

**Community Affairs
Legislation Committee**

Examination of Budget Estimates 2003-2004

Additional Information Received

VOLUME 8

**Centrelink, AIFS &
FaCS Output Groups: Cross outputs, Output 1.1**

FAMILY AND COMMUNITY SERVICES PORTFOLIO

FEBRUARY 2004

Note: Where published reports, etc. have been provided in response to questions, they have not been included in the Additional Information volume in order to conserve resources.

ADDITIONAL INFORMATION RELATING TO THE EXAMINATION OF BUDGET EXPENDITURE FOR 2003-2004

Included in this volume are answers to written and oral questions taken on notice and tabled papers relating to the SUPPLEMENTARY budget estimates hearing on 6 November 2003

FAMILY AND COMMUNITY SERVICES PORTFOLIO

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In confidence

TABLED BY CL (FACS) 6/11/03

ATTACHMENT A

FOLLOW-UP REPORT TO PRIME MINISTER & CABINET

This report details the strategies implemented to improve attendance rates at Job Network interviews. These approaches were jointly developed by DEWR, FaCS and Centrelink. The three agencies are confident that the key factors contributing to low attendance are being addressed. Effective implementation of these strategies should result in continuing improvement in interview attendance rates.

Background

2. During the transition to the start of *An Active Participation Model* from 1 July 2003, all eligible job seekers were called in for a Vocational Profile appointment with their Job Network member. Around 75 percent of these job seekers were on activity tested income support - Newstart and Youth Allowance (Other) - and were *required* to attend their appointments. The remaining 25 percent were in receipt of a non-activity tested payment such as Disability Support Payment or Parenting Payment, or were youth not on allowance. Non-activity tested job seekers are not required to attend Vocational Profile interviews (although it is in their interests to do so).

3. The attendance rate was disappointingly low, with impacts on Centrelink and Job Network workloads and the creation of cash flow issues for Job Network members. The poor attendance rate also led to questions about the real size of the market for Job Network. As detailed below, DEWR, FaCS and Centrelink are implementing strategies to improve the attendance rates of both activity tested and non-activity tested job seekers, and the issue of the estimated size of the market has been resolved.

Agreed Approaches to Improving Attendance

4. Improved compliance arrangements have been agreed and these include four enhancements.

- i. The extension of income support suspension arrangements from administrative test matters to activity test matters.
- ii. A rapid re-engagement model was implemented from 22 September 2003. All job seekers, other than the most vulnerable, will be re-booked into an appointment, suspended or identified for more appropriate assistance within 16 days of Centrelink receiving a participation report. The most vulnerable job seekers will receive ongoing appropriate assistance. DEWR will also provide additional information on participation to Centrelink on-line to support risk profiling and expedite decisions on suspension and breaching.
- iii. Job Network members are now required to lodge improved on-line systems based participation reports. Where participation reports are rejected, Centrelink provides information on-line to the provider about the reason for the rejection. Centrelink and DEWR have undertaken to review more effective methods for feedback and training. In addition, information is being exchanged between FaCs and DEWR on appeals of breach decisions to the SSAT or AAT where those decisions concern Job Network or matters of policy interest to DEWR.

* Job Network members submit participation reports to Centrelink. Centrelink investigates participation reports and may impose a breach, resulting in the reduction or cessation of Newstart or Youth Allowance (Other) payments to the jobseeker, or may suspend the jobseeker's payment temporarily if they cannot be contacted.

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- iv. The Breaching Review Taskforce which the Government agreed to establish to secure the passage of the *Family and Communities Services Legislation Amendment (Australians Working Together and other 2001 Budget Measures) Bill 2002* through Parliament, will meet for the first time in November 2003. The Taskforce will examine the compliance and breaching system, including undertaking a review of breach penalties.
- v. Regular reports will be produced to allow for close monitoring of the compliance process. Reports will include details of interviews not attended, participation reports lodged, re-scheduled appointments, the number of suspensions and outcomes in terms of contacts and exits from benefit.

Progress on, and Strategies for, Improving Attendance Rates

5. As part of the *Active Participation Model*, DEWR, Centrelink and FaCS put in place a streamlined referral process that has resulted in much higher attendance rates for newly registering job seekers since 1 July 2003. Currently almost 75 percent of activity tested job seekers referred by Centrelink are attending their initial appointment when it is scheduled within 5 working days. This is a considerable improvement on the transition arrangements which saw just 39 percent of activity tested job seekers attend their first appointment. Importantly, the proportion of activity tested job seekers failing to attend their first scheduled interview without advising the Job Network member of a valid reason has improved significantly, falling from 32 percent to 14 percent.

6. New initiatives include joint meetings between local Centrelink and Job Network staff to develop strategic local level Action Plans aimed at improving overall attendance by job seekers at Vocational Profile interviews. To improve attendance rates for non-activity tested job seekers, those in receipt of Parenting Payment, Mature Age and Partner Allowances, as well as Disability Support Pensioners who do not need disability-specific assistance, are being actively encouraged into Job Network by Centrelink, using streamlined referrals. This includes a pilot where Job Network registration is encouraged at the point of initial claim for Parenting Payment.

7. The ultimate success of these strategies for improving the attendance rate of activity tested job seekers will be significantly assisted by the new compliance arrangements as detailed above.

Size of the Market

8. DEWR estimates that the current number of job seekers who require employment assistance is between 700,000 and 730,000. This is made up of up to 570,000 Newstart and Youth Allowance (Other) recipients and 160,000 non-activity tested job seekers who have voluntarily registered with Centrelink as looking for work (mostly people in receipt of Parenting Payment or youth not in receipt of allowance). At any one time about 130,000 of the activity tested job seekers are temporarily exempt from the activity test or active in another programme.

9. By the end of the 2003-04 financial year, it is estimated that the number of job seekers who will be available for referral to Job Network services will increase to between 800,000 and 850,000. This increase from the current estimated maximum of 730,000 will result from a potential additional 120,000 non-activity tested job seekers who may register with Centrelink as looking for work, mostly as a result of the *Australians Working Together* initiatives which came into effect in September 2003. These additional job seekers will begin to flow into Job Network from October 2003.

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Non-compliant Job seekers

10. As at 22 August 59,418 job seekers in receipt of Newstart or Youth Allowance (Other) had not advised their Job Network member of a valid reason for not attending a Vocational Profile interview. By 12 September, tracking the outcomes for the 59,418:

- 19,568 had a vocational profile.
- 4,746 had exited payment or no longer required Job Network services.
- 15,773 have a future interview booked with a Job Network member.
- 19,331 did not have an interview booked, of whom:
 - 10,151 are in the 2x2x2 reconnection process, or have been through it, (this includes 971 currently suspended, 1,769 exempt and 1,965 in another activity and the remainder will connect, be suspended or go off payment);
 - 2,885 did not go through the 2x2x2 process and are also exempt or in another activity;
 - 970 have been investigated and require additional follow up;
 - 2,109 had yet to be referred to Centrelink for further action: some of these might have had a legitimate reason for non-attendance; and
 - 3,216 require an appointment to be booked by their Job Network member.

11. Currently, around 208,000 job seekers (not including those recently newly registered with Centrelink) are yet to have a Vocational Profile completed. This total comprises 121,000 activity tested and 87,000 non-activity tested job seekers. Some of these job seekers may be on temporary exemptions, currently in another programme or no longer require assistance.

12. Overall, about 80 percent of *activity tested* job seekers eventually attend an appointment or become inactive or exempt. The remaining 20 percent are repeat non-attendees. Significant factors associated with this group are: a relatively young age profile; a high proportion of people born in Australia; and, a tendency to have failed to attend previous Intensive Assistance, Job Search Training or Work for the Dole placements. A small minority of repeat non-attendees are vulnerable job seekers who have difficulty complying, for example, Indigenous and homeless people. DEWR and Centrelink are co-operating in the exchange of information to support and enhance risk profiling, which could allow for early identification of potential repeat non-attendees.

13. For non-activity tested job seekers, who are not required to attend Vocational Profile interviews, around 33 percent eventually attend. It is expected that this rate will improve as a result of the streamlined referrals and local level co-operation between Centrelink and Job Network members detailed above.

On-going implementation and monitoring

14. Mechanisms are being put in place to monitor the on-going implementation of the strategies to improve attendance rates at Job Network member interviews, including the extension of suspension arrangements from administrative test matters to activity test matters and the introduction of the rapid re-engagement model. DEWR, FaCS, and Centrelink will continue to monitor the implementation of the strategies to improve attendance rates and will provide progress reports on a regular basis to PM&C.

CL TABLED BY SENATOR
BILHOP 6/11/03 Page 1 of 1

To: Anthony.Byrne.MP@aph.gov.au
Cc: Mal.Brough.MP@aph.gov.au

Dear Mr Byrne,

I have just read the transcript of your speech made to the House of Representatives on Tuesday, and I must congratulate you on your passion and insight into the plight of carer's of children with disabilities. As the parent of a child with Aspergers Syndrome, who suffers greatly because of his disability and lack of understanding about it, the present government's uncaring and callous attitude is, in my view, indefensible.

I fear for what will happen as this culture of callous disregard spreads further into our society. I am also a 51 year old single parent pensioner and university student - trying to get myself into a position where I can enter the work force. On top of the threat of losing my carer's allowance, I also am facing the demise of the student supplement loan scheme, and the non payment of the Pensioner Education Supplement over the end of year break.

I cannot see how I will be able to cope if these measures come into effect as flagged by the government - I am not able to study, care for a disabled child and work as well, if by some chance I could find employment. I have study related loans taken out on the assumption that these allowances were part of my income, if the educational support is removed, there is no way I will be able to continue to pay these loans. My study will be compromised and at my age, with no experience except that of homeduties, how will I find employment if I cannot finish my degree.

I realise that you are not my member of parliament, I actually live in the electorate of Longman in Qld, and I am sending a copy of this letter to Mal Brough who is our local member.

Once again, thank you for you support in the parliament.

yours sincerely
[REDACTED]

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PARLIAMENT OF AUSTRALIA  HOUSE OF REPRESENTATIVES

Mal Brough MP
Federal Member for Longman



Wednesday, 17 September 2003

██████████
██████████
██████████ QLD 4507

Dear ██████████

Thank you for forwarding me a copy of your letter to Mr Anthony Byrne, Member for Holt in relation to your belief that you may lose your carer's allowance and educational support.

I am a little confused by your letter as I took the liberty of contacting Centrelink to determine the background on your particulars. It seems that a review of your carer's allowance was in fact undertaken in April and your carer's allowance has been continued.

In relation to your student supplement loan, you may be interested to know that as you have chosen to take out such a loan are therefore not entitled to the Pensioner Education Supplement (PES). Should the financial supplement loan be repaid, and you still meet the appropriate criteria, you will then be entitled to the PES once again.

Should any of the information regarding your loan not be clear, I encourage you to contact Centrelink who will be able to discuss this matter further for you.

I appreciate that it is not easy to try and finish your degree on a limited income, whilst still caring for your son and I thank you for providing me with your comments regarding this matter.

Should you require more specific information on this or any other matter, please do not hesitate to contact me as I would be only too happy to look into the issues on your behalf.

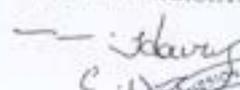
Regards,



Mal Brough MP
Federal Member for Longman
Minister for Employment Services

Ref:MB/ae

I CERTIFY THIS IS
A TRUE COPY OF THE
ORIGINAL DOCUMENT
WHICH I HAVE SIGHTED



COMMISSIONER FOR DECLARATIONS
DEPARTMENT OF JUSTICE & ATTORNEY-GENERAL
No. 80905

110 Morayfield Road, P.O. Box 1885, Caboolture, Qld. 4510
Phone: (07) 5495 6290 Fax: (07) 5498 3307 Freecall: 1800 060 640

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Output Group: Centrelink

Question No: 2&3

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

How many employees are employed as a non-ongoing employee in each year of the previous 4 years (ie, since the implementation of the Public Service Act 1999)?

What percentage of total agency employees are non-ongoing employees for each of these years?

Answer:

The following table lists the number of employees that were employed as non-ongoing employees in each year of the previous four years. It also shows these figures as a percentage of total agency employees for each year.

	Non-ongoing*	% non-ongoing
30-06-00	1892	8.5%
30-06-01	1790	7.4%
30-06-02	1381	5.6%
30-06-03	1982	7.3%

** end of period headcount*

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Output Group: Centrelink

Question No: 4, 5, 6

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

How many of these have been employed for more than 1, more than 2, and more than 3 years as a non-ongoing employee?

Answer:

The following table lists the number of employees that have been employed in each tenure category.

Length of service				
	30/06/00	30/06/01	30/06/02	30/06/03
1-<2	363	98	216	153
2-<3	13	60	19	49
3+	6	2	12	5
Total	382	160	247	207

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Output Group: Centrelink

Question No: 7& 8

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

How many employees were employed on fixed-term contracts, in each year of the previous 4 years (ie, since the implementation of the Public Service Act 1999)? Please provide details of length of fixed-term contracts and quantum for each category of contract (ie, how many 3 month contracts etc.)

What percentage of the total number of employees is this for each of these years?

Answer:

The following table lists the number of employees on fixed-term contracts in each year of the previous four years. It also shows these figures as a percentage of total agency employees for each year.

Data on length of fixed-term contracts is not readily available. To obtain this information would be highly resource intensive and I cannot justify the level of expenditure that would be required to obtain it.

	Non-ongoing Term*	% of total employees
30-06-00	1879	8.5%
30-06-01	1779	7.3%
30-06-02	1331	5.4%
30-06-03	1918	7.1%

**end of period headcount*

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Output Group: Centrelink

Question No: 9

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

What was the percentage of total employees for contract employees, for each year of the previous 4 years (ie, since the implementation of the Public Service Act 1999)?

Answer:

Data on exact number of contract employees is not readily available. To obtain this information would be highly resource intensive and I cannot justify the level of expenditure that would be required to obtain it.

However, the majority of Centrelink contract workers who are not employed under the Public Service Act (1999) are Information Technology (IT) contractors. The figures for IT contractors were:

	IT contractors	% of total APS employees
June 2000	346	1.6%
June 2001	367	1.5%
June 2002	295	1.2%
June 2003	345	1.3%

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Output Group: Centrelink

Question No: 10

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

How many employees were employed on fixed term contracts at each classification level, for each year of the past 4 years?

Answer:

The following table lists the number of employees that were employed on fixed term contracts at each classification level, for each year of the past 4 years.

Non-ongoing term employees*

	30-06-00	30-06-01	30-06-02	30-06-03
Centrelink 1	371	348	346	332
Centrelink 2	1353	1215	771	1316
Centrelink 3	41	45	47	86
Centrelink 4	4	2	15	19
Information Technology	3	5	7	5
Professional	102	114	125	131
Public Affairs	0	0	5	9
Centrelink SES	0	3	8	4
Trainees/Cadets	5	47	7	15
Passport Info Service Operator	0	0	0	1
Total	1879	1779	1331	1918

**end of period headcount*

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Output Group: Centrelink

Question No: 11

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

For these employees, how many of them have had their contracts extended? For every instance, please provide details of the number of contracts extended, how many times an individual has had a contract extended, and the total period of time the employee has been employed through extension of their contract.

Answer

The detailed information required to answer the honourable Senator's question is not readily available.

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Output Group: Centrelink

Question No: 12

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

How many employees on a fixed term contract, for each year of the past 4 years (ie, since the implementation of the Public Service Act 1999), have been employed more than once on a fixed term contract? Please provide details of position classification in each instance, office location, the length of each fixed-term contract and the year/s in which these fixed-term contracts were effective.

Answer

The detailed information required to answer the honourable Senator's question is not readily available.

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Output Group: Centrelink

Question No: 13

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

How many of these contracts have been for consecutive periods? Please provide details of number and length of contracts for each consecutive period or consecutive contract identified.

Answer

The detailed information required to answer the honourable Senator's question is not readily available.

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Output Group: Centrelink

Question No: 14

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

For any fixed-term contract, what is the total length of time or duration over which consecutive fixed-term contracts have been used? Please provide details of each instance of consecutive fixed-term contracts.

Answer

The detailed information required to answer the honourable Senator's question is not readily available.

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Output Group: Centrelink

Question No: 15

Topic: Non-ongoing Employees

Hansard Page: Written question on notice

Senator Crossin asked:

Would employees on consecutive, or rolling, fixed-term contracts always be employed at the same pay rate or is there some recognition in fixed-term contracts of accumulated skills and experience? Please provide details of Centrelink policy.

Answer

A non-ongoing employee cannot be engaged for a specified term or specified task of more than twelve months (including any extension to the employment) unless:

- the particular employment opportunity has been notified in the Gazette as open to all eligible members of the community; and
- a merit based selection exercise has been undertaken

The maximum specified term a person may be engaged for to meet a temporary increase in workload is 18 months. Subject to meeting certain conditions (specified in Public Service Regulations), a non-ongoing employee may be extended to a maximum period of 3 years (5 years for SES officers).

Salary for non-ongoing employees is payable at the minimum point of the salary range applicable to the classification of the job unless the delegate authorises a higher pay point having regard to the experience, qualifications and skills of the employee.

The salary of a non-ongoing employee is managed through their Notice of Engagement. At each new period, or extension, of engagement of a non-ongoing employee, or if the employment becomes ongoing, the delegate has an opportunity to assess the skills, knowledge and experience of the person and determine the pay point they should be placed on for this work. In this way, a non-ongoing employee who does a lot of work for Centrelink need not be disadvantaged by being unable to advance through performance assessment.

If a non-ongoing employee is employed, and remains on the same pay point, for a period of greater than twelve months continuously, it may be appropriate for the manager to renegotiate the employee's notice of engagement to reflect the outcomes of a performance assessment annual cycle.

If a non-ongoing employee is engaged on an ongoing basis, the date on which the ongoing engagement takes place, unless another date is agreed between the employee and their team leader, becomes the employee's regular assessment date (RAD) and the date for commencement of their performance assessment plan.

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Output Group: Centrelink

Question No: 16 & 17

Topic: Financial Outcome

Hansard Page: Written question on notice

Senator Bishop asked:

What was the decision at the board level in terms of responding to the likely operating deficit?

and

Was there a directive or discussion about how to reduce costs prior to the end of the financial year or after once it was discovered there would be a deficit?

Answer:

At its 17 June 2003 meeting the Board was advised that, following the preliminary assessment of unearned revenue and the results of an actuarial review of employee provisions, the projected surplus for 2002/03 had been revised to a projected deficit. At this point in the financial year it was not possible to initiate any corrective action.

In July 2003, the Board was advised of the final financial year outcome. At the Board's August 2003 meeting and subsequent meetings, the Board considered the likely financial position and budgets for 2003-04 and considered the measures initiated by Centrelink to ensure that it operates within its revenue. The Board has reiterated its requirement that future financial outcomes produce a breakeven or small surplus result.

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Output Group: Centrelink.....Question No: 18

Topic: Financial Outcome

Hansard Page: Written question on notice

Senator Bishop asked:

Did the Board discuss the issue of the costs of implementation associated with ESC 3 and if so on what date?

Answer:

Yes. The Board had briefings and discussions on the implementation cost impacts on Centrelink at its meetings of 18 February, 15 April, 20 May, 17 June, 19 August and 23 September 2003.

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Output Group: Centrelink Question No: 19

Topic: Financial Outcome

Hansard Page: Written question on notice

Senator Bishop asked:

Was there a directive from the Board or action taken by Centrelink to recover expenses from the Employment portfolio for ESC3 costs or was it decided that the higher than expected implementation costs should be borne by the agency?

Answer:

The Board was advised of the financial issues arising from ESC3 implementation, including that Centrelink was discussing unanticipated resourcing issues with DEWR.

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Output Group: Centrelink

Question No: 20

Topic: ESC3 Additional Costs

Hansard Page: Written Question on Notice

Senator Bishop asked:

Has Centrelink formally or informally requested additional funds from its client departments to meet the additional costs of ESC3 implementation?

Answer:

Yes.

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Output Group: Centrelink

Question No: 21

Topic: Financial Outcome

Hansard Page: Written question on notice

Senator Bishop asked:

Will any permanent jobs be lost as a result of the financial outcomes? If so, how many?

Answer:

No permanent staff will lose their jobs as a result of the financial outlook.

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Output Group: Centrelink

Question No: 22

Topic: Financial Outcome

Hansard Page: Written question on notice

Senator Bishop asked:

Will any temporary or casual jobs be lost as a result of the financial outcomes? If so, how many?

Answer:

It is not expected that as a result of the financial outcomes there will be any temporary (non-ongoing) or casual staff job losses.

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Output Group: Centrelink

Question No: 23

Topic: Family Homelessness Prevention Pilot

Hansard Page: Written question on notice

Senator Bishop asked: "Can you briefly outline how the family homelessness pilot works and what kind of outcomes you have had to date?"

Answer:

The pilot is part of the National Homelessness Strategy within the Department of Family and Community Services (FaCS). Both Centrelink and a number of local community agencies are funded through the FHPP (Family Homelessness Prevention Pilot). These agencies and Centrelink are working together to deliver prevention and early intervention services to families at risk of homelessness. Centrelink Social Workers identify families at risk of homelessness and ensure they are receiving the relevant income support and work with the Community agencies to deliver support services to families to stabilise their housing, economic, social and community circumstances.

Outcomes for families:

Families assisted by the FHPP in the first twelve months of the pilot were most likely to be:

- single parent families (67%)
- living in private rental accommodation prior to support (44%)
- have children under the age of 12 (83%), with 44% of children being five years of age or under
- living on a total household income of \$449 per week or less (59.5%).

Adult members of these families were most likely to be:

- female (67%); - aged 35 and under (65%); - born in Australia (84%);
- non-Indigenous (80%)
- on some form of Centrelink payment (85%) with most receiving income as a result of a parenting payment (54%)
- educated to year 10 or less (68%)

FHPP services are already demonstrating the usefulness of early intervention strategies aimed at reducing family homelessness. The available data has demonstrated that the FHPP has been successful in reaching the majority of families involved prior to homelessness. The profile of families being assisted indicates that the FHPP has been successful in reaching client groups that have been identified previously as being particularly vulnerable to homelessness ie families with young children, Indigenous families and families escaping domestic violence.

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The interim evaluation has found evidence of a significant improvement in the housing and financial circumstances of these families. After assistance through the FHPP 90% of families stayed in their current housing or were successfully rehoused.

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Output Group: Centrelink

Question No: 24

Topic: Family Homelessness Prevention Pilot

Hansard Page: Written question on notice

Senator Bishop asked: "Is there support from Centrelink staff for the pilot?"

Answer:

Centrelink Social Workers in all eight pilot sites have engaged other Centrelink staff in the pilot by providing training, information and support to staff regarding early intervention and prevention of family homelessness.

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Output Group: Centrelink

Question No: 25

Topic: Family Homelessness Prevention Pilot

Hansard Page: Written question on notice

Senator Bishop asked: "What impact has the pilot on relationships with the community sector?"

Answer:

A key feature of the FHPP is the partnership that has been established between Centrelink and the community providers in each pilot site. A part-time Centrelink Social Worker works with the community provider to help identify and support families at risk of homelessness.

Some of the FHPP community workers are conducting joint assessments of families with Centrelink Social Workers. Services report that this method is useful, as the assessment tends to be more comprehensive and a range of service delivery and income support issues can be addressed immediately. Community workers also report that their understanding of Centrelink policy and procedures has increased significantly.

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Output Group: Centrelink

Question No: 26

Topic: Family Homelessness Prevention Pilot

Hansard Page: Written question on notice

Senator Bishop asked: “Does Centrelink have plans to extend the pilot to other customers with particular needs?”

Answer: The decision to extend the pilots to other customer groups with particular needs rests with the Department of Family and Community Services.

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Output Group: Centrelink

Question No: 27

Topic: Family Homelessness Prevention Pilot

Hansard Page: Written question on notice

Senator Bishop asked: "What funding is currently provided for the pilot?"

Answer:

In the 2001/02 Federal Budget \$4.95 million (over three years) was allocated under the National Homelessness Strategy (through the Department of Family and Community Services) for the pilots. Funding is currently provided to FHPP community agencies and Centrelink Social Work services in eight pilot sites.

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Output Group: Centrelink

Question No: 28

Topic: Family Homelessness Prevention Pilot

Hansard Page: Written question on notice

Senator Bishop asked: "Over what period is that level of funding guaranteed?"

