

QoN No.	Agency/ Outcome	Senator	Broad topic	QUESTION	Hansard/ Ref	Date Answer received
1	Australian Hearing	Siewert	Provision of services	<p>Ms Clapin: With our budgeting we look at each of our client groups. We have client pathways. For each client pathway it involves a different amount of time. We use our client numbers and the amount of time for an average client pathway for that group. We also have to factor in if they are getting devices. There is no one particular dollar figure per client.</p> <p>Senator SIEWERT: There are the client pathways. You would have a chart of potential client pathways?</p> <p>Ms Clapin: Yes, we do have our client pathways documented.</p> <p>Senator SIEWERT: Could you provide that? Is that possible?</p> <p>Ms Clapin: Yes.</p> <p>Senator SIEWERT: Where would I find it? Can I find it somewhere easily?</p> <p>Ms Clapin: We could provide those pathways to you.</p>	57-58	
2	DHS	Fifield	National Multicultural Advisory Group	<p>a) Senator FIFIELD: Are the terms of reference for the group available?</p> <p>Mr Tidswell: Yes, they would be.</p> <p>Senator FIFIELD: Would you be able to provide those to the committee?</p> <p>Mr Tidswell: We will take that on notice.</p> <p>Senator FIFIELD: Thank you. And also a list of members of the group.</p> <p>b) Senator FIFIELD: In the advice from last estimates, the estimated total average operating costs, excluding staff, per meeting was \$30,000. What does that \$30,000 cover? Is that airfares and accommodation and booking the meeting space for the annual meeting?</p> <p>Ms Ramsey: That is right. We pay the costs of the people who attend, and that includes meals over lunchtime at cetera and any accommodation costs if they are away from home overnight.</p> <p>Senator FIFIELD: Does it cover anything else other than accommodation, transport and meals?</p> <p>Ms Ramsey: I am unaware that it does, but I would like to take that on notice and confirm the accuracy of my response.</p> <p>Senator FIFIELD: Thank you.</p>	59-60	
3	DHS	Fifield	Consumer Consultative Group	<p>a) Mr Sandison: Basically, it is a mixed group of people who are advising the department about service delivery. They come from a range of stakeholder organisations. They meet three to four times a year and their primary focus is to talk about the delivery of the services the department undertakes and to provide advice to us about the nature of the services and feedback, either directly from their organisations or from some of their members. Examples of the organisations involved include the Australian Council of Social Service, the Australian Federation of Disability Organisations and the Welfare Rights Network. We can table a list of the membership, if you like.</p> <p>Senator FIFIELD: If you could, that would be great, and also the terms of reference for the group.</p>	61	
4	DHS	Fifield	LGBTI Working Group	<p>a) Senator FIFIELD: Is that likely to be the average cost for each meeting?</p> <p>Ms Rule: That would be at the upper level. I would expect that the next one will be a lower cost than that. We are going to hold the next one here in Canberra, which means that there are fewer travel costs attached to that meeting. But the first one we held in our departmental offices in Sydney, so the travel costs were a fraction higher than they might ordinarily be.</p> <p>Senator FIFIELD: Again, that is travel costs, accommodation and airfares. If you could take on notice what the breakdown of that is.</p>	63	
5	DHS	Fifield	Local Advisory Groups	<p>a) Senator FIFIELD: Are there terms of reference for those groups?</p> <p>Mr Sandison: We do have terms of reference.</p> <p>Senator FIFIELD: Could those be tabled?</p> <p>Mr Sandison: Yes.</p>	63	
6	DHS	Siewert	Local Solutions Fund	<p>Senator SIEWERT: Each of the 10 regions has now set up advisory groups; is that correct?</p> <p>Mr Sandison: Correct.</p> <p>Senator SIEWERT: They were initiated by the host organisations in each of those regions?</p> <p>Mr Sandison: And with the work of our Government Action Leader and the Community Action Leaders that are now in place as well. But through the host organisation, which is the lead.</p> <p>Senator SIEWERT: I do not think I have in this documentation you have given me the organisations that are represented on those advisory groups.</p> <p>Mr Sandison: We have taken that on notice, but we will provide the membership of the 10 local advisory groups.</p>	79-80	
7	DHS	Siewert	Income Management - vulnerability	<p>a) Senator SIEWERT: What percentage of people that have been referred in the Northern Territory for assessment for vulnerability have been determined to be vulnerable by your agency?</p> <p>Mr Tidswell: I would have to take that on notice. We might have a look at that and come back to you during the evening.</p> <p>Senator SIEWERT: If you could come back to me during the evening, it would be appreciated.</p> <p>Mr Tidswell: We will have to sit down and look at, as you know, all our bits and pieces of information and see.</p> <p>b) Senator SIEWERT: Thank you. When we are talking about external organisations and agencies that could refer against the four current indicators, which agencies are we talking about and which agencies have you already provided training and/or support to to be able to make referrals?</p> <p>...</p> <p>Senator SIEWERT: Thank you. You have provided me with a list of agencies that you have been talking to as part of the meeting process in each of these regions. Are you able to provide me with a list of the agencies that you have been talking to and each of the regions in terms of actual referral agencies?</p> <p>Ms Ramsey: Yes, we can do that on notice, Senator.</p> <p>Senator SIEWERT: Please take it on notice.</p>	82	13/07/2012
8	DHS	Siewert	Tip-off line	<p>a) Senator SIEWERT: I was trying to work out, for the cost of the process, what the return is. You were not able to provide that information. I am asking it again.</p> <p>Ms Campbell: Sometimes it is about confidence in the system, that we do have a facility for people to let us know. So there are values other than in dollar values as well—the confidence of the system, the integrity of the system. You are looking for how many dollars it costs to run that tip-off line—not the actual investigations that come from it, but just being able to receive calls?</p>	88	

9	DHS	Siewert	Portability of income support payments	<p>a) Senator SIEWERT: I have a specific question which would normally come under Centrelink, but I will ask it and you can answer it where you think it is appropriate. I was discussing yesterday with FairCSIA the issue around portability and the new requirements. I am not going to talk to you about the policy. What came up during those discussions was people needing to notify you when they go overseas when they are receiving allowances. Can you tell me what your notification rate is now? I am specifically thinking about FTBA payments et cetera rather than allowance payments.</p> <p>Ms Campbell: It is unlikely we are going to have that information in detail for you tonight, Senator. I am looking around and they are saying no. We can take that on notice and get that for you.</p>	90	
10	DHS	Scullion	Staff leave	<p>Senator SCULLION: Do you have bereavement leave under the EBA?</p> <p>Ms Curtis: Yes, we do.</p> <p>Senator SCULLION: So what is the notional number of days allowed annually for bereavement leave?</p> <p>Ms Curtis: I will have to refer to the enterprise agreement, which might take me a moment.</p> <p>Senator SCULLION: Okay.</p> <p>Senator SCULLION: Okay.</p> <p>Ms Curtis: There are two days of bereavement leave and there is additional bereavement leave of up to one day, which is a total of three days. However, there is also cultural and ceremonial leave, including leave for NAIDOC, Coming of the Light and particular cultural ceremonies related to Aboriginal and Torres Strait Islanders. There are two days per calendar year for ceremonial leave. In relation to cultural and ceremonial leave for Aboriginal and Torres Strait Islanders, there are 10 days over two years. There is also some religious leave as well provided around culture. So it is not just for Indigenous Aboriginal and Torres Strait Islander employees. It does take into account that there are other cultural requirements of our employees.</p> <p>Senator SCULLION: Would you be able, subject to the normal sensitivity of privacy, to provide me on notice with the number of employees that required those number of days?</p> <p>Ms Curtis: Yes, we will do that.</p>	93-94	
