds	National Injury Insurance Scheme	<p>83. Can the NDIS confirm that in the APTOS, rehabilitation is a service area that has joint responsibility between the NDIS and State/Territory health systems. What work has the Agency done to establish how this shared responsibility is operationalised?</p>	Written	18/11/2022

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NDIA SQ22- 000071	National Disability Insurance Agency	Linda Reynolds	National Injury Insurance Scheme	84. What is the Agency's policy on the provision of community based (non-inpatient) rehabilitation services to participants with brain and spinal cord injury, amputation or vision impairment that would otherwise be covered by the NDIS?	Written	18/11/2022
NDIA SQ22- 000072	National Disability Insurance Agency	Linda Reynolds	National Injury Insurance Scheme	85. Does the NDIS fund rehabilitation services for this group in any capacity?	Written	18/11/2022
NDIA SQ22- 000073	National Disability Insurance Agency	Linda Reynolds	National Injury Insurance Scheme	86. Are there work practices for planners to seek out rehabilitation recommendations from rehabilitation physicians for participants with these injuries for their first plans with the NDIS?	Written	18/11/2022
NDIA SQ22- 000074	National Disability Insurance Agency	Linda Reynolds	Payments system	87. What is the history and progress on implementing the New Payments System? a. What is the current project schedule? b. What are the benefits of this new system to both participants and providers? c. Why is this so important for the Agency's anti-Fraud activities?	Written	18/11/2022
NDIA SQ22- 000075	National Disability Insurance Agency	Linda Reynolds	My NDIS app	88. What is the history and progress of the MY NDIS app? 89. What benefits will this bring and to whom?	Written	18/11/2022
NDIA SQ22- 000076	National Disability Insurance Agency	Linda Reynolds	Customer Relationship Management System	90. What is the history and progress of the new CRM system? 91. Can you update us on the progress of cross-agency CRM project management?	Written	18/11/2022
NDIA SQ22- 000077	National Disability Insurance Agency	Slade Brockman	NDIS Plan Investigations	1. How many self-managed plans were audited in 2020-21 and 2021-22? 2. How many plans managed by a plan manager were audited in 2020-21 and 2021-22? 3. How many Agency managed plans were audited in 2020-21 and 2021-22? 4. Of the self managed plans audited, how many participants used funds which were not in accordance with their approved plans? And what recovery policy is in place to recover these funds?	Written	18/11/2022

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				<p>5. Of the managed plans audited, how many participants used funds which were not in accordance with their approved plans? And what recovery policy is in place to recover these funds?</p> <p>6. Of the Agency managed plans audited, how many participants used funds which were not in accordance with their approved plans? And what recovery policy is in place to recover these funds?</p>		
NDIA SQ22-000078	National Disability Insurance Agency	Slade Brockman	Funding Reductions	7. Have any NDIS participants had funding reduced or ceased due to fraud in 2020-21 and 2021-22? If so, how many? How does this compare to previous years?	Written	18/11/2022
NDIA SQ22-000079	National Disability Insurance Agency	Slade Brockman	NDIS Plan Management	<p>1. How many individual NDIS plans were there in total in 2020-21 and 2021-22?</p> <p>2. Of these plans, how many were self-managed plans and plans managed by a plan manager?</p>	Written	18/11/2022
NDIA SQ22-000080	National Disability Insurance Agency	Slade Brockman	Financial Sustainability Forecast	3. What is the trajectory of NDIA against its budget for the income 2022-23 year?	Written	18/11/2022
NDIA SQ22-000081	National Disability Insurance Agency	Slade Brockman	Independent Expert Review Program	<p>1. Can the Department provide a list of the Independent Experts delivering the IER program?</p> <p>2. Do members of the IER program receive remuneration? If so, what remuneration?</p> <p>3. What funding has been allocated to this new service?</p>	Written	18/11/2022
NDIA SQ22-000082	National Disability Insurance Agency	Slade Brockman	Independent Expert Review Program	<p>4. How many cases has the IER reviewed?</p> <p>5. Can the Department outline the IER process?</p> <p>6. How many matters have been withdrawn from the AAT after a recommendation from an Independent Expert?</p>	Written	18/11/2022
NDIA SQ22-000083	National Disability Insurance Agency	Slade Brockman	Independent Expert Review Program	<p>7. How many reports has the Agency provided the Oversight Committee on the progress of the Independent Expert Review program and outcomes?</p> <p>8. Has the Oversight Committee made any recommendations to the Agency following these Reports? If so, what are the recommendations?</p>	Written	18/11/2022
NDIA SQ22-000084	National Disability Insurance Agency	Jordon Steele-John	Model Litigant Obligations	Senator STEELE-JOHN: Are you able to table that framework for us?	Page 95	9/11/2022

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				Mr Swainson: Yes, we could take it on notice. I don't have it in my pack today, but we can provide that, yes.		
NDIA SQ22-000085	National Disability Insurance Agency	Slade Brockman	Specialist Disability Accommodation	1. What is the active number of NDIS participants with SDA supports for the following years: 2019-20; 2020-21; and 2021-22? 2. What is the average plan budgets for SDA supports for the following years: 2019-20; 2020-21; and 2021-22	Written	18/11/2022
NDIA SQ22-000086	National Disability Insurance Agency	Slade Brockman	Specialist Disability Accommodation	3. As of 11 November 2022, what is the total number of enrolled SDA dwellings. 4. As of 1 January 2022, what was the average wait time for SDA decisions 5. As of 31 September 2022, what was the average wait time for SDA decisions?	Written	18/11/2022
NDIA SQ22-000087	National Disability Insurance Agency	Slade Brockman	Specialist Disability Accommodation Pricing Review	6. Can the Department provide an update on the SDA Pricing Review announced on 22 August including details on the consultation process, who has been consulted and who have made submissions? 7. Is the Review still on track with outcomes to be implemented by 1 July 2023?	Written	18/11/2022
NDIA SQ22-000088	National Disability Insurance Agency	Slade Brockman	Supported Independent Living	1. Can the Department provide the total number of participants accessing Supported Independent Living assistance for each quarter from December 2020?	Written	18/11/2022
NDIA SQ22-000089	National Disability Insurance Agency	Slade Brockman	Supported Independent Living	2. Can the Department provide the total number of SIL providers for the last 8 quarters?	Written	18/11/2022
NDIA SQ22-000090	National Disability Insurance Agency	Slade Brockman	Supported Independent Living	3. Can the Department provide the total payments made between 1 October 2021 and 30 September on SIL assistance?	Written	18/11/2022
NDIA SQ22-000091	National Disability Insurance Agency	Anne Ruston	Sexual Therapy	2. How many sex workers are not registered and are providing services funded by the NDIS? 3. What were the total payments funded by the NDIS on sex workers for the years 2020-21 and 2021-22? 4. How many NDIS plans contain funding for sex workers? 5. Can the Department outline the circumstances for when sex workers are approved for funding under the NDIS?	Written	21/11/2022

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NDIA SQ22- 000092	National Disability Insurance Agency	Slade Brockman	Independent Expert Review Program	1. Can the Department provide an update on the new Independent Expert Review program (IER) and its work providing dispute resolution? 2. Where does the IER program sit in the NDIA's organisational chart? 3. What funding was provided in the Budget for the IER program?	Written	18/11/2022
NDIA SQ22- 000093	National Disability Insurance Agency	Linda Reynolds	Co-design	36. What engagement has the Minister had with the IAC Chair and members in relation to the review? 37. What is the IAC's role in the review and has any of their work underway at the time the review was announced, been suspended, or delayed? If so, what? 47. In relation to the finalisation of the participant-centred assessment policy and procedures currently been developed by the IAC, is this work continuing during the Review period?	Written	18/11/2022
NDIA SQ22- 000097	National Disability Insurance Agency	Anne Ruston	Sexual Therapy	7. How many sex service providers are not registered and are providing services funded by the NDIS? 8. What were the total payments funded by the NDIS on sex services for the years 2020-21 and 2021-22? 9. How many plans contain NDIS funding for sex services? 10. Can the Department outline the circumstances for when sex services are approved for funding under the NDIS?	Written	21/11/2022
NDIA SQ22- 000098	National Disability Insurance Agency	Jordon Steele-John	CTARS data breach	Senator STEELE-JOHN: Okay. Can you give me the names of the service providers involved and impacted by the CTARS breach? Ms Woodburn: By that particular breach? Senator STEELE-JOHN: Yes. Ms Woodburn: I'd have to take that on notice.	Page 78	9/11/2022
NDIA SQ22- 000099	National Disability Insurance Agency	Linda Reynolds	NDIS Participants accessing Early Connections	"Senator REYNOLDS: Thank you. Just confirming, at the end of September there were 554,917 active participants, and now there are 567,417. That doesn't include the early connection numbers, does it? Mr Gifford: That's correct, Senator. Senator REYNOLDS: What was the number now for early connections, on top of that 567,000? Mr Gifford: It might take a little bit of time to get that piece	Page 3	15/12/2022

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				<p>of information.</p> <p>Senator REYNOLDS: Thank you. In September it was 14,484, so if you could just let us know so we've got a total, that would be terrific. "</p>		
NDIA SQ22-000100	National Disability Insurance Agency	Jordon Steele-John	NDIS Participant employment goals	<p>"Senator STEELE-JOHN: Thank you. Still on that point, how many NDIS participants currently have employment related goals in their plan?</p> <p>Mr Gifford: We'll do our best to access that information during the session. Otherwise, we'll take that on notice, if that's okay."</p>	Page 8	15/12/2022
NDIA SQ22-000101	National Disability Insurance Agency	Jordon Steele-John	Disability Employment Services	<p>"Senator STEELE-JOHN: Prior to the minister's public announcement of this program, when was the agency first approached about the DES connect proposal?</p> <p>Ms Falkingham: I'll get you the exact dates. My understanding is that it was in the lead-up to that announcement. But, as to how close, I'll get you the exact date.</p> <p>Senator STEELE-JOHN: Okay, thank you."</p>	Page 9	15/12/2022
NDIA SQ22-000102	National Disability Insurance Agency	Linda Reynolds	NDIS Expenditure	<p>"Senator REYNOLDS: Before I come to the IER pilot, can I just come back to the numbers that the acting actuary provided for the month of November. Having a look at the trend, the year-to-date financial expenditure is \$14.03 billion, which is up 27 per cent. Based on this last month's growth, is that within the gross projections for the October budget, or is that exceeding what was expected in the forecasts?</p> <p>Mr Gifford: I believe it does slightly exceed the forecast from the June projection.</p> <p>Senator REYNOLDS: Could you please take that question on notice and provide a month-by-month breakdown of the numbers that underpinned the last budget for the NDIS—for the scheme costs themselves, not for the agency running costs—and what the projections were for the increase by month? What I understand you're saying is that, even</p>	Pages 9-10	15/12/2022

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				<p>though Minister Shorten got an \$8.8 billion top-up, it is now already exceeding the expectations for the rest of this financial year. Is that an accurate characterisation of what you just said?</p> <p>Mr Gifford: Yes. The year-to-date expenditure does slightly exceed the forecast. I'll take on notice the specific month-by-month figures.</p> <p>Senator REYNOLDS: Thank you. If you could do that for this financial year—that is, what the forecast was and what the actuals were through to November, and the figure that you've just given me—that would be very helpful. Thank you"</p>		
NDIA SQ22- 000103	National Disability Insurance Agency	Linda Reynolds	Independent Expert Review Experts	<p>"Ms Falkingham: As I've said, nine cases have been resolved in full and we're about to commence phase 2, with obviously a softer start over the holiday period. We've recently appointed another 13 independent experts—</p> <p>Senator REYNOLDS: Who are they? Can you tell me who all the experts are?</p> <p>Ms Falkingham: I don't have the list in front of me, but we can get that for you. It's on our website.</p> <p>Senator REYNOLDS: Who identified and appointed them? What's the process? Are they paid positions? What were the qualifications for them?</p> <p>Ms Neville: The oversight committee, led by Graeme Innes, was responsible for selecting and appointing the independent expert reviewers. That has been managed by that committee. Your subsequent questions—</p> <p>Senator REYNOLDS: Are they paid or is it voluntary?</p>	Page 14	15/12/2022

