

**SENATE COMMUNITY AFFAIRS LEGISLATION COMMITTEE
 ADDITIONAL ESTIMATES – 27 FEBRUARY 2014
 QUESTIONS ON NOTICE
 DEPARTMENT OF HUMAN SERVICES**

No	Broad Topic	Senator	Question
1	Australian Hearing staff	Cameron	<p>Senator CAMERON: Please give me a breakdown of staff by state on notice and the breakdown of the classifications of your staff.</p> <p>Senator Payne: Do you want a breakdown of audiologists and non-audiologists?</p> <p>Senator CAMERON: Yes. [p 121]</p>
2	Customer First	Siewert	<p>Senator SIEWERT: And how much does the Customer First system cost?</p> <p>Mr Rimmer: I would want to take that on notice. The program this year is in the order of a \$15 million technology project, but there was expenditure in prior years and there will almost certainly be expenditure in future years.</p> <p>Senator SIEWERT: Thank you. If you could take the previous years on notice. [p 122]</p>
3	Customer First	Siewert	<p>Senator SIEWERT: Have you had somebody external or independent review the process of implementing it?</p> <p>Mr Rimmer: I will take that on notice to give a precise answer, but the broad answer is, no, there has not been an external review. There is some involvement through an external assurance role that has happened in relation to the service delivery reform program as a whole, but—</p> <p>Senator SIEWERT: Could you explain that a bit more. [p 124]</p>
4	Implementation of SDR – review by KPMG	Siewert	<p>Mr Rimmer: Under the service delivery reform program there is a contract with a consulting firm, KPMG, that provides some kind of assurance to the organisation that service delivery reform is being implemented effectively.</p> <p>Ms Campbell: Service delivery reform is a suite of measures announced in the 2011-12 budget that was the integration of the department and the modernisation.</p> <p>Senator SIEWERT: So in other words, in implementing that, which this has been a part of, KPMG has been reviewing all of it?</p> <p>Ms Campbell: KPMG is looking at the full suite of measures to ensure that we are on track to deliver those measures.</p> <p>Senator SIEWERT: That sounds like it has not been done yet. It is underway, is it?</p> <p>Ms Campbell: They are constantly providing feedback on that and constantly assessing the benefits realisation from those measures.</p> <p>Mr Rimmer: It is an ongoing program.</p> <p>Senator SIEWERT: Are there reports being produced by that process and are they publicly available?</p> <p>Mr Rimmer: I would have to take that on notice. [p 124]</p>
5	Accenture contract	Cameron	<p>Senator CAMERON: I note on Monday, 24 February the minister announced the Accenture and SAP contact to replace CUBA. Can you explain the difference between the \$101.1 million over five years, in the answer HS73-D, and the \$102.2 million over five years in the minister's media release. The reference number is HS73.</p> <p>Mr Rimmer: Could we take that on notice? It is a reasonable question. We would like to check the original budget decision.</p> <p>Senator CAMERON: Yes, sure. The minister's press release said \$102.2 million. Are you aware of that?</p> <p>Mr Rimmer: Yes.</p>

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			<p>Senator CAMERON: And your response was \$101.1 million? I am happy for you to take that on notice.</p> <p>Ms Campbell: We will take that one on notice. [p 124]</p>
6	Farm Assistance Package	Cameron	<p>Senator CAMERON: I understand some type of Centrelink payments in the farm or drought assistance space have been available for a decade or more. Is that correct?</p> <p>Ms Golightly: I would have to check for how long, but, yes, there has been assistance available.</p> <p>Senator CAMERON: You can check how long that has been available?</p> <p>Ms Golightly: Yes.</p> <p>Senator CAMERON: Can you take that on notice?</p> <p>Ms Golightly: Yes. [p 127]</p>
7	Farm Assistance Package	Cameron	<p>Senator CAMERON: Under what instrument does the department derive the authority to deliver the interim FHA payments?</p> <p>Ms Golightly: It is an administrative arrangement, but Ms Rule will be able to tell you.</p> <p>Ms Rule: I do not have the name of it on me. I would have to take that on notice, but it is an executive scheme and it is administered through the Department of Agriculture. [p 127]</p>
8	PBS - Outcome 1 Definition	Cameron	<p>Senator CAMERON: Secretary, could you provide some detail as to how you see the different areas being dealt with? Other departments have done that in other areas.</p> <p>Ms Campbell: On notice, Senator?</p> <p>Senator CAMERON: Yes, on notice, for sure.</p> <p>Senator Payne: And it would be very helpful to work with the secretariat of the committee.</p> <p>Ms Campbell: So for the budget hearings in this area we can assist with the program—</p> <p>Senator CAMERON: That would be really good because I do not want to waste my time on this or your time, okay? Thanks for that.</p> <p>Ms Campbell: Happy to. [p 130]</p>
9	Australian Government Disaster Recovery Payment	Cameron	<p>Senator CAMERON: At the estimates hearing this week for the Attorney-General's Department, which was also justice department, I asked Mr Sheehan—he is the deputy secretary or whatever—about the issue of the payment for the moderately affected by the bushfire in the Blue Mountains, and where that was up to. I asked him if it was still under consideration. He said that, yes, on an ongoing basis it was. I asked him if he could provide details of the actions and activities and correspondence with the department associated with the review. He said he would take that on notice. He also said that the process for review involves the department doing a number of things. This is the Attorney-General's Department. He said:</p> <p>We will be monitoring open source information. We will be talking to the New South Wales government, in this case—or any state government depending on the event. Any information that can be provided to us by other government departments—for example, the Bureau of Meteorology, the Department of Human Services, who have a front line role—</p> <p>Given that people in the Blue Mountains have been told now for months—and this is now being said again by the justice department—that this issue is still under review, and they are saying that the Department of Human Services is one of the areas they rely on to get information on whether they should pay this, could you provide all correspondence from the Department of Human Services, between yourself and any of your officers and any of your staff to the justice department on the issue of the payment for the moderately affected, relating to the bushfires in the Blue Mountains?</p>

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			Senator Payne: I will take that on notice. [p 131]
10	Fifth Community Pharmacy Agreement	Cameron	<p>Senator CAMERON: I understand CPA5 is the group that processes claims for pharmacists, is that correct? CPA5 is the group that processes claims for pharmacists who are delivering health and medication reviews to those diagnosed with chronic illness.</p> <p>Mr Sandison: CPA5 is the agreement, the Pharmacy Agreement 5, and it has a range of different programs. I think there are about 10 different programs within it.</p> <p>Senator CAMERON: The Department of Health formally announced that Human Services would no longer be providing that service. I think that was on the 12 February.</p> <p>Mr Sandison: They made an announcement based on a decision of the Minister for Health and it was for seven of the programs within the agreement.</p> <p>Senator CAMERON: Seven programs.</p> <p>Mr Sandison: That is correct.</p> <p>Senator CAMERON: On notice can you advise me of what those seven were?</p> <p>Mr Sandison: Certainly. [pp 131]</p>
11	National Commission of Audit	Cameron	<p>Senator CAMERON: Minister, have you or your staff met with the Commission of Audit?</p> <p>Senator Payne: I have had a meeting with the Chair.</p> <p>Senator CAMERON: What date was that?</p> <p>Senator Payne: I do not recall the specific date, but I will provide you with that. [pp 132]</p>
12	Disability Support Pension	Cameron	<p>Senator CAMERON: Okay; I will come back to that. Is the department experiencing an increase in the number of internal reviews or appeals against adverse DSP decisions?</p> <p>Ms Campbell: I think we would have to take that one on notice. I do not think we have that number here. [p 136]</p>
13	Disability Support Pension – Moving from Newstart	Cameron	<p>Senator CAMERON: That is fine. Also, you say there has been some commentary about how people want to move from Newstart to DSP, which for obvious financial reasons is understandable. But there seems to be this view out there that you can get on to DSP pretty easily, so therefore it is a 'You're rorting the system, you're a dole bludger' type of approach. Can you just explain to me how difficult it is to move from Newstart to DSP? What is the process?</p> <p>Ms Campbell: I will ask Mr Tidswell to walk us through that process.</p> <p>Mr Tidswell: We get a lot of claims every year. There are about seven million Centrelink customers. We have about three million claims a year. So, that gives you some sense of the volume that goes through the system. And there is no doubt about it: there is a percentage of people who are on Newstart, often for some considerable period of time, who test their eligibility for the disability support pension. I do not have the exact figures on number or volume or frequent flyers who do it more often in any given year, but there are a considerable number who test their eligibility, for obvious reasons. But there are—and this is a longstanding bipartisan policy position—checks and balances to go through the various gates. So, there are mechanism there by which we gather information, get information from treating doctors and other health professionals. We then run assessment processes. There are sets of criteria we use to assess and determine, and then we make decisions. And one of those important decisions is that we want people to be able to work. We do not want people to not be able to get a job and work. The tension often comes around the difficult issues of explaining to people that there are things you can do, even though you have some residual disability. Obviously people with manifest disability are dealt with in a much more streamlined way when it is obvious that that disability is not going to improve. But the aim here is to make sure</p>

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			<p>people have a pathway into employment and jobs. So, there are checks and balances in the system.</p> <p>Senator CAMERON: We are out of time now, but perhaps you could take my question on notice and provide details of the process.</p> <p>Mr Tidswell: Certainly.</p> <p>Senator CAMERON: And can you then have a look as to whether there are protocols involved, whether there is a manual involved for the officers who are dealing with this and what the appeals process is—all of that on DSP, because it is a very important issue and more and more senators and MPs are getting questions about it. So I would like to understand exactly how it works and to be confident that it is a very strict process and it is not open to easily being rorted. Is that a fair statement—that it is not easily rorted?</p> <p>CHAIR: You might be able to send that to all MPs.</p> <p>Senator Payne: We will get you some material, Senator Boyce. [pp 137]</p>
14	Income Management - Evaluation in the NT	Siewert	Will the effectiveness of income management be assessed with reference to its cost in future evaluations?
15	Income Management - Refunds	Siewert	<p>a) How many payments made under income management have been refunded to the customer, because they have been incorrectly made to a third party organisation?</p> <p>b) How many of those refunds related to Territory Housing?</p>
16	Income Management – use of section 123ZH	Siewert	<p>a) How many times has DHS used section 123ZH of the <i>Social Security Administration Act</i>?</p> <p>b) How many of these related to Territory Housing?</p>
17	Income Management – ‘double rent’	Siewert	<p>a) How is DHS responding to the issue of some remote customers paying double rent via income management and by rental deduction with Territory Housing?</p> <p>b) How many customers have been affected by this?</p>
18	Income Management – young people in remote communities	Siewert	<p>a) What support services are available to young people in remote communities income managed under the changes to the Vulnerable Welfare Payment Recipient Measure, by community?</p> <p>b) Will these services be increased once the changes begin?</p>
19	Income Management – exemptions for people with children	Siewert	The service offer surrounding exemptions for people with children has improved. Why has this not been extended to people who may be eligible for an exemption by another means e.g. work or study?
20	Income Management – exemption accessibility	Siewert	What is DHS doing to make exemptions to IM more accessible to people in remote communities? At present people have to call the income management line and there are no interpreters available on this line.
21	Income Management – rent paid to Territory Housing	Siewert	How much rent has been paid to Territory Housing in the NT via income management since 30 June 2009, by year?
22	Income Management – review of rent	Siewert	a) Is the Department undertaking a review of the way it approached rent deductions via income management, given its awareness that it has made significant number of payments to Territory Housing on behalf of customers where there was

