

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE
BUDGET ESTIMATES – 3 JUNE 2015
QUESTIONS ON NOTICE
DEPARTMENT OF HUMAN SERVICES**

HS No.	Broad topic	Senator	Question
1	Australian Hearing – Scoping Study – Minister’s briefing	Cameron	<p>Senator CAMERON: So you have been briefed on the study, have you?</p> <p>Senator Payne: Yes.</p> <p>Senator CAMERON: Who briefed you?</p> <p>Senator Payne: Representatives of the Department of Finance and representatives of the scoping study parties.</p> <p>Senator CAMERON: That was, what, Freehills and PwC?</p> <p>Senator Payne: Just PwC, from memory.</p> <p>Senator CAMERON: When was that?</p> <p>Senator Payne: I do not recall the exact date, but I will check.</p> <p>Senator CAMERON: Was it weeks ago?</p> <p>Senator Payne: No. It was more than weeks ago, but I will check.</p> <p>Senator CAMERON: So some time.</p> <p>Senator Payne: Yes. I will check. [Page 9]</p>
2	Australian Hearing – Scoping Study – committee meetings	Cameron	<p>a) Senator CAMERON: When did you meet with the scoping study?</p> <p>Ms Deininger: The scoping study has been ongoing for some time. There have been some committee meetings. I would have to take it on notice to alert you to the specific committee meeting times.</p> <p>Senator CAMERON: When you say that there were committee meetings, what do you mean by a 'committee meeting'? Do you mean that this was a committee of people from DHS or that the whole meeting was called a committee meeting? What is the committee?</p> <p>Ms Deininger: There was a committee that Finance chaired and that involved us and others who have an interest in the scoping study. They met on a few occasions. As I say, I would have to take on notice the exact dates of that. [Page 11]</p> <p>b) Senator CAMERON: What was this committee called? It was just 'the committee', was it?</p> <p>Ms Deininger: I am happy to take that on notice. It might have been called a steering committee or something like that. [Page 11]</p> <p>c) Senator CAMERON: You only ever gave factual information. Your total input to that committee was providing factual information?</p> <p>Ms Deininger: As I have said, we had the opportunity to provide that factual information and make sure that the information that was in the scoping study about the various programs was accurate. I would have to take on notice what other information we might have provided. [Page 11]</p>

3	Australian Hearing – Scoping Study – internal briefing	Cameron	<p>Senator CAMERON: Let us try again. Did you receive a written brief on the scoping study?</p> <p>Ms Deininger: I think I would have received some written briefing in relation to the scoping study and where it was up to; I believe so, yes.</p> <p>Senator CAMERON: You believe so; you are not sure?</p> <p>Ms Deininger: Yes.</p> <p>Senator CAMERON: Do you want to take it on notice?</p> <p>Ms Deininger: I will take it on notice and confirm. [Page 12]</p>
4	Australian Hearing – Scoping Study – departmental meetings	Cameron	<p>a) Senator CAMERON: How many meetings had DHS had with the scoping study people prior to your taking over? Would that be in your brief?</p> <p>Mr Hutson: We will have to take that on notice. [Page 12]</p> <p>b) Senator CAMERON: Are there file notes in relation to those conversations and meetings?</p> <p>Mr Hutson: I expect that there would be some notes on those meetings, yes.</p> <p>Senator CAMERON: Can you provide the file notes and the details of the meetings—that is, these informal meetings—that took place?</p> <p>Mr Hutson: We will search the file and see what we have. We will take it on notice. [Page 13]</p>
5	Australian Hearing – meetings with scoping study group	Cameron	<p>Senator CAMERON: Mr Davidson, have you had any informal discussions and meetings with the scoping study group?</p> <p>Mr Davidson: Not since last year.</p> <p>Senator CAMERON: So they were in December or November last year?</p> <p>Mr Davidson: I think November, but I can certainly take that on notice. [Page 13]</p>
6	Australian Hearing – Cochlear Speech Processor upgrade	Siewert	<p>Senator SIEWERT: But you have only 'turned away'—sorry, they are not quite the right words—there are only six people that have missed out. The others may well have self-selected when they looked at the criteria. Would that be right?</p> <p>Ms Scanlan: They were the people who had actually contacted us to make a complaint. There may be other people who had asked for a review and who were not successful in obtaining the upgrade, but I would have to take that question on notice to get the actual figure. [Page 16]</p>
7	Telephony Services – recorded messages	Cameron	<p>Senator CAMERON: Can you give me details of how long the recorded message is on each different source of incoming?</p> <p>Mr Tidswell: We will take that on notice, but I expect that would be quite a challenging thing—</p> <p>Senator CAMERON: Would it?</p> <p>Mr Tidswell: because it is a very complicated IVR with numerous utterances that will direct you to various places depending on points of time.</p> <p>Senator CAMERON: I do not want to put the department to any unnecessary work on this—I want to be clear about that—but I would like to get some rough idea, even. The argument that you are putting back to me—that is, the department—is that yes, you look at that nine minutes and you are putting to us that people are getting genuine help during that nine minutes—</p> <p>Mr Tidswell: Yes.</p> <p>Senator CAMERON: But how long does the genuine help last for? If you are telling me that the genuine</p>

			<p>help lasts for one minute, then we have another eight minutes that people are hanging. If that help goes for five minutes, it is less that people are hanging. These are some of the issues—</p> <p>Senator Payne: Could we provide you with a sample across a couple of different lines?</p> <p>Senator CAMERON: Yes, that would be handy. [Page 18]</p>
8	Telephony Services – wait times	Cameron	<p>Senator CAMERON: What is your longest wait time and in what area? It is welfare, isn't it?</p> <p>Mr Tidswell: What was the—</p> <p>Senator CAMERON: What is the longest wait time?</p> <p>Mr Tidswell: In the IVR?</p> <p>Senator CAMERON: Yes, for any of your services?</p> <p>Ms Campbell: For answering a call?</p> <p>Senator CAMERON: Yes, the KPI ones.</p> <p>Ms Campbell: On average, the longest?</p> <p>Senator CAMERON: Yes. Is it welfare?</p> <p>Mr Tidswell: We obviously have a number of different lines. There will be wait times above the 16 minutes wait times.</p> <p>Senator CAMERON: Why don't you take that on notice? I am happy with what the minister has put to me. [Pages 18-19]</p>
9	Telephony Services – ANAO Report – recorded messages	Cameron	<p>Senator CAMERON: Can I take you to page 26 of the report. The minister offered to look at a number of the areas. Table 1.1 shows the top 10 telephone lines by number. The biggest is family and parenting; employment service is No. 2; disability, sickness and carers is No. 3; and then you jump down to participation solutions. Would it be possible to give me the times for the digital help—not the digital help—</p> <p>Senator Payne: The IVR.</p> <p>Senator CAMERON: On those four?</p> <p>Senator Payne: Is that what we were talking about earlier?</p> <p>Ms Campbell: Yes, we can do that, Senator. We will take it on notice.</p> <p>Senator CAMERON: I am not sure whether other people might think there are more important ones but they are the big ones.</p> <p>Senator SIEWERT: You did not bring those numbers with you when you knew very well that we would be talking about wait times?</p> <p>Senator Payne: Senator Siewert, I do not think Senator Cameron is just talking about wait times. He wanted to know how long the IVR message went for.</p> <p>Senator CAMERON: Yes. [page 20]</p>
10	Telephony Services - Call Centre staffing	Siewert	<p>Senator SIEWERT: The question is: for 2013-14, would there have been a similar proportion of irregular and intermittent staff?</p> <p>Ms Campbell: Broadly, it has been about those same proportions. We would have to take that on notice and get you the numbers. [Page 30]</p>
11	Telephony Services – transferred	Siewert	<p>a) Senator SIEWERT: Do you keep records of how many are having to be transferred?</p>