11	DHS	Fifield	Investigations by other agencies	<p>Senator FIFIELD: Are there currently any investigations by any other Commonwealth agencies into activities of Centrelink, whether it be the Public Service Commissioner or the Auditor-General or another Commonwealth agency?</p> <p>Ms Campbell: We will see whether we can get someone with a consolidated listing. It is probably easier to answer it for the entire department, because that is how we consider it—whether our ANAO reports or our Ombudsman investigations.</p> <p>....</p> <p>Senator Kim Carr: All right. We will provide that on notice, then. Is that all right?</p> <p>Senator FIFIELD: Yes, that is fine—for the Auditor-General, Ombudsman and Public Service Commissioner. I am less interested in legal action that Centrelink is involved in, but if there is a convenient way for you to summarise the number of cases—and I appreciate that is a routine part of business for Centrelink—that would be good.</p>	94-95	
12	DHS	Fifield	Staffing	<p>a) Senator FIFIELD: Thank you. What was the staff turnover in 2011-12?</p> <p>Ms Bennett: I am just waiting for the officer to come forward. The department's attrition rate—</p> <p>.....</p> <p>Ms Bennett: The separation rate from 1 April 2011 to 31 March 2012 was 2,760 staff—that is, 7.7 per cent of our workforce.</p> <p>Senator FIFIELD: Sorry, that was up until when?</p> <p>Ms Bennett: 31 March this year.</p> <p>Ms Campbell: So it was a 12-month period.</p> <p>Ms Bennett: A 12-month period.</p> <p>Senator FIFIELD: Okay. And for the preceding 12-month period?</p> <p>Ms Bennett: I am sorry, I do not have that information. I will have to take that on notice.</p>	95-96	
13	DHS	Fifield	Tip-off line	<p>Senator FIFIELD: Of those 850 that have been investigated—I appreciate that not all of those would have proven to have had any wrongdoing—how many have led to payments being cancelled or money being repaid?</p> <p>Mr Withnell: The figures I have do not link to the number of investigations; they link more broadly. I can tell you that 112 of those investigations have been referred to the DPP.</p> <p>Senator FIFIELD: Of those 112, how many have reached a conclusion?</p> <p>Mr Withnell: I do not have that figure. I would have to get it from the DPP.</p> <p>Senator FIFIELD: Do they report back? Do they have reports?</p> <p>Mr Withnell: They do report back—unfortunately, some can take up to 12 months through the court process.</p>	98	
14	DHS	Fifield	Cocos Islands	<p>a) Senator FIFIELD: Do you have data on overpayments over the last financial year for the Cocos Islands?</p> <p>Mr Jongen: No.</p> <p>Senator FIFIELD: Is that something that can be taken on notice?</p> <p>Ms Campbell: We can take it on notice, and what we can provide will depend on the granularity.</p> <p>Senator FIFIELD: Also with a smaller population and the more granular information, the higher the likelihood of privacy issues coming into play. I appreciate that. To the extent that you can do that for 2010-11 and 2011-12, I thank you.</p>	98-99	
15	DHS	Fifield	Staff - Public Service Medal	<p>Senator FIFIELD: Given the minister mentioned a Public Service Medal holder, do you know, Miss Campbell, how many how many Public Service Medal recipients there are in the Department of Human Services?</p> <p>Ms Campbell: I have not done an audit of it but if I look amongst my senior executive service I think there are four or five.</p> <p>Senator FIFIELD: As the minister pointed out, there are people at all levels and organisations—</p> <p>Ms Campbell: And we have junior staff—</p> <p>Senator FIFIELD: If you could take it on notice—</p> <p>Ms Campbell: Yes, we can do that.</p>	101	
16	DHS	Siewert	Use of online applications - impact on staffing	<p>Senator SIEWERT: In terms of saving staff resources, has it led to—</p> <p>Ms Campbell: We have been able to reallocate some of the resourcing. A number of these initiatives have been instituted so that we can reallocate resources to things such as case coordination, giving more intensive support, and to Local Connections to Work. This was part of the reform package that was agreed by government last year about getting those citizens that were able and well placed to interact with us online in that space and then free up some of that resource for reinvestment into the IT systems as well as into those customers who are more vulnerable.</p> <p>Senator SIEWERT: What quantum of resources are we talking about?</p> <p>Ms Campbell: I will just see whether Ms Golightly has the service delivery reform quantum.</p> <p>Ms Golightly: Yes, I can have a look at the breakdown because the service delivery reforms had a number of measures, one of which was the online applications. I can probably see if I can get a breakdown for you.</p>	103-104	12/07/2012

17	DHS	Siewert	Wait times for Centrelink services	<p>Senator SIEWERT: Thank you. That is the average time. What would be the maximum time?</p> <p>Mr Tidswell: I will search that for you.</p> <p>....</p> <p>Mr Tidswell: Senator. I do not appear to have that figure with me. I am trying to chase-up somebody who might have on them that figure on the maximum wait time for Centrelink services. If we cannot get that tonight we will take it on notice.</p>	104	6/07/2012
18	DHS	Siewert	Department of Human Services kiosks	<p>Mr Sterrenberg: Currently we have 1,500 kiosks spread across the network and we have a project at the moment to roll out another 150. I think it is going to be further expanded later on this year.</p> <p>Senator SIEWERT: Another 150.</p> <p>Mr Sterrenberg: Yes. That is in the next couple of months and then there is a second roll out after that.</p> <p>Senator SIEWERT: So that you do not have to do it now, could you provide a notice where they are and where the new ones are being rolled out?</p>	105	
19	DHS	Fifield	Non-citizens receiving payments	<p>a) Senator FIFIELD: As I said before, I will put forward those cameos, about the different residency requirements for different payments that we were talking about before. This may be another way of approaching the issue: it is whether the department records information that way about the number of noncitizens who are paid family tax benefit part A. Is that information that would be readily to hand or would you need to take it on notice?</p> <p>Mr Sandison: We will take that with those other questions. We can investigate that, yes.</p>	106	
20	DHS	Siewert	Voluntary Income Management	<p>a) Senator SIEWERT: The department very helpfully gave us, without my even having to ask for it, a very handy list of who is on income management. I am wondering if it is possible to find out the length of time in which people are coming on and off voluntary income management.</p> <p>....</p> <p>Senator SIEWERT: What I am interested in is the turnover, now that the process has changed for voluntary income management. I have the figures on how many people are actually on it now. What I am interested in is the people coming on and off, now that we have had a period of time since the new process—now that you have to stay on there for a certain period of time.</p> <p>Mr Tidswell: We have some information here for you—the average time on income management between 9 August 2010 and 31 December 2011.</p> <p>....</p> <p>Senator SIEWERT: Thank you. The period for those on voluntary income management will cover the time during which the requirement to stay on for three months was brought in, won't it?</p> <p>Mr Tidswell: I am not quite sure. I will have to check on that. We might have to take that on notice.</p>	106-107	13/07/2012
21	DHS	Siewert	Income Management - access to balances	<p>Senator SIEWERT: How many complaints did you receive in the last period about phone access to Centrelink and people's accounts from the Northern Territory in particular? I am trying to see whether the issues that we had in terms of phone access to people's accounts have been resolved.</p> <p>Mr Tidswell: While Roxanne is searching to see if we have an item that breaks that down, as you know we put a lot of effort into this. My intel tells me that we are pretty well on top of access and providing good support 24 by seven so people get access to their moneys and the ability to transact their business wherever they might be.</p> <p>Ms Ramsey: To clarify, are you talking about complaints that would come via the phone lines?</p> <p>Senator SIEWERT: There is obviously the whole appeals process. There were a lot of complaints from people who could not properly access their account details. I acknowledge that you did put a lot of effort into trying to resolve that. What I am trying to find out is whether that has been resolved.</p> <p>Ms Ramsey: We would need to go back in and look at our complaint data. We do not have any data with us at the moment and I am not sure that we can go down to that sort of granularity to provide that. But I will take it on notice and look at whether we can give you some more detailed.</p> <p>a) Senator McKENZIE: The first issue I would like to address is the cessation of the cash payment by Medicare. How many payments for Medicare benefits are currently made by cash at the service centres—the actual number, not a percentage of total payment?</p> <p>Ms Campbell: We do have percentages; we do not have exact numbers.</p> <p>Senator McKENZIE: Can we have the percentage and then can we get the actual on notice.</p> <p>Mr Tidswell: The number of cash payments being made is 1.3 per cent.</p> <p>Senator McKENZIE: Of the total?</p> <p>Mr Tidswell: Of the total. But I do not have a total figure for you.</p> <p>Senator McKENZIE: But if you have the percentage you will have originally had—</p> <p>Mr Tidswell: Yes. We can get back to you on that.</p> <p>Senator McKENZIE: You will be able to grab that on notice. Thank you.</p>	107	13/07/2012