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	deductions		no liability for the customer to pay rent? b) Is the Department undertaking a review of its processes regarding income management and rent payments in the Northern Territory as a result of the above?
23	Income Management – ‘priority needs’	Siewert	a) How does Centrelink assess whether a proposed deduction by Third Party Organisations (TPO) falls within the definition of “priority needs” under section 123TH of <i>the Social Security Administration Act</i> ? b) Does Centrelink review a person’s Centrepay deductions when looking at a person’s priority needs for the purposes of income management?
24	Income Management – vetting of Third Party Organisations	Siewert	Merchants who want to access Centrepay have to go through an application and vetting process. Their compliance with the Merchant Terms and Conditions are monitored. By contrast, it does not appear that Centrelink undergoes any vetting of merchants that receive income managed funds or deductions. Given the positive obligation on Centrelink to ensure that the person’s priority needs are met and the person does not suffer hardship or deprivation, how does Centrelink assess whether the recipient of income managed funds is an appropriate candidate?
25	Place-based Income Management	Siewert	How many people are on place-based income management, in each of the five trial sites, by type of payment and type of income management category?
26	Carer Allowance (Child)	Siewert	a) How many people receive Carer Allowance (Child) who are not in receipt of income support payment? b) Provide a breakdown of this by state and territory, gender, Indigenous status. c) What is the cost of providing this payment to people not in receipt of an income support payment? d) What are the costs of imposing a means test on this payment?
27	Carer Allowance (Adult)	Siewert	a) How many people receive Carer Allowance (Adult) who are not in receipt of income support payment? b) Provide a breakdown of this by state and territory, gender, Indigenous status. c) What is the cost of providing this payment to people not in receipt of an income support payment? d) What are the costs of imposing a means test on this payment?
28	Disability Support Pension and Indigenous income support recipients	Siewert	a) For each financial year, since 2006-07, provide a breakdown of the numbers of Indigenous recipients transferred to the Disability Support Pension and Carer Payment, by: 1) Newstart Allowance recipients; 2) Youth Allowance recipients; 3) Parenting Payment Single recipients; and 4) Parenting Payment Partnered recipients. b) Provide a breakdown of claims and rejections for the DSP in 2012-13 for Indigenous income support recipients, by state and territory and nationally.
29	Indigenous / non-Indigenous income support recipient numbers	Siewert	For both periods 2012-13 and 31 July 2013 to 31 December 2013, provide a breakdown by Indigenous/non-Indigenous income support recipients, in each state and territory by: a) payment type;

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			<ul style="list-style-type: none"> b) state and territory; c) gender; d) partial capacity to work (with and without earnings); e) principal carer (with and without earnings); and f) with earnings.
30	Unreasonable to Live at Home	Siewert	<ul style="list-style-type: none"> a) For 2012-13 how many Youth Allowance claims for Unreasonable To Live At Home (UTLAH) were lodged? b) How many of these UTLAH claims were rejected? c) Provide details of claims, and rejections by the following characteristics: age, gender, state and territory and Indigenous/non-Indigenous status d) Provide details of a breakdown of how many rejections were appealed, to each level of review and the outcome of the appeals.
31	Pensioner Education Supplement	Siewert	<p>For February 2012 and February 2013, provide a breakdown of recipients of the Pensioner Education Supplement by the following categories:</p> <ul style="list-style-type: none"> a) main income support payment type (including for NSA Principal Carer); b) total number of recipients; c) gender; d) state and territory, and e) Indigenous/non-Indigenous status.
32	Liquid Assets Waiting Period	Siewert	<ul style="list-style-type: none"> a) How many Liquid Assets Waiting Periods were applied in 2012-13? b) What was the average waiting period that was applied?
33	Income Maintenance Periods	Siewert	<ul style="list-style-type: none"> a) How many Income Maintenance Periods (IMP) were imposed in 2012-13? b) Of the Income Maintenance Periods applied, what was the average IMP imposed?
34	Overpayments	Siewert	<ul style="list-style-type: none"> a) Provide a breakdown of outstanding debt by main pension/allowance. b) Provide the value of overpayments that have not yet been raised
35	Debt Raising	Siewert	Provide a breakdown of debts for 2012-13 by Indigenous / non-Indigenous numbers and amount of debt raised.
36	Early Release of Superannuation	Siewert	<p>For the last two financial years: how many people made a claim for early release of superannuation under compassionate grounds?</p> <ul style="list-style-type: none"> a) Provide a breakdown by age, gender and payment type. b) How many claims were successful and unsuccessful?

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			<p>c) What were the total amount of funds released, and the average amount released?</p> <p>d) Provide details of main reasons for release of funds.</p>
37	Disability Support Pension – recipients over Age Pension age	Siewert	<p>a) For each year since 1994, list the number of DSP recipients over Age Pension Age.</p> <p>b) For the periods 2012-13, 2013-14 and the forward estimates what is the cost of the DSP for those over age pension age?</p>
38	Disability Support Pension – recipients with earnings	Siewert	<p>a) How many DSP recipients report earnings?</p> <p>b) Provide a breakdown of DSP recipients:</p> <ol style="list-style-type: none"> 1) by main medical condition; 2) by age; 3) by gender; and 4) by Indigenous / non-Indigenous status. <p>c) For each year since 1994, list the number and percent of DSP recipients with earnings.</p>
39	Disability Support Pension – exits to employment	Siewert	For each year since 2005-06, indicate the number and percentage of DSP recipients who have exited from the DSP for employment?
40	Disability Support Pension – ‘suspension’ provisions	Siewert	<p>a) For each of the last three financial years, indicate how many DSP recipients have accessed the two year ‘suspension’ provisions that are meant to provide an employment incentive?</p> <p>b) Please explain how individuals, stakeholders and Job Services Australia and Disability Employment Australia providers are informed of these participation incentives?</p> <p>c) Provide examples of written material or instructions used to inform about these provisions?</p>
41	Disability Support Pension – ‘program of support’ rules	Siewert	<p>a) Provide an age breakdown of those subject to the POS measure at 31 December 2013.</p> <p>b) Provide a breakdown of the main medical conditions of those impacted by the POS rules since 11 September 2011.</p>
42	Business Services Wage Assessment Tool	Siewert	<p>a) What has the Department done in the fourteen months since the High Court handed down its decision regarding the discriminatory nature of the BSWAT?</p> <p>b) Who have the department been consulting with or involving in their discussions regarding this issue?</p> <p>c) What outcomes have been achieved from this process?</p> <p>d) What are the costs for the consultations so far?</p> <p>e) Has there been a tender process for conducting these consultations?</p> <p>f) Has the Department consulted with the disability representative and advocacy sector?</p> <p>g) Has the Department consulted with employees with disability in ADEs?</p> <p>h) Has the Department done any work on identifying a new wage assessment tool?</p>

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			<ul style="list-style-type: none"> i) Please provide information or reports on the work that has been done to date? j) The application to the Australian Human Rights Commission (AHRC) for an exemption under the Disability Discrimination Act was made while the government was in the caretaker mode prior to the 2013 federal election. Did the Minister at the time approve this action? k) On what basis was the action taken and why was it taken during caretaker period? l) What research has the Department undertaken to move to the supported wage system? m) What studies has the Department undertaken to provide evidence to support the claim that the move from BSWAT to the SWS would negatively impact the business viability of ADEs, including loss of jobs? n) What studies has the Department undertaken on the use of SWS in ADEs and the impact on the viability of the business? o) Have these studies been publically released? If not, when will they be released? p) Has there been a tender process for undertaking these studies? q) What has the cost been for consultants to undertake these studies? r) In terms of the legal actions that have and are taking place on this issue – the High Court case, the exemption application to AHRC, the Maurice Blackburn representative case against the Commonwealth for compensation: What costs has the Commonwealth incurred through each of these legal actions? s) How much does the Department expect to expend in the actions currently underway (the exemption application and the representative action)? t) How much financial support in legal costs has been provided to National Disability Services (NDS) or individual ADEs in these legal actions? u) How much financial support has been given to supported employees in ADEs?
43	School Enrolment and Attendance Measure – payment suspensions	Siewert	<p>For each of the last three financial years, how many Centrelink customers' payments have been suspended under the School Enrolment and Attendance Measure (SEAM), by community?</p> <ul style="list-style-type: none"> a) What was the duration of the suspension? b) Breakdown by Indigenous status? c) Of these suspensions, how many led to the cancellation of the customer's payment?
44	School Enrolment and Attendance Measure – payment cancellations	Siewert	<p>How many Centrelink customers' payments have been cancelled in relation to SEAM, by community for each of the last three financial years?</p> <ul style="list-style-type: none"> a) What was the duration of the cancellation? b) Breakdown by Indigenous status?
45	School Enrolment and Attendance Measure	Siewert	<p>How has the DHS and DEEWR communicated the changes to SEAM to affected persons and the broader community?</p>