				<p>Ms Neville: They are remunerated, yes. The reviewers are remunerated.</p> <p>Senator REYNOLDS: How much? Do you have the figure there for the remuneration?</p> <p>Ms Neville: I don't have the figure. I will return it to you before the end of the session.</p> <p>Senator REYNOLDS: Can we pick up with the NDIA and the IER. I just asked a question about remuneration for the panel members.</p> <p>Ms Neville: There were a number of questions there that I took away. The names of the independent experts are Emeritus Professor Ron McCallum—</p> <p>Senator REYNOLDS: Given the tight amount of time, perhaps you could forward them through to the secretariat, because I've got some more questions."</p>		
NDIA SQ23- 000001	National Disability Insurance Agency	Linda Reynolds	Fraud Fusion Taskforce	<p>Senator REYNOLDS: Thank you. If I can, I'll also put on notice how much in relation to presumably strategic cuts is from the antifraud task force. My question on notice would be: how much is the NDIA anticipating recovering, noting that a lot of the money from fraud is actually defrauded from participants' individual plans and so would actually go back to the participant and wouldn't reflect as a saving to the scheme? Perhaps, Minister, you could take that on notice to get some breakdown of how much—</p> <p>Senator Ayres: The department, I am sure, will review all of this and answer those questions to the best that it can given that some of these matters are currently being considered.</p>	Page 12	15/12/2022

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QSC SQ22- 000014	NDIS Quality and Safeguards Commission	Slade Brockman	Bullying and Harassment	<p>1. Have there been any reports, formal or otherwise, of bullying or harassment of staff in the NDIS Quality and Safeguards Commission since June 2022? If so, please provide a list outlining:</p> <ul style="list-style-type: none"> a. The number of incidents per agency b. A description of the incident c. The steps taken to address the matter 	Written	16/11/2022
QSC SQ22- 000015	NDIS Quality and Safeguards Commission	Linda Reynolds	NDIS Commission's future approach to Complaints	<p>Senator REYNOLDS: Thank you. I noticed the latest quarterly Activity report has come out, which takes you through to the end of September. There are some interesting variations there in some of your key metrics. Can you go through some of the more significant—for example, the nearly 10 per cent increase in complaints—and go through what you see as the key measures that are being reported on?</p> <p>Ms Mackey: Certainly. We are quite pleased the number of complaints is increasing. We've done quite a bit of work this year to try and build confidence in participants about where they can go to provide feedback and get a resolution when things aren't going right, so we're pleased to see that increase. It will be interesting to watch over the next quarter to see whether or not that's a stabilising figure or whether or not that continues to rise. At the same time as we've got that figure increasing, we have done quite a bit of work in the complaints space to look at what is our future approach to the way we undertake complaints, including putting in place a new intake in triage arrangement.</p> <p>Senator REYNOLDS: On notice, can you provide more detail to the committee on that process and how that's been updated?</p> <p>Ms Mackey: Absolutely. The complaints commissioner is here if you'd like to hear more about that.</p> <p>Senator REYNOLDS: I'm sure between us we got some questions of the complaints commissioner!</p>	Page 66	9/11/2022
QSC SQ22- 000016	NDIS Quality and Safeguards Commission	Linda Reynolds	Number and type of compliance measures taken	<p>CHAIR: Senator Reynolds, are you coming close?</p> <p>Senator REYNOLDS: I am coming very close. Maybe if I can have, on notice, your latest figures on how many compliance</p>	Page 69	9/11/2022

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			by the NDIS Commission	measures you've taken and what the types are; an update on the visits program; and also the implementation of what I still call the Ann-Marie Smith bill, which we introduced, and the effectiveness of that. Also, can you give us an update on how many behaviour support practitioners you now have, whether there are still issues of training and registration, and actual numbers. I do have a case, but I suspect my colleague from the Greens might be about to ask some of these questions of the Complaints Commissioner. So I will end there.		
QSC SQ22-000017	NDIS Quality and Safeguards Commission	Linda Reynolds	Update on the community Visitor Scheme	CHAIR: Senator Reynolds, are you coming close? Senator REYNOLDS: I am coming very close. Maybe if I can have, on notice, your latest figures on how many compliance measures you've taken and what the types are; an update on the visits program; and also the implementation of what I still call the Ann-Marie Smith bill, which we introduced, and the effectiveness of that. Also, can you give us an update on how many behaviour support practitioners you now have, whether there are still issues of training and registration, and actual numbers. I do have a case, but I suspect my colleague from the Greens might be about to ask some of these questions of the Complaints Commissioner. So I will end there.	Page 69	9/11/2022
QSC SQ22-000018	NDIS Quality and Safeguards Commission	Linda Reynolds	Effectiveness of the NDIS Amendment (Improving Supports for At Risk Participants) Bill 2021	CHAIR: Senator Reynolds, are you coming close? Senator REYNOLDS: I am coming very close. Maybe if I can have, on notice, your latest figures on how many compliance measures you've taken and what the types are; an update on the visits program; and also the implementation of what I still call the Ann-Marie Smith bill, which we introduced, and the effectiveness of that. Also, can you give us an update on how many behaviour support practitioners you now have, whether there are still issues of training and registration, and actual numbers. I do have a case, but I suspect my colleague from the Greens might be about to ask some of these questions of the Complaints Commissioner. So I will end there.	Page 69	9/11/2022

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QSC SQ22- 000019	NDIS Quality and Safeguards Commission	Linda Reynolds	Current number Behaviour Support Practitioners	<p>CHAIR: Senator Reynolds, are you coming close? Senator REYNOLDS: I am coming very close. Maybe if I can have, on notice, your latest figures on how many compliance measures you've taken and what the types are; an update on the visits program; and also the implementation of what I still call the Ann-Marie Smith bill, which we introduced, and the effectiveness of that. Also, can you give us an update on how many behaviour support practitioners you now have, whether there are still issues of training and registration, and actual numbers. I do have a case, but I suspect my colleague from the Greens might be about to ask some of these questions of the Complaints Commissioner. So I will end there.</p>	Page 69	9/11/2022
QSC SQ22- 000020	NDIS Quality and Safeguards Commission	Jordon Steele-John	Reportable Incidents linked to URPs 21/22 FY- Referrals to Police.	<p>Senator STEELE-JOHN: So the vast majority are unauthorised restrictive practice. Of those that are not categorised as unauthorised restrictive practice, do you further break them down into type of reportable incident? Ms Leathem: Yes, we do. Senator STEELE-JOHN: Could I have that breakdown? Ms Mackey: We do. We've got them in two parts. Ms Leathem: I haven't added up the rest of the categories into one year, that's all. Ms Mackey: We break them down by alleged abuse and neglect. I'll give you the two figures for the two parts: 3,503 and 4,538. Then, for death, it's 862 and 964. For serious injury, it's 2,137 and 2,132. For alleged sexual misconduct, it's 218 and 239. For allegations of unlawful physical/sexual contact, it's 1,200 and 1,314. Senator STEELE-JOHN: Could you tell me, of the total number, including reportable incidents resulting from unauthorised use of restrictive practice, how many of them have resulted in referral to the police? What's the figure for referrals for police investigation, from the commission, for that same period of time? Ms Mackey: I don't have it for that period of time. I've got it</p>	Page 69	9/11/2022

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				for the current quarter. I can take it on notice and come back to you.		
QSC SQ22- 000021	NDIS Quality and Safeguards Commission	Jordon Steele-John	Reportable Incidents - Alleged abuse and neglect - 1 July 22 to 30 September 22 - Referrals to Police	<p>Senator STEELE-JOHN: Thank you. What is it for the current quarter? That would be great.</p> <p>Ms Mackey: For the current quarter, we've referred 182, I believe. No, sorry. We've got two figures around police. We've got one where it gets reported to police and to us, and then we've got one where we refer to police. So there are two figures.</p> <p>Senator STEELE-JOHN: So give us the two figures. That would be really useful.</p> <p>Ms Mackey: For this quarter, the ones that police were duly informed of were 847, and 182.</p> <p>Senator STEELE-JOHN: To confirm, for that period of time, we've got 8,041 reportable incidents related to abuse. Just make sure I've got that figure right. Is that correct?</p> <p>Ms Mackey: That's the combined total.</p> <p>Ms Leathem: That's the combined two—for alleged abuse and neglect.</p> <p>Senator STEELE-JOHN: Alleged abuse and neglect. In that same period, how many referrals to the police?</p> <p>Ms Mackey: That's the whole-year period that I don't have the figures for referrals to police. I can take that on notice and get back to you.</p>	Page 69-70	9/11/2022
QSC SQ22- 000022	NDIS Quality and Safeguards Commission	Jordon Steele-John	Complaints by registered and un- registered providers - 21/22FY	<p>Senator STEELE-JOHN: Please do. What percentage of complaints made to the commission—moving from reportable incidents now to complaints made to the commission—regarded registered providers?</p> <p>Ms Leathem: I don't believe I've got the figures here that break down registered and unregistered by category, but certainly, if you let me know what you would like by way of delineation, we can provide that to you.</p> <p>Senator STEELE-JOHN: In the last financial year, if you could, using that as a breakdown—complaints broken down by whether they were in relation to a registered provider or an</p>	Page 70	9/11/2022

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				<p>unregistered provider. Ms Leathem: Certainly.</p>		
QSC SQ22-000023	NDIS Quality and Safeguards Commission	Jordon Steele-John	Repeat use of URPs by registered /unregistered providers	<p>Senator STEELE-JOHN: Would you be able to provide that information to us? That would be helpful. Thank you. In terms of the unauthorised use of restrictive practice, are you able to tell us how many registered providers have had repeated claims of unauthorised use of restrictive practices used against them, or the breakdown? That's a massive pool of data, right? And I'd like to know whether we're seeing that more from registered or from unregistered providers. Ms Mackey: We have that information. We look at that information monthly, so I'm happy to provide that to you on notice. Senator STEELE-JOHN: Alright. Particularly, the key word here, if you can give it to us, is 'repeated'—when we're seeing the repeated reporting of the unauthorised use of restricted practice coming from the same provider. Ms Mackey: Yes. The challenge we have around registered providers regarding unauthorised use of restrictive practices is that registered providers have a requirement to report that to us. Senator STEELE-JOHN: I know. Ms Mackey: Unregistered providers don't. And we're seeing an increasing number of both complaints and feedback about providers who are unregistered operating by using restrictive practices. That is becoming a thread that we're seeing. Senator STEELE-JOHN: But, among the evidence we have before us, I'd really like to know whether we're seeing it more from particular groupings of providers that the commission has.</p>	Page 70	9/11/2022
QSC SQ22-000024	NDIS Quality and Safeguards Commission	Jordon Steele-John	Pro-active compliance measures taken by NDIS	<p>Senator STEELE-JOHN: But, among the evidence we have before us, I'd really like to know whether we're seeing it more from particular groupings of providers that the commission has. In your annual report, one of the steps you say you can take</p>	Pages 70-71	9/11/2022

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			Commission - 21/22 FY	<p>is a kind of proactive action in serious cases for persistent and high-risk noncompliance. I want to know from you how many times the commission has taken that step in the past financial year.</p> <p>Ms Mackey: We have quite a long list categorising the kinds of compliance actions we take. In terms of the more proactive action, we would say that that relates to, for example, education that we do with providers. And I can tell you that in this current financial year we've already taken 1,938 education compliance actions with providers. Some of those would have been proactive, and some of them would have been in response to information we had and was part of a compliance process with that provider. We don't quite categorise them—</p> <p>Senator STEELE-JOHN: They type of proactive—</p> <p>Ms Mackey: Yes.</p> <p>Senator STEELE-JOHN: Do you have a plan to do that? Is that on your radar?</p> <p>Ms Mackey: Absolutely. We're in the process of developing our first regulatory strategy, which sets out all the levers that we have as a regulator and what will be the guidance, if you like, around when we would use those levers—so, when we would use education when we're seeing things change across the sector, when we might take more-significant steps and what might influence us, for example, to do a campaign in the space.</p> <p>Senator STEELE-JOHN: You do have many more levers than just education—</p> <p>Ms Mackey: Absolutely.</p> <p>Senator STEELE-JOHN: but at the moment you can't tell me, within that breakdown, what the proactive action was?</p> <p>Ms Mackey: I can certainly take that on notice and see what we can produce for you.</p>		
QSC SQ22-000025	NDIS Quality and Safeguards Commission	Jacinta Nampijinpa Price	Appointment and timing of Thrive	Senator NAMPIJINPA PRICE: Given you've taken my first question on notice, are you able to point out to me when the commission became aware of changes to key personnel at	Pages 71-72	9/11/2022

