

Additional Estimates Index to Questions on Notice

QoN No	Agency/ Outcome	Broad Topic	Senator	Question	Hansard/Ref
1	DHS	Customer letters	Siewert	<p>Senator SIEWERT: I remember 2½ years ago having the same conversation about letters that were sent to income management recipients when those changes were made. I realise that I might be straying into the next portfolio area, but it is on topic. Could you please provide us with the templates of the letters that are going out to income management people now?</p> <p>Ms Campbell: Yes, we can take that on notice.</p> <p>.....</p> <p>Ms Campbell: I have just been advised that the income management letters have been improved following ombudsmen and customer feedback, but we will still provide you with copies of those.</p> <p>Senator SIEWERT: If I could have copies of those, that would be appreciated. Thank you. [page 97]</p>	CA 97 - 14/02/2013
2	DHS	Income support payment transitioning	Siewert	<p>a) Senator SIEWERT: I have had a lot of trouble getting my head around—despite the fact that the minister's office has been helpful - who gets to keep the card when they are transitioning and under what circumstances. Mr Sandison: I can give you an outline. I think the best thing would be to take the detail on notice. [page 98]</p> <p>b) Senator SIEWERT: Did any of the 1,980 - DEEWR told me this yesterday - that exited from any form of income support get to keep their pensioner concession card? Mr Sandison: When they first exit there is a brief period of up to three weeks where there can be a point where people can maintain the card and have access to some of the benefits from the card, but I would have to crosscheck with what DEEWR said in relation to that. Senator SIEWERT: They told me to come here, when I asked them about that. Mr Sandison: I can take it on notice. [page 99]</p> <p>c) Senator SIEWERT: Of those that were exited from income support, did any of them get to keep the three weeks? As we have just discussed, they got the letter on 31 December saying it was cancelled. Mr Sandison: I will have to check. I will take it on notice to see what we can get on that group of 2,000. [page 99]</p> <p>d) Senator SIEWERT: How long is the gap usually? Mr Sandison: Depending on where the person is, the letter would go out and there would be a generation of a card. Normally you would expect it would be within a week or two. Depending on granting of payment and confirmation around some of the earnings and those sorts of things, it should have been within the first fortnight that they were getting their cards. Senator SIEWERT: But it was not within the first fortnight. Ms Campbell: For this group, and I think the Christmas period may have interacted as well, because I do not think the cards were being received until after about 15 January. Mr Sandison: Hopefully they do have them, but if there are people still without a card— Senator SIEWERT: I have not received a complaint recently that they have not got their card. There are two things here. There is the usual period, which you say is a couple of weeks. In this instance it was more, but as you said in this instance you were making a special effort to transition people. Mr Sandison: The normal time from when a person is cancelled or from when they commence on Newstart, the normal timeframe of the system of creating or generating a card, its production and it being sent out—I can take that on notice. [page 100]</p>	CA 98-100 - 14/02/2013
3	DHS	Staffing	Fifield	<p>Senator FIFIELD: How many staff does the department have at the moment that you would categorise as in media/communications roles?</p> <p>Senator FIFIELD: Mr Jongen, can you take on notice staff by classification? Mr Jongen: Most certainly. Senator FIFIELD: Thank you for that. [pages103-104]</p>	CA 103-104 - 14/02/2013

4	DHS	Customer Online Services	Fifield	<p>a) Senator FIFIELD: You have taken me through the amount of customers that are registered online. How many report online rather than providing information across the counter? Mr Rimmer: We can take that on notice. It is a large proportion of people who have to report their income to us on a fortnightly basis. It is something like 80 per cent, but I would rather give you the precise figure if I could. Senator FIFIELD: On notice if you could. I guess that has been steadily increasing? Mr Rimmer: Steadily increasing. There will always be a proportion of people who find it difficult to report online, for example, if there are serious challenges in their lives through mental illness or something like that, often in combination with some language issues. We do not expect that number to hit 100 per cent. We think that it may get to 85 per cent - something like that. S Senator FIFIELD: If you do not mind taking it on notice, I would be interested in seeing the trend, month by month since, say, 1 July 2011. Mr Rimmer: We can provide that. [page 105]</p> <p>b) Senator FIFIELD: Do you have any figures for how much postage has been saved by the department as online access to that sort of correspondence has gone up? Mr Rimmer: It is complicated to work out the precise details of that, because postage prices are changing over time and those kinds of things. Senator FIFIELD: And the number of things that you send out vary year by year? Mr Rimmer: Yes. Of the 135 million online letters my recollection is that we send something like 30 million online now, but I will check that number. [page 105]</p>	CA 105 - 14/02/2013
5	DHS	Disaster relief payments	Furner	<p>a) Senator FURNER: In respect of the recent flooding in Queensland, online citizens may have been registered during the 2010-11 flooding. No doubt the recent flooding is in similar if not the same areas with 46 local government areas affected. Were their claims more easily accessed as a result of their already being online? Was it an easier outcome to get them recognised and have payments made to them as a result of the four million residents now being online? Ms Campbell: Mr Tidswell can probably talk a little more about the technicalities of how we make those payments. Mr Tidswell: We are in the midst of doing all of that work as we speak for the bushfires in Tasmania, the Warrumbungles, Coonabarabran and obviously the flooding event across northern, central and southern Queensland and northern New South Wales. I do not have figures at this time that give me the breakdown by channel, but increasingly in the last few years more people are doing their work to access payments online. We also have the ability to make the payments very speedily because we can self-identify people on the telephone. We can take that on notice. We have obviously had a big volume of claim work and activity. We stood