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	– communication of changes		
46	Chronic Disease Dental Scheme	Bushby	<p>a) In respect of how many dentists has Human Services made requests on behalf of, to the Department of Finance and Deregulation, for a waiver of debts that arose due to non-compliance with the requirements of the CDDS?</p> <p>b) In respect of how many dentists has the Department sought a debt waiver, either in full or part?</p> <p>c) How many of the dentists in respect of which the Department sought a debt waiver, have not had that request granted?</p> <p>d) How many dentists involved in the waiving of debt process have been notified that their debt has been waived?</p> <p>e) How many dentists involved in the waiving of debt process have been notified that their debt has not been waived (i.e. rejected)?</p> <p>f) On what date/s was the Department notified by the Special Minister of State of successful/unsuccessful applications for waiver? Please list each case.</p> <p>g) On what date/s were the relevant dentists notified by the Department as to whether their debt has/has not been waived?</p> <p>h) At what stage is the audit process?(i.e. is it still underway?) How many dentists have so far been audited? How many does the Department expect to audit in total?</p> <p>i) When does the Department expect the re-assessment of audits will be complete?</p> <p>j) 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>k) How many staff are still working on the audit?</p> <p>l) How many dedicated hours/days have staff spent on the audit and re-assessment process?</p> <p>m) What has the audit process cost to date?</p> <p>n) What is the audit process expected to cost once finalised?</p> <p>o) Has there been any legal costs associated with the audit/re-assessment process? Please detail.</p>
47	Job Capacity Assessments	Siewert	<p>a) Why are Job Capacity Assessments in the Northern Territory conducted over the phone for customers in remote communities rather than in person? Is this considered to be adequate?</p> <p>b) Are interpreters used when JCAs are conducted over the phone? Provide a breakdown of JCA's in the NT with Indigenous people with disability, for 2012-13?</p>
48	Medicare Data	McLucas	<p>In each Commonwealth Electoral Division for the 2010, 2011, 2012 and 2013 calendar years, what is the:</p> <p>a) average Medicare benefits per-capita;</p> <p>b) number of total un-referred (GP) attendances bulk billed;</p> <p>c) number of services for total un-referred (GP) attendances;</p>

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			d) Medicare GP Bulk Billing Rates (Non-referred GP attendances [excluding Practice Nurse Items]); and e) average patient contribution per service (patient billed services only) for total un-referred (GP) attendances.
49	Medicare Expenditure – Total	McLucas	What was the total Medicare expenditure for each of the years 1996 to 2013?
50	Medicare Expenditure - Items	McLucas	For each of the years 1996 to 2013, what was the total Medicare expenditure on GP item numbers, as a proportion of total Medicare expenditure?
51	Reviews	Ludwig	<p>a) Since the Supplementary Budget Estimates in November 2013, how many new reviews (defined as review, inter-departmental group, inquiry, internal review or similar activity) have been commenced? Please list them including:</p> <ol style="list-style-type: none"> 1) the date they were ordered; 2) the date they commenced; 3) the minister responsible; 4) the department responsible; 5) the nature of the review; 6) their terms of reference; 7) the scope of the review; 8) whom is conducting the review; 9) the number of officers, and their classification level, involved in conducting the review; 10) the expected report date; 11) the budgeted, projected or expected costs; and 12) If the report will be tabled in parliament or made public. <p>b) For any review commenced or ordered since the Supplementary Budget Estimates in November 2013, have any external people, companies or contractors being engaged to assist or conduct the review?</p> <ol style="list-style-type: none"> 1) If so, please list them, including their name and/or trading name/s and any known alias or other trading names. 2) If so, please list their managing director and the board of directors or equivalent. 3) If yes, for each what is the cost associated with their involvement, including a break down for each cost item? 4) If yes, for each, what is the nature of their involvement? 5) If yes, for each, are they on the lobbyist register, provide details? 6) If yes, for each, what contact has the Minister or their office had with them? 7) If yes, for each, who selected them? 8) If yes, for each, did the minister or their office have any involvement in selecting them? <ol style="list-style-type: none"> i. If yes, please detail what involvement it was. ii. If yes, did they see or provided input to a short list? iii. If yes, on what dates did this involvement occur? iv. If yes, did this involve any verbal discussions with the department? v. If yes, on what dates did this involvement occur?

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			<ul style="list-style-type: none"> c) Since the Supplementary Budget Estimates in November 2013, what reviews are on-going? <ul style="list-style-type: none"> 1) Please list them. 2) What is the current cost to date expended on the reviews? d) Since the Supplementary Budget Estimates in November 2013, have any reviews been stopped, paused or ceased? Please list them. e) Since the Supplementary Budget Estimates in November 2013, what reviews have concluded? Please list them. f) Since the Supplementary Budget Estimates in November 2013, how many reviews have been provided to Government? Please list them and the date they were provided. g) When will the Government be responding to the respective reviews that have been completed? h) What reviews are planned? <ul style="list-style-type: none"> 1) When will each planned review be commenced? 2) When will each of these reviews be concluded? 3) When will government respond to each review? 4) Will the government release each review? <ul style="list-style-type: none"> i. If so, when? ii. If not, why not?
52	Commissioned Reports	Ludwig	<ul style="list-style-type: none"> a) Since the Supplementary Budget Estimates in November 2013, how many Reports (including paid external advice) have been commissioned by the Minister, department or agency? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members. b) How much did each report cost/or is estimated to cost? How many departmental or external staff were involved in each report and at what level? c) What is the current status of each report? When is the Government intending to respond to these reports?
53	Briefings for other parties	Ludwig	<p>Have any briefings and/or provision of information been provided to Non-Government parties other than the Australian Labor Party? If yes, please include:</p> <ul style="list-style-type: none"> a) How are briefings requests commissioned? b) What briefings have been undertaken? Provide details and a copy of each briefing. c) Provide details of what information has been provided and a copy of the information. d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed. e) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification. f) Which Non-Government Parties or Independents, excluding the Australian Labor Party have requested briefings and/or information?

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54	Appointments	Ludwig	<p>a) Please detail any board appointments made from the Supplementary Budget Estimates in November 2013 to date.</p> <p>b) What is the gender ratio on each board and across the portfolio?</p>
55	Stationery Requirements	Ludwig	<p>a) How much was spent by each department and agency on the government (Ministers / Parliamentary Secretaries) stationery requirements in your portfolio from the Supplementary Budget Estimates in November 2013 to date?</p> <p>1) Detail the items provided to the minister's office</p> <p>b) How much was spent on departmental stationery requirements from the Supplementary Budget Estimates in November 2013 to date.</p>
56	Electronic Equipment	Ludwig	<p>Other than phones, ipads or computers – please list the electronic equipment provided to the Minister's office since 7 September 2013.</p> <p>a) List the items.</p> <p>b) List the items location or normal location.</p> <p>c) List if the item is in the possession of the office or an individual staff member of minister, if with an individual list their employment classification level.</p> <p>d) List the total cost of the items.</p> <p>e) List an itemised cost breakdown of these items.</p> <p>f) List the date they were provided to the office.</p> <p>g) Note if the items were requested by the office or proactively provided by the department.</p>
57	Media Subscriptions	Ludwig	<p>a) What pay TV subscriptions does your department/agency have?</p> <p>1) Please provide a list of what channels and the reason for each channel.</p> <p>2) What is the cost from 7 September 2013 to date?</p> <p>3) What is provided to the Minister or their office?</p> <p>4) What is the cost for this from 7 September 2013 to date?</p> <p>b) What newspaper subscriptions does your department/agency have?</p> <p>1) Please provide a list of newspaper subscriptions and the reason for each.</p> <p>2) What is the cost from 7 September 2013 to date?</p> <p>3) What is provided to the Minister or their office?</p> <p>4) What is the cost for this from 7 September 2013 to date?</p> <p>c) What magazine subscriptions does your department/agency have?</p> <p>1) Please provide a list of magazine subscriptions and the reason for each.</p> <p>2) What is the cost from 7 September 2013 to date?</p> <p>3) What is provided to the Minister or their office?</p> <p>4) What is the cost for this from 7 September 2013 to date?</p>

No	Broad Topic	Senator	Question
			d) What publications does your department/agency purchase? <ol style="list-style-type: none"> 1) Please provide a list of publications purchased by the department and the reason for each. 2) What is the cost from 7 September 2013 to date? 3) What is provided to the Minister or their office? 4) What is the cost for this from 7 September 2013 to date?
58	Media Monitoring	Ludwig	a) What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office from 7 September 2013 to date? <ol style="list-style-type: none"> 1) Which agency or agencies provided these services? 2) What has been spent providing these services from 7 September 2013 to date? 3) Itemise these expenses. b) What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency from 7 September 2013 to date? <ol style="list-style-type: none"> 1) Which agency or agencies provided these services? 2) What has been spent providing these services from 7 September 2013 to date? 3) Itemise these expenses.
59	Media Training	Ludwig	a) In relation to media training services purchased by each department/agency, please provide the following information from 7 September 2013 to date: <ol style="list-style-type: none"> 1) total spending on these services; 2) an itemised cost breakdown of these services; 3) the number of employees offered these services and their employment classification; 4) the number of employees who have utilised these services and their employment classification; 5) the names of all service providers engaged; and 6) the location that this training was provided. b) For each service purchased from a provider listed under (a), please provide: <ol style="list-style-type: none"> 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 (provide a breakdown for each 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; and 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: <ol style="list-style-type: none"> 1) the location used; 2) the number of employees who took part on each occasion; 3) the total number of hours involved for all employees who took part (provide a breakdown for each employment

No	Broad Topic	Senator	Question
			classification); and 4) any costs the department or agency's incurred to use the location.
60	Communications Staff	Ludwig	For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following: a) How many ongoing staff, the classification, the type of work they undertake and their location. b) How many non-ongoing staff, their classification, type of work they undertake and their location c) How many contractors, their classification, type of work they undertake and their location d) How many are graphic designers? e) How many are media managers? f) How many organise events?
61	Provision of equipment - Ministerial	Ludwig	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? 1) Itemise equipment and cost broken down by staff or minister classification b) 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 a list of what is provided across the department of agency, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives each item.
62	Provision of equipment - departmental	Ludwig	Other than desktop computers, list all electronic equipment provided to department/agency staff. a) List the items. b) List the purchase cost. c) List the ongoing cost. d) List the staff and staff classification that receive the equipment.
63	Computers	Ludwig	a) List the current inventory of computers owned, leased, stored, or able to be accessed by the Minister's office as provided by the department, listing the equipment cost and location and employment classification of the staff member that is allocated the equipment, or if the equipment is currently not being used. b) List the current inventory of computers owned, leased, stored, or able to be accessed by the department, listing the equipment cost and location. c) Please detail the operating systems used by the department's computers, the contractual arrangements for operating software and the on-going costs.
64	Travel costs - Department	Ludwig	a) From 7 September 2013, 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) From 7 September 2013, detail all travel for Departmental officers. Please include a total cost plus a breakdown that