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			Care's Key Personnel	<p>Thrive CareCo and Mr Herald's appointment? Ms Mackey: I can take that on notice. I don't have the dates before me. Senator NAMPIJINPA PRICE: In light of the assessment of Mr Herald by the Hon. Ronald Sackville AO QC, does the NDIS commission consider Mr Herald to be a suitable CEO of an NDIS provider? Ms Mackey: I'll take that on notice. Senator NAMPIJINPA PRICE: Are you aware, Commissioner, of the circumstances surrounding Mr Herald? Ms Mackey: Yes, I am. Senator NAMPIJINPA PRICE: Is the commissioner aware of any other former executives from Afford joining Thrive Care? Ms Mackey: We receive information as a part of that change of key personnel and management. We also monitor the sector quite widely, as part of the market stewardship arrangements that we discussed a little earlier. We are certainly interested in the movement of key personnel, particularly those that have been involved in significant noncompliances. Senator NAMPIJINPA PRICE: Are you able to indicate how many former executives of Afford are now with Thrive Care? Ms Mackey: I can take that on notice.</p>		
QSC SQ22-000026	NDIS Quality and Safeguards Commission	Jacinta Nampijinpa Price	Compliance action taken by the NDIS Commission against Thrive Care	<p>Senator NAMPIJINPA PRICE: Has the NDIS commission taken any action against Thrive Care? Ms Mackey: I'll take that on notice because we're in the process of doing a number of things, and I don't want to talk off the cuff about it. Senator NAMPIJINPA PRICE: A spokesperson for the commission said, 'We continue to investigate this matter and will consider whether any further regulatory action will be taken.' Do you know if there was any further regulatory action taken? Ms Mackey: I know that there has been regulatory action, and there will be further regulatory action taken. Senator NAMPIJINPA PRICE: Can you indicate what that</p>	Page 72	9/11/2022

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				action was when it was taken? Ms Mackey: I can take that on notice		
QSC SQ22- 000027	NDIS Quality and Safeguards Commission	Jordon Steele-John	State of Service Report 20/21 FY - Staff Well-being	Senator STEELE-JOHN: In terms of the figure given in the state of service report, what was the wellbeing score of the staff? Ms Mackey: I'm sorry, but I don't have information about that in front of me. I can take that on notice. Senator STEELE-JOHN: You would be able to take that notice? Okay. Can we have the wellbeing score for staff and the wellbeing score for staff who identified as disabled people? Ms Mackey: I'm not sure if we can draw those two together, but if we can I will provide it. Senator STEELE-JOHN: I have some other questions about the state of service report if you can take them on notice. How many staff describe the current workload as well above capacity/too much work? What percentage of staff describe that on a daily basis they experience discrimination? Ms Mackey: I will take both of those on notice.	Page 74	9/11/2022
QSC SQ22- 000028	NDIS Quality and Safeguards Commission	Slade Brockman	Release of the NDIS Commission Quarterly Report - Q1 2022/23	1. When did the Minister's office receive the most recent NDIS Quality and Safeguards Commission quarterly report and when was it published online?	Written	18/11/2022
QSC SQ22- 000029	NDIS Quality and Safeguards Commission	Slade Brockman	NDIS Commission Budget appropriation 2022	2. What appropriation was provided to the Commission in this year's budget?	Written	18/11/2022
QSC SQ22- 000030	NDIS Quality and Safeguards Commission	Slade Brockman	NDIS Commission Complaints resourcing	3. The NDIS Commission received 1,976 complaints during the reporting period. Does the Commission have the resources to investigate all of these 1,976 complaints?	Written	18/11/2022
QSC SQ22- 000031	NDIS Quality and Safeguards Commission	Slade Brockman	Complaints Investigations - time-frames and targets	4. How long does it take the Commission to investigate a complaint? Does the Commission set a target of when complaints should be investigated once received? If so, have these targets been met?	Written	18/11/2022

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QSC SQ22- 000032	NDIS Quality and Safeguards Commission	Slade Brockman	Changes to NDIS Commission Operations since June 2022	5. Have any changes been made to the Commission's operations since June 2022? If so, please outline.	Written	18/11/2022
QSC SQ22- 000033	NDIS Quality and Safeguards Commission	Slade Brockman	Changes to providers' reporting practices and compliance obligations	6. Since June 2022, has there been any changes to providers': a. reporting practices? b. compliance obligations?	Written	18/11/2022
QSC SQ22- 000034	NDIS Quality and Safeguards Commission	Slade Brockman	Changes to the NDIS Commission's reporting practices and compliance obligations	7. Since June 2022, has there been any changes to Commission's: a. reporting practices? b. compliance activity	Written	18/11/2022
QSC SQ22- 000035	NDIS Quality and Safeguards Commission	Slade Brockman	Measures to ensure Reportable incidents are reported and relevant matters are referred to law enforcement agencies	8. What measures are in place to ensure providers are reporting all reportable incidents, and they are informing all relevant incidences to law enforcement agencies?	Written	18/11/2022
QSC SQ22- 000036	NDIS Quality and Safeguards Commission	Slade Brockman	NDIS Commission compliance and enforcement actions available to impose on providers who do not notify relevant incidents or inform law enforcement agencies.	9. What sanctions are in place for providers who do not notify the NDIS Commission of relevant incidents or inform law enforcement agencies?	Written	18/11/2022

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QSC SQ22- 000037	NDIS Quality and Safeguards Commission	Slade Brockman	Compliance and enforcement actions taken where providers have not reported relevant incidents to law enforcement agencies	10. During this reporting period, have any providers been sanctioned for not fulfilling their obligations to report relevant incidents to law enforcement agencies? If so, what were these sanctions?	Written	18/11/2022
QSC SQ22- 000040	NDIS Quality and Safeguards Commission	Anne Ruston	Sex workers registered with the NDIS	Senator RUSTON: Are there any sex workers that are registered with the NDIS? Dr Studdert: I would have to take that on notice. We'd probably have to consult with the commission about that. I don't think that's something we would generally have information on.	Page 81	9/11/2022
QSC SQ22- 000044	NDIS Quality and Safeguards Commission	Linda Reynolds	NDIS Commission - Budget	<p>CHAIR: Senator Reynolds, you've asked the minister a question. Senator Ayres and Senator Reynolds, I'm speaking. You've asked the minister a question. Please let him finish his answer. You may not like the answer—we'll let him finish, and then I'll direct the call back to you to ask another question if you require. Minister.</p> <p>Senator Ayres: We'll provide you with the figures that I was referring to in terms of the agency, and we'll provide you with the figures in terms of the commission. As I understand it, the shortfall is in the order of about \$16 million this year, and it gets bigger over the forwards.</p> <p>Senator REYNOLDS: And who's responsible for the forward estimates, Minister? You are responsible for the Labor budget—</p> <p>Senator Ayres: We know exactly who is responsible—</p> <p>Senator REYNOLDS: You are responsible for any—</p> <p>CHAIR: Senator Reynolds, I've asked you when you ask a question to please allow—</p> <p>Senator REYNOLDS: It goes both ways, Chair.</p> <p>CHAIR: I will call a private meeting if we need to discuss this. I'm asking you to ask the question and allow the minister to answer. I have called the minister up before; I will call him</p>	Page 75	9/11/2022

				<p>up again if he is speaking over you. Please let him finish his answer, and then I will come back to you for a question.</p> <p>Senator REYNOLDS: Has the minister finished?</p> <p>Senator Ayres: I thought I was answering the question.</p> <p>Senator REYNOLDS: Well, you took it on notice.</p> <p>Senator Ayres: We will take that on notice and provide you with the figures, but the shortfall for this—you right?</p> <p>Senator REYNOLDS: You're going through the PBS numbers now?</p> <p>CHAIR: Senators, I will call a private meeting if we cannot allow people to finish their answers or to ask their questions in peace. The minister currently has the call. When he's finished, I will come back to you, Senator Reynolds, for another question.</p> <p>Senator REYNOLDS: Thank you, Chair.</p> <p>Senator Ayres: The shortfall this year is in the order of \$16 million. We'll provide you with the figures. As you say, they're there in the PBS; we'll provide them on notice. This is a government that will take responsibility. We understand the responsibilities of government. We're going to do that properly. You'll see that in our response to the question that I've taken on notice, and you'll see that in our approach to these issues over time.</p> <p>CHAIR: Thank you, Senator Ayres. Senator Reynolds.</p> <p>Senator REYNOLDS: Let me get this right. We're at Senate estimates to review your government's first budget, where you've now just said that you left a \$16 million deficit for the commission. I've asked you questions about the PBS document—your PBS document—and you've taken that on notice, Senator Ayres.</p> <p>Senator Ayres: No, you invited—</p> <p>Senator REYNOLDS: I am somewhat surprised.</p> <p>CHAIR: Senator Ayres, allow the senator to finish her question, and then I will hand the call to you.</p> <p>Senator REYNOLDS: If I've got any of that wrong, please clarify, Minister, because you said you'd take my question on the PBS numbers on notice, and then you pointed out that,</p>		
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				<p>in this year's budget—your budget—there was a \$16 million deficit.</p> <p>Senator Ayres: Let's not get confused about this.</p> <p>Senator REYNOLDS: It's not your budget?</p> <p>CHAIR: Senator Reynolds, please.</p> <p>Senator REYNOLDS: My apologies, Chair.</p> <p>Senator Ayres: Your government left a \$385 million black hole in the NDIA's operating budget.</p> <p>Senator REYNOLDS: Senator Ayres, I think you've mistaken who you've—</p> <p>Senator Ayres: That's what your government did.</p> <p>CHAIR: The committee now suspends.</p>		
QSC SQ22- 000045	NDIS Quality and Safeguards Commission	Anne Ruston	Sex services registered with NDIS	How many sex service providers are registered to provide services funded by the NDIS?	Written	21/11/2022
SA SQ22- 000033	Services Australia	Wendy Askew	Robodebt - Meetings between Minister Shorten and Gordon Legal	<p>Senator ASKEW: Minister, has Mr Gordon held meetings with the minister, his office or the agency since the change in Government?"</p> <p>Senator FARRELL: I would have to check with the minister, and I'll come back to you with an answer on that question</p> <p>Senator ASKEW: You may need to take this on notice. If they did, how many meetings have been held, what topics were discussed, and did the agency prepare briefings for the meetings for the minister and/or his office?</p> <p>Senator FARRELL: I will refer these questions to the Minister Shorten</p>	Page 106	9/11/2022
SA SQ22- 000034	Services Australia	Wendy Askew	Optus Data Breach - Medicare Card numbers on dark web	<p>Senator ASKEW: If you could say when and how you were notified, that would be great.</p> <p>Ms Lees: We became aware of the data breach when it became public on 22 September. We work closely with the Australian Cyber Security Centre when any of these data breaches occur. On 26 September, information that we were receiving from those contacts suggested that there were Medicare card numbers included in the data. As that is one of the agency credentials, that then means that we are obviously keen to understand what data has been exposed,</p>	Pages 106-107	9/11/2022

			<p>so we can take protective measures for our customers. On 27 September, we wrote to Optus seeking a copy of any data that contained Services Australia compromised credentials—for example, any Centrelink concession cards or Medicare card numbers. It was from that letter that we then received a verbal confirmation from Optus on 28 September in relation to receipt of the letter. On 28 September, via the website, Optus formally advised the number of customers who had their Medicare card numbers exposed. On 29 September, we applied proactive measures to the records of those customers where information had been exposed on the dark web. It was a subset of the overall compromised credentials. Senator ASKEW: How many were there? Do you have the numbers?</p> <p>Ms Skinner: If you remember, the supposed hacker put out a small number. It was around 100 records. I think the number with Medicare numbers was 55 or something like that.</p> <p>Ms Lees: We would have to take that on notice if you wanted a specific number. On 4 October, we received an initial dataset from Optus. On 5 October, we started our data-matching after publishing our data-matching protocol, for which we had assistance from the Office of the Australian Information Commissioner to finalise. On 7 October, we received an additional dataset from Optus. By 12 October, our data matching had been completed and we had applied protective measures to Medicare customer records. We had gone through the process of cleansing the data, matching the data Optus had to our own records and then applying a flag. It is a warning so we can have more strengthened security measures in terms of identity when people are in touch with us.</p> <p>Senator ASKEW: What was the total number we're talking about, once we got to the full set with the additional dataset? Ms Lees: I don't have that number with me, Senator, but I may be able to get it for you. As part of the dataset, there were some Centrelink concession card details as well, and the data matching was completed for that</p>		
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				<p>aspect on 14 October, and we applied the protective measures on those records on 14 October. Since then, we've been continuing to monitor those records to see if there has been any particular concerning activity in terms of fraudulent behaviour et cetera</p>		
SA SQ22-000035	Services Australia	Louise Pratt	CentrePAY - Standard Business Compliance	<p>Senator PRATT: What are the standards for what businesses need to comply with to participate in CentrePAY? What does non-compliance look like? What might people be removed for?</p> <p>Ms Skinner: We can probably provide the terms and conditions and then cover off those. Do you have some of that, Cathy?</p> <p>Ms Toze: I have some information on the compliance framework which might be of assistance. There's a pyramid, if you like, in terms of the agency's compliance framework for CentrePAY.</p> <p>Senator PRATT: I will take the actual framework on notice if you can provide that for me, because you will already have a written document for that. What I would like to ask you is how you go about investigating whether a business that is on CentrePAY is inappropriate or unsuitable and how that's investigated. And, for example, if a consumer group brought you a complaint about a business using CentrePAY, how would you go about managing that?</p> <p>Ms Toze: Complaints and non-compliance advice can come to us through a variety of channels. We can get advice, say, from financial counsellors or complaints from customers themselves. But we also monitor our own data</p> <p>Senator PRATT: How do you act on those complaints?</p> <p>Ms Toze: We have a two-pronged process, if you like. The first step in that process is actually working with the business to attempt to address the non-complaint activity, and we have the ability to conduct further reviews, suspend the business or remove them from the program altogether if they don't—</p> <p>Senator PRATT: What kind of non-compliant activity is that?</p>	Page 119	9/11/2022