	calls		<p>Mr Tidswell: I do not know whether I have that figure in front of me. We will have to take that on notice.</p> <p>Senator CAMERON: You do. If you look at page 72 of the ANAO report—I was just looking at it, fortuitously—they say that it used to be 40 per cent that were transferred. It is now 29 per cent.</p> <p>Senator SIEWERT: I want to know the figure for this year.</p> <p>Mr Tidswell: We do not have those figures. We acknowledge that in the early days there was a higher transfer rate than we would have liked. We really worked hard. The aim here is to guide the customer to the right place.</p> <p>Senator SIEWERT: I understand what you are saying. I am trying to find out what the figures are. [Page 30]</p> <p>b) Senator SIEWERT: So there is the issue around transfer where it is a really complex issue and they need to be transferred. There is the issue around transfer where you are dealing with somebody who does not know all of the detail because they are irregular and intermittent staff, and people are being transferred anyway.</p> <p>Ms Campbell: We will often have staff under training who are full-time, ongoing staff and who will not be able to deal with an issue because in the course of the conversation it becomes outside their skill set. I am not sure whether we define why calls are transferred. We will take that on notice and get back to you.</p> <p>Senator SIEWERT: If you could.</p> <p>Ms Campbell: I do want to be clear that we should not take transfer as being a bad outcome.</p> <p>Senator SIEWERT: I understand that. That is why I am asking around the two issues. I realise there is that complexity. Could you take that on notice for the two? [Pages 30-31]</p>
12	Telephony Services – staff training	Moore	<p>Senator SIEWERT:Does anybody that rings up ever told that they can go and look it up themselves on the computer?</p> <p>Ms Campbell: We often encourage people, so that they do not have to wait next time, to use digital services. Again, we see digital services as a positive thing. People can find the information they want in their own time.</p> <p>Senator SIEWERT: I understand that. Telling people for future reference—that is fine. Are people, once they get through, told to go and look it up digitally rather than being given it there and then, once they are on the phone?</p> <p>Mr Tidswell: I have no information that that occurs. Our aim is to try to tell people that there are other solutions, without telling them, 'You shouldn't have come through to us and we're not going to answer your questions.' We do not do that. We deal with the inquiry and move it forward. What we are really trying to showcase to people is that there are alternatives for a lot of the calls; not all, but for a lot of the calls. They are pretty good alternatives, and more people are taking them up. Our role is to try and help people cross that digital divide if it is an issue for them. Increasingly, it is not. We have gone out of our way to try and do that, in that sense. I have never heard of it; I have not had a complaint where somebody has said to me they have been told they have not got an answer and to go and search a website. I would not be comfortable with that service outcome at all.</p> <p>Senator MOORE: Mr Tidswell, have you particularly told staff not to say that?</p>

			<p>Mr Tidswell: I do not think it is in our scripts to do that. Our scripts are really about—</p> <p>Senator MOORE: That is not my question, Mr Tidswell. This is not an unusual statement from people in the community, and I am surprised that you have never heard of it. In terms of the discussion with the community, one of the things we have been told is that sometimes people feel—again, I am not a witness to these conversations—as though they have been told to go away and look at a computer and check it out themselves. I take all the arguments you have put about encouraging people to use alternative systems. I am saying that this is something we hear not irregularly, having regard to the concerns of people that contact our offices. It would be useful to know whether there is something in the training so that, in the midst of encouragement to use alternative methodologies, you could learn better ways of actually saying that.</p> <p>Mr Tidswell: I will take that on notice. Certainly, we encourage our staff to sell the digital service options, but it would not be in a way that is described here. We will take it on notice and look at our training and provide that information.</p> <p>Senator MOORE: That would be great. Thank you. [Page 31]</p>
13	Telephony Services – ANAO Report- recommendation implementation - reports	Siewert	<p>a) Ms Campbell: The report will be received by the department. We will provide advice to the minister.</p> <p>Senator Payne: It is the normal process of government.</p> <p>Senator CAMERON: The report is not advice to the minister, is it?</p> <p>Ms Campbell: I said that we would get the report, we would consider it—</p> <p>Senator CAMERON: I heard what you said. I am making the comment that the report is not advice to the minister. So when the report is available, will you provide it to this committee?</p> <p>Ms Campbell: Will I provide it to?</p> <p>Senator CAMERON: To the committee.</p> <p>Ms Campbell: We can take that on notice. [Page 33]</p> <p>b) Senator CAMERON: Okay. The second recommendation relates to the quality call listening process. That goes to this IIE problem that the ANAO talk about extensively in terms of the transferred calls. Partly this is because of quality assurance and part of it is because of lack of experience. It was 29 per cent in 2014-15—that is, 29 per cent transferred calls. This quality control framework is designed to try and help that, isn't it?</p> <p>Mr Tidswell: Yes. We agree with that recommendation. We have been working on that to develop a more integrated approach to our quality listening and quality approaches across the board. I am not quite sure when; my colleagues might be able to tell me.</p> <p>Mr Maloney: As Mr Tidswell said, we did agree with this. We have already increased the amount of quality call listening that we are doing. But, broader than that, we are looking at the framework around quality generally inside the organisation. I believe that is also due to be completed by the end of this month.</p> <p>Senator CAMERON: Will that report be available for the committee?</p> <p>Mr Tidswell: We will take that on notice. [Pages 33-34]</p>
14	Welfare Payments Infrastructure Transformation - staffing	Seselja	<p>CHAIR: How many staff within the department are we talking about in this project team?</p> <p>Mr Shepherd: I can take the number right now on notice. But the size of the program at the moment is</p>

			under 100 staff. [Page 39]
15	New Compliance Measures	Cameron	<p>Ms Campbell: I think Mr Withnell talked about the cost-benefit analysis, that at some point it was going to cost us much more to actually find this information. I think one of the features will be that we will be able to say to people who are currently customers, 'You said this to us. We believe this is the amount you earned. Can you tell us which is correct? Ability to access that information has not always been there. The costs have changed over time, and it is now at a point where it is beneficial to put in place these mechanisms.</p> <p>Senator CAMERON: You have used analytics for some time?</p> <p>Ms Campbell: We have used the analytics, but this issue is about being able to do that data match and go out in a digital form to 800,000 customers and say to them, 'We have two different sources of your income. Tell us which is correct.'</p> <p>Senator CAMERON: Is it possible for you to provide to the committee a cost-benefit analysis that has been done?</p> <p>Ms Campbell: We can take that on notice. [Page 47]</p>
16	Child Support – 2008 Ombudsman Report	Xenophon	<p>a) Senator XENOPHON: I will just put it in context. The Ombudsman made this observation in the report at page 7:</p> <p style="padding-left: 40px;">Centrelink, another service delivery agency within the DHS portfolio with 6.5 million customers, carried out 42,000 fraud related investigations in 2006-07 financial year. This translates to approximately one investigation for every 155 Centrelink customers. By comparison CSA's ratio of fraud investigations is one investigation for every 93,333 customers.</p> <p>That was an observation made at page 7 of the Ombudsman's report, and then it made a number of observations of when there were matters last prosecuted for fraud under Child Support. They go back to 2007, 1998 and in February 2000.</p> <p>Ms Campbell: I do not have comparative numbers for 2014 or 2015 at the table.</p> <p>Senator XENOPHON: I am happy for you to take that on notice.</p> <p>Ms Campbell: I think we might need to take it on notice. I understand the question, but unfortunately I do not have those numbers here. [Page 48]</p> <p>b) Senator XENOPHON: I am relying only on the Ombudsman's report of 2008 that there seems to be a much lower ratio of fraud investigations with one for every 93,000 plus customers compared to one for every 155 Centrelink customers. That could say something about whether there are—</p> <p>Ms Campbell: That was in 2008?</p> <p>Senator XENOPHON: 2008; that is right. I am just trying to work out where the ratio is.</p> <p>Ms Campbell: I hate to make—</p> <p>Senator Payne: They are quite different environments.</p> <p>Ms Campbell: Yes. Things have changed quite significantly since 2008 in Child Support. We have many more customers who have private collect relationships than in 2008 where they work it out. They use the formula. They work it out amongst themselves.</p> <p>Senator XENOPHON: I am happy to take it on notice to show that obviously things have changed significantly.</p> <p>Ms Campbell: Things have changed and I think it would probably be better for us to get more up-to-</p>