Answer:

The funding is guaranteed until the end of the 2003/2004 financial year.

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Output Group: Centrelink

Question No: 29

Topic: Family Homelessness Prevention Pilot

Hansard Page: Written question on notice

Senator Bishop asked: “Are there plans to extend the current funding?”

Answer:

The Family Homelessness Prevention Pilots are currently being evaluated. No funding has been allocated as yet beyond the end of the 2003-04 financial year.

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Output Group: Centrelink

Question No: 30

Topic: Family Homelessness Prevention Pilot

Hansard Page: Written question on notice

Senator Bishop asked: "Will the existing level of funding be maintained?"

Answer:

The existing level of funding is guaranteed to the end of the 2003-2004 financial year. Funding beyond that time has yet to be considered.

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Output Group: Centrelink

Question No: 31

Topic: Family Homelessness Prevention Pilot

Hansard Page: Written question on notice

Senator Bishop asked: “What impact would a reduction of funding have on the project?”

Answer:

See answer to Question 30.

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Output Group: Centrelink

Question No: 66

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

In April 2003 the Job Seeker Classification Instrument (JSCI) was revised as part of the quality assurance programme and in preparing for the introduction of ESC3. – Is this correct?

Answer: Changes to the JSCI are managed by the Department of Employment and Work Place Relations.

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Output Group: Centrelink

Question No: 67

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

It was originally estimated that there would be 110,000 eligible for ISCA (Intensive Support Customises Assistance) at the start of the Job Network 3. - Is that correct?

Answer:

The Department of Employment and Workplace Relations is responsible for this matter.

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Output Group: Centrelink

.....Question No: 68

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

However when providers started having cash flow problems one of the first things the Government did was to increase the number of people who were considered the most disadvantaged - because the higher a person's disadvantage rating the greater amount the provider receives. - Is that correct?

Answer: The Department of Employment and Workplace Relations is responsible for this matter.

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Output Group: Centrelink.....Question No: 69

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked: By the end of August 150,000 had become eligible for the highest level of assistance. - Is that correct?

Answer: The Department of Employment and Workplace Relations is responsible for this matter.

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Output Group: Centrelink.....Question No: 70

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked: Is Centrelink aware of what percentage of jobseekers were eligible for the highest form of assistance under Job Network 2? If so what was the figure?

Answer: The Department of Employment and Workplace Relations is responsible for this matter.

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Output Group: Centrelink Question No: 71

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

Is Centrelink aware of what the percentage of job seekers the modelling show would be eligible for the highest form of assistance under Job Network 3?
If so what is the figure and how often has it changed?

Answer: The Department of Employment and Workplace Relations is responsible for this matter.

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Output Group: Centrelink Question No: 72

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

(1) Was the JSCI changed to decrease the number of people deemed eligible for the highest form of assistance? (2) Did Centrelink have complaints from it staff about the changes to the JSCI?

Answer:

(1) The Department of Employment and Workplace Relations is responsible for this matter.

(2) Centrelink is unaware of any complaints from staff.

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Output Group: Centrelink Question No: 73

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

Is Centrelink aware that the JSCI scores were changed in July and August and September to change the JSCI again to re-classify people into the higher support group?

Answer:

The Department of Employment and Workplace Relations is responsible for this matter.

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Output Group: Centrelink Question No: 74

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

How did you actually review job seekers classifications - were any of these back dated?

Answer:

The Department of Employment and Workplace Relations is responsible for this matter.

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Output Group: Centrelink Question No: 75

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

When did it become apparent to Centrelink that the modelling was incorrect and that actually there were only a lot less job seekers than originally had been anticipated for Job Network 3?

Answer:

This is the responsibility of the Department of Employment and Workplace Relations. Centrelink FaCS and DEWR continued to have discussions regarding attendance rates throughout the transition.

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Output Group: Centrelink Question No: 76

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

Was Centrelink aware that Minister Brough's said at the NESA Conference that "Of those 720,000 jobseekers, there have been some 900,000 appointments, so I realise and recognise that you have actually done what we have asked you to do.... But you have actually dealt with them on a multitude of levels and on multiple occasions, with no outcomes."

Answer:

Yes. Some Centrelink staff were present when the Minister made the above statement.

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Output Group: Centrelink Question No: 77

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

(1) Did Centrelink advise their Minister or the Head of the Department of Family and Community services that this figure was incorrect? (2) Did the Minister get a copy of the information that was sent to DEWR showing that the figure was incorrect?

Answer:

(1) No

(2) No

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Output Group: Centrelink Question No: 78

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

Has Centrelink estimated how many incorrect letters were sent out to not eligible job seekers?

Answer:

No. All letters sent to job seekers during the ESC3 transition were managed by the Department of Employment and Workplace Relations via the Department's mail house not through the Centrelink mail house.

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Output Group: Centrelink Question No: 79

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked:

Did Centrelink advise not to use the automated letter format, as this was not the most effective way to communicate with job seekers?
If so how did Centrelink do that?

Answer:

The decision to issue letters was made after discussion between Centrelink and DEWR.

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Output Group: Centrelink Question No: 80

Topic: Classification of job seekers and modelling

Hansard Page: Written question on notice

Senator Bishop asked: Crackdown on Jobseekers -

1. In the media it was widely reported towards the end of September that there would be changes to the way that Centrelink dealt with people who failed to turn up to interviews. Is that correct?
2. Could you outline what those changes are?
3. Is the change to the compliance system a direct result of the failure of people to turn up for their Vocational Profile interviews?
4. What are the likely cost implications of this changed approach?

Answer:

1. Yes.
2. Adjustments were made to streamline the process for reporting (“participation reporting”) and considering cases where jobseekers have not attended interviews with the Job Network. The changes clarified processes for both the Job Network and Centrelink.

Job Network

A Participation Report will only be submitted when the Job Network member(JNM) or Community Work Coordinator (CWC):

- Has made at least 2 attempts to contact the job seeker to discuss non-compliance;
- Has not been able to contact the job seeker or, having spoken to the job seeker, still believes that the job seeker has failed in their requirement under the social security law.
- Has documented the outcome of attempted/successful contact in a Participation Report.

After submitting a Participation Report the JNM/CWC, during the 16 days following the submission of a Participation Report, will not:

- Submit further reports (unless for a different reason); or
- Book further appointments with the job seeker to allow Centrelink to rebook via the online diary.

Centrelink

Centrelink will ensure that, within 16 working days of a valid Participation Report being received, the job seeker will (unless identified as vulnerable or at risk):

- Have an interview rebooked with their JNM/CWC via the online diary;

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- Be directed to resume participation in an agreed activity;
 - Be identified for more appropriate assistance; or
 - Be suspended.
3. No.
4. There are not expected to be administrative or program cost implications of these changes.

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Output Group: Centrelink

Question No: 45

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

For the 2000-01, 2001-02 and 2002-03 years how many individuals receiving a) Newstart and b) Youth Allowance who applied for an activity test exemption on the basis of a medical certificate and who had their claim rejected?

Answer:

Centrelink does not source or report data relating to non acceptance of medical certificates as part of general business reporting. Centrelink will extract this information as soon as possible and provide when available.

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Output Group: Centrelink

Question No: 46

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

For the 2000-01, 2001-02 and 2002-03 years how many individuals receiving a) Newstart and b) Youth Allowance who applied for an activity test exemption on the basis of a medical certificate and who had their claim rejected and who were subsequently breached?

Answer:

Centrelink does not source or report data relating to non-acceptance of medical certificates and any associated relationship with breaches.

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Output Group: Centrelink

Question No: 47

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

Please detail the assessment process for Newstart / Youth Allowance incapacitated? Do applicants whose claim for a full or partial activity test exemption is rejected receive notification of the rejection. If so please detail how this is provided to the applicant?

Answer:

When considering a job seeker's Activity Test requirements, Centrelink assesses the job seeker's capacity to comply, taking into consideration the local labour market, mobility and personal factors, such as disability and skill level. In certain situations it may be unreasonable for customers to meet their Activity Test requirements and as such they may be exempt.

An exemption from the Activity Test can be granted for job seekers circumstances in line with s603 for Newstart Allowance and s542A for Youth Allowance of the Social Security Act which states;

- The person is incapacitated for work or study for a particular period because of sickness or an accident, and
- The incapacity is caused wholly, or virtually wholly, by a medical condition arising from the sickness or accident; and
- The incapacity is, or is likely to be, of a temporary nature, and
- The person has, whether before or after the commencement of this section, provides a medical certificate that states;
 1. The medical practitioner's diagnosis, and
 2. The medical practitioner's prognosis, and
 3. That the person is incapacitated for work or study, and
 4. The period for which the person is incapacitated, and
 5. That the incapacity has not been brought about with a view to obtaining an exemption from the Activity Test.

Centrelink will make decisions regarding whether:

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- A temporary exemption from the Activity Test will be granted (i.e. the medical certificate is accepted where it is clear from the information provided that the customer clearly has a temporary incapacity), or
- A temporary exemption from the Activity Test will not be granted (i.e. the medical certificate will not be accepted where it is clear from the evidence provided that the customer does not have a temporary incapacity), or
- A further assessment is required (i.e. it is not clear from the evidence provided whether the customer's capacity for work is temporary) to inform a decision regarding an exemption. In these circumstances customers are referred for a Better Assessment with either the Centrelink Psychologist, Medical Assessor or the Work Capacity Assessor.

For job seekers not granted an Activity Test exemption they are notified in writing. The letter explains the reason/s for Centrelink non-acceptance of the medical certificate, for example; the job seeker has the capacity to work at least 8 hours per week.

The letter also provides the job seeker with information regarding their rights if they do not agree with the decision. In conjunction with the letter an interview is booked (if necessary) with a Customer Service Officer to negotiate a plan and discuss Activity Test requirements. Within the interview the Preparing for Work Agreement may be modified (if required) to reflect the job seeker's capacity.

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Output Group: Centrelink

Question No: 48

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

When a recipient of Newstart or Youth Allowance (incapacitated) is reviewed are they informed by Centrelink about the purpose of the review before it is conducted?

Answer:

For Newstart and Youth Allowance (Incapacitated) job seekers seeking to be medically exempted from the Activity Test, a review of their capacity for work will be conducted every time they provide a medical certificate. A Centrelink Factsheet – Lodging a Medical Certificate is given to the job seeker at the time they are lodging a medical certificate informing them of the process ie that lodging a medical certificate does not automatically mean they do not have to look for work, that further assessment may be required to determine their work capacity and the type of assessments that they may be referred for.

14 days prior to the end date of a medical certificate a letter is sent to the job seeker advising them that their previous medical certificate coverage is due to expire and that they need to provide a further medical certificate if they are still unable to work. This reminder advice provides information on the need to advise Centrelink of any change to their circumstance.

An advice is also sent to the job seeker at certain intervals advising the customer that a review of their work capacity is now due and that the information will assist to determine their work capacity. This advice also allows the job seeker with an opportunity to provide Centrelink with information from their perspective of the impact their medical condition has on their capacity to work.

Centrelink will also consider at each review point how best to assist the job seeker to overcome barriers by linking the job seeker to appropriate intervention options where it is suitable to their needs.

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Output Group: Centrelink

Question No: 49

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

Please provide copies of any research or analysis of the Newstart and Youth Allowance (incapacitated) population conducted during the last two years including any customer surveys?

Answer: Centrelink has not conducted any specific research of the Newstart and Youth Allowance (incapacitated) population.

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Output Group: Centrelink

Question No: 50

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

Please provide by category of exemption or illness or disabling condition average duration on payment (incapacity)?

Answer:

Centrelink has supplied the duration on payment for Newstart and Youth Allowance (not full time students) recipients, by medical condition reported on their medical certificate. We are unable to provide duration of incapacity. Two separate tables are provided – one for Newstart Allowance, and one for Youth Allowance (not full time students).

This has been supplied base on the following caveats:

- Customer numbers supplied are a point-in-time figure as at 17 October 2003
- Duration represents the actual time, in days, that a customer has been receiving their current payment.

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Newstart Allowance

	Less than 0	0 to less than 29	29 to less than 57	57 to less than 85	85 to less than 113	113 to less than 141	141 to less than 169	169 to less than 197	197 to less than 225	225 to less than 253	253 to less than 281	281 to less than 309	309 to less than 337	337 to less than 365	365 to less than 731	731 to less than 1,096	1,096 or more	Total
Acquired Brain Injury - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Alcohol Dependence	2	66	72	60	51	30	39	43	28	38	29	19	31	17	185	90	188	988
Alzheimer's Disease	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Amputation - Above Elbow	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	2
Amputation - Above Knee	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2
Amputation - Below Elbow	-	-	2	1	3	1	1	1	1	1	1	-	-	-	5	2	4	23
Amputation - Below Knee	-	1	2	-	2	-	-	4	1	-	-	-	-	2	6	2	4	24
Amputation - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Angelman Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Anorexia Nervosa	-	5	4	5	3	4	-	3	4	3	2	1	-	1	8	7	7	57
Anxiety	1	206	235	194	205	182	159	138	120	126	98	91	80	77	590	350	631	3 483
Arnold-Chiari Syndrome	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Arthritis - Other	-	34	38	42	28	32	24	24	29	25	29	11	15	10	125	53	135	654
Aspergers Syndrome	-	-	-	-	-	-	-	-	-	2	-	-	1	-	-	-	-	3
Asthma	-	19	14	11	13	11	11	7	12	5	2	8	7	6	43	27	58	254
Attention Deficit/Hyperactivity Disorder	-	2	2	1	2	4	2	2	1	1	2	2	-	2	10	10	12	55
Autism	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Autosomal Recessive Muscular Dystrophy	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Behaviour Disorder	-	-	3	-	3	2	-	-	2	-	1	-	-	-	1	2	3	17
Bi Polar Affective (Manic Depression)	-	30	54	35	38	32	47	33	25	17	20	16	14	20	125	42	65	613
Blind - Both Eyes	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	2
Blind - One Eye	-	1	3	2	2	2	3	-	1	1	2	3	-	1	3	5	5	34
Brain Injury - Toxic (Eg Alcohol)	-	-	-	-	-	-	-	1	-	-	1	-	1	-	-	1	1	5
Brain Injury - Traumatic	-	6	20	10	16	10	10	8	12	3	6	6	7	4	41	19	35	213
Bronchitis	-	6	4	3	2	4	1	5	2	-	1	2	-	3	10	10	7	60
Bulimia	-	1	1	-	4	2	1	-	2	-	-	-	-	-	1	-	-	12
Burns And Their Effects	-	9	4	1	3	3	1	1	1	1	1	1	2	1	12	2	12	55
Bursitis, Capsulitis & Tendonitis	-	1	4	3	5	5	5	4	4	4	1	3	2	1	15	11	11	79

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Cancer - Hodgkins/Non Hodgkin's Disease	-	5	8	3	4	4	4	3	2	3	4	4	2	1	15	6	12	80
Cancer - Leukaemia (Acute)	-	1	2	1	-	2	3	1	1	-	-	2	-	-	4	-	2	19
Cancer - Leukaemia (Chronic)	-	1	3	2	-	-	3	-	3	1	-	1	1	-	4	1	3	23
Cancer/Tumour - Bone	-	1	1	-	-	3	2	1	-	-	-	2	-	-	3	1	1	15
Cancer/Tumour - Bowel	-	5	6	8	5	7	3	4	6	2	5	5	1	5	14	4	16	96
Cancer/Tumour - Brain	-	3	9	6	4	2	2	1	2	1	2	2	5	2	12	8	12	73
Cancer/Tumour - Breast	-	12	14	18	12	19	7	5	10	17	13	6	5	7	34	21	32	232
Cancer/Tumour - Larynx	-	-	1	1	2	1	2	1	-	-	-	-	-	-	4	1	6	19
Cancer/Tumour - Liver	-	-	3	-	-	1	-	-	-	1	-	-	-	-	1	-	2	8
Cancer/Tumour - Lung	-	3	3	5	2	3	2	4	2	2	1	-	-	-	6	4	12	49
Cancer/Tumour - Oesophagus	-	1	2	1	2	1	1	-	1	-	1	-	-	-	2	-	3	15
Cancer/Tumour - Other	-	19	25	21	11	14	10	11	15	8	16	5	11	4	39	16	52	277
Cancer/Tumour - Ovarian	-	2	1	2	1	2	1	2	1	2	2	1	1	2	9	4	-	33
Cancer/Tumour - Pancreas	-	-	-	1	-	1	1	-	-	-	-	-	-	-	1	1	-	5
Cancer/Tumour - Prostate	-	-	4	6	1	1	7	1	2	5	4	3	1	1	9	4	11	60
Cancer/Tumour - Renal	-	-	1	1	-	1	3	2	-	-	-	-	-	-	-	-	5	13
Cancer/Tumour - Sarcoma	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	2
Cancer/Tumour - Skin	-	4	2	4	1	1	2	-	1	3	2	-	-	1	6	4	8	39
Cancer/Tumour - Stomach	-	1	2	-	1	1	1	1	-	-	-	-	-	-	6	-	2	15
Cancer/Tumour - Testicular	-	1	5	2	1	1	3	1	2	2	-	2	-	-	8	1	3	32
Cancer/Tumour - Thyroid	-	1	1	3	-	-	-	2	-	1	-	1	1	-	2	1	8	21
Carpel Tunnel Syndrome	-	20	25	28	20	33	16	13	22	12	7	13	15	14	83	55	110	486
Cataracts	-	1	2	2	-	2	1	-	1	2	-	-	-	-	11	8	22	52
Cerebral Palsy	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2	3
Charge Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Child Disintegrative Disorder	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Childhood Cancers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chronic Fatigue Syndrome	-	29	29	16	24	17	15	18	24	20	9	15	13	18	139	75	90	551
Chronic Obstructive Airways Disease	-	2	2	2	2	5	1	2	1	2	1	1	-	2	13	9	24	69
Chronic Pain	-	6	2	1	-	1	2	3	-	3	-	2	1	1	3	5	10	40
Chronic Pulmonary Heart Disease	-	6	9	10	12	7	5	7	4	7	3	2	1	2	35	13	17	140
Circulatory System - Other eg Vasculitis	1	45	51	63	55	47	39	32	38	32	32	22	13	17	160	92	186	925
Coeliac Disease	-	2	-	-	3	1	-	1	-	1	1	-	-	-	-	3	-	12
Complications Of Pregnancy	4	85	106	100	79	74	77	60	52	45	43	21	26	17	131	53	52	1 025
Congenital Abnormalities - Multiple	-	-	-	-	-	2	-	-	-	-	-	-	-	-	1	1	-	4
Congenital Abnormality - Other	-	2	-	1	1	-	-	-	-	1	1	1	-	-	2	1	-	10

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Congenital Heart Disease	-	7	10	5	6	6	8	-	8	3	1	5	1	3	20	6	18	107
Congenital Limb Deformity	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	2
Coronary Artery Disease	-	24	26	15	29	10	13	14	17	9	17	6	10	13	70	22	61	356
Cri Du Chat Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Crohns Disease	-	11	6	-	12	6	5	4	5	2	2	1	1	3	26	5	6	95
Curvature Of The Spine	-	2	-	-	1	1	-	-	-	-	-	-	-	-	1	-	2	7
Cystic Fibrosis	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	2
Deafness-Blindness	-	-	-	1	-	1	1	1	-	-	-	2	-	1	3	-	1	11
Depression	8	694	791	692	622	540	518	435	447	414	368	282	261	263	2 118	1 138	1 823	11 414
Diabetes - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Diabetes - Insulin Dependent	-	13	10	17	7	8	8	8	13	13	8	8	1	5	42	24	54	239
Diabetes - Non Insulin Dependent	-	16	15	15	8	18	9	15	17	11	13	6	10	6	58	22	73	312
Diplegia Paraplegia (Paralysis)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Diverticular Disease	-	2	1	6	4	-	-	1	1	1	-	-	2	-	6	7	2	33
Downs Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Drug Dependence	4	120	157	142	144	119	110	106	110	89	78	95	68	60	581	316	447	2 746
Duchenne (Muscular Dystrophy)	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	2
Eczema	-	3	5	3	3	-	3	-	-	1	-	-	-	1	6	1	11	37
Edward Syndrome (Trisomy 18)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Emotion Disturb; Child/Adolescent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Emphysema	-	2	4	3	2	2	2	-	2	-	2	-	1	-	3	5	7	35
Encopresis (Emotional Disturbance)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Endocrine System Dysfunction - Other	-	5	-	6	3	3	2	2	3	2	-	3	1	5	5	7	10	57
Endometriosis	-	6	6	6	1	5	5	-	3	1	3	-	1	1	15	9	12	74
Enuresis	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Epidermolysis Bullosa Dystrophica	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Epilepsy - Absence Seizure - Petit Mal	-	1	2	4	-	2	-	1	-	1	2	1	2	1	17	5	12	51
Epilepsy - Complex Seizure	1	5	2	5	5	3	1	4	-	4	3	1	6	3	23	6	20	92
Epilepsy - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Epilepsy - Grand Mal (Tonic-Clonic)	-	10	-	2	4	4	2	1	4	3	4	2	1	2	22	15	20	96
Epilepsy - Myoclonic Seizure	-	-	-	-	1	-	-	-	1	-	1	1	-	-	-	-	1	5
Epilepsy - Simple Seizure	-	6	7	9	8	10	3	4	6	5	3	8	8	3	47	21	32	180
Eye Anomaly - Unspecified	-	5	6	9	8	7	7	6	7	8	4	5	6	4	24	18	41	165
Fibromyalgia	-	9	10	13	6	8	6	3	7	8	7	5	3	3	36	14	26	164
Fractures And Crush Injuries	5	155	199	156	115	112	91	83	91	90	64	50	53	44	366	219	315	2 208
Fragile X Syndrome (Adult)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Fragile X Syndrome (Child)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Freidrich's Ataxia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gallbladder Disorders	-	6	5	4	4	3	2	4	3	3	3	2	1	14	5	16	78	
Glandular Fever	-	7	3	4	3	3	1	1	1	-	1	-	-	5	3	1	33	
Glaucoma	-	-	-	1	1	2	-	-	-	1	-	-	-	3	-	2	10	
Gout	-	6	6	3	4	2	1	3	4	4	4	3	3	2	12	10	23	90
Guillain Barre Syndrome	-	1	-	-	1	-	-	-	-	2	-	-	-	1	4	-	3	12
Gynaecological Disorder - Other	-	15	15	15	15	17	6	6	12	9	11	3	5	5	51	26	50	261
Haemophilia	-	-	-	-	-	-	1	-	-	-	-	-	-	2	-	1	4	
Hearing Loss - Complete	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2
Hearing Loss - Partial	-	3	2	2	3	4	3	6	3	1	3	-	3	2	10	8	12	65
Hemiplegia (Paralysis)	-	1	1	-	3	-	-	-	1	1	1	-	-	2	1	1	12	
Hepatitis A	-	-	-	-	1	4	-	-	-	-	-	-	1	2	2	3	13	
Hepatitis B	-	3	4	1	2	3	1	5	5	3	1	1	-	1	14	7	8	59
Hepatitis C	-	10	20	13	12	18	14	7	11	16	15	6	15	5	81	65	102	410
Hepatitis D - H	-	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2	5
Hernia	-	27	26	26	24	12	22	13	13	13	10	6	15	14	67	40	107	435
Hiv Category 3	-	2	1	6	3	3	2	2	4	1	-	1	2	1	12	7	9	56
Hiv/Aids Category 4	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-	1	4	
Huntington's Chorea	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	2
Hypertension	-	4	9	5	7	2	4	1	4	1	1	1	2	-	5	8	15	69
Hyperthyroidism	-	6	11	2	1	2	3	1	3	-	3	4	2	4	21	8	17	88
Hypothyroidism	-	4	2	-	2	3	1	1	-	3	-	2	1	2	11	8	16	56
Immunodeficiency	1	2	3	4	4	4	1	3	-	2	-	2	-	1	12	8	7	54
Infections of the Nervous System	-	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	3
Infectious Disease - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Influenza	-	3	12	4	6	3	4	4	3	3	-	-	3	3	12	7	21	88
Intellectual Disability - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Intellectually Disabled - Permanent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Intervertebral Disc Disorder	-	5	8	8	13	7	11	9	5	13	9	4	6	3	48	31	61	241
Iq Is Less Than 50	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	2	3	
Irritable Bowel Syndrome	-	2	7	9	2	2	-	3	4	2	3	3	-	1	18	10	30	96
Ischaemic Heart Disease	-	7	10	2	5	2	3	1	1	2	-	1	-	8	4	8	54	
Kidney Disorders	-	6	10	7	4	3	7	6	7	1	1	1	1	2	25	19	29	129
Klinefelter's Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Krabbe Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Lactose Intolerance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Learning Disability	-	2	-	2	-	-	-	1	-	-	-	-	1	-	4	-	1	11
Liver Disorder ie Cirrhosis But Not Hep	-	7	9	10	3	6	6	6	6	4	3	2	-	3	30	16	33	144
Low Vision - Both Eyes	-	-	2	-	-	-	-	-	2	1	-	-	-	-	3	-	5	13
Low Vision - One Eye	-	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	1	6
Lower Limb Disorder	1	83	105	107	83	82	78	53	74	66	51	48	52	38	412	207	420	1 960
Lupus	-	5	4	6	-	1	1	-	2	4	-	-	-	1	4	1	2	31
Meniere's Disease	-	3	3	4	-	-	-	2	-	-	1	-	-	-	7	5	5	30
Metachromatic Leukodystrophy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Microcephaly	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Migraine	-	2	1	-	2	-	2	-	1	-	-	1	-	-	4	3	6	22
Monoplegia (Paralysis)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Morbid Obesity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Motor Neurone Disease	-	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	2	5
Mucopolysaccharidoses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses 1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses 2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses 3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses Iva	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses Vi	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multiple Chemical Syndrome	-	1	-	-	-	-	-	1	-	-	-	-	-	-	2	2	-	6
Multiple Sclerosis	-	2	6	3	2	2	-	2	-	-	-	1	-	1	7	2	3	31
Musculo-Skeletal Disorder - Other	3	366	447	360	268	237	259	198	210	181	177	136	107	106	1 068	556	1 168	5 847
Myocardial Infarction (Heart Attack)	-	19	16	14	8	12	12	11	11	10	7	5	9	6	41	19	56	256
Myopathy - Other	-	-	1	1	1	-	1	1	-	1	-	-	1	-	2	2	1	12
Neck Disorder	-	32	37	21	28	12	21	26	16	24	19	22	18	9	103	58	120	566
Nerve Root Compression - Other	-	2	2	1	-	2	3	-	1	2	-	3	-	1	9	8	7	41
Nervous System - Other	1	16	12	15	8	13	12	13	12	5	7	6	6	5	58	36	54	279
Obsessive Compulsive Disorder	-	4	4	4	4	5	2	3	4	3	4	1	1	2	21	11	14	87
Oesophageal Disorder	-	2	-	3	4	3	2	3	1	1	1	2	-	1	17	6	12	58
Oppositional Defiant Disorder	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Osteoarthritis	-	42	41	43	39	46	44	55	38	38	29	23	26	21	179	106	215	985
Osteomyelitis	-	-	5	1	-	3	-	-	1	1	-	2	1	-	5	-	1	20
Osteoporosis	-	3	1	-	1	1	2	2	1	-	1	1	-	-	9	3	9	34
Pancreatic Disorder	-	5	5	4	3	1	1	2	2	4	1	1	-	-	10	4	12	55
Paranoid	-	3	2	6	2	1	-	3	-	1	3	-	1	-	5	5	4	36