22	DHS	McKenzie	Removal of cash from Services Centres providing Medicare services	<p>a) Senator McKENZIE: The first issue I would like to address is the cessation of the cash payment by Medicare. How many payments for Medicare benefits are currently made by cash at the service centres—the actual number, not a percentage of total payment?</p> <p>Ms Campbell: We do have percentages; we do not have exact numbers.</p> <p>Senator McKENZIE: Can we have the percentage and then can we get the actual on notice.</p> <p>Mr Tidswell: The number of cash payments being made is 1.3 per cent.</p> <p>Senator McKENZIE: Of the total?</p> <p>Mr Tidswell: Of the total. But I do not have a total figure for you.</p> <p>Senator McKENZIE: But if you have the percentage you will have originally had—</p> <p>Mr Tidswell: Yes. We can get back to you on that.</p> <p>Senator McKENZIE: You will be able to grab that on notice. Thank you.</p>	112	12/07/2012
23	DHS	McKenzie	Services Centres	<p>a) Senator McKENZIE: I look forward to that. On notice, how many service centres are there currently across Australia and in each jurisdiction?</p> <p>Mr Tidswell: There are 550 service centres across Australia and we will provide the breakdown by state and territory.</p>	114	
24	DHS	Di Natale	Chronic Disease Dental Scheme	<p>a) Senator DI NATALE: Do we have a sense of what proportion of patients has returned for continuing care after the initial course of treatment?</p> <p>Mr Rimmer: We do not have that information.</p> <p>Senator DI NATALE: In other words, the proportion of people who have had only one course of treatment versus those who have returned for continuing care?</p> <p>Mr Rimmer: We do not have that information with us. We will see what we can provide on notice.</p>	116	
25	DHS	Edwards	General Practitioners Rural Incentive Program	<p>Senator EDWARDS: Just before I move on, could you give me an idea, on notice, of how much of the money has been recovered to date, how much is likely to be outstanding and for how long.</p> <p>Ms Gollightly: Yes, we can do that.</p>	120	4/07/2012

26	DHS	Fierravanti-Wells	IT outages	<p>Senator FIERRAVANTI-WELLS: I just wanted to ask some questions about computer outages. Ms Campbell: We did answer some of these questions earlier.</p> <p>Senator FIERRAVANTI-WELLS: You did? This covers the period of April this year when they were off air for almost 44 hours.</p> <p>Ms Campbell: Which computer systems were you thinking of?</p> <p>Senator FIERRAVANTI-WELLS: I have had some information provided to me by software vendors. They have been advised in relation to various amounts of down time for your computer systems. Let us look at some of those outage times. For example, for 26 April it was seven hours, then on 23 April and 19 April. These are the notification dates for various periods of time: 19 April, 17 April, 13 April, 12 April, 4 April, 30 March, 29 March, 26 March and 25 March. These times come up to about 43% hours.</p> <p>Ms Campbell: Is there any detail on what computer system they are talking about?</p> <p>Senator FIERRAVANTI-WELLS: For example, it says, '26 April, time notified 4:49 pm; outage time 11 pm, 28 April, to 6 am 29 April, for seven hours. System maintenance Medicare online and Eclipse production'.</p> <p>Mr Stierenberg: We can take that on notice. That does not align with our records but we will take it on notice and come back to you with that information.</p>	120	
27	DHS	Bushby	Small Business Superannuation Clearing House	<p>a) How many employers have registered to send super contributions through the clearing house?</p> <p>b) What is the volume of funds which has been transmitted through the clearing house?</p> <p>c) What has the cost of the clearing house been:</p> <p>i) This financial year?</p> <p>ii) Last financial year?</p> <p>iii) Is funding provided for the ongoing operation of the clearing house in Medicare's future budgets?</p>	Written	4/07/2012
28	DHS	Moore	Case Coordination and Local Connections to Work	<p>On the 10 May 2011, Minister for Human Services at the time put out a media release announcing a new initiative called Case Coordination and the expansion of Local Connections to Work.</p> <p>a) The media release stated that case coordination would be rolled out progressively to 44 locations over the forward estimates. In how many sites has case coordination been rolled out to, to date?</p> <p>b) What types of assistance do people received under Case Coordination?</p> <p>c) How many people have been assisted?</p> <p>d) How many people have been assisted by case coordination by location and by types of assistance?</p> <p>e) Has the number of job seekers assisted continued to increase since May 2011?</p> <p>f) Is there anything the Department has learned from the program about the type of assistance that is effective in helping long term unemployed people back into the workforce?</p> <p>g) How many job seekers were assisted through Local Connections to Work by location?</p>	Written	
29	DHS	Moore	Jobs and Skills Expos	The Government has been holding regular Jobs and Skills Expos. How many people to date have been placed into work by these jobs and skills expos?	Written	
30	DHS	Boyce	Computer Outages	<p>a) I am in receipt of documents that say the Medicare system was out of action due to maintenance, breakdown or upgrades for 43 hours and 27 minutes already this year. In regard to customers and vendors is that satisfactory in your view?</p> <p>b) What are the consequences for the public of this system unavailability?</p> <p>c) Why would system maintenance occur on a Friday or Saturday night which may be considered by some to be periods of intense calls on our health systems?</p> <p>d) What is the problem?</p> <p>e) How do you propose to fix it?</p> <p>f) How long would that take and how many more hours would the system be out of service?</p> <p>g) How much will it cost to rectify?</p>	Written	
31	DHS	McKenzie	Impact of Carbon Price on Departmental Running Costs	<p>a) Has the department modelled the impact of the carbon tax on their running costs?</p> <p>b) If so, what was the outcome?</p> <p>c) If not, why, not?</p> <p>d) How much electricity does the department use?</p>	Written	13/07/2012
32	DHS	Fifield	Centrelink - Staff Misconduct	<p>a) How many recorded instances of privacy breaches have there been by Centrelink staff in 2011-2012?</p> <p>b) What is the detail of these breaches?</p> <p>c) How many staff have been formally disciplined as a result of these breaches?</p> <p>d) Have any staff been sacked as a result of these breaches?</p>	Written	
33	DHS	Fifield	Centrelink - Appeals of Decisions	<p>a) How many Centrelink decisions were appealed in 2010-2011?</p> <p>b) How many Centrelink decisions were appealed in 2011-2012?</p> <p>c) How many of these appeals were upheld?</p>	Written	
34	DHS	Fifield	Centrelink - Complaints Investigated by Ombudsman	Is Centrelink able to provide any information regarding the numbers of complaints about Centrelink that were investigated by the Commonwealth Ombudsman in 2010-2011 and 2011-2012?	Written	
35	DHS	Fifield	Centrelink - Complaints Against Staff	<p>a) How many complaints were lodged against Centrelink staff in 2010-2011?</p> <p>b) How many complaints were lodged against Centrelink staff in 2011-2012? How many of these complaints were upheld and what was the action taken against the staff member in question?</p> <p>c) How many Centrelink staff have been formally disciplined between 2010 and 2012 as a result of complaints relating to customer service?</p>	Written	6/07/2012
36	DHS	Fifield	Centrelink - Payment Disruptions	<p>a) Has there been any disruptions to the deposit of Centrelink client payments in the last 12 months?</p> <p>b) If yes, please outline the cause of the disruption?</p> <p>c) If yes, please outline the duration of the disruption?</p> <p>d) If yes, how many clients have been affected by the disruption?</p> <p>e) If yes, please outline the nature of any action being taken by Centrelink to limit further disruptions?</p>	Written	13/07/2012