			<p>date information to give you a much more accurate answer. [Page 48]</p> <p>c) Senator XENOPHON: And if you could take on notice an update on CSA referrals to the DPP with respect to section 119 and sections 159 and 159A on the collections provisions.</p> <p>Ms Campbell: Yes. [Page 48]</p>
17	Child Support – fraud control	Xenophon	<p>Senator Payne: In relation to the recommendations in the Ombudsman's report of 2008, I will also ask the department, in putting together the responses to the questions that we have taken on notice, to put a summary of actions taken since then in the fraud area in particular.</p> <p>Senator XENOPHON: That would be very helpful. [Page 50]</p>
18	Compliance (Fraud Control) - processes	Siewert	<p>a) Mr Withnell: If we were asked specifically for them we may be able to make elements of them public, but we do not, as a general rule, publish the actual fraud investigation manual.</p> <p>Senator SIEWERT: So, people that want to understand what processes you undertake are not able to access that information?</p> <p>Mr Withnell: Some of that information they could access.</p> <p>Senator SIEWERT: Can you table for me the information that is accessible?</p> <p>Mr Withnell: Yes. [Page 51]</p> <p>b) Senator SIEWERT: Do you have a map of the process that you are now undertaking?</p> <p>Mr Withnell: There are several maps, because there are multiple processes depending on what the problem is. We need to be clear that there is not one type of fraud.</p> <p>Senator SIEWERT: I understand that.</p> <p>Mr Withnell: And there is not one way of conducting the—</p> <p>Senator SIEWERT: I was thinking of a higher principle map.</p> <p>Mr Withnell: We may have a flow. We will see what we can do.</p> <p>Ms Golightly: We will get something together for you. [Page 51]</p> <p>c) Senator SIEWERT: Do you provide the intelligence assessment template?</p> <p>Mr Withnell: To whom do we provide them?</p> <p>Senator SIEWERT: The one that you use.</p> <p>Mr Withnell: Yes, but who do we provide it to?</p> <p>Ms Golightly: Are you asking whether we provide it publicly?</p> <p>Senator SIEWERT: No. I beg your pardon. Can you provide the committee with one?</p> <p>Mr Withnell: We can provide you with a template. [Pages 51-52]</p> <p>d) Senator SIEWERT: I am sorry I was not clear. You have already taken the process with serious non-compliance and then investigation. Could you provide that as well?</p> <p>Mr Withnell: Much of that is in what you call the fraud investigation manual. Some of it is more difficult because it is integrated to our case management system, but we will just have to see what we can pull out that is useful.</p> <p>Senator SIEWERT: If you can, that would be useful and if you could include that when you are providing the maps of the process.</p>

			Ms Golightly: We will point that one out. [Page 52]
19	Budget Measure – Compliance - WPIT	Siewert	<p>Mr Withnell: With the budget measure most of the savings are historic overpayments, so they are overpayments that have already occurred. Those savings, in a sense, are retrospective because they have already occurred. In terms of benefits going forward there is a small amount of funding within the compliance measure which allows us to take advantage into the future of the developments in the welfare payment infrastructure transformation program.</p> <p>Senator SIEWERT: I will come back to the historic overpayments in a moment. Is that the \$20 million?</p> <p>Mr Withnell: Of which? I am not clear on your question.</p> <p>Senator SIEWERT: Is that money allowing you to take advantage of the new system?</p> <p>Mr Withnell: It is a relatively small amount. I do not have the exact figure. I could get the exact figure for you on notice to break it down.</p> <p>Senator SIEWERT: I heard \$20 million being thrown around so I apologise if that is a misleading figure. Are you able to provide it before we finish?</p> <p>Mr Withnell: Those that allow us to take advantage of the developments in the WPIT program. We can certainly provide that. [Page 52]</p>
20	Budget Measure – Compliance – AFP Officer secondment	Siewert	<p>Senator SIEWERT: Can I then go to the compliance measure? Is that where I ask about the compliance measure and the senior policeman coming on board?</p> <p>Ms Campbell: This is a good opportunity.</p> <p>Senator SIEWERT: Can we go through that in terms of the cost and the process?</p> <p>Ms Golightly: As part of the same measure, as well as using the better tools for the income matching with the tax office, another part of the measure is to do a lot more investigations as well on the ground. That could look at not just income but more broadly at changes in circumstances more generally that may not be declared to us. That might go to things like where people are single or partnered and a whole lot of other things. Also, unexplained wealth. We will do a lot more investigations on the ground into other compliance issues. That work will be headed up by a senior AFP officer.</p> <p>Senator SIEWERT: Will they be seconded to the department?</p> <p>Ms Golightly: That is correct.</p> <p>Senator SIEWERT: What is that costing?</p> <p>Ms Golightly: I could get you that, but that is part of the overall \$200 million that we mentioned as the cost.</p> <p>Senator SIEWERT: If you could take it on notice about the specifics of how much it is going to cost?</p> <p>Ms Golightly: Yes. [Pages 53-54]</p>
21	Telephony Services – unanswered calls	Siewert	<p>Senator SIEWERT: I should have asked at the time about unanswered calls.</p> <p>Ms Campbell: We will come back to you on that.</p> <p>Senator SIEWERT: I should have asked that before.</p> <p>Ms Campbell: We will see whether we can get that for you. [Page 56]</p>
22	Welfare Payments Infrastructure Transformation – Tranche 1	Cameron	<p>a) Senator CAMERON: Is the tender for the business plan going out in the first tranche?</p> <p>Mr Shepherd: This is the RFT for the different tranches to build. We are looking at post 1 July. We</p>

			<p>would have to take on notice as to the actual time and sequences to be worked through. [Page 61]</p> <p>b) Senator CAMERON: I am just worried that there might be a lot of talk between DHS and the Department of Industry, and they would put out a tender and it is all forgotten about. That is what I am concerned about.</p> <p>Senator Payne: This is integral to what we are doing. It will not be forgotten about.</p> <p>Senator CAMERON: It is integral. Can you explain to me how that integral approach is reflected in the tender documents?</p> <p>Senator Payne: The tender documents are not yet finalised.</p> <p>Senator CAMERON: I know that. That is why I am asking. There is no use asking after it if it is not there.</p> <p>Senator Payne: I think Mr Shepherd has been through a monthly set of meetings with you, beginning in February and stretching to 27 May, which are a consistent part of this process to ensure that that engagement is there.</p> <p>Senator CAMERON: Can this be part of the briefing that I get?</p> <p>Senator Payne: We will take that on notice and try to incorporate that, yes. [Page 61]</p>
23	CPSU Action – telephony statement	Reynolds	<p>Mr Hutson: The fourth was providing customers with a CPSU verbal authorised statement for staff who receive inbound calls.</p> <p>Senator REYNOLDS: So, that is a verbal statement. If someone rings up and says, 'Can you please help me with this issue?', presumably from the clients in great distress and great need through to pretty much any inquiry, how long is this statement? Do you have a copy of it?</p> <p>Mr Hutson: I might have a copy of it.</p> <p>Senator REYNOLDS: Otherwise if you could table it for us. [Pages 64-65]</p>
24	Enterprise agreement Negotiations – value of remuneration offer	Cameron	<p>Ms Talbot: The total productivity figure is approximately \$238 million.</p> <p>Senator CAMERON: Over three years?</p> <p>Ms Talbot: Yes.</p> <p>Senator CAMERON: So, that is transfer of entitlements and wages from workers of \$238 million over three years back to the department. What was the figure for the wage increase over those three years? Do we have that?</p> <p>Mr Hutson: The way in which the bargaining policy works is that—</p> <p>Senator CAMERON: I am not asking you about that.</p> <p>Mr Hutson: I would be approximately—</p> <p>Senator CAMERON: I have heard people trying to explain how this bizarre bargaining policy works in various estimates. I really do not need you, Mr Hutson, to try to tell me again because it has changed again.</p> <p>Senator Payne: The officials are trying their best to help you.</p> <p>Senator CAMERON: I do not need their help.</p> <p>Senator Payne: To provide the information for which you are asking.</p> <p>Senator CAMERON: Yes. I have asked one simple question.</p>