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Paraplegia (Paralysis)	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
Parkinsons Disease	-	2	-	-	-	-	2	-	2	-	2	1	-	-	-	-	2	11
Patau Syndrome (Trisomy 13)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Peripheral Vascular Disease	-	3	-	-	-	2	4	1	-	2	4	1	1	1	10	3	6	38
Permanent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Personality Disorder	-	6	5	4	3	2	2	3	5	-	1	1	1	1	8	10	15	67
Phenylketonuria	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Phobias	-	2	3	2	2	4	6	-	6	2	2	3	2	-	14	9	21	78
Poliomyelitis	-	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-	1	6
Pompe Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Porencephaly	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Post Traumatic Stress Disorder	-	30	27	31	22	13	22	17	20	15	17	11	14	12	137	65	95	548
Prader-Willi Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psoriasis	-	5	7	3	1	2	1	1	1	3	2	1	2	-	10	6	15	60
Psychol/Psychiatric Disorder - Other	2	52	79	49	43	42	32	41	39	20	37	15	28	22	161	89	134	885
Psychosocial Deprivation	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Psychotic	-	24	37	28	22	25	30	11	17	17	12	9	13	15	91	37	44	432
Quadriplegia (Paralysis)	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	2
Rectal Disorder	-	6	8	4	4	7	4	5	4	3	2	1	4	2	16	11	22	103
Recurring	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Regional Pain Syndrome	-	5	8	5	3	6	6	11	7	7	2	1	1	-	27	13	19	121
Renal Tract Disorders	-	5	2	4	-	6	2	5	5	3	-	2	5	1	16	8	16	80
Reproductive Problem - Other	-	-	2	4	3	3	1	2	3	2	3	2	1	2	6	10	16	60
Respiratory Disorder - Other	-	21	35	26	23	10	15	16	11	10	9	11	10	5	66	54	75	397
Rett Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Rheumatoid Arthritis	-	5	7	8	4	7	7	6	4	5	1	4	3	-	23	10	23	117
Rotator Cuff Injury	-	13	7	10	11	18	7	8	11	5	5	6	8	4	37	29	37	216
Schizophrenia	1	60	74	71	53	43	40	47	60	42	46	24	27	32	240	137	167	1 164
Sciatica - Nerve Root Compression	-	19	22	15	18	13	14	14	7	7	12	6	9	11	74	26	77	344
Senile Dementia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sense Organs - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Severe Multiple Disability - Mobility	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Severe Multiple Disability - Seizures	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2
Shoulder And Upper Arm Disorder	-	64	81	80	69	56	55	47	50	55	44	32	36	40	300	170	325	1 504
Skin Disorder - Other	-	7	7	7	5	11	3	8	7	16	6	-	6	4	38	21	52	198
Speech Disorder - Complete Loss	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1

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Speech Disorder - Other	-	-	1	-	2	-	1	-	1	-	-	-	-	-	1	4	3	13
Speech Disorder - Stuttering	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spina Bifida	-	-	-	1	-	-	-	-	-	-	-	-	-	-	4	1	2	8
Spinal Disorder - Other	1	141	157	154	146	139	131	109	129	112	98	76	73	71	673	357	752	3 319
Spinal Muscular Atrophy	-	1	2	2	-	2	1	-	2	-	-	1	-	-	2	1	2	16
Spondylosis	-	14	15	15	13	14	10	6	13	11	10	7	4	8	76	38	64	318
Sprains & Strains	-	22	17	16	13	7	14	7	5	11	7	7	9	4	27	21	34	221
Stomach Disorder (E.G. Ulcer)	-	23	21	25	24	16	15	15	17	12	12	12	8	7	68	37	94	406
Synovitis, Tenosynovitis & Oos	-	4	3	5	2	7	3	5	8	4	5	-	2	2	9	8	8	75
Tay Sachs Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Temporary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Thalassaemia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	4
Tinnitus	-	-	2	-	1	2	2	2	1	1	-	1	2	-	6	6	6	32
Tourettes Syndrome	-	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	-	3
Transplant - Organ Failure	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	3
Tuberculosis	-	2	5	-	2	-	-	-	1	1	-	-	1	1	1	2	5	21
Ulcerative Colitis	-	2	5	4	4	6	2	1	7	3	1	2	1	2	11	4	15	70
Unknown - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Urinary Incontinence	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	3
Urinary Tract Disorders Incl Bladder	-	2	3	6	3	10	3	2	-	2	4	3	4	3	18	7	20	90
Vertigo	-	3	5	7	8	2	5	3	6	4	2	2	2	3	11	12	25	100
Visual Loss - Unspecified	-	2	1	2	4	2	2	-	-	1	-	-	-	1	10	6	9	40
Williams Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	36	3 011	3 549	3 101	2 698	2 454	2 290	1 994	2 093	1 872	1 640	1 292	1 257	1 157	10 066	5 428	9 784	53 722

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Youth Allowance

	Less than 0	0 to less than 29	29 to less than 57	57 to less than 85	85 to less than 113	113 to less than 141	141 to less than 169	169 to less than 197	197 to less than 225	225 to less than 253	253 to less than 281	281 to less than 309	309 to less than 337	337 to less than 365	365 to less than 731	731 to less than 1,096	1,096 or more	Total
Acquired Brain Injury - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Alcohol Dependence	-	1	4	6	4	2	-	3	2	5	1	-	2	1	5	3	4	43
Alzheimer's Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Amputation - Above Elbow	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Amputation - Above Knee	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Amputation - Below Elbow	-	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	1	4
Amputation - Below Knee	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Amputation - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Angelman Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Anorexia Nervosa	-	1	1	3	2	-	-	2	2	3	2	-	1	-	5	2	3	27
Anxiety	-	14	14	11	15	13	8	6	12	8	2	6	7	1	38	33	34	222
Arnold-Chiari Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Arthritis - Other	-	-	-	1	1	-	-	-	-	1	1	-	-	1	2	1	-	8
Aspergers Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Asthma	-	1	2	-	1	1	-	2	1	-	1	-	1	1	1	6	6	24
Attention Deficit/Hyperactivity Disorder	-	-	-	-	1	-	1	-	-	1	1	2	-	-	5	1	2	14
Autism	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Autosomal Recessive Muscular Dystrophy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Behaviour Disorder	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	1	3
Bi Polar Affective (Manic Depression)	-	2	1	2	2	4	4	1	2	1	1	1	-	1	3	4	7	36
Blind - Both Eyes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Blind - One Eye	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Brain Injury - Toxic (Eg Alcohol)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Brain Injury - Traumatic	-	2	1	1	2	2	2	2	1	1	-	1	1	1	9	3	1	30
Bronchitis	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	2	1	6
Bulimia	-	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	3
Burns And Their Effects	-	1	-	-	1	1	-	-	1	-	-	-	-	-	-	3	1	8
Bursitis, Capsulitis & Tendonitis	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Cancer - Hodgkins/Non Hodgkin's Disease	-	-	-	-	1	-	-	-	-	-	-	2	-	-	-	-	2	5
Cancer - Leukaemia (Acute)	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	3
Cancer - Leukaemia (Chronic)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
Cancer/Tumour - Bone	-	-	1	-	1	-	-	-	1	-	-	-	-	-	1	-	1	5

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Cancer/Tumour - Bowel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Brain	-	-	-	-	-	1	-	-	2	1	-	-	-	-	-	-	-	4
Cancer/Tumour - Breast	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Larynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Liver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Cancer/Tumour - Lung	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Oesophagus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Other	-	-	3	1	-	-	1	-	1	-	-	-	-	-	2	2	1	11
Cancer/Tumour - Ovarian	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Cancer/Tumour - Pancreas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Prostate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Renal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Sarcoma	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Cancer/Tumour - Skin	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Stomach	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cancer/Tumour - Testicular	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Cancer/Tumour - Thyroid	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Carpel Tunnel Syndrome	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
Cataracts	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2
Cerebral Palsy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charge Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Child Disintegrative Disorder	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Childhood Cancers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chronic Fatigue Syndrome	-	3	1	4	6	3	4	3	2	3	4	1	1	2	14	7	11	69
Chronic Obstructive Airways Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chronic Pain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
Chronic Pulmonary Heart Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Circulatory System - Other eg Vasculitis	-	-	1	2	2	1	3	1	1	2	-	1	-	-	7	4	1	26
Coeliac Disease	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1
Complications Of Pregnancy	-	29	55	45	38	25	34	38	19	20	25	17	14	12	104	69	51	595
Congenital Abnormalities - Multiple	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Congenital Abnormality - Other	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Congenital Heart Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Congenital Limb Deformity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Coronary Artery Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cri Du Chat Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Crohns Disease	-	2	1	-	1	-	-	1	1	-	-	1	-	-	-	-	1	8
Curvature Of The Spine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cystic Fibrosis	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1

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Deafness-Blindness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Depression	-	44	55	58	46	44	37	23	27	35	26	10	15	13	162	96	89	780
Diabetes - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Diabetes - Insulin Dependent	-	-	2	1	-	1	-	1	-	-	1	1	-	-	-	-	2	9
Diabetes - Non Insulin Dependent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Diplegia Paraplegia (Paralysis)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Diverticular Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Downs Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Drug Dependence	1	14	25	18	10	10	9	5	10	6	8	11	9	4	56	32	21	249
Duchenne (Muscular Dystrophy)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Eczema	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	2
Edward Syndrome (Trisomy 18)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Emotion Disturb; Child/Adolescent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Emphysema	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Encopresis (Emotional Disturbance)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Endocrine System Dysfunction - Other	-	-	-	-	-	1	-	-	-	1	-	-	-	-	1	-	1	4
Endometriosis	-	-	1	-	-	-	1	1	-	-	-	-	1	-	3	-	1	8
Enuresis	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Epidermolysis Bullosa Dystrophica	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Epilepsy - Absence Seizure - Petit Mal	-	-	-	-	1	-	-	-	-	-	-	1	-	-	3	-	-	5
Epilepsy - Complex Seizure	-	1	1	1	1	1	-	-	1	-	-	-	-	1	1	2	1	11
Epilepsy - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Epilepsy - Grand Mal (Tonic-Clonic)	-	-	1	1	-	-	1	-	-	-	1	-	-	-	2	2	1	9
Epilepsy - Myoclonic Seizure	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Epilepsy - Simple Seizure	-	-	1	-	2	-	-	1	2	1	-	-	-	-	4	-	1	12
Eye Anomaly - Unspecified	-	1	-	1	-	-	-	-	1	-	-	-	-	-	1	2	2	8
Fibromyalgia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2
Fractures And Crush Injuries	-	45	71	37	20	17	24	10	14	15	15	7	5	6	41	22	17	366
Fragile X Syndrome (Adult)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fragile X Syndrome (Child)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Freidrich's Ataxia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gallbladder Disorders	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1	1	2	6
Glandular Fever	-	1	4	5	1	-	1	1	2	1	-	-	-	-	3	2	-	21
Glaucoma	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gout	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guillain Barre Syndrome	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	2
Gynaecological Disorder - Other	-	2	5	2	2	1	-	1	2	3	1	1	-	2	7	1	4	34
Haemophilia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hearing Loss - Complete	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1

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Hearing Loss - Partial	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Hemiplegia (Paralysis)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
Hepatitis A	-	-	-	1	1	-	-	-	1	-	-	-	-	-	-	-	-	3
Hepatitis B	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Hepatitis C	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Hepatitis D - H	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hernia	-	-	-	2	2	2	-	-	-	-	-	-	-	1	5	-	-	12
Hiv Category 3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hiv/Aids Category 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Huntington's Chorea	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Hypertension	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2
Hyperthyroidism	-	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	3
Hypothyroidism	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Immunodeficiency	-	1	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	4
Infections of the Nervous System	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2
Infectious Disease - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Influenza	-	-	2	-	-	1	-	-	-	3	-	-	-	-	4	1	4	15
Intellectual Disability - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Intellectually Disabled - Permanent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Intervertebral Disc Disorder	-	-	-	-	-	2	-	-	-	1	-	-	-	-	-	-	-	3
Iq Is Less Than 50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
Irritable Bowel Syndrome	-	-	-	1	-	-	1	-	1	1	-	-	-	1	-	1	1	7
Ischaemic Heart Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Kidney Disorders	-	-	1	-	-	2	2	-	-	-	-	-	-	-	2	1	-	8
Klinefelter's Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Krabbe Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lactose Intolerance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Learning Disability	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-	2	1	6
Liver Disorder Ie Cirrhosis But Not Hep	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	3
Low Vision - Both Eyes	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Low Vision - One Eye	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2
Lower Limb Disorder	-	5	20	9	12	5	3	7	4	5	1	5	4	3	12	19	9	123
Lupus	-	1	2	-	-	1	-	-	-	-	-	-	-	-	1	-	-	5
Meniere's Disease	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2
Metachromatic Leukodystrophy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Microcephaly	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Migraine	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2
Monoplegia (Paralysis)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Morbid Obesity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Motor Neurone Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses 1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses 2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses 3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses Iva	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mucopolysaccharidoses Vi	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multiple Chemical Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multiple Sclerosis	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Musculo-Skeletal Disorder - Other	-	39	53	30	22	16	11	12	9	12	6	2	4	1	52	30	35	334
Myocardial Infarction (Heart Attack)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Myopathy - Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neck Disorder	-	4	-	1	2	3	1	-	-	-	1	-	-	-	2	5	1	20
Nerve Root Compression - Other	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
Nervous System - Other	-	1	5	2	-	-	-	-	-	-	1	-	-	-	6	3	3	21
Obsessive Compulsive Disorder	-	-	-	1	-	1	-	1	1	-	-	1	1	-	1	2	-	9
Oesophageal Disorder	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	1	-	5
Oppositional Defiant Disorder	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteoarthritis	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	2	2	7
Osteomyelitis	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Osteoporosis	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Pancreatic Disorder	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	2
Paranoid	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	2	-	5
Paraplegia (Paralysis)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parkinsons Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Patau Syndrome (Trisomy 13)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Peripheral Vascular Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Permanent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Personality Disorder	-	-	1	-	-	2	1	2	-	2	-	1	-	-	3	2	1	15
Phenylketonuria	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Phobias	-	-	2	-	-	1	-	1	-	1	-	1	-	-	5	1	1	13
Poliomyelitis	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pompe Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Porencephaly	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Post Traumatic Stress Disorder	-	-	6	2	2	2	1	1	-	1	2	1	-	-	11	2	5	36
Prader-Willi Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psoriasis	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychol/Psychiatric Disorder - Other	-	16	5	8	6	6	2	3	4	1	3	3	5	-	28	19	11	120
Psychosocial Deprivation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Psychotic	-	7	8	5	6	6	7	-	3	4	5	3	4	-	11	6	6	81
Quadriplegia (Paralysis)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rectal Disorder	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	2
Recurring	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Regional Pain Syndrome	-	-	-	-	1	-	-	-	-	1	-	-	-	-	1	1	1	5
Renal Tract Disorders	-	-	-	2	-	1	-	-	-	1	-	-	-	1	-	-	1	6
Reproductive Problem - Other	-	2	1	-	-	-	-	-	-	-	-	-	-	-	2	-	-	5
Respiratory Disorder - Other	-	5	2	2	2	1	1	1	-	1	2	1	-	-	5	1	2	26
Rett Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rheumatoid Arthritis	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	3
Rotator Cuff Injury	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	3
Schizophrenia	-	3	12	13	8	9	5	4	10	4	5	1	5	4	35	20	13	151
Sciatica - Nerve Root Compression	-	-	-	2	-	-	1	-	-	-	1	-	-	-	-	-	-	4
Senile Dementia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sense Organs - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Severe Multiple Disability - Mobility	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Severe Multiple Disability - Seizures	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Shoulder And Upper Arm Disorder	-	7	5	7	5	6	2	2	2	-	1	-	5	2	7	5	3	59
Skin Disorder - Other	-	-	5	2	3	1	-	-	-	-	-	-	-	1	4	2	-	18
Speech Disorder - Complete Loss	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Speech Disorder - Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Speech Disorder - Stuttering	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spina Bifida	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spinal Disorder - Other	-	8	7	3	10	4	6	-	5	1	2	2	1	4	18	11	17	99
Spinal Muscular Atrophy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spondylosis	-	-	-	-	-	-	-	1	-	-	-	-	-	1	3	1	1	7
Sprains & Strains	-	1	6	4	3	2	1	-	-	1	1	2	1	-	5	2	5	34
Stomach Disorder (E.G. Ulcer)	-	1	2	2	1	-	3	1	-	3	-	1	2	1	11	4	5	37
Synovitis, Tenosynovitis & Oos	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Tay Sachs Disease	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Temporary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Thalassaemia	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Tinnitus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tourettes Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transplant - Organ Failure	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tuberculosis	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
Ulcerative Colitis	-	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	3
Unknown - Conversion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Urinary Incontinence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Urinary Tract Disorders Incl Bladder	-	1	-	-	-	-	1	-	-	-	-	-	-	-	2	-	1	5
Vertigo	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	2
Visual Loss - Unspecified	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Williams Syndrome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1	278	410	307	256	204	182	142	153	154	125	91	92	69	734	451	413	4 062

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
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Output Group: Centrelink

Question No: 51

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

Please provide by age and sex, average duration on payment (incapacitated)?

Answer:

Centrelink can supply Newstart and Youth Allowance (not full time students) recipients who are incapacitated by age and gender. We are unable to provide duration of incapacity. Two separate tables are provided – one for Newstart Allowance, and one for Youth Allowance (not full time students).

This has been supplied base on the following caveats:

- Customer numbers supplied are a point-in-time figure as at 17 October 2003
- Duration represents the actual time, in days, that a customer has been receiving their current payment.

Newstart Allowance

	Female				Male				Total
	0-21 yo	22-39 yo	40-54 yo	55+ yo	0-21 yo	22-39 yo	40-54 yo	55+ yo	
Less than 0	9	3	2	1	8	4	8	1	36
0 to less than 29	97	475	475	172	94	876	545	277	3 011
29 to less than 57	101	602	532	137	85	1 060	682	350	3 549
57 to less than 85	78	533	431	146	84	906	593	330	3 101
85 to less than 113	50	461	420	135	67	775	491	299	2 698
113 to less than 141	60	386	407	133	49	655	508	256	2 454
141 to less than 169	53	373	364	116	47	629	441	267	2 290
169 to less than 197	46	313	329	98	48	543	412	205	1 994
197 to less than 225	47	308	326	86	57	595	416	258	2 093
225 to less than 253	30	287	318	93	34	529	377	204	1 872
253 to less than 281	38	246	233	86	40	477	342	178	1 640
281 to less than 309	28	189	216	45	29	363	266	156	1 292
309 to less than 337	18	185	196	51	29	411	253	114	1 257
337 to less than 365	18	166	211	49	26	325	251	111	1 157
365 to less than 731	2	1 563	1 718	350	2	3 245	2 289	897	10 066
731 to less than 1,096	1	802	952	182	2	1 738	1 335	416	5 428
1,096 or more	2	1 089	1 635	327	2	2 769	2 996	964	9 784
Total	678	7 981	8 765	2 207	703	15 900	12 205	5 283	53 722

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Youth Allowance (not full time students)

	Female				Male				Total
	0-21 yo	22-39 yo	40-54 yo	55+ yo	0-21 yo	22-39 yo	40-54 yo	55+ yo	
Less than 0	-	-	-	-	1	-	-	-	1
0 to less than 29	131	-	-	-	147	-	-	-	278
29 to less than 57	186	-	-	-	224	-	-	-	410
57 to less than 85	165	-	-	-	142	-	-	-	307
85 to less than 113	135	-	-	-	121	-	-	-	256
113 to less than 141	106	-	-	-	98	-	-	-	204
141 to less than 169	106	-	-	-	76	-	-	-	182
169 to less than 197	89	-	-	-	53	-	-	-	142
197 to less than 225	84	-	-	-	69	-	-	-	153
225 to less than 253	95	-	-	-	59	-	-	-	154
253 to less than 281	74	-	-	-	51	-	-	-	125
281 to less than 309	50	-	-	-	41	-	-	-	91
309 to less than 337	52	-	-	-	40	-	-	-	92
337 to less than 365	43	-	-	-	26	-	-	-	69
365 to less than 731	424	-	-	-	310	-	-	-	734
731 to less than 1,096	293	-	-	-	158	-	-	-	451
1,096 or more	272	1	-	-	140	-	-	-	413
Total	2 305	1	-	-	1 756	-	-	-	4 062

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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2003-04 Supplementary Budget Estimates, 6 November 2003

Output Group: Centrelink

Question No: 52

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

For 2001-02 and 2002-03 for those who had a medical certificate in support of a claim for Youth Allowance (incapacitated) and Newstart (incapacitated) rejected, please provide, the number who submitted a one-off medical certificate and the number who submitted a continuing certificate?

Answer:

Centrelink does not source or report data relating to non acceptance and whether this is a one off or continuing medical certificates as part of general business reporting.

Senate Community Affairs Legislation Committee
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Output Group: Centrelink

Question No: 53

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

Please provide details of all referrals to programs and services of recipients of Youth Allowance and Newstart (Incapacitated) customers since the new assessment procedures were introduced?

