

**SENATE COMMUNITY AFFAIRS LEGISLATION COMMITTEE
 ADDITIONAL ESTIMATES – 11 FEBRUARY 2016
 QUESTIONS ON NOTICE
 DEPARTMENT OF HUMAN SERVICES**

HS No.	Broad topic	Senator	Question
1	Australian Hearing – impact of funding reduction	Cameron	Senator CAMERON: What would be your estimate of how many services you would have to cut back on? Mr Davidson: Again, Senator, we have only just got these numbers. I am more than happy to take that on notice and have a look. [page 100]
2	myGov - unavailability	Siewert	Mr Sterrenberg: No, we have only had one priority 1 error this year, and that was related to an outage around myGov in July. In the first week of July we had a routing error. I think you may be aware that we have been in the process of geographically relocating two separate data centres to give us high availability. In moving half of the data centre to our new tier 1 data centre in Fyshwick, we had some routing errors and that made the myGov platform unavailable for a period of time. Senator SIEWERT: How long was that? Mr Sterrenberg: I would need to come back with a definitive answer on that. [pages 106-107]
3	Medicare Payment System – chart showing IT areas	Cameron	Senator CAMERON: Mr Sterrenberg, can we have a chart that outlines the IT areas that are covered by the scoping study? Mr Sterrenberg: Yes. Ms Campbell: We will take that on notice. Senator CAMERON: Mr Sterrenberg is saying 'yes'; you are saying 'take it on notice'. Ms Campbell: We will take it on notice. [page 110]
4	Government service delivery – overseas comparison	Cameron	Senator CAMERON: Are you aware of any other countries where there is private sector delivery of such a big chunk of government services? I have had a look. I cannot find it. But you are the experts. If you can tell me, I would like to have a look at it, but I cannot find it. I think there are some smaller states in the US, but nowhere else. Ms Campbell: We can take that on notice. I do not have that sort of literature with me at this stage. [page 114]
5	ISIS agreement	Cameron	Senator CAMERON: Can I just get a clarification, Mr Sterrenberg, about the ISIS system. In 2004 I think it was the former Treasurer and then Minister for Human Services, Joe Hockey, who signed the ongoing technical agreement for ISIS, didn't he? How long was that agreement for—10 years? Ms Campbell: I think you might be talking about the contract with Rocket Software. Senator CAMERON: Who was that? Ms Campbell: It would have probably been the chief executive officer of the then Centrelink, but we can take that on notice and come back to you. Senator CAMERON: The minister would have had to approve that. Ms Campbell: We can take that on notice. I am not sure what the arrangements were in 2004. Senator CAMERON: I think you might have given evidence on that before, actually. I think you did indicate

HS No.	Broad topic	Senator	Question
			<p>that the contract was done under Joe Hockey.</p> <p>Ms Campbell: It may have been when Mr Hockey was the Minister for Human Services.</p> <p>Senator CAMERON: If you can just revisit that, I am pretty sure it was. I am pretty sure the evidence you gave last time—and it was Mr Sterrenberg who had all the details—was that in 2004 it was a 10-year contract.</p> <p>Mr Sterrenberg: Yes, I believe so. [page 117]</p>
6	Medicare Payment System	Cameron	<p>Senator CAMERON: So you just muddle along—no, I will not say 'muddle along' because that is wrong. You sort of patch this up as you go along to make sure that the MPS system continues to deliver.</p> <p>Mr Sterrenberg: I will need to go on notice for the exact figures, but I think up until 2012 the MPS system was actually run—</p> <p>Senator CAMERON: We got him, Secretary! We got him!</p> <p>Mr Sterrenberg: It was run by an outsourced contractor with IBM. We moved it in-house after that date to get the scale advantages that we had on our mainframe.</p> <p>Ms Campbell: I think we discovered in 2012 that there were some significant shortfalls in its capabilities because we had not been looking at it as closely. [pages 117-118]</p>
7	DHS Breast Feeding policy	Moore	<p>Senator MOORE: And they are not all the same place, which is an issue sometimes where one room is one size fits all for all those things. Thank you very much. Is your policy available on the website or something of that nature?</p> <p>Ms Campbell: It looks like it is on the intranet.</p> <p>Senator MOORE: That means I cannot be into it.</p> <p>Ms Campbell: But I am sure we can provide it.</p> <p>Senator MOORE: It would be lovely if we could get a copy on notice. Thank you. [page 118]</p>
8	Age Pension – Tasmania – proof of identity	Polley	<p>Senator POLLEY: Recently I was contacted because an application was made to get the age pension, but Centrelink would not accept a pre-1970 Tasmanian birth certificate as proof of identity, and that made it very difficult then for this particular gentleman to be able to prove his identity. Is this general practice? Is it something that you are aware of? There was no indication on the appropriate forms to suggest that there may be a problem with accepting pre-1970s birth certificates, and the statement was made that those records were corrupt.</p> <p>Ms Campbell: I have had a number of officers join me at the table, and I am hoping that one of them knows more about pre-1970s Tasmanian birth certificates than I do. I will hand over to them, starting with Mr Withnell.</p> <p>Mr Withnell: My understanding is we accept official Tasmanian birth certificates—not extracts—the ones that have the number from Births, Deaths and Marriages. If there is a problem there are also alternate proof of identity options that are available to people if they do not have a genuine birth certificate or they are unable to get one.</p> <p>Senator POLLEY: This was a genuine birth certificate, but I was advised that the Tasmanian births and deaths records prior to 1950 are considered to be corrupt. But that is what he was advised and if that is the</p>

HS No.	Broad topic	Senator	Question
			<p>case then that should be on the appropriate form so people are prepared. Sometimes people do not have a drivers licence or things like that. I still really want to get to the bottom of: if the records are considered to be corrupt why has Centrelink made that decision?</p> <p>Mr Withnell: I am happy to take that on notice and look into it for you. [pages 118-119]</p>
9	Grandparent Advisers	Moore	<p>Senator MOORE: One relates to the grandparent carers report and the government response to it, which came out two weeks ago. The government response mentioned the extension of the Department of Human Services-Centrelink grandparents advisers program, which received very positive commentary during the inquiry we were involved in.</p> <p>.....</p> <p>Senator MOORE: One of the things we did find was that, whilst the personnel who were employed in the existing network were outstanding—the evidence that they gave and their knowledge was deeply impressive—we felt that perhaps the evaluation could be extended to their response. If we could get a little bit of information about the evaluation of how effective the network and its personnel were, as well as the out years of the funding for the extension. I will put those all on notice. [page 119]</p>
10	Kingston Service Centre closure - savings	Moore	<p>Senator MOORE: Are there any savings expected to the department through the relocation of this centre?</p> <p>Ms Campbell: There are minor savings in relation to the rent and that is to contribute to the efficiency dividend from August 2013.</p> <p>Senator MOORE: On notice, can we get some idea about how much that is in terms of the process?</p> <p>Ms Campbell: We can. [page 120]</p>
11	Kingston Service Centre closure – comparison	Moore	<p>a) Senator MOORE: In the letter to <i>The Kingborough Chronicle</i>—I believe that must be the local paper—Minister Robert said that the closure of the Kingston service centre was due to visitation having reduced to 126 walk-in visitors each day. How does that compare to other regional centres in Tasmania, such as the Devonport or Burnie centres?</p> <p>Ms Campbell: I do not have the numbers.</p> <p>Senator MOORE: That could go on notice. [page 120]</p> <p>b) Senator MOORE: In the letter to the <i>Kingborough Chronicle</i>, Minister Robert also said that engagement with the 126 visitors on average per day is five minutes each. Can you provide details of this data and all other data regarding usage compared to 2013 and compared to your target for similar regional offices.</p> <p>Ms Campbell: We will take that on notice. [page 121]</p>
12	Kingston Service Centre closure – public transport to Hobart	Moore	<p>Senator MOORE: Are you aware that the Hobart service centre is not on any public transport route from Kingston or any of the southern Tasmanian communities?</p> <p>Ms Campbell: I am not sure of the exact details of the transport routes.</p> <p>Mr Maloney: We will have to take that on notice and get back to you. [page 121]</p>
13	Kingston Service Centre closure - reconsideration	Moore	<p>Senator MOORE: What conditions would need to be met for the government to reconsider the closure of this centre?</p>

HS No.	Broad topic	Senator	Question
			Ms Campbell: I am happy to refer that to the minister. [page 121]
14	Child Support test case	Xenophon	<p>a) Senator XENOPHON: I have previously raised concerns about the difference in cost between the AGS and a father in a particular case—the so-called test case that has been referred to. I asked question on notice No. 19 in February 2015. The father's costs were \$71,459.92; the registrar's costs were \$369,283.17. There is a substantial difference—</p> <p>Ms Campbell: There is.</p> <p>Senator XENOPHON: I asked you about the cost difference, and the department answered that the department was satisfied that the registrar's legal costs were appropriate and commensurate with the legal work performed. I am just trying to understand why there was a difference. I know that you are satisfied but I am not satisfied in terms of trying to understand the difference. As a suburban lawyer in a past life, I was always astounded as to how much the big end of town costs were in some cases compared to the costs for some other parties. Under the Model Litigant Rules, the Commonwealth have agreed to pay the father's legal costs but he was advised to obtain only one junior counsel and an instructing solicitor in that case. That is my understanding.</p> <p>Mr Hutson: Perhaps we might start by talking about the reasons why the legal costs for the department were so much greater than those of the—</p> <p>Senator XENOPHON: You might start, but you might have to finish by taking it on notice, because I only have another three minutes.</p> <p>Ms Campbell: Do you want us to put that question you just asked on notice?</p> <p>Senator XENOPHON: Would you give me a 30-second summary, please.</p> <p>Mr Hutson: The 30-second summary is that there were a lot of complex legal and administrative issues, including issues about whether the registrar could use the information provided to the father and making arrangements for the payments. There were a number of very serious allegations made by the father in that case about the department's conduct and about whether or not we had complied with the model litigant rules. Those things all added up to a total bill which, as you say, was quite a large sum of money.</p> <p>Senator XENOPHON: I am very happy for you to give me more information in respect of that on notice ... [pages 121 and 122]</p> <p>b) Senator XENOPHON: Very quickly, can I get details from you as to how big that legal team was in that particular case?</p> <p>Ms Musolino: Certainly.</p> <p>Senator XENOPHON: One argument is that each legal team was dealing with the same set of orders. Are you in a position to at least tender the invoices, with appropriate privacy—I do not need to know the names of the lawyers—to get an idea of the sort of work that was done in respect of that?</p> <p>Ms Musolino: We can take that on notice. [page 122]</p>
15	Telephony	Siewert	<p>Senator SIEWERT: Are you able to give me the figures for the calls for the customers that use the IVR options, which then transfers them to the self-serve application?</p> <p>Mr Maloney: I can give you the number of calls that shows the self-service application inside the IVR, and</p>

