

**SENATE ADDITIONAL ESTIMATES**  
**16 February 2012**  
**DEPARTMENT OF HUMAN SERVICES**  
**ANSWERS TO QUESTIONS ON NOTICE**

<b>HS No</b>	<b>Senator</b>	<b>Topic</b>	<b>Responsible Group and Division</b>	<b>Received</b>
1	Fierravanti-Wells	Australian Hearing - Budget	Australian Hearing	26/03/2012
2	Di Natale	Chronic Disease Dental Scheme	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	28/03/2012
3	Abetz	Chronic Disease Dental Scheme	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	14/05/2012
4	Di Natale	Chronic Disease Dental Scheme	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	26/03/2012
5	Di Natale	Chronic Disease Dental Scheme – Audits	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	28/03/2012
6	Di Natale / Moore	Chronic Disease Dental Scheme – Documentation	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	28/03/2012
7	Abetz	Chronic Disease Dental Scheme – Discretion	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	28/03/2012
8	Fierravanti-Wells	Medicare Compliance	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	26/03/2012
9	Fifield	Charter Letter	Strategy Group Whole-of-Government Coordination Division	29/03/2012
10	Fifield	Committees and Advisory Bodies	Strategy Group Whole-of-Government Coordination Division	29/03/2012
11	Fifield	AusTender and Cabcharges	Enabling Services Group CFO Division	29/03/2012
12	Fifield	DHS Staff Volunteering	Enabling Services Group People Services Division	26/03/2012
13	Fifield	Centrelink Payments - Delays	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	26/03/2012
14	Moore / Fifield	Negotiating with Unions Training Workshop	Enabling Services Group People Services Division	26/03/2012
15	Fifield	Centrelink Call Wait Times	Customer Service Delivery Group Network Capability Division	27/03/2012

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16	Carol Brown / Fifield	Paid Parental Leave – Payment Delays	Participation, Families and Older Australians Group Families Division	26/03/2012
17	Carol Brown	Payments to Temporary Visa Holders	Future Services, Rehabilitation and Compliance Group Business Integrity Division CSG	29/03/2012
18	Fifield	Payments – Residency Requirements	Future Services, Rehabilitation and Compliance Group Disability, Carers and Older Australians Division	29/03/2012
19	Fierravanti-Wells	Grandparent Carers	Participation, Families and Older Australians Group Families Division	26/03/2012
20	Fierravanti-Wells	Digital TV Switchover Household Assistance Scheme	Enabling Services Group CFO Division	26/03/2012
21	Siewert	Place Based Income Management	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	26/03/2012
22	Siewert	Place Based Services – Community Positions	Participation, Families, and Older Australians Group Participation Division	26/03/2012
23	Siewert	Local Solutions Fund	Participation, Families and Older Australians Group Participation Division	27/03/2012
24	Siewert	Child Protection Income Management Measure	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	27/03/2012
25	Siewert	Income Management	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	26/03/2012
26	Furner	2012 Flood Events	Customer Service Delivery Group Network Capability Division	26/03/2012
27	Carol Brown	Job Capacity Assessments	Future Services, Rehabilitation and Compliance Group Rehabilitation and Assessment Services Division	27/03/2012
W 1	Cash	Paid Parental Leave	Participation, Families and Older Australians Group Families Division	26/03/2012
W 2	Siewert	Apprentices	Participation, Families and Older Australians Group Participation Division	26/03/2012
W 3	Siewert	Domestic Violence Exemptions	Participation, Families and Older Australians Group Participation Division	26/03/2012
W 4	Siewert	Unknowing Fraud – Part-time Workers	Future Services, Rehabilitation and Compliance Group Business Integrity Division	27/03/2012
W 5				
W 6	Siewert	Centrelink Reviews and Appeals	Future Services, Rehabilitation and Compliance Group Business Integrity Division	28/03/2012