up our online claims very quickly after the Prime Minister's announcement and usually have that up within a matter of hours so people can start claiming. We may have some data here tonight. Hopefully I can get that for you, but if not I can take that on notice. [pages 105-106]</p> <p>b) Senator FURNER: I have some other questions regarding the disaster recovery payments, but I was specifically looking at whether there was any greater ease of access if citizen Bob Smith from Gayndah in Queensland was a recipient back in 2010-11, and as a result of his being registered online now due to the recent flooding his payment was more easily accessed and recognised and then paid as a result of the increase in online usage. Mr Tidswell: It gives us the capacity to identify individuals outside of the common citizen database that we have. If they only deal with us because of these emergency events, it gives us a better dataset. It has sped the process up, absolutely. We will try to get a breakdown of how many people, as a result, are using the online capability. [page 106]</p>	CA 105-106 - 14/02/2013
6		Union access to staff	Fifield	<p>Senator FIFIELD: Has the CPSU sought right of entry to Centrelink premises in the last financial year? Ms Campbell: I will get Ms Bennett to answer that question in detail. Senator FIFIELD: I am sorry, not Centrelink premises - Human Services premises. Ms Campbell: DHS premises. Ms Bennett: Yes. The CPSU has exercised right-of-entry provisions in the Department of Human Services offices last financial year. Senator FIFIELD: Do you know on how many occasions and for what purposes? Ms Bennett: No, I do not have the numbers. I will have to take that on notice for the last financial year. [page 107]</p>	CA 97 - 14/02/2013

7	DHS	Weekly payments	Siewert	<p>a) Senator SIEWERT: I will start off with weekly payments. I know that we have had a bit of discussion about this before. I understand that there was a commitment and, knowing that sometimes people find it hard to make ends meet, in some instances you were going to weekly payments. Senator SIEWERT: How do people get onto the program? Mr Sandison: They would normally engage with one of our officers. It might be that it is suggested to them by one of the officers. If they saw a person, a customer has come in to talk about some of their issues. It might be that they are vulnerable in relation to seeking extra payments or advances and that sort of thing, or the individual would know about weekly payments and might come in and ask specifically about them. Either way, it would be discussed with them and a decision made with the individual about moving to weekly payments. Senator SIEWERT: There are no entry criteria? If you apply for it you can - Mr Sandison: I would have to take on notice the extent to which there are vulnerability indicators and so on of what a person would discuss, but basically it is about the individual saying that they want to move onto it and having a discussion with the officer. [page 109]</p> <p>b) Senator SIEWERT: Has that figure of 22,000 been fairly static or has it been increasing? Mr Sandison: I think there has been a slow growth. I could give you two figures. One is at a point in time now and the other is a point in time 12 months ago. I can take that on notice. Senator SIEWERT: That would be appreciated. [page 109]</p>	CA 97 - 14/02/2013
8	DHS	Centrepay	Siewert	<p>a) Mr Sandison: We also gave out warnings or information to the major providers - say, housing authorities and so on - that they might expect some engagement from people about their Centrepay deductions. We both went to the third-party organisations as well as informing individuals about Centrepay. It was a specific reference made to support people. Senator SIEWERT: So, the housing authority equivalents in each state? Mr Sandison: Yes, that is right, and others, obviously, also, but housing authorities. Senator SIEWERT: What about utility organisations? [page 111]</p> <p>b) Senator SIEWERT: Could you take on notice, if you cannot tell me now, whether you engaged with Synergy in Western Australia? Mr Sandison: I will take that on notice. [page 111]</p>	CA 111 - 14/02/2013
9	DHS	Jobs and Skills Expos	Furner	<p>Senator FURNER: Would you be mindful of the greatest uptake of jobs in any of the states throughout the nation and whether there is any particular state that stands out beyond any others? Mr Tidswell: I am just looking for that. I am not sure whether I have with me the breakdown of those figures, unfortunately. Senator FURNER: Maybe on notice. I would appreciate it if you could come back to us on a state-by-state basis with how many jobs were generated as a result of the expos. Mr Tidswell: Absolutely. [page 113]</p>	CA 113 - 14/02/2013
10	DHS	Income Management	Cash	<p>a) What is the total appropriation allocated to Income Management in the Northern Territory over the forward estimates for the DHS? Can you provide a breakdown of these costs by voluntary and compulsory Income Management? b) What is the total appropriation allocated to Income Management in the trial sites over the forward estimates for the DHS? Can you provide a breakdown of these costs? c) What is the total appropriation allocated to all Income Management measures and related programs and sub-programs over the forward estimates? d) What are the costs of administering income management per head (i.e. per customer) per site (i.e. NT, APY Lands, trial sites, WA sites); and for a breakdown of these costs per customer?</p>	Written
11	DHS	Chronic Disease Dental Scheme - Waivers	Bushby	<p>a) How many dentists has the Department made requests on behalf of, to the Department of Finance and Deregulation, to waive debts that arose due to non-compliance with the requirements of the CDDS? b) How many dentists has the Department sought to have their debts waived, either in full or part? c) How many dentists that the Department has sought to have their debts waived have been refused a waiver of debt? d) How many dentists involved in the waiving of debt process have been notified that their debt has not been waived (i.e. rejected)? e) On what date/s was the Department notified by the Special Minister of State of successful/unsuccessful applications for waiver? Please list each case. f) On what date/s were the relevant dentists notified by the Department as to whether their debt has/has not been waived? g) What were the guidelines/criteria used when assessing the applications?</p>	Written
12	DHS	Chronic Disease Dental Scheme – Audit Process	Bushby	<p>a) At what stage is the audit process (i.e. is it still underway)? b) How many dentists have so far been audited? c) How many does the Department expect to audit in total?</p>	Written