37	DHS	Fifield	Family Tax Benefit Part A – Residency Requirements	<p>a) Are there any cases where a person on a temporary visa has claimed the Family Tax Benefit and then returned to their native country with an outstanding Centrelink debt? If so:</p> <p>b) How often does this scenario typically occur? What percentage of Centrelink fraud cases are made up of migrants who incorrectly claim these payments?</p> <p>c) Can you provide an estimate of how much this kind of Centrelink fraud costs the department each year?</p> <p>d) In these cases, what steps does Centrelink take to recoup the money? Particularly if the person has returned to a country with which we do not have a social security or extradition treaty?</p> <p>e) Has the Department flagged this issue with the Minister's Office?</p> <p>f) Has the Minister's Office asked the Department to undertake any work on enacting measures to close this loophole?</p> <p>g) Has the department received any tip-offs in the last twelve months alleging that a person on a temporary visa has claimed the Family Tax Benefit and then returned to their native country with an outstanding Centrelink Debt? If so have these tip-offs been investigated?</p> <p>h) How many Indigenous people and irregular boat arrivals have been prosecuted for [this type of] fraud in 2010-2011 and 2011-2012?</p>	Written	
38	DHS	Fifield	Child Support Agency – Complaints against staff	<p>a) How many complaints were lodged against CSA staff in 2010-2011?</p> <p>b) How many complaints were lodged against CSA staff in 2011-2012?</p> <p>c) How many complaints against CSA staff in 2011-2012 were upheld and what was the action against the staff member in question?</p> <p>d) How many CSA staff have been formally disciplined between 2010 and 2012 as a result of complaints relating to customer service?</p>	Written	6/07/2012
39	DHS	Fifield	Child Support Agency - Staffing	<p>a) What is the staff turnover rate for CSA in 2011-2012?</p> <p>b) What is the staff turnover rate for CSA in 2010-2011?</p> <p>c) How many of these staff quit?</p> <p>d) How many of these staff were made redundant?</p> <p>e) How quickly were staff being replaced?</p> <p>f) How many weeks or months on average does it take to fill positions?</p>	Written	6/07/2012
40	DHS	Fifield	Child Support Agency – Staff Privacy Breaches	<p>a) How many recorded instances of privacy breaches have there been by CSA staff in 2011-2012?</p> <p>b) What was the nature of these breaches?</p> <p>c) How many staff have been formally disciplined as a result of these breaches?</p> <p>d) How many staff have been sacked as a result of these breaches?</p>	Written	13/07/2012
41	DHS	Fifield	Child Support Agency – Appeals of Decisions	<p>a) How many CSA decisions were appealed in 2010-2011?</p> <p>b) How many CSA decisions were appealed in 2011-2012?</p> <p>c) How many of these appeals were upheld?</p>	Written	
42	DHS	Fifield	Child Support Agency – Investigations by the Ombudsman	Is the department able to provide information regarding the numbers of complaints about CSA that were investigated by the Commonwealth Ombudsman in 2010-2011 and 2011-2012?	Written	13/07/2012
43	DHS	Fifield	CRS Australia	<p>a) What assets are currently owned by CRS Australia and what is their total value?</p> <p>b) What liabilities is CRS Australia currently encumbered with and what is their total value?</p> <p>c) What is the most recent total revenue figure for CRS Australia?</p> <p>d) What is the most recent total expenses figure for CRS Australia?</p> <p>e) What is the most recent net profit (or net loss) figure for CRS Australia?</p> <p>f) How many executive staff does CRS Australia employ?</p> <p>g) How many total staff do CRS Australia employ?</p>	Written	
44	DHS	Fifield	DHS Fraud Prevention and Compliance	<p>a) Budget Paper 2 states that the Department of Human Services expand the range of data that is used to reduce inappropriate access to welfare payments. What sources of data are currently used within the Department of Human Services to reduce inappropriate access to welfare payments?</p> <p>b) What sources of data will be discontinued within the Department of Human Services as a result of the 2012-2013 Budget Measure?</p>	Written	
45	DHS	Fifield	FahCSIA Fraud Prevention and Compliance	<p>a) What sources of data are currently used within the Department of Families, Housing, Community Services and Indigenous Affairs to reduce inappropriate access to welfare payments?</p> <p>b) What sources of data will be discontinued within the Department of Families Housing Community Services and Indigenous Affairs as a result of the 2012-2013 Budget Measure?</p>	Written	Transferred to Families, Housing, Community Services and Indigenous Affairs (FahCSIA)
46	DHS	Fifield	DEEWR Fraud Prevention and Compliance	<p>a) What sources of data are currently used within the Department of Education Employment and Workplace Relations to reduce inappropriate access to welfare payments?</p> <p>b) What sources of data will be discontinued within the Department of Education Employment and Workplace Relations as a result of the 2012-2013 Budget Measure?</p>	Written	Transferred to Department of Education, Employment and Workplace Relations (DEEWR)
47	DHS	Fifield	Fraud Prevention and Compliance	<p>a) In relation to the expansion of the range of data sources, who made the recommendation and/or subsequent decision to implement the cuts to the program?</p> <p>b) Was it the Department? Which Department/s?</p> <p>c) Was it the Minister? Which Minister/s?</p> <p>d) How will the expansion of the range of data sources improve fraud detection?</p> <p>e) Are there any targets or benchmarks in relation to the expansion of the range of data sources in the reduction of fraud and the associated savings from not making fraudulent payments?</p>	Written	
48	DHS	Fifield	Research	<p>a) Has the DHS engaged in any contracts relating to market research-type activities?</p> <p>b) If so, what are the full details of each - including reports, and any video and audio recordings of focus groups?</p>	Written	
49	DHS	Fifield	DHS Staff Turnover	<p>a) What is the staff turnover rate for DHS in 2011-2012?</p> <p>b) What is the staff turnover rate for DHS in 2010-2011?</p>	Written	
50	DHS	Fifield	Legal Costs	<p>a) How much has been spent by DHS on external legal counsel in 2011-2012?</p> <p>b) What was the nature of the work?</p> <p>c) What was the purpose for which external counsel was sought?</p>	Written	
51	DHS	Fifield	Legal Proceedings	<p>a) Is the Department currently engaged in any legal proceedings?</p> <p>b) If so, what is the detail of the nature of these proceedings?</p>	Written	
52	DHS	Fifield	Advertising Costs	<p>a) How much has been spent by DHS on advertising/communications in 2011-2012?</p> <p>b) What is the breakdown of these costs per program?</p>	Written	
53	DHS	Siewert	Member of a Couple Appeals	For Attachment A, HSW 17, asked on 29 March 2012, instead of total of appeals, calculate the outcomes over the periods using ONLY Member of a Couple appeals.	Written	
54	DHS	Siewert	Social Security Fraud	<p>a) For the 2009-10, 2010-11 and 1 July 31 2011 to December 2011 provide a breakdown of people convicted of social security fraud by payment type.</p> <p>b) For the 2009-10, 2010-11 and 1 July 31 2011 to December 2011 provide a breakdown of people convicted of social security fraud by payment type and gender.</p> <p>c) For the 2009-10, 2010-11 and 1 July 31 2011 to December 2011 provide a breakdown of people convicted of social security fraud by state and territory and the amount for each jurisdiction.</p>	Written	Transferred to Director of Public Prosecutions (DPP)

55	DHS	Siewert	Income Support Payments – Advance Payments	a) For income support payments, for 2010-11, provide the number of 'advance payments' granted, by payment type. b) Provide details of the amount of advances paid to each payment type. c) Where more than one advance per year is allowed, how many on each payment use this option.	Written	
56	DHS	Siewert	Centrepay	a) How many people have registered for Centrepay on June 2007 and June 2012. b) How many Indigenous income support recipients used Centrepay at June 2007 and June 2012? c) At June 2012 provide the numbers on each payment type using Centrepay. d) What percentage of public housing tenants are voluntarily using Centrepay?	Written	13/07/2012
57	DHS	Siewert	Debt Recovery	At 31 December 2010, indicate the number and percentage of standard and non-standard withholding arrangements.	Written	
58	DHS	Siewert	Customer Aggression	For each month from 1 January 2010 to 1 June 2011 provide: • the use of duress alarms at Centrelink offices; • the number of customer aggression 'incidents'; and • the number of customers under 'alternative servicing arrangements'.	Written	
59	DHS	Siewert	Customer Telephone Waiting Times	a) For each of DHS's customer specific call lines for each month from 1 July 2011 to 31 May 2012 how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30 minutes; more than 1 hour, to talk to a Customer Service Adviser? b) For the Basics Card line for each month from 1 July 2011 to 31 May 2012 how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30 minutes; more than 1 hour, to talk to a Customer Service Adviser? c) For the National Participation Solutions Line for each month from 1 July 2011 to 31 May 2012 how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30 minutes; more than 1 hour, to talk to a Customer Service Adviser? d) Provide a breakdown of all data sets that DHS collects about telephone wait times?	Written	