No	Broad Topic	Senator	Question
			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. c) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.
65	Travel costs - Ministerial	Ludwig	a) From 7 September 2013, detail all travel conducted by the Minister/parliamentary secretary 1) List each location, method of travel, itinerary and purpose of trip; 2) List the total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals), and; 3) List the number of staff that accompanied the Minister/parliamentary secretary, listing the total costs per staff member, the class of airplane travelled, the classification of staff accompanying the Minister/parliamentary secretary. b) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.
66	Grants	Ludwig	a) Provide a list of all grants, including ad hoc and one-off grants from the Supplementary Budget Estimates in November 2013 to date. Provide the recipients, amount, intended use of the grants, what locations have benefited from the grants and the electorate and state of those locations. b) Update the status of each grant that was approved prior to 7 September 2013, but did not have financial contracts in place on 7 September 2013. Provide details of the recipients, the amount, the intended use of the grants, what locations have benefited from the grants and the electorate and state of those grants.
67	Government Payment of Accounts	Ludwig	a) From Supplementary Budget Estimates in November 2013 to date, what has been the average time period for the department/agency paid its accounts to contractors, consultants or others? b) How many payments owed (as a number and as a percentage of the total) have been paid in under 30 days? c) How many payments owed (as a number and as a percentage of the total) have been paid in between 30 and 60 days? d) How many payments owed (as a number and as a percentage of the total) have been paid in between 60 and 90 days? e) How many payments owed (as a number and as a percentage of the total) have been paid in between 90 and 120 days? f) How many payments owed (as a number and as a percentage of the total) have been paid in over 120 days? g) 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 since 7 September 2013? h) Where interest is being paid, what rate of interest is being paid and how is this rate determined?
68	Consultancies	Ludwig	a) How many consultancies have been undertaken from Supplementary Budget Estimates in November 2013 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. 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.

No	Broad Topic	Senator	Question
			<p>c) Have any consultancies not gone out for tender?</p> <p>1) If so, which ones and why?</p>
69	Meeting Costs	Ludwig	<p>a) What is the Department/Agency's meeting spend from Supplementary Budget Estimates in November 2013 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 from Supplementary Budget Estimates in November 2013 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>
70	Hospitality and Entertainment	Ludwig	<p>a) What is the Department/Agency's hospitality spend from Supplementary Budget Estimates in November 2013 to date including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend from Supplementary Budget Estimates in November 2013 to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>c) What is the Department/Agency's entertainment spend from Supplementary Budget Estimates in November 2013 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 from Supplementary Budget Estimates in November 2013 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/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved?</p>
71	Executive Coaching and Leadership Training	Ludwig	<p>a) In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information from Supplementary Budget Estimates in November 2013 to date:</p> <p>1) Total spending on these services.</p>

No	Broad Topic	Senator	Question
			<p>2) The number of employees offered these services and their employment classification.</p> <p>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).</p> <p>4) The names of all service providers engaged.</p> <p>b) For each service purchased from a provider listed under (4), please provide:</p> <p>1) The name and nature of the service purchased.</p> <p>2) Whether the service is one-on-one or group based.</p> <p>3) The number of employees who received the service and their employment classification.</p> <p>4) The total number of hours involved for all employees (provide a breakdown for each employment classification).</p> <p>5) The total amount spent on the service.</p> <p>6) A description of the fees charged (i.e. per hour, complete package).</p> <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <p>1) The location used.</p> <p>2) The number of employees who took part on each occasion (provide a breakdown for each employment classification).</p> <p>3) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification).</p> <p>4) Any costs the department or agency's incurred to use the location.</p> <p>d) In relation to education/executive coaching and/or other leadership training services paid for by the department what agreements are made with employees in regards to continuing employment after training has been completed?</p> <p>e) For graduate or post graduate study, please breakdown each approved study leave by staffing allocation and degree or program title.</p>
72	Staffing - Profile	Ludwig	<p>a) What is the current staffing profile of the department/agency?</p> <p>b) Provide a list of staffing numbers, broken down by classification level, division, home base location (including town/city and state)</p>
73	Staffing - Reductions	Ludwig	<p>a) How many staff reductions/voluntary redundancies have occurred from Supplementary Budget Estimates in November 2013 to date? What was the reason for these reductions?</p> <p>b) Were any of these reductions involuntary redundancies? If yes, provide details.</p> <p>c) Are there any plans for further staff reductions/voluntary redundancies? 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.</p> <p>d) If there are plans for staff reductions, please give the reason why these are happening.</p> <p>e) Are there any plans for involuntary redundancies? If yes, provide details.</p> <p>f) How many ongoing staff left the department/agency from Supplementary Budget Estimates in November 2013 to date?</p>

No	Broad Topic	Senator	Question
			<p>What classification were these staff?</p> <p>g) How many non-ongoing staff left department/agency from Supplementary Budget Estimates in November 2013 to date? What classification were these staff?</p>
74	Staffing - Recruitment	Ludwig	<p>a) How many ongoing staff recruited from Supplementary Budget Estimates in November 2013 to date? What classification are these staff?</p> <p>b) How many non-ongoing positions exist or have been created from Supplementary Budget Estimates in November 2013 to date? What classification are these staff?</p> <p>c) From Supplementary Budget Estimates in November 2013 to date, how many employees have been employed on contract and what is the average length of their employment period?</p>
75	Coffee Machines	Ludwig	<p>a) Has the department/agency purchased coffee machines for staff usage since Supplementary Budget Estimates in November 2013?</p> <ol style="list-style-type: none"> 1) 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? 2) Why were coffee machines purchased? 3) 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? 4) Where did the funding for the coffee machines come from? 5) Who has access? 6) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance from Supplementary Budget Estimates in November 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from? 7) What are the ongoing costs of the coffee machine, such as the cost of coffee? <p>b) Does the department/agency rent coffee machines for staff usage?</p> <ol style="list-style-type: none"> 1) 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. 2) Why are coffee machines rented? 3) 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? 4) Where does the funding for the coffee machines come from? 5) Who has access? 6) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance from Supplementary Budget Estimates in November 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from? 7) What are the ongoing costs of the coffee machine, such as the cost of coffee?
76	Printing	Ludwig	<p>a) How many documents (include the amount of copies) have been printed from Supplementary Budget Estimates in November 2013 to date? How many of these printed documents were also published online?</p>

No	Broad Topic	Senator	Question
			b) Did the Department/agency use external printing services for any print jobs since 7 September 2013? 1) If so, what companies were used? 2) How were they selected? 3) What was the total cost of this printing?
77	Corporate Cars	Ludwig	a) How many cars are owned by each department/agency? b) Where is the car/s located? c) What is the car/s used for? d) What is the cost of each car from Supplementary Budget Estimates in November 2013 to date? e) How far did each car travel from Supplementary Budget Estimates in November 2013 to date? f) How many cars are leased by each department/agency? g) Where are the cars located? h) What are the cars used for? i) What is the cost of each car from Supplementary Budget Estimates in November 2013 to date? j) How far did each car travel from Supplementary Budget Estimates in November 2013 to date?
78	Taxi Costs	Ludwig	a) How much did each department/agency spend on taxis from Supplementary Budget Estimates in November 2013 to date? Provide a breakdown for each business group in each department/agency. b) What are the reasons for taxi costs?
79	Hire Cars	Ludwig	a) How much did each department/agency spend on hire cars from Supplementary Budget Estimates in November 2013 to date? Provide a breakdown of each business group in each department/agency. b) What are the reasons for hire car costs?
80	Credit Cards	Ludwig	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 since Supplementary Budget Estimates in November 2013? List staff classification and what the misuse was, and the action taken. 5) What action is taken to prevent corporate credit card misuse?
81	Senate Estimates Briefing	Ludwig	a) How many officers were responsible for preparing the department, agency, Minister or representing Minister's briefing pack for the purposes of senate estimates? b) How many officer hours were spent on preparing that information?

No	Broad Topic	Senator	Question
			<p>1) Please break down the hours by officer APS classification.</p> <p>c) Were drafts shown to the Minister or their office before senate estimates?</p> <p>1) If so, when did this occur?</p> <p>2) How many versions of this information were shown to the minister or their office?</p> <p>d) Did the minister or their office make any contributions, edits or suggestions for departmental changes to this information?</p> <p>1) If so, when did this occur?</p> <p>2) What officer hours were spent on making these edits? Please break down the hours by officer APS classification.</p> <p>3) When were the changes made?</p> <p>e) Provide each of the contents pages of the Department/Minister/representing Minister's Senate Estimates folder prepared by the department for the Additional Estimates hearings in February 2014.</p>
82	Question Time	Ludwig	<p>a) How many officers are responsible for preparing the department, agency, Minister or representing Minister's briefing pack for the purposes of Question Time?</p> <p>b) How many officer hours are spent each sitting day on preparing that information?</p> <p>1) Please break down the hours by officer APS classification</p> <p>c) Are drafts shown to the Minister or their office before Question Time?</p> <p>1) If so, when does this occur?</p> <p>2) How many versions of this information are shown to the minister or their office?</p> <p>d) Does the minister or their office make any contributions, edits or suggestions for departmental changes to this information?</p> <p>1) If so, when does this occur?</p> <p>2) What officer hours were spent on making these edits? Please break down the hours by officer APS classification.</p> <p>e) Provide each of the contents pages of the Minister and representing Minister's Question Time folder prepared by the department for the week of 11 February 2014.</p>
83	Freedom of Information	Ludwig	<p>a) Can the department please outline the process it under goes to access Freedom of Information requests?</p> <p>b) Does the department consult or inform the Minister when it receives Freedom of Information requests?</p> <p>1) If so, when?</p> <p>2) If so, how does this occur?</p> <p>c) Does the department consult or inform other departments or agencies when it receives Freedom of Information requests?</p> <p>1) If so, which departments or agencies?</p> <p>2) If so, when?</p> <p>3) If so, how does this occur?</p> <p>d) Does the department consult or inform the Minister when or before it makes a decision on a Freedom of Information</p>

No	Broad Topic	Senator	Question
			<p>request?</p> <ol style="list-style-type: none"> 1) If so, when? 2) If so, how does this occur? <p>e) Does the department consult or inform other departments or agencies when or before it makes a decision on a Freedom of Information request?</p> <ol style="list-style-type: none"> 1) If so, which departments or agencies? 2) If so, when? 3) If so, how does this occur? <p>f) What resources does the department commit to its Freedom of Information team?</p> <p>g) List the staffing resources by APS level assigned solely to Freedom of Information requests</p> <p>h) List the staffing resources by APS level assigned indirectly to Freedom of Information requests</p> <p>i) Does the department ever second additional resources to processing Freedom of Information requests?</p> <ol style="list-style-type: none"> 1) If so, please detail those resources by APS level <p>j) How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the department?</p> <ol style="list-style-type: none"> 1) How does this differ to the number of officers designated as at 6 September 2013? <p>k) How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office?</p> <ol style="list-style-type: none"> 1) How does this differ to the number of officers designated as at 6 September 2013? <p>l) Of the officers that are designated decision makers under the Freedom of Information Act 1982 within the Ministers office, how many are seconded officers from the department?</p> <p>m) What training does the department provide to designated decision makers under the Freedom of Information Act who work within the department?</p> <ol style="list-style-type: none"> 1) Of the officers designated as decision makers within the department, how many have received formal training? 2) Of the officers designated as decision makers within the department, how many have received informal training? 3) How long after each officers appointment as a designated decision maker did they receive formal training? 4) What did the training involve? 5) How long was the training? 6) By whom was the training conducted? <p>n) What training does the department provide to designated decision makers under the Freedom of Information Act who work within the Minister's office, excluding those officers on secondment from the department?</p> <ol style="list-style-type: none"> 1) Of the officers designated as decision makers, how many have received formal training? 2) Of the officers designated as decision makers, how many have received informal training? 3) How long after each officers appointment as a designated decision maker did they receive formal training?