Answer:

Centrelink would require further clarification of this question to be able to determine whether data of this nature can be extracted from Centrelink systems. Centrelink is unsure of the programs and services the Senator is seeking.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: Centrelink

Question No: 54

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

Of those Newstart and Youth Allowance (incapacitated) customers whose medical certificates are rejected, how many have successfully negotiated modified Job Search Plans to reflect their capacity to work?

Answer:

Centrelink is not involved in the negotiation of Job Search Plans (JSPs) with job seekers. A JSP is negotiated between a job seeker and their Job Network Member. Centrelink does not have any data regarding the contents of JSPs.

Centrelink does negotiate Preparing for Work Agreements (PFWA) with job seekers. The activities negotiated for inclusion in a PFWA takes into consideration the job seeker's individual circumstances including their education, experience, skills, age and physical condition.

However, Centrelink does not collect specific information which distinguishes when a flexible (or modified) PFWA is negotiated. All PFWAs can be tailored to meet individual needs.

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Output Group: Centrelink

Question No: 55

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked:

What information collected by Centrelink on capacity for work and work search of this group is made available to Job Network providers?

Answer:

The information collected by Centrelink on capacity for work is the following;

- 1) JSCI Supplementary Assessment (JSA) Statements are held on the job seekers personal file until requested by Job Network providers. The Job Network member must obtain the job seeker signed consent and provide this to Centrelink, before the Assessment Statement can be released to the Job Network member.
- 2) The Job seeker's responses to the JSCI questions may also be released to the Job Network provider. Certain voluntary questions within the JSCI may be withheld from the Job Network provider at the job seeker's request.
- 3) Relevant sections of the Better Assessment and Early Intervention reports can be released to providers on the request of the service provider. The sections of the report may only be released with the job seeker's consent and authority to release.

Senate Community Affairs Legislation Committee
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Output Group: Centrelink

Question No: 56

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked: Is this information available to clients to assist them in negotiating appropriate Job Search Plans? If not why not?

Answer: Job seekers can request a written copy of the Better Assessment and Early Intervention reports and/or JSCI Supplementary Assessments statements. They are able to apply for these through Freedom of Information requests.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: Centrelink

Question No: 57

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked: Can Centrelink modify the 16 hours voluntary work requirement which is used as an alternative to other activity testing for certain customers (ie can this requirement be reduced to ten or eight hours depending on individual capacity/circumstances)?

Answer:

Centrelink assesses a job seeker's capacity in the following bandwidths:

- 0 to 7 hours (exemption granted);
- 8 to 14 hours (modified activity test);
- Greater than 15 hours (general activity test).

For job seekers that do not receive an exemption from the activity test but have been assessed as having a reduced capacity to participate (8-14 hours), Centrelink can tailor their activity test requirement to take this into consideration. The types of activities that they can be involved in are outlined in s606(1) or s544B(1) of Social Security Act.

For some job seekers, participation in voluntary work is an activity that will meet a job seeker's activity test requirements. Eligibility and participation requirements for both Newstart Allowance and Youth Allowance are outlined in the Social Security Act, s603AA and s542F respectively.

Youth Allowance jobseekers are also able to participate in a wide range of activities which are designed to eliminate or reduce any disadvantage the person has in the labour market.

Where Voluntary Work is an option available for the job seeker, the number of hours of participation will reflect the job seekers circumstances and capacity. This can be less than 16 hours per week.

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Output Group: Centrelink

Question No: 58

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked: How many reviews have there been of people receiving Newstart incapacitated over the last 12 months?

Answer: There were 70562 Newstart and Youth Allowance (Incapacitated) reviews completed for the 02-03 financial year. Data is not available for reviews completed in this financial year.

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Output Group: Centrelink Question No: 59

Topic: Newstart/Youth Allowance incapacitated

Hansard Page: Written question on notice

Senator Bishop asked: Please provide the total number of people on NSA/YA incapacitated who have been given a partial or full exemption from the activity test requirements under the new assessment procedures?

Answer: Centrelink does not source or report data relating to NSA/YA customers that have an exemption from the Activity Test since the new assessment procedures. To access this information would be an unreasonable diversion of Centrelink resources.

Senate Community Affairs Legislation Committee
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Output Group: Centrelink

Question No: 97

Topic: Fares Allowance

Hansard Page: Written Question on Notice

Senator Collins asked:

How are eligible students made aware of Fares Allowance?

Answer:

Information relating to Fares Allowance can be found within various Centrelink publications for students. These publications are available at Centrelink Offices or can be accessed via Centrelink's internet site.

Dependent Youth Allowance customers who are living away from home are advised of their eligibility for Fares Allowance by letter.

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Output Group: Centrelink

Question No: 98

Topic: Fares Allowance

Hansard Page: Written question on notice

Senator Collins asked:

Please provide a table that demonstrates the yearly mean of Fares Allowance paid to recipients of Youth Allowance, Austudy payment or Pensioner Education Supplement since its establishment.

Answer:

The table below contains data for reimbursement of travel costs since 1 July 98 (commencement of Youth Allowance). Data is available for Pensioner Education Supplement (PES) only from 2000, the year in which this payment commenced to be administered through Centrelink systems.

Year	Payment Type	Mean FAA per Customer
1998	Austudy	\$161.90
	YA	\$184.82
1999	Austudy	\$273.49
	YA	\$245.50
2000	Austudy	\$232.10
	YA	\$269.51
	PES	\$180.60
2001	Austudy	\$261.31
	YA	\$275.52
	PES	\$305.95
2002	Austudy	\$227.01
	YA	\$287.38
	PES	\$275.20
2003 (Year to date)	Austudy	\$274.10
	YA	\$280.91
	PES	\$295.89

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Output Group: Centrelink

Question No: 60

Topic: Suspensions

Hansard Page: Written Question on Notice

Senator Bishop asked:

Please provide the number of suspensions by month from June 2003?

Answer:

More clarification is required before this question can be answered. There are many different suspension reasons for many different payment types.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: Centrelink

Question No: 1

Topic: Centrelink Internal Projects deferred in 2003-04

Hansard Page: CA6

Senator Mark Bishop asked: What projects were deferred and what was the impact on the organisation?

Answer:

All Internal Projects

The 1.5% budget reduction has been applied across all internal projects.

Childcare Services Online Project: Aimed at implementing an electronic interface option for the administration of Childcare Benefit by Childcare providers and Centrelink.

Current processes and systems will continue to be used pending definition of a generic system to provide in future a more robust flexible solution.

Generic Grants and Payment System Project: Specification of Detailed Business Requirements will continue this financial year.

Regional Microsimulation: Aimed at further extending the functionality of this Business Planning Tool.

This analysis tool is currently in place, enhancements to the functionality have been deferred for consideration in 04/05.

Other Projects

A number of internal projects will undergo very minor slippage in time frame or scope reduction to facilitate achievement of Budgets in the 03/04 financial year. This represents part of the normal continual project review process undertaken in Centrelink.

In addition there is an on-going process of review of projects to determine whether further changes to scope or timing are necessary

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Output Group: Centrelink

Question No: 200

Topic: Privacy Breaches

Hansard Page: CA7

Senator Bishop asked:

Would you, on notice, give us a precis of each of those cases: the facts, the arguments and the summary— I do not need the detail of the individual— so that we have a picture of where that is at?

Answer:

CASE 1

Background

In this case the Office of the Privacy Commissioner (OFPC) decided to make preliminary enquiries under Section 42 of the *Privacy Act 1988* on 25 January 2001.

On 14 November 2000, the complainant contacted a Centrelink Call Centre who referred the matter to the customer's local Customer Service Centre. As a result of this call a Customer Service Officer (CSO) contacted the complainant. The complainant prematurely terminated the telephone contact and the flatmate completed the call.

The flatmate later telephoned Centrelink, concerned about the customer's health and safety. During the telephone conversation an explanation was provided of the legislative obligations of the customer and options available.

The second telephone conversation with the flatmate, is the basis for the complaint. The Area Privacy Officer conducted an investigation and a written reply was sent to the complainant on 11 December 2000. The complainant did not agree with the reply and complained to the OFPC who accepted the matter under Section 36 of the *Privacy Act 1988*. Centrelink has argued that the second telephone conversation was undertaken with implied authority and in accordance with Centrelink procedures.

There has been considerable correspondence between Centrelink and the OPFC. Delays have been experience in obtaining information/decisions from the complainant and legal advice and documents have had to be obtained.

OFPC View

The OFPC did not accept Centrelink's position and determined that a breach had occurred. On 15 August 2001 the OFPC reached a preliminary view that Centrelink breached Information Privacy Principle (IPP) 11.1 and that an apology would be adequate resolution of the complainant.

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The OFPC advised on 25 February 2002 that the complainant had decided to seek compensation from Centrelink for the breach for a very substantial amount.

Resolution

In order to resolve this matter Centrelink has agreed to the form of apology specified by the OFPC and offered \$500 compensation. The OFPC indicated that this action would enable them to close the matter on the grounds that it had been adequately dealt with.

In April 2003 Centrelink instructed the Australian Government Solicitor to make a formal offer based on advice from the OFPC. The complainant is currently considering the offer.

CASE 2

Background

In this case the OFPC decided to make preliminary enquiries under Section 42 of the *Privacy Act 1988* on 3 September 2001.

Centrelink Customer Service Officers disclosed personal information of a customer to a State Government Department of Housing for use in a Residential Tenancies Tribunal hearing. The hearing was in regard to an undeclared tenant.

In disclosing the information Centrelink did not follow the correct procedures. Had Centrelink followed correct procedures, the release would have been legal and the disclosure would have been authorised.

OFPC View

On 12 February 2003, the OFPC found that Centrelink, by not following procedures, had breached IPP 11.1 and 11.2.

The OFPC advised on 21 October 2003 that once the Deed of Release and Indemnity (deed) had been entered into and the payment of \$300 had been made the matter would have been adequately dealt with.

Resolution

The complainant has verbally agreed to accept the offer deed. Centrelink is currently waiting on return of the signed deed so payment can be made.

CASE 3

Background

In this case the OFPC decided to make preliminary enquiries under Section 42 of the *Privacy Act 1988* on 6 August 2003.

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On 2 September 2002 it is believed that an estranged husband's new partner impersonated the husband's ex partner in order to obtain the ex partner's address details. As a result the estranged husband arrived at the ex partner's new address and demanded custody of the children.

Estranged partners often have a detailed knowledge of the personal information of their previous partner. If an impersonator was to be given an estranged partner's details, there is a risk that person might be able to deceive a Customer Service Officer, particularly in a busy environment.

OFPC View

On 25 September 2003 Centrelink provided to the OFPC a detailed explanation that is currently being considered by the OFPC.

Resolution

Centrelink has apologised in writing for this release of information. A password has been placed on the estranged wife's record to prevent re-occurrence. The Centrelink officer has been counselled regarding this incident.

CASE 4

Background

In this case the OFPC decided to make preliminary enquiries under Section 42 of the *Privacy Act 1988* on 7 April 2003.

The complainant alleges that personal information was released to the ex partner during the investigation of the complainant's current circumstance.

Centrelink lawfully interviewed the ex partner in an attempt to gain information to determine eligibility for complainant's current entitlements. At issue here is whether the interview and/or the line of questioning at interview revealed information.

A review of the circumstances, found that the alleged privacy breach could not be substantiated and this has been reflected in Centrelink's response to the OFPC dated 4 June 2003.

OFPC View

The current status is that the OFPC is waiting on a statement that is being provided by the complainant from a third party to support their claims.

Resolution

No action is possible until a response from the OFPC is received.

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CASE 5
Background

In this case the OFPC decided to make preliminary enquiries under Section 42 of the *Privacy Act 1988* on 29 August 2003.

In reviewing the complainant's customer's entitlement it was necessary to establish certain employment details of their partner. Due to a process error, the request to the employer for employment details of the partner had the complainant's name and limited personal details.

Additionally, the complainant received documents containing personal information of another customer in error. The documents sent in error were retrieved.

OFPC View

Centrelink has responded to the questions asked by the OFPC regarding this matter and is waiting for their decision. Centrelink has agreed that a breach did occur.

The complainant is prepared to withdraw their complaint if Centrelink does not raise a debt against them. Due to legislative constraints Centrelink is obliged to raise a debt where a customer has been overpaid.

Resolution

An apology was provided and to ease customer concerns a password has been placed on the customer record.

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Output Group: Centrelink

Question No: 201

Topic: Privacy Breaches

Hansard Page: CA10

Senator Bishop asked:

You have undertaken to circulate the guidelines, look at that case and give us a report.

Answer:

A senior Centrelink manager has spoken with the customer regarding their concerns. The matter regarding a breach of a customer's privacy has been investigated. It has been determined that Centrelink handled this matter on the basis that the local member had implied authority. The enquiry was handled in accordance with Centrelink's own internal procedures as outlined in the Centrelink Privacy and Confidentiality Manual (copy of relevant section is attached).

Centrelink is corresponding with all Members of Parliament (MP) to outline the best way to deal with us to assist in the resolution of customer issues. All Centrelink Customer Service Centre Managers will be also advised through the regular "Managers Update" and encouraged to maintain effective, co-operative working relationships with MP's Offices.

Centrelink procedures are based on the Office of the Federal Privacy Commissioner (OFPC) published guidelines for Members of Parliament. The guidelines are available on the OFPC website and the URL's provided below.

Word Version

http://www.privacy.gov.au/publications/HRC_PRIVACY_PUBLICATION.word_file.p6_4_78.48.doc

PDF Version

http://www.privacy.gov.au/publications/HRC_PRIVACY_PUBLICATION.pdf_file.p6_4_78.48.pdf

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Extract from the Centrelink Privacy and Confidentiality Manual

6.330 Customer Authority for release - Implied Authority - Ref s208(1)(b)(ii) SSAA, s168(1)(b)(ii) FAAA, and IPP 11(1)(b)

- 6.331 An implied authority for a person to receive information on behalf of a customer can be taken to be in place where it is apparent that the person is acting in the interest of the customer and that **an express authority would be provided if the circumstances allowed**.
- 6.332 Implied consent is not established by assuming that if the person the information is about knew of the disclosure and the benefits it would bring them, or the disclosure seems advantageous to that person, they would probably consent.
- 6.333 The more sensitive the personal information, the stronger the case for obtaining express consent. Sensitive personal information may be disclosed on the basis of implied consent but only if the implication is unambiguous. It is dangerous to assume how a particular person may view a set of circumstances.
- 6.334 Generally, implied consent can be accepted from persons who are a member of a 'helping' profession (refer also 6.338). These include:
- Doctors;
 - Welfare Rights workers;
 - Social workers;
 - Members of Parliament;
 - Ombudsman
 - Accountants, Solicitors, Tax Agents; and
 - Community intermediaries.

Each situation in which the CSO has accepted that the representative is acting on behalf of the customer, must be considered carefully in order to disclose only relevant information. For example:

- a doctor may be dealing with the medical assessment aspect of a customer's claim for pension rather than assisting them with the assessment of their income and assets. Any information disclosed should therefore be limited to the medical condition under consideration;
 - an accountant may be assisting a customer with the provision of information about income and assets, therefore the disclosure of information about the customer's medical condition would not be relevant; and
 - a community organisation dealing with emergency housing may be assisting a customer to obtain rental assistance, therefore disclosure of information must be limited to the customer's entitlement in relation to rent assistance.
- 6.335 Each situation must be **determined on its merits**. Some examples of implied consent:
- A person gets their member of parliament (MP), doctor or solicitor to write to Centrelink about a particular matter. The person impliedly consents to Centrelink responding, including any personal information about the person, to the MP, doctor, or solicitor.
 - A person sends a letter of complaint to Centrelink and copies the letter to their representative in the matter. The person may be taken to impliedly consent to Centrelink disclosing relevant personal information to the representative.

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- 6.336 In some instances where the acceptance of an implied authority is appropriate, the employee should know the third party through a professional network, for example a Centrelink Social Worker dealing with a Social Worker from another agency or a Financial Information Services Officer dealing with an Accountant. Consequently the Centrelink employee will be aware of the validity of the intermediaries claim to be acting for a customer (where any doubt exists contact the customer first). This situation is ideal, but with Centrelink's increased use of contact by telephone and other electronic media employees will face an implied authority situation more often. Where the person is not known, telephone call back procedures should be followed in order to authenticate the caller.
- 6.337 In certain circumstances, for example where the customer is unconscious or too ill to provide the information, implied authority can be accepted and basic details can be provided to a hospital, police or ambulance service based on the assumption that the customer would provide the information if he or she could. These details should be restricted to address, next-of-kin, and Health Care Card number.
- 6.338 Each case must be judged on its merits and, **where there is any doubt, the customer must be contacted and asked to provide express authority.** In all these cases, the information provided should be **limited to that which is required** to address the particular circumstances. Refer also to 6.334.
- 6.339 Location details must not be released under an implied authority, except in cases such as those described in paragraph 6.337.
- 6.340 Centrelink receives requests for information from trustees, administrators or persons holding power of attorney. These may be appointed in various ways eg by a court of law, an administrative agency of a State or Territory concerned with the protection of a person and their property, or by a person where they need help to manage their affairs. Included in these agencies are the Office of the Protective Commissioner, State Guardianship Board etc. Refer also to 6.300.
- 6.341 Where such a person requests information from Centrelink about the customer for whom they are acting, they may be given any information that the customer could have on the basis of express or implied authority under s208(1)(b)(ii) of the Social Security (Admin) Act 1999. In most cases they will seek:
- records of any payments due to the customer;
 - the basis of assessment of the customer's payments (this includes medical records directly related to the claim for pension or allowance if requested);
 - the last record of the customer financial circumstances. This may be the last advice of income and/or assets as advised by the customer.
- 6.341 Information about another person, eg a spouse, cannot be released unless they have given express authority for release. The agencies involvement with the customer must be documented on the customer record eg "appointed by Court to look after xxxxx". Refer also to 6.311

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6.342 Output Group: Centrelink

Question No: 203

Topic: Public tip-offs

Hansard Page: CA10-11

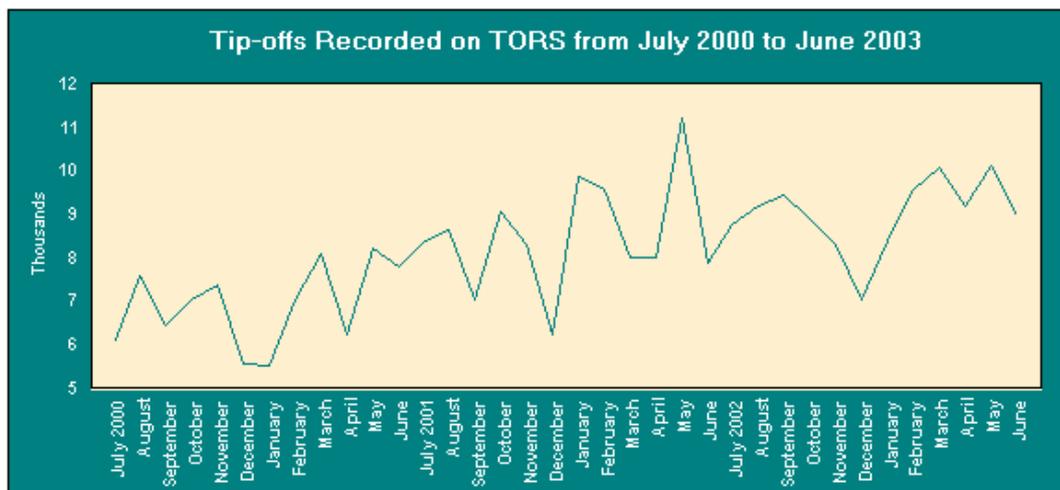
Senator Mark Bishop asked:

Has there been a discernible increase in public tip-offs to the organisation in recent years? Please provide some historical data on tip-off numbers - the aggregate numbers in more recent years and if you can get it on a state and Centrelink area activity level.

Answer:

Graph 1 shows the number of tip-offs recorded on Centrelink's Tip-off Recording System (TORS) on a monthly basis from 1 July 2000 to 30 June 2003. The trend shows an increase over the period for which the information is available.

Graph 1 - Tip-offs recorded on Centrelink's Tip-off Recording System (TORS) from July 2000 to June 2003



Information about the number of tip-offs received by Centrelink only became available with the implementation of TORS in July 2000.

Data on tip-offs by State / Territory are not meaningful as the postcode information was not routinely collected before 2001-02 and is optional on the Internet facility.

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Output Group: Centrelink

Question No: 204 and 205

Topic: Public Tip-offs

Hansard Page: CA12

Senator Mark Bishop asked:

Mr Hickey has told us that he had 108,000 complaints last year. Does the organisation expect, for example, that 85 per cent of those complaints will be resolved one way or the other within four months or does the department not have timelines which are so specific in terms of work expectations?

Answer:

Centrelink has a number of internal performance targets for tip-offs. These include:

- At the initial processing stage it is expected that a tip-off will be vetted within three working days from it being recorded on Centrelink's Tip-off Recording System (TORS).
- For tip-offs referred for review, it is expected that 95% will be completed within six months. This is an internal standard reflecting the volume of tip-offs received, the complexity of cases and the amount of investigation work involved. It also allows time for additional follow up in response to additional information provided by third parties or the customer.

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Output Group: Centrelink

Question No: 206

Topic: Public Tip-offs

Hansard Page: CA13

Senator Mark Bishop asked:

What is the average duration from when a tip-off is received to when it is closed?

Answer:

In 2002-03, where a review was completed, the average time to investigate cases was 123 calendar days which is well within the six month internal standard. The standard reflects the volume of tip-offs received, the complexity of cases and the amount of investigation work involved. It also allows time for additional follow up in response to additional information provided by third parties or the customer.

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Output Group: Centrelink

Question No: 207

Topic: Consultancies – White Consulting Pty Ltd

Hansard Page: CA13

Senator Bishop asked: Please provide detail of the restricted tender process.

Answer:

White Consulting Pty Ltd was engaged by Centrelink for the period 29 November 2002 to 30 June 2003 to develop the reporting requirements associated with ESC3.

White Consulting was contracted via a restricted tender process. It was determined that White Consulting's proposal was extremely cost competitive, represented value for money, allowed for a short lead time, and was in line with accepted Commonwealth Government procurement guidelines.

White Consulting already had an in depth knowledge of both Centrelink and Job Network information frameworks, and the consequent capability for a short lead time, and associated efficiencies, and was uniquely placed to undertake this role. White Consulting had previously worked with Centrelink regarding the delivery and management of performance information systems and as such had a detailed and current working knowledge of Centrelink Management Information systems and performance reporting framework. This process did not involve for the calling of alternate providers for the above reasons.

The decision to engage White Consulting was made on 12 November 2002.

White Consulting has been contacted and did not wish to claim any commercial-in-confidence status for this information.

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Question No: 208

Topic: Consultancies – White Consulting Pty Ltd

Hansard Page: CA13

Senator Bishop asked: Please provide copies of your business requirements and the consultant's regular or irregular status reports and any concluding report he did as he exited the organisation?

Answer:

The business requirements for the work conducted by White Consulting are contained in the attached documents:

- ESC3 Reporting Requirements Proposal, document prepared by White Consulting Pty Ltd.
- ESC3 Management Information Requirements Report.

Copies of a sample of the regular reports prepared by White Consulting, as agreed between Senator Bishop and Centrelink officials at the Estimates hearing, are also attached.

White Consulting has been contacted and did not wish to claim any commercial-in-confidence status for any of the attached documents.

List of Attachments

Date	Attachment name
12/11/02	Centrelink ESC3 Reporting Requirements Proposal
06/03/03	ESC3 Management Information Requirements Report
13/02 - 14/04/03	ESC3 Steering Committee – MI Requirement Status Reports
28/05 – 17/06/03	Coordination Group Status Reports - Various over time – February 2003 to June 2003.

[Note: the attachments have not been included in the electronic/printed volume]

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Question No: 209

Topic: Contractual arrangements with DBM Australia

Hansard Page: CA14

Senator Bishop asked: Contracts with DBM Australia consultants for customer surveys are listed in the consultants register. Can you provide, on notice, copies of the reports produced?

Answer:

1. (EXTS03/0275) The Customer Service Centre Customer Satisfaction Survey - Wave 9, November 2002.

Enclosed is a copy of the national report for this survey that was run in November/December 2002. The report contains aggregated results of interviews collected at the Customer Service Centre level.