13	DHS	Chronic Disease Dental Scheme – Re-assessments and Audits	Bushby	<p>Given Minister Carr announced the Government was considering making changes to the compliance arrangements of the CDDS in May and that he then announced in October that the Department would make requests on behalf of some dentists to the Department of Finance and Deregulation for waiver of specific debts that arose due to non-compliance with the requirements of the scheme:</p> <p>a) Why has it taken such a considerable amount of time to re-assess dentists' cases?</p> <p>b) When does the Department expect the re-assessment of audits will be complete?</p> <p>c) Has the Department (in collaboration with other Department/s) considered abandoning the audit process and/or the re-assessment process? If so, please outline.</p> <p>d) How many staff are still working on the audit?</p> <p>e) How many dedicated hours/days have staff spent on the audit and re-assessment process?</p> <p>f) What has the audit process cost to date?</p> <p>g) What is the audit process expected to cost once finalised? h) Has there been any legal costs associated with the audit/re-assessment process? Please detail.</p>	Written
14	DHS	Chronic Disease Dental Scheme – Letter	Bushby	<p>In reference to the letter that the Department of Human Services sent to at least one of the dentists whose debt has been waived it says: "The Department based its applications for waiver on the following criteria:</p> <ul style="list-style-type: none"> - The late or non-provision of treatment plans and quotes for audited dental practitioners' claims made before April 2010; and - In cases after this time, where an audited dental practitioners had shown their intent to meet the Scheme's requirement by providing treatment plans and quotes within a reasonable timeframe after the service was delivered." <p>a) What is considered to be within a reasonable timeframe?</p> <p>b) What will happen to those dentists audited after April 2010?</p> 	Written
15	DHS	Family Payments – "Unregistered" children	Smith	<p>a) Can the Department please advise whether payments such as the Baby Bonus, Family Tax Benefit Part A and Family Tax Benefit Part B are paid with respect to a child where the birth of that child has not been registered (or proof of application for registration has not been provided)?</p> <p>b) If yes, how many cases of "unregistered" children does the Family Assistance Office estimate is on its system?</p> <p>c) In cases of unregistered children, how does the Department process applications without proof of registration, i.e. what exemptions or "work-arounds" do officers utilise to successfully process payments?</p> <p>d) How does a client satisfy the Department that the child in question is indeed the child of the client?</p> <p>e) Has the Department identified any common reasons why clients may not be registering the birth of their child?</p>	Written
16		Person with a disability – support for siblings	Xenophon	<p>I understand FaHCSIA delivers programs addressing the specific and unique needs of children with autism, children whose parents have separated and children who have been diagnosed as having a mental illness. What Federal Government funded programs are available to specifically address the needs of siblings of a person with a disability?</p>	Written
17	DHS	Pharmaceutical Benefits Scheme – paper used for forms and prescriptions	Xenophon	<p>a) Since changing to using imported paper for Pharmaceutical Benefit Scheme forms and prescriptions, what percentage of forms become unusable due to printing malfunctions? How does this compare to the previous forms?</p> <p>b) I understand Australian Paper Pty Ltd had previously provided the paper for Centrelink envelopes, but has recently lost the tender to an already manufactured finished envelope from Thailand. Further, I understand the tender specified for a 60 percent recycled content.</p> <ol style="list-style-type: none"> 1) Can you confirm there was a specification for 60 percent recycled content in the tender? 2) What, if any, tests have been undertaken on the new envelopes to ensure they contain 60 percent recycled content? 	Written
18	DHS	Mid-Year Economic and fiscal Outlook	Fifield	<p>Please provide details of changes to forward estimates following MYEFO?</p>	Written
19	DHS	2011-12 Budget measure - Building Australia's Future Workforce – Community Innovation through Collaboration	Fifield	<p>Building Australia's Future Workforce – Community Innovation through Collaboration expense measure from the 2011-12 Budget:</p> <p>a) Please provide a breakdown of this expenditure over the forward estimates by sub-program or program component?</p> <p>b) How much of the funding from the Building Australia's Future Workforce – Community Innovation through Collaboration expense measure from the 2011-12 Budget consists of grants to community sector organisations?</p> <p>c) Have any grants been frozen? Please provide a breakdown of which grants and the amount for each that has been frozen.</p>	Written
20	DHS	2011-12 Budget measure – improving access - extension of rural mobile services and outreach support for the homeless	Fifield	<p>Service Delivery Reform – improving access – extension of rural mobile services and outreach support for the homeless expense measure from the 2011-12 Budget:</p> <p>a) Please provide a breakdown of this expenditure over the forward estimates by sub-program or program component?</p> <p>b) How much of the funding from the Service Delivery Reform – improving access – extension of rural mobile services and outreach support for the homeless expense measure from the 2011-12 Budget consists of grants to community sector organisations?</p> <p>c) Have any grants been frozen? Please provide a breakdown of which grants and the amount for each that has been frozen.</p>	Written

21	DHS	2011-12 Budget measure - <i>improving services – increased support for people needing assistance</i>	Fifield	Service Delivery Reform – improving services – increased support for people needing assistance expense measure in the 2011-12 Budget: a) Please provide a breakdown of this expenditure over the forward estimates by sub-program or program component? b) How many of the trial locations have been rolled out to date? c) Please provide details of each location where this trial is currently occurring? d) How is the program being evaluated? e) What are the program KPIs? f) How many individuals (customers/citizens) have taken part in the trial to date? g) What support is available to the customer under this initiative? h) Has DHS been required to provide additional training to any staff as a result of this initiative? If so, what added costs has the Department incurred as a result of having to provide this training? Are these costs accounted for under this budget measure or have they been paid for by Departmental appropriations?	Written