			<p>Senator Payne: We are endeavouring to identify that.</p> <p>Senator CAMERON: What is the value of the wage increases over three years that were on offer in February?</p> <p>Mr Hutson: I do not have the exact number with me, but that would be pretty much close to the value of the productivity. [Page 71]</p>
25	Staff Remuneration	Reynolds	<p>Senator REYNOLDS: I do not think you should given it was your own piece of legislation. That aside, you gave me the figures for an APS 5. Do you have the figures there for an APS 6, which I understand is more the median salary in the department?</p> <p>Ms Talbot: I only have the figures for an APS 4, and the majority of our staff are APS 4.</p> <p>Senator REYNOLDS: But I understand in terms of the wage—</p> <p>Ms Talbot: We could provide an APS 5 on notice.</p> <p>Senator REYNOLDS: Is there an APS 6 in terms of the median wage paid over the department?</p> <p>Ms Talbot: No.</p> <p>Senator REYNOLDS: Could you that on notice?</p> <p>Ms Talbot: Yes.</p> <p>Senator REYNOLDS: Perhaps if you could provide on notice for the APS 4, 5 and 6.</p> <p>Senator Payne: You have the APS 4.</p> <p>Senator REYNOLDS: No, I have APS 5. You said it was APS 5.</p> <p>Ms Talbot: It was APS 4.</p> <p>Senator REYNOLDS: It was APS 4?</p> <p>Ms Talbot: Yes. I do not have the APS 5. I only have the APS 4.</p> <p>Senator Payne: We can take that on notice.</p> <p>Senator REYNOLDS: If you could take APS 4, 5 and 6 on notice. [Page 72]</p>
26	Aged Care – payments to providers	Siewert	<p>Senator SIEWERT: I will pass that information on. What is the largest amount of money that a provider might be owed at one time?</p> <p>Ms Golightly: That is very hard to answer. I could take on notice what we could give you. The reason that it is a little difficult to answer right now is because, as Mr Storen mentioned, this whole system is one of an advance payment at the beginning of the month and then a reconciliation at the end. The beginning of the month advance is based on what their end result was for the two months prior to that. It goes up and down. It depends on the size of the provider, the number of recipients they have in their care, and that sort of thing. I am more than happy to take on notice what we could get you to help answer that question.</p> <p>ACTING CHAIR (Senator Siewert): That would be appreciated, thank you. [Page 74]</p>
27	Centrepay	Cameron	<p>Senator CAMERON: Have you got a program for consultation?</p> <p>Mr Box: Yes, there is a program for consultation. Consultation has started. There has been draft documentation for the new terms and conditions provided to stakeholders. There has been a video hook-up and a telephone hook-up with stakeholders. The exact list of the names that Mr Learmonth gave you are parties to those consultations.</p> <p>Senator CAMERON: Can you take it on notice and provide me a list of who you have consulted with,</p>

			where you have consulted and the outcome of the consultations? Mr Box: Definitely. [Page 75]
28	Aged Care – means testing	Siewert	<p>a) Senator SIEWERT: Let us take out the quarterly review ones. Of the, say, 12,500 average, do you know how many of those have been incorrect? Ms Golightly: What we do know is where we have had people raise an issue with us so we could take on notice how many of those have resulted in something being incorrect. Senator SIEWERT: Could you take on notice how many per month and, in particular, in the last six months of last year? Ms Golightly: The last six months of the calendar year? Senator SIEWERT: Yes, of 2014. Ms Golightly: Certainly. [Pages 78-79]</p> <p>b) Senator SIEWERT: How many staff are dealing with this issue of just the means testing? It is a huge task. Mr Storen: When you say 'dealing with the issue'? Senator SIEWERT: How many are engaged in the process of addressing this particular issue of the means testing process? Do you still have to do it manually? Ms Golightly: No. Maybe if we could clarify it, the means test assessments are done as part of our normal business. We do them for all sorts of payments, including age pension, for example, as well as for aged care. If your question is how many people are dealing with complaints or queries we receive, we could get that for you again on notice. Senator SIEWERT: Because the aged care means testing is now part of the normal process, can you separate out the number of people who are dealing just with the aged care means testing process? Ms Golightly: We might be able to. I will take that on notice. [Page 79]</p> <p>c) Senator SIEWERT: If you can take that on notice, that would be appreciated. Do you keep the details of means testing for those that are eligible for home care packages separately, or is it all dealt with as one? Mr Storen: The processing is part of the same processes we do for residential. Senator SIEWERT: Okay, so you cannot provide me with breakdown figures on what is home care? Ms Golightly: We might be able to give you a rough split, because we know roughly the size of home care program compared to residential care, but that would be sort of a rough proportional estimate. [Page 79]</p> <p>d) Senator SIEWERT: Can you provide the number that are means tested? Ms Golightly: We can probably— Senator SIEWERT: But you do the mean test assessment? Ms Golightly: Yes. Senator SIEWERT: Okay, that would be appreciated, thank you. [Page 79]</p>
29	Disability Support Pension - portability	Siewert	Senator SIEWERT: Okay, that would be appreciated, thank you. They are all the issues I have on aged care. I have two extra questions which hopefully will be very simple. You might need to take them on

			<p>notice. I am interested in the number of people on DSP that have now been approved for portability.</p> <p>Ms Campbell: We might have to take that on notice. I do not think we have that with us.</p> <p>Senator SIEWERT: So can I put that on notice, please: what is the success rate of people on DSP applying for portability?</p> <p>Ms Campbell: Do you want success rate, or do you want the number?</p> <p>Senator SIEWERT: Sorry, can I have the number and the success rate? Is it possible to give it to me for each year from 2012?</p> <p>Ms Golightly: We think so. [Page 79]</p>
30	Bereavement Statement	Siewert	<p>Senator SIEWERT: I have one last question. In terms of bereavement statements, I have had a constituent who has expressed concern that after his wife passed away, he went through the process of notifying Centrelink and that he was then asked to check a summary of income and assets within 14 days of his notifying of his wife's passing away. Is that the normal process?</p> <p>Ms Campbell: I am not sure if we have anyone who knows that exactly, but we can come back to you on that.</p> <p>Senator SIEWERT: If you could come back to me, I also will put on record that, when I had to deal with the service to notify of a death, I must say that I had excellent service from Centrelink, but then I did not deal with the statement, so I do not know what the process is.</p> <p>Ms Campbell: It may pertain to his own circumstances separate from the bereavement. We would need to look at those particular circumstances.</p> <p>Senator SIEWERT: Could you provide information on what actually does happen and what gets sent out, because we can understand that it is a very sensitive time.</p> <p>Ms Campbell: It is.</p> <p>Senator SIEWERT: It is probably fairly confronting.</p> <p>Ms Campbell: Indeed. [Pages 79-80]</p>
31	Online Reporting – income data	Siewert	<p>Senator SIEWERT: Can I ask a question, because somebody has just fed back saying that they have been told to go and record their data online for their earnings from their investments, and they cannot do it online. There is no provision for them to do it online; is that correct?</p> <p>Ms Campbell: I do not know.</p> <p>Senator Payne: It depends in which program, which payment.</p> <p>Senator SIEWERT: Pensioner.</p> <p>Senator Payne: Is it income stream report?</p> <p>Senator SIEWERT: Yes, income stream report on the changes to their investments.</p> <p>Mr Tidswell: I am happy to take the individual details.</p> <p>Senator Payne: It is very hard to answer like that, Senator Siewert.</p> <p>Mr Tidswell: I have a father in that very circumstance, and we have him online changing his set of circumstances as things vary from time to time. But as both the minister and Ms Campbell have said, it is difficult, with all of the things that we do and the different products that people are on. If we can have some details, we can follow it up for you.</p> <p>Senator SIEWERT: He is receiving a pension, and states:</p>