HS No.	Broad topic	Senator	Question
			<p>then finish. That was 2.4 million calls so far this year.</p> <p>Senator SIEWERT: Do you have last financial year's?</p> <p>Mr Maloney: Last financial year for the same period was 2.6 million.</p> <p>Senator SIEWERT: That was for the whole of the year?</p> <p>Mr Maloney: No, that was just for the six months. It is the same period—July to December.</p> <p>Senator SIEWERT: Sorry, I was looking for 2014-15, for the whole of the year. I beg your pardon if I was not clear.</p> <p>Mr Maloney: I am not sure that I have that.</p> <p>Ms Campbell: We can take that on notice for you, Senator. [pages 124–125]</p>
16	Call Wait Times	Cameron	<p>Senator CAMERON: How can we be confident that these wait times are accurate?</p> <p>Ms Campbell: We will take on notice and give you the actual wait times for those periods.</p> <p>Senator CAMERON: Okay. I am happy to table this if you want it.</p> <p>Ms Campbell: That would be very helpful. [page 129]</p>
17	Call Centre staff recruitment	Cameron	<p>Senator CAMERON: Can you take on notice then to provide me the process that was undertaken, who undertook the process, how much it cost for the process, and how many IIEs who applied for the job did not get the job?</p> <p>Ms Campbell: I will just check whether Mr Jackson has that information on that last question.</p> <p>Senator CAMERON: Can you take it on notice? I have not got time to go through it now. I will be happy for you to take that on notice. [page 130]</p>
18	Dragons' Den	Cameron	<p>a) Senator CAMERON: Can you then, Mr Shepherd, on notice, provide me with details of the outcomes in terms of better IT arising from this program, and better call response times and resolution times?</p> <p>Ms Campbell: We can talk to you now about the fact that—</p> <p>Senator CAMERON: I do not have a lot of time, so if you take it on notice that will be fine. [page 131]</p> <p>.....</p> <p>b) Senator CAMERON: On notice, could you provide details of the innovations that have been picked up arising from it. [page 131]</p>
19	Hack the Future	Cameron	<p>a) Senator CAMERON: What about Hack the Future?</p> <p>Mr Shepherd: Yes, that is also part of the department's innovation program.</p> <p>Senator CAMERON: How much is spent on Hack the Future?</p> <p>Mr Shepherd: I will need to see if I can get that. I will take that on notice. [page 131]</p> <p>.....</p> <p>Mr Shepherd: Yes. The Hack the Future cost I will have to take on notice. [page 132]</p> <p>b) Senator CAMERON: Also, who delivered Hack the Future? Was it PwC? How much did PwC get?</p> <p>Mr Shepherd: We can take that on notice. [page 132]</p>

HS No.	Broad topic	Senator	Question
			c) Senator CAMERON: And any other consultants that were involved. [page 132]
20	Dragons' Den and Hack the Future - accounts	Cameron	Senator CAMERON: Just give me itemised accounts for what was spent on Dragons' Den and Hack the Future. Mr Shepherd: Sure. [page 132]
21	'We' campaign	Cameron	a) Senator CAMERON: I think you advised me last time that you had an internal slogan. Is that right? You had developed some internal slogan—was it 'Yes'? Ms Campbell: Was it 'We'—our statement of how we want to behave, those sorts of things? Senator CAMERON: Yes. How much did you spend on 'We'? Ms Campbell: That was some years ago, so I think it is best we take that on notice. I do not think I have got anyone here tonight who would have that information. [pages 132–133] b) Senator CAMERON: Can you provide some graphics of how it is used? Ms Campbell: We can. [pages 133]
22	DHS staff co-located at DTO	Cameron	Senator CAMERON: So how many of your staff have co-located? Mr Shepherd: I would need to get the accurate figure in an answer to this on notice. But about 10, at the moment, are working on a project with the DTO. [page 133]
23	WPIT	Cameron	a) Senator CAMERON: Can you provide details of any analysis that has been done within the department to link lower call wait times to the implementation of WPIT? Ms Campbell: We will take that on notice. [page 133] b) Senator Cameron: Has there been any analysis done as to when WPIT will start making a difference to call wait times? Ms Campbell: We will take that on notice. Senator CAMERON: You don't know? Ms Campbell: You asked me for analysis, and I do not have analysis with me. That is why I said I would take it on notice. [pages 133-134] c) Ms Campbell: We are only in tranche 1 of WPIT. We have been very clear on what we have asked tranche 1 to deliver, and that is about the procurement— Mr Shepherd: The design, the first initial deliverables. Ms Campbell: the design and first initial deliverables, which include the applications about where claims are up to. Senator CAMERON: Can you provide me some documentation as to the detail of tranche 1? Ms Campbell: We will take that on notice. [page 134]

HS No.	Broad topic	Senator	Question
24	DSP Assessments	Siewert	<p>a) Senator SIEWERT: For the group of people who applied, do you have an understanding of where they ended up? Did they end up on Newstart, Youth Allowance or with no income support? Ms Campbell: Customers with a rejected claim, where do they go? Ms Golightly: We make the offer of whether they would like to go on to another payment, which is usually Newstart. It is up to the customer if they wish to do that, but most do take up that offer. Senator SIEWERT: Do you have any data on that? Ms Golightly: I do not have the numbers with me, but I can take that on notice. [pages 135-136]</p> <p>b) Senator SIEWERT: Can you also take on notice where that 75 per cent ends up? Ms Golightly: Yes. [pages 136]</p> <p>c) Senator SIEWERT: No, it was a different one. I am talking about the process now where people have to participate in an approved program for 18 months. Ms Golightly: There is a criterion that you need to have undertaken a program of support. The figure could include people who have not undertaken that program. They have a time period to complete that program. We can see what data we have on that for you. Senator SIEWERT: I would be interested in knowing: of that 75 per cent how many were rejected because they had not undertaken a program of support and then came back through the system. Ms Golightly: Yes, I understand that. [page 136]</p>
25	ACT light rail – engagement with department	Seselja	<p>Ms Campbell: Chair, could I just correct the record before we finish? CHAIR: Please. Ms Campbell: The Capital Metro agency are visiting Braddon Service Centre to consult with staff on light rail. They will be in our tearoom on 24 February. CHAIR: So the inner suburbs will be well serviced! We are going to have to wrap it up there. Actually, could you take on notice to provide some detail on who initiated that engagement and any arrangements around it, whether there is any cost and all that sort of thing—just any further details? Ms Campbell: Yes. [page 137]</p>
26	ANAO Report – <i>Qualifying for the Disability Support Pension</i>	Siewert	<p>In relation to the ANAO's report <i>Qualifying for the Disability Support Pension</i></p> <p>a) Of the 18 per cent of decisions set aside in an internal review (p. 36), does this mean that the person receives DSP, who would otherwise have been denied?</p> <p>b) The ANAO report refers to reviews being 'withdrawn, varied or dismissed due to lack of jurisdiction' (pp. 36-37). What information are applicants typically lacking?</p> <p>c) How many applications for DSP did DHS reject in each of the financial years 2011-12 to 2014-15, inclusive?</p> <p>d) Of the 15 per cent of decisions set aside by the SSAT (p. 38), how many involve a complete reversal – providing the DSP to an applicant who would otherwise not have received it? Please provide a</p>

HS No.	Broad topic	Senator	Question
			breakdown by financial year from 2011-12 to 2014-15 inclusive.
27	Timeliness Standards	Siewert	In relation to the Timeliness Standards , please provide a list of the performance by DHS against all of the payment types listed, and a breakdown by processing time for those claims that take longer than the threshold in the Timeliness Standards.
28	myGov – transfer to DTO	Siewert	Are there any plans to transfer responsibility for the MyGov site to the Digital Transformation Office? Does DHS retain responsibility for MyGov?
29	Disability Support Pension – Essential Medical Equipment Allowance	Siewert	Does the Department require DSP recipients who change their address to resubmit the essential medical equipment allowance forms with their doctor's signature?
30	Conflicting advice to a client	Siewert	Does the Department track cases where staff members have given conflicting advice to a client? Is there a system for resolving this?
31	Disability Support Pension – use of charities	Siewert	Does the Department have any data on the number of individuals forced to rely on emergency services from charities such as St Vincent de Paul's, as a result of losing access to the DSP?
32	Disability Support Pension – accuracy of assessments	Siewert	a) Does the Department have any data measuring its accuracy in undertaking DSP assessments? b) Is there an independent review or oversight to ensure DHS or privately contracted doctors are accurately assessing applications?
33	Resetting a password	Siewert	Some constituents have tried for months to reset a password they were told wasn't 'valid', and continually receiving a 'This service is currently unavailable' response. a) Is that a system fault that DHS is aware of? b) Have there been other similar accounts to the DHS complaints line?
34	Centrelink/DHS offices	Siewert	a) Does the Department have guidelines about privacy for individuals completing their forms in a crowded open space? What steps is DHS undertaking to ensure clients have adequate privacy? b) Are Centrelink staff able to manually process applications when the front-end website, or the back-end system, are unavailable? What is the DHS policy for front-line staff when the system is unavailable? c) Do Centrelink staff ever refer clients visiting an office to a phone line service?
35	Navigation guides	Siewert	Has the Department considered providing guides or advocates who can help clients navigate the DHS/Centrelink system?
36	Mental health support	Siewert	a) Does the Department provide training in mental health support to telephone centre staff, or training in identifying and referring individuals who may experience mental illness? b) If a person discusses self-harm in conversation with a Centrelink staff member, does the Department have a system in place to help that person?
37	Dealing with the Department	Siewert	a) Is there a feature in the system that redirects people from the website to an office to have their ID verified? b) Does the Department have any data on how many people the average client deals with to handle simple requests?