22	DHS	2011-12 Budget measure - <i>improving services – involving users and the community in designing improved service delivery</i>	Fifield	Delivery Reform – improving services – involving users and the community in designing improved service delivery expense measure in the 2011-12 Budget: a) Please provide a breakdown of this expenditure over the forward estimates by sub-program or program component? b) What methods are being used to solicit feedback from customers? c) How many customers have been contacted as part of this initiative to date? d) Has any of the information obtained through this initiative led to a change in policy? If so, what changes?	Written
23	DHS	Administration of New Income Management in the Northern Territory	Fifield	a) What is the cost to DHS to administer income management in the Northern Territory per person? Please provide a breakdown of these costs. b) ANAO Report 19 on the administration of New Income Management in the Northern Territory: 1) Please provide a breakdown of the reasons why 34 per cent of BasicCards merchants were found to be non-compliant in the 2011-12 results? 2) What action is being taken against BasicCards merchants who failed to comply with the terms of the scheme? 3) Who from DHS is responsible for overseeing the compliance program? 4) What measures is DHS taking to increase compliance rates in the compliance program? 5) How many exemptions were granted, by month, to Income Management customers in 2010-11 and 2011-12? i. What do these exemptions entail? What aspects of the scheme are customers being exempted from? ii. How long on average have these customers been exempted for? iii. Who determines whether an exemption will be granted? iv. What steps is the department taking to respond to the concerns raised in the ANAO Report about the issues regarding consistency and transparency of the decision making progress with regard to exemptions?	Written
24	DHS	Online Services	Fifield	a) Please provide an explanation as to why the www.dhs.gov.au website was down on 9 January, during severe bushfires in Tasmania, Victoria and NSW? How long was the website down for? b) Please provide a list of how many times the website www.dhs.gov.au has been down, how long it was down for and on what dates, since 1 July 2011? c) Please provide a breakdown of complaints received by the department since 1 July 2011 by month regarding online services? d) Please provide a breakdown by month of the amount of complaints the department has received since 1 July 2011 due to the website www.dhs.gov.au being down?	Written
25	DHS	Fraud and Compliance – costs Possible delay*	Fifield	a) How much did the Department spend on its compliance program and fraud detection activities during 2011-12 and what is the appropriation for 2012-13? b) Please provide a breakdown of costs for prevention activities and detection activities since 2011-12 and the appropriation for 2012-13? c) Please provide a breakdown of debts due to error and debts due to fraudulent activities for 2010-11, 2011-12 and the financial year to date? d) What is the current outstanding debt to the Government? What was the outstanding debt as of 30 June 2010, 30 June 2011, 30 June 2012? e) How much did the department spend on data matching in 2011-12 and what is the appropriation for 2012-13? f) How much did the department spend on data mining in 2011-12 and what is the appropriation for 2012-13?	Written
26	DHS	Centrelink: compliance reviews and anti-fraud outcomes	Fifield	a) Please provide for 2010-11 and 2011-12 for Centrelink compliance reviews and anti-fraud outcomes the: 1) Number of customers 2) Number of compliance reviews 3) Number cancellations or adjustments down 4) Amount of fortnightly savings 5) Amount of overpayments/debts from review 6) Amount of all debts raised 7) Amount of all debts recovered 8) Number of cases referred to DPP 9) Number of cases referred to CDPP 10) Number of prosecutions 11) Number of convictions 12) Total cost involved b) Please provide a breakdown for each financial year from 1997-98 to 2011-12, for Centrelink compliance reviews and anti-fraud outcomes: 1) The total cost involved for customers referred to the CDPP. 2) The total cost involved for customers prosecuted. 3) The total cost involved for customers convicted.	Written

27	DHS	Child Support Agency	Fifield	<p>a) How many, by month from 1 July 2011 to date, decisions of the CSA were overturned on internal review?</p> <p>b) How many, by month from 1 July 2011 to date, decisions of the CSA were overturned by the SSAT?</p> <p>c) How many CSA customers incurred a debt in 2011-12 and from 1 July 2012 to date?</p> <p>d) How many of these debts have been recovered to date?</p> <p>e) What is the amount of debt, in dollar terms, that remains outstanding to date?</p>	Written
28	DHS	Staffing	Boyce	<p>a) How many ongoing staff recruited this financial year to date? What classification are these staff?</p> <p>b) How many non-ongoing positions exist or have been created this financial year to date? What classification are these staff?</p> <p>c) This financial year to date, how many employees have been employed on contract and what is the average length of their employment period?</p>	Written
29	DHS	Staffing	Boyce	<p>a) How many ongoing staff left the department/agency this financial year to date? What classification were these staff?</p> <p>b) How many non-ongoing staff left department/agency this financial year to date? What classification were these staff?</p> <p>c) How many contract staff left department/agency in the year this financial year to date? What classification were these staff?</p>	Written
30	DHS	Staffing	Boyce	Are there any plans for staff reduction? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut. If there are plans for staff reductions, please give the reason why these are happening.	Written
31	DHS	Public Service Efficiency	Boyce	<p>a) Please provide an update of the savings achieved through pursuing further efficiencies in the way the public service operates (see media release by the Minister for Finance and Deregulation and the Special Minister of State of 25 September 2012 http://www.financeminister.gov.au/media/2012/mr_1982012.html). b) In addition, please provide the following detail:</p> <ol style="list-style-type: none"> Can you quantify the estimated savings for each year over the forward estimates for reductions in air travel? Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates? Has there been a reduction in the use of external consultants and contractors? Has this impacted on the Department/agency, and how? What are the estimated savings for each year over the forward estimates? Provide an update of moving recruitment advertising online. Is any recruitment still in printed materials, and if yes, why? What are the estimated savings for each year over the forward estimates? Has the department/agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and how much? Has the five per cent savings target been achieved – if yes, how, or if it will not, why not? What are the estimated savings for each year over the forward estimates? 	Written