			<p>We must notify Centrelink of any changes above \$2,000 in the value of our assets. So it is the value of the assets.</p> <p>Given that the value of our self-managed superannuation fund varies from stockmarket movements, we typically need to advise Centrelink at least once a month, sometimes twice. This can only be done by phone or by visiting a Centrelink office.</p> <p>This is the lived experience of someone right now.</p> <p>Mr Tidswell: So effectively, if we can get that information, we can find out what is going on. What often happens is you may not have the level of access to do that, so you need to increase the level of access to do it.</p> <p>Senator SIEWERT: What do you mean, 'the level of access'?</p> <p>Mr Tidswell: The level of security access when you go on line to do that, so that we know who you are, you have provided extra information so that we can make sure that these things are done appropriately.</p> <p>Senator Payne: I must say, even in the last 12 to 18 months in this particular role, the department has been transitioning a number of payments and capacities to report into the online space as well, but it does not happen overnight.</p> <p>Senator SIEWERT: This says, 'It has not permitted changes to superannuation fund asset values.' Would that be one of the things that you are currently transitioning?</p> <p>Senator Payne: We will follow that up for you.</p> <p>Senator SIEWERT: So this particular concern is that they just get busy, busy, busy, busy, busy, busy, and they end up driving down to Centrelink.</p> <p>Ms Campbell: We will follow up on that one. I think you said it was self-managed superannuation funds, which may be different from the other superannuation funds where we have direct data matching. We will need to look at that one. [Pages 80-81]</p>
32	Farm Household Allowance	Bullock	<p>At the Budget Estimates hearing on 25 May 2015 Senator Bullock asked about what was being done to improve the processing of applications for Farm Household Allowances pursuant to an answer he received to QON 18 to the Department of Human Services, Additional Estimates, 26 Feb 2015, that "As at 13 March 2015, there were 349 Farm Household Allowance claims on hand", of which 158 (45.27%) had been submitted for 43 days or more. The Department of Human Services, further stated in answer to Senator Bullock's request for "a breakdown by the number of days (in 14 day periods) from when the claim was submitted to when the first payment was made" for all claims processed to date that "The department does not normally collect the information requested for a breakdown in the number of days (14 day periods) from when a claim is submitted to when the first payment is made. The collation of data required to answer the remainder of this question would require an unreasonable diversion of departmental resources."</p> <p>In evidence given in answers to these questions at the Budget Estimates hearing on 25 May 2015, Mr Padovan, Acting Deputy Secretary, Department of Agriculture stated "the time taken to process the average claim is well within that figure. It is much smaller than that figure", that is much smaller than six weeks. He further stated that "There is a services agreement with human services ... It does specify the average processing time, which I cannot recall off the top of my head, but it is certainly well under the figure that you have quoted."</p>

			<p>a) What is the average processing time specified in the service agreement with the department of Human Services for processing Farm Household Allowance applications?</p> <p>b) Has the Department of Human Services met that average processing time at all stages since the Farm Household Allowance commenced on 1 July 2014?</p> <p>c) How many Farm Household Allowance claims are currently on hand?</p> <p>d) For these claims please provide a breakdown by the number of days (in 14 day periods) since the claim was submitted</p> <p>e) How many Farm Household Allowance claims have been processed?</p> <p>f) How many of these were successful?</p> <p>g) For these claims please provide a breakdown by the number of days (in 14 day periods) from when the claim was submitted to when the first payment was made.</p>
33	Child Support – referrals to CDPP	Xenophon	<p>Please provide the number of referrals of to the Commonwealth Director of Public Prosecutions (CDPP) with respect to S119 or the ‘Registration’ Act and S159 and 159A of the ‘Assessment’ Act in:</p> <p>a) FY 2012/13.</p> <p>b) FY 2013/14.</p> <p>c) FY 2014/15 to date.</p>
34	Child Support – 2013-14 referrals - offences	Xenophon	<p>At hearing, Mr Withnell suggested that there had been 29 matters referred to the CDPP in 2013-14. Please provide a breakdown of the offences (e.g. Section XYZ of ‘Assessment Act’) to which those 29 referrals was attributed?</p>
35	Child Support – allegations in last six months	Xenophon	<p>In the past 6 months:</p> <p>a) How many parents have made an allegation with respect to the other parent providing false, misleading and/or reckless information?</p> <p>b) How many of those allegations have been referred to the Department’s Special Investigation Unit?</p> <p>c) How many of those allegations have referred to the CDPP with respect to S119 or the ‘Registration’ Act and S159 and 159A of the ‘Assessment’ Act?</p>
36	Child Support – litigation matter	Xenophon	<p>Referring to a Child Support Program matter that has involved proceedings in the Family Court anonymised as “Pedrana and Pedrana and [Child Support Registrar]”:</p> <p>a) What is the total amount that the Department has been invoiced (i.e. external costs) in relation to and flowing from this matter; including but not limited to:</p> <ol style="list-style-type: none"> i. Change of Assessment ii. Review on Objection iii. Social Security Appeals Tribunal Review iv. Information Commissioner review

			<ul style="list-style-type: none"> v. Ombudsman Review vi. Court Proceedings initiated by the Child Support Registrar or Department of Human Services vii. Court Proceedings (including appeals) initiated by either of the parents to which the Child Support Registrar was a party viii. Administrative Appeals Tribunal initiated by the Child Support Registrar or Department of Human Services <p>b) In answers to February 2015 question on notice HS 19, the Department provided a cost breakdown on the first tranche of litigation detailing:</p> <ul style="list-style-type: none"> i. The father's costs were \$71,459 ii. The mother's costs were \$13,018 iii. The CSA's cost were \$369,235 <p>Please explain why the Registrar's legal costs in this matter were 5 times that of the father's legal costs?</p>
37	Child Support – Western Australian parent's enforcement case	Xenophon	<p>With respect to the Western Australian parent's enforcement case I raised at June Estimates:</p> <ul style="list-style-type: none"> a) What is the external lawyers cost estimate to proceed with this case? b) Is the Department seeking costs against the father? c) If so: <ul style="list-style-type: none"> i. How much? ii. Is this standard practice, noting the courts that have jurisdiction over the Child Support legislation are courts where, by default, each party bears their own costs? iii. If it is not standard practice, and without going to matters which identify the parent, on what basis did/is the Registrar suggesting that there should be a departure from the default position?
38	Child Support – legal costs associated with enforcement orders	Xenophon	How much did the Department spend on external legal costs associated with enforcement orders for FY 2014/15 to date?
39	Child Support - costs recovery from enforcement orders	Xenophon	How much does the Department recover by way of costs awarded in favour of the Child Support Registrar from enforcement orders?
40	Payment by Cheque	Siewert	<ul style="list-style-type: none"> a) How many people are currently paid by cheque? Please provide a breakdown by payment type and age. b) How long have people been paid by cheque? c) What work has the Department undertaken into the circumstances of people who are currently being paid by cheque? d) How will the Department ensure that these people, who may have mental health issues, continue to receive income support? e) How will the Department make sure that people impacted are not excluded from the banking system?