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W 7	Siewert	Indigenous / Non-Indigenous Income Support Recipients	Strategy Group Strategic Information Division Whole-of-Government Coordination Division	29/03/2012
W 8	Siewert	Centrelink Overpayments	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	27/03/2012
W 9	Siewert	Rent Assistance Overpayments	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	29/03/2012
W 10	Siewert	Centrelink Overpayments Among Former Payment Recipients	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	27/03/2012
W 11	Siewert	Waiver of Debts – “Special Circumstances” Provisions	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	29/03/2012
W 12	Siewert	Calculating Savings from Detection of Overpayments	Future Services, Rehabilitation and Compliance Group Business Integrity Division	27/03/2012
W 13	Siewert	Debt Prevention	Future Services, Rehabilitation and Compliance Group Business Integrity Division	26/03/2012
W 14	Siewert	Debt Recovery	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	27/03/2012
W 15	Siewert	Fraud Line and Tip-Offs	Future Services, Rehabilitation and Compliance Group Business Integrity Division	26/03/2012
W 16				
W 17	Siewert	Member of a Couple	Future Services, Rehabilitation and Compliance Group Business Integrity Division	24/04/2012
W 18	Siewert	Social Security Arrangements and Same Sex Relationships	Participation, Families and Older Australians Group Participation Division Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division Business Integrity Division	29/03/2012
W 19	Siewert	Lump Sum Compensation Preclusion Payments	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	29/03/2012
W 20	Siewert	Unreasonable to Live at Home	Participation, Families and Older Australians Group Participation Division	27/03/2012

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W 21	Siewert	Weekly payment of Centrelink entitlements	Participation, Families and Older Australians Group Participation Division	26/03/2012
W 22	Siewert	Payment of Centrelink entitlements by cheque	CIO Group Health and Government to Business Systems Division	29/03/2012
W 23	Siewert	Fraud and compliance - optical surveillance	Future Services, Rehabilitation and Compliance Group Business Integrity Division	26/03/2012
W 24	Siewert	Use of private detectives	Future Services, Rehabilitation and Compliance Group Business Integrity Division	26/03/2012
W 25	Siewert	Security guards at Centrelink offices	Enabling Services Group Corporate Operations Division	27/03/2012
W 26	Humphries	Contractors	Enabling Services Group Corporate Operations Division	26/03/2012
W 27	Humphries	Efficiency Dividend	Enabling Services Group CFO Division People Capability Division	29/03/2012
W 28	Birmingham	Social Security Agreements	Participation, Families and Older Australians Group Disability, Carers and Older Australians Division	26/03/2012
W 29	Siewert	Centrelink Payments – Reporting Income	Future Services, Rehabilitation and Compliance Group Business Integrity Division (part) Participation, Families and Older Australians Group Participation Division	29/03/2012
W 30	Siewert	Centrelink Debt	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	29/03/2012
W 31	McKenzie	Staffing - Recruitment	Enabling Services Group People Capability Division	26/03/2012
W 32	McKenzie	Staffing - Departures	Enabling Services Group People Capability Division	26/03/2012
W 33	McKenzie	Staffing - Reductions	Enabling Services Group People Capability Division	27/03/2012
W 34	McKenzie	Efficiency Dividend	Enabling Services Group CFO Division	29/03/2012
W 35	McKenzie	Staffing - SES	Enabling Services Group People Services Division	26/03/2012
W 36	McKenzie	Staffing - Graduates	Enabling Services Group People Capability Division	27/03/2012
W 37	McKenzie	Government Advertising	Enabling Services Group Communication Division CFO Division	29/03/2012