There were three levels of reports provided in Wave 9 of the survey. A total of 306 reports were provided to individual Customer Service Centres. This data was aggregated to produce 15 Area level reports. This data in turn was aggregated to produce national level reports, 11 reports by customer segment and one for Centrelink overall.

2. (EXTS03/0291) The Customer Service Centre Customer Satisfaction Survey - Wave 10, 2003.

Enclosed is an example of the national level results from September 2003.

This survey is still in progress, conducted on a continuous tracking basis from January 2003 for twelve months. Results for this survey are made available on a monthly and quarterly basis at the national level (for Centrelink overall and by customer segment) and at the Area level.

In January 2004, at the completion of twelve months of interviewing, three levels of reports will be produced that aggregate the results of the interviews conducted during that time. Reports (approximately 323) will be provided for individual Customer Service Centres. This data will then be aggregated to produce 15 Area level reports. This data in turn will be aggregated to produce national level reports for customer segments and a report for Centrelink overall.

3. (EXTS03/0494) The Personal Advisor Customer Survey.

Enclosed is a copy of the report.

4. (EXTS03/0826) Centrelink Customers Views on Timeliness Standards of New Claims Grants – June 2003

Enclosed is a copy of the report.

5. (EXTS03/0828) Evaluation of Mistakes with Centrelink Experienced by Customers

Enclosed is a copy of the report.

[Note: the attachments have not been included in the electronic/printed volume]

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Question No: 210

Topic: Contractual arrangement with Cashcard Australia Limited

Hansard Page: CA14

Senator Bishop asked:

Can we have some advice on the nature of the contract and what was provided?
To the extent that it is not commercial-in-confidence, can you give us a written description of the key features of the contract, what was provided and the cost break-ups of the outlays involved by different headings?

Answer:

Centrelink administers urgent card payments to its customers via an Electronic Benefits Transfer (EBT) System using automatic teller machines. The EBT System enables customers to access funds via an autoteller facility using a personal identification number and encoded card provided by Centrelink.

Access to the Automatic Teller Machine (ATM) and EFTPOS Network was provided to Centrelink by Cashcard Australia Limited under the agreement detailed below, following a public tender process.

This agreement provided the automatic telling machine network for Centrelink customers to access urgent payments. The agreement was signed on 2 August 1999 for a period of two years and Centrelink exercised its option under the provision of the agreement to extend for an additional two years to 2 August 2003.

Under the provisions of this agreement, Centrelink had the ability to extend EFTPOS facilities to its customers. This facility was not extended to Centrelink customers during the term of the agreement.

Contract charges for the provision of this service relate to the ATM charges associated with Centrelink customers using the ATM network for urgent payments. Over the term of the agreement the total estimated amount expended was \$3.6 million.

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Question No: 211

Topic: Reporting arrangements

Hansard Page: CA15

Senator Mark Bishop asked:

Please outline the number of people by payment type who are currently involved in the new income reporting arrangements which began in September?

Answer:

The below figures are New Reporters they do not include Employment services customers

Benefit Type (See full names below)	CAR	DSP	PPP	PPS	WFA	WFD	WID	TOTAL
Reporting (On)	1534	10769	13677	28634	164	689	0	55467
Reporting (Off)	66	540	706	1432	3	29	0	2804
Net Reporting On/Off	1468	10229	12971	27202	161	660	0	52663
Total Reporters 20 Sept	3399	24550	26043	53785	599	2352	46	110774
Current Reporters 11 October	4867	34779	39014	80987	760	3012	46	163437

CAR: Carer Payment
DSP: Disability Support Pension
PPP: Parenting Payment Partner
PPS: Parenting Payment Single
WFA: Wife's Pension (Age)
WFD: Wife's Pension (Disability)
WID: Widow B Pension

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Question No: 213

Topic: Accessible formats of material given to people affected by the new income reporting arrangements

Hansard Page: CA18

Senator Bishop asked: Accessible formats of material given to people affected by the new income reporting arrangements -

Were people with intellectual disabilities and people in receipt of the blind pension provided with a standard pack? When was that problem drawn to your attention and what steps have been taken to overcome that deficiency, if proven.

Answer:

Centrelink recognised that some customers would have difficulty understanding and complying with the new reporting arrangements that were implemented under the Working Credit Initiative. Therefore a listing of customers whose records indicated they may need extra assistance was produced and sent to each of the Area Working Credit Coordinators.

Each Area was responsible for managing the way their customers with special needs would be advised of the new procedures. Some Areas sent the earnings pack to these customers, following up with a phone call to discuss concerns and issues. Other Areas contacted the customers to arrange an appointment with the Centrelink Disability Officer so that the arrangements could be explained face to face.

Customers with intellectual disabilities who are unable to manage their own affairs are encouraged to appoint a nominee to deal with Centrelink on their behalf. It is expected that nominees would assist these customers to understand and comply with the new arrangements. Of those customers on these listings, only one was in receipt of the Disability Support Pension (Blind). It was decided to exclude this customer from the stimulus reporting arrangements and this customer now only advises Centrelink when there are changes to the amount earned. This was discussed with the customer involved and a mutual agreement reached.

The earnings pack is available in a range of accessible formats under contract arrangements that Centrelink has with the Royal Blind Society of NSW (RBS). All Centrelink publications and information products are available in Braille, large font, audiotape or ASCII disc on request. Centrelink is not aware of any requests for these formats to date.

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Output Group: Centrelink

Question No: 214

Topic: ESC3 Issues

Hansard Page: CA19

Senator Bishop asked:

13,227 people have been suspended for failing to attend interviews since 1 July this year.
Please table the list provided by the Department of Employment and Workplace Relations showing the 60,000 customers who had not attended an interview.

Answer:

Answered in Question on Notice 75

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Output Group: Centrelink

Question No: 215

Topic: More Choice for Families

Hansard Page: CA33

Senator Bishop asked: Do you have the number and value of payments deferred under each of the More Choice options?

- Please table the document showing the figures.

Answer:

The following table is updated information, as at 26 December 2003, on the number of FTB customers who have chosen one or more of the new payment arrangements and the average reduction to customer fortnightly payments.

Choice Group	Number of Customers	Average Fortnightly Rate Reduction
Adjustment only	261,810	\$6.71
Deferral only	60,154	\$90.50
Adjustment & Deferral	29,451	\$72.30
Child Deferral only	13,165	\$63.61
Adjustment & Child Deferral	3,156	\$68.93
Deferral & Child Deferral	2,180	\$85.32
Adjustment & Deferral & Child Deferral	726	\$86.53
TOTAL	370,642	\$51.73

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Output Group: Centrelink

Question No: 216

Topic: More Choice for Families

Hansard Page: CA33

Senator Bishop asked: Do you have the average proportion of the total estimated fortnightly entitlement that is deferred?

Answer:

For the fortnight ending 31 October 2003, 165,230 customers had collectively deferred 27.5% of the amount they would otherwise have received, had they not elected a new payment arrangement.

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Output Group: Centrelink

Question No: 267

Topic: Breaching

Hansard Page: CA63

Senator Bishop asked:

“Please provide the total number of Indigenous breaches, both administrative and activity related, for each financial year from 1995-96?”

Answer:

Centrelink is unable to provide the requested data.

Centrelink is currently reviewing procedures for the collection and analysis of breach data.

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Output Group: Centrelink

Question No: 268

Topic: Breaching

Hansard Page: CA64

Senator Bishop asked:

“Can you provide the total number of first, second and third Indigenous breaches for each of the financial years from 1995-96 through to the current year?”

Answer:

Centrelink is unable to provide the requested data.

Centrelink is currently reviewing procedures for the collection and analysis of breach data.

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Output Group: Centrelink

Question No: 269

Topic: Breaching

Hansard Page: CA64

Senator Bishop asked:

“Provide, for the last five years, the number of breaches per payment type for Indigenous customers and non-Indigenous customers?”

Answer:

Centrelink is unable to provide the requested data.

Centrelink is currently reviewing procedures for the collection and analysis of breach data.

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Output Group: Centrelink

Question No: 270

Topic: Breaching

Hansard Page: CA64

Senator Bishop asked:

“Could you also provide the customary reasons for breach impositions for Indigenous customers for the three financial years 2001, 2002 and 2003?”

Answer:

Centrelink is unable to provide the requested data.

Centrelink is currently reviewing procedures for the collection and analysis of breach data.

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Output Group: Centrelink

Question No: 271

Topic: Breaching

Hansard Page: CA64

Senator Bishop asked:

Could you provide, for Indigenous customers, the number of first, second and third breaches by age and sex for each of those three years—2001, 2002 and 2003, and details of the number of ARO, SSAT and AAT appeals by Indigenous customers for the same three years of 2001, 2002 and 2003?

Answer:

Centrelink is unable to provide the requested data.

Centrelink is currently reviewing procedures for the collection and analysis of breach data.

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Output Group: Centrelink

Question No: 272

Topic: Breaching

Hansard Page: CA64

Senator Bishop asked:

This is probably a question for the department, but has the department put in place any particular strategies to increase awareness amongst the Indigenous population about appeal rights? Is there anything in particular being done there?

Answer:

This is a question for the Department of Family and Community Services.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
2003-04 Supplementary Budget Estimates, 6 November 2003

Output Group: Centrelink

Question No: 273

Topic: Breaching

Hansard Page: CA64

Senator Bishop asked:

Provide data for the same three years—2001, 2002, and 2003—on appeals to the ARO, SSAT and AAT by Indigenous and non-Indigenous customers that relate to breaches imposed.

Answer:

Centrelink is unable to provide the requested data.

Centrelink is currently reviewing procedures for the collection and analysis of breach data.

Senate Community Affairs Legislation Committee
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2003-04 Supplementary Budget Estimates, 6 November 2003

Output Group: Centrelink

Question No: 285

Topic: Breaching

Hansard Page: CA64

Senator Bishop asked:

Suspensions – Newstart and Youth Allowance

1. Please provide month-by-month data on the number of people who have been suspended
2. the reasons for such suspensions
3. a breakdown on the number of weeks that people remained without payment?

Answer:

Centrelink is unable to provide the requested data.

Centrelink is currently reviewing procedures for the collection and analysis of breach data.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: Australian Institute of Family Studies..... Question No: 311

Topic: “Other” Revenue

Hansard Page: CA47

Senator Bishop asked:

At page 108 of the Institute’s 2002-2003 annual report there is a \$32,722 revenue line item described as ‘other’. Can you provide a break-up of that revenue in due course?

Answer:

The breakdown is described on page 106 of the report and comprises:

- A grant of \$16,155 from the Australian Research Council for the *Multiple and Changeable Child Care Arrangements Study*.
- A grant of \$12,727 from Box Hill Hospital Donor Insemination Services for the Monash IVF/Institute *Children Conceived through Donor Insemination* collaborative project.
- \$1,216 of costs recovered; and
- \$2,624 in miscellaneous receipts, in the form of photocopy and interlibrary loan fees.

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Output Group: Australian Institute of Family Studies **Question No:** 312

Topic: Requests by government for the Institute to conduct research.

Hansard Page: CA48

Senator Bishop asked:

Please provide an updated list of requests for research, across all of your programs, over the past two years that the government has asked your organization to undertake?

Answer:

Under s114B(3) of the *Family Law Act*, the Minister may request that the Institute engage in a particular activity. Any such requests must be reported in the Annual Report for the relevant year.

No such requests have been received in the last two years.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: Australian Institute of Family Studies

Question No: 313

Topic: Australian Centre for the Study of Sexual Assault Reference Group

Hansard Page: CA49

Senator Bishop asked:

Is the Australian Centre for the Study of Sexual Assault Reference Group on the AIFS web site?

Answer:

Yes.

Details of the Reference Group are at: www.aifs.gov.au/acssa/about.html

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
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Output Group: Cross Outcome

Question No: 41

Topic: Stronger Families & Communities Strategy

Hansard Page: Written question on notice

Senator Bishop asked:

How many workers in total are employed by the FaCS under the SFCS. What are their roles?

Answer:

There are 68 full time equivalent FaCS staff working on the SFCS; this includes staff working on the Longitudinal Study of Australian Children, the Volunteer Small Grants Programme, and Childcare Initiatives as well as project managers in state and territory offices. They undertake a range of tasks including client liaison, project development and assessment, contract and project management, research, promotion, policy advice, and data management and reporting.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
2003-04 Supplementary Budget Estimates, 6 November 2003

Output Group: Cross Outcome

Question No: 42

Topic: Stronger Families & Communities Strategy

Hansard Page: Written question on notice

Senator Bishop asked:

How many Indigenous workers are employed by FACS under the Stronger Families & Communities Strategy

Question resubmitted by Senator Bishop:

How many Indigenous people are employed by FaCS? How many Indigenous people are employed by FaCS in the SFCS

Answer:

There are 28 staff employed by FaCS who identify as Indigenous Australians; 5 Indigenous people employed by FaCS work on the SFCS

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: Cross Outcome

Question No: 43

Topic: Stronger Families & Communities Strategy

Hansard Page: Written question on notice

Senator Bishop asked:

How many of these Indigenous workers are employed under CDEP and also work for SFCS projects?

Question resubmitted by Senator Bishop:

How many Indigenous people working under SFCS are employed under the CDEP scheme?

How many Indigenous people working under SFCS are employed/paid by the government and not under the CDEP scheme?

Answer:

There are five Indigenous people employed by FaCS who work on the Stronger Families and Communities Strategy (SFCS). There are no FaCS staff employed under CDEP. The Department does not have ready access to detailed information on the composition of non-departmental people employed by SFCS funded projects.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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2003-04 Supplementary Budget Estimates, 6 November 2003

Output Group: Cross Outcome

Question No: 44

Topic: Stronger Families & Communities Strategy

Hansard Page: Written question on notice

Senator Bishop asked:

How many workers employed by FACS under the Stronger Families & Communities Strategy actually work “on the ground” in Indigenous communities? How many work full-time, part-time & on a casual basis? How many are Indigenous.

Answer:

There are 19 full-time FaCS staff and 1 part-time FaCS worker that undertake a mix of office-based and face-to-face work with Indigenous communities on the SFCS. Of these, five are Indigenous staff.

They provide assistance in developing project proposals and provide contract management of SFCS projects, in addition to their other responsibilities.

None of these staff live and work in Indigenous communities.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: 1.1, 1.2 Cross Outcome

Question No: 307

Topic: Stronger Families & Communities Strategy

Hansard Page: CA 53

Senator Bishop asked:

Stronger Families and Communities Strategy.

1. What was the total budget expenditure, out of the \$240 million allocated to Stronger Families and Communities, for the first three years up to the 2003 financial year?
2. Please confirm the expenditure figure for the first year.
3. Please also confirm expenditure figure for this year.

Answer:

1. For the first three years (2000-01 to 2002-03) expenditure was \$111m. This is out of revised total estimated expenditure, for the four years to 2003-04, of \$226m for the Strategy.
2. The actual amount of expenditure for the first year (2000-01) was \$11.6m.
3. In the final year of the Strategy (2003-04) around \$24.4m has been spent. Funds committed for the year totals \$66.2m. (Figures as at 10 December 2003).

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
2003-04 Supplementary Budget Estimates, 6 November 2003

Output Group: 1.1, 2.3 Cross Outcome

Question No: 308

Topic: Stronger Families & Communities Strategy

Hansard Page: CA 60

Senator Bishop asked:

How many workers in total are employed by FACS under the Stronger Families and Communities Strategy?

Answer:

There are 68 full time equivalent FaCS staff working on the SFCS; this includes staff working on the Longitudinal Study of Australian Children, the Volunteer Small Grants Programme, and Childcare Initiatives as well as project managers in state and territory offices. They undertake a range of tasks including client liaison, project development and assessment, contract and project management, research, promotion, policy advice, and data management and reporting.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
2003-04 Supplementary Budget Estimates, 6 November 2003

Output Group: 1.1, 1.2 Cross Outcome

Question No: 195

Topic: Stronger Families & Communities Strategy

Hansard Page: Written question on notice

Senator Crossin asked:

The \$240 million commitment over four years for the Stronger Families & Communities strategy runs out next year. It was indicated in the 2002 Forward Estimates that this funding would be renewed/ extended beyond 2004.

1. Can you confirm that this still the case & whether or not the funding is being extended or renewed and for how long?
2. Can you please explain again the reasoning behind renewing/extending the funding?
3. What was the total budget expenditure out of the \$240 million allocated to Stronger Families & Communities for the first three years up to the 2003 financial year?
4. How much of the \$240 million was left over at the end of the 2003 financial year? And is this money still available to be used for projects under the Strategy?

Answer:

1 and 2.

The Stronger Families and Communities Strategy (SFCS) is a lapsing program and will be subject to review in the 2004-05 Budget context.

3. For the first three years (2000-01 to 2002-03) expenditure was \$111m. This is out of a revised total estimated expenditure, for the four years to 2003-04, of \$226m for the Strategy.

4. At the end of the 2002-03 financial year, around \$5.7m from that year remained unspent. No funds have been carried over from 2002-03 to 2003-04.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
2003-04 Supplementary Budget Estimates, 6 November 2003

Output Group: 1.1, 1.2 Cross Outcome

Question No: 196

Topic: Stronger Families & Communities Strategy

Hansard Page: Written question on notice

Senator Crossin asked:

During the June 2002 Estimates you said that “in the areas that we identified as being the most disadvantaged, the time to work with a community to make it ‘truly bottom up’ has been much longer and far more difficult than we ever participated”.

1. Now that three years have passed since the Stronger Families & Communities strategy was launched, have you been able to move on from the ‘bottom up’ preparing & planning stages to practical programs & outcomes, involving Indigenous people/communities on the ground? If so, in what ways?
2. Who are these “most disadvantaged” communities? Please identify them & explain why they are so disadvantaged & in what ways they have been able to overcome this through the Stronger Families & Communities Strategy.

Answer:

1.

Please refer to Hansard transcript of Community Affairs Hearings, 6 November 2003, Page CA77.

2.

Please refer to Hansard transcript of Community Affairs Hearings, 6 November 2003, page ca78.

In addition, under the Stronger Families and Communities Strategy (SFCS) the program targets disadvantaged communities. Disadvantage targeting plans were developed by FaCS for each state and territory to assist with project management and assessment. These plans broadly identify, on a geographic basis, areas likely to be characterised by disadvantage including Indigenous people, sole parents, long-term unemployed, youth at risk, isolated parents with young families, vulnerable families with children, and families and children from diverse cultural and language backgrounds. For example, 23% of SFCS Linked Initiatives funds were allocated to Indigenous specific projects.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: 1.1, 1.2 Cross Outcome

Question No: 197

Topic: Stronger Families & Communities Strategy

Hansard Page: Written question on notice

Senator Crossin asked:

Could you please clarify/ provide information on the following observations & questions regarding the Stronger Families & Communities strategy:

1. What Government departments other than FACS departments have been involved in the Stronger Families & Communities Strategy? Please provide examples & details of these other departments and how FACS has facilitated this.
2. The Stronger Families and Communities Strategy - AIFS Conference Paper 2000 states that "it is not going too far to say we don't yet know how to work in all the new ways the Stronger Families and Communities Strategy is asking us to"... three years down line, can you now please tell us about some of the new ways you have been working and what you have learnt. Please give specific examples, particularly in relation to the ways in which you have worked with government departments other than FACS or in the COAG trials.

Answer:

1.

Please refer to Hansard transcript for Community Affairs 6 November on Page CA79 to CA80. In addition, the Department consults with other Australian Government agencies that administer community-based programs, such as the Department of Transport and Regional Services which manages the Sustainable Regions and Regional Partnerships programs, to ensure government initiatives are coordinated. FaCS has established partnerships with state and territory government departments to ensure complementary program delivery, eg in Victoria the Whole-of-Government Working Group, comprising relevant Australian and state government officials, meets regularly to share information and discuss how to better coordinate activities locally.

FaCS has also established cross-government partnerships when funding projects under the Stronger Families and Communities Services (SFCS); eg, an innovative childcare and parenting support service has been developed in Balga, Western Australia. FaCS partners with the WA State Government in this project including the Departments of Education; Family and Community Services; and Community Development. FaCS' Australian Government partners include the Department of Education and Training; and local partners include the Parents & Citizens Association and Curtin University.

2.

Please refer to Hansard transcript for Community Affairs 6 November on Page CA80 to CA81.

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Output Group: 1.1 1.2 Cross Outcome

Question No: 198

Topic: Stronger Families & Communities Strategy

Hansard Page: Written question on notice

Senator Crossin asked:

How does the FACS Stronger Families & Communities Strategy differ from the objectives of the COAG trials currently being implemented in States & Territories across Australia?

1. In what ways are these two “whole of government” initiatives different or the same?
2. Why has the Stronger Families & Communities Strategy been unable to achieve the objectives now being pursued in the COAG trials?
3. In what ways are the COAG trials going to be able to achieve what the Stronger Families & Communities Strategy has been unable to achieve?
4. How will the COAG trials affect the Stronger Families & Communities Strategy? Will the Strategy change depending on the ‘broader lessons learned’ during the COAG trials?

Answer:

1.
Please refer to Hansard transcript for Community Affairs 6 November Pages CA82 to CA85.
2.
The SFCS and the COAG trials have different priorities and objectives.
3.
The SFCS and the COAG trials have different priorities and objectives.
4.
The outcomes of the COAG trials will provide valuable lessons that have the potential to inform programme design and implementation for a range of government initiatives, including programs like the SFCS.

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Output Group: Cross Outcome

Question No: 199

Topic: Stronger Families & Communities Strategy

Hansard Page: Written question on notice

Senator Crossin asked:

1. How many workers in total are employed by FACS under the Stronger Families & Communities Strategy? What are their roles?
2. How many workers employed in other FACS departments are indirectly involved in the Stronger Families & Communities Strategy? What are their roles?
3. How many Indigenous people are employed by FACS under the Stronger Families & Communities Strategy? How many of these Indigenous workers are employed under CDEP? Please identify the roles the indigenous workers have.
4. How many workers employed by FACS under the Stronger Families & Communities Strategy actually work “on the ground” in Indigenous communities? How many work full-time, part-time & on a casual basis? How many are indigenous?
5. How much of the Stronger Families & Communities Strategy is about funding project workers, other than FACS employees, to do the work in implementing the programs & projects designed by Indigenous people & Communities under the FACS Stronger Families & Communities Strategy?

Answer:

1.
There are 68 full time equivalent FaCS staff working on the SFCS; this includes staff working on the Longitudinal Study of Australian Children, the Volunteer Small Grants Programme, and Childcare Initiatives as well as project managers in state and territory offices. They undertake a range of tasks including client liaison, project development and assessment, contract and project management, research, promotion, policy advice, and data management and reporting.
2.
There are approximately 6 FaCS staff indirectly involved in the SFCS. Their roles range from providing impartial assessments of funding applications, membership in internal reference groups and providing media support.
3.
There are 5 Indigenous staff employed by FaCS working on the SFCS – none are employed under CDEP. The role of Indigenous staff in the SFCS includes project development and contract management.

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4.

There are 20 FaCS staff that work directly with Indigenous communities on the SFCS, in addition to their other responsibilities. FaCS staff assist Indigenous communities to develop project proposals under the SFCS and provide contract management. These staff work with Indigenous communities on a range of activities, and only part of their time is spent working directly on the SFCS. There are 5 Indigenous FaCS staff involved.

5.

A range of SFCS initiatives include the flexibility to fund project workers, where appropriate, as part of an overall project, although there is no specified budget for this purpose. Relevant initiatives include the Stronger Families Fund, Early Intervention Prevention Services, and Local Solutions.

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
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Output Group: 3.1, 3.2, 3.3, 3.4 - Cross Outcome

Question No: 305

Topic: Working Credit

Hansard Page: CA17

Senator Bishop asked:

What were the expectations in the costing of Working Credit of the number of people whose payment would be cancelled as a result of not reporting their income?

Given that the income reporting requirement also affects people on non-activity tested payments, what action is going to be taken with people who fail to report income?

Answer:

The costings for the Working Credit initiative did not include an expectation of the number of cancellations as a result of failure to report earnings.

Non-activity tested customers who have been asked to report their income each fortnight will be paid their Centrelink payment 2 days after they report their income. Customers can report up to 14 days after their reporting due date and still be paid 2 days later. After 14 days their payment is cancelled, but if they contact Centrelink and report their income within 13 weeks, their payment will be reinstated within a few days.