			f) What are the savings to be made from ceasing payment by cheques under the “efficiency” changes announced in the 2015-16 Budget?
41	Administrative Appeals Tribunal – Merit Review Outcomes	Siewert	<p>a) How many appeals have been lodged by:</p> <p>i) clients; and</p> <p>ii) the Secretary;</p> <p>for 2010-11, 2011-12, 2012-13 and 2013-14?</p> <p>b) Provide the outcome of these appeals.</p> <p>c) What is the cost of:</p> <p>i) client appeals; and</p> <p>ii) Secretary appeals;</p> <p>in 2013-14?</p> <p>d) For each month from 1 July 2014 to 30 June 2015, how many appeals have been lodged by:</p> <p>i) clients; and</p> <p>ii) the Secretary?</p> <p>e) What is the cost of:</p> <p>i) client appeals; and</p> <p>ii) Secretary appeals;</p> <p>over the period 2014-15 (to date)?</p>
42	Act of Grace Payments	Siewert	<p>a) Are there any time-frames or Key Performance Indicators for processing Act of Grace Payments?</p> <p>b) How many claims are currently being processed?</p> <p>c) How long have current claims taken to finalise?</p> <p>d) Of the 10 claims that have yet to be finalised, how long have the claims been under consideration?</p> <p>e) How many claims were made in each of the last three financial years (including 2014-15)?</p> <p>f) How many were granted, or rejected in each of the last three financial years?</p> <p>g) What has been the cost in each of the past three financial years?</p> <p>h) Provide the number of Act of Grace claims lodged in each state and territory for each of the last three financial years (including 2014-15)?</p> <p>i) Provide an overview of the claims approved, and rejected in 2014-15?</p>
43	Claims for Defective Administration	Siewert	<p>a) Are there any time-frames or Key Performance Indicators for processing Claims for Defective Administration (CDDA)?</p> <p>b) How many claims are currently being processed?</p>

			<p>c) How long have current claims taken to finalise?</p> <p>d) Of the 10 claims that have yet to be finalised, how long have the claims been under consideration?</p> <p>e) How many claims were made in each of the last three financial years (including 2014-15)?</p> <p>f) How many were granted, or rejected in each of the last three financial years?</p> <p>g) What has been the cost in each of the past three financial years?</p> <p>h) Provide the number of CDDA's lodged in each state and territory for each of the last three financial years (including 2014-15)?</p> <p>i) Provide an overview of the claims approved, and rejected in 2014-15</p>
44	Investigations into Income Not Reported – eBay project	Siewert	<p>a) Provide an update on the DHS program involving data-matching from eBay activities and unreported income.</p> <p>b) When did the program start?</p> <p>c) How many have been investigated under this initiative?</p> <p>d) How many debts have been raised?</p> <p>e) How much has been recovered?</p>
45	Staffing	Cameron	<p>I refer to QON HS 24 from Additional Estimates concerning staffing.</p> <p>a) What is the change in head count for non-ongoing staff (excluding casuals) at each of the points in time in the table in HS24 (a) compared to the previous year?</p> <p>b) What is the change in head count for permanent staff in each of the points in time used in HS24 (a) compared to the previous year?</p> <p>c) In HS 24 (c) the department provided a breakdown of total IIE employed at each location. What is the change in permanent staffing numbers in each of those locations since 30 June 2012? What is the change in non-ongoing excluding IIEs staffing numbers in each of those locations since 30 June 2012?</p> <p>d) What changed in the nature of the work undertaken by the department between 30 June 2012 and 30 June 2013 to cause total numbers of IIE to increase by multiple of more than 12.5 times?</p> <p>e) What changed in the nature of the work undertaken by the department between 30 June 2013 and 28 February 2015 to cause total numbers of IIE to more than double?</p> <p>f) What is irregular and intermittent about the work that is undertaken by IIEs employed by the department?</p> <p>g) What was the average number of IIEs scheduled to work each weekday between 30 June 2013 and 28 February 2015?</p> <p>h) What was the average number of IIEs scheduled to work each weekend between 30 June 2013 and</p>

			<p>28 February 2015?</p> <p>i) Of the 2,099 Irregular and intermittent employees what is the total number employed for:</p> <p>i) one-off short term tasks/duties that do not fit within either the specified term or specified task categories; or</p> <p>ii) circumstances when duties need to be performed on an intermittent basis but where there is no regular pattern of work and part time work is therefore inappropriate; or</p> <p>iii) people on call or on a relief roster.</p> <p>j) How does the department review the schedules/work of IIEs to determine whether the work is irregular and intermittent and not more suited to full time permanent, part time or fixed term employment?</p> <p>k) Have schedulers been asked not to roster IIEs on regular days to avoid creating a regular pattern of attendance?</p>
46	Customer Aggression	Cameron	<p>I refer to HS 29 from Additional Estimates concerning customer aggression.</p> <p>a) How many incidents of customer aggression were reported in the month of March 2015, April 2015 and May 2015?</p> <p>b) How many incidents of customer aggression were reported in the financial years 2012-13 and 2011-12?</p> <p>c) How many duress alarm activations were there in the department in the period 1 July to 30 June in each of the years 2011-12, 2012-13, 2013-14 and 2014-15 (current)?</p> <p>d) How many customer aggression incidents did the department report to Comcare in the financial years 2011-12, 2012-13, 2013-14 and 2014-15 (current)?</p> <p>e) How many service restrictions were applied, broken into respective categories, in the financial years 2011-12, 2012-13, 2013-14 and 2014-15 (current)?</p> <p>f) Does the department require managers to report customer aggression incidents to the police?</p> <p>g) How many customer aggression incidents were reported to the police in the financial years 2011-12, 2012-13, 2013-14 and 2014-15 (current)?</p> <p>h) Does the department require managers to notify employee elected Health and Safety Representatives, elected means consistent with Work Health and Safety Act 2011, of customer aggression incidents that occur in their respective work groups?</p> <p>i) Is it mandatory for staff to report customer aggression incidents they have experienced or witnessed? If not – why not?</p> <p>j) How many “customer management plans” were applied in the financial years 2011-12, 2012-13, 2013-14 and 2014-15 (current)?</p> <p>k) What strategies is the department using to reduce the number of customer aggression incidents</p>

			<p>occurring and to minimise the risk of injury to staff working in the department's call centres?</p> <p>l) Has the department commissioned external experts to investigate the causes and contributing factors to customer aggression incidents in the department? If so when and who conducted the research/investigation?</p>
47	Budget Measure - Efficiencies	Cameron	<p>I refer to the 2015 Budget measure <i>Department of Human Services Efficiencies</i>.</p> <p>a) What are the savings to be made from ceasing payment by cheques under this savings measure?</p> <p>b) How many people are currently paid by cheque? Provide a breakdown by payment type and age.</p> <p>c) How long have people been paid by cheque?</p> <p>d) What work has the Department undertaken into the circumstances of people who are currently being paid by cheque?</p> <p>e) How will the Department ensure that these people, who may have mental health issues, continue to receive income support?</p> <p>f) How will the Department make sure that people impacted are not excluded from the banking system?</p>
48	Budget Night Functions	Cameron	<p>In relation to public servants at 2015 Budget night functions:</p> <p>a) Did any DHS public servants assist or work at Budget night functions at Parliament House?</p> <p>b) If so, in what capacity did they assist or work at these functions?</p> <p>c) What roles did they perform?</p> <p>d) Were any of these events Liberal, National, LNP, WA National or Country Liberal Party fundraisers?</p> <p>e) Who requested their presence?</p> <p>f) Were they paid? If so, by whom?</p> <p>g) Did the Minister request their presence? If not, who did?</p> <p>h) Please provide copies of any correspondence or request for their presence.</p>
49	Disability Support Pension – medical reviews for people under 35	Cameron	<p>a) Since 1 July 2014, how many DSP recipients have had their eligibility reviewed under the Budget measure affecting certain people under 35 who qualified between 2008 and 2011? Provide a breakdown under this measure by: main disability (including mental health conditions); age; gender; state and territory; with/without earnings; location (e.g. remote, capital cities, regional); marital status; receiving Rent Assistance; home-owners; country of birth.</p> <p>b) What is the cost to the Department to undertake these reviews?</p> <p>c) How many people have been reviewed?</p> <p>d) How many people, after the review, have been found ineligible for DSP?</p> <p>e) Provide a breakdown of the reason for the cancellation of the DSP?</p> <p>f) How many people who have had their DSP cancelled under this new measure have appealed the</p>