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W 38	McKenzie	Hospitality and Entertainment	Enabling Services Group CFO Division  Strategy Group Whole of Government Coordination Division	27/03/2012
W 39	McKenzie	Board Appointments	Strategy Group Whole of Government Coordination Division	26/03/2012
W 40	McKenzie	Grants	Enabling Services Group CFO Division	27/03/2012
W 41	McKenzie	Freedom of Information	Enabling Services Group Legal Services Division	27/03/2012
W 42	McKenzie	Community Cabinets	Strategy Group Whole of Government Coordination Division	26/03/2012
W 43	McKenzie	Reviews	Strategy Group Whole of Government Coordination Division	27/03/2012
W 44	McKenzie	Consultancies	Enabling Services Group Corporate Operations Division	27/03/2012
W 45	McKenzie	Media Monitoring	Strategy Group Whole of Government Coordination Division  Enabling Services Group Communication Division	29/03/2012
W 46	McKenzie	Social Media	Enabling Services Group Communication Division	26/03/2012
W 47	McKenzie	Contractors	Enabling Services Group Corporate Operations Division	26/03/2012
W 48	McKenzie	Discretionary Grants	Enabling Services Group CFO Division	26/03/2012
W 49	McKenzie	Commissioned Reports	Strategy Group Whole of Government Coordination Division	27/03/2012
W 50	McKenzie	Government Payment of Accounts	Enabling Services Group CFO Division	27/03/2012
W 51	McKenzie	Government Stationery Requirements	Strategy Group Whole of Government Coordination Division	27/03/2012
W 52	McKenzie	Media Subscriptions	Enabling Services Group CFO Division  Strategy Group Whole of Government Coordination Division	26/03/2012
W 53	McKenzie	Travel Costs	Strategy Group Whole of Government Coordination Division  Enabling Services Group Corporate Operations Division	29/03/2012
W 54	McKenzie	Legal Costs	Enabling Services Group Legal Services Division	26/03/2012

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W 55	McKenzie	Education Expenses	Enabling Services Group People Capability Division	26/03/2012
W 56	McKenzie	Executive Coaching and Leadership Training	Enabling Services Group People Capability Division	29/03/2012
W 57	McKenzie	Media Training	Enabling Services Group Communication Division	27/03/2012
W 58	McKenzie	Paid Parental Leave	Enabling Services Group People Capability Division	26/03/2012
W 59	McKenzie	Training for Portfolio Minister and Parliamentary Secretaries	Strategy Group Whole of Government Coordination Division	26/03/2012
W 60	McKenzie	Corporate Cars	Enabling Services Group Corporate Operations Division	26/03/2012
W 61	McKenzie	Taxi Costs	Enabling Services Group CFO Division	26/03/2012
W 62	McKenzie	Credit Cards	Enabling Services Group CIO Group	26/03/2012
W 63	McKenzie	Provision of Equipment	CIO Group	29/03/2012
W 64	Boyce	Chronic Disease Dental Scheme	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	29/03/2012
W 65	Fifield	Centrelink – Clients with a Mental Illness	Participation, Families and Older Australians Group Disability, Carers and Older Australians Division	27/03/2012
W 66	Fifield	Disability Support Pension	Participation, Families and Older Australians Group Disability, Carers and Older Australians Division	27/03/2012
W 67	Fifield	Centrelink – Incapacitated Customers	Customer Service Delivery Group Network Capability Division	27/03/2012
W 68	Fifield	Centrelink – Confidential Medical Files	Participation, Families and Older Australians Group Disability, Carers and Older Australians Division	26/03/2012
W 69	Fifield	CRS Australia	Future Services, Rehabilitation and Compliance Group Rehabilitation and Assessment Services Division	29/03/2012
W 70	Bushby	Chronic Disease Dental Scheme	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	29/03/2012
W 71	Bernardi	Medicare – Media Article Allegations – Inappropriate Spending	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	27/03/2012
W 72	Bernardi	Medicare – Media Article Allegations – Team Care Arrangements	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	27/03/2012

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W 73	Bernardi	Medicare – Media Article Allegations – Team Care Arrangements	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	29/03/2012
W 74				
W 75	Birmingham	Family Assistance Office	Customer Service Delivery Group Smart Centres Division	28/03/2012
W 76	Siewert	Job Capacity Assessment Issues	Future Services, Rehabilitation and Compliance Group Rehabilitation and Assessment Services Division	27/03/2012
W 77	Cash	Paid Parental Leave - Surrogate Mothers	Participation, Families and Older Australians Group Families Division	26/03/2012
W 78	Boyce	Chronic Disease Dental Scheme	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	28/03/2012
W 79	Boyce	Healthcare Provider Identifiers	Health and Service Delivery Reform Group Health eBusiness Division	26/03/2012