It has been a priority for Centrelink to help people with special needs, including people with disabilities. Centrelink Disability Officers are working with people on an individual basis to help them manage fortnightly reporting. Alternative arrangements can be made, such as having someone else report on their behalf (such as a nominee or employer) or Centrelink calling people if they have forgotten to report.

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Output Group: 1.1, 1.4 Cross Outcome

Question No: 306

Topic: FTB Outlays

Hansard Page: CA41

Senator Bishop asked:

- 1 For FTB outlays, what is the sensitivity analysis for each 0.1 per cent change in wages growth?
- 2 What is the sensitivity analysis for 0.1 per cent change in employment growth and each 0.1 per cent change in inflation.
- 3 What was the wages growth figure which was use for the 2002-03 FTB and CCB budget estimate? Budget Paper No. 1 indicated that it was 4¼ per cent.

Answer:

- 1 Explicit adjustment of FTB outlays is made for forecast movements in the CPI parameter. There is no such explicit adjustment made for wages growth. Treasury perform all of the forecasting for the CPI parameter and FaCS is not privy to what effect wages growth may have on this parameter.
- 2 As per Ref 306 (1), Treasury perform all of the forecasting for the CPI parameter that affects the FTB budget estimates. FaCS is not privy to what effect employment growth or inflation may have on this parameter.
- 3 As per Ref 306 (1), Treasury perform all of the forecasting for the CPI parameter that affects the FTB and CCB budget estimates. FaCS is not privy to what effect wages growth may have on this parameter.

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Output Group: Cross Outcome

Question No: 309

Topic: COAG Indigenous trial sites

Hansard Page: CA60

Senator Patterson offered a briefing for Senators on the COAG trials.

Answer: FaCS officers are liaising with the Indigenous Communities Co-ordination Taskforce in the Department of Immigration and Multicultural and Indigenous Affairs and with Senator Patterson's office to arrange a briefing for Senators on the COAG trials.

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Output Group: Cross Outcome

Question No: 310

Topic: Ministerial Correspondence

Hansard Page: CA# 95

Senator Collins asked: Please provide a breakdown of what proportion was campaign related and, if so, which campaigns as opposed to other correspondence.

Answer:

Total correspondence received for financial year 2002-2003 was 17571. Of this, 3488 were campaign mail and 14083 were individual letters. The campaigns broken down by type, Output Group and the number of letters within each campaign are:

Campaign	Output Group	Number in campaign
Men and Family Services	1.1	124
Children in Detention Centres	1.1	313
Youth Allowance	1.2	47
Family Day Care	1.4	3004

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Output Group: All

Question No: 202

Topic: Compliance - Data-matching performance and trends

Hansard Page: CA 10

Senator Mark Bishop asked:

- A.** Please provide us with information by payment type for each year since 1995-96 on the total number of individuals who received payments over the course of each year?
- B.** Can information be provided for each year since 1995-96 on the total number of individuals each year who were matched against tax records by payment type?

Answers:

- A.** The attached table, *FaCS Customer Numbers* lists the number of payments each financial year by payment type, from 1995-96 to 2002-03, as comparable with the figures in our annual reports.
- B.** Centrelink undertakes matching projects against a variety of records supplied by the Australian Taxation Office. The data used includes Tax File Number Declaration Forms, individual income tax returns, Australian Business Register data, Pay-As-You-Go payment summaries, Company tax returns and Trust tax returns.

The purpose of matching with tax records is to detect undeclared/under-declared income or assets. The records of all Centrelink customers in receipt of income or asset tested payments are therefore included in the matching process. This means, for example, that Blind Pensioners are excluded from this matching. Customers in receipt of FTB/CCB are generally excluded as the FTB/CCB reconciliation process checks their entitlements. The cases reviewed would vary according to the numbers detected as being possible incorrect payments.

The attached table, *FaCS Review Activity – Data-matching with the ATO*, lists the total number of reviews each financial year by payment type, from 1995-96 to 2002-03, which resulted from matching against tax records.

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FaCS Customer Numbers																						
Program Payments																						
Financial Year	Age Pension	Austudy	Carer Allowance	Carer Payment	Child Care Benefit	Disability Support Pension and Carers	Disability Support Pension	Wife Pension (Disability Support Pension)	Family Payment	Family Allowance	Family Tax Benefit	Job Search Allowance	Newstart Allowance	Parenting Allowance	Parenting Payment (Partnered)	Parenting Payment (Single)	Partner Allowance	Sickness Allowance	Special Benefit	Sole Parent Pension	Widow Allowance/Pension	Youth Allowance
1995-96	1,643,959		90,644	25,000			499,235	107,803	1,812,457				892,500	660,000			69,840	34,518		341,960	61,598	
1996-97	1,716,791		95,999	29,558			527,514	91,307	1,811,745				851,400	664,866			72,100	15,633	13,868	358,893	36,413	
1997-98	1,718,851		90,769	33,983			553,336	79,892	1,797,014				828,800		645,731	372,286	75,000	16,285	10,143			38,235
1998-99	1,747,988	47,269	100,666	40,070			577,682	68,523		1,735,762			675,874		622,321	382,323	80,498	11,181	11,709		38,042	387,903
1999-00	1,761,266	42,835	194,887	47,550			602,280	59,935		1,743,567			607,739		592,077	391,393	87,894	10,733	10,979		41,300	390,236
2000-01	1,812,030	41,992	235,041	57,190	470,900		623,926	51,225			1,960,569		577,211		205,379	416,661	90,416	10,942	12,495		42,872	393,205
2001-02	1,834,509	41,007	272,045	67,260	508,117		658,915	44,238			2,022,071		563,778		191,576	427,846	100,833	9,522			46,040	395,496
2002-03	1,874,242	39,092	299,609	75,937	517,000		673,334	37,880			1,989,121		562,755		181,405	436,958	102,811	8,927			46,195	400,980

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FaCS Review Activity – Data-matching with the ATO

Program Payments																								
Financial Year	Age Pension	Austudy	Carer Allowance	Carer Payment	Child Care Benefit	Disability Support Pension & Carers	Disability Pension	Wife Pension (Disability Support)	Family Payment	Family Allowance	Family Tax Benefit	Job Allowance	Newstart Allowance	Parenting Allowance	Parenting (Partnered)	Parenting (Single)	Partner Allowance	Sickness Allowance	Special Benefit	Sole Pension	Widow Allowance/Pension	Youth Allowance		
1995-96	9,581					5,183			60,629			125,050	79,478	47,965			5,694	2,596	970	47,595	1,940			
1996-97	19,321					10,463			133,952				282,187	99,448			10,011	2,163	801	14,785	2,238			
1997-98	13,952					10,332			125,571				344,370		134,458	19,526	10,241	1,747	673			2,387		
1998-99	4,555	1,091				10,112				126,256			361,924		138,519	63,931	12,778	2,388	697			3,105	46,499	
1999-00	4,232	1,550		3,299			7,172				111,827				302,072		112,743	64,582	9,541	2,228	854		2,474	61,563
2000-01	27,154	1,839		4,632			36,406				75,208	476			286,844		72,665	73,475	10,718	1,811	1,299		2,931	58,881
2001-02	32,303	5,740		5,996			44,503				37,692	12,947			295,663		56,844	79,199	11,252	1,620	2,064		3,075	98,754
2002-03	29,292	4,253		5,994			43,011				2,735	3,242			199,137		51,771	66,010	7,581	1,221	1,551		2,053	91,983

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ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
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Output Group: Cross Outcome

Question No: 190

Topic: MAC Report

Hansard page: Written question on notice

Senator Carr asked:

What has been the department's response to the MAC report to date?

Answer:

On receiving the MAC report, FaCS noted that it was already well-placed in terms of the report's principal conclusions and directions. FaCS is continuing to develop and implement a number of initiatives that go to capacity-building and organisational renewal.

Senate Community Affairs Legislation Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILY AND COMMUNITY SERVICES PORTFOLIO
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Output Group: Cross Outcome

Question No: 191

Topic: Issues identified in MAC Report

Hansard page: Written question on notice

Senator Carr asked:

Which issues identified in the MAC report have been identified as priority areas for the department?

Answer:

FaCS has been addressing all of the report's principal conclusions. The department is furthest advanced in relation to family friendly/work-life practices, flexible work patterns, workforce planning and graduate recruitment and development.

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Output Group: Cross Outcome

Question No: 192

Topic: Work-life balance initiatives

Hansard page: Written question on notice

Senator Carr asked: What family friendly or work-life balance initiatives:

- a. exist in the department;
- b. are available to staff through the certified agreement; or
- c. are contained in the certified agreement but the granting of them in individual cases is discretionary on the part of the organisation.

Answer:

FaCS provides a range of family friendly conditions under the FaCS certified agreement

2002 – 2005. FaCS is at the forefront of family friendly provisions as recognised by being the first APS agency to win an award in ACCI's National Work and Family Awards in 2002 (joint winner with IBM in Large Business Category).

a) Family friendly and work-life balance provisions are detailed in the following table.

b) All except the EAP are provided through the certified agreement.

c) While most of the conditions listed in the table are subject to the approval of a delegate (see below), these would generally be granted, subject to the employee meeting any particular conditions applicable to the condition as outlined in the certified agreement. If access to a particular provision was not granted by the delegate, the employee has both an internal right of review and access to an external review under the Public Service Regulations.

Provision	Comments	c) Discretionary
Unlimited personal leave for illness or caring purposes		Yes – subject to delegates approval.
Part Time/Flexible working arrangements, including flextime	14.5% of FaCS staff are part-time, compared to the APS average of 9.4%.	Yes – subject to delegates approval.
Recreation Leave at ½ pay		Yes – subject to delegates approval.
Purchased leave (48/52 leave)		Yes – subject to delegates approval.
Time off for long business travel	Provides time off for business travel outside 7am to 7pm.	Yes – subject to delegates approval of when taken.
Maternity leave	Consistent with the provisions of the Maternity Leave Act.	No – legislative entitlement.
Adoptive leave	Up to 12 weeks with pay.	Yes – subject to delegates approval.

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Cultural Leave	Up to 2 days paid, and 2 months leave without pay, where necessary for an employee to be absent from work to fulfil cultural obligations.	Yes – subject to delegates approval.
NAIDOC Leave	1 days leave to participate in NAIDOC week – available to all staff.	Yes – subject to delegates approval.
Parental Leave	4 weeks paid personal leave, up to 52 weeks unpaid leave.	Yes – subject to delegates approval.
Christmas closedown	Paid leave for 2 days over the Christmas/New Year period.	No
Work Life Balance Information and Referral Service	Access to information service on a range of work-life balance issues.	No
Healthy Lifestyle	Reimbursement of up to \$100 each year on health promoting activities, e.g. quit smoking or fitness programs.	Yes – subject to approval of specific purchases.
Extra Family Care Costs	Reimbursement of costs incurred due to business travel or overtime.	Yes – subject to delegates approval.
Family Care Rooms	Family occasional care rooms are maintained at FaCS offices across the country.	No
School Holiday Family Care Subsidy	Where leave is refused, reimbursement of up to \$20 per day per child for approved or registered care.	Yes – subject to delegates approval.
Assistance with Public Transport and Parking Costs	FaCS provides assistance to employees in deferring the cost of transport arrangements and taking advantage of discounts. There is no net cost to FaCS.	Yes – subject to delegates approval.
Home-Based Work	Staff can apply to work from home – either full or part-time.	Yes – subject to delegates approval. Proposals must meet departmental guidelines.
Employee Assistance Program (EAP)	FaCS contracts Davidson Trahaire Corpsych to provide the Employee Assistance Program (EAP) to FaCS staff across Australia. EAP provides staff and their families access a free confidential counselling service for a wide range of personal and work-related issues.	No

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Output Group: Cross Outcome

Question No: 193

Topic: Work-life balance initiatives

Hansard page: Written question on notice

Senator Carr asked:

What family friendly or work-life balance initiatives has the department introduced in, or since, the implementation of the department's most recent certified agreement?

Answer:

The FaCS CA 2002-2005 built upon a number of existing provisions designed to provide a family friendly working environment and support work-life balance.

Provisions introduced in or since that agreement are:

Provision	Comments
Parental Leave	Access to paid parental leave increased from 2 to 4 weeks.
Cultural Leave	Up to 2 days paid, and 2 months leave without pay, where necessary for an employee to be absent from work to fulfil cultural obligations.
NAIDOC Leave	1 days leave to participate in NAIDOC week – available to all staff.
Healthy Lifestyle	Reimbursement of up to \$100 each year on health promoting activities, e.g. quit smoking or fitness programs.
Christmas closedown	Paid leave for 2 days over the Christmas/New Year period.
Work Life Balance Information and Referral Service	Access to information service on a range of work-life balance issues.
Retention of Older Workers	Commitment to the development of a strategy to retain older, experienced staff.
Corporate Volunteering	Commitment to the development of provisions to facilitate participation in volunteering to assist community organisations.
Assistance with Public Transport and Parking Costs	FaCS provides assistance to employees in deferring the cost of transport arrangements and taking advantage of discounts. There is no net cost to FaCS.

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Output Group: Cross Outcome

Question No: 194

Topic:

Written question on notice

Senator Carr asked:

With respect to certified agreement-based family friendly or work-life balance provisions:

- a) What number and proportion of departmental staff are making use of such provisions in areas including:
 - i) purchased leave (also known as 48/52 schemes);
 - ii) negotiated part-time work arrangements;
 - iii) parental leave;
 - iv) use of information, advice or counselling services made available by the department;
 - v) departmental provision of facilities (such as family care facilities);
 - vi) home based work;

Answer:

- i) 45 staff – 2.3% of staff as at 30 June 2003.
- ii) 282 staff – 14.5% of staff as at 30 June 2003.
- iii) 34 staff (1.76%) accessed Parental Leave during 2002-03 – (This excludes any staff who have accessed leave under the *Maternity Leave (Commonwealth Employees) Act 1973*, and includes adoption leave);
- iv) 112 staff (5.8%) used the work-life balance information referral service in 2002/03.

FaCS staff and their families attended 401 EAP appointments.
- v) 132 staff (6.8%) used these facilities in 2002/03.
- vi) 14 staff (0.7%) currently have approval for formal home based work arrangements.

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Output Group: Cross Outcome

Question No: 180 & 181

Topic: Non-ongoing employees

Hansard page: Written question on notice

Senator Carr asked:

180) How many employees are employed as a non-ongoing employee in each year of the previous six years?

181) What percentage of total agency employees are non-ongoing employees for each of those years?

Answer:

Figures provided are for the FaCS core department only (not CSA or SSAT), and are only available for the period since FaCS was established in October 1998.

180. Number of Hires – Non-Ongoing employees

30/10/1998 – 30/6/1999:	140
1999 – 2000:	134
2000-01:	243
2001-02:	229
2002-03:	230

181. Percentage of Agency Employees that are Non-Ongoing

30/10/1998 – 30/6/1999:	8.38%
1999-00:	6.74%
2000-01:	9.86%
2001-02:	8.08%
2002-03:	7.5%

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Output Group: Cross Outcome

Question No: 182, 183 & 184

Topic: Non-ongoing employees

Hansard page: Written question on notice

Senator Carr asked:

182) How many of these have been employed for more than 1 year as a non-ongoing employee?

183) How many of these have been employed for more than 2 years as a non-ongoing employee?

184) How many of these have been employed for more than 3 years as a non-ongoing employee?

Answer:

Figures provided are for the FaCS core department only (not CSA or SSAT), and are only available for the period since FaCS was established in October 1998.

The following figures are for the overall period from 30/10/1998 to 30/6/2003.

182. Number of Non Ongoing Employees who were employed for more than one year but less than two years.

132

183. Number of Non Ongoing Employees who were employed for more than two years but less than three years.

25

184. Number of Non Ongoing Employees who were employed for more than three years.

8

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Output Group: Cross Outcome

Question No: 185, 186, 187, 188 & 189

Topic: Fixed-term contract employees

Hansard page: Written question on notice

Senator Carr asked:

185) How many employees were employed on fixed-term contracts, in each of the previous 6 years?

186) What percentage of the total number of employees is this for each of these years?

187) What was the percentage of total employees for contract employees, for each year of the previous 6 years?

188) How many employees were employed on fixed term contracts at each classification level, for each year of the past six years?

189) How many employees on a fixed term contract, for each year of the past six years, have been employed more than once on a fixed term contract? Please provide details of position classification in each instance.

Answer:

FaCS has not employed any Non Ongoing Employees on a fixed term contract.

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Output Group: Cross Outcome

Question No: 62, 63, 64

Topic: Forward Estimates

Hansard Page: Written question on notice

Senator Bishop asked:

62. Please provide the latest detailed four year forward estimates expenditure for all administered appropriations across all output groups (including final estimates for 2002-2003)?

63. Please provide the latest detailed four year forward estimates of customer numbers for each administered payment across all output groups (including final estimates for 2002-2003)?

64. Please provide the latest detailed four year forward estimates of average payment rates for each administered payment across all output groups (including final estimates for 2002-2003)?

Answer:

This information has not changed since the 2003-2004 Budget Review. Please refer to the answer to Question No. 165 from the 2003-04 Budget Estimates Hearing, 4-5 June 2003.

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Output Group: Cross Portfolio

Question No: 65

Topic: Consultancies and Research

Hansard Page: CA 87 Written question on notice

Senator Bishop asked: The *Research and Evaluation Digest 2001-2003* lists four projects which have been requested previously but were not complete. If they are complete, could we have copies of them now? They are: 3.10 Effects of changes to activity test arrangements on exit from payments A: Mutual obligation; 3.11 Effects of changes to activity test arrangements on exit from payments B: Intensive review; 3.12 Effects of changes to activity test arrangements on exit from payments C: Jobseeker Diary; 3.13 Effects of changes to activity test arrangements on exit from payments D: Work for the Dole; 3.14 Activity test evaluation; and 3.15 The impact of breaches on income support recipients. Are these reports completed?

Answer:

The status of these projects is set out below:

3.10 Effects of changes to activity test arrangements on exit from payments A: Mutual obligation. This project is not complete.

3.11 Effects of changes to activity test arrangements on exit from payments B: Intensive review. This project is complete and a copy of the final report is attached. The Melbourne Institute has published the report as Working Paper No 25/03. The Working Paper is available on the Institute's website <http://www.melbourneinstitute.com>

3.12 Effects of changes to activity test arrangements on exit from payments C: Jobseeker Diary. This project is complete and a copy of the final report is attached. The Melbourne Institute has published the report as Working Paper No 27/03. The Working Paper is available on the Institute's website <http://www.melbourneinstitute.com>

3.13 Effects of changes to activity test arrangements on exit from payments D: Work for the Dole. This project is complete and a copy of the final report is attached.

3.14 Activity test evaluation. This project is not complete.

3.15 The impact of breaches on income support recipients. This project is not complete.

[Note: the attachment has not been included in the electronic/printed volume]

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Sent By: Media Monitors;

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TABLED BY SEN HUMPHRIES 6/11/03



Wayne Swan MP

Shadow Minister for Family and Community Services

\$1 BILLION FAMILY PAYMENT CLAWBACK EXPOSED

New figures reveal the Howard Government paid more than a billion dollars less in Family Tax Benefit (FTB) and Child Care Benefit (CCB) to families last year than it promised in the 2002-2003 Budget.

The massive shortfall confirms the system is providing far less assistance to families than the Howard Government has claimed (the clawback amounts to a shortfall of more than \$500 per family).

Final budget figures published in the Family and Community Services 2002-03 Annual report confirm the \$1.02 billion clawback in the family assistance budget:

Payment Type	2002-2003 Budget	2002-2003 Actual Payments	Clawback
FTB	\$11,381,183,000	\$10,473,856,000	-\$907,327,000
CCB	\$1,480,183,000	\$1,364,958,000	-\$115,225,000
Total	\$12,861,378,000	\$11,838,214,000	-\$1,023,162,000

The startling figures confirm reduced payments to families helped fund the surprise \$7.5 billion surplus recently announced by the Treasurer.

Further analysis has also revealed families received in real terms \$212 million less in Family Tax Benefit last year than in the first year the GST was introduced.

This system is not more generous - it is less generous.

Minister Anthony's explanation for the massive shortfall was typically mean and tricky.

He asserted the shortfall was due to stronger than expected growth in parent's wages - thus means testing them off benefits.

But the Government's own budget papers actually downgraded initial estimates of wages growth for the 2002-2003 year. The initial budget figures were based on wages growth of 4.25%, a figure that was subsequently downgraded to 3.25%.

It is no wonder families are under such financial pressure.

Under the Howard Government they are being taxed more than ever before and they are also receiving reduced family benefits.

ENDS Mon 3 Nov 03
 Web: www.SwanMP.org

Contact: Wayne Swan on 0418 795 329
 Matt Linden on 0407 430 613

¹ FaCS PBS 2002-2003 P 31-32

² FaCS Annual Report 2002-2003 Table 4 & 18

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Output Group: 1.1 Family Assistance

Question No: 230

Topic: “Strengthening and Supporting Families Coping With Illicit Drug Use” measure of the National Illicit Drug Strategy

Hansard Page: CA49

Senator Bishop asked:

Could you provide an update of the activities and programs undertaken or sponsored by the department as part of the National Illicit Drug Strategy, including their location state and electorate?

Answer:

The Australian Government provides National Illicit Drug Strategy funding to State and Territory Governments through the “Strengthening and Supporting Families Coping With Illicit Drug Use” (“Strengthening Families”) measure. State and Territory Governments are responsible for the development, implementation and administration of “Strengthening Families” programs within their jurisdictions. Programs are generally state-wide or cover a large region within a specific state or territory. Programs in each state and territory are as follows:

New South Wales

The NSW Department of Community Services (DoCS) administers the “Family Support” of which comprises six components as outlined below:

a) *Family Telephone Service (state-wide):*

Provided by the Alcohol and Drug Information Service, Centrecare’s Parentline and the Family Drug Support organisation, this service was established to ensure families are able to access information and support via telephone in relation to drug issues.

b) *On-line parenting information (state-wide)*

The Parenting NSW Site was established to provide parents, carers and professionals working with children with latest evidence-based research on children aged 0 – 18.

c) *Family and Carers Training project (state-wide)*

The project aims to develop training materials to assist non-government organisations to deliver training to parents, family members and carers of drug users, helping raise family awareness of drug issues and develop skills in basic care/emergency responses.

d) *Capacity Building Programs*

Community Capacity Building projects have been established in the Illawarra, the Hunter, Nimbin, Western NSW and with the Pacific Island Community.

- **Illawarra:** This project aims to ensure that local organisations have the identified skills, knowledge and resources to support families with drug related problems, to identify and trial clinical and service pathways and develop linkages

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between the project agencies (Illawarra Health Service Substance Use in Pregnancy and Parenting Service, Family Support Services and DoCS).

- **Hunter:** Targeting families and carers dealing with drug abuse, support services in the regions will be supported to develop their capacity to assist families affected by drug and alcohol abuse.
- **Nimbin:** The project aims to increase services and support for families with young people with drug related problems and complex needs.
- **Western NSW:** Delivered through MacKillop Rural Community Services to support families coping with drug abuse in Bourke, Brewarrina and Walgett.
- **Pacific Island Community:** The project aims to enhance the ability of existing organisations working in the community to assist families cope with alcohol and abuse problems.

e) Dual Diagnosis Project (state-wide)

Jointly managed by the DoCS and the Mental Health Coordinating Council, it is designed to improve the capacity of DoCS case workers and NGO Family Support services to work with families affected by dual diagnosis and to provide an education, training and casework consultancy for workers.

f) Other – Learning and Development Project (state-wide)

The project aims to map services across NSW that deal with alcohol and drug issues, and investigate resources available to services, access barriers, and develop referral pathways and linkages.

Victoria

The Department of Human Services administers the “*About Better Communication in Drugs*” (ABCD) and the “*About Better Communication in Drugs (Koori)*” (ABCD Koori) programs, aimed at equipping parents with communication skills, parenting practices, information and strategies to help build positive, trusting relationships with their early adolescent children and to help them to prevent and/or cope with adolescent drug use. Delivered as a basic or advanced program it targets the parents of year 7 and 8 education level children with a focus on those from multi-cultural or economically disadvantaged backgrounds. Programs are delivered across urban, regional and rural Victoria.

Queensland

Queensland Families

In Queensland, the Department of Families is delivering the “*Support for Indigenous Communities*” program, aimed to help Indigenous communities and community groups in the Logan and Ipswich area of South-East Queensland to support families of young people coping with illicit drug use.