			<p>cancellation of the payment? Provide details of review outcomes by level of appeal. Also provide a breakdown of this data by Indigenous, non-Indigenous status.</p> <p>g) Provide data on DSP cancellations under this measure by age; state; and Indigenous/non-Indigenous status.</p> <p>h) How many people found ineligible for DSP after review are now accessing alternative social security payments? Please list by number and payment type.</p> <p>i) How many people are not receiving any income support payments?</p> <p>j) What savings have been made under this measure? How are the savings calculated?</p> <p>k) Have any people who have lost their DSP since 1 July 2014 under this measure have found employment?</p> <p>l) Provide details of the type of employment secured and the duration of this employment.</p> <p>m) Describe the “service offer” that is provided to people whose payments are cancelled under this measure?</p> <p>n) Does the Department keep a track on whether people who are moved to a lower payment (ie, Newstart or Youth Allowance) can afford their accommodation or their medications? Does the Department follow up to see if the person becomes homeless after being pushed onto a lower social security payment?</p> <p>o) How many people on the Newstart Allowance have a disability? Provide this data for each year over the past decade?</p> <p>p) How many people on Newstart have a partial capacity to work? Provide this data for each year over the past decade?</p> <p>q) Overall, what is the current rejection rate of people claiming the DSP? How many people have lodged a claim for the DSP since 1 July 2014? How many have been successful? Provide a breakdown of successful claims over this time frame, by main medical condition? (Number and percentages). How many claims have been rejected over this time frame (with reason for rejection), over the same time-frame?</p>
50	ANAO Report 26 2013-14 - Medicare Compliance Audits	Cameron	<p>I refer to ANAO Report 26 2013-14 Medicare Compliance Audits.</p> <p>a) Has DHS further developed its risk management framework?</p> <p>b) Is DHS prioritising its Medicare compliance activity to target the significant compliance risks to the Medicare program?</p> <p>c) How many Medicare audit, review and compliance cases were completed in 2013-14 and 2014-15 to date?</p> <p>d) Please provide an update on the Department’s implementation of the recommendations.</p>
51	ANAO Report 27 2013-14 –	Cameron	I refer to Integrity of Medicare Customer Data - ANAO Report 27 of 2013-14.

	Medicare Customer Data		Please provide an update on the Department's implementation of the recommendations.
52	Child Support Programme	Cameron	<p>a) How many child support cases are currently in the child support scheme (registered/enforced maintenance liabilities)?</p> <p>b) Can you provide a breakdown of child support payers by gender?</p> <p>c) How many child support assessments were undertaken in 2014-15?</p> <p>d) How many child support agreements were finalised in 2014-15?</p> <p>e) How many court orders/agreements were breached in 2014-15?</p> <p>f) What is the average period of time taken to finalise a child support agreement?</p> <p>g) What is the average period of time taken to undertake an assessment?</p> <p>h) What is the longest period of time taken to finalise a child support agreement?</p> <p>i) How many payments were suspended to payees in 2014-15?</p> <p>j) How many payments that had been previously suspended were resumed by the Registrar in 2014-15?</p> <p>k) For those owing child support payments/who have breached agreements and court orders:</p> <p>i) Can you provide a breakdown by location?</p> <p>ii) Can you provide a breakdown by income level?</p> <p>l) For those payers not complying with their agreements, what are the main reasons for non-compliance?</p> <p>m) How many 'top up' payments were requested by the Registrar in 2014-15?</p> <p>n) How many claims of overpayment against the payee to recover overpaid child support were made in 2014-15 including:</p> <p>i) where there was a registered maintenance liability; and</p> <p>ii) where there was no-registered maintenance liability?</p> <p>o) How many cases where ongoing entitlement to child support has ended, did the Registrar will seek to recover the debt from the payee and refund any amounts to the payer?</p>
53	Telephony Services – wait times	Cameron	Please update the tables provided in HS 55 from Additional Estimates for the monthly periods from July 2014 to date.
54	Wait Times	Cameron	<p>a) In relation to HS 56 from Additional Estimates, please update the:</p> <p>i) monthly data tables in answer (a), (b) and (c) for March 2015 to date;</p> <p>ii) 2014-15 data in (d) and (e) to date; and</p> <p>iii) table at (f) Attachment A for the status as at 31 March 2015.</p> <p>b) What measures is the department taking to reduce face to face wait times at DHS shopfronts?</p>

55	Disability Support Pension – participation plans	Cameron	In relation to HS 49, please update the data concerning how many people under 35 on the DSP who have had: a) a participation plan developed under the 2014 budget changes; b) their DSP payments suspended; and c) their DSP payments cancelled.
56	Job Seeker Compliance	Cameron	Transferred to the Department of Employment.
57	Shopfronts	Cameron	I refer to HS 43 from Additional Estimates. Please provide update the tables in attachments B, C, D, E for the period March 2015 to date.
58	Compliance Program	Cameron	Is the Department planning to publish its Compliance Program document for the post 1 July 2015 period? If so when? -If not, why not?
59	Welfare Payments Infrastructure Transformation Project	Cameron	a) Will you appoint a representative from the welfare sector to the Project Advisory Group? b) What are the “four projects to enhance the digital service delivery experience for DHS customers”? (Budget Paper 2 page 117) c) What is DHS role with the DTO? What is the \$13.4 million allocated to DHS for? (BP 2 page 68). d) Please provide a description of each of the five tranches referred to by the Secretary on page 58 of the 3 June 2015 transcript.
60	ANAO Report 37 – Centrelink Call Wait Times	Cameron	a) The ANAO reported that 3.3 million calls were transferred in 2013-14. When a call is transferred it is counted as another separate call and the average speed of answer calculation restarts. How many of the 3.3 million transferred calls were transferred by IIEs? b) In 2013-14 28.6 million calls entered the queue to speak to an operator, which is 25.3 million calls plus 3.3 million transfers. How much time could be shaved off average wait times by improving first contact resolution? c) What is the breakdown of first contact resolutions for permanent staff, non-ongoing staff and IIEs (casuals)? d) The ANAO report identifies that transfer rates drop and first contact resolutions increase for IIE as they become more experienced. Given the clear improvements in productivity why won't the department invest in the skills of IIEs and offer permanent jobs. e) As part of Agreement Negotiations has the department considered the productivities available by converting IIEs into permanent positions? f) In 2013-14 IIEs were the only group in the SMART centres that failed to meet QOL “correctness targets”. Does the department provide the same access to training and development for IIEs as it does for permanent staff? g) Does failure to meet “correctness targets” create rework for the department? h) How much rework is created by only achieving 93% correctness rather than the KPI of 95%?