HS No.	Broad topic	Senator	Question
			c) Has the Department considered adopting a client manager approach, to provide a simple entry point for clients?
38	Employment Service Providers	Siewert	Does Centrelink have a way of preventing people being bounced back 3-4 times or more between Centrelink and the employment services provider?
39	Overpayments and Underpayments	Siewert	In relation to QoNs 47 and 48 from Supplementary Budget estimates – a) Please provide an update on the data in QoNs 47 and 48. b) Why does the Department not collect data on underpayments, given it collects detailed information on overpayments? c) Is there a grace period on repaying overpayments for individuals where the Department is responsible for the error?
40	2015-16 MYEFO measure <i>Enhanced Welfare Payment Integrity</i> :	Siewert	a) Where debt recovery occurs, will it focus on those with a capacity to pay, or will it apply even where individuals are unemployed / low income earners? b) Where DSS becomes aware that individuals that are not welfare recipients are earning untaxed income, does it provide that information to the ATO? For example, if they're caught through some of its online monitoring?
41	Social media monitoring	Siewert	a) How much has the Department spent on social media monitoring? b) How much revenue has been raised by the measure?
42	Welfare Fraud	Siewert	In relation to the National Welfare Fraud tip-off line and the answer provided to QoN 184 from Supplementary Budget Estimates: a) Please provide an update reflecting the latest data since QoN 184 b) Of the 108,841 tip-offs, only 1,494 lead to social security payment reductions. What is the status of the remaining tipoffs? At what stage in the process for the remaining tip-offs did the Department decide they would not result in payment reductions? c) How much has the National Welfare Fraud tip-off line cost, in both running the tip-off line, and in investigation the 'tip-offs'? d) How much money has been recovered through the National Welfare Fraud tip-off line?
43	Average Wait Times	Siewert	What was the average wait time on the DHS Complaints and Feedback Line for the 2014-15 financial year, and for July-December 2015?
44	Optical Surveillance	Siewert	QoN 186 from Supplementary Budget estimates indicates that \$39,407 was spent on 'optical surveillance'. a) Please provide an updated cost for the period since that QoN. b) What has been purchased for that cost, in terms of person-hours of surveillance, or other relevant metrics?
45	Disability Support Pension – processing of claims	Siewert	Given reports (Canberra Times, ' Disabled lost in benefits limbo amid Centrelink pension crack down ', 15 February 2016) of a significant backlog in relation to DSP claims: a) How many DSP claims are currently waiting for assessment?

HS No.	Broad topic	Senator	Question
			<p>b) What is the expected processing time for new DSP claims?</p> <p>c) How many doctors/ hours/DMA's is Medicare Health providing under the contract?</p>
46	Ministerial functions	Bilyk	<p>In relation to any functions or official receptions hosted by Ministers or Assistant Ministers/Parliamentary Secretaries in the Human Services portfolio since 20 October 2015, can the following please be provided:</p> <p>a) list of functions;</p> <p>b) list of attendees including departmental officials and members of the Minister's family or personal staff;</p> <p>c) function venue;</p> <p>d) itemised list of costs;</p> <p>e) details of any food served;</p> <p>f) details of any wines or champagnes served including brand and vintage; and</p> <p>g) details of any entertainment provided.</p>
47	Secretary's speeches	Bilyk	<p>Can a copy of any speeches delivered by the Secretary of the Department at any staff meetings since 20 October 2015 please be provided?</p>
48	Executive office upgrades	Bilyk	<p>Have the furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, been upgraded since 20 October 2015? If so, can an itemised list of costs please be provided?</p>
49	Vacancies	Bilyk	<p>Please provide a list of all statutory, board and legislated office vacancies and other significant appointments vacancies within the portfolio, including length of time vacant and current acting arrangements.</p>
50	myGov - transactions	Siewert	<p>Mr Sterrenberg: I have some information that may be helpful, but I probably need to context it with a broader explanation if you do not mind, because it may give some light on it. In sheer raw numbers—and these are technology, as opposed to applications or NTN transactions—in September last year we did 138 million transactions on the myGov platform. In December that increased to 234 million transactions. So there was an incredible growth in the transaction rate. And the error rate across that number is 0.13 per cent.</p> <p>.....</p> <p>Senator SIEWERT: You call that a resource error or a 500 error. You gave me numbers and then you said the error rate is 0.13 per cent. What is that in terms of numbers? When you give me the other ones, can you give them to me in the same format. [page 106]</p>
51	Expenditure on Taxis	Ludwig	<p>Since the change of Prime Minister on 14 September 2015:</p> <p>a) How much did each department/agency spend on taxis during the specified period? Provide a breakdown for each business group in each department/agency.</p> <p>b) What are the reasons for taxi costs?</p> <p>c) How much did the department spend on taxis during the specified period for their minister or minister's office?</p>
52	Hospitality and Entertainment	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) What has been the Department/Agency's hospitality spend including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend. Detail date,</p>

HS No.	Broad topic	Senator	Question
			<p>location, purpose and cost of all events including any catering and drinks costs.</p> <p>c) What has been the Department/Agency's entertainment spend? 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. 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>
53	Executive Coaching and Leadership	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015: Please provide the following information in relation to executive coaching and/or other leadership training services purchased by each department/agency:</p> <p>a) Total spending on these services.</p> <p>b) The number of employees offered these services and their employment classification.</p> <p>c) 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>d) The names of all service providers engaged. For each service purchased from these providers, please provide:</p> <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. 4) The total number of hours involved for all employees (provide a breakdown for each employment classification) 5) The total amount spent on the service 6) A description of the fees charged (i.e. per hour, complete package) <p>e) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ol style="list-style-type: none"> 1) The location used. 2) The number of employees who took part on each occasion (provide a breakdown for each employment classification). 3) The total number of hours involved for all employees who took part (provide a breakdown for each

HS No.	Broad topic	Senator	Question
			<p>employment classification).</p> <p>4) Any costs the department or agency's incurred to use the location.</p> <p>f) 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>g) For graduate or post graduate study, please breakdown each approved study leave by staffing allocation and degree or program title.</p>
54	Staffing - Profile	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Has there been any change to the staffing profile of the department/agency?</p> <p>b) Provide a list of changes to staffing numbers, broken down by classification level, division, home base location (including town/city and state)</p>
55	Staffing - Reductions	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) How many staff reductions/voluntary redundancies have occurred?</p> <p>1) 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? What classification were these staff?</p> <p>g) How many non-ongoing staff left department/agency from? What classification were these staff?</p> <p>h) What are the voluntary redundancy packages offered? Please detail for each staff level and position</p> <p>i) How do the packages differ from the default public service package?</p> <p>j) How is the department/agency funding the packages?</p>
56	Staffing - Recruitment	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) How many ongoing staff have been recruited? What classification are these staff?</p> <p>b) How many non-ongoing positions exist or have been created? What classification are these staff?</p> <p>c) How many staff have been employed on contract and what is the average length of their employment period?</p>
57	Kitchen Appliances	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Has the department/agency purchased, leased or rented any kitchen appliances over the value of \$1000?</p> <p>1) If yes, provide a list that includes the type of appliance, the cost, the amount, and any ongoing costs such as purchase of consumables and when the appliance was purchased?</p> <p>2) Why were the appliances purchased?</p> <p>3) Has there been a noticeable difference in staff productivity since the appliances were purchased? Are</p>

HS No.	Broad topic	Senator	Question
			<p>staff leaving the office premises less during business hours as a result?</p> <p>4) Where did the funding for the appliances come from?</p> <p>5) Who has access?</p> <p>6) Who is responsible for the maintenance of the appliances? How much was spent on maintenance, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?</p> <p>7) What are the other ongoing costs of the appliances?</p>
58	Boards	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) how often has each board met, break down by board name;</p> <p>b) what travel expenses have been incurred;</p> <p>c) what has been the average attendance at board meetings;</p> <p>d) list each member's attendance at meetings;</p> <p>e) how does the board deal with conflict of interest;</p> <p>f) what conflicts of interest have been registered;</p> <p>g) what remuneration has been provided to board members;</p> <p>h) how does the board dismiss board members who do not meet attendance standards;</p> <p>i) have any requests been made to ministers to dismiss board members;</p> <p>j) please list board members who have attended less than 51% of meetings; and</p> <p>k) what have been the catering costs for the board meetings held during this period? Please break down the cost list.</p>
59	Corporate cars	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) How many cars are owned by each department/agency?</p> <p>1) Where are the cars located?</p> <p>2) What are the cars used for?</p> <p>3) What is the cost of each car during the specified period?</p> <p>4) How far did each car travel during the specified period?</p> <p>b) How many cars are leased by each department/agency?</p> <p>1) Where are the cars located?</p> <p>2) What are the cars used for?</p> <p>3) What is the cost of each car during the specified period?</p> <p>4) How far did each car travel during the specified period?</p>
60	Government payment of accounts	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) What has been the average time period for the department/agency paid its accounts to contractors, consultants or others?</p> <p>b) How many payments owed (as a number and as a percentage of the total) have been paid in under 30</p>