No	Broad Topic	Senator	Question
			<p>4) What did the training involve?</p> <p>5) How long was the training?</p> <p>6) By whom was the training conducted?</p> <p>o) Since 7 September 2013, how many Freedom of Information requests been shown or alerted to the Minister or their office?</p> <p>1) List those notified requests.</p> <p>2) How many instances were each of this requests brought to the office or the Minister's attention?</p> <p>3) How many of these items resulted in a separate formal brief being provided to the Minister?</p> <p>4) How many of these items resulted in a separate informal briefing (including by email) being provided to the Minister?</p> <p>5) How many requests have resulted in multiple formal briefs being provided to the Minister or their office?</p> <p>6) How many requests have resulted in multiple informal briefs (including by email) being provided to the Minister or their office?</p> <p>p) Does the department provide FOI PDFs for download on their website?</p> <p>q) If not, what is the cost associated with staffing to require monitor email and collate and forward requested FOI documents?</p> <p>r) How does the department test it is complying with accessibility standards for its websites?</p> <p>s) Does the department comply with accessibility standards for all its websites?</p> <p>t) What would be the effect on the accessibility rating of the department's website if FOI PDFs were provided on the department websites?</p> <p>u) What accessibility testing of the website was done and what were the points of failure prior to this change in access for FOI documents?</p> <p>v) Have the website accessibility standards been solely or partly responsible for not putting FOI PDF documents on the department websites?</p> <p>w) How does the department facilitate anonymous access to the FOI disclosure files?</p> <p>x) How many times were the last 20 FOI requests PDFs which were made available on the website downloaded? How often have the FOI requests only available by email request been sent?</p> <p>y) How long does it take to requests for disclosed FOI files to be processed? What was the average turn around from request to sending of files in the last 3 months?</p> <p>z) What was the content of communications with other departments about the website accessibility standards and FOI PDFs?</p> <p>aa) Where did advice concerning the website accessibility certification and provision of PDFs come from and what was the content of that advice?</p> <p>bb) Does the department consider that not providing direct download of PDFs is more accessible for people with disabilities</p>

No	Broad Topic	Senator	Question
			<p>and the general public than providing the links?</p> <p>cc) What efforts have been made to make FOI PDFs accessible to members of the public who have disabilities?</p> <p>dd) Has advice from the information commissioner been sought regarding providing FOI requests available by email request only?</p> <p>ee) Has any disability advice group or consultant been contacted regarding making the FOI requests accessible to people with disabilities?</p> <p>ff) Is this compatible with the information commissioner's guidelines- specifically that "published information should be accessible — in particular, it should comply with an agency's obligation to meet the Web Content Accessibility Guidelines (Version 2)"</p> <p>gg) How does email PDF provision meet the information commissioner's requirement that "13.124 Information that forms part of the IPS must be published 'to members of the public generally'"?</p> <p>hh) Is not providing the FOI PDFs on the website a means of avoiding not conforming to the WCAG 2.0 or other guidelines?</p> <p>ii) Does the department have a separate email address or inbox for receiving and responding to FOI requests?</p> <ol style="list-style-type: none"> 1) If so, list each email account 2) List the officers who can assess and reply from those separate accounts, broken down by staffing classification level <p>jj) Do FOI officers ever receive or respond to applicants from their individual email account as opposed to from a central account?</p> <ol style="list-style-type: none"> 1) If so, how does the officer distinguish between communication related to their task as a decision maker and their primary work task? <p>kk) How do FOI decision makers that receive emails related to FOI decisions in their normal work capacity distinguish these emails from FOI decision emails?</p>
84	Functions	Ludwig	<p>a) Provide a list of all formal functions or forms of hospitality conducted for the Minister. Include:</p> <ol style="list-style-type: none"> 1) the guest list of each function; 2) the party or individual who initiated the request for the function; 3) The menu, program or list of proceedings of the function; and 4) a list of drinks consumed at the function. <p>b) Provide a list of the current wine, beer or other alcoholic beverages in stock or on order in the Minister's office.</p>
85	Red Tape Reduction	Ludwig	<p>a) Please detail what structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets?</p> <ol style="list-style-type: none"> 1) What is the progress of that red tape reduction target 2) How many officers have been placed in those units and at what level? 3) How have they been recruited? 4) What process was used for their appointment?

No	Broad Topic	Senator	Question
			<p>5) What is the total cost of this unit?</p> <p>6) Do members of the unit have access to cabinet documents?</p> <p>7) Lease list the security classification and date the classification was issued for each officer, broken down by APS or SES level, in the red tape reduction unit or similar body.</p> <p>8) What is the formal name given to this unit/taskforce/team/workgroup or agency within the department?</p>
86	Official Residences	Ludwig	<p>a) Provide a list of all formal functions conducted at any of the Official Residences, or for the Prime Minister's office or Prime Minister's Dining Room where it has been used in place of the official residences. Include:</p> <ol style="list-style-type: none"> 1) the guest list of each function, including if any ministerial staff attended; 2) the party or individual who initiated the request for the function; 3) the menu, program or list of proceedings of the function; and 4) a list of drinks consumed at the function. <p>b) Provide a list of the current wine, beer or other alcoholic beverages in stock or on order at any of the official residences, or venues or offices acting as official residences</p>
87	Land Costs	Ludwig	<p>a) How much land (if any) does the Department or agencies or authorities or Government corporation within each portfolio own or lease?</p> <p>b) Please list by each individual land holding, the size of the piece of land, the location of that piece of land and the latest valuation of that piece of land, where that land is owned or leased by the Department, or agency or authority or Government Corporation within that portfolio? (In regards to this question please ignore land upon which Australian Defence force bases are located. Non Defence Force base land is to be included).</p> <p>c) List the current assets, items or purse (buildings, facilities or other) on the land identified above.</p> <ol style="list-style-type: none"> 1) What is the current occupancy level and occupant of the items identified in (c)? 2) What is the value of the items identified in (c)? 3) What contractual or other arrangements are in place for the items identified in (c)? <p>d) How many buildings (if any) does the Department or agencies or authorities or Government Corporation within each portfolio own or lease?</p> <p>e) Please list by each building owned, its name, the size of the building in terms of square metres, the location of that of that building and the latest valuation of that building, where that building is owned by the Department, or agency or authority or Government corporation within that portfolio? (In regards to this question please ignore buildings that are situated on Australian Defence force bases. Non Defence Force base buildings are to be included).</p> <p>f) In regards to any building identified in Q4, please also detail, the occupancy rate as expressed as a percentage of the building size. If occupancy is identified as less than 100%, for what is the remaining space used?</p>
88	Ministerial Staff Code	Ludwig	<p>a) Have there been any identified breaches of the Ministerial Staff Code of Conduct by the Minister, their office or the department?</p> <ol style="list-style-type: none"> 1) If so, list the breaches identified, broken by staffing classification level. 2) If so, what remedy was put in place to manage the breach? If no remedy has been put in place, why not?

No	Broad Topic	Senator	Question
			<p>3) If so, when was the breach identified? By whom? When was the Minister made aware?</p> <p>b) Can the Minister confirm that all ministerial and electorate officers in their office comply fully with the ministerial staff code of conduct?</p> <p>1) If not, how many staff don't comply, broken down by classification level?</p> <p>2) How long have they worked for the Minister?</p> <p>c) Can you confirm they all complied with the code on the date of their employment?</p> <p>1) If not, on what date did they comply?</p> <p>d) Can you confirm that all disclosures as required by the code were made to the government staffing committee?</p> <p>1) If so, on what date were those disclosure made?</p> <p>e) By position title list the date each staff member was approved by government staff committee</p> <p>f) Can you confirm all staff have divested themselves of any and all relevant shares as of the date of their appointment?</p> <p>g) Can you list by number if any staff have been granted exception by the SMOS to remain a director of a company as allowed by the Ministerial Staff Code of Conduct, break down by position level?</p>
89	Boards	Ludwig	<p>Since September 7th 2013;</p> <p>a) How often has each board met, break down by board name?</p> <p>b) What travel expenses are provided?</p> <p>c) What is the average attendance at board meetings?</p> <p>d) How does the board deal with conflict of interest?</p> <p>e) What conflicts of interest have been registered?</p> <p>f) What remuneration is provided to board members?</p> <p>g) How does the board dismiss board members who do not meet attendance standards?</p> <p>h) Have any requests been made to ministers to dismiss board members since September 7, 2013?</p> <p>i) Please list board members who have attended less than 51% of meetings.</p> <p>j) What have catering costs been for the board meetings held this year; is alcohol served?</p>
90	Shared Resources following MOG Changes	Ludwig	<p>a) Following the Machinery of Government changes does the department share any goods/services/accommodation with other departments?</p> <p>b) What resources/services does the department share with other departments; are there plans to cease sharing the sharing of these resources/services?</p> <p>c) What were the costs to the department prior to the Machinery of Government changes for these shared resources? What are the estimated costs after the ceasing of shared resource arrangements?</p>
91	Ministerial Leave	Ludwig	Was the minister on leave at any point during the Christmas break (between the last sitting of parliament in 2013 and the first