			<p>i) The ANAO paints a clear picture of a department struggling to meet ongoing and regular demand for its service. Given the department is struggling to meet regular and ongoing demand how does the department justify employing IIEs who should only be employed to deal with work that is by its nature irregular and intermittent?</p> <p>j) What is the staffing profile of the estimated 1,000 staff needed to reduce call wait times to 5 minutes (ANAO Report 37 page 21).</p> <p>k) Who ordered staff to answer the phones following the release of the ANAO Report 37 on 19 May 2015? Which dates did the directive cover? How many staff were involved? Provide the daily average call wait times for 1 May 2015 to 3 June 2015. What other actions did the department take to address call wait times following the release of the ANAO report?</p> <p>l) How many staff are involved in implementing the ANAO Report 37 recommendations? Please list by level and section.</p>
61	Fraud and Non-compliance	Cameron	<p>a) What was the total number of customers who were received an overpayment in 2013-14 and 2014-15?</p> <p>i) Please provide this in percentage terms and a payment type breakdown.</p> <p>b) What was the total number of customers who were received an underpayment?</p> <p>i) Please provide this in percentage terms and a payment type breakdown in 2013-14 and 2014-15?</p> <p>c) By program and payment type how many transactions did the department administer in 2013-14 and 2014-15?</p> <p>d) In percentage terms what was the level of payment correctness for 2013-14 and 2014-15? What is the Departments current target for payment correctness?</p> <p>e) How many audits and investigations (by program) did the Department conduct into suspect fraudulent activity in 2013-14 and 2014-15?</p> <p>i) How many of these investigations lead to prosecution by the CDPP?</p> <p>ii) In how many cases was the department's determination challenge?</p> <p>iii) How many of the prosecutions were settled?</p> <p>iv) What was the nature of the settlement and what were the amounts?</p> <p>f) Which payment types are most likely to be investigated for fraud?</p> <p>g) How many health professionals were audited by the department in 2013-14 and 2014-15?</p> <p>i) How many health professional were required to present documentation to the Department in both years.</p> <p>ii) How many of these audits lead to prosecution of the health professional?</p> <p>iii) In how many cases did the health professional seek a review of the Departments decision?</p> <p>iv) How many of the prosecutions were settled and what were the amounts?</p> <p>v) How many audits settled between 2013 -2015 were from audits commenced in previous years?</p>

			<ul style="list-style-type: none"> vi) How many audits are still ongoing? h) How many cases of the incorrect Medicare claiming or fraud did the Department identify in 2013-14 and 2014-15 in the following areas: <ul style="list-style-type: none"> i) incorrect billing; ii) incorrect prescribing; iii) inappropriate ordering and/or incorrect use of pathology and imaging services; and iv) consultations billed without referrals. i) How does the Department determine if a health professional has practised inappropriately? j) How many audits and investigations (in number and percentage) were commenced as a result as a tip-off? k) How many staff have been moved out of the compliance division into call centres to assist in reducing the call wait time?
62	ICT Service Levels	Cameron	<p>Arising from HS 42 from Additional Estimates:</p> <ul style="list-style-type: none"> a) How many customer service interruptions since 28 February 2015? b) What was the total duration for each and what was the business impact? c) Have the causes of the outages been identified? d) What remedial action has or is being taken to rectify the problems? e) What is the reliability performance target for the IT systems and what was achieved in the September quarter 2014-15, December quarter 2014-15 and March quarter 2014-15?
63	Staffing – employment of non-Australian citizens	Ludwig	<ul style="list-style-type: none"> a) What is the Department/Agency's policy with regard to hiring non-Australian citizens? b) Does the agency have a Culturally and Linguistically Diverse (CALD) policy? If yes, please provide a summary. c) How does the Department/Agency determine whether a person is a non-Australian citizen? d) How many staff who were not Australian Citizens have been hired by the Department/Agency since the Federal Election in September, 2013? Please break the numbers down by: <ul style="list-style-type: none"> i) levels at which they are employed; ii) immigration status (Visa); iii) cultural background; iv) linguistic background; and v) how many were hired to satisfy CALD targets?
64	Departmental Dispute Resolution	Ludwig	<ul style="list-style-type: none"> a) How are disputes between departmental and/or agency staff mediated? b) Are any outside firms contracted to assist with this process? If yes: please list them, please include: <ul style="list-style-type: none"> i) The structure of payments made to each firm (e.g. retainers, fees for each consultation etc).

			<p>ii) Amount paid to each firm since the last budget.</p> <p>iii) When the contract with the firm commenced.</p> <p>iv) When the contract with the firm will expire.</p> <p>v) Why the firm was selected to provide the service.</p> <p>vi) Please provide a list of disputes referred to the firm, including a brief description of the dispute.</p> <p>c) How are code of conduct violations by departmental and/or agency staff mediated?</p> <p>d) Are any outside firms contracted to assist with this process? If yes: please list them, please include:</p> <p>i) The structure of payments made to each firm (e.g. retainers, fees for each consultation etc).</p> <p>ii) Amount paid to each firm since the last budget.</p> <p>iii) When the contract with the firm commenced.</p> <p>iv) When the contract with the firm will expire.</p> <p>v) Why the firm was selected to provide the service.</p> <p>vi) Please provide a list of disputes referred to the firm, including a brief description of the dispute.</p>
65	Review the eligibility of DSP recipients aged under 35 years - Capacity to work	Siewert	<p>a) Since July 1 2014, how many DSP recipients have developed a compulsory Participation Plan as a result of this measure?</p> <p>b) Provide a breakdown of the primary medical condition of DSP recipients undertaking compulsory activities?</p> <p>c) In addition, can you identify the number of people undertaking each of the following activities?</p> <ul style="list-style-type: none"> • Work for the Dole • Job Search • Work Experience • Education and Training • Engagement with Disability Employment Services. <p>d) Are there any other approved activities that have been included under Participation Plan?</p> <p>e) Have any DSP recipients with compulsory participation plans failed to meet their compulsory requirements as specified under this measure?</p> <p>i) What were the reasons for these people not meeting their requirements?</p> <p>ii) Have these people incurred penalties and if so what were they?</p> <p>iii) How many people have had their payments suspended?</p> <p>iii) How many people have had their payments cancelled since the measure commenced?</p> <p>iv) What percentage of those reviewed have had their payment cancelled?</p> <p>v) Provide a breakdown of the main medical conditions of those who have had their payments cancelled under this measure.</p> <p>vi) For those whose payments were cancelled under this measure, what payments were they moved</p>

			<p>to?</p> <p>vii) What savings have been made as a result of the cancellation of these payments going forward? How are the savings calculated?</p> <p>f) Have any DSP recipients who have commenced a compulsory participation plan since the measure was introduced in July 2014 secured paid employment?</p> <p>i) How many people have secured paid employment?</p> <p>ii) Can you provide details of the type of employment secured and the duration of this employment?</p>
66	Review the eligibility of DSP recipients aged under 35 years - reviews.	Siewert	<p>a) Since July 1 2014, how many DSP recipients have had their eligibility reviewed under this measure? Provide a profile of those reviewed under this measure by: age; gender; state and territory; with/without earnings; location (e.g. remote, capital cities, regional; marital status; receiving Rent Assistance; home-owners.</p> <p>b) Can you tell me the cost to the Department to complete these reviews?</p> <p>c) Is the Department continuing to undertake these reviews and if so how long is it going to take until completed?</p> <p>d) Can you tell me the primary medical condition on those people who have been reviewed?</p> <p>e) How many people, after review, have been found eligible and continued to receive DSP?</p> <p>f) How many people have been found ineligible for DSP?</p> <p>g) Can you provide a breakdown of the age and primary disability of recipients who have been found ineligible, and the reason given for the cancellation of their DSP?</p> <p>h) How many people who have had their DSP cancelled under this new measure have appealed the cancellation of their payment? Provide details of review outcomes by level of appeal.</p> <p>i) Provide data on DSP cancellations under this measure by age; state; and Indigenous/non-Indigenous status.</p> <p>j) How many people found ineligible for DSP after review are now accessing alternative social security payments? Please advise the alternative payments that they are now receiving.</p> <p>k) How many people are not receiving any income support payments?</p> <p>l) Can you identify the job search activities those people with disability who have lost their DSP are now undertaking as part of the working age payment requirements?</p> <p>m) How many people who have lost their DSP since July 1, 2014 under this measure have found employment?</p> <p>n) Can you provide details of the type of employment secured and the duration of this employment?</p>
67	Aged Care – cost of correcting inaccurate letters	Polley	What is the cost of the additional resources that have been spent on reconciling and correcting inaccurate means testing and income testing letters for aged care residents and home care package clients since 1 July 2014?