HS No.	Broad topic	Senator	Question
			<p>days?</p> <p>c) How many payments owed (as a number and as a percentage of the total) have been paid in between 30 and 60 days?</p> <p>d) How many payments owed (as a number and as a percentage of the total) have been paid in between 60 and 90 days?</p> <p>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?</p> <p>f) 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 Estimates, 2014?</p> <p>g) Where interest is being paid, what rate of interest is being paid and how is this rate determined?</p>
61	Hire cars	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) How much did each department/agency spend on hire cars during the specified period? Provide a breakdown of each business group in each department/agency.</p> <p>b) What are the reasons for hire car costs?</p> <p>c) How much did the department spend on hire cars during the specified period for their minister or minister's office?</p>
62	Credit cards	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Provide a breakdown of any changes to employment classifications that have access to a corporate credit card.</p> <p>b) Have there been any changes to action taken in the event that the corporate credit card is misused?</p> <p>c) Have there been any changes to how corporate credit card use is monitored?</p> <p>d) Have any instances of corporate credit card misuse have been discovered during the specified period? If so:</p> <p>e) Please list staff classification and what the misuse was, and the action taken.</p> <p>f) Have there been any changes to what action is taken to prevent corporate credit card misuse?</p> <p>g) How any credit cards available to the Minister or their office? If so, please list by classification. Have there been any misuse of credit cards by the Minister or their office? Has any action been taken against the Minister or their office for credit card misuse? If so, list each occurrence, including the cost of the misuse.</p>
63	Functions	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <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 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</p>

HS No.	Broad topic	Senator	Question
			office. Breakdown by item, quantity and cost.
64	Red tape reductions	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Please detail changes to structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets?</p> <p>1) What is the progress of that red tape reduction target</p> <p>b) How many officers have been placed in those units and at what level?</p> <p>c) How have they been recruited?</p> <p>d) What process was used for their appointment?</p> <p>e) What is the total cost of this unit?</p> <p>f) What is the estimated total salary cost of the officers assigned to the unit. _</p> <p>g) Do members of the unit have access to cabinet documents?</p> <p>h) 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>i) What is the formal name given to this unit / taskforce / team / workgroup or agency within the department?</p>
65	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> <p>1) What is the current occupancy level and occupant of the items identified in (c)?</p> <p>2) What is the value of the items identified in (c)?</p> <p>3) What contractual or other arrangements are in place for the items identified in (c)?</p> <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>
66	Contracts for Temporary Staff	Ludwig	Since the change of Prime Minister on 14 September, 2015:

HS No.	Broad topic	Senator	Question
			<ul style="list-style-type: none"> a) How much did the department/agency spend on temporary or contract staff? b) How many temporary or contract staff have been employed? c) What is the total number of temporary or contract staff currently employed? d) How much was paid for agencies/companies to find temporary/contract staff? e) Have there been any changes to the policies/criteria that govern the appointment of contract staff?
67	Printing	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ul style="list-style-type: none"> a) How many documents (include the amount of copies) have been printed? <ul style="list-style-type: none"> 1) How many of these printed documents were also published online? b) Has the Department/Agency used external printing services for any print jobs? <ul style="list-style-type: none"> 1) If so, what companies were used? 2) How were they selected? 3) What was the total cost of this printing by item?
68	Communications staff	Ludwig	<ul style="list-style-type: none"> a) For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following: <ul style="list-style-type: none"> 1) How many ongoing staff, the classification, the type of work they undertake and their location. 2) How many non-ongoing staff, their classification, type of work they undertake and their location 3) How many contractors, their classification, type of work they undertake and their location 4) How many are graphic designers? 5) How many are media managers? 6) How many organise events? b) Have these arrangements changed since the change of Prime Minister on 14 September, 2015? If yes, please detail.
69	Reviews	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ul style="list-style-type: none"> a) How many new reviews (defined as review, inter-departmental group, inquiry, internal review or similar activity) have been commenced? Please list them including: <ul 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) who is conducting the review; 9) the number of officers, and their classification level, involved in conducting the review; 10) the expected report date;

HS No.	Broad topic	Senator	Question
			<p>11) the budgeted, projected or expected costs; and 12) if the report will be tabled in parliament or made public.</p> <p>b) For any review commenced or ordered, have any external people, companies or contractors being engaged to assist or conduct the review?</p> <p>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 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, 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?</p> <p>c) Which reviews are on-going? 1) Please list them. 2) What is the current cost to date expended on the reviews?</p> <p>d) Have any reviews been stopped, paused or ceased? Please list them.</p> <p>e) Which reviews have concluded? Please list them.</p> <p>f) How many reviews have been provided to Government? Please list them and the date they were provided.</p> <p>g) When will the Government be responding to the respective reviews that have been completed?</p> <p>h) What reviews are planned? 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? i) If so, when? If not, why not?</p>
70	Commissioned Reports	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) How many reports (including paid external advice) have been commissioned by the Minister, department</p>

HS No.	Broad topic	Senator	Question
			<p>or agency?</p> <p>1) Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.</p> <p>b) How much did each report cost/or is estimated to cost? How many departmental or external staff were involved in each report and at what level?</p> <p>c) What is the current status of each report? When is the Government intending to respond to these reports?</p>
71	Appointments	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Please detail any board appointments made to date.</p> <p>b) What is the gender ratio on each board and across the portfolio?</p> <p>c) Has the department instigated or changed its gender ratio target and/or any other policy intended to increase the participation rate of women on boards? If yes, please specify what the target and policy is for each board.</p> <p>d) Please specify when these gender ratio or participation policies were changed.</p>
72	Stationery requirements	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) How much has been spent by each department and agency on the government (Ministers / Parliamentary Secretaries) stationery requirements in your portfolio to date?</p> <p>1) Detail the items provided to the minister's office.</p> <p>2) Please specify how many reams of paper have been supplied to the Minister's office.</p> <p>b) How much has been spent on departmental stationery requirements to date.</p> <p>c) Has any customised stationery been requested or provided to the Minister or Ministerial Staff? If yes, please include a photo/scan, detail the type of stationery, date it was requested, date it was provided and the cost.</p>
73	Electronic equipment	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Other than phones, iPad or computers – please list the electronic equipment provided to the Minister's office.</p> <p>1) List the items.</p> <p>2) List the items location or normal location.</p> <p>3) 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>4) List the total cost of the items.</p> <p>5) List an itemised cost breakdown of these items.</p> <p>6) List the date they were provided to the office.</p> <p>7) Note if the items were requested by the office or proactively provided by the department.</p>
74	Media subscriptions	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) What pay TV subscriptions does your department/agency have?</p>

HS No.	Broad topic	Senator	Question
			<ol style="list-style-type: none"> 1) Please provide a list of channels and the reason for each channel. 2) What has been the cost of this package/s during the specified period? 3) What is provided to the Minister or their office? 4) What has been the cost of this package/s during the specified period? <p>b) What newspaper subscriptions does your department / agency have?</p> <ol style="list-style-type: none"> 1) Please provide a list of newspaper subscriptions and the reason for each. 2) What has been the cost of this package/s during the specified period? 3) What is provided to the Minister or their office? 4) What has been the cost of this package/s during the specified period? <p>c) What magazine subscriptions does your department/agency have?</p> <ol style="list-style-type: none"> 1) Please provide a list of magazine subscriptions and the reason for each. 2) What has been the cost of this package/s during the specified period? 3) What is provided to the Minister or their office? 4) What has been the cost of this package/s during the specified period? <p>d) What publications does your department / agency purchase?</p> <ol style="list-style-type: none"> 1) Please provide a list of publications purchased by the department and the reason for each. 2) What has been the cost of this package/s during the specified period? 3) What is provided to the Minister or their office? 4) What has been the cost of this package/s during the specified period?
75	Meeting costs	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) How much has the Department/Agency spent on meeting costs? Detail date, location, purpose and cost of all events, including any catering and drinks costs. b) For each Minister and Parliamentary Secretary office, please detail total meeting spend from to date. Detail date, location, purpose and cost of each event including any catering and drinks costs. 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. 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.
76	Media training	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) In relation to media training services purchased by each department/agency, please provide the following information: <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.

HS No.	Broad topic	Senator	Question
			<p>5) The names of all service providers engaged.</p> <p>6) The location that this training was provided.</p> <p>b) For each service purchased from a provider listed under (a), 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 (provide a breakdown for each 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.</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>
77	Consultancies	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) How many consultancies have been undertaken? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (i.e. open tender, direct source, etc.). Also include total value for all consultancies.</p> <p>b) How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.</p> <p>c) Have any consultancies not gone out for tender?</p> <p>1) List each, including name, cost and purpose</p> <p>2) If so, why?</p>
78	Provision of equipment - Ministerial	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone has been provided and the costs?</p> <p>1) Itemise equipment and cost broken down by staff or minister classification</p> <p>b) Has electronic equipment (such as iPad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency? If yes provide a list of:</p>

HS No.	Broad topic	Senator	Question
			<ol style="list-style-type: none"> 1) What is provided? 2) The purchase cost. 3) The ongoing cost. 4) A list of any accessories provided for the equipment and the cost of those accessories. (e.g. iPad keyboards, laptop carry bags, additional chargers etc.). 5) A breakdown of what staff and staff classification receives each item.
79	Provision of equipment - departmental	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) Has electronic equipment (such as iPad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency to departmental staff? If yes provide a list of: b) What has been provided? c) The purchase cost. d) The ongoing cost. e) A list of any accessories provided for the equipment and the cost of those accessories. (e.g. iPad keyboards, laptop carry bags, additional chargers etc.). f) A breakdown of what staff and staff classification receives each item.
80	Computers	Ludwig	<ol style="list-style-type: none"> a) List the current inventory of computers owned, leased, stored, or able to be accessed by the Ministers 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 departments computers, the contractual arrangements for operating software and the on-going costs
81	Travel costs - department	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) Is the minister or their office or their delegate required to approve all departmental and agency international travel? b) If so, under what policy? c) Provide a copy of that policy. d) When was this policy implemented? e) When is the minister notified, when is approved provided? f) Detail all travel (domestic and international) 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). g) Detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).