Queensland Health

The “*Parents, Kids and Drugs*” program is a 5-week structured psycho-educational program targeting parents with children with drug issues and at risk of harm. It aims to increase

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parent's knowledge and understanding of drug abuse, including identifying symptoms such as depression, anxiety and stress. It also helps with improved parenting skills. The program is being provided throughout metropolitan and rural Queensland.

South Australia

The SA Department of Human Services operates the "Aboriginal Kinship" program, aimed to develop a range of holistic integrated service plans that focus on linking families to existing services. Where gaps in service provision are identified the program responds by utilising brokerage funding which has the capacity to purchase services on behalf of the individual and/or family. The program is currently operating in the Adelaide Metropolitan area.

Western Australia

The "WA Family Program Supporting Police Diversion" supports a total of 12 regional and metropolitan Community Drug Service Teams coordinated by the WA Drug and Alcohol Office. The teams deliver a range of services to families, including one-on-one counselling, group work, and information and education on drug related issues. Education sessions through schools and other community activities are undertaken as well. The teams are located in: North Metropolitan, South Metropolitan, South-East Metropolitan, North-East Metropolitan, Perth CBD, Kimberley, Pilbara, Mid-West, Goldfields, Great Southern, South-West and the Wheatbelt.

Tasmania

In Tasmania, the Department of Health and Human Services is undertaking the "Phases" project which aims to enhance coordination and responses to families affected by young people's drug use. The areas of marketing/access and referral/networking options targeted at family members and workers, and training and demonstration projects were all identified as priority areas for the project. Projects are being delivered across Tasmania.

Northern Territory

The "Families Coping with Drug Use in Remote Communities" program is aimed at developing interventions that can be applied at the remote Indigenous community level, by families, individuals and community organisations. It is a collaborative program between the Alcohol and Other Drugs program of the Department of Health and Community Services, and the Aboriginal and Torres Strait Islander Alcohol Awareness and Family Recovery (AIAAFR). It is delivered in rural and regional areas of the Northern Territory, including East Arnhem and in the Darwin rural health region.

Australian Capital Territory

The "Families in Action" project was developed to support, educate and equip individual families with children aged 12 to 17 (and still at school) at risk of or coping with illicit drug use, and to provide a forum for mutual support for families affected by substance abuse. Sessions are held outside of school and business hours, and a series of evening forums are being held at local schools and colleges to educate families on drug and alcohol issues and the types of support available.

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Output Group: 1.1 Family Assistance

Question No: 232

Topic: SFCS Family Projects

Hansard Page: CA 50

Senator Bishop asked:

Page 17 of the annual report refers to some 60-odd family focus projects and their evaluation. Could you provide details of those 60-odd family focus projects?

Answer:

Project Title	Project Description
West Belconnen Good Beginnings Program	An early intervention strategy for families with children up to the age of 4 years who are isolated and need support in their parenting role
Playskills	Therapeutic Early Intervention Program for Preschool Parents and their Preschoolers with behavioural problems
Southside Good Beginnings Home Visiting Program	An early intervention volunteer-support project for families with a child under five that will provide companionship and practical assistance to families in need.
Health Promoting Homes	Development of life skills and increasing the capacity for participants to cope with extreme life-stresses focusing on cultural identity, self esteem, child behavioral management, improving nutrition, safety in the home and promotion of support services
Network Capacity Building	Develop an integrated database and clearinghouse of early interventions strategies
Readiness to Learn	Will measure the 'readiness to learn' of children beginning school and provide information to principals on 'at risk' profiles of their student
Choose with Care	An innovative and comprehensive program that aims to minimise the risk of child abuse occurring within child and youth focussed organisations and programs.
Building Capacity to Support Dads	A workplace project to strengthen the fatherhood role by helping fathers remain connected with their children.
Family as Community	Utilises kinship networks and extended family to address social issues and needs identified by the community

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Anti-Violence Project - Lismore	Provides courses in fathering, communication, anti-violence strategies, peer education and relationship skills for families that are experiencing domestic violence.
Family Support Worker for Migrant Families in Auburn LGA	Parenting and relationship support for small and emerging CALD communities
Black on Track - Hunter	An Indigenous men's program conducted by an Indigenous man that includes programs, forums, camps, counselling, support, education, and training.
Boree Aboriginal Corporation--Koori Link	Interagency approach to develop links between services and families and improve access and the quality of services to Indigenous people
Minto Under 12's Project	Focusing on children under 12 to build a stronger culture of caring for children.
The Everyday of Parenting	Facilitated parent-driven discussion groups, establish self-sustaining peer parent support groups, provide individual support to families before crisis begins and offer referrals.
Red Ochre Links - Dubbo	The co-ordination of local services, and facilitation of links between Indigenous families and service providers in Dubbo
Gwabegar and Pilliga CommunityLink Centre Co-ordinator	Establish and coordinate an information and access centre to improve services in two remote towns.
Jumbunna Intensive Parenting Project	Employ a parent-educator to work with the parents of pre-school children displaying challenging behaviours
Cartwright Family Connections Project	Work with selected groups of families to develop skills and knowledge in parenting, relationships, etc
Lower Bucca PreSchool Group	Expansion of existing child-care facilities to include parent support services.
Bowraville Growing Community	Program to improve access to services by Indigenous residents, promote active reconciliation and healing, foster better family relationships through parenting training and develop community leaders
Boggabilla and Toomelah CommunityLink Information and Access Centre Coordinator.	Establish community information and access centres to assist residents to access a range of services and improve awareness of a available services

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Wreck Bay Aboriginal Community Childhood Early Intervention project	Qualified teacher with specialist early intervention skills and a childcare worker to work with families to facilitate participation, ensure culturally relevant support and develop skills.
SDN Services Early Intervention Program - Waterloo	An early childhood intervention program for families living in the inner Sydney suburbs targeting parents struggling with issues including long term unemployment, domestic violence, social isolation and substance misuse
Community Partnerships Programme Hunter and Western Sydney	Establish a network of community groups to support children with disabilities and their families at times of significant transition. Will also offer leadership training to parents who are interested in continuing and leading the groups
WASH House - early intervention for parents Mt Drutt	Early intervention parenting skills and an information booklet for mothers with intellectual or mental disabilities, and/or with poor literacy skills.
Preventing Family Violence Workshop	Family Relationship education workshops for Indigenous men to be conducted in three locations in SE QLD including detention centres.
Integrated Approach to Family Capacity Building	Provision of support services and capacity building programs for young mothers in 16 remote Cape York communities.
Dads Admitted Back To Society (DADS)	Provide appropriate support and structure to transitional prisoners and their families and minimise any potential negative impact the transitional parent may have on the family
Young Families Support Project	Coordinate trained volunteers (with experience of child raising/child development) to provide practical in-home support to families and mothers experiencing, or is at risk of developing post natal depression
Play Equipment for Children's Therapy Playgroup	Provide playground equipment for infants and children 0-3 years with a range of developmental disabilities. The Playgroup will provide early intervention, parent education support and networking for families.
Girls' Time Out Pre-Parenting Support Program	Worker to provide advice and support on pregnancy and parenting to young people potentially at risk of early pregnancy

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FACET (Family Outreach Project)	Utilising an early intervention model to enhance the capacity of the community to respond to the needs of families with young children through the development of appropriate responses, processes and protocols
Transition to High School Parenting Program	Train seven community workers to deliver the Positive Parenting Program (Triple P) to parents of final year students attending seven primary schools in north Brisbane
The Gold Coast School and Community FAMILIES Project	Utilising state primary schools in 14 highly disadvantaged areas of the Gold Coast City as focal points to enable the community to address local issues for families with children 0-5 years.
Better Start Program	An early intervention and prevention program that targets at-risk families with children aged 0-8 years
Murilla Day Care Centre	Extension of an existing care-service to provide long day care for working parents with young children.
The Strengthening Families Project - Stage 2	New strategies and direction for an existing SFF project, particularly looking at further skilling of community members to better sustain the project outcomes.
Family Wholeness Program	Develop and deliver a training program, based upon national competency standards, which equips qualified volunteers with the knowledge and skills to counsel and facilitate groups of children who are in domestic violence situations
Family and Friends - South Gold Coast Parent Aide Program	An in-home Parent Aide Program supported by 20 trained volunteers who will assist a minimum 40 families pa
Wide Bay Burnett Indigenous Stronger Family Program	A rural, Indigenous specific family counselling service providing face to face, individual and group counselling, relationships skills development and early intervention and prevention effective parenting and support information.
Child and Parent Expo.	Contribution to a one-day child and parent expo displaying services and products for families and young children in the Tatiara Region.
Connecting Parents	Drop in centres providing parenting support program to reduce isolation and improve knowledge and skills - participating parents will link with JET and Centrelink.

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PALS Project	Develop a self confidence and life skills program for primary school age children through participation in activities which enhance social skills, conflict resolution and leadership development in a club atmosphere.
Pathways for Families	A project to provide streamlined assistance for families with high and complex, high and emotional needs via a central entry point for information, service delivery and referral.
Parenting with Understanding Program	Conduct workshops for sole parents, workers and volunteers in Mt Gambier, Riverland, Pt Lincoln, Whyalla and Ceduna on various aspects of parenting.
Second Generation Young Vietnamese Parenting Project (Western Suburbs)	Support for Vietnamese families to overcome difficulties of conflict with Western parenting ways.
Cross Cultural Parenting (Northern Suburbs)	Support for young second generation parents and newly arrived Vietnamese families where there is conflict with Western Parenting ways
Every Child is Important	The Australian Childhood Foundation will have an expanded national presence providing counselling, advocacy, research, education and prevention to reduce the harm caused by child abuse and family violence. The focus of the organisation will remain on preventing child abuse and reducing the harm it causes to children, families and the community.
Promoting family and community wellness in the Spanish Speaking Community of Victoria	Project will engage members of the Spanish speaking community of Victoria to promote family and community wellness, particularly during times of transition.
Young children and families meet the service system	Community development worker to facilitate a coordinated response to community issues by service providers and government in the area
Connecting the Community (Revised Submission)	Connects disadvantaged and vulnerable families to a coordinated and responsive service support system.
The GAIN Project - "Growing an Innovative Neighbourhood"	A multi-level parenting skills and support program
Young Mums Support Project - Phase 2 (SFF)	Provide coordination and action research to a program that supports young mothers through regular group sessions & individual support through home visiting, advocacy & counselling.

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Supporting Children and families where a parent has a mental illness	Project to address poor coordination/fragmentation of services for children of parents with a mental illness.
Building Community in Mandurah	Funding for community facilitators to help build natural community supports and reduce social isolation for young families in three disadvantaged areas.
Strengthening Families in Wiluna and the Western Desert	A project officer, based in Wiluna, to facilitate enhanced collaboration between agencies that support families and communities in this remote central desert region
Eyes Wide Open - Phase 2	The current proposal is to extend funding to the Eyes Wide Open Project for one year to enable a formal evaluation component to be built in so that the learnings can be fed into the Department's broader agenda
Mid West Parent Support Project - Phase 2 (SFF)	Provide coordination and action research to a program that provides a mobile parenting, early intervention and relationship education service targeted at young families in the Murchison region.

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Output Group: 1.1 Family Assistance

Question No: 233

Topic: Child Protect Email Discussion List

Hansard Page: CA 52

Senator Collins asked: What is the number of members of the child protect email discussion list? Has that increased or decreased since June of this year?

Answer:

As at 10 November 2003 the child protect email discussion list had 542 members. This was an increase of 49 since June 2003.

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Output Group: 1.1 Family Assistance

Question No: 81

Topic: Family Tax Benefit & Child Care Benefit

Hansard Page: Written question on notice

Senator Mark Bishop asked:

Family assistance comparisons of pre and post ANTS expenditure

1. An answer was provided to the 2001-2002 Budget Estimates comparing FaCS and ATO expenditure on families both pre and post ANTS reforms (see answer to question on notice 11&12 attached). Having scrutinised the figures again there appears to be some discrepancies in the column showing expenditure for 1999-2000 payments. What is the explanation for the variations noted below?
2. While there are variations in most expenditures noted in the table (except those which could not be verified) actual expenditure on Family Tax Assistance (A&B) delivered through the ATO was significantly different– a variation of over \$1.5 billion – what is the reason for this?
3. Once all figures have been checked could a new table be prepared showing expenditure on all family assistance elements (both FaCS and ATO) for each year from 1999-2000 through to 2002-2003? Where final figures are not available, could both year to date and estimated final expenditure be noted?
4. Could a similar table be prepared showing all outlays for each year in constant \$2003?

(\$ '000)

Payment Type	1999-2000 expenditure (BE 01-02 QON 11 & 12)	Actual expenditure 1999-2000	Variation
Family Allowance	6,560,000	¹ 6,564,761	4,761
Basic Parenting Payment	645,000	² 645,000	0
Family Tax Payment (A&B)	531,000	³ 537,172	6,172
Family Tax Assistance (A)	300,000	⁴ 1,917,360	1,617,360
Dependent Spouse Rebate	110,000	⁵ 129,489	19,489
Sole Parent Rebate	236,000	⁶ 325,605	89,605
Guardian Allowance	340,000	⁷ 340,000	0
Family Tax Assistance (B)	86,000	⁸ 431,233	345,233
Childcare Cash Rebate	126,000	⁹ 164,447	38,447
Childcare Assistance (inc SPP)	749,000	¹⁰ 749,132	132
Total	9,683,000	11,372,966	1,689,966

¹ FaCS Annual Report 1999-2000, p42, Table 2

² Unable to verify as expenditure not separately identified in FaCS Annual Reports

³ FaCS Annual Report 1999-2000, p42, Table 2

⁴ ATO – Taxation Statistics 1999-2000 (Table 5a Personal Tax)

⁵ ATO – Taxation Statistics 1999-2000 (Table 5e Personal Tax)

⁶ ATO – Taxation Statistics 1999-2000 (Table 5e Personal Tax)

⁷ Unable to verify as expenditure not separately identified in FaCS Annual Reports

⁸ ATO – Taxation Statistics 1999-2000 (Table 5a Personal Tax)

⁹ FaCS Annual Report 1999-2000, p192, Table 55

¹⁰ FaCS Annual Report 1999-2000, p192, Table 55

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Answer:

1. The figures given in response to Questions 11 & 12 at the 2001-02 Budget Estimates hearing are cash figures. These figures vary from those on pages 42 and 192 of the FaCS 1999-2000 Annual Report because of accrual treatments.

The variation between the figures in the column titled '1999-2000 expenditure' and the column titled 'actual expenditure 1999-2000' are given below for payments made through the FaCS portfolio.

Family Allowance	This is a variation from cash to accrual accounting
Basic Parenting Payment	No variation to explain
Family Tax Payment (A&B)	This is a variation from cash to accrual accounting
Family Tax Assistance (A)	Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue
Dependent Spouse Rebate	Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue
Sole Parent Rebate	Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue
Guardian Allowance	No variation to explain
Family Tax Assistance (B)	Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue
<hr/>	
Childcare Cash Rebate	This is a variation from cash to accrual accounting
Childcare Assistance (inc SPP)	This is a variation from cash to accrual accounting
<hr/>	

2. Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue.

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3.

	1999-2000 \$million *	2000-2001 \$million	2001-2002 \$million	2002-2003 \$million
Family Allowance	6,564			
Basic Parenting Payment	645			
Family Tax Payment (A&B)	537			
Family Tax Assistance (A)	300			
Dependent Spouse Rebate	110			
Sole Parent Rebate	236			
Guardian Allowance	340			
Family Tax Assistance (B)	86			
Childcare Cash Rebate	164			
Childcare Assistance (inc SPP)	749			
Total	9,732			

FTB A&B (Payments made by the FaCS Portfolio)	10,076 ¹¹	10,928 ¹²	10,474 ¹³
FTB A&B (Payments made by the Treasury Portfolio)	Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue		
CCB (Payments made by the FaCS Portfolio)	1,037 ¹⁴	1,316 ¹⁵	1,364 ¹⁶

* The FaCS figures in the first column of this table are shown in accrual terms in order to compare them with later years

Payments in columns one and two were replaced by FTB Part A and Part B on 1 July 2000.

¹¹ 2000-2001 Annual Report Table 2

¹² 2001-2002 Annual Report Table 4

¹³ 2002-03 Annual Report Table 4

¹⁴ 2000-2001 Annual Report Table 13

¹⁵ 2001-2002 Annual Report Table 22

¹⁶ 2002-03 Annual Report Table 18

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4. Data in constant 2003 dollars

	1999-2000 in \$2003 \$million *	2000-2001 in \$2003 \$million	2001-2002 in \$2003 \$million	2002-2003 \$million
Family Allowance	7,346			
Basic Parenting Payment	721			
Family Tax Payment (A&B)	601			
Family Tax Assistance (A)	335			
Dependent Spouse Rebate	123			
Sole Parent Rebate	264			
Guardian Allowance	380			
Family Tax Assistance (B)	96			
Childcare Cash Rebate	184			
Childcare Assistance (inc SPP)	838			
Total	10,891			

FTB A&B (Payments made by the FaCS Portfolio)	10,638	11,223	10,473
FTB A&B (Payments made by the Treasury Portfolio)	Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue		
CCB (Payments made by the FaCS Portfolio)	1,095	1,351	1,364

* The FaCS figures in the first column of this table are shown in accrual terms and all figures have been adjusted using a June CPI indexation factor.

Payments in columns one and two were replaced by FTB Part A and Part B on 1 July 2000.

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Output Group: 1.1 Family Assistance

Question No: 82

Topic: Family Tax Benefit

Hansard Page: Written question on notice

Senator Bishop asked:

Are any 'top-up' payments of FTB, owing to families as a result of reconciliation, paid through the ATO? If so are they accounted for in Treasury's FTB expenditure?

Answer:

FTB top up payments may be paid through the ATO. Questions on how these payments are accounted for by Treasury should be addressed to the Minister for Revenue.

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Output Group: 1.1 Family Assistance

Question No: 83

Topic: Family Tax Benefit

Hansard Page: Written question on notice

Senator Bishop asked:

Do FTB debts recovered by the ATO through tax returns reduce FTB outlays reported by FaCS? If not, do they reduce FTB outlays reported by Treasury?

Answer:

Debts recovered by the ATO have no impact on FaCS outlays.

Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue.

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Output Group: 1.1

Question No: 84

Topic: Family Tax Benefit

Hansard Page: Written question on notice

Senator Bishop asked:

In relation to FTB expenditure by FaCS, isn't it the case that assistance in 2002-2003 was in real terms \$212 million less than 2000-2001 (the first year of the new payment system)?

Answer:

Reconciliation of fortnightly FTB payments has significant accrual effects due to the payment of top-ups and debt recovery. 2000-01 was the first year of the new family assistance arrangements. No accrual adjustments were made for reconciliation for the previous year. Expenditure in 2002-03 from the FaCS portfolio was lower in real terms than in 2000-01 but was still significantly higher than in 1999-00.

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Output Group: 1.1 Family Assistance

Question No: 85

Topic: Family Tax Benefit

Hansard Page: Written question on notice

Senator Bishop asked:

How many families in total received some form of Family Tax Benefit in each year since 2000-2001?

Answer:

Total number of customers who received some form of FTB during 2000/2001 : 1,965,497

Total number of customers who received some form of FTB during 2001/2002 : 2,135,844

Total number of customers who received some form of FTB during 2002/2003 : 2,142,562

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Output Group: 1.1 Family Assistance
Topic: Family Tax Benefit

Question No: 217

Hansard Page: CA21

Senator Bishop asked:

Please provide the number of people who successfully had a FTB debt waived under the special circumstances provisions of section 97 of the FAA.

Answer:

Family Tax Benefit debts waived under s97 in the 2001/2002 financial year : 1187

Family Tax Benefit debts waived under s97 in the 2002/2003 financial year : 1619

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Output Group: 1.1 Family Assistance

Question No: 218 and 219

Topic: Family Tax Benefit

Hansard Page: CA22 and CA24

Senator Bishop asked:

218. FTB reconciliation results

Please table document showing figures as at September 2003 for the 2001-02 financial year process.

219. Top-ups and overpayments

Please table document showing figures which give the number and value of overpayments and top-up payments, as well as figures on the total number of reconciliations conducted.

Answer:

Table attached.

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Question No: 218 and 219 Attachment

Updated quarterly Family Tax Benefit reconciliation results
Figures to end September quarter 2003 using methodology presented at June
Estimates hearings

Quarter	1st Sep 03
2002-03 data at end of:	
Top-Up	
Number	267,849
%	29
Total Amount	\$171m
Average Amount	\$638
Overpayment	
Number	231,222
%	25
Total Amount	\$154m
Average Amount	\$668
Nil Change	
Number	423,008
%	46
Total	
Number	922,079

2001-02 data at end of:	<i>Sep 02</i>	Dec 02	Mar 03	Jun 03	Sep 03
Top-Up					
Number	226,997	390,582	434,258	509,283	528,777
%	25	25	26	26	26
Total Amount	\$133m	\$289m	\$349m	\$439m	\$468m
Average Amount	\$587	\$740	\$803	\$860	\$885
Overpayment					
Number	266,753	492,966	542,940	643,524	671,944
%	30	32	32	33	33
Total Amount	\$190m	\$396m	\$462m	\$573m	\$611m
Average Amount	\$712	\$803	\$851	\$890	\$909
Nil Change					
Number	398,884	658,582	708,325	819,679	858,967
%	45	43	42	42	42
Total					
Number	892,634	1,542,130	1,685,523	1,972,486	2,059,688

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Quarter	2nd	3rd	4th	5th	6th	7th	8th	9th
2000-01 data at end of:	Dec 01	Mar 02	Jun 02	Sep 02	Dec 02	Mar 03	Jun 03	Sep 03
Top-Up								
Number	333,487	378,351	451,436	472,186	477,034	477,521	477,912	482,560
%	23	24	24	23	22	22	22	22
Total Amount	\$249m	\$312m	\$403m	\$431m	\$436m	\$438m	\$438m	\$441m
Average Amount	\$746	\$826	\$892	\$912	\$915	\$916	\$917	\$915
Overpayment								
Number	514,929	568,081	666,772	699,419	722,037	728,458	732,577	736,212
%	36	35	35	34	33	34	34	34
Total Amount	\$403m	\$473m	\$577m	\$616m	\$638m	\$645m	\$650m	\$652m
Average Amount	\$782	\$832	\$865	\$881	\$884	\$885	\$887	\$885
Nil Change								
Number	600,411	660,298	795,438	857,368	966,487	963,923	965,272	978,367
%	41	41	42	42	45	44	44	44
Total								
Number	1,448,827	1,606,730	1,913,646	2,028,973	2,165,558	2,169,902	2,175,761	2,197,139

* 1st quarter data not available for 2000-01 reconciliation.

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Output Group: 1.1

Question No: 220

Topic:

Hansard Page: CA25

Senator Bishop asked:

Top-ups and overpayments

Please take us through how you treat the outlays, expenses and expenditure over the next three financial years, with the top-ups and overpayments in different columns so I will understand it.

Answer:

An explanation of how outlays, top-ups and overpayments are treated is covered in Question on Notice No 228. Estimated expenditure for the next three years is available in the Portfolio Budget Statements.

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Output Group: 1.1 Family Assistance

Question No: 221

Topic: Family Tax Benefit

Hansard Page: CA27

Senator Bishop asked:

How are overpayments which are offset against tax returns accounted for?

Answer:

Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue.

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Output Group: 1.1 Family Assistance

Question No: 225

Topic: Family Tax Benefit

Hansard Page: CA32

Senator Bishop asked:

Could the department provide the most recently available financial year figures showing the number and value of debts offset against tax returns—that is, fully offset number and value and partially offset number and value—and the balance transferred to the FAO, each separately?

Answer:

Questions in relation to programs administered by the ATO should be addressed to the Minister for Revenue.

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Output Group: 1.1

Question No: 226

Topic:

Hansard Page: CA34

Senator Bishop asked:

QON 160.7 and QON 160.9 Budget Estimates June 2003

During the budget estimates round, I asked a number of questions about the number and value of payments made through different delivery modes in each year since the introduction of FTB in 2000-01. They are questions on notice No. 7 and No. 9.