32	DHS	Printing Costs	Boyce	<p>a) How many documents (include the amount of copies) have been printed this financial year to date?</p> <p>b) How many of these printed documents were also published online?</p>	Written
33	DHS	Graduate Recruitment	Boyce	<p>a) How much has been spent on 2014 Graduate Recruitment to date? Please itemise and detail costs.</p> <p>b) Has any travel been incurred for 2014 Graduate Recruitment? Please itemise and detail costs.</p>	Written
34	DHS	Graduate Training	Boyce	How much was spent on 2013 Graduate Training? Provide details of what training was provided, why and the estimated cost for each.	Written
35	DHS	Advertising	Boyce	<p>a) What was the total cost of all advertising for the financial year to date?</p> <p>b) Is the advertising campaign or non-campaign advertising? Provide details of all advertising, including the program the advertising was for, the total spend and the business that provided the advertising services.</p> <p>c) Has the Department of Finance and Deregulation provided any advice about the advertising? Provide details of each advertising item.</p> <p>d) Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Provide details of each advertising item.</p> <p>e) Did the Advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies? Provide the details for each advertising item.</p> <p>f) Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.</p> <p>g) What advertising – Campaign and Non-Campaign – and other communications programs is the Department/Agency undertaking, or are planning to undertake?</p>	Written

36	DHS	Hospitality and Entertainment	Boyce	<p>a) What is the Department's hospitality spend for this financial year to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend for this financial year to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>c) What is the Department's entertainment spend for this financial year to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>d) For each Minister and Parliamentary Secretary office, please detail total entertainment spend for this financial year to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>e) What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>f) For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>g) What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>h) For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>i) Is the Department planning on reducing any of its spending on these items? If so, how will reductions be achieved and what are the estimated savings over each year of the forward estimates?</p>	Written
37	DHS	Meeting Costs	Boyce	<p>a) What is the Department's meeting spend for this financial year to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total meeting spend for this financial year to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.</p> <p>c) What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>d) For each Minister and Parliamentary Secretary office, what meeting spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.</p>	Written
38	DHS	Program Launch Costs	Boyce	<p>a) What is the Department's program launch spend for this financial year to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total program launch spend for this financial year to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.</p> <p>c) What program launch spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>d) For each Minister and Parliamentary Secretary office, what program launch spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.</p> <p>e) What is the Department's program launch spend for 2011-12? Detail date, location, purpose and cost of each event including any catering and drinks costs.</p> <p>f) For each Minister and Parliamentary Secretary office, please detail total program launch spend for 2011-12. Detail date, location, purpose and cost of each event including any catering and drinks costs.</p>	Written
39	DHS	Board Appointments	Boyce	<p>a) List all of the boards within this portfolio, including: board title, terms of appointment, tenure of appointment and members.</p> <p>b) What is the gender ratio on each board and across the portfolio?</p> <p>c) Please detail any board appointments for this financial year to date.</p>	Written
40	DHS	Freedom of Information	Boyce	<p>a) Has the Department received any updated advice on how to respond to FOI requests?</p> <p>b) What is the total cost to the Department to process FOI requests for this financial year to date?</p> <p>c) How many FOI requests has the Department received for this financial year to date?</p> <p>d) How many requests have been denied and how many have been granted?</p> <p>e) Has the department failed to meet the processing times outlined in the FOI Act for any requests? If so, how many and why? Do any of these requests remain outstanding? If so, how many and why?</p>	Written
41	DHS	Community Cabinet Meetings	Boyce	<p>a) How many Community Cabinet meetings has the Minister attended this financial year to date? List date and location.</p> <p>b) How many Departmental Officers travelled with the Minister for the Community Cabinet meetings for this financial year to date? What was the total cost of this travel? List travel type, accommodate and any other expenses.</p> <p>c) Which Community Cabinet meetings did the Departmental Officers attend? List date and location.</p> <p>d) What was the total cost to the Department and the Ministers office for the Community Cabinet meetings for this financial year to date?</p>	Written

42	DHS	Reviews	Boyce	<p>For the financial year to date:</p> <p>a) How many reviews are being undertaken?</p> <p>b) What reviews have concluded, and for those that are still ongoing, when will those reviews be concluded?</p> <p>c) Which of these reviews has been provided to Government?</p> <p>d) When will the Government be responding to the respective reviews that have been completed?</p> <p>e) Has the Government responded to all reviews within the timeframe? If not, why not?</p> <p>f) What is the estimated cost of each of these Reviews?</p> <p>g) What reviews are planned?</p> <p>h) When will each of these reviews be concluded?</p>	Written