No	Broad Topic	Senator	Question
			<p>sitting in 2014)? If so:</p> <p>a) Please table a schedule of the minister's leave. Please include:</p> <ol style="list-style-type: none"> 1) The dates the minister was on leave. 2) The dates the minister was out of the country (if applicable). <p>b) Who was acting in the minister's place?</p> <ol style="list-style-type: none"> 1) What date was it decided to have this person act in the minister's place? 2) What was the process for selecting this person? 3) Who was involved in making this decision? <p>c) Were there any matters with which the department needed to make contact with the minister during this time? If so:</p> <ol style="list-style-type: none"> 1) Please provide a list of these matters and the date they occurred. 2) Please provide a copy of any correspondence, emails, notes etc between the minister and the department during this time. 3) Were there any times that the department was aware that it would be unable to communicate with the minister? 4) Were there any times that the department tried to contact the minister but were unable? <p>d) Were there any matters with which the department needed to make contact with the acting minister during this time? If so:</p> <ol style="list-style-type: none"> 1) Please provide a list of these matters and the date they occurred. 2) Please provide a copy of any correspondence, emails, notes etc between the acting minister and the department during this time. 3) Were there any times that the department was aware that it would be unable to communicate with the acting minister? 4) Were there any times that the department tried to contact the acting minister but were unable? <p>e) Did the department contact the Minister or acting minister during this time? If so:</p> <ol style="list-style-type: none"> 1) Please provide a list of these matters and the date they occurred 2) Please provide a copy of any correspondence, emails, notes etc between the minister and or acting minister and the department during this time.
92	Departmental Rebranding	Ludwig	<p>Has the department/Agency undergone a name change or any other form of rebranding since September 7, 2013? If so:</p> <p>a) Please detail why this name change / rebrand were considered necessary and a justified use of departmental funds?</p> <ol style="list-style-type: none"> 1) Please provide a copy of any reports that were commissioned to study the benefits and costs associated with the rebranding. <p>b) Please provide the total cost associated with this rebrand and then break down by amount spent replacing:</p> <ol style="list-style-type: none"> 1) Signage. 2) Stationery (please include details of existing stationery and how it was disposed of). 3) Logos.

No	Broad Topic	Senator	Question
			<p>4) Consultancy. 5) Any relevant IT changes. 6) Office reconfiguration.</p> <p>c) How was the decision reached to rename and/or rebrand the department? 1) Who was involved in reaching this decision? 2) Please provide a copy of any communication (including but not limited to emails, letters, memos, notes etc) from within the department, or between the department and the government regarding the rename/rebranding.</p>
93	Ministerial Motor Vehicle	Ludwig	<p>Has the minister been provided with a motor vehicle? If so:</p> <p>a) What is the make and model? b) How much did it cost? c) When was it provided? d) Was the entire cost met by the department? If not, how was the cost met? e) What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel. f) Are these costs met by the department? If not, how are these costs met? g) Please provide a copy of the guidelines that determine if a minister is entitled to a motor vehicle. h) Have these guidelines changed since September 7, 2013? If so, please detail. i) Please provide a copy of the guidelines that determine how a minister is to use a motor vehicle they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses. j) Have these guidelines changed since September 7, 2013? If so, please detail.</p>
94	Ministerial Staff Vehicles (non-MOPS)	Ludwig	<p>Outside of MoPS Act entitlements, have any of the Minister's staff been provided with a motor vehicle? If so:</p> <p>a) What is the make and model? b) How much did it cost? c) When was it provided? d) Was the entire cost met by the department? If not, how was the cost met? e) What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel. f) Are these costs met by the department? If not, how are these costs met? g) Please provide a copy of the guidelines that determine this entitlement to a motor vehicle. h) Have these guidelines changed since September 7, 2013? If so, please detail.</p>

No	Broad Topic	Senator	Question
			<ul style="list-style-type: none"> i) Please provide a copy of the guidelines that determine how a motor vehicle is to be used that they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses. j) Have these guidelines changed since September 7, 2013? If so, please detail.
95	Ministerial Staff Vehicles	Ludwig	<p>Have any of the Minister's staff been provided with a motor vehicle under the MoPS Act entitlements? If so:</p> <ul style="list-style-type: none"> a) What is the make and model? b) How much did it cost? c) When was it provided? d) Was the entire cost met by the department? If not, how was the cost met? e) What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel. f) Are these costs met by the department? If not, how are these costs met? g) Please provide a copy of the guidelines that determine this entitlement to a motor vehicle. h) Have these guidelines changed since September 7, 2013? If so, please detail. i) Please provide a copy of the guidelines that determine how a motor vehicle is to be used that they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses. j) Have these guidelines changed since September 7, 2013? If so, please detail.
96	Building Lease Costs	Ludwig	<p>What has been the total cost of building leases for the agency / department since September 7 2013?</p> <ul style="list-style-type: none"> a) Please provide a detailed list of each building that is currently leased. Please detail by: <ul style="list-style-type: none"> 1) Date the lease agreement is active from. 2) Date the lease agreement ends. 3) Is the lease expected to be renewed? If not, why not? 4) Location of the building (City and state). 5) Cost of the lease. 6) Why the building is necessary for the operations of the agency / department. b) Please provide a detailed list of each building that had a lease that was not renewed since September 7, 2013. Please detail by: <ul style="list-style-type: none"> 1) Date from which the lease agreement was active. 2) Date the lease agreement ended. 3) Why was the lease not renewed? 4) Location of the building (City and state). 5) Cost of the lease. 6) Why the building was necessary for the operations of the agency / department.

No	Broad Topic	Senator	Question
			<p>c) Please provide a detailed list of each building that is expected to be leased in the next 12 months. Please detail by:</p> <ol style="list-style-type: none"> 1) Date the lease agreement is expected to become active. 2) Date the lease agreement is expected to end. 3) Expected location of the building (City and state). 4) Expected cost of the lease. <ol style="list-style-type: none"> i) Has this cost been allocated into the budget? 5) Why the building is necessary for the operations of the agency / department. <p>d) For each building owned or leased by the department:</p> <ol style="list-style-type: none"> 1) What is the current occupancy rate for the building? 2) If the rate is less than 100%, detail what the remaining is being used for.
97	Workplace Assessments	Ludwig	<p>a) How much has been spent on workplace ergonomic assessments since 7 September 2013?</p> <ol style="list-style-type: none"> 1) List each item of expenditure and cost. <p>b) Have any assessments, not related to an existing disability, resulted in changes to workplace equipment or set up?</p> <ol style="list-style-type: none"> 1) If so, list each item of expenditure and cost related to those changes.
98	Ministerial Website	Ludwig	<p>a) How much has been spent on the Minister's website since 7 September 2013?</p> <ol style="list-style-type: none"> 1) List each item of expenditure and cost. <p>b) Who is responsible for uploading information to the Minister's website?</p> <ol style="list-style-type: none"> 1) Are any departmental staff required to work outside regular hours to maintain the Minister's website?
99	Ministerial Pay Outs	Ludwig	<p>a) How much has been spent on redundancy payments to staff employed by members of the Liberal or National Parties since 7 September 2013?</p> <ol style="list-style-type: none"> 1) List each item of expenditure, staffing level, employing member and cost.
100	Ministerial Staff Turnover	Ludwig	<p>a) List the current staffing allocation for each Minister and Parliamentary Secretary.</p> <p>b) For each Minister or Parliamentary Secretary list the number of staff recruited, broken down by their staffing classification.</p> <p>c) For each Minister or Parliamentary Secretary list the number of staff that have resigned, broken down by their staffing classification.</p> <p>d) For each Minister or Parliamentary Secretary list the number of staff that have been terminated, broken down by their staffing classification.</p> <p>e) For each Ministerial staff position, please provide a table of how many individual people have been engaged against each position since the swearing in of the Abbott Government, broken down by employing member and the dates of their employment.</p>
101	Christmas Party Costs	Ludwig	<p>List what functions were held by the department/agency for either Christmas or end of calendar year since 7 September 2013.</p> <p>a) What was the cost of each of these functions?</p>

No	Broad Topic	Senator	Question
			<ul style="list-style-type: none"> b) How was the money identified? c) What was the location of these functions? d) Provide a table of food and alcohol purchased for the function.
102	Multiple Tenders	Ludwig	<p>List any tenders that were re-issued or issued multiple times since 7 September 2013</p> <ul style="list-style-type: none"> a) Why were they re-issued or issued multiple times? b) Were any applicants received for the tenders before they were re-issued or repeatedly issued? c) Were those applicants asked to resubmit their tender proposal?
103	Market Research	Ludwig	<p>List any market research conducted by the department/agency since 7 September 2013.</p> <ul style="list-style-type: none"> a) List the total cost of this research. b) List each item of expenditure and cost, broken down by division and program. c) Who conducted the research? d) How were they identified? e) Where was the research conducted? f) In what way was the research conducted? g) Were focus groups, round tables or other forms of research tools used? h) How were participants for these focus groups et al selected?
104	Departmental Upgrades	Ludwig	<p>Since 7 September 2013 has the department/agency engaged in any new refurbishments, upgrades or changes to their building or facilities?</p> <ul style="list-style-type: none"> a) If so, list these. b) If so, list the total cost for these changes. c) If so, list the itemised cost for each item of expenditure. d) If so, who conducted the works? e) If so, list the process for identifying who would conduct these works. f) If so, when are the works expected to be completed?
105	Wine Coolers / Fridges	Ludwig	<p>Since 7 September 2013 has the department/agency purchased or leased any new wine coolers, or wine fridges or other devices for the purpose of housing alcohol beverages, including Eskies?</p> <ul style="list-style-type: none"> a) If so, list these. b) If so, list the total cost for these items.

No	Broad Topic	Senator	Question
			c) If so, list the itemised cost for each item of expenditure. d) If so, where were these purchased. e) If so, list the process for identifying how they would be purchased. f) If so, what is the current location for these items? g) If so, what is the current stocking level for each of these items?
106	Office Plants	Ludwig	Since 7 September 2013 has the department/agency purchased or leased any new office plants? a) If so, list these. b) If so, list the total cost for these items. c) If so, list the itemised cost for each item of expenditure. d) If so, where were these purchased? e) If so, list the process for identifying how they would be purchased. f) If so, what is the current location for these items?
107	Office Recreation Facilities	Ludwig	Since 7 September 2013 has the department/agency purchased or leased or constructed any office recreation facilities, activities or games (including but not limited to pool tables, table tennis tables or others)? a) If so, list these. b) If so, list the total cost for these items. c) If so, list the itemised cost for each item of expenditure. d) If so, where were these purchased? e) If so, list the process for identifying how they would be purchased. f) If so, what is the current location for these items? g) If so, what is the current usage for each of these items?
108	Vending Machines	Ludwig	Since 7 September 2013 has the department/agency purchased or leased or taken under contract any vending machine facilities? a) If so, list these. b) If so, list the total cost for these items. c) If so, list the itemised cost for each item of expenditure. d) If so, where were these purchased? e) If so, list the process for identifying how they would be purchased.