HS No.	Broad topic	Senator	Question
			<p>Also provide a reason and brief explanation for the travel.</p> <p>h) What date was the minister or their office notified of the travel?</p> <p>i) What date did the minister or their office approve the travel?</p> <p>j) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.</p>
83	Grants	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) What guidelines are in place to administer grants?</p> <p>b) How are grants applied for?</p> <p>c) Are there any restrictions on who can apply for a grant? If yes, please detail.</p> <ol style="list-style-type: none"> 1) Can these restrictions be waived? If yes, please detail the process for waving them and list any grants where the restrictions were waived. <p>d) What is the procedure for selecting who will be awarded a grant?</p> <p>e) Who is involved in this selection process?</p> <p>f) Does the minister or the minister's office play any role in awarding grants? If yes, please detail.</p> <ol style="list-style-type: none"> 1) Has the minister or the minister's office exercised or attempted to exercise any influence over the awarding of any grants? If yes, please detail. <p>g) Provide a list of all grants, including ad hoc, one-off discretionary grants awarded 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.</p> <p>h) Update the status of each grant that was approved prior to the specified period, but did not have financial contracts in place at that time. 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.</p>
84	Departmental rebranding	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Has the department/Agency undergone a name change or any other form of rebranding? If so:</p> <ol style="list-style-type: none"> 1) Please detail why this name change / rebrand were considered necessary and a justified use of departmental funds? 2) 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 4) Consultancy 5) Any relevant IT changes. 6) Office reconfiguration.

HS No.	Broad topic	Senator	Question
			<p>c) How was the decision reached to rename and/or rebrand the department?</p> <ol style="list-style-type: none"> 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.
85	Media monitoring	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office during the specified period? <ol style="list-style-type: none"> 1) Which agency or agencies provided these services? 2) What has been spent providing these services during the specified period? 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 during the specified period? <ol style="list-style-type: none"> 1) Which agency or agencies provided these services? 2) What has been spent providing these services during the specified period? 3) Itemise these expenses.
86	Procedure manuals - Ministerial	Ludwig	<ol style="list-style-type: none"> a) Does the minister's office have a procedure manual for communication between the minister's office and the department? If yes, please provide a copy and: b) When was the manual last updated? c) Who is responsible for updating the manual? d) Who is the manual distributed to? e) Is anyone responsible for clearing communications before they are sent to the department?
88	Enterprise Bargaining Agreements (EBAs)	Ludwig	<ol style="list-style-type: none"> a) Please list all related EBAs with coverage of the department. b) Please list their starting and expiration dates. c) What is the current status of negotiations for the next agreement/s? Please detail.
89	Existing Resources Program	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) How many projects, work, programs or other tasks has the department started as a consequence of government policies or priorities that are required to be funded 'within existing resources'? b) List each c) List the staffing assigned to each task d) What is the nominal total salary cost of the officers assigned to the project? e) What resources or equipment has been assigned to the project?
90	Conditions of Government Contracts and Agreements	Ludwig	<ol style="list-style-type: none"> a) Do any contracts managed by the Department/Agency contain any limitations or restrictions on advocacy or criticising Government policy? If so, please name each contact. When was it formed or created? b) What are the specific clauses and/or sections which state this, or in effect, create a limitation or

HS No.	Broad topic	Senator	Question
			<p>restriction?</p> <p>c) Do any agreements managed by the Department/Agency contain any limitations on restrictions on advocacy or criticisms of Government policy? If so, please name each agreement. When was it formed or created?</p> <p>d) What are the specific clauses and/or sections which state this, or in effect, create a limitation or restriction?</p> <p>e) For each of the contracts and agreements, are there any particular reason, such as genuine commercial in confidence information, for this restriction?</p> <p>f) Have any changes to financial or resource support to services which advocate on behalf of groups or individuals in Australian society been made? If so, which groups? What was the change?</p> <p>g) Has any consultation occurred between the Department/Agency and any individuals and/or community groups about these changes? If so, what consultation process was used? Was it public? If not, why not? Are public submissions available on a website?</p> <p>h) If no consultation has occurred, why not?</p> <p>i) Did the Minister/Parliamentary Secretary meet with any stakeholders about changes to advocacy in their contracts and/or agreements? If so, when? Who did he/she meet with?</p>
91	Statutory Review Provisions	Ludwig	<p>Please list all current legislation, covered by the department's portfolio, which contain a statutory review provision/s. For each, please provide:</p> <p>a) What work has been done towards preparing for the review? If none, why not?</p> <p>b) Please provide a schedule or a workplan for the review</p> <p>c) When did/will this work begin?</p> <p>d) When is/was the review due to commence.</p> <p>e) What is the expected report date?</p> <p>f) Who is the minister responsible for the review</p> <p>g) What department is responsible for the review</p> <p>h) List the specific clauses or legislation under review caused by the statutory provision.</p> <p>i) List the terms of reference.</p> <p>j) What is the scope of the review?</p> <p>k) Who is conducting the review? How were they selected? What are the legislated obligation for the selection of the person to conduct the review?</p> <p>l) What is the budgeted, projected or expected costs of the review?</p> <p>m) When was the Minister briefed on this matter?</p> <p>n) What decision points are upcoming for the minister on this matter?</p> <p>o) List the number of officers, and their classification level, involved in conducting the review</p> <p>p) Will the report will be tabled in parliament or made public. If so, when?</p>
92	Sunset Provisions	Ludwig	<p>a) Please list all current legislation, covered by the department's portfolio, which contain a sunset</p>

HS No.	Broad topic	Senator	Question
			<p>provision/s. For each, please provide:</p> <ol style="list-style-type: none"> 1) What work has been done towards preparing for the activation of sunset provisions? If no work has commenced, why not? 2) Has any consideration been given to delaying or alerting the sunset provisions? 3) Please provide a schedule or a workplan for the sunset provisions becoming active 4) When did/will this work begin? <p>b) Will there be any reviews of or relating to the legislation before or after the sunset provision is enacted? If yes:</p> <ol style="list-style-type: none"> 1) When is/was the review due to commence. 2) What is the expected report date. 3) Who is the minister responsible for the review 4) What department is responsible for the review 5) List the specific clauses or legislation under review caused by the statutory provision. 6) List the terms of reference. 7) What is the scope of the review? 8) Who is conducting the review? How were they selected? What are the legislated obligation for the selection of the person to conduct the review? 9) What is the budgeted, projected or expected costs of the review? 10) When was the Minister briefed on this matter? 11) What decision points are upcoming for the minister on this matter? 12) List the number of officers, and their classification level, involved in conducting the review 13) Will the report will be tabled in parliament or made public. If so, when?
93	Legal costs	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) List all legal costs incurred by the department or agency. b) 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. c) List cost spend briefing Counsel, broken down by hours spent briefing, whether it was direct or indirect briefing, the gender ratio of Counsel, how each Counsel was engaged (departmental, ministerial)? d) How was each piece of advice procured? Detail the method of identifying legal advice.
94	Procedure manuals - department	Ludwig	<ol style="list-style-type: none"> a) Does the department have a procedure manual for communication between the department and the minister? If yes, please provide a copy and: b) When was the manual last updated? c) Who is responsible for updating the manual? d) Has the minister's office had any input into the content of the manual? If so, please detail. e) Who is the manual distributed to?

HS No.	Broad topic	Senator	Question
			f) Is anyone responsible for clearing communications before they are sent to the minister or the minister's office?
95	Vending machines	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Has the department/agency purchased or leased or taken under contract any vending machine facilities?</p> <ol style="list-style-type: none"> 1) If so, list these 2) If so, list the total cost for these items 3) If so, list the itemised cost for each item of expenditure 4) If so, where were these purchased 5) If so, list the process for identifying how they would be purchased 6) If so, what is the current location for these items? 7) If so, what is the current usage for each of these items?
96	Self-initiated work	Ludwig	<ol style="list-style-type: none"> a) Does the department have a program for staff to engage in self-initiated work (projects, plans etc. that are devised by staff without being directed by the minister's office or department management)? b) Please list all ongoing projects. For each, please detail: c) When did the project commence? d) When is it expected to conclude? e) What will the total cost of the project be? f) Where did the money for the project come from? g) Where is the project based?
97	Staff awards	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Has the Department / Agency given out awards to staff for any reason? If yes:</p> <ol style="list-style-type: none"> 1) What was the reason for the awards? 2) What was the criteria for the awards? 3) What form did the award take? (e.g. Certificate, gift vouchers etc.) 4) How much was spent on the award? <p>b) How were the awards presented?</p> <p>c) Who presented the awards?</p> <p>d) Was there a ceremony or party for the awards? If yes:</p> <ol style="list-style-type: none"> 1) Where was it held? 2) Was there a fee for the venue? If yes, how much? 3) How much was spent on catering? 4) How many people attended? 5) Did the minister attend? 6) Did the minister's staff attend? If yes, how many?

HS No.	Broad topic	Senator	Question
98	Change management	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Has the Department/Agency engaged in a policy of Change Management? If yes:</p> <ol style="list-style-type: none"> 1) Please detail the policy. 2) When was the policy introduced? 3) What are the goals of the policy? 4) How much was spent on consulting for the policy and who was contracted for this consultation? 5) How much was spent implementing this policy?
99	Departmental staff misconduct	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Please provide a copy of the departmental staff code of conduct.</p> <p>b) Have there been any identified breaches of this code of conduct by departmental staff?</p> <ol style="list-style-type: none"> 1) If yes, list the breaches identified, broken by staffing classification level. 2) If yes, what remedy was put in place to manage the breach? If no remedy has been put in place, why not? 3) If yes, when was the breach identified? By whom? When was the Minister made aware? 4) If yes, were there any legal ramifications for the department or staff member? Please detail.
100	Fee for service	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) Have any existing services provided by the department / agency moved from being free to a user-pay service? Have any additional fees been placed on existing services? If yes please provide a list and include:</p> <p>b) Name of the fee and a short description of what it covers.</p> <p>c) How much is the fee (and is it a flat fee or a percentage of the service).</p> <p>d) The date the fee came into place.</p> <p>e) Were any reviews requested, commenced or complemented into the benefits and drawbacks of attaching the fee to the service? If yes, please detail and provide a copy of the review.</p> <p>f) What consultation was carried out before the fee was put into place?</p> <p>g) How was the fee put into place (e.g. through legislation, regulation changes etc.)?</p> <p>h) What justification is there for the fee?</p>
101	Documents provided to the Minister's office	Ludwig	<p>a) Excluding policy or correspondence briefs, how many documents are provided to the Minister's office on a regular and scheduled basis? Including documents that are not briefs to the minister and do not require ministerial signature.</p> <p>b) List those documents, their schedule and their purpose (broken down by ministerial signature and office for noting documents)</p> <p>c) How are they transmitted to the office?</p> <p>d) What mode of delivery is used (hardcopy, email) for those documents?</p> <p>e) What level officer are they provided to in the minister's office?</p>