43	DHS	Consultancies	Boyce	<p>a) How many consultancies have been undertaken this financial year to date? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (i.e. open tender, direct source, etc.). Also include total value for all consultancies.</p> <p>b) How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.</p>	Written
44	DHS	Media Monitoring	Boyce	<p>a) What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office for this financial year to date?</p> <p>1) Which agency or agencies provided these services?</p> <p>2) What is the estimated budget to provide these services for the year 2012-13?</p> <p>3) What has been spent providing these services this financial year to date?</p> <p>b) What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for this financial year to date?</p> <p>1) Which agency or agencies provided these services?</p> <p>2) What is the estimated budget to provide these services for the year 2012-13?</p> <p>3) What has been spent providing these services this financial year to date?</p>	Written
45	DHS	Social Media	Boyce	<p>a) Has there been any changes to Department's social media or protocols about staff access and useage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issue. b) Does the Department monitor usage of social media? If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks). Has there been a change to the Department's protocols due to staff usage? If no, why not? Will the Department monitor usage in the future? c) Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours).</p>	Written
46	DHS	Internet	Boyce	<p>Has the Department experienced any internet problems, such as but not limited to, slow internet or internet blackouts? If yes, what was the reason for this? Did it impact the Minister's office?</p>	Written
47	DHS	Staff Amenities	Boyce	<p>What amenities are provided to staff? Provide a list.</p>	Written
48	DHS	Coffee Machines	Boyce	<p>a) Has the Department purchased coffee machines for staff useage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.</p> <p>1. Why were coffee machines purchased?</p> <p>2. Has there been a noticeable difference in staff productivity since coffee machines were purchased? Are staff leaving the office premises less during business hours as a result?</p> <p>3. Where did the funding for the coffee machines come from?</p> <p>4. Who has access?</p> <p>5. Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken.</p> <p>6. Where does the funding for maintenance come from? What are the ongoing costs of the coffee machine, such as the cost of coffee?</p> <p>b) Does the Department rent coffee machines for staff useage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.</p> <p>1. Why are coffee machines rented?</p> <p>2. Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?</p> <p>3. Where does the funding for the coffee machines come from?</p> <p>4. Who has access?</p> <p>5. Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken.</p> <p>6. Where does the funding for maintenance come from? What are the ongoing costs of the coffee machine, such as the cost of coffee?</p>	Written

49	DHS	Contractors	Boyce	<p>For the financial year to date:</p> <p>a) Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details (including the work undertaken and the cost).</p> <p>b) Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details (including the work undertaken and the cost).</p> <p>c) Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details (including the work undertaken and the cost).</p> <p>d) Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details (including the work undertaken and the cost).</p> <p>e) Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details (including the work undertaken and the cost).</p> <p>f) Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details (including the work undertaken and the cost).</p> <p>g) Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details (including the work undertaken and the cost).</p> <p>h) Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details (including the work undertaken and the cost).</p> <p>i) Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.</p> <p>j) What contractors have been employed by the department/agency? If yes, provide details (including the work undertaken and the cost).</p>	Written
50	DHS	Grants	Boyce	<p>a) Could the department/agency provide a list of all grants, including ad hoc and one-off grants for this financial year to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.</p> <p>b) Have all grant agreement details been published on its website within the required timeframe? If not, provide details.</p> <p>c) Provide a list of grants that your department/agency administers that had uncommitted grants funding reduced as per the statement by the Finance Minister on 22 October 2012 (see http://www.financeminister.gov.au/media/2012/mr_2102012.html). How much was funding reduced for grant?</p>	Written
51	DHS	Commissioned Reports	Boyce	<p>a) How many Reports have been commissioned by the Government in your department/agency this financial year to date? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.</p> <p>b) How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?</p> <p>c) What is the current status of each report? When is the Government intending to respond to these reports?</p>	Written
52	DHS	Government Payment of Accounts	Boyce	<p>a) For this financial year to date, has the department/agency paid its accounts to contractors/consultants etc. in accordance with Government policy in terms of time for payment (i.e. within 30 days)?</p> <p>b) If not, why not? Provide details, including what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc. as appropriate to give insight into how this issue is being approached)</p> <p>c) For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency for the current financial year and the previous financial year?</p> <p>d) Where interest is being paid, what rate of interest is being paid and how is this rate determined?</p>	Written
53	DHS	Stationery Requirements	Boyce	<p>a) How much was spent by each department and agency on the government (Ministers/Parliamentary Secretaries) stationery requirements in your portfolio (i.e. paper, envelopes, with compliments slips) this financial year to date?</p> <p>b) What are the department/agency's stationery costs for the financial year to date?</p>	Written
54	DHS	Media Subscriptions	Boyce	<p>a) What pay TV subscriptions does your department/agency have? Please provide a list of what channels and the reason for each channel. What is the cost for this financial year to date?</p> <p>b) What newspaper subscriptions does your department/agency have? Please provide a list of newspaper subscriptions and the reason for each. What is the cost for this financial year to date?</p> <p>c) What magazine subscriptions does your department/agency have? Please provide a list of magazine subscriptions and the reason for each. What is the cost for this financial year to date?</p>	Written