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				<p>Ms Toze: It could be passing on fees which they shouldn't be passing on. I mentioned data around high-value purchases as well. But we also look at other things, like restarting deductions without customer consent or just general noncompliance of other sorts.</p> <p>CHAIR: Senator Pratt, can you come to the end of your questions</p> <p>Senator PRATT: Yes. If you could take some of what I have asked on notice so I can get more details.</p> <p>Ms Toze: Yes.</p>		
SA SQ22-000036	Services Australia	Wendy Askew	Optus Data Breach - Date Minister was informed	<p>Senator ASKEW: So when did the agency advise the minister or his office of the breach and its implications, or otherwise, for the agency?</p> <p>Ms Skinner: I'll take that on notice. There were a range of whole-of-government meetings occurring, and a range of principal officers were talking to a range of their officers, of course. Let me take that on notice. I will have those details in my office. But, if I recall, 22 September was late in a week and we were talking over that weekend, definitely. There were many conversations over the weekend of the 24th and 25th. The important point for us is that Services Australia, or the credentials that Services Australia hold, were not engaged in a stakeholder way until it was clear on 26 September that Medicare cards might have been involved. Up until that point, Services Australia's role as a stakeholder in it was not clear.</p>	Page 107	9/11/2022
SA SQ22-000037	Services Australia	Wendy Askew	Optus Data Breach - Number of members in response committee	<p>Senator ASKEW: When it became clear, was a dedicated working group stood up to manage the breach?</p> <p>Ms Skinner: Yes. We have a process of a Services Australia recovery and response committee that we stand up for emergencies if we feel that the emergency might involve needing to bolster staff. Ms Lees led that response and recovery taskforce, consistent with her primary role as the chief executive for payments and integrity.</p> <p>Senator ASKEW: Ms Lees might be able to answer this: How many members were there and who did they report to? Is it</p>	Page 107	9/11/2022

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				<p>still operational?</p> <p>Ms Lees: The Services Australia response and recovery committee was required at the beginning to coordinate our response and recovery. I'd have to take on notice how many members were there. Not all members report to me, but, as the chair of the response committee, I had a cross-section of people from across the agency— those who were involved in different aspects of the response—as part of that committee. But I'll take on notice how many people that was. In terms of formal line management, they reported to other deputy colleagues across the agency.</p>		
SA SQ22-000038	Services Australia	Janet Rice	Breakdown of the costs for income management in the Northern Territory	<p>Senator RICE: Could you provide me with a breakdown of the costs for income management in the Northern Territory for the last couple of financial years—in particular the last financial year—both for CDC and for the BasicsCard?</p> <p>Mr Thorpe: We'll need to take that on notice and work with DSS on the full answer.</p> <p>Senator RICE: And with key areas of expenditure and costs across individual SA1s and SA2s?</p> <p>Mr Thorpe: Yes.</p> <p>Senator RICE: Can you tell me what the direct costs of the BasicsCard in the Northern Territory are?</p> <p>Ms Skinner: Did you say the direct costs?</p> <p>Senator RICE: Yes.</p> <p>Mr Thorpe: We'll include that information as part of the answer on notice.</p>	Page 111	9/11/2022
SA SQ22-000039	Services Australia	Louise Pratt	Centrepay - Businesses Failing to Comply	<p>Senator PRATT: How many businesses have been taken off Centrepay due to noncompliance? You might also tell me how many businesses have had multiple requests for compliance and have had to have issues fixed multiple times and just keep coming up with new issues? And at what point do you chuck people off?</p> <p>Ms Toze: I will have to take those numbers on notice. I can tell you that we did 205 compliance reviews last financial year. I haven't got the outcome of those reviews on me. Where there are systemic indications of noncompliance, as I</p>	Page 119	9/11/2022

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				mentioned earlier, we take that seriously, and a business can be suspended or removed from the program. We do, of course, as Mr Thorpe mentioned, work with our colleagues in ASIC and ACCC as well as that education process with the business.		
SA SQ22- 000040	Services Australia	Wendy Askew	Optus Data Breach - Updates Provided to Ministers Office	<p>Senator ASKEW: You mentioned before that the data matching has been completed. Is that across all areas— Optus, Medibank, Medlab and all the other things that have been going on? All of that's completed?</p> <p>Ms Skinner: Yes. You'd appreciate that the Medibank Private one is an ongoing matter. Ms Lees can probably talk to the stages that we're on there. But, other than any new information in the last 24 hours, we had completed all of our data matching and flagging up until the last piece that we've now been engaged with in the last 24 hours.</p> <p>Ms Lees: We have completed the data matching for Medlab. We have received three separate datasets from Medibank. The first two have been matched, and we received another dataset this morning. That data is in the process of being cleansed and matched as we speak.</p> <p>Senator ASKEW: How long will that take?</p> <p>Ms Lees: Typically, depending on the nature of the data we receive and how much cleansing is required, it can take at least 24 hours—sometimes 48 hours. But, because we have received two other datasets to date, we think that we've got the parameters right to be able to match that quite quickly, and likely within 24 hours or so.</p> <p>Senator ASKEW: Has the minister's office asked for updates on how the data matching program is going?</p> <p>Ms Skinner: Yes. We provide updates to the minister's office about how we're working through the issues on a regular basis.</p> <p>Senator ASKEW: Is that on a daily basis—</p> <p>Ms Skinner: If the operational tempo requires us to keep an office informed, we will do so. And I have a regular meeting</p>	Page 108	9/11/2022

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				<p>with the minister, as is normal for a principal officer and a minister, and I will work through key issues with the minister in that way.</p> <p>Senator ASKEW: Is it possible for any of that to be provided publicly? Is it something we could seek on notice—some of those notifications—to see what's being reported?</p> <p>Ms Skinner: Let me take that on notice. You'd appreciate that one of the conventions is the privacy of those conversations. But let me take on notice if there's anything I can provide.</p>		
SA SQ22-000041	Services Australia	Wendy Askew	myGov User Audit - Appointed Panel Members	<p>Senator ASKEW: Thank you for that response. I've still got quite a few more minutes so I'm going to go into another quick line of questioning. Can the agency outline the process behind the appointment of panel members to the MyGov user audit?</p> <p>Ms Skinner: Yes. I have Mr Hazlehurst here, who is the head of the secretariat for the myGov user audit.</p> <p>Mr Hazlehurst: If I might just briefly confer?</p> <p>Ms Skinner: Mr Hazlehurst came into the team to lead the audit. After that was concluded, I think the agency provided some overarching suggestions to the minister, including who could lead the audit. I think the panel was broadly settled by the minister in consultation with some eminent Australians.</p> <p>Senator ASKEW: So the agency provided recommendations to the minister, or the minister provided recommendations to the agency?</p> <p>Ms Skinner: We provided some suggestions of people including, for example, Mr Thodey. The minister had also taken some other soundings, I assume, and we settled the panel that way.</p> <p>Senator ASKEW: So there was no advice provided regarding scoring systems or evaluations of people and their suitability to the role?</p> <p>Ms Skinner: We provided some broad advice around the suitability or the merits or the skills and qualities that certain people would bring, but only as a conversation starter, I</p>	Page 120	9/11/2022

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				<p>would put it that way.</p> <p>Senator ASKEW: So there wouldn't be paperwork that could be tabled or taken on notice?</p> <p>Ms Skinner: I can take that on notice, but again I think those would be matters of a briefing that we provided to the minister.</p> <p>Senator ASKEW: On that, if there is anything, even perhaps biographies of the candidates or anything like that you've got.</p> <p>Ms Skinner: Yes. I think we might even have published those somewhere, so I'll find those</p>		
SA SQ22-000042	Services Australia	Janet Rice	Exemptions from mutual obligations on the grounds of family or domestic violence	<p>Senator RICE: I will leave that there, but I'm sure there will be further questions on that from my colleagues. I'm also wanting to know about women who have applied for an exemption from mutual obligations on the grounds of family and domestic violence in the last 12 months.</p> <p>Ms Skinner: You'd like that figure?</p> <p>Senator RICE: Yes.</p> <p>Ms Skinner: We'll have to take that level of detail on notice.</p> <p>Senator RICE: How many applied for an exemption of the basis of other special or family circumstances of the last 12 months? And, for each of those, how many were granted an exemption, and what was the average time frame between an application being made and the exemption being granted? Would you have any sense of what that would be?</p> <p>Mr Thorpe: We'll need to take that question on notice. We understand that came earlier in the day, and we'll work with DEWR on making sure we have a full answer to you.</p> <p>Senator RICE: Okay. And how many applied for an extension of their exemption? Similarly, as well as with the mutual obligations for JobSeeker, I'd also like it in relation to ParentsNext.</p> <p>Mr Thorpe: Understood.</p> <p>Senator RICE: Thank you.</p>	Page 111	9/11/2022

<p>SA SQ22- 000043</p>	<p>Services Australia</p>	<p>Wendy Askew</p>	<p>Optus Data Breach - Data on increase of service delivery demand following data breach</p>	<p>Senator ASKEW: Can the agency confirm that customers whose data has not resulted in a high-confidence match will not be notified of this by the agency, and what's the justification for that? Ms Lees: The different organisations are responsible for communicating with their customers. For example, Optus, Medibank and Medlab have to manage the data breach, so they're responsible for communicating with their customers on matters associated with the data breach. We wouldn't be attending to contacting and attempting to contact people in relation to where we couldn't match. That's not our role. Senator ASKEW: If all those other organisations have advised their customers, do you have a number for how many of them have then come to you? Do you have an indication of how many have then come to you seeking advice? It's up to those other organisations, Medibank and Optus, to advise their customers. Obviously, if customers have got concerns, they would then come back to you—if they think that their Medicare cards or their Centrelink concession cards may have been compromised. Would you have a record of how many people have come to you on that basis? Ms Lees: We wouldn't have a dataset that was attributable directly to that. We do have a scams and identity theft help desk, and some of the contacts would just come through our regular service centre or our service delivery lines—the main business line if it's a Centrelink concession card, or the health service delivery lines. We wouldn't have attributable data in terms of the number of contacts. We were monitoring the demand, and certainly there was a little bit of an uptick post the Optus incident, both for our scams and identity-theft help desk and through health service delivery on the phone and into our service centres. But we haven't seen a similar uptick in relation to Medibank or Medlab. Senator ASKEW: That's interesting. Ms Skinner did mention before that you'd had an uptick. Is that data publicly available as well—the increases that have occurred? Ms Skinner: Yes, we will have some service delivery demand</p>	<p>Page 109</p>	<p>9/11/2022</p>
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				<p>data. We can prepare that on notice.</p> <p>Senator ASKEW: Okay. I'll leave it at that. If you can provide that on notice, that would be great.</p>		
SA SQ22-000044	Services Australia	Janet Rice	Cashless Debit Card - Procurement for new card	<p>Senator RICE: Alright. I'll leave that there, if you're not going to give me any more information about that. Moving on to the new card, it's under procurement. We know that it needs to be operational by 6 March. What's the time line on actually having a contract for the new card?</p> <p>Ms Skinner: All we can probably say at the moment is that the procurement activity is on track, and that will enable us to deliver the capability by the date that is required, 6 March.</p> <p>Mr Thorpe: We are currently on track to make sure that enhanced income management will be available by 6 March next year.</p> <p>Senator RICE: That procurement is underway at the moment. Is that an open or limited tender that's currently going on? Who's being asked to tender for it?</p> <p>Mr Thorpe: At this stage, the details of that procurement are subject to commercial-in-confidence arrangements.</p> <p>Senator RICE: So you can't even tell me who it's open to?</p> <p>Mr Thorpe: Not at this stage. I'm happy to take that question on notice, but my understanding is that at this stage we're not able to comment on that.</p> <p>Ms Skinner: We can take the question on notice, and, in the time we have available to respond, we may well be able to respond to the question. But we're not currently in a position to discuss any aspect of the procurement.</p>	Page 110	9/11/2022
SA SQ22-000045	Services Australia	Jacinta Nampijinpa Price	Enhanced Income Management Card - Financial Institutions	<p>Senator NAMPIJINPA PRICE: It sounds very much to me like the cashless debit card. The cashless debit card's technology was an enhancement on the BasicsCard allowing for the opportunity to have broader use in a banking capacity. What, then, differentiates the new card from the cashless debit card?</p> <p>Mr Thorpe: The first point is that the enhanced income management card would work off the legislation pertaining</p>	Page 112	9/11/2022