HS No.	Broad topic	Senator	Question
102	Merchandise or promotional materials	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> Has the department purchased any merchandise or promotional material? List by item, and purpose for each item, including if the material is for a specific policy or program or for a generic purpose (note that purpose). List the cost for each item. List the quantity of each item. Who suggested these material be created? Who approved its creation? Provide copies of authorisation. When was the Minister informed of the material being created? Who created the material? How was that person selected? How many individuals or groups were considered in selecting who to create the material?
103	Domain usage	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> Please provide a breakdown of the domain usage for the 50 most utilised (by data sent and received), unique (internet) domains accessed by the minister's office. Please provide: <ol style="list-style-type: none"> Domain name of the website being accessed (or IP address if the Domain is unavailable in the tracking system). Amount of data downloaded and uploaded to the site. Number of times the site was accessed.
104	Ministerial website	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> How much has been spent on the Minister's website? <ol style="list-style-type: none"> List each item of expenditure and cost Who is responsible for uploading information to the Minister's website? Have any departmental staff been required to work outside regular hours to maintain the Minister's website? Please detail.
105	Report printing	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> Have any reports, budget papers, statements, white papers or report-like documents printed for or by the department been pulped, put in storage, shredded or disposed of? If so please give details; name of report, number of copies, cost of printing, who order the disposal, reason for disposal
106	FOI requests	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> How many requests for documents under the FOI Act have been received? Of these, how many documents have been determined to be deliberative documents? Of those assessed as deliberative documents:

HS No.	Broad topic	Senator	Question
			<ol style="list-style-type: none"> 1) For how many has access to the document been refused on the basis that it would be contrary to the public interest? 2) For how many has a redacted document been provided?
107	Ministerial motor vehicles	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) Has the minister been provided with or had access to a motor vehicle? If so: <ol style="list-style-type: none"> 1) What is the make and model? 2) How much did it cost? 3) When was it provided? 4) Was the entire cost met by the department? If not, how was the cost met? 5) What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel. 6) Are these costs met by the department? If not, how are these costs met? 7) Please provide a copy of the guidelines that determine if a minister is entitled to a motor vehicle. 8) Have these guidelines changed during the specified period of time? If so, please detail. 9) 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. 10) Have these guidelines changed during the specified period of time? If so, please detail.
110	Lobbyist Register meetings	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) List all interactions between the department/agency with any representative listed on the lobbyist register b) List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting c) List all interactions between the Minister/parliamentary Secretary and/or their offices with any representative listed on the lobbyist register during the specified period. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting.
111	Workplace assessments	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) How much has been spent on workplace ergonomic assessments? <ol style="list-style-type: none"> 1) List each item of expenditure and cost b) Have any assessments, not related to an existing disability, resulted in changes to workplace equipment or set up? c) If so, list each item of expenditure and cost related to those changes.
112	Freedom of Information - statistics	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <ol style="list-style-type: none"> a) How many FOI requests were received to date? b) How many of those requests were finalised within the regular timeframes provided under the FOI Act? c) How many of those requests were granted an extension of time under s 15AA of the FOI Act?

HS No.	Broad topic	Senator	Question
			d) How many of those requests were granted an extension of time under s 15AB of the FOI Act? e) How many of those requests were finalised out of time?
114	Multiple tenders	Ludwig	Since the change of Prime Minister on 14 September, 2015: a) List any tenders that were re-issued or issued multiple times: 1) Why were they re-issued or issued multiple times? 2) Were any applicants received for the tenders before they were re-issued or repeatedly issued? 3) Were those applicants asked to resubmit their tender proposal?
115	Market research	Ludwig	Since the change of Prime Minister on 14 September, 2015: a) List any market research conducted by the department/agency: 1) List the total cost of this research 2) List each item of expenditure and cost, broken down by division and program 3) Who conducted the research? 4) How were they identified? 5) Where was the research conducted? 6) In what way was the research conducted? 7) Were focus groups, round tables or other forms of research tools used? 8) How were participants for these focus groups et al selected? 9) How was the firm or individual that conducted the review selected? 10) What input did the Minister have? 11) How was it approved? 12) Were other firms or individuals considered? If yes, please detail.
116	Departmental upgrades	Ludwig	Since the change of Prime Minister on 14 September, 2015: a) Has the department/agency engaged in any new refurbishments, upgrades or changes to their building or facilities? 1) If so, list these 2) If so, list the total cost for these changes 3) If so, list the itemised cost for each item of expenditure 4) If so, who conducted the works? 5) If so, list the process for identifying who would conduct these works 6) If so, when are the works expected to be completed?
117	Wine coolers / fridges	Ludwig	Since the change of Prime Minister on 14 September, 2015: a) 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? 1) If so, list these.

HS No.	Broad topic	Senator	Question
			2) If so, list the total cost for these items. 3) If so, list the itemised cost for each item of expenditure. 4) If so, where were these purchased. 5) If so, list the process for identifying how they would be purchased. 6) If so, what is the current location for these items? 7) If so, what is the current stocking level for each of these items?
118	Office plants	Ludwig	Since the change of Prime Minister on 14 September, 2015: a) Has the department/agency purchased or leased any office plants? 1) If so, list these. 2) If so, list the total cost for these items. 3) If so, list the itemised cost for each item of expenditure. 4) If so, where were these purchased. 5) If so, list the process for identifying how they would be purchased. 6) If so, what is the current location for these items?
119	Office recreation facilities	Ludwig	Since the change of Prime Minister on 14 September, 2015: a) 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)? 1) If so, list these. 2) If so, list the total cost for these items. 3) If so, list the itemised cost for each item of expenditure. 4) If so, where were these purchased. 5) If so, list the process for identifying how they would be purchased. 6) If so, what is the current location for these items? 7) If so, what is the current usage for each of these items?
120	Building lease costs	Ludwig	Since the change of Prime Minister on 14 September, 2015: a) What has been the total cost of building leases for the agency / department? b) Please provide a detailed list of each building that is currently leased. Please detail by: 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. c) Please provide a detailed list of each building that had a lease that was not renewed during the specified period. Please detail by:

HS No.	Broad topic	Senator	Question
			<ol 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. <p>d) 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>e) 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 being used for.
121	Government advertising / marketing	Ludwig	<p>Since the change of Prime Minister on 14 September, 2015:</p> <p>a) How much has been spent by the department / agency on marketing?</p> <ol style="list-style-type: none"> 1) List the total cost. 2) List each item of expenditure and cost. 3) List the approving officer for each item. 4) Detail the ministerial or ministerial staff involvement in the commissioning process. 5) Which firm provided the marketing? <p>b) How much has been spent by the department / agency on government advertising (including job ads)?</p> <ol style="list-style-type: none"> 1) List the total cost 2) List each item of expenditure and cost 3) Where the advertising appeared 4) List the approving officer for each item. 5) Detail the ministerial or ministerial staff involvement in the commissioning process. 6) Detail the outlets that were paid for the advertising. <p>c) What government advertising is planned for the rest of the financial year?</p> <ol style="list-style-type: none"> 1) List the total expected cost. 2) List each item of expenditure and cost. 3) Where the advertising will appear

HS No.	Broad topic	Senator	Question
			<p>4) List the approving officer for each item.</p> <p>5) Detail the ministerial or ministerial staff involvement in the commissioning process.</p> <p>6) Detail the outlets that have been or will be paid for the advertising.</p> <p>d) Provide copies of approvals for advertising, including but not limited to, approvals made by the Prime Minister or his delegate, the Minister or their delegate, or the Department or their delegate.</p>
122	Child Support	Xenophon	<p>With respect to Child Support Assessments, in the past 12 months:</p> <p>a) How many allegations with respect to the other parent providing false, misleading and/or reckless information have been referred to the Department's Special Investigation Unit?</p> <p>b) How many of those allegations have been referred to the CDPP with respect to S119 or the 'Registration' Act and S159 and 159A of the 'Assessment' Act?</p>
123	WPIT	Cameron	<p>a) Please provide details of the best estimate of the total cost of the WPIT and the methodology used to determine the costs.</p> <p>b) Please provide details of expenditure and income outcomes for tranche 1 of the WPIT program.</p> <p>c) Please provide details of the outcomes to be achieved and estimated costs for each tranche of the WPIT program.</p> <p>d) Please provide details of the expected completion date of WPIT and the completion date of each of the tranches.</p> <p>e) How many staff are allocated to WPIT by classification and how many external contractors are engaged on the project?</p> <p>f) Please advise the location of staff by classification.</p> <p>g) Please provide updated details of the membership of the WPIT Expert Advisory Group.</p> <p>h) How many times has the WPIT expert advisory group met? Please provide minutes of the WPIT expert advisory group meetings.</p> <p>i) Please provide details of recommendations by the WPIT advisory group that have been implemented and/or not implemented.</p> <p>j) Please provide details of lessons learned arising from the implementation of tranche one of the WPIT program.</p> <p>k) Please provide details of activities and outcomes achieved under tranche one of the WPIT program.</p> <p>l) Has the department provided advice to government in relation to funding required over the forward estimates of the 2016/17 budget?</p> <p>m) What has been the expenditure on tranche one of the WPIT program?</p> <p>n) Former Minister Robert advised ABC radio on February 01, 2016, "MyGov runs 100m instructions per second, – Commonwealth Bank runs 25m per second" what is the target of instructions per second for the system once WPIT has been completed?</p> <p>o) Noting Secretary Campbell's response during February Estimates, can you advise, over the seven year program, what specific areas of the WPIT will improve call wait times?</p>