55	DHS	Travel Costs	Boyce	<p>a) For the financial year to date, please detail all travel for departmental officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). b) For the financial year to date, please detail all travel for departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.</p> <p>c) What travel is planned for the rest of this financial year? Also provide a reason and brief explanation for the travel.</p> <p>d) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.</p> <p>e) Are the Government's Lowest Practical Fare travel policy for Domestic Air Travel (Finance Circular No. 2009/10) and Best Fare of the Day for International Air Travel (Finance Circular No. 2009/11) guidelines being followed? How is the department/agency following the advice? How is this monitored? If the guidelines are not being followed, please explain why.</p> <p>f) Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the total costs of the lounge memberships.</p> <p>g) When SES employees travel, do any support or administrative staff (such as an Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of the support staff travel.</p> <p>h) Does the department/agency elect to offset emissions for employees work related travel? If yes, what is the cost?</p>	Written
56	DHS	Legal Costs	Boyce	<p>a) What sum did each portfolio department and agency spend on legal services for this financial year to date within the department/agency? Please provide a list of each service and costs.</p> <p>b) What sum did each portfolio department and agency spend on legal services this financial year to date from the Australian Government Solicitor? Please provide a list of each service and costs.</p> <p>c) What sum did each portfolio department and agency spend on legal services this financial year to date from private firms? Please provide a list of each service and costs.</p> <p>d) What sum did each portfolio department and agency spend on legal services this financial year to date from other sources? Please provide a list of each service and costs.</p>	Written
57	DHS	Education Expenses	Boyce	<p>a) What is the department/agency's guidelines on study? b) For this financial year to date, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, the employment classification of each participant, how many participants and the amount of study leave granted to each participant (provide a breakdown for each employment classification). Also include the reason for the study and how it is beneficial for the department/agency.</p>	Written
58	DHS	Executive Coaching and Leadership	Boyce	<p>a) In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for this financial year to date: 1) total spending on these services 2) the number of employees offered these services and their employment classification 3) the number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification). 4) the names of all service providers engaged b) For each service purchased from a provider listed under (4), please provide: 1) the name and nature of the service purchased 2) whether the service is one-on-one or group based 3) the number of employees who received the service and their employment classification 4) the total number of hours involved for all employees (provide a breakdown for each employment classification) 5) the total amount spent on the service 6) a description of the fees charged (i.e. per hour, complete package). c) Where a service was provided at any location other than the department or agency's own premises, please provide: 1) the location used 2) the number of employees who took part on each occasion (provide a breakdown for each employment classification) 3) the total number of hours involved for all employees who took part (provide a breakdown for each employment classification) a) any costs the department or agency's incurred to use the location.</p>	Written
59	DHS	Media Training	Boyce	<p>a) In relation to media training services purchased by each department/agency, please provide the following information for this financial year to date:</p> <ol style="list-style-type: none"> total spending on these services the number of employees offered these services and their employment classification the number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification) the names of all service providers engaged. <p>b) For each service purchased from a provider listed under (4), please provide:</p> <ol style="list-style-type: none"> the name and nature of the service purchased whether the service is one-on-one or group based the number of employees who received the service and their employment classification (provide a breakdown for each employment classification) the total number of hours involved for all employees (provide a breakdown for each employment classification) the total amount spent on the service 6) a description of the fees charged (i.e. per hour, complete package). <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ol style="list-style-type: none"> the location used the number of employees who took part on each occasion the total number of hours involved for all employees who took part (provide a breakdown for each employment classification) any costs the department or agency's incurred to use the location 	Written

60	DHS	Paid Parental Leave	Boyce	<p>a) Please list how many staff in each department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?</p> <p>b) For this financial year to date list which department/agency is providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff and their classification are in receipt of these payments.</p> <p>c) What is the paid parental scheme offered by each department and agency? How many staff have used the scheme this financial year to date.</p>	Written
61	DHS	Training for the Minister	Boyce	<p>a) For this financial year to date, how much has been spent on training for Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.</p> <p>b) For this financial year to date, how much has been spent on training for staff of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.</p> <p>c) For this financial year to date, how much has been spent on training for designed to better suit the needs of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for, and how many employees attended and their classification.</p>	Written