				<p>to income management because the cashless debit card legislation concludes on 6 March next year. The second point is that the customer support is provided by the government, so customers will contact Services Australia to access information and support to help them with their enhanced income management. As I mentioned earlier, that also includes a more sophisticated service than just managing a bank account. This is helping people with financial support and counselling services as necessary. They are essentially the wraparound services that Services Australia offers.</p> <p>Senator NAMPIJINPA PRICE: Will it be a financial institution that will become the provider for this new enhanced card?</p> <p>Mr Thorpe: Services Australia isn't a banking institution. We need to approach the market to provide banking services. What Services Australia does well is service delivery and providing good support to customers, online, by telephony and on the ground. That's the service that we'll offer, but that's why we're in a procurement process: to engage the market for banking related services and the card related service itself.</p> <p>Senator NAMPIJINPA PRICE: Do you have a list of possible banking related services that Services Australia is considering?</p> <p>Ms Skinner: That probably goes to the same sort of question that Senator Rice asked. At this point we're in a commercial procurement process. We can take that on notice, in the interest that our procurement is subsequently behind us by the time we need to answer. We're not at liberty to discuss the specific requirements, going to market, who's considering, and the financial arrangement that we may or may not enter into. We are in the early stages of the procurement component for the banking service piece, but the other services as part of the enhanced income management system, if you like, are as Mr Thorpe outlined, which go to Services Australia providing some deeper and more wrapped around services for those people who need them.</p>		
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<p>SA SQ22- 000046</p>	<p>Services Australia</p>	<p>Wendy Askew</p>	<p>myGov User Audit - Initial Contact - Singh</p>	<p>Senator ASKEW: Regarding one of the members of the panel, did the agency initiate contact with Mr Amit Singh regarding his candidature for the panel and, if so, when and how? Ms Skinner: No. We didn't initiate contact with Mr Singh. We've subsequently, of course, been working with him as part of the contract that he has with the audit. Senator ASKEW: That contact you've been doing since, where was that initiated from? Was it done through the minister's office or was it done through— Ms Skinner: I can take on notice the initial contact. It wasn't through the agency, but we worked closely with the secretariat and so we would have had subsequent follow-ups when the panel was settled. Senator ASKEW: In advice to Mr Shorten or his office regarding Mr Singh, did the agency note that Mr Singh had been a former adviser to two former Labor prime ministers? Ms Skinner: The agency wouldn't have provided any advice along those lines. Senator ASKEW: In advice to the minister's office or the minister himself, did the agency flag as a potential sensitivity Mr Singh's time at Uber, which the government has stridently criticised in the past for presiding over exploitative workplace practices. Ms Skinner: The agency didn't provide any particular advice around Mr Singh. Senator ASKEW: Minister, would you be aware of Mr Singh's history and be in agreement that he was appointed to the panel? Senator FARRELL: Unfortunately, I don't know his history, but I'm happy to make some inquiries. Ms Skinner: When we provide his CV those experiences that he has are relevant in many ways to consideration of future digital platforms. I think that is the reason that someone like him, with those sorts of skills and experiences, is assisting the review. Senator ASKEW: I'll leave it there. I know my time's up</p>	<p>Pages 120-121</p>	<p>9/11/2022</p>
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SA SQ22- 000047	Services Australia	Linda Reynolds	myGov User Audit - Consultation Summary	<p>Senator REYNOLDS: Chair, I have some follow-up questions to Senator Askew's. I'm happy for them to be taken on notice.</p> <p>CHAIR: Are you able to put them on notice in writing?</p> <p>Senator REYNOLDS: I will read them. It will take one minute.</p> <p>In response to Senator Askew's question, the CEO mentioned that eminent Australians were consulted. Can you provide, on notice, the names of those eminent Australians who were consulted in relation to the myGov user audit? You also mentioned that there were contracts involved, so can you also advise the terms of the contract and any payments and also the full detail of the process that was gone through that you summarised? Please provide the detail of that, who was consulted, when, how much and what they were actually contracted to do.</p>	Page 122	9/11/2022
SA SQ22- 000048	Services Australia	Malcolm Roberts	Mutual Obligations and Vaccine Mandates	<p>Senator ROBERTS: My questions go to mutual obligations and vaccine mandates that are in effect in some parts of the private sector. Jobseekers are required to look for and accept civil work as part of mutual obligations. A number of workplaces also have vaccine mandates in place, where workers must be injected with a COVID vaccine as a condition of work. My question is: if an unvaccinated jobseeker looks for work and rejects a job where a vaccine mandate is in effect because they wish to remain unvaccinated, could they be in breach of their mutual obligations because they have rejected the work?</p> <p>Mr Thorpe: We may need to take that question on notice. I'll check with colleagues in the back. We may need to check with DEWR and provide that answer on notice.</p> <p>Senator ROBERTS: That's fine. It's surprising that something like that is not known, because it seems that some groups in state and federal governments want to starve people into submission. The core of my second question—</p> <p>Ms Skinner: That is a matter for the Department of Employment and Workplace Relations. It is a policy matter. We can consult our service delivery—</p>	Pages 114-115	9/11/2022

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				<p>Senator ROBERTS: Thank you. Take it on notice. The core of my question is: can someone who wishes to remain unvaccinated, as should be their right, lose their welfare payments because they have breached their mutual obligations by turning down a job that would force them to be vaccinated as a condition of work?</p> <p>Mr Thorpe: Again, that is a question for DEWR as the policy owner of the settings for mutual obligations. But we can take that question on notice.</p>		
SA SQ22-000049	Services Australia	Janet Rice	Details of debts being pursued	<p>Senator RICE: Is there a policy limit on how far back you're pursuing debts?</p> <p>Ms Lees: My understanding is that there's no policy limit on how far back debts are pursued.</p> <p>Senator RICE: That's in contrast with ATO debt, for example, where there is a time limit. So, you could be pursuing debts that people had a decade ago?</p> <p>Ms Lees: That's my understanding.</p> <p>Senator RICE: My last question is whether you could provide on notice the number of debts you're pursuing by location, amount, when the debt was incurred and any different categories of evidence that you have underpinning the claim.</p> <p>Ms Lees: I'll take that on notice.</p>	Page 118	9/11/2022
SA SQ22-000050	Services Australia	Louise Pratt	Centrepay - Business Terms and Conditionsd	<p>Senator PRATT: If I might also ask: do you compare the profile of what a business offers on Centrepay with what is generally available to customers more broadly in terms of the fairness of those terms and conditions?</p> <p>Ms Toze: I will take that one on notice.</p>	Page 120	9/11/2022
SA SQ22-000051	Services Australia	Louise Pratt	Compliance activities around Centrepay	<p>Senator PRATT: I have some quick questions about Centrepay. I understand that in May 2021 the Indigenous Consumer Assistance Network complained to Services Australia about the use of Centrepay by Radio Rentals and Max Rental. They say they don't know whether their complaint was properly investigated or what the outcome of the complaint was. Can I ask what investigations took place and what the outcome was? And then I'd also like to ask about the ordinary processes for compliance checks and</p>	Page 118	9/11/2022

				<p>removing bad players who don't protect consumers from Centrepay—what the processes are.</p> <p>Ms Skinner: We might take the first part of your question on notice. I don't have the specific details of the outcomes of that complaint with us.</p> <p>Senator PRATT: Is there anyone here who knows about it who could characterise what happened?</p> <p>Ms Skinner: The response to the complaint?</p> <p>Senator PRATT: Perhaps just go to the policy and take that part of it on notice. What auditing and compliance checks are conducted for businesses using Centrepay? How many are audited each year? And what is Services Australia's position on whether consumer lease providers should be allowed on Centrepay?</p> <p>Ms Skinner: We'll talk through the process. One of the points is that the bulk of the Centrepay transactions are for things like utilities, and I'll get all that—</p> <p>Senator PRATT: No, I just want to know about—</p> <p>Ms Skinner: Just on consumer leases?</p> <p>Senator PRATT: consumer leases.</p> <p>Mr Thorpe: Consumer leases currently represent about 6.6 per cent of all Centrepay deductions. In terms of what the agency undertakes, it's a very low number compared with what the CO just mentioned. Most of Centrepay is used for rent utilities—</p> <p>Senator PRATT: I understand all of that. I want to know about consumer lease providers and whether they should be allowed on it, and how you audit for noncompliance and how you determine which businesses should be removed.</p> <p>Mr Thorpe: The agency undertakes regular compliance activities. It's in line with the terms and conditions providers need to meet in order to come onto the Centrepay program, for example. As we've said, we'll take on notice the particular question you're asking about that inquiry. In terms of the businesses, we regularly undertake investigations to make sure they're fit for purpose and represent appropriate businesses that consumers can choose as part of Centrepay</p>		
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				<p>agreements.</p> <p>In terms of consumer leases in particular, we're working very closely with Australian investments—ASIC, essentially—to understand the particular consumer protections that are likely to be put in place as part of proposed changes. That puts more protections in place for consumers generally, which would speak to the particular issues around consumer leases</p>		
SA SQ22-000052	Services Australia	Slade Brockman	Optus Data Breach – Security measures	<p>a) Following the Optus data breach, did the Minister or his office direct the Agency to put in place additional security measures following the data breach?</p> <p>b) What were those measures?</p>	Written	18/11/2022
SA SQ22-000053	Services Australia	Slade Brockman	Optus Data Breach – Optus communications	<p>a) How was Optus communicating with the Agency from 27 September to 4 October?</p> <p>b) How regular was this communication?</p>	Written	18/11/2022
SA SQ22-000054	Services Australia	Slade Brockman	Optus Data Breach – Agency communications	Did the Minister or his office direct the Agency to take a proactive approach in communicating with Optus?	Written	18/11/2022
SA SQ22-000055	Services Australia	Slade Brockman	Optus Data Breach – Medicare numbers	Was the number of affected Medicare card numbers disclosed to Services Australia by Optus from 27 September to 4 October? What was that number?	Written	18/11/2022
SA SQ22-000056	Services Australia	Slade Brockman	Optus Data Breach – advice	<p>a) Did this advice from Optus change based on new information they were gathering and providing to the Agency?</p> <p>b) If yes, can these new numbers and the dates at which they were presented to the Agency be provided?</p>	Written	18/11/2022
SA SQ22-000057	Services Australia	Slade Brockman	Optus Data Breach – revised Medicare numbers	<p>a) Were there any instances up till 4 October 2022 that the Agency was advised, either by Optus directly or other agencies, of a revised number of breach Medicare card numbers?</p> <p>b) If yes, at what date and time was the Agency advised of those numbers?</p>	Written	18/11/2022
SA SQ22-000058	Services Australia	Slade Brockman	Optus Data Breach – Services Australia advice	a) Once becoming aware of this breach, did Services Australia advise other relevant federal agencies, or vice	Written	18/11/2022

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				versa? What were those agencies? b) If yes, what has been the outcome of these interactions?		
SA SQ22-000059	Services Australia	Slade Brockman	Data Breaches – high confidence matches	How many high-confidence matches have there been as part of the data matching program for the Medlab, Medibank Private, AHM or Optus data breaches?	Written	18/11/2022
SA SQ22-000060	Services Australia	Slade Brockman	Data Breaches – 0-7 scores	a) How many matches have there been between 0-7 on the confidence scale as part of the data matching program for the Medlab, Medibank Private, AHM or Optus data breaches? b) Has the Agency contacted those who achieved a 0-7 score? If yes, how? If not, why not?	Written	18/11/2022
SA SQ22-000061	Services Australia	Slade Brockman	Data Breaches – fraudulent claims	a) Is the Agency aware of any stolen information that has been used to fraudulently claim government services and payments arising from the Medlab, Medibank Private, AHM or Optus data breaches? b) If yes, how many incidents? Have affected customers been notified accordingly? If yes, what services/payments have been claimed?	Written	18/11/2022
SA SQ22-000062	Services Australia	Slade Brockman	Data Breaches – high confidence match notification	What is the time frame between when a high confidence match has been identified to the Agency then notifying an affected customer?	Written	18/11/2022
SA SQ22-000063	Services Australia	Slade Brockman	Data Breaches – Scams and Identity Theft Help Desk contact	Since the Optus breach, how many Australians have contacted the Scams and Identity Theft Help Desk?	Written	18/11/2022
SA SQ22-000064	Services Australia	Slade Brockman	Data Breaches – Agency contacts	Since first becoming aware of the breach, how many customers have raised the data breaches with the Agency? What has been the response of the Agency to these communications?	Written	18/11/2022
SA SQ22-000065	Services Australia	Slade Brockman	MyGov - Cyber Incidents Impacting MyGov Services	a) Have there been any cyber incidents impacting myGov services since July 2022? b) If yes, on what dates did these occur? c) What was the nature of the incident? d) How long were the outages, if applicable, experienced during an incident?	Written	18/11/2022