No	Broad Topic	Senator	Question
			<p>f) If so, what is the current location for these items?</p> <p>g) If so, what is the current usage for each of these items?</p>
109	Legal Costs	Ludwig	<p>List all legal costs incurred by the department or agency since 7 September 2013.</p> <p>a) List the total cost for these items, broken down by source of legal advice, hours retained or taken to prepare the advice and the level of counsel used in preparing the advice, whether the advice was internal or external.</p> <p>b) List cost spend briefing Counsel, broken down by hours spend briefing, whether it was direct or indirect briefing, the gender ratio of Counsel, how each Counsel was engaged (departmental, ministerial).</p> <p>c) How was each piece of advice procured? Detail the method of identifying legal advice.</p>
110	Australian Public Affairs	Ludwig	<p>a) List all interactions between the department/agency with Australian Public Affairs since 7 September 2013. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting.</p> <p>b) List all interactions between the Minister/parliamentary Secretary and/or their offices with Australian Public Affairs since 7 September 2013. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting.</p>
111	Sochi	Ludwig	<p>a) Did the Minister attend the Sochi Winter Olympics?</p> <ol style="list-style-type: none"> 1) If so, who accompanied the Minister? 2) Detail the total cost of the trip, broken down by airfare, accommodation, incidentals, security arrangements and any other expenditure? 3) What class of airfare did the minister and each of those accompanying the minister travel? <p>b) List the Minister's itinerary for the trip, including meetings and events attended.</p> <ol style="list-style-type: none"> 1) Who arranged each of these meetings? 2) Who initiated each of the meeting requests for the minister's appointments? The Minister, the department, his office or the person he met with? <p>c) Did the department secretary accompany the Minister to the Sochi Olympics?</p> <ol style="list-style-type: none"> 1) List the other international trips the Department Secretary has attended with the Minister. 2) Who made the decision for the secretary to attend? Please detail the approval process and table the relating documents for the departmental secretary to attend, including who made the initial request for the departmental secretary to attend. <p>d) Did the Minister write to the Prime Minister or the Prime Minister's delegate seeking approval of the trip to the Sochi games?</p> <ol style="list-style-type: none"> 1) If so, when did he write? 2) If so, when was a reply received? 3) If so, were revisions sought? <ol style="list-style-type: none"> i) If so, what were they?

No	Broad Topic	Senator	Question
			<p>4) If so, did the Minister need to make more than one request for the approval of the Prime Minister for the trip?</p> <p>5) If not, did someone else write on the Minister's behalf? If so, who, on what date and when was a reply received and by whom?</p> <p>e) Did the letter seeking approval from the Prime Minister detail who would be attending the games with the Minister?</p> <p>1) Did this include the department secretary attending the games?</p> <p>i) If not, why not?</p> <p>f) Did the Prime Minister make any requests, either formally or informally, that the secretary was to attend the games with the Minister?</p> <p>1) If so, when?</p> <p>2) If so, in what format?</p> <p>3) If so, provide those documents</p>
112	Australia Post	Cameron	Has the Department of Human Services (DHS) had discussions with or met with Australia Post in relation to Australia Post's submission to the Commission of Audit? If so, on what dates? What were the topics of discussion? Please table relevant documents and correspondence.
113	Commission of Audit	Cameron	<p>a) I refer to answer HS 75 (n). On what dates did the DHS meet with the Commission of Audit? What aspects of the Commission's terms of reference were discussed? Please provide any documents provided to the Commission of Audit.</p> <p>b) Has DHS been advised of the recommendations of the Interim Report of the Commission of Audit? On what date was it advised? Has DHS received a copy of the Interim Report of the Commission of Audit? On what date was it received?</p> <p>c) If so, does the Report make any recommendations for change in DHS service delivery; and/or organisational structure (including amalgamation with another department(s); and/or would lead to staff reductions?</p>
114	Service Delivery	Cameron	Please detail any services not being delivered optimally, including but not limited to information technology, training and management systems?
115	Paid Parental Leave	Cameron	<p>I refer to HS 92 concerning the resource implications for DHS to administer the current Paid Parental Leave scheme payments from 1 March 2014.</p> <p>a) What are the initial financial and staffing resource implications for DHS to administer the Prime Minister's preferred Paid Parental Leave scheme?</p> <p>b) What are the ongoing financial and staffing implications to administer the Prime Minister's preferred PPL scheme.</p>
116	Local Solutions Fund - Grants	Cameron	<p>I refer to the answer HS 22 concerning approved projects under the Local Solutions Fund.</p> <p>a) Have funding agreements now been executed for the projects listed at Attachment A?</p> <p>b) If not, why not?</p> <p>c) If still with the Minister, has DHS been advised of the reason for not proceeding? Please provide relevant correspondence.</p>
117	Staffing	Cameron	a) I refer to answer HS 10 concerning non-ongoing staff. Please update Table A.

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			<p>b) I refer to HS 30 concerning staffing reductions. Please update Table A.</p> <p>c) I refer to HS 70 concerning departmental staffing and infrastructure. Please update all answers (a) to (bb).</p>
118	Red Tape Reductions	Cameron	<p>a) I refer to HS 44 concerning red tape reduction. What definition of red tape reduction or deregulation is DHS using?</p> <p>b) What red tape reduction or deregulation expenditure savings target has been set for the DHS. What is the DHS staffing implications of the red tape reduction.</p> <p>c) What areas of the DHS have been identified for red tape reduction or deregulation?</p>
119	Centrepay Independent Review	Cameron	<p>a) I refer to HS 78 concerning the independent review of Centrepay. Provide details of steps taken by DHS to better utilise existing regulatory mechanisms and other compliance mechanisms.</p> <p>b) Please provide the DHS response to each of the recommendations contained Chapter 11 Recommendations for future action of the Report.</p>
120	Call Wait Times	Cameron	<p>a) I refer to HS 79 concerning call and processing wait times and customer issues. Please update answers (a) and (b).</p> <p>b) Provide details of any outages or breakdowns since September 2013 in the call lines and the call back service? On what dates did they occur and what geographic areas were affected?</p> <p>c) Has there been any staff reductions in telephone service delivery? If so, what are the implications for performance of the service?</p> <p>d) Does DHS log the number of waiting calls that that are directed to the call back service? If so, how many by month in 2013-14 to date?</p> <p>e) Please provide the daily or weekly summary of call wait times for the period September 2013 to date?</p>
121	Face to Face Services	Cameron	Has there been staff reductions affecting the delivery of face to face services? If so, how many, where located and what is the effect on service delivery performance?
122	ICT Outages	Cameron	Provide details of ICT breakdown incidents and poor performance for the year 2013-14 to date by date of incident and length of outage.
123	Information on Customers with Multiple Problems	Cameron	Please provide details of the capture by the ICT systems of information on customers with multiple problems.
124	Centrelink Overpayments	Cameron	<p>a) I refer to HS 90. Please update answers a), b) and c)</p> <p>b) What are the reasons for overpayments?</p> <p>c) Provide details of how the IT management systems contribute to overpayments?</p> <p>d) Does DHS expect to recover overpayments and over what time period?</p> <p>e) How many customers are subject to collection agencies?</p> <p>f) How many customers are subject to garnishee?</p>
125	Multiple Debts	Cameron	a) I refer to HS 88. How many customers have multiple debts?

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			b) If unable to be identified, will the ability to identify customers with multiple debts be a feature of any new IT system? Which system?
126	Departmental Reviews	Cameron	I refer to HS 11 concerning departmental reviews. Please update answers (a) to (h).
127	Commissioned Reports	Cameron	I refer to HS 12 concerning commissioned reports. Please update answers (a), (b) and (c).
128	Stationery	Cameron	I refer to HS 15 concerning stationery. Please update the answer.
129	Subscriptions	Cameron	I refer to HS 16 concerning media subscriptions. Please update answers (a) to (d).
130	Media Monitoring	Cameron	I refer to HS 17 concerning media monitoring. Please update answers (a) and (b).
131	Media Training	Cameron	I refer to HS 18 concerning media training. Please update answers (a) to (c).
132	Communication Staff	Cameron	I refer to HS 19 concerning communication staff. Please update answers (a) and (b).
133	Provision of Equipment	Cameron	I refer to HS 20 concerning provision of equipment. Please update answers (a) to (d).
134	Travel Costs	Cameron	I refer to HS 21 concerning travel costs. Please update answers (a) to (g).
135	Payment of Accounts	Cameron	I refer to HS 23 concerning government payment of accounts. Please update answers (a) to (d).
136	Consultancies	Cameron	I refer to HS 24 concerning consultancies. Please update answer (a).
137	Meeting Costs	Cameron	I refer to HS 25 concerning meeting costs. Please update answers (a) to (d).
138	Hospitality and Entertainment	Cameron	I refer to HS 26 concerning hospitality and entertainment. Please update answers (a) to (i).
139	Public Service Efficiencies	Cameron	I refer to HS 27 concerning public service efficiencies. Please update answers (a) to (e).
140	Executive Coaching and Leadership	Cameron	I refer to HS 29 concerning executive coaching and leadership. Please update answers (a), (b) and (c).
141	Staffing - Cessations	Cameron	I refer to HS 31 concerning staffing cessations. Please update answer (a) and (b) including Table A and Table B.
142	Staffing - Recruitment	Cameron	I refer to HS 32 concerning staffing recruitment. Please update answers (a), (b) and (c) including Tables A and Table B.
143	Coffee Machines	Cameron	I refer to HS 33 concerning coffee machines. Please update answers (a) and (b).
144	Taxi Costs	Cameron	I refer to HS 36 concerning taxi costs. Please update answer (a).
145	Hire Cars	Cameron	I refer to HS 37 concerning hire cars. Please update answer (a).
146	Credit Cards	Cameron	I refer to HS 38 concerning credit cards. Please update answers (a) and (b).
147	Electricity Purchasing	Cameron	I refer to HS 39 concerning electricity purchasing. Please update (a) and (b).
148	Functions	Cameron	I refer to HS 43 concerning functions. Please update answer (a).
149	Express Plus Mobile	Cameron	I refer to HS 72 concerning Express Plus mobile apps. Please update answers (a) and (b).