60	DHS	Siewert	Social Work Services	a) How many social work appointments face-to-face and via Centrelink call, in the financial calendar periods 2009-10, 2010-11 and from 1 July 2011 to 31 March 2012? b) How many social workers have been employed at 1 July 2010, 1 July 2011 and March 2012? c) Provide a breakdown of the data collected via the Social Work Information System (SWIS).	Written	6/07/2012
61	DHS	Di Natale	Access and Equity	a) How does your Department ensure that the Government's Access and Equity Strategy is implemented in its entirety and in relation to all Departmental activities? b) How do you measure your success against Access and Equity goals? What evidence do you have that the Department is actively implementing the Government's Access & Equity policy? c) How does your Department acknowledge the multicultural character of the Australian society, in terms of the services and programs you provide? d) What changes will you implement over the next financial year to ensure your programs and services are more accessible to CALD communities? e) What is your Department doing to ensure it has a culturally competent workforce? f) Does DHS provide cultural sensitivity training to its staff? If yes, how often is this training available, what are the materials used for such training and what are the evaluation methods used by DHS to assess the effectiveness of that training?	Written	
62	DHS	McKenzie	DHS Staffing - Recruitment	a) How many ongoing full-time staff were recruited this financial year to date? What classification are these staff? b) How many ongoing part-time staff were recruited this financial year to date? What classification are these staff? c) How many non-ongoing positions exist or have been created this financial year to date? What classification are these positions? d) This financial year to date, how many employees have been employed on contract, what is the average length of their employment period and how many have been extended beyond their original contract period? e) What is the average time taken to recruit to a new or vacant position in your department/agency in the current financial year? f) How much has the department/agency spent on recruitment services in the financial year to date? Please supply cost of advertising positions and detail costs of any services from recruitment agencies.	Written	
63	DHS	McKenzie	DHS Staffing - Changes	a) Please provide details of what staffing changes have occurred in each department/agency from the 2012-13 Budget. b) Provide a list of additional and/or redundant positions, the classification and the program those positions are part of or have been taken from.	Written	
64	DHS	McKenzie	DHS Staffing - SES	a) Please list the SES positions you have in your department/agency in this financial year to date. b) Identify the different levels and how many are permanent positions.	Written	
65	DHS	McKenzie	DHS Staffing - Graduates	a) Will there be any training after the 2012 calendar year for 2012 Graduates? If yes, please provide details including costs and what the training is. b) What was the cost for recruiting 2012 Graduates? Please itemise and detail costs.	Written	
66	DHS	McKenzie	Advertising	a) What was the total cost of all advertising for the financial year to date? Is the advertising campaign or non-campaign advertising? Provide details of each advertising, including the program the advertising was for, the total spend and the business that provided the advertising services. b) Has the Department of Finance and Deregulation provided any advice about the advertising? Provide details of each advertising item. c) Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Provide details of each advertising item. d) Did the Advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies? Provide the details for each advertising item. e) Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services. f) What advertising – Campaign and Non-Campaign – and other communications programs is the Department/Agency undertaking, or are planning to undertake?	Written	

67	DHS	McKenzie	Hospitality and Entertainment	<p>a) What is the Department/Agency's hospitality spend for this financial year to date? Detail date, location, purpose and cost of all events.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend for this financial year to date. Detail date, location, purpose and cost of each event.</p> <p>c) What is the Department/Agency's entertainment spend for this financial year to date? Detail date, location, purpose and cost of all events.</p> <p>d) For each Minister and Parliamentary Secretary office, please detail total entertainment spend for this financial year to date. Detail date, location, purpose and cost of each event.</p> <p>e) What is the Department/Agency planning on spending on hospitality? Detail date, location, purpose and cost of all events.</p> <p>f) For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of each event.</p> <p>g) What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events.</p> <p>h) For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of each event.</p> <p>i) Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved?</p>	Written	
68	DHS	McKenzie	Board Appointments	<p>a) List all of the boards within this portfolio, including: board title, terms of appointment, tenure of appointment and members.</p> <p>b) What is the gender ratio on each board and across the portfolio?</p> <p>c) Please detail any board appointments for this financial year to date.</p>	Written	
69	DHS	McKenzie	Freedom of Information	<p>a) Has the Department/agency received any updated advice on how to respond to FOI requests?</p> <p>b) What is the total cost to the department to process FOI requests for this financial year to date?</p> <p>c) How many FOI requests has the Department received for this financial year to date?</p> <p>d) How many requests have been denied and how many have been granted?</p> <p>e) Has the department failed to meet the processing times outlined in the FOI Act for any requests? If so, how many and why? Do any of these requests remain outstanding? If so, how many and why?</p> <p>f) How many conclusive certificates have been issued in relation to FOI requests for this financial year to date?</p>	Written	
70	DHS	McKenzie	Community Cabinet Meetings	<p>a) What was the cost of Minister's travel and expenses for the Community Cabinet meetings held this financial year to date?</p> <p>b) How many Community Cabinet meetings has the Minister attended? List date and location.</p> <p>c) How many Ministerial Staff travelled with the Minister for the Community Cabinet meetings for this financial year to date? What was the total cost of this travel? Which Community Cabinet meetings did the Ministerial Staff attend? List date and location.</p> <p>d) How many Departmental Officers travelled with the Minister for the Community Cabinet meetings for this financial year to date? What was the total cost of this travel? List travel type, accommodate and any other expenses.</p> <p>e) Which Community Cabinet meetings did the Departmental Officers attend? List date and location.</p> <p>f) What was the total cost to the Department and the Ministers office for the Community Cabinet meetings for this financial year to date?</p>	Written	
71	DHS	McKenzie	Reviews	<p>a) For this financial year to date:</p> <p>b) How many reviews are being undertaken?</p> <p>c) What reviews have concluded, and for those that are still ongoing, when will those reviews be concluded?</p> <p>d) Which of these reviews has been provided to Government?</p> <p>e) When will the Government be responding to the respective reviews that have been completed?</p> <p>f) What is the estimated cost of each of these Reviews?</p> <p>g) What reviews are planned? When will each of these reviews commence and be concluded?</p>	Written	
72	DHS	McKenzie	Consultancies	<p>a) How many consultancies have been undertaken this financial year to date? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open tender, direct source, etc). Also include total value for all consultancies.</p> <p>b) How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.</p>	Written	
73	DHS	McKenzie	Media Monitoring – Minister's Office	<p>a) What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office for this financial year to date?</p> <p>b) Which agency or agencies provided these services?</p> <p>c) What is the estimated budget to provide these same services for the year 2011-12?</p> <p>d) What has been spent providing these services this financial year to date?</p>	Written	