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SA SQ22- 000066	Services Australia	Slade Brockman	MyGov - App Launch and Staffing	a) Will the myGov App be launched by the end of this year? b) How many in-house staff are currently engaged on developing the App?	Written	18/11/2022
SA SQ22- 000067	Services Australia	Slade Brockman	MyGov - Improved Functionality for People from CALD Backgrounds	What new or improved functionality will myGov Beta have for people from CALD backgrounds?	Written	18/11/2022
SA SQ22- 000068	Services Australia	Slade Brockman	Flood Response - Disaster Recovery Payments	a) For the NSW Floods of July 2022, how many Disaster Recovery Payments (DRP) have been paid to date? b) What is the quantum of DRP funds paid out?	Written	18/11/2022
SA SQ22- 000069	Services Australia	Slade Brockman	Flood Response (July 2022) - DRP/DRA Payed Out for the NSW Floods	a) For the NSW Floods of July 2022, how many Disaster Recovery Allowances have been paid to date? b) What is the quantum of DRA funds paid out?	Written	18/11/2022
SA SQ22- 000070	Services Australia	Slade Brockman	Settlement Payments - details	a) How many participants that are party to the Income Compliance class action are awaiting payment arising from the settlement? b) When does the Agency expect payments to be completed? c) What accounts for the delays in group members receiving their payment? d) Have relevant group members been notified of the delay? If yes, when? If not, why? e) Has the Agency informed Gordon Legal of the delay? If yes, when? If not, why?	Written	18/11/2022
SA SQ22- 000071	Services Australia	Slade Brockman	Gordon Legal - court-approved costs	Was the Agency informed by Gordon Legal as to the rationale of Gordon Legal's submission for court-approved costs? If yes, when?	Written	18/11/2022
SA SQ22- 000072	Services Australia	Slade Brockman	Flood Response (July 2022) - Damage to Services Australia Centres During Floods	Were any Services Australia centres damaged during the floods?	Written	18/11/2022

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SA SQ22-000073	Services Australia	Slade Brockman	Accounts Payable Letters - Numbers Issued	How many account payable notices have been issued to customers since 1 July 2022?	Written	18/11/2022
SA SQ22-000074	Services Australia	Slade Brockman	Court-approved costs of Gordon Legal - Agency view	Did the Agency have a countervailing view to the Federal Court as to what the court-approved costs of Gordon Legal were to be in the class action? If yes, what was that view?	Written	18/11/2022
SA SQ22-000075	Services Australia	Slade Brockman	Debt Recovery - Repayment Arrangements	How many customers are currently on repayment arrangements?	Written	18/11/2022
SA SQ22-000076	Services Australia	Slade Brockman	Debt Recovery - Funds Withheld	Overall, what is the quantum of funds currently being withheld from customers in debt?	Written	18/11/2022
SA SQ22-000077	Services Australia	Slade Brockman	Repayment Arrangements - Length of Arrangements	Currently, what is the longest repayment arrangement (i.e when Services Australia have specified a deadline for repayment) that Services Australia has entered into with a customer?	Written	18/11/2022
SA SQ22-000078	Services Australia	Slade Brockman	Accounts Payable Letters - Stipulations Around Repayment Arrangements	Can you outline what stipulations Services Australia sets down when entering a repayment arrangement with a customer?	Written	18/11/2022
SA SQ22-000079	Services Australia	Slade Brockman	Debt Pause - Debts Temporarily Paused	How many debts has Services Australia temporarily paused?	Written	18/11/2022
SA SQ22-000080	Services Australia	Slade Brockman	Debt Recovery - How Many Debts Recouped	From 1 July 2022, how much debt has been recouped to date?	Written	18/11/2022
SA SQ22-000081	Services Australia	Slade Brockman	Debt Recovery - Formal Reviews	a) Since 1 July 2022, how many customers have requested a formal review of decisions by Services Australia? b) How many formal reviews are still ongoing and how many have been completed? c) Of those, how many have been successful and what in dollar terms do they represent in lost revenue?	Written	18/11/2022

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				d) What is the average time it takes for a formal review to be completed?		
SA SQ22-000082	Services Australia	Slade Brockman	Debt Pause - Amount of Paused Repayments and Funds Held	a) Since 1 July 2022, how many customers have had their repayments paused while the formal review is in progress? b) In dollar terms, what is the total quantum of funds held up by customers whose payments have been paused during the formal review process?	Written	18/11/2022
SA SQ22-000083	Services Australia	Slade Brockman	Explanation of Decision - Number of Requests for Informal Explanation	How many customers have requested informal explanation of a decision?	Written	18/11/2022
SA SQ22-000084	Services Australia	Slade Brockman	Australian National Aged Care Classification – Claims Processing	a) How many claims for the month of August, and any previous months, are outstanding? b) If there were outstanding claims, why was this the case?	Written	18/11/2022
SA SQ22-000085	Services Australia	Slade Brockman	Medicare – Compensation Recovery Service Delivery Unit Headcount	What is the current average staff headcount for the Medicare Compensation Recovery Service Delivery unit?	Written	18/11/2022
SA SQ22-000086	Services Australia	Slade Brockman	Australian National Aged Care Classification - contingencies for aged care providers	What if any contingencies are in place for aged care providers who are unable to use AN-ACC by 1 October 2022?	Written	18/11/2022
SA SQ22-000087	Services Australia	Slade Brockman	External Collection Agencies - Cases Referred to an ECA	a) Since 1 July 2022, how many debt recovery cases have been referred to an External Collection Agency (ECA)? b) How many cases are currently with an ECA?	Written	18/11/2022
SA SQ22-000088	Services Australia	Slade Brockman	External Collection Agency	How soon and at what stage during the debt recovery process does Services Agency refer a case to an ECA?	Written	18/11/2022

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			- When Are Cases Referred?			
SA SQ22-000089	Services Australia	Slade Brockman	External Collection Agency - Recouping Debt	a) Are ECA's given a timeframe in which to recoup the debt on behalf of Services Australia? b) What happens when an ECA is unable to recover debt?	Written	18/11/2022
SA SQ22-000090	Services Australia	Slade Brockman	Medicare – History Statement and Notice of Charge Timeframe	a) According to Medicare's own data, what is the average time for sending a Claims History Statement from the date of request? b) According to Medicare's own data, what is the average time for sending a Notice of Charge from the date of request?	Written	18/11/2022
SA SQ22-000091	Services Australia	Slade Brockman	Outsourced Labour	a) In percentage terms, how much of Services Australia's workload is now undertaken by labour hire companies / "service delivery partners"? b) How many previously contracted positions have now been terminated/discontinued? c) What type of work was being conducted by labour hire companies who were previously engaged but are now no longer contracted by Services Australia? d) What pressures will the drastic reduction in outsourced and/or contracted labour create within the Agency? e) When were labour hire companies informed of these changes? f) What systems have been put in place to address the workload now being directed in-house? g) How many additional FTE or casual workers have been brought on, in-house, to address this workload? h) How long are training programs for new or redeployed workers engaged in the line of work previously contracted out? i) Has there been a change in claim processing times since the inward redirection of work? In which direction?	Written	18/11/2022
SA SQ22-000092	Services Australia	Slade Brockman	Risk Identification Referral Model – Social Worker Referral	a) How many times in this FY has a staff member activated at an interaction point the RIRM? b) Of these activations, how many cases are subsequently referred to an Agency social worker?	Written	18/11/2022

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SA SQ22-000093	Services Australia	Slade Brockman	Pandemic Leave Disaster Payment	How much has been paid out to date through the PLDP?	Written	18/11/2022
SA SQ22-000094	Services Australia	Slade Brockman	Pandemic Leave Disaster Payment - False Claims	a) Since 1 July 2022, how many false PLDP claims have been detected? In dollar terms, how much do those false claims represent? b) Since 1 July 2022, how many false PLDP claims have been referred to the Commonwealth DPP? c) Since 1 July 2022, how many false PLDP claims have been referred to police? d) Of those, how many have resulted in criminal prosecution?	Written	18/11/2022
SA SQ22-000095	Services Australia	Slade Brockman	Risk Identification Referral Model – Headcount on Trained Staff	How many staff are trained in the RIRM?	Written	18/11/2022
SA SQ22-000096	Services Australia	Slade Brockman	Humanitarian entrants – Crisis Payment Data	a) For this FY, how many humanitarian crisis payments were issued? b) Can this on notice be broken down by the number of payments to states/territories?	Written	18/11/2022
SA SQ22-000097	Services Australia	Slade Brockman	Pandemic Leave Disaster Payment - Wait Times	a) For this financial year, what is the average call wait time for customers? b) For this financial year, what is the average wait time at a service centre (before contact with a staff member)? c) What is the Agency's KPI for both?	Written	18/11/2022
SA SQ22-000098	Services Australia	Slade Brockman	Re-tasking to Passport Office – date	With respect to widely reported claims of a visa backlog spike over June/July this year, on what date were staff from Services Australia first re-tasked to assist the Passport Office in dealing with a backlog of visa claims?	Written	18/11/2022
SA SQ22-000099	Services Australia	Slade Brockman	Staffing (Sorell) - Additional Staff	a) When will additional staff for Sorell be on-boarded? b) What will be their primary responsibilities/what roles will they assume? c) How is the Agency recruiting these staff? d) What percentage of those staff will be FTE?	Written	18/11/2022

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SA SQ22-000100	Services Australia	Slade Brockman	Staffing – Compensation Recovery Team Operations	a) How many FTE staff are currently in the Compensation Recovery teams? b) Does the Agency project resourcing to increase over the next year for the Compensation Recovery teams?	Written	18/11/2022
SA SQ22-000101	Services Australia	Slade Brockman	Staffing (Sorell) - Upgrade to Sorell Service Centre	Will the increase in staff occasion an upgrade of the Sorell centre? How much will this cost? If not, why not?	Written	18/11/2022
SA SQ22-000102	Services Australia	Slade Brockman	Staffing consultancy – Spending Overview	a) How much has the Agency spent on consultants in 2022-23? b) How many consultants were engaged under that spending? c) Which five firms received the biggest share of that spending? d) What work did they undertake for Services Australia - what part of the organisation was it related to?	Written	18/11/2022
SA SQ22-000103	Services Australia	Slade Brockman	Re-tasking to Passport Office – staff allocation and costs	a) How many staff were re-tasked? b) Do any staff remain re-tasked with the Passport Office, and if so, how many? c) Did any re-tasked staff have to physically relocate from their Services Australia office to a Passport Office? d) If yes, why and what did this cost?	Written	18/11/2022
SA SQ22-000104	Services Australia	Slade Brockman	Staffing consultancy – Expenditure	How much does the Agency intend to spend on consultants in 2022-23?	Written	18/11/2022
SA SQ22-000105	Services Australia	Slade Brockman	Staffing (Sorell) - Demand Modelling	Is there any demand modelling for the Sorell centre this past financial year? If yes, can that be tabled? How does this demand compare with other sites in Tasmania?	Written	18/11/2022
SA SQ22-000106	Services Australia	Slade Brockman	Staffing (Sorell) - Costs to Budget	What is the cost to the Budget over four years of this measure?	Written	18/11/2022
SA SQ22-000107	Services Australia	Slade Brockman	Staffing (Cairns) - Additional Staff	a) What percentage of the 100 more Centrelink staff will be FTE equivalent? b) Why does the Agency require 100 new staff to be based at Cairns? c) Exactly what roles will these new staff be required to undertake?	Written	18/11/2022