HS No.	Broad topic	Senator	Question
124	Call Wait Times	Cameron	<p>a) Please provide an update on progress in relation to recommendations from ANAO and Ombudsman reports on call wait times and Centrelink performance.</p> <p>b) Referring to June 2015 Estimates QoN HS 54, and October 2015 Estimates QON 40, successful calls to Centrelink were 43m for 2014 and were 40 million for 2015, a drop of 11.3%. How many total and successful calls were made there this year so far? What is the projected number of successful calls for 2015-16? Please provide a monthly breakdown of successful calls, including total calls and percentages of calls unanswered and answered.</p> <p>c) Please provide details of the 'emergencies' and 'complex' nature of the calls that caused the drop in answered call rate, referred to in QON 40 from October 2015 Estimates. Provide details of the emergencies which DHS had to respond to which caused the drop in call answer rates?</p> <p>d) Minister Robert, in a media release dated 19/10/15 said "Several new features, designed to cut red tape for customers and make interactions more intuitive, will be rolled out before the end of 2016." What are these new features? How will they help bring down call wait times and processing speeds?</p> <p>e) ABC reported that there has been a 24% rise on complaints about Centrelink to the Commonwealth Ombudsman, is this accurate? Please provide the number of complaints per year for the past three years, and the categories in which they have been made, as well as the percentage increase or decrease for each category.</p> <p>f) Please provide details of any analysis done to assess the affect to DHS and Centrelink's brand and reputation arising from failure to meet KPI targets and increased call wait times.</p> <p>g) What are the issues that have contributed to an increase from 5000 to 8000 complaints to the Ombudsman in the past year, confirmed by statements made by Hank Jongen on ABC Radio 17 Feb 2016?</p> <p>h) Please provide details of steps being taken to achieve KPI outcomes in areas where they are currently not being achieved.</p> <p>i) I refer to the statement made by DHS spokesperson Mr Hank Jongen on ABC radio on February 17, 2016 that DHS is funded to deliver call wait times averages of 16mins. Please provide details of the methodology used to calculate current funding against call wait times of 16 mins. Please provide details of any analysis being done to reduce call wait times within current funding.</p> <p>j) Please provide the average call wait times for each month across each call line, going back to June 2013.</p> <p>k) Please provide details of the analysis made in response to the ANAO call Centre report that would take \$100 million and 1000 extra staff to reduce average call wait times to 5 minutes. How was this figure arrived at, who made the calculations and what were the inputs used to reach this conclusion.</p> <p>l) With regard to DHS statements that call wait times could be reduced to an average of 5mins with 1000 extra staff at a cost of \$100m per year- please provide details of what investment of staff and funds it would take to reduce average call waiting times to 13, 12, 11, 10, 9, 8, 7 and 6 mins.</p> <p>m) I refer to the statement made by DHS spokesperson Mr Hank Jongen of ABC radio on February 17, 2016 that one of his staff makes daily calls to DHS lines to test call wait times. Please provide documented results of this analysis.</p> <p>n) Were changes made in the call wait times messages given on telephone lines in January or February in</p>

HS No.	Broad topic	Senator	Question
			<p>response to an increase in call volumes? Were customers no longer given an estimate above 30mins, but instead told that calls waiting times were 'more than 30mins'? When were these changes introduced and by whom was the decision made to change the procedures?</p> <p>o) Has there been any change in the work flow procedures in dealing with callers that have been waiting for more than 30 mins, for example are callers having their call answered and then transferred to another department but kept on hold for another period, in order to have the call classified as 'answered'?</p>
125	Kingston Service Centre - closure	Cameron	<p>a) How many staff will be relocated from Kingston to other centres? Please provide documentation in relation to relocation of staff from Kingston to other centres. Did the Minister seek advice from DHS or did DHS offer advice on Kingston relocation?</p> <p>b) How many interactions, face to face and other, were handled by Kingston service centre in the past three years?</p> <p>c) What is the demographic and payment type profile of users of the Kingston centre?</p> <p>d) What consultation has been conducted with the customers at Kingston as to where they will access services if Kingston is shut down? Was any consultation work done before making the decisions to shut down Kingston?</p>
126	Belmont Service Centre - closure	Cameron	<p>a) How many staff will be relocated from Belmont, NSW to other centres? Did the Minister seek advice from DHS or did DHS offer advice on Belmont relocation?</p> <p>b) How many interactions, face to face and other, were handled by Belmont service centre in the past three years?</p> <p>c) What is the demographic and payment type profile of users of the Belmont centre?</p> <p>d) What consultation has been conducted with the customers at Belmont as to where they will access services if Belmont is shut down? Was any consultation work done before making the decisions to shut down Belmont?</p>
127	Centrepay consumer leases	Cameron	<p>a) Please provide details of the number of companies engaged in consumer leasing operating in the Centrepay system.</p> <p>b) How many Centrelink customers are having deductions made to consumer leasing companies? Please provide a monthly breakdown since May 2015.</p> <p>c) What is the total value of consumer leases under the Centrepay system?</p> <p>d) What is the trend in terms of consumer leases and Centrepay? Are the number of customers using Centrepay to pay consumer leases going up or down? Is the amount being paid going up or down?</p>
128	Promotion of no and low interest loans	Cameron	<p>a) DHS in answer to October 2015 QN 28 said "There has been no increased cost above that already provided under business as usual funding for Centrepay for conducting activities to promote, advise and inform customers on the alternatives to using consumer leases." Since October, how much has DHS spent on promoting alternative options to consumer leases, such as no and low interest loans? Referring to QON 28, 29, 30 from October Estimates, is 'business as usual' sufficient to increase the number of customers accessing alternatives to consumer leases?</p> <p>b) What analysis has DHS done to ascertain the effectiveness of providing information on alternatives to consumer leases, compared to banning them altogether? Has there been an analysis of the impact of the</p>

HS No.	Broad topic	Senator	Question
			<p>May 2015 changes and what it would mean if a complete ban on consumer leases were introduced?</p> <p>c) Please provide details of all consultations or discussions with consumer lease companies, NGOs, or consumer advocates in relation to consumer leases.</p> <p>d) Since October Estimates, has any specific training been provided to telephony and face to face staff regarding offering low and no interest loans information to Centrelink clients who are looking at buying consumer items with loans? At what cost?</p> <p>e) Since October Estimates, has DHS provided any information to Centrepay users about the dangers of commercial consumer loans? Have you provided any information on how to get out of these exploitative arrangements, where they can get help if they wish to? In what form is that information? How much does it cost DHS to provide it?</p> <p>g) In answer to October 2015 QN 28: "There has been no increased cost above that already provided under business as usual funding for Centrepay for conducting activities to promote, advise and inform customers on the alternatives to using consumer leases."</p> <p>h) What training has been provided to telephony and face to face staff since October 2015 regarding offering low and no interest loans information to Centrelink clients who are looking at buying consumer items? At what cost?</p> <p>i) How many complaints has DHS received in relation to consumer leases each year since July 2013?</p>
129	Telephony system	Cameron	Please provide an update on the rollout of the new telephony system, its cost, training and any impacts it will have on staff numbers.
130	Customer aggression	Cameron	<p>a) How many incidents of customer aggression were reported in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>b) How many customer aggression incidents did the department report to Comcare in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>c) How many service restrictions were applied, broken into respective categories, in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>d) How many customer aggression incidents were reported to the police in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>e) How many "customer management plans" were applied in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>f) Has the department commissioned external experts to investigate the causes and contributing factors to customer aggression incidents in the department? If so when and who conducted the research/investigation?</p>
131	Shopfronts	Cameron	In relation to HS 43 from Additional Estimates. Please provide update the tables in attachments B, C, D, E for the period March 2015 to date?
132	Overpayments	Cameron	<p>What was the total number of customers who received an overpayment in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>a) Please provide this in percentage terms and a payment type breakdown.</p>

HS No.	Broad topic	Senator	Question
133	Underpayments	Cameron	What was the total number of customers who received an underpayment? a) Please provide this in percentage terms and a payment type breakdown in the financial years 2013-14, 2014-2015, and so far in 2015-16?
134	Transactions by program and payment type	Cameron	By program and payment type how many transactions did the department administer in the financial years 2013-14, 2014-2015, and so far in 2015-16?
135	Payment correctness	Cameron	In percentage terms what was the level of payment correctness in the financial years 2013-14, 2014-2015, and so far in 2015-16?
136	Audits	Cameron	a) How many audits and investigations (by program) did the Department conduct into suspect fraudulent activity in the financial years 2013-14, 2014-2015, and so far in 2015-16? 1) How many of these investigations lead to prosecution by the CDPP? 2) In how many cases was the department's determination challenged? 3) Please provide details of the reasons for why the outcomes of prosecutions are not assessed or analysed by DHS. b) How many health professionals were audited by the department in the financial years 2013-14, 2014-2015, and so far in 2015-16? 1) How many health professionals were required to present documentation to the Department in the financial years 2013-14, 2014-2015, and so far in 2015-16? 2) How many of these audits led to prosecution of the health professional? 3) In how many cases did the health professional seek a review of the Departments decision? 4) Please provide details of the reasons for why the outcomes of audits are not assessed or analysed by DHS. 5) How many audits settled between in the financial years 2013-14, 2014-2015, and so far in 2015-16 were from audits commenced in previous years? 6) How many audits are still ongoing?
138	Enterprise Bargaining Agreement	Cameron	a) When will DHS put a new enterprise bargaining offer to DHS staff? b) What productivity offsets are now being considered? c) Will the new offer match the productivity offsets? d) Noting that the offer has been rejected by staff twice, does DHS have a 'plan b'? Please provide details of the strategy to finalise the EBA bargaining process. e) In relation to the rejected offer, please provide details of the cost savings associated with each aspect of the offer.
140	Child Support	Cameron	a) How many child support cases are currently in the child support scheme (registered/enforced maintenance liabilities)? b) Can you provide a breakdown of child support payers by gender? c) How many child support assessments were undertaken in the financial years 2013-14, 2014-2015, and so