74	DHS	McKenzie	Media Monitoring – Department	<p>a) What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for this financial year to date?</p> <p>b) Which agency or agencies provided these services?</p> <p>c) What is the estimated budget to provide these same services for the year 2011-12?</p> <p>d) What has been spent providing these services this financial year to date?</p>	Written	
75	DHS	McKenzie	Social Media	<p>a) Have there been any changes to department and agency social media or protocols about staff access and usage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since publication of the Australian Public Service Commissioner's Circular 2012/1: Revisions to the Commission's guidance on making public comment and participating online?</p> <p>b) If yes, please explain and provide copies of any advice that has been issued.</p> <p>c) If no, please explain why not.</p>	Written	

76	DHS	McKenzie	Contractors	<p>For this financial year to date:</p> <p>a) Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details (including the work undertaken and the cost).</p> <p>b) Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details (including the work undertaken and the cost).</p> <p>c) Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details (including the work undertaken and the cost).</p> <p>d) Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson?</p> <p>e) If yes, provide details (including the work undertaken and the cost). Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details (including the work undertaken and the cost).</p> <p>f) Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details (including the work undertaken and the cost).</p> <p>g) Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details (including the work undertaken and the cost).</p> <p>h) Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details (including the work undertaken and the cost).</p>	Written	
77	DHS	McKenzie	Discretionary Grants	<p>a) Could the Department provide a list of all discretionary grants, including ad hoc and one-off grants for this financial year to date? Please provide details of the recipients, the intended use of the grants and what locations have benefited from the grants.</p> <p>b) Has the Department complied with interim requirements relating to the publication of discretionary grants? Please provide an explanation where interim requirements were not met.</p>	Written	
78	DHS	McKenzie	Commissioned Reports	<p>a) How many Reports have been commissioned by the Government in your portfolio this financial year to date? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.</p> <p>b) How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?</p> <p>c) What is the current status of each report? When is the Government intending to respond to these reports?</p>	Written	
79	DHS	McKenzie	Payment of Accounts	<p>a) For this financial year to date, has the department/agency paid its accounts to contractors/consultants etc in accordance with Government policy in terms of time for payment (i.e. within 30 days)?</p> <p>b) If not, why not? Provide details, including what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc as appropriate to give insight into how this issue is being approached.</p> <p>c) For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency for the current financial year and the previous financial year?</p> <p>d) Where interest is being paid, what rate of interest is being paid and how is this rate determined?</p>	Written	
80	DHS	McKenzie	Stationery Requirements	<p>a) How much was spent by each department and agency on the government (Ministers / Parliamentary Secretaries) stationery requirements in your portfolio (i.e. paper, envelopes, with compliments slips) this financial year to date?</p> <p>b) What is the department/agency's stationery costs for the financial year to date?</p> <p>c) What was the department/agency's stationery costs for 2008-10 and 2010-11?</p>	Written	
81	DHS	McKenzie	Media Subscriptions	<p>a) Has there been any change to your pay TV subscription since the 2011-12 Additional Estimates (February 2012)? If yes, please provide the reason why, the cost and what channels. What is the cost for this financial year to date?</p> <p>b) Has there been any change to your newspaper subscriptions since the 2011-12 Additional Estimates (February 2012)? If yes, please provide the reason why, the cost and what newspapers. What is the cost for this financial year to date?</p> <p>c) Has there been any change to your magazine subscriptions since the 2011-12 Additional Estimates (February 2012)? If yes, please provide the reason why, the cost and what magazines. What is the cost for this financial year to date?</p>	Written	
82	DHS	McKenzie	Travel Costs	<p>a) For the financial year to date, please detail all travel for Departmental officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).</p> <p>b) For the financial year to date, please detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).</p> <p>c) Are the Government's Lowest Practical Fare travel policy for Domestic Air Travel (Finance Circular No. 2009/10) and Best Fare of the Day for International Air Travel (Finance Circular No. 2009/11) guidelines being followed? How is this monitored? If the guidelines are not being followed, please explain why.</p> <p>d) Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the total costs of the lounge memberships.</p>	Written	
83	DHS	McKenzie	Legal Costs	<p>a) What sum did each portfolio department and agency spend on legal services for this financial year to date within the department/agency? Please provide a list of each service and costs.</p> <p>b) What sum did each portfolio department and agency spend on legal services this financial year to date from the Australian Government Solicitor? Please provide a list of each service and costs.</p> <p>c) What sum did each portfolio department and agency spend on legal services this financial year to date from private firms? Please provide a list of each service and costs.</p> <p>d) What sum did each portfolio department and agency spend on legal services this financial year to date from other sources? Please provide a list of each service and costs.</p>	Written	
84	DHS	McKenzie	Education Expenses	<p>a) What are the department/agency's guidelines on study? Please provide details.</p> <p>b) For this financial year to date, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, the employment classification of each participant, how many participants and the amount of study leave granted to each participant (provide a breakdown for each employment classification). Also include the reason for the study and how it is beneficial for the department/agency.</p>	Written	

85	DHS	McKenzie	Executive Coaching and Leadership Training	<p>a) In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for this financial year to date:</p> <p>i) Total spending on these services.</p> <p>ii) The number of employees offered these services and their employment classification.</p> <p>iii) The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification).</p> <p>iv) The names of all service providers engaged</p> <p>b) For each service purchased from a provider listed under (iv), please provide:</p> <ul style="list-style-type: none"> • The name and nature of the service purchased. • Whether the service is one-on-one or group based. • The number of employees who received the service and their employment classification. • The total number of hours involved for all employees (provide a breakdown for each employment classification). <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ul style="list-style-type: none"> • The location used. • The number of employees who took part on each occasion (provide a breakdown for each employment classification). <p>d) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification).</p> <p>e) Any costs the department.</p>	Written	
86	DHS	McKenzie	Media Training	<p>a) In relation to media training services purchased by each department/agency, please provide the following information for this financial year to date:</p> <p>i) Total spending on these services.</p> <p>ii) The number of employees offered these services and their employment classification.</p> <p>iii) The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification).</p> <p>iv) The names of all service providers engaged</p> <p>b) For each service purchased from a provider listed under (iv), please provide:</p> <ul style="list-style-type: none"> • The name and nature of the service purchased. • Whether the service is one-on-one or group based. • The number of employees who received the service and their employment classification (provide a breakdown for each employment classification). • The total number of hours involved for all employees (provide a breakdown for each employment classification). <p>c) The total amount spent on the service.</p> <p>d) A description of the fees charged (i.e. per hour, complete package).</p> <p>e) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ul style="list-style-type: none"> • The location used. • The number of employees who took part on each occasion. <p>f) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification).</p>	Written	