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SA SQ22- 000108	Services Australia	Slade Brockman	Complaints – Data and Analytics	a) In this FY, how many complaints did the Agency receive? b) What is the number of complaints expressed as a percentage in terms of the number of customer interactions? c) What were the top 5 complaint categories for Centrelink, Medicare and Child Support respectively? d) Can the Agency provide the 2020-21 resolution rates (i.e. the percentage of complaints resolved within 10 days) for all payment types?	Written	18/11/2022
SA SQ22- 000109	Services Australia	Slade Brockman	Staffing (Cairns) - Upgrades to Service Centre	Will the Cairns service centre, at 161 Draper Street, have to be upgraded to accommodate the influx of new staff? If yes, how much will this cost?	Written	18/11/2022
SA SQ22- 000110	Services Australia	Slade Brockman	Staffing (Cairns) - Demand Modelling	Is there any demand modelling for the Cairns centre this past financial year? Can this be provided?	Written	18/11/2022
SA SQ22- 000111	Services Australia	Slade Brockman	Staffing (Cairns) - Cost to the Budget	What is the cost to the Budget over four years of this measure?	Written	18/11/2022
SA SQ22- 000112	Services Australia	Slade Brockman	Cyber security – Training Operations	a) What forms of cyber security training does Agency provide to staff? b) Which division delivers the training? c) How often is a staff member required to undertake a refresher program?	Written	18/11/2022
SA SQ22- 000113	Services Australia	Slade Brockman	Staffing (Cairns) - Redeployment of Staff	The Budget states that the cost these 100 new staff will be met within the existing funding allocation of the Agency. From which teams/divisions will these 100 staff will be redeployed from?	Written	18/11/2022
SA SQ22- 000114	Services Australia	Slade Brockman	Re-tasking to Passport Office – staff assessment and impact	a) What if any systems were put in place at Services Australia to cover the shortfall in staff? b) From what division areas were staff re-tasked? c) How was the assessment made as to which division areas staff would be re-tasked from to Services Australia? d) Has a backlog of pending cases arisen because of staff being re-tasked out of Services Australia? e) Were any staff internally re-deployed to address	Written	18/11/2022

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				outstanding work arising from a backlog caused by re-tasked staff and if so, how many?		
SA SQ22-000115	Services Australia	Slade Brockman	Cyber security – Trained Staff	Does the Agency have a target for the proportion of active users that have completed in-person cyber security training sessions?	Written	18/11/2022
SA SQ22-000116	Services Australia	Slade Brockman	Cyber security – Data Breach Additional Training	Were any staff required to take enhanced or additional cyber security courses as a result of the Optus data breach?	Written	18/11/2022
SA SQ22-000117	Services Australia	Slade Brockman	Agency's physical footprint and service centres - renovations and costs	a) Are any Services Australia premises currently undergoing major renovations? If yes, which ones? Can an itemised list of renovation projects/features per premises be provided? b) What costs are attached to these works this FY? Can the Agency provide a justification for any major renovation which is occurring?	Written	18/11/2022
SA SQ22-000118	Services Australia	Slade Brockman	Agency's physical footprint and service centres - current locations	a) Can the Agency provide a list of the current locations of Services Australia service centres? Can this list also include the average number of customer contacts per FY and the three types of transactions most undertaken at the centre this FY?	Written	18/11/2022
SA SQ22-000119	Services Australia	Slade Brockman	Agency's physical footprint and service centres - scheduled staff hours	For each Service Centre nationally, what is the weekly average scheduled staff hours for face-to-face service delivery this FY?	Written	18/11/2022
SA SQ22-000120	Services Australia	Slade Brockman	Cyber security – Commercial Vendors	Are any commercial vendors involved in the delivery of cyber security training? If yes, can they be listed?	Written	18/11/2022
SA SQ22-000121	Services Australia	Slade Brockman	Data and Digital Ministers Meeting - Interdepartmental Memos and Documents	a) Did the Agency or the Minister's office receive any interdepartmental memos or other documents arising from the meeting? If yes, do the documents concern Services Australia or any other bodies within the Government Services portfolio? b) Has the Agency provided a response, if required, to this meeting i.e action items? If yes, can this response that be outlined?	Written	18/11/2022

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				c) The communique for this meeting noted that "Ministers agreed to continue developing digital identity systems collaboratively." Since the meeting, has the Minister or his office directed the Agency to undertake any work in relation to digital identity systems? If yes, on what date(s) was this direction provided and what was the nature of this work?		
SA SQ22-000122	Services Australia	Slade Brockman	Staffing – Social Work Referrals	How many times have Centrelink social workers been accessed since July 2022?	Written	18/11/2022
SA SQ22-000123	Services Australia	Slade Brockman	Staffing – Hiring Social Workers	a) Is the Agency planning to hire more social workers this FY? If not, why not? b) If yes, how many social workers is the Agency planning to hire this FY? c) If yes, when will those additional staff be on-boarded?	Written	18/11/2022
SA SQ22-000124	Services Australia	Slade Brockman	Staffing – FTE Social Workers	a) If not this FY, does the Agency project new social workers will be taken on over the next FY's after this one? b) If yes, what percentage of those staff will be FTE? c) Where does the Agency project these staff will be based?	Written	18/11/2022
SA SQ22-000125	Services Australia	Slade Brockman	Staffing – Social Workers - Hiring Strategy	What is the overall hiring strategy for hiring additional social workers over the next two financial years?	Written	18/11/2022
SA SQ22-000126	Services Australia	Slade Brockman	Marketing – Expenditure	a) What is the total cost of marketing projected over this FY? b) What type of activities is this expected to include?	Written	18/11/2022
SA SQ22-000127	Services Australia	Slade Brockman	Rebranding Agency	Is the Agency currently considering any rebranding?	Written	18/11/2022
SA SQ22-000128	Services Australia	Slade Brockman	Agency's physical footprint and service centres - future plans	a) Does the Agency have any plans to close, consolidate, relocate or merge any service centres over the next 12 months? b) Does the Agency have any plans to close, consolidate, relocate or merge any service centres over the next 24-48 months?	Written	18/11/2022
SA SQ22-000129	Services Australia	Slade Brockman	Digital Identity and Removal of DTA from	In briefing the Minister or his office about the role of MyGov in the Digital Identity system, has the Agency expressed the view that the removal of the Digital Transformation Agency	Written	18/11/2022

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			Government Services	(DTA) from the Government Services portfolio was problematic for its ongoing development and implementation?		
SA SQ22-000130	Services Australia	Slade Brockman	Rebranding Agency Logo	Have any logos or other branding material been prepared for this purpose? If yes, can those be provided?	Written	18/11/2022
SA SQ22-000131	Services Australia	Slade Brockman	Agency's physical footprint and service centres – leases expiring	Are there any Services Australia shopfronts or service centres with leases expiring in the upcoming 12 months? If yes, how many and can the Agency identify those sites?	Written	18/11/2022
SA SQ22-000132	Services Australia	Slade Brockman	Staffing – professional services expenditure	Is the Agency planning to reduce or increase expenditure on professional services this FY or next FY, including but limited to provisions for: <ul style="list-style-type: none"> • Social workers • Clinical Psychologists • Financial Information Services Officers 	Written	18/11/2022
SA SQ22-000133	Services Australia	Slade Brockman	Agency's physical footprint and service centres – new shop signage	a) How much was spent on new shop signage this FY? How much is projected to be spent next FY? b) Where new shopfront signage has been put in place in the past 5 months, can those locations be listed? c) In relation to each new shop signage, what is the justification for this?	Written	18/11/2022
SA SQ22-000134	Services Australia	Slade Brockman	Medicare - Claims Processed	How many Medicare claims has the Agency processed this year?	Written	18/11/2022
SA SQ22-000135	Services Australia	Slade Brockman	Digital identity system – further development of myGov	In view of the removal of DTA from the Government Services portfolio, has the Minister or his office directed that existing or additional resources be applied to further developing myGov?	Written	18/11/2022
SA SQ22-000136	Services Australia	Slade Brockman	Medicare Processing - Medicare Provider Numbers Issued	For this financial year, how many Medicare provider numbers have been issued to date? Of these numbers, can the Agency on notice detail where Medicare provider numbers have been issued to health professionals operating across multiple locations?	Written	18/11/2022

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SA SQ22- 000137	Services Australia	Slade Brockman	Grant Program Overview	Please provide, for all administered and discretionary grant programs administered by the agency within the portfolio: a. Name of the administered or discretionary grant program. b. The recipient of the grant. c. The ABN or ACN of the grant recipient. d. The charitable status of the grant recipient. e. Who authorised the grant payment. f. For each year of the budget and forward estimates: g. What is the total funding budgeted for the program; h. How much funding has been contracted and allocated; i. How much funding has been contracted but not allocated;	Written	18/11/2022
SA SQ22- 000138	Services Australia	Slade Brockman	Medicare - Obtaining Medicare Provider Numbers	What is the process behind which a health professional is issued a Medicare provider number?	Written	18/11/2022
SA SQ22- 000139	Services Australia	Slade Brockman	Agency's physical footprint and service centres - advice on premises	Since the change of government, has the Agency provided any advice to the Minister or his office about options to close, consolidate, relocate or merge any Services Australia premises? Has the Minister or his office sought any advice from the Agency on this topic?	Written	18/11/2022
SA SQ22- 000140	Services Australia	Slade Brockman	Medicare - Breaches to Health Insurance Act 1973	a) Is there a process through which the Agency becomes aware of health professionals acting in contravention of 19CC of Health Insurance Act 1973? b) Generally, how often does the Agency become aware of these actions? c) Once aware, what actions does the Agency take to address false claims?	Written	18/11/2022
SA SQ22- 000141	Services Australia	Slade Brockman	Medicare - Preventing Fraudulent Claims	Is the Agency able to prevent the payment of fraudulent Medicare claims worth under \$140,000? If not, why not?	Written	18/11/2022
SA SQ22- 000142	Services Australia	Slade Brockman	Agency's physical footprint and service centres – services at remote service centres	a) What 'side-by-side' services are provided to customers at the sixteen remote service centres? b) What is the process behind federal-state service integration for these remote service centres? Is it Agency initiated?	Written	18/11/2022

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SA SQ22- 000143	Services Australia	Slade Brockman	Medicare - Taskforce Integrity	<p>a) Can the Agency explain how significant the extension of Taskforce Integrity is to the capability of the Agency in the prevention, detection and disruption of fraudulent behaviour?</p> <p>b) Does the Agency consider the Taskforce to be sufficiently resourced?</p>	Written	18/11/2022
SA SQ22- 000144	Services Australia	Slade Brockman	Medicare - Fraud Prevention Programs	Does the Agency consider its fraud prevention programs to be sufficiently resourced over this FY and the next? Has the Agency submitted to the Minister or his office an increase in resourcing in this area at any time after 1 July 2022?	Written	18/11/2022
SA SQ22- 000145	Services Australia	Slade Brockman	Medicare - Health Delivery Modernisation Program	What is the role of the Health Delivery Modernisation Program and does the Agency consider it to be sufficiently resourced over the coming FYs?	Written	18/11/2022
SA SQ22- 000146	Services Australia	Slade Brockman	Agency's physical footprint and service centres – virtual service centres	<p>a) In 2021-22, how many customers have opted for a video chat with Agency staff?</p> <p>b) Does the Agency have any plans to expand virtual service centres?</p>	Written	18/11/2022
SA SQ22- 000147	Services Australia	Slade Brockman	Medicare - Medicare Audit	<p>Following media reports on 17 October regarding possible widespread fraud of Medicare, Minister Shorten gave an interview where he said there should be a "full scale audit of Medicare."</p> <p>Has Minister Shorten or his office directed the Agency to commence an audit? If yes:</p> <p>a. When will this audit commence?</p> <p>b. Who will undertake this audit?</p> <p>c. What will the scope of this audit be?</p> <p>d. Is there a deadline as to when the auditor must report their findings back to the Minister or the Agency?</p> <p>e. Will these findings, or a summary of the findings, be made public?</p> <p>If not, has Minister Shorten or his office requested advice on steps around the commencement of an audit?</p>	Written	18/11/2022