HS No.	Broad topic	Senator	Question
			<p>far in 2015-16?</p> <p>d) How many child support agreements were finalised in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>e) How many court orders/agreements were breached in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>f) What is the average period of time taken to finalise a child support agreement?</p> <p>g) What is the average period of time taken to undertake an assessment?</p> <p>h) What is the longest period of time taken to finalise a child support agreement?</p> <p>i) How many payments were suspended to payees in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>j) How many payments that had been previously suspended were resumed by the Registrar in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>k) For those owing child support payments/who have breached agreements and court orders:</p> <ol style="list-style-type: none"> 1) Please provide a breakdown by location. 2) Please provide a breakdown by income level. <p>l) For those payers not complying with their agreements, what are the main reasons for non-compliance?</p> <p>m) How many 'top up' payments were requested by the Registrar in the financial years 2013-14, 2014-2015, and so far in 2015-16?</p> <p>n) How many claims of overpayment against the payee to recover overpaid child support were made in the financial years 2013-14, 2014-2015, and so far in 2015-16, including:</p> <ol style="list-style-type: none"> 1) where there was a registered maintenance liability; and 2) where there was no-registered maintenance liability? <p>o) How many cases where ongoing entitlement to child support has ended, did the Registrar will seek to recover the debt from the payee and refund any amounts to the payer?</p>
141	Child Support - targets	Cameron	<p>a) Is the department currently meeting its target 3 minute to answer time for the Child Support general enquiry line?</p> <p>b) Does the department expect the Child Support general enquiry line calls to increase over the coming weeks and months? If so, what if any measures has the department introduced to meet its target?</p> <p>c) Is the Child Support meeting all its KPIs? Which ones are not being met? Please provide details of action taken to address unmet KPIs.</p>
142	Child Support – repayment of overpayments	Cameron	What steps are being taken to ensure reasonable requests for the repayment of overpayments in Child Support are being met?
143	Disability Support Pension	Cameron	<p>In the financial years 2013-14, 2014-2015, and so far in 2015-16 how many people under 35 on the DSP have had:</p> <ol style="list-style-type: none"> a) A participation plan developed under the 2014 budget changes. b) Their DSP payments suspended.

HS No.	Broad topic	Senator	Question
			<p>c) Their DSP payments cancelled.</p> <p>d) How many DSP recipients and applicants who have had their applications rejected or their DSP cancelled, have had their DSP reinstated or granted upon review?</p>
144	Customer satisfaction	Cameron	DHS Annual Report (p.12) indicates that customer satisfaction standards have not been met, achieving a 70.3% score, falling short of the 85% target. Since October 2015, what has been done to meet the customer satisfaction standards targets?
145	Internal reviews - KPIs	Cameron	DHS Annual Report, p.13 shows that the Internal Review KPIs have not been met. What has been since October 2015 done to meet those KPIs?
146	DHS Social Workers	Cameron	<p>a) DHS had 741 qualified social workers at 30 June 2015. How many in the financial years 2013-14, 2014-2015, and in 2015-16?</p> <p>b) Please provide details of the scope and nature issues that social workers deal with, broken down by state.</p>
147	Face to face wait times	Cameron	<p>In relation to HS 54 from June 2015 Estimates, please update the:</p> <p>a) Monthly data tables in answer (a), (b) and (c) for May 2015 to date.</p> <p>b) 2014-15 data in (d) and (e) to date.</p>
148	Community Engagement Officers	Cameron	How many Community Engagement Officers have been employed in the financial years 2013-14, 2014-2015, and so far in 2015-16?
149	Multicultural Services Officers	Cameron	How many Multicultural Services Officers have been employed in the financial years 2013-14, 2014-2015, and so far in 2015-16?
150	Medicare Provider Number backlog	Cameron	<p>a) Australian Doctor recently reported that there were a backlog of 15,000 Medicare provider number applications due to staff shortages. Exactly how many provider number applications are waiting to be processed?</p> <p>b) How old is the oldest application?</p> <p>c) How long does it currently take Human Services to process one provider number application? What is the current Key Performance Indicator for processing applications? Has this changed since the start of the year?</p> <p>d) How many Human Services staff were allocated to process provider number applications on 1 January 2016?</p> <p>e) How many Human Services staff are currently allocated to process provider number applications?</p> <p>f) What APS Grade are the Human Services staff who process and approve provider number applications?</p> <p>g) Has an internal taskforce been established to deal with the backlog? How many staff comprise the task force and what APS grade are they?</p>
151	Medicare Payments outsourcing	Cameron	<p>a) Answer to QN 8 from October Estimates indicates that it takes 1400 staff and \$140m to run the Medicare payments system- what are the equivalent figures for running the Aged Care, DVA and PBS payments system? As per QN 8, please provide the state and location, and gender profile of these jobs.</p> <p>b) What is the potential impact on FTE employment in DHS if Medicare, DVA and PBS payments systems</p>

HS No.	Broad topic	Senator	Question
			<p>are outsourced? Please include estimates of ICT, corporate and SES staff.</p> <p>c) Mr Sterrenberg reported to February Estimates that there is a four year window in which to update the MPS. Has DHS done any analysis to assess the cost, timing and technical requirements of upgrading the MPS system? Has the Minister requested any advice on the MPS system? Has DHS offered any advice on the MPS system? Please provide any reports, details or analysis of the Medicare payments system and the projected need for an upgrade to it, including the timeframe for when it will no longer be fit for purpose in its current state.</p> <p>d) Has DHS done any analysis of the employment and budget implications if the Medicare, DVA and Aged Care payments are outsourced?</p> <p>e) Please provide details of DHS involvement in the taskforce headed by Mr John Cahill into MPS outsourcing.</p> <p>f) What Medicare, PBS and Aged Care work would remain in DHS if entitlement calculation, claims processing and payment dispersal were done by a commercial provider?</p> <p>g) Will DHS be providing commercial in confidence information to the taskforce or any potential bidders for the MPS system?</p> <p>h) Has DHS been asked to provide any advice to Government on the outsourcing of MPS in relation to external companies? Has DHS provided advice to Government on this issue?</p> <p>i) Have any other companies written to DHS with proposals on how they could provide DHS services?</p> <p>j) Has work begun drafting legislation to outsource these systems? Has work begun drafting tender documents? Please provide any documents relating to drafting legislation or tenders.</p> <p>k) What stakeholder consultation has DHS undertaken regarding the privatisation of payment services? Has DHS documented that consultation? If so please provide a copy of any documents in relation to that consultation.</p> <p>l) Has DHS undertaken a Privacy Impact Assessment (PIA) of the privatisation of the payments system? If so, please provide a copy of this document.</p> <p>m) Has DHS consulted the Privacy Commissioner (OAIC) about this proposal to outsource the MPS? If so, please provide a copy of the Privacy Commissioner's response.</p>
152	Australian Hearing - services	Cameron	<p>a) Regarding the \$3.483m cut to services outlined in p.53 of the Department of Health 2015-16 Additional Estimates Statement, what consultations have occurred between the Department of Health and Australian Hearing as to where this cut will be made? Are there any details yet as to where these cuts will have to be made?</p> <p>b) Has any preliminary work been done between DHS and Australian Hearing to prepare a bid to continue and or increase its services to deaf and hearing impaired Australians?</p>
153	Comcare Trial	Cameron	<p>a) Please provide details of the trial that DHS is participating in, where Comcare is referring claims back to DHS for handling.</p> <p>b) How many claims have been referred back so far?</p> <p>c) Please provide a breakdown of the nature of the claims and the cost to DHS of handling them.</p>

HS No.	Broad topic	Senator	Question
154	DBM Independent Consultants	Cameron	Has DHS contracted any work to the company DBM Independent Consultants (ABN 77 118 771 216)? If so, please provide details of the work contracted to this company, including how much was paid and for what services or goods.
155	Digital services – user testing services	Cameron	<p>a) How many user testing experts has DHS employed to test usability and security of DHS digital experiences, including Medicare, myGov and Centrelink services? Please provide the figures for 2013-14, 2014-15, 2015-16 and their employment classification, whether they are external consultants and where the jobs are located.</p> <p>b) What are the outcomes of the user testing program so far?</p>
156	DHS staffing - recruitment	Cameron	<p>a) I refer to the statement made by DHS spokesperson Mr Hank Jongen of ABC radio on February 17, 2016 that 1500 extra staff are being employed to deal with the July peak period. Please provide details of the classifications, full time or temporary, location and DHS service that these extra staff will work on.</p> <p>b) Has the CSPU raised with DHS or individual employees raised with their supervisors, problems with the processes used to employ these extra staff and fairness of the recruitment process? If so, what were the issues raised?</p> <p>c) Are the 1500 extra staff going to be permanent employees? What is the cost of this deployment? Are costs savings being made elsewhere to fund this extra staff? If so, please provide details.</p> <p>d) What proportion of the extra full time staff were previously casual or temporary staff, or staff employed elsewhere in DHS?</p> <p>e) What will DHS FTE staff be once this extra staff recruitment has occurred?</p>
157	DHS staffing - FTE	Cameron	Please provide details of FTE staff across DHS from June 2013 each month through to 2016.
158	DHS staffing - gender	Cameron	Please provide the latest breakdown of DHS staff by gender overall and by job classification.
159	DHS staffing – Indigenous staff	Cameron	Please provide the latest breakdown of DHS staff by Indigenous/Non Indigenous overall and by job classification.
160	DHS staffing – Indigenous support program	Cameron	<p>Please provide the number of full time equivalent employees in each of the following classifications for the period June 2013 till now:</p> <p>a) Indigenous Programme Support Managers.</p> <p>b) Indigenous Service Officers.</p> <p>c) Indigenous Customer Service Officers.</p>
161	DHS staffing – Financial Information Service	Cameron	Please provide details of the number of full time equivalent officers employed in the Financial Information Service from June 2013 till now.
162	Cheques	Cameron	I refer to the statement made by DHS spokesperson Mr Hank Jongen of ABC radio on February 17, 2016 that only a couple of dozen Centelink clients are still using cheques to receive payment. If this is the case, can people who have a conscientious objection to using banks, or would prefer to use cheques for other reasons, be accommodated so they can continue to use cheques?
163	Centrepay – Thorn Group	Cameron	<p>a) What has been done thus far in relation to the Thorn excess payments?</p> <p>b) What sanctions are available to the Department should Thorn have breached its Centrepay business</p>

HS No.	Broad topic	Senator	Question
			agreement or policy? c) What has happened to the report of the DHS Effective Interest Rate Disclosure working group?