87	DHS	McKenzie	Paid Parental Leave	<p>a) Please list how many staff in each portfolio department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?</p> <p>b) For this financial year to date list which department/agency is providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff and their classification are in receipt of these payments.</p>	Written	12/07/2012
88	DHS	McKenzie	Training for Portfolio Minister and Parliamentary Secretaries	<p>a) For this financial year to date, how much has been spent on training for Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.</p> <p>b) For this financial year to date, how much has been spent on training for staff of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.</p> <p>c) For this financial year to date, how much has been spent on training for designed to better suit the needs of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for, and how many employees attended and their classification.</p>	Written	
89	DHS	McKenzie	Corporate Cars	<p>a) Please update if there have been any changes since Additional Estimates 2011-12 (February 2012).</p> <p>b) How many cars are owned or leased by each department and agency in your portfolio? Where is the car/s located?</p> <p>c) What is the car/s used for?</p> <p>d) What is the cost of each car for this financial year to date?</p> <p>e) How far did each car travel this financial year to date?</p>	Written	
90	DHS	McKenzie	Taxi Costs	<p>a) How much did each department/agency spend on taxis this financial year to date?</p> <p>b) Provide a breakdown of each business group in each department/agency.</p> <p>c) What are the reasons for taxi costs?</p>	Written	
91	DHS	McKenzie	Corporate Credit Cards	<p>a) Please provide a breakdown of the number of corporate credit card holders by APS classification level.</p> <p>b) Please update if there have been any changes since Additional Estimates 2011-12 (February 2012).</p> <p>c) What action is taken if the corporate credit card is misused? How is corporate credit card use monitored?</p> <p>d) What happens if misuse of a corporate credit card is discovered?</p> <p>e) Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.</p> <p>f) What action is taken to prevent corporate credit card misuse?</p>	Written	
92	DHS	McKenzie	Printing of Documents	<p>Does the department/agency print any hard copies of reports/statements/papers they produce? If yes, please list how many copies, where they are delivered and the cost.</p>	Written	

93	DHS	McKenzie	Provision of Equipment	<p>a) For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone is provided and the costs.</p> <p>b) For departments/agencies that provide electronic equipment to Ministers and/or Parliamentary Secretaries and/or their offices, what are the ongoing costs for this financial year to date? What were the running costs for 2009-10 and 2010-11?</p> <p>c) Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive (not an inclusive list)) provided to department/agency staff? If yes provide details of what is provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.</p> <p>d) Please update if there have been any changes since Additional Estimates 2011-12 (February 2012).</p> <p>e) Does the department/agency provide their Ministers and/or Parliamentary Secretaries and/or their offices with any electronic equipment? If yes, provide details of what is provided, the cost and to who it is provided.</p>	Written	
94	DHS	McKenzie	Electricity Purchasing	<p>a) Provide an update of the department/agency electricity purchasing agreement. Provide details of when this was entered into and the length of the agreement.</p> <p>b) What were the department/agency electricity costs for 2009-10 and 2010-11?</p> <p>c) What are the department/agency electricity costs for this financial year to date?</p>	Written	
95	DHS	McKenzie	Information for the Australian Greens and Independents	<p>a) Does the department/agency provide any information and/or undertake any requests for the Australian Greens? If yes, please provide the following information:</p> <ul style="list-style-type: none"> • How is such work and/or information requests commissioned? • What work/information requests have been undertaken? Provide details and a copy of each work produced. • Has any such work and/or information requests been unable to proceed? If yes, provide details including what the work and/or information requests were and why it could not be undertaken. • How long is spent undertaking work and/or information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification. <p>b) Does the department/agency provide any information and/or undertake any requests for the Independents? If yes, please provide the following information:</p> <ul style="list-style-type: none"> • How is such work and/or information requests commissioned? • What work/information requests have been undertaken? Provide details, including who the work/information was for and a copy of each work produced. • Has any such work and/or information requests been unable to proceed? If yes, provide details including what the work and/or information requests were, who they were from, who they 	Written	
96	DHS	McKenzie	Shredders	<p>Has the department/agencies purchased any shredders in the last 12 months? If yes, provide details of how many shredders were purchased, the cost of each shredder, why each new shredder was needed and the purpose for which the shredder is to be used.</p>	Written	
97	DHS	Siewert	No Show No Pay Penalties	<p>a) What are the number of people affected by No Show No Pay penalties over the last 12 months Indigenous/non-Indigenous job seekers and by urban/regional/remote status (as a total figure and as a %).</p> <p>b) In the release on the remote servicing Job seeker changes, it was mentioned that No Show No Pay penalties will apply. Given the unique issues that Indigenous job seekers face, has Centrelink made any changes to the rules or policies affecting remote job seekers?</p>	Written	13/07/2012
98	DHS	Siewert	Language and Cultural Competency	<p>a) What budget is allocated to Centrelink in the Northern Territory for the utilization interpreters in Aboriginal languages? What percentage of this budget is utilized?</p> <p>b) What Northern Territory Aboriginal languages are spoken by the staff of the Centrelink Indigenous Call Centres?</p> <p>c) Which Northern Territory Aboriginal languages are available for telephone interpreting Centrelink?</p> <p>d) What Northern Territory Aboriginal languages are available for use on the Australia.gov.au website? [Transferred to AGIMO]</p> <p>e) What is the budget allocation for training of community based Centrelink agents in the Northern Territory?</p>	Written	
99	DHS	Siewert	Debt Collection	<p>a) What funding has been accorded to Centrelink for debt prevention activities in the Northern Territory?</p> <p>b) What is the breakdown of the reasons why debts are raised in the Northern Territory, for example – failure to lodge tax return, failure to report earnings correctly, failure to report change in circumstances, member of a couple debt etc.</p>	Written	
100	DHS	Siewert	No Show No Pay Penalties – CDEP	<p>How many No Show No Pay penalties have been levied on CDEP participants?</p>	Written	13/07/2012
101	DHS	Siewert	Northern Territory Debts - CDEP	<p>a) What percentage of Centrelink debt in the Northern Territory arises due to CDEP participants' failure to declare earnings correctly?</p> <p>b) What is the total value of this debt?</p> <p>c) How many of these types of debt exist?</p>	Written	
					60	
				<p>c) Senator FIFIELD: I am just trying to get a handle on the nature of the work that they do. Do the members of the advisory group receive an honorarium of any sort or a daily meeting fee?</p> <p>Ms Ramsey: I would need to take that on notice. I am unaware of the historical arrangements.</p> <p>Senator FIFIELD: If you could—and I would be interested in whether that \$30,000 figure includes any meeting fee that they receive.</p> <p>Mr Tidswell: My sense, over many years, is that that is not the case. We have not paid for people to attend or to provide us advice. A lot of these people are members of community organisations and groups. In a sense, it is the cost of the affairs, travel and accommodation. We will take that on notice to make sure that we get all the details.</p>		60-61
				<p>d) Senator FIFIELD: Would the minutes of the consultative group be available or something that could be tabled?</p> <p>Mr Sandison: I will take that on notice.</p> <p>Senator FIFIELD: Okay. Perhaps it could also be taken on notice, Ms Campbell, for the multicultural affairs consultative group as well.</p>		62