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SA SQ22- 000148	Services Australia	Slade Brockman	Medicare - Communications with the Minister for Health on Medicare Audit	Has the Minister or his office received any correspondence from the Minister for Health or his department regarding the claims of 17 October? If yes: a. Can that be provided on notice? b. Has the Minister or his office or the Agency responded to this correspondence? c. Can the response be outlined and tabled? d. One what date was this response sent?	Written	18/11/2022
SA SQ22- 000150	Services Australia	Slade Brockman	Functions – Ministerial	In relation to any functions or official receptions hosted by the Minister since 1 July 2022, can the following be provided: a. List of functions. b. List of all attendees. c. Function venue. d. Itemised list of costs (GST inclusive). e. Details of any food served. f. Details of any wines or champagnes served including brand and vintage. g. Any available photographs of the function. h. Details of any entertainment provided.	Written	18/11/2022
SA SQ22- 000151	Services Australia	Slade Brockman	Functions – Departmental	In relation to expenditure on any functions or official receptions etc. hosted by the Agency within the portfolio since 1 July 2022, can the following be provided: a. List of functions. b. List of all attendees. c. Function venue. d. Itemised list of costs (GST inclusive). e. Details of any food served. f. Details of any wines or champagnes served including brand and vintage. g. Any available photographs of the function. h. Details of any entertainment provided.	Written	18/11/2022
SA SQ22- 000152	Services Australia	Slade Brockman	Workplace Inclusion and	a) Since 1 July 2022, how many functions has the Agency held that aligns with the Workplace Inclusion and Diversity Strategy 2019-23?	Written	18/11/2022

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			Diversity Strategy 2019-23	b) What are the metrics/KPIs by which the Agency measures the success of its Strategy?		
SA SQ22-000153	Services Australia	Gerard Rennick	Vaccine Indemnity Scheme - Payouts for Deaths	How many payouts for deaths has there been – given the TGA has acknowledged 12 to 14 deaths how is the circa \$700,000 enough compensation for those who were killed by the vaccine?	Written	21/11/2022
SA SQ22-000154	Services Australia	Slade Brockman	Functions – Itemised list of cost	Were functions held to mark Harmony Week and Refugee week? If yes, can an itemised list of costs (GST inclusive) be provided?	Written	18/11/2022
SA SQ22-000155	Services Australia	Gerard Rennick	Vaccine Indemnity Scheme - Payout Delays	a) Why is it taking to so long to payout on these claims? b) When will these claims be finalised?	Written	21/11/2022
SA SQ22-000156	Services Australia	Slade Brockman	Furniture upgrades	Have any furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, been upgraded since 1 July 2022. If yes, can an itemised list of costs please be provided (GST inclusive).	Written	18/11/2022
SA SQ22-000158	Services Australia	Slade Brockman	Ministerial Travel - Itinerary	Can the full trip itinerary be provided, including the meeting and event program?	Written	18/11/2022
SA SQ22-000159	Services Australia	Slade Brockman	Medicare – Rorting	Has the Agency, the Minister's office or the Minister written to the Minister for Health about the apparent Medicare rorting? If yes, when?	Written	18/11/2022
SA SQ22-000160	Services Australia	Slade Brockman	Ministerial Travel - Other Travelling Agency Staff	Did any other Agency staff travel overseas to facilitate or attend the same events as the Minister; if so, what was the total cost of their: (a) air transport; (b) accommodation; (c) land transport; (d) hospitality; and (e) other expenses?	Written	18/11/2022
SA SQ22-000161	Services Australia	Slade Brockman	Question Time Briefs – Agency process	What is the process within the Agency behind the preparation of Question Time Briefs (QTBs) for the Minister and his office?	Written	18/11/2022
SA SQ22-000162	Services Australia	Slade Brockman	Ministerial Travel - Accompanying Agency Staff	How many Agency staff accompanied the Minister, and what was the total cost of their: (a) air transport; (b) accommodation; (c) land transport; (d) hospitality; and (e) other expenses?	Written	18/11/2022
SA SQ22-000163	Services Australia	Slade Brockman	Question Time Briefs – Other materials	Outside of QTBs, is there any other material the Minister's office routinely asks for on Sitting Days? What is this material?	Written	18/11/2022

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SA SQ22- 000164	Services Australia	Slade Brockman	Question Time Briefs - Topics	Can the Agency provide the topics of QTBs requested by the Minister or his office to date per each question time?	Written	18/11/2022
SA SQ22- 000165	Services Australia	Slade Brockman	Services Australia Annual Report 2021-2022	a) On page 44, section 4.1, of the 2021-22 Annual Report it is stated that the Agency has "identified opportunities and actions to improve our services based on customer circumstances." What are these opportunities and actions? b) Has the Minister or his office been briefed on these opportunities and actions and if yes, when?	Written	18/11/2022
SA SQ22- 000166	Services Australia	Slade Brockman	Briefings	Has the Agency provided briefings to independents/minor parties in the Senate or House of Representatives? If so, can the following be provided: a. The subject matter of the briefing. b. The location and date of the briefing. c. Who proposed the briefing? d. Attendees of the briefing by level/position	Written	18/11/2022
SA SQ22- 000167	Services Australia	Slade Brockman	Ministerial travel - Europe Itinerary	In respect of the Minister's visit to Europe in November 2022: a. What was the purpose of the trip? b. When did the travel commence? c. When did the travel conclude? What was the cost of: (a) air transport; (b) accommodation; (c) land transport; (d) hospitality; and (e) other expenses?	Written	18/11/2022
SA SQ22- 000168	Services Australia	Slade Brockman	Board appointments	Can the Agency provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members?	Written	18/11/2022
SA SQ22- 000169	Services Australia	Slade Brockman	Ministerial travel – Other Countries	a) Did the Minister visit any other countries during the travel; if so, which countries, and for what purpose? b) What was the class of travel for: (a) the Minister; (b) accompanying personal staff; and (c) accompanying Agency staff?	Written	18/11/2022
SA SQ22- 000170	Services Australia	Slade Brockman	Cost on ministerial stationery	How much has been spent on ministerial stationery requirements this FY?	Written	18/11/2022

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SA SQ22-000171	Services Australia	Slade Brockman	Ministerial travel - Accommodation	By country, what hotels did the Minister stay in, and what was the nightly cost of each hotel stay?	Written	18/11/2022
SA SQ22-000172	Services Australia	Slade Brockman	Ministerial office staffing	What is the total number of Services Australia DLOs/CLOs in ministerial offices including APS level?	Written	18/11/2022
SA SQ22-000173	Services Australia	Slade Brockman	Aged care – annual and lifetime caps	Can the Agency provide an update on the number of older Australians as a total and by state and territory who have reached the lifetime and annual caps this FY and last FY?	Written	18/11/2022
SA SQ22-000174	Services Australia	Slade Brockman	myGov audit – panel personnel	a) Can the Agency outline the process behind the appointment of panel members to the myGov user audit? b) Who did the Agency recommend to the Minister or his office for inclusion on the panel?	Written	18/11/2022
SA SQ22-000175	Services Australia	Slade Brockman	Ministerial travel – Personal staff	In respect of the personal staff who accompanied the Minister: (a) how many staff accompanied the Minister; (b) what functions did each staff member undertake; (c) what was the total cost of their: (i) air transport; (ii) accommodation; (iii) land transport; (iv) hospitality; and (v) other expenses?	Written	18/11/2022
SA SQ22-000178	Services Australia	Slade Brockman	myGov audit - written submissions	a) How many written submissions have been received to date? b) Can a list of organisations who have submitted written submissions be provided?	Written	18/11/2022
SA SQ22-000179	Services Australia	Slade Brockman	myGov audit – panel meetings	a) How many 'key panel meetings' has Minister Shorten attended? b) How many times has the Minister been consulted by panel members?	Written	18/11/2022
SA SQ22-000180	Services Australia	Slade Brockman	myGov audit – surveys	How many user audit surveys have been submitted?	Written	18/11/2022
SA SQ22-000181	Services Australia	Slade Brockman	myGov audit – promotions	How is the Agency promoting the user audit?	Written	18/11/2022

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SA SQ22-000182	Services Australia	Slade Brockman	myGov audit – submissions made public	Will submissions be made public? If yes, when? If not, why not?	Written	18/11/2022
SA SQ22-000183	Services Australia	Slade Brockman	myGov audit – Panel recommendation	Will the Panel's recommendations be made public? If yes, when? If not, why not?	Written	18/11/2022
SA SQ22-000184	Services Australia	Slade Brockman	myGov audit – Terms of Reference	What role did the Agency play in arriving at the Terms of Reference for the audit?	Written	18/11/2022
SA SQ22-000185	Services Australia	Slade Brockman	myGov audit – Panel considerations	a) Will the Panel consider the experiences of the New South Wales Government in government service delivery, including, for example, lessons behind the implementation of the Beyond Digital strategy? If not, why not? b) Will the Panel consider additional Agency resourcing, including staff and funding allocations as a consequence of the findings of the audit? If not, why not? c) Will the Panel consider how the digital experience of service delivery interacts with customers at Services Australia service centres? If not, why not?	Written	18/11/2022
SA SQ22-000186	Services Australia	Slade Brockman	Data and Digital Ministers Meeting - briefing material	Did the Agency prepare any briefing materials for Minister Shorten or his office ahead of the Data and Digital Ministers Meeting of 4 November 2022? If yes, what did this material cover?	Written	18/11/2022
SA SQ22-000188	Services Australia	Gerard Rennick	Vaccine Indemnity Scheme - Ineligibility Due to Hospital Stay	How much of this drop was due to the injured claimants being ineligible because they did not spend a night in hospital?	Written	21/11/2022
SA SQ22-000189	Services Australia	Slade Brockman	Enhanced Income Management Card - Development Update	Provide an update on the development of the new card. Is the new Enhanced Income Management Card on track for use on 6 March 2023?	Written	18/11/2022
SA SQ22-000190	Services Australia	Gerard Rennick	Vaccine Indemnity Scheme - Ineligibility Due to Injury	How much of this drop was due to the injured claimants being ineligible because they claim they incurred an injury that was not a recognised side effect of the vaccine according to the vaccine sponsors?	Written	21/11/2022

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SA SQ22- 000191	Services Australia	Slade Brockman	Enhanced Income Management Card Platform	a) The Government has referred to the new card as an enhanced card. Is this an enhanced Basics Card or an enhanced Cashless Debit Card? b) Is this an entirely new card/platform or is a platform that is currently in use? c) What platform is the new Enhanced Income Management Card? d) What company is developing the Card?	Written	18/11/2022
SA SQ22- 000192	Services Australia	Gerard Rennick	Vaccine Indemnity Scheme - Overruled Claims	How many claims were backed up by medical specialists claiming the applicant was injured by the Covid vaccine only to be overruled by indemnity scheme administrators?	Written	21/11/2022
SA SQ22- 000193	Services Australia	Slade Brockman	Enhanced Income Management – financial institution	As Services Australia is not an authorised deposit-taking institution, what financial institution is supporting the Card?	Written	18/11/2022
SA SQ22- 000194	Services Australia	Gerard Rennick	Vaccine Indemnity Scheme - Determinations for Eligibility	Why are the scheme administrators taking the word of the sponsors as to what the side effects as opposed to specialists who have far greater knowledge of the patient and field of medicine?	Written	21/11/2022
SA SQ22- 000195	Services Australia	Slade Brockman	Enhanced Income Management Functionality	Can the Department outline how the new enhanced card's functionality differs from that of the Cashless Debit Card?	Written	18/11/2022
SA SQ22- 000196	Services Australia	Slade Brockman	Enhanced Income Management Card - Account Details	Senator Farrell noted in the Senate on 27 September 2022, "Neither the account nor card number will change". Will users of the new enhanced card receive a new account and account number?	Written	18/11/2022
SA SQ22- 000197	Services Australia	Slade Brockman	Enhanced Income Management Card - Indue Involvement	Will Indue be involved in the Enhanced Card in any way?	Written	18/11/2022
SA SQ22- 000198	Services Australia	Lidia Thorpe	Basics Card – Direct Costs	What are the direct costs of the Basics Card in the NT, how are these costs estimated, and what were the costs for the NT in the last financial year and the last quarter, and these figures by regions in the NT.	Written	23/11/2022

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SA SQ22- 000201	Services Australia	Lidia Thorpe	Basics Card – Centrepay usage figures	What are the figures for Centrepay use in the NT over the last five financial years and during the last quarter? What factors are these changes being attributed to?	Written	23/11/2022
SA SQ22- 000202	Services Australia	Lidia Thorpe	Centrepay – Measures promoting uptake	What measures have been taken by the Department to promote the use of Centrepay in the NT, and specifically what measures were taken each year during the last 5 years? a) What budget / cost related to this promotion?	Written	23/11/2022
SA SQ22- 000203	Services Australia	Lidia Thorpe	Centrepay – Support provided in the NT	How has the Department supported the use of Centrepay in the NT?	Written	23/11/2022
SA SQ22- 000204	Services Australia	Lidia Thorpe	CDC and Basics Card – Functionality and implementation	a) What functionality will the proposed new card offer people currently on CDC or Basics Card in the NT? b) When did this functionality become available for potential use in the NT? c) When would it have been technically possible to implement it in the NT and if so when could this have happened if there had been a policy decision and budget allocation to do it?	Written	23/11/2022