62	DHS	Corporate Cars	Boyce	<p>a) How many cars are owned by each department/agency?</p> <p>b) Where is each car/s located?</p> <p>c) What is each car/s used for?</p> <p>d) What is the cost of each car for this financial year to date?</p> <p>e) How far did each car travel this financial year to date?</p>	Written
63	DHS	Taxi Costs	Boyce	<p>a) How much did each department/agency spend on taxis this financial year to date? Provide a breakdown for each business group in each department/agency.</p> <p>b) What are the reasons for taxi costs?</p>	Written
64	DHS	Hire Cars	Boyce	<p>a) How much did each department/agency spend on hire cars this financial year to date? Provide a breakdown of each business group in each department/agency. b) What are the reasons for hire car costs?</p>	Written
65	DHS	Credit Cards	Boyce	<p>a) Provide a breakdown for each employment classification that has a corporate credit card. b) Please update details of the following? 1. What action is taken if the corporate credit card is misused? 2. How is corporate credit card use monitored? 3. What happens if misuse of a corporate credit card is discovered? 4. Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken. 5. What action is taken to prevent corporate credit card misuse?</p>	Written
66	DHS	Provision of Equipment	Boyce	<p>a) For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone is provided and the costs.</p> <p>b) For departments/agencies that provide electronic equipment to Ministers and/or Parliamentary Secretaries and/or their offices, what are the ongoing costs for this financial year to date? What were the running costs for the financial year to date?</p> <p>c) Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) provided to department/agency staff? If yes provide details of what is provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.</p> <p>d) Does the department/agency provide their Ministers and/or Parliamentary Secretaries and/or their offices with any electronic equipment? If yes, provide details of what is provided, the cost and to who it is provided.</p>	Written
67	DHS	Electricity Purchasing	Boyce	<p>a) What are the details of the department/agency electricity purchasing agreement?</p> <p>b) What are the department/agency electricity costs for this financial year to date?</p>	Written
68	DHS	Briefing for the Australian Greens and Independents	Boyce	<p>a) Have any briefings been provided to the Australian Greens? If yes, please include:</p> <ol style="list-style-type: none"> 1) How are briefings requests commissioned? 2) What briefings have been undertaken? Provide details and a copy of each briefing. 3) Have any briefings request been unable to proceed? If yes, provided details of what the briefings were and why it could not proceed. 4) How long is spent undertaking briefings for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification. <p>b) Have any briefings been provided to Independents? If yes, please include:</p> <ol style="list-style-type: none"> 1) How are briefings requests commissioned? 2) What briefings have been undertaken? Provide details and a copy of each briefing. 3) Have any briefings request been unable to proceed? If yes, provided details of what the briefings were and why it could not proceed. 4) How long is spent undertaking briefings for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification. 5) Which Independents have requested briefings and/or information? 	Written
69	DHS	Shredders	Boyce	<p>Has the department/agencies purchased any shredders this financial year? If yes, provide details of how many shredders were purchased, the cost of each shredder, why each new shredder was needed and the purpose for which the shredder is to be used.</p>	Written
70	DHS	Protective Security Policy and Framework	Boyce	<p>Provide an update for your department/agency, including what is your current compliance level, what are you doing to manage risk, what is being done to comply with the mandatory requirements and details of any department/agency specific policies and procedures.</p>	Written

71	DHS	Office Locations	Boyce	<p>Please provide a list of all office locations for all departments and agencies within the portfolio by:</p> <ol style="list-style-type: none"> 1) Department/Agency; 2) location; 3) leased or owned; 4) size; 5) number of staff at each location and classification; 6) if rented, the amount and breakdown of rent per square metre; 7) if owned, the value of the building; 8) depreciation of buildings that are owned; and 9) type of functions and work undertaken. 	Written
72	DHS	Communications Staff	Boyce	<ol style="list-style-type: none"> a) For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following: By department or agency: <ol style="list-style-type: none"> 1. How many ongoing staff, the classification, the type of work they undertake and their location. 2. How many non-ongoing staff, their classification, type of work they undertake and their location 3. How many contractors, their classification, type of work they undertake and their location 4. How many are graphic designers? 5. How many are media managers? 6. How many organise events? b) Do any departments/agencies have independent media studios? If yes, why? When was it established? What is the set up cost? What is the ongoing cost? How many staff work there and what are their classifications? 	Written
73	DHS	Child Support Program	Fierravanti-Wells	<ol style="list-style-type: none"> 1) What are the numbers of liable parents (both payers and receivers) per year from 2008 to current? 2) What are the numbers of children per year from 2008 to current? 3) What is the total outstanding debt per year from 2008 to current? 4) What is the total outstanding debt written off per year from 2008 to current? 5) What is the total amount of late payment penalties collected per year up to the current year? 6) What is the total amount of child support applied to claw back social security payments per year? 7) What are the total legal expenses incurred in collecting child support liabilities – either directly or indirectly incurred by CSA? 8) What is the total number of payers on the minimum amount? 9) What is the number of minimum payers with outstanding liabilities? 10) What is the number of terminating events through death of the payer per year up to the current year? 	Written
74	DHS	Better Futures, Local Solutions	Sinodinos	<ol style="list-style-type: none"> 1. How many job seekers have been assisted by this programme in the 10 communities? 2. How were these communities selected? 3. How is success of this programme being measured? 4. What has been the total funding allocated to date? 5. What is the forecast funding for the 2012-13 financial year? 6. Is this programme expected to continue into 2013-14? a. If so, what is the total budget allocation? 7. When would the next funding round be announced? 	Written