				<p>b) Senator FIFIELD: If you could take on notice what the total meeting costs for the current financial year are.</p> <p>Mr Sandison: The total costs for this year, yes.</p> <p>Senator FIFIELD: And also, again, whether there are any daily meeting fees that members are entitled to.</p> <p>Mr Sandison: Yes.</p>		61
				<p>c) Senator FIFIELD: Would the minutes of the consultative group be available or something that could be tabled?</p> <p>Mr Sandison: I will take that on notice.</p>		62
				<p>b) Senator FIFIELD: If the terms of reference come into being before the estimates answers are due, then please take that on notice and provide those.</p>		63

				<p>b) Senator FIFIELD: Is there a budget for the local advisory groups as a whole? Is that how it operates, or is it just as— Mr Sandison: I think they operate independently because they are in place, but we fund them to operate. Senator FIFIELD: What is the funding for that? Ms Campbell: We provide funding for the government action leader and the community action leader. That is the primary funding for that function. Senator FIFIELD: What is the annual cost of that funding? Mr Sandison: We will take that on notice, but that is the funding around those two individual positions in each of the locations. Ms Campbell: I think the funding is approximately \$150,000 a year per site for the two positions. Senator FIFIELD: Are they full-time positions? Ms Campbell: They are. Senator FIFIELD: If you could provide a breakdown of those costs and of the program as a whole ...</p>	64	
				<p>c) ... and also if you could provide a list of members of the local groups and the national group as well.</p>	64	
				<p>d) Senator FIFIELD: I appreciate that. Is that advice provided in the form of minutes of the meeting? How is it conveyed? Mr Sandison: The minutes of the meeting would provide their advice and there would be at times discussions between the chair and the minister. Senator FIFIELD: If those minutes could be provided— Senator Kim Carr: If it is advice to government, I do not think we wish to do that. Senator FIFIELD: The minutes might not be advice to government. They are minutes of a meeting which are provided to the department which the department subsequently may provide to government. In the form of minutes, I do not think they constitute advice to government. Senator Kim Carr: I see it slightly differently. I spoke to the national group. I have spoken to one of the state based groups. They have a capacity to talk directly to the government. We will have to look at what form these minutes are in. Senator FIFIELD: If you could. We have to be careful because on that basis if someone collars a minister on the street it could constitute advice to government. Senator Kim Carr: It does happen on a regular basis. Senator FIFIELD: Indeed. Take it on notice.</p>	65	
				<p>e) Senator FIFIELD: The National Place Based Advisory Group estimated average cost of meetings was \$7,000? Mr Sandison: Correct. Senator FIFIELD: What you have taken on notice will give me costings which include that \$7,000 as well? Mr Sandison: Correct.</p>	65	
				<p>b) Senator SIEWERT: I want to break it down to how much for that service and then how much the investigations cost. Ms Campbell: For every investigation we do? Senator SIEWERT: The cost overall for the investigations. I can probably work it out from there. Mr Withall: There may be a complication, in that a number of calls to the tip-off line tell us things we already know. So the investigation or the review is not attributed to the tip-off line; it is attributed elsewhere. Ms Campbell: We could probably tell you how much the tip-off line costs to run plus how much overall investigations cost to run in the department. There may not be a good connection between the two numbers. Senator SIEWERT: Okay, if you could tell me those two.</p>	88-89	
				<p>b) Senator SIEWERT: I will ask for the allowances as well. What are the compliance rates, if that is the appropriate term, for notification when people travel overseas for allowances, pensions and FTBA? I bet you London to a brick there are a lot of people receiving FTBA and B that do not realise they should notify you when they are travelling overseas. Ms Campbell: We do not have those numbers with us. We will have a look at those numbers and get back to you on notice, Senator. Senator SIEWERT: Am I asking a silly question or do you collect that information? Ms Campbell: It is not data that I am regularly reviewing in that regard. We will see whether it is data that we should be able to collect. Senator SIEWERT: I understand that you data match with people who are travelling overseas, so you probably would have it. But, particularly for parents with family tax benefit A and B, do you take compliance measures if they have not told you that they have travelled overseas? I am asking about those two rather than for the pension, DSP and allowances. I specifically want to know about that measure. Mr Sandison: We will put that together and give you a response in relation to that data.</p>	90	
				<p>b) Senator FIFIELD: For the 12-month period you referred to, how many of those separations were resignations? Ms Bennett: I do not have that information either. Senator FIFIELD: If you could take that on notice.</p>	96	
				<p>c)How long does it take, on average, to fill a position once it has become vacant? Ms Bennett: From the time that the position is advertised— Senator FIFIELD: Then again, you are probably not filling all positions. Ms Bennett: Not a lot, no. I am happy to take that on notice.</p>	96	
				<p>b) Can we also have for Cocos the total value of any debts for those two financial years to the Commonwealth, and also how much of that debt there is for those financial years, if any, has been recovered.</p>	99	
				<p>c) Also, can we have the number of prosecutions and the number of investigations in 2010-11 and 2011-12, if any.</p>	99	
				<p>d) Ms Ramsey: We fund an agent on Cocos Islands. I am unsure exactly what hours—it is minimal hours; from memory something like 10 hours a week, and we pay a third party to employ that agent. That agent is not a DHS staff member. It is a contract. We pay another agency to employ the staff member. Senator FIFIELD: What is the agency that is paid to employ this person? Ms Ramsey: I am sorry, I would need to take that on notice. Ms Campbell: Sometimes they are local governments, Aboriginal corporations. But we will take that on notice.</p>	99	
				<p>b) Senator FIFIELD: How many of those noncitizens have been overpaid or have incurred a debt?</p>	106	
				<p>c)How many noncitizens are paid the DSP?</p>	106	
				<p>d)And how many noncitizens are paid Newstart?</p>	106	

			<p>b) Senator SIEWERT: Thank you. What I am interested in finding out is whether the requirement to stay on there for a certain period of time has changed people's behaviour. Are they now staying on longer than that period of time or are they coming off? We have discussed this previously.</p> <p>Mr Tidswell: What we might do is run this dataset that we have here—and I am not quite sure how difficult it will be to get that data—to see if we can compare. But as you know this is relatively new and so were still dealing with the fact that it is early days in terms of movement on and off.</p> <p>Senator SIEWERT: I appreciate that. That is what I am trying to find out. If it is too early, it is too early.</p>	107	
			<p>b)Of the people who claim Medicare benefits in person at a service centre, excluding those who have been bulk billed et cetera, what proportion currently receive their benefits in cash?</p> <p>Mr Tidswell: It is 8.3 per cent.</p> <p>Senator McKENZIE: What is the proportion of bodies?</p> <p>Mr Tidswell: We will have to take that on notice.</p>	112-113	
			<p>b) Senator McKENZIE: Metro and non-metro?</p> <p>Mr Tidswell: Yes, we can do that.</p>	114	
			<p>b) Senator DI NATALE: I want to see if I can get a breakdown of the people who have had an initial course of care versus those who have returned for subsequent courses of care, to determine whether there is a difference in cost. My contention would be that there would be, hopefully, a reduction in costs once somebody has had that initial course of care. I just want to establish that.</p> <p>Ms Cooke: We would have to take that on notice.</p>	116	
			<p>c) Senator DI NATALE: Okay. The next question that flows on from that is: what is the average cost of treatment for patients who are returning at least a year after the initial course of care for subsequent treatment?</p> <p>Mr Rimmer: Again, we will have to take that on notice.</p>	116	
			<p>d) Senator DI NATALE: Okay. What is the proportion of people who access treatment who are healthcare cardholders?</p> <p>Mr Rimmer: We would have to take that on notice.</p>	116	