

Senate Community Affairs References Committee

DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE

PUBLIC HEARING 26 APRIL 2017

ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customers' aggression

Question reference number: QoN 174

Member: Senator Bilyk

Type of question: Hansard page 55

Date set by the committee for the return of answer: 9 May 2017

Number of pages: 1

Question:

Senator BILYK: Do you know if the police were ever called to deal with a client over this issue?

Mr Mole: I do not know that specifically.

Senator BILYK: Could you take that on notice for me?

Mr Mole: We could, but, harking back to an early conversation, we do not keep specific details—from a service centre perspective—of whether or not a customer comes in and talks about OCI, so that may be difficult.

Senator BILYK: Okay. Could you give me a breakdown of how often the police have been called to an office in Tasmania prior to the implementation of the OCI and then from the implementation of the OCI?

Mr Mole: We can take that on notice, yes.

Answer:

The police were called to Tasmanian service centres 18 times between 1 August 2015 and 30 June 2016 and 22 times between 1 July 2016 and 30 May 2017. None of these events were related to employment income confirmation.

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PUBLIC HEARING 26 APRIL 2017

ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: PwC's review

Question reference number: QoN 177

Member: Senator Watt

Type of question: Hansard page 56

Date set by the committee for the return of answer: 9 May 2017

Number of pages: 1

Question:

Senator WATT: A PwC review is being conducted.

Mr Hutson: Yes.

Senator WATT: When do you expect that that will be handed to the department?

Mr Hutson: I do not know.

Senator WATT: But presumably before 1 July when the system is supposed to be expanded?

Mr Hutson: Presumably so.

Senator WATT: Is that going to be made public?

Mr Hutson: I will take that one on notice.

Answer:

The work being undertaken by PwC is ongoing and iterative in nature. There will not be a singular report provided to the Department as part of this work. QoN 202 also refers.