Question 7 was in five parts. It said: for each year since 2000-2001:

- i) how many families have claimed their FTB-A as a fortnightly payment?
- ii) how many families have claimed their FTB-A as a lump sum through Centrelink?
- iii) how many families have claimed their FTB-A as a lump sum through the ATO?
- iv) how many families have claimed their FTB-A as a reduced tax withholding?
- v) what was the total value of FTB-A payments paid through each of the above means?

Question 9 said:

For each year since 2000-2001:

- i) how many families have claimed their FTB-B as a fortnightly payment?
- ii) how many families have claimed their FTB-B as a lump sum through Centrelink?
- iii) how many families have claimed their FTB-B as a lump sum through the ATO?
- iv) how many families have claimed their FTB-B as a reduced tax withholding?
- v) what was the total value of FTB-B payments paid through each of the above means?

1. Why was the department unable to give an answer to those questions?

2. If separate data are not available providing a breakdown of FTB A and FTB B, could a total of both be provided?

3. Could information be provided which simply shows the value of FTB and CCB made to families through either the ATO or Centrelink—each separately—for each year since 2000-01, including the number of families who received payments through each delivery agency in each of those years?

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Answer:

1.

The Department was unable to provide an answer to Questions on Notice 160.7 and 160.9 because of limitations in the data available from Centrelink. Payment information of this type cannot be provided split into FTB Part A and Part B.

2.

	Claims relating to 2000-01	Claims relating to 2001-02	Claims relating to 2002-03
(i) Total number of customers paid FTB via installment	1,960,569	2,022,071	1,989,121
(ii) Total number of customers paid FTB via Centrelink lump sum	40,319	59,323	* Not yet available
(iii) Total number of customers paid FTB via ATO lump sum	97,118	97,778	* Not yet available
(iv) how many families have claimed their FTB as a reduced tax withholding	This information is not available through the Centrelink system. This question should be addressed to the Minister for Revenue and Assistant Treasurer		
v) what was the total value of FTB payments paid through each of the above means	See answer to 3 below.		

* Lump sum claim figures for 2002-03 are not provided as customers have only been able to claim via lump sum for claims relating to 2002-03 since 1 July 2003 and comparable figures will not be available till July 2004.

3.

	2000-01 \$million	2001-02 \$million	2002-03 \$million
FTB A&B (FaCS)	10,076 ¹⁷	10,928 ¹⁸	10,474 ¹⁹
Number of FTB families	See (i) + (ii) in table 2		
FTB A&B (ATO)	Questions in relation to expenditure on programs administered by the ATO should be addressed to the Minister for Revenue and Assistant Treasurer.		
CCB	1,037 ²⁰	1,316 ²¹	1,364 ²²
Number of CCB families	592,015	640,184	673,598

¹⁷ 2000-2001 Annual Report Table 2

¹⁸ 2001-2002 Annual Report Table 4

¹⁹ 2002-03 Annual Report Table 4

²⁰ 2000-2001 Annual Report Table 13

²¹ 2001-2002 Annual Report Table 22

²² 2002-03 Annual Report Table 18

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Output Group: 1.1

Question No: 229

Topic: Family Tax Benefit

Hansard Page: CA45

Senator Bishop asked:

Family Assistance pre the ANTS package.

Please produce what the last outlays were against the range of family payments that existed before the new tax system - show the range of outlays against FTB and CCB.

Answer:

Please refer to the answer to Question 81

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Output Group: 1.1 Family Assistance

Question No: 86

Topic: Family Assistance

Hansard Page: Written question on notice

Senator Bishop asked:

The Department participated in the Interdepartmental Work and Family Taskforce. A particular focus is how these arrangements might better assist parents at various stages including the transition to parenthood and back to paid work after caring fulltime. What were some of the 'on the ground' outcomes for jobless families?

Answer:

The Government is considering options to further enhance all families' choices and capabilities in balancing work and family responsibilities.

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Output Group: 1.1 Family Assistance

Question No: 222

Topic: Ombudsman's report into family assistance administration

Hansard Page: CA28

Senator Mark Bishop asked:

Commonwealth Ombudsman's report—

Please provide the departmental responses to the Ombudsman's report

Answer:

Since the release of the Ombudsman's report on 28 February 2003, the department has responded to the Ombudsman by providing additional comments on 31 March 2003 (*Attachment A*), and two quarterly progress reports (June and October 2003) (*Attachments B and C*).

The Ombudsman's Office has been consulted in the decision to provide a copy of the departmental responses.

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Question No. 222 Attachment A - Comments

ADDITIONAL COMMENTS, 31 MARCH 2003

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ADDITIONAL COMMENTS FROM FACS

R2. Centrelink should adopt a program of requesting revised estimates from families on a quarterly basis, particularly where there is an indication (for example because of the type of income) that the level of income being received may vary during the year. Families might also be provided with an opportunity to elect to have such regular reviews, when providing their initial income estimate each year.

Agency response

The Family Assistance Office (the FAO) has in place a process for requesting new financial year estimates. The process is being continually reassessed each year to ensure maximum response from targeted groups. It should also be noted that customers can choose to notify income changes progressively anytime throughout the year, not just quarterly.

The More Choice for Families initiatives will also give customers the option of deferring all or part of their FTB entitlements or being paid at a rate for the remainder of the year that will significantly reduce the risk of overpayment.

The FAO will also be actively working to encourage customers to take up the most appropriate delivery choice for their particular circumstances.

Ombudsman comments

I welcome these initiatives and believe Recommendation 2 offers an additional mechanism for further reducing the likelihood of overpayments.

FaCS Additional Response

While the *Family Assistance (Administration) Act 1999* does not legislatively require compulsory annual estimates of income, the process of Centrelink requesting new financial year estimates is good administrative practice. This practice begins in mid-June but is not compulsory. To repeat this practice on a quarterly basis would involve a significant cost to the Government.

However, Centrelink is already doing further work with customers who may be at risk of being overpaid, to encourage them to review their estimate. For example, when a customer contacts the FAO about a change in circumstances, staff use the

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opportunity to ask the customer to review their current income estimate and payment choice.

Centrelink is continuing to explore other ways to proactively contact customers who may be at risk of being overpaid and to encourage them to review their estimate and payment choices.

R3. Centrelink should encourage families to take up the new assessment option that aims to minimise the level of end of year adjustments.

R4. Families should be provided with the opportunity to elect for the new assessment option at the beginning of each year when they provide an income estimate and any time they advise of a variation to their income estimate.

Agency response

Having customers choose the payment method that best suits a family's circumstances is an integral part of the More Choice for Families initiative. Customers will be encouraged to make appropriate choices whenever they contact the FAO.

As well, the FAO is proposing a comprehensive communication campaign to ensure customers are aware of the options available with the More Choice for Families initiative.

Ombudsman comments

I welcome these initiatives and believe Recommendations 3 and 4 offer additional mechanisms for further reducing the likelihood of overpayments.

FaCS Additional Response

Customers who asked for a new estimate for 2003-04 are being provided with a More Choice for Families fact sheet containing information about all of the choices available to families.

As well, when a customer phones the FAO advising an increase to their income estimate, they are now offered the choice to have their ongoing fortnightly payments adjusted to recover or reduce any potential overpayment.

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R8. FAO information for parents should avoid using the term “shared care”. If it is considered necessary to label care arrangements, the FAO should use the term “contact”, to describe situations where a parent has less than 40 per cent care of a child.

Agency response

The terminology used for shared care was tested within the community, as part of market research on the “More Help for Families” magazine, prior to its distribution to all family payment customers to inform them of the Family Tax Reform changes being introduced in July 2000. The research indicated that material in the magazine, including references to shared care provisions, communicated quite effectively to those to whom it was relevant.

The department has sought to find the market research report to provide to the Ombudsman’s office but, to date, has been unsuccessful in locating a copy.

FaCS Additional Response

FaCS notes the Ombudsman’s recommendation. In collaboration with Centrelink and the CSA, this issue will be examined further.

R9. All guidelines for verification of care arrangements should be incorporated into one section of the Family Assistance Guide to ensure consistency and Centrelink officers should be made aware of the requirements, and ensure that both parents have the opportunity to provide verification of care, before determining entitlements to claim family assistance.

Agency response

The content and structure of the Family Assistance Guide is under constant review by FaCS and the Ombudsman’s recommendation will be considered.

FaCS Additional Response

The Family Assistance Guide is structured in a particular way as per agreed protocols between the Department and partner agencies. There is, however, scope to further examine the Guide in order to ensure that appropriate links are made in relation to shared care topics and that the topics and links are easily identifiable and understood.

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R18. Direct links to the FAO website and the online income estimate form should be easily identifiable and accessible from the Centrelink website.

Agency response

The “Update Your Family Income Estimate” online service is hosted on the Centrelink secure server and is accessible from both the FAO and Centrelink websites via easily identifiable entry points.

From the Centrelink website there is a link to “Online Services” at the top of the home page that takes the user to a menu of customer online services, the second of which is the “Update Your Family Income Estimate” service. Similarly, the home page of the FAO website clearly displays the “Online Services” page link to users.

In relation to the recommendation for the Centrelink website to provide a readily apparent link to the FAO website for information on family assistance, FaCS will be following this recommendation up with Centrelink.

Ombudsman comments

The Centrelink home page (shown below) does have the described link to the FAO website. However, I do not consider that it would be easily identifiable by people visiting the Centrelink website. As shown, the “Online Services” link is among a number of links across the top of the page and, intuitively, is unlikely to be recognised by visitors to the site. The link is attached to the Family Assistance Estimator, but there does not appear to be a link to the FAO homepage.

FaCS Additional Response

Centrelink and FaCS will be looking at ways to promote Family Assistance Office and Centrelink website services.

However, the Centrelink website provides current and potential customers with information about a range of options they may be able to access. Based on Centrelink's 'Life Events' service delivery model, the website uses customers' personal circumstances to guide them from the Centrelink homepage to information about payments, services and publications etc they may find useful and other websites, such as the Family Assistance Office.

The current website design is based on customer centred design principles which means a person does not need to know the relevant policy department or the name

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of a particular service or payment to be able to find out what help they may be able to get from Centrelink.

This is important as for every Family Assistance Office payment on the Centrelink website, the customer is linked to the additional information contained on the Family Assistance Office website.

Centrelink also delivers a number of additional payments for people who are raising children, including Parenting Payment, Double Orphans Pension and Carer Allowance. If customers were linked directly from the Centrelink home page to the Family Assistance Office website, customers could potentially miss out on very important information about other payments and assistance available.

In regard to the linking of websites, the Online Services section's purpose is to link customers to all online services as well as providing general information about each service, information on hours of operation and directions for providing feedback/suggestions.

By creating a link directly to the Family Assistance Estimator from the Centrelink website homepage, customers would not get all of the general information intended for users before going to a particular service.

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Question No. 222 Attachment B

PROGRESS REPORT, JUNE 2003

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PROGRESS REPORT FROM FaCS, JUNE 2003

Own Motion Investigation into Family Assistance administration and impacts on Family Assistance Office customers

R2. Centrelink should adopt a program of requesting revised estimates from families on a quarterly basis, particularly where there is an indication (for example because of the type of income) that the level of income being received may vary during the year. Families might also be provided with an opportunity to elect to have such regular reviews, when providing their initial income estimate each year.

In our official comments to your report we advised that good administrative practice is in place for requesting new financial year estimates, and that customers are encouraged to review their Family Tax Benefit (FTB) estimates and payment choice when they contact the Family Assistance Office (the FAO). We also indicated that Centrelink was continuing to explore other ways to proactively contact customers who may be at risk of being overpaid.

From 16 June 2003, a next financial year estimates package was mailed to customers. A brochure included in the package, *Important message for families*, highlighted the need for families to provide new income estimates for 2003–04. Also from 16 June 2003, Centrelink's capability to identify and target 'at risk' families has been improved through the use of service profiling technology. As a result, 'at risk' families are now more easily identifiable on the system. This will assist staff to discuss with these customers the payment choices that may be most appropriate to their circumstances.

R3. Centrelink should encourage families to take up the new assessment option that aims to minimise the level of end of year adjustments.

R4. Families should be provided with the opportunity to elect for the new assessment option at the beginning of each year when they provide an income estimate and any time they advise of a variation to their income estimate.

In our comments we advised that customers were being encouraged to make appropriate choices under the More Choice for Families initiative whenever they contacted the FAO, and that a comprehensive communication campaign was also being implemented.

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Since the Minister for Family and Community Services announced the measures under More Choice for Families on 17 September 2002, the following forms of targeted communication have been used to communicate the measures:

- Media Release from Minister (17 September 2002)
- Various media appearances by the Minister
- *Tax agents newsletter* (ongoing since October 2002)
- *Your health matters*—HIC consumer magazine (ongoing since October 2002)
- Call Centre and FAO Partner Agency contact with customers (ongoing since November 2002)
- *Child care news* (January 2003)
- CCB calendar (January 2003)
- *Community update* (January 2003)
- Review of FAO products to include information regarding More Choice for Families (ongoing since February 2003)
- Internet—FAO and Centrelink websites (since February 2003)
- *More Choices for Families*—fact sheet outlining the initiative (March 2003)
- *Rural news* (March 2003)
- Parents, Babies & Children's Expo (March 2003)
- *Family Tax Benefit Part A and Part B income tests*—fact sheet explaining how the income test affects benefits (May 2003)
- *Reduce the risk of being overpaid*—fact sheet about the payment choices available to customers (July 2003), and referring customers to *Estimating your income for Family Tax Benefit and Child Care Benefit* (May 2003).

Customers were also directly advised by mail of their options under More Choice for Families, in the *More Choice for Families* newsletter sent to all FTB customers in March 2003, and as part of a next financial year estimates information package mailed to customers from 16 June 2003.

Centrelink advised the Community Affairs Legislative Committee at the June 2003 Budget Estimates hearing that as at 23 May 2003, approximately 75,100 FTB customers had elected one of the new payment options under the More Choice for Families initiative. Around 44,500 had taken up the continuous income adjustment option (where the customer's ongoing rate is adjusted for any potential overpayment) and around 27,000 had chosen a deferral option (receiving part of their entitlement during the year and any further entitlement as a lump sum after the end of the tax year when income is known).

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The following table provides a breakdown of the choices taken up.

CHOICE GROUP	NUMBER OF CUSTOMERS	PERCENTAGE
Adjustment only	44,539	59.28%
Adjustment & Child Deferral	67	0.09%
Child Deferral only	2,628	3.50%
Deferral & Child Deferral	394	0.52%
Deferral only	27,501	36.61%
TOTAL	75,129	100.00%

Note: Some may have combined choices, ie Adjustment and Deferral option.

In deferral choices on their own, 32 per cent have deferred all of their FTB Part A; 14 per cent have deferred the amount above the base rate of FTB Part A; 23 per cent have deferred FTB Part B; 9 per cent have deferred the child component for the child earning income (Child Deferral); and 22 per cent have taken a combination of deferment choices.

R8. FAO information for parents should avoid using the term “shared care”. If it is considered necessary to label care arrangements, the FAO should use the term “contact”, to describe situations where a parent has less than 40 per cent care of a child.

Our formal response advised that customer research had supported the use of the term “shared care” in the context of the new Tax Reform arrangements.

The use of the term “shared care” in 2003–04 FAO claim forms and information products is accompanied by a clear explanation of what is meant. For example, in the claim form *Details of your child’s care arrangements* the following explanation about shared care is provided: “If your children spend time, for example weekends or school holidays, with someone other than your current partner (such as their other parent, if you are separated), you will be paid a percentage of Family Tax Benefit based on the actual time a child is in your care.” An example of how the percentage is calculated then follows.

“Shared care” is intentionally a broad term that recognises that parents with the lesser percentage of care could also be active carers of their child and regard themselves as sharing the care of their child. To administer FTB shared care payments, it is not necessary to assign different terms to particular percentages of care.

We will continue to test the use of the term, and Centrelink will include “shared care” terminology research questions in the next appropriate forum.

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R9. All guidelines for verification of care arrangements should be incorporated into one section of the Family Assistance Guide to ensure consistency and Centrelink officers should be made aware of the requirements, and ensure that both parents have the opportunity to provide verification of care, before determining entitlements to claim family assistance.

We previously advised that there is some scope to further examine ways that shared care topics in the Family Assistance Guide could be more easily identifiable and understood and more effectively linked to and from related topics.

The following changes have now been made to shared care topics in the Guide and released to FAO partner agencies (and customers through the Internet) on 7 July 2003.

Shared care and change of care topics have been renamed to better group them together for clearer identification. All guidelines for verification of care arrangements continue to be set out within the one topic, now renamed "Shared Care Verification of Care Arrangements".

While the topic "Shared Care Verification of Care Arrangements" highlights the need to verify care arrangements with both carers in the first sentence, this has been reiterated under the disputed care arrangements sub-section of the topic. The need to verify with both carers has also been reinforced in the renamed topic, "Change of Care & Disputed Care Arrangements". Links from shared care-related topics to verification of care arrangements were also reviewed.

In addition to viewing shared care information in the Family Assistance Guide through the Table of Contents, the Keyword Index can be used to bring up a broader scope of related topics under the shared care subject. A number of topic references have now been added to a variety of specific keywords under the general keywords "care", "FTB", "foster care" and "shared care".

R18. Direct links to the FAO website and the online income estimate form should be easily identifiable and accessible from the Centrelink website.

We previously commented on the logic behind the ordering of information on the Centrelink website. Negotiations are continuing between FaCS and Centrelink to review the visibility of links from Centrelink's website to the FAO's, and to the online services facility.

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The FAO website is being redeveloped and deployment of the new site is scheduled for release in August 2003. Features of the redeveloped site will include the ability for families to easily access secure online services that will enable them to:

- update income estimates
- view their payment history
- estimate their possible entitlement(s)
- contact the FAO

Since April 2003, the online services facility (hosted by Centrelink and accessible from both the FAO and Centrelink sites) has also been upgraded to enable families to view their current income estimate, and to show the effect of their new income estimate on their entitlement so that potential overpayments can be quickly addressed.

Negotiations to further improve, upgrade and develop the online services facility are a part of ongoing business between FaCS and Centrelink.

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PROGRESS REPORT, OCTOBER 2003

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PROGRESS REPORT FROM FaCS, OCTOBER 2003

Own Motion Investigation into Family Assistance administration and impacts on Family Assistance Office customers

R2. Centrelink should adopt a program of requesting revised estimates from families on a quarterly basis, particularly where there is an indication (for example because of the type of income) that the level of income being received may vary during the year. Families might also be provided with an opportunity to elect to have such regular reviews, when providing their initial income estimate each year.

In our previous progress report we advised that from 16 June 2003, a new financial year estimates package was mailed to customers. As at 31 August 2003 approximately 41 per cent of the 1.26 million customers contacted actually responded by updating their income estimates for 2002-03.

Since June 2003, Centrelink has had the capability to identify and target 'at risk' families through the use of service profiling technology developed as part of the More Choice for Families measures. The information produced enables staff to tailor their discussions with a customer about reasonable estimates of family income, and the payment choices most appropriate to the family. Centrelink staff have been holding these discussions with customers on a daily basis.

R3. Centrelink should encourage families to take up the new assessment option that aims to minimise the level of end of year adjustments.

R4. Families should be provided with the opportunity to elect for the new assessment option at the beginning of each year when they provide an income estimate and any time they advise of a variation to their income estimate.

In our June 2003 progress report we advised that customers were continuing to be encouraged to make appropriate choices under the More Choice for Families initiative whenever they contacted the Family Assistance Office (FAO). In addition to this regular personal contact with customers, since June 2003, the FAO has implemented the following targeted communication about More Choice for Families: outreach stand at *Parent, Children & Baby Expo* displaying FAO publications and fact sheets (Perth 8-10 August and Melbourne 17-19 October); and Child Care Handbook (September 2003).

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R8. FAO information for parents should avoid using the term "shared care". If it is considered necessary to label care arrangements, the FAO should use the term "contact", to describe situations where a parent has less than 40 per cent care of a child.

In our previous progress report we advised that while the term "shared care" had been supported by customers, we would continue to test the use of the term. "Shared care" customers are a target audience in a survey currently being conducted by the FAO about service delivery options. This provides an opportunity to further test familiarity with the term.

R9. All guidelines for verification of care arrangements should be incorporated into one section of the Family Assistance Guide to ensure consistency and Centrelink officers should be made aware of the requirements, and ensure that both parents have the opportunity to provide verification of care, before determining entitlements to claim family assistance.

In our previous progress report we provided details as to how this recommendation has now been implemented.

R16. Consideration should be given to extending the general deadline for the lodgement of claims for family assistance and for tax return lodgement if the person has obtained an extension of time for lodgement from the Australian Taxation Office.

R17. Where a person has been receiving family assistance by instalments, lodgement of a tax return after the general deadline should not preclude the person from receiving a top up to which they would otherwise be entitled.

The Government has put forward legislation that is currently before the Parliament that, if passed, will extend the time limit in which a customer can lodge a tax return for the purposes of claiming FTB. Under existing legislation, tax returns must be lodged before the end of the tax year after the tax year for which FTB is being claimed. For example, customers are required to lodge a tax return by 30 June 2003 in order to be paid any FTB top up or lump sum for 2001-02.

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The extension would allow tax returns to be lodged up to two years after the end of the relevant tax year. This will give those customers who would have been eligible for an FTB top up or lump sum payment in the 2001–02 tax year until 30 June 2004 to lodge their tax return, and if eligible, receive their top up or lump sum payment.

If the *Family Assistance Legislation Amendment (Extension of Time Limits) Bill 2003* is passed, the new legislation will capture customers who lodged their tax return for 2001–02 after the previous deadline of 30 June 2003.

R18. Direct links to the FAO website and the online income estimate form should be easily identifiable and accessible from the Centrelink website.

We provided details in our June 2003 progress report of how the online services facility, accessible from both the FAO and Centrelink websites, had been upgraded. Negotiations are continuing between FaCS and Centrelink to further upgrade the online services facility, and to review the visibility of links from Centrelink's website to the FAO's, and to the online services facility.

We also highlighted some of the features of the FAO website redevelopment. Deployment of the new site, originally scheduled for release in August 2003, has been delayed. Accessibility testing (undertaken by Vision Australia) and useability testing have identified ways that further enhancements to the site could be made before it is deployed. These recommendations are currently being implemented and deployment is now scheduled for January 2004.

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Output Group: 1.1

Question No: 228

Topic: Accountancy treatment of top-ups and debts

Hansard Page: CA38/Written question on notice

Senator Bishop asked:

Provide an explanation, of the accounting treatment for estimate purposes for family tax benefit.

Answer:

Introduction

Financial estimates and actuals are reported on an accrual basis in the Department's Portfolio Budget Statements, Portfolio Additional Estimates Statements and Annual Report.

In general terms, expenses are calculated using the following accounting methodology:

Cash outlays	Amount of cash paid to customers during the reporting period.
Plus Payables	These are amounts owed by the Australian Government to customers who are entitled to a payment but who have not received it as at the reporting date.
Minus Receivables	These are amounts that are owed by customers to the Government for overpayments that they have received.
Plus provision for doubtful debts	Not all overpayments are recovered. An estimate of the level of non-collection is made for inclusion in the expense figure.
Equals ESTIMATE or ACTUAL AMOUNT REPORTED	This is the amount that is reported.

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Estimates construction for FTB

Item	Inclusions	Comments
Cash outlays	<ul style="list-style-type: none"> • Fortnightly payments • Lump Sums • Top Ups 	Cash outlays are estimated by multiplying customer numbers by average rate of payment. Lump sums and top ups are treated the same as any other cash payment regardless of which financial year they relate to.
Plus Payables		Payables are calculated monthly as well as at the end of each financial year. It is an estimate of amounts owed to customers and not yet paid and is based on the number of calendar days between the last payday and the last day of the month.
Minus Receivables	<ul style="list-style-type: none"> • Debt raised in prior accounting periods. • New debt raised in current period. • Recoveries through withholdings • Recoveries through cash receipts 	Receivables are applied after netting off the effects of recoveries. That is, only the net <u>change</u> in receivables affects the expense estimate. Recoveries are treated as cash receipts to the Government and reduce the level of debt outstanding. They do not impact directly on the level of expenses.
Plus provision for doubtful debts	<ul style="list-style-type: none"> • All debt recorded as at the reporting date. 	A general provision for doubtful debts is calculated using 5% of debt raised in the last 24 months and 95% of debt raised more than 24 months ago.
Equals EXPENSE ESTIMATE		