No	Broad Topic	Senator	Question
	Apps		
150	Administrative Appeals Tribunal	Cameron	I refer to HS 80 concerning the Administrative Appeals Tribunal. Please update answer (b).
151	Social Security Appeals Tribunal	Cameron	I refer to HS 81 concerning the Social Security Appeals Tribunal. Please update answer (a) and (b).
152	Appeals	Cameron	<p>a) Please provide the number of internal reviews of Centrelink decisions by payment type and state for every month since July 2012.</p> <p>b) Please provide the average time for resolution of internal reviews by payment type and state for every month since July 2012.</p> <p>c) Please provide the number of internal reviews still outstanding by payment type and state.</p> <p>d) Please provide the number of appeals from decisions of Centrelink to the SSAT by payment type and state for every month since July 2012.</p> <p>e) Please provide the number of appeals from decisions of Centrelink to the AAT by payment type and state for every month since July 2012.</p>
153	Office Wait Times	Cameron	Please provide the average wait time for inquiries at Centrelink offices by inquiry type (Disability, Sickness and Carers, Employment Services, Families and Parenting, Indigenous, Older Australians, Youth and Students) for every month since July 2013.
154	Telephone Wait Times	Cameron	<p>a) Please provide the number of Centrelink telephone inquiries by inquiry type (Disability, Sickness and Carers, Employment Services, Families and Parenting, Indigenous, Older Australians, Youth and Students) for every month between July 2012 and February 2014.</p> <p>b) Please provide the average call wait time for Centrelink telephone inquiries by inquiry type (Disability, Sickness and Carers, Employment Services, Families and Parenting, Indigenous, Older Australians, Youth and Students) for every month since July 2012 to February 2014.</p> <p>c) Please provide the number and percentage of telephone inquiries by inquiry type (Disability, Sickness and Carers, Employment Services, Families and Parenting, Indigenous, Older Australians, Youth and Students) for every month since July 2012 answered in:</p> <ol style="list-style-type: none"> 1) under ten minutes; 2) between 10 and 20 minutes; and 3) over 30 minutes.
155	Payment Resolution	Cameron	<p>a) Please provide the average time between receipt of an application for payment and final decision on application for every payment for every month since July 2012.</p> <p>b) Please provide the average wait time between receipt of an application for a payment and receipt of payment for every payment for every month since July 2012.</p>
156	Payments	Cameron	a) For every payment type administered by Centrelink, please provide the number of recipients by Federal electorate.

No	Broad Topic	Senator	Question
			b) For every payment administered by Centrelink, please provide the number of recipients by Federal electorate.
157	Office Staffing	Cameron	Please provide the number of employees employed in each Centrelink/Medicare office.
158	Disability Support Pension	Siewert	<p>a) For each month for the period 1 July 2013 to 31 December 2013, and the months of January and February 2014, provide the number of Disability Support Pension:</p> <ol style="list-style-type: none"> 1) claims; 2) rejections; and 3) grants. <p>b) For the period 1 July 2013 to 31 December 2013 provide data on the reasons for:</p> <ol style="list-style-type: none"> 1) rejections; and 2) grants.
159	Centrelink Payment Data	Xenophon	<p>How many individuals in each of the following LGAs are receiving one of the following Centrelink payments: I) Newstart Allowance; II) Youth Allowance; III) Parenting Payment Single; IV) Parenting Payment Partnered; V) Disability Support Pension?</p> <ol style="list-style-type: none"> a) Playford; b) Bankstown; c) Shepparton; d) Logan; and e) Rockhampton?
160	Income Management Data	Xenophon	<p>How many individuals in each of the following LGAs are on the following categories of Income Management: I) Voluntary Income Management; II) Vulnerable Welfare Recipient Income Management; III) Child Protection Income Management (if individual figures are unavailable, please provide the total figures):</p> <ol style="list-style-type: none"> a) Playford; b) Bankstown; c) Shepparton; d) Logan; and e) Rockhampton?
161	Income Management - Unreasonable To Live At Home	Xenophon	<p>How many individuals in each of the following LGAs are on Income Management because they are receiving the Unreasonable To Live At Home rate of Youth Allowance (if individual figures are unavailable, please provide the total figures):</p> <ol style="list-style-type: none"> a) Playford; b) Bankstown;

No	Broad Topic	Senator	Question
			c) Shepparton; d) Logan; and e) Rockhampton?
162	Income Management – Crisis Payment	Xenophon	How many individuals in each of the following LGAs are on Income Management because they are under 25, have exited prison, and have received the Crisis Payment (if individual figures are unavailable, please provide the total figures): a) Playford; b) Bankstown; c) Shepparton; d) Logan; and e) Rockhampton?
163	Income Management – Non-Indigenous	Xenophon	What proportion of Income Management clients in each of the following LGAs are not Indigenous: a) Playford; b) Bankstown; c) Shepparton; d) Logan; and e) Rockhampton?
164	Income Management – Client Profiles	Xenophon	How many Income Management clients in each of the following LGAs are: I) Under 50 years old; II) Under 30 years old; III) On Parenting Payment Single; IV) Female (if individual figures are unavailable, please provide the total figures): a) Playford; b) Bankstown; c) Shepparton; d) Logan; and e) Rockhampton?
165	Income Management – Playford Programme	Xenophon	a) How much of the \$4.6 million allocated for the Playford Income Management program for the 2012/2013 financial year has been spent on the Playford Income Management program? b) How much has been spent on the Playford Income Management program from July 1 2013 -December 31st 2013?
166	Income Management – APY Programme	Xenophon	a) How much of the 2012/2013 allocation has been spent on the APY Lands Income Management program? b) How much has been spent on the APY Lands Income Management program from July 1 2013-December 31st 2013?
167	Income Management - Appeals	Xenophon	How many appeals have been initiated by Income Management clients in each of the following LGAs? What proportion of these has been unsuccessful? (If individual figures are unavailable, please provide the total figures.)

No	Broad Topic	Senator	Question
			a) Playford b) Bankstown c) Shepparton d) Logan e) Rockhampton
168	Income Management - Reviews	Xenophon	How many reviews have been initiated by Income Management clients in each of the following LGAs? What proportion of these has been unsuccessful? (If individual figures are unavailable, please provide the total figures.) a) Playford b) Bankstown c) Shepparton d) Logan e) Rockhampton
169	Income Management - Duration	Xenophon	How many Income Management clients in each of the following LGAs have spent: I) Less than three months on Income Management; II) Less than six months; III) Less than twelve months? (If individual figures are unavailable, please provide the total figures.) a) Playford b) Bankstown c) Shepparton d) Logan e) Rockhampton
170	Income Management – Bonus Payments	Xenophon	How many Income Management clients in each of the following LGAs have received bonus payments for having spent: I) More than six months on Voluntary Income Management; II) More than twelve months? (If individual figures are unavailable, please provide the total figures.) a) Playford b) Bankstown c) Shepparton d) Logan e) Rockhampton
171	Income Management – Baby Bonus	Xenophon	How many Income Management clients in each of the following LGAs have received the Baby Bonus? (If individual figures are unavailable, please provide the total figures.)

No	Broad Topic	Senator	Question
			a) Playford b) Bankstown c) Shepparton d) Logan e) Rockhampton
172	BasicsCard	Xenophon	How many stores in the Adelaide metropolitan area accept the BasicsCard? How many stores in each of the following LGAs accept the BasicsCard? a) Playford b) Salisbury c) Port Adelaide Enfield d) Marion e) Noarlunga f) Onkaparinga
173	Vulnerable Welfare Recipient Income Management	Xenophon	How many Income Management clients from each of the following LGAs are on Vulnerable Welfare Recipient Income Management primarily because of: I) The 'financial hardship' trigger; II) The 'financial exploitation' trigger; III) The 'homelessness/risk of homelessness' trigger; IV) The 'lack of reasonable self-care' trigger? (If individual figures are unavailable, please provide the total figures.) a) Playford b) Salisbury c) Port Adelaide Enfield d) Marion e) Noarlunga f) Onkaparinga
174	Voluntary Income Management Clients	Xenophon	How many Voluntary Income Management clients in each of the following LGAs were previously assessed or evaluated for Vulnerable Welfare Recipient Income Management or Child Protection Income Management? (If individual figures are unavailable, please provide the total figures.) a) Playford b) Bankstown c) Shepparton d) Logan

No	Broad Topic	Senator	Question
			e) Rockhampton
175	Move to Area of Lower Employment Period	Siewert	How many Move to Area of Lower Employment Period (MALEP) periods of six months were imposed in 2012-13? Provide details of the payment types and number of each payment type affected by a MALEP.
176	Income Management – Client Distribution in Playford	Xenophon	What is the distribution of Income Management clients in the Playford LGA by postcode?
177	Aged Home Care Providers – Payment Delays	Polley	Please provide data on which providers had payments delayed? How much funding was outstanding? The length of time the payments were delayed? Which providers have not received payments? When all affected providers have received their delayed payments?
178	Job Seeker Compliance Data	Siewert	For 2012-13, please provide a breakdown of compliance-related appeals at all levels, with appeal outcomes, and broken down by Indigenous/non-Indigenous status.
179	Seasonal Work Preclusion Periods	Siewert	a) How many Seasonal Work Preclusion Periods were applied in 2012-13? b) Of the Seasonal Work Preclusion Periods imposed, what is the average preclusion period? Provide details of the types of payment affected in the numbers of each payment type affected.
180	Diner's Club Cards	Ludwig	a) What is the arrangement with diners club for provision of credit cards for the Whole of Government Travel arrangements? b) What is the cost of using diners club to the government, listed by government and agency in fees and other charges? c) What are the criteria for staff receiving credit cards? Does the criteria vary between SES and other levels; do they require pre approval for certain classes of expenses? d) Please detail the limits of the credit cards issued to departmental staff; the types of cards; the card issuers; e) Have any credit cards been issued to ministers or ministers staff?
181	Government Advertising	Ludwig	a) How much has been spent on government advertising (including job ads) since 7 September 2013? 1) List each item of expenditure and cost. 2) List the approving officer for each item. 3) Detail the outlets that were paid for the advertising. b) What government advertising is planned for the rest of the financial year? 1) List the total expected cost. 2) List each item of expenditure and cost. 3) List the approving officer for each item. 4) Detail the outlets that have been or will be paid for the advertising.