

**SENATE SUPPLEMENTARY ESTIMATES**  
**20 October 2011**  
**QUESTIONS ON NOTICE**  
**DEPARTMENT OF HUMAN SERVICES**

<b>No</b>	<b>Senator</b>	<b>Topic</b>	<b>Responsible Group and Division</b>	<b>Date Received</b>
HS 1	Fifield	Disaster recovery payments	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	09/12/2011
HS 2	Fifield	Laughter Works workshop	Customer Service Delivery Group Access Services Division	09/12/2011
HS 3	Fifield	Staff misconduct	Enabling Services Group People Services Division	09/12/2011
HS 4	Fifield	Carbon pricing	Enabling Services Group CFO Division	24/11/2011
HS 5	Fifield	Co-location – re-branding costs	Enabling Services Group Communication Division	09/12/2011
HS 6	Fifield	Co-location –addresses of consolidated sites	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	09/12/2011
HS 7	Fifield	Centrelink Call centres – staff bathroom breaks	Enabling Services Group Communication Division	24/11/2011
HS 8	Furner	Centrelink Call centres – staff bathroom breaks	Enabling Services Group Communication Division	24/11/2011
HS 9	Fifield	Financial Information Services seminars – guidelines for venue selection	Health and Service Delivery Reform Group Disability, Carers and Older Australians Division	09/12/2011
HS 10	Fifield	Lease improvement plan	Enabling Services Group Corporate Operations Division	29/11/2011
HS 11	Fifield	CRS Australia – property ownership	Future Services, Rehabilitation and Compliance Group Rehabilitation and Assessment Services Division	09/12/2011
HS 12	Fifield	CRS Australia – property leases	Future Services, Rehabilitation and Compliance Group Rehabilitation and Assessment Services Division	09/12/2011
HS 13	Fifield	Market research	Enabling Services Group Communication Division	28/11/2011
HS 14	Fifield	Release of surveillance footage to the media - protocols	Enabling Services Group Communication Division	09/12/2011
HS 15	Siewert	Fraud and compliance media strategy	Enabling Services Group Communication Division	09/12/2011
HS 16	Fifield	Child Support – employer withholding pay	Participation, Families and Older Australians Group Families Division	09/12/2011

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HS 17	Fifield	Child Support – information sharing with the Australian Taxation Office	Participation, Families and Older Australians Group Families Division	28/11/2011
HS 18	Fifield	Disability Support Pension – overseas payments	Participation, Families and Older Australians Group Disability, Carers and Older Australians Division	24/11/2011
HS 19	Fifield	Newstart - exemptions	Participation, Families and Older Australians Group Participation Division	04/01/2012
HS 20	Siewert	School Enrolment and Attendance Measure	Participation, Families and Older Australians Group Participation Division	29/11/2011
HS 21	Siewert	Income Management and BasicsCard	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	04/01/2012
HS 22	Siewert	School Enrolment and Attendance Measure	Participation, Families and Older Australians Group Participation Division	09/12/2011
HS 23	Siewert	Domestic Violence Exemptions	Participation, Families and Older Australians Group Participation Division	09/12/2011
HS 24	Furner	Local Connections to Work	Participation, Families and Older Australians Group Participation Division	28/11/2011
HS 25	Carol Brown	Grandparent Advisors	Customer Service Delivery Group Access Services Division	09/12/2011
HS 26	Fifield	Chronic Disease Dental Scheme	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	09/12/2011
HS 27	Di Natale	Chronic Disease Dental Scheme	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	28/11/2011
HS 28	Fierravanti-Wells	Medicare Compliance	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Group	04/01/2012
HS 29	Fierravanti-Wells	Access to Allied Psychological Services	Health and Service Delivery Reform Group Health Programs Division	04/01/2012
HS 30	Fifield	Code of Conduct breaches - inappropriate use of social media	Enabling Services Group People Services Division	28/11/2011
HS 31	Furner	Australian Government Disaster Payments- debt recovery	Future Services, Rehabilitation and Compliance Group Business Integrity Division and Recovery, Health and Business Compliance Division	04/01/2012
HSW 1	Williams	Rural Services Officer	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	09/12/2011
HSW 2	Williams	Staffing in Medicare offices	Customer Service Delivery Group Access Services Division	09/12/2011

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HSW 3	Williams	Medicare online claiming and staffing in Medicare offices	a) Health and Service Delivery Reform Group Health eBusiness Division b) and c) Customer Service Delivery Group Network Capability Division	09/12/2011
HSW 4	Williams	Co-location	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	09/12/2011
HSW 5	Williams	DHS career opportunities, services and investment in regional areas	Enabling Services Group People Capability Division	09/12/2011
HSW 6	McKenzie	Portfolio staffing – 2011-12	Enabling Services Group People Capability Division	28/11/2011
HSW 7	McKenzie	Portfolio staffing – 2010-11	Enabling Services Group People Capability Division	09/12/2011
HSW 8	McKenzie	Portfolio staffing - reductions	Enabling Services Group People Capability Division	09/12/2011
HSW 9	McKenzie	Efficiency Dividend	Enabling Services Group CFO Division	28/11/2011
HSW 10	McKenzie	Government Advertising	Enabling Services Group Communication Division	24/11/2011
HSW 11	McKenzie	Hospitality and Entertainment	a), c), e) and g) Enabling Services Group CFO Division b), d), f) and h) Strategy Group Whole of Government Coordination Division	04/01/2012
HSW 12	McKenzie	Board Appointments	Strategy Group Whole of Government Coordination Division	28/11/2011
HSW 13	McKenzie	Grants	Enabling Services Group CFO Division	09/12/2011
HSW 14	McKenzie	Freedom of Information	Enabling Services Group Legal Services Division	24/11/2011
HSW 15	McKenzie	Community Cabinet	Strategy Group Whole of Government Coordination Division	09/12/2011
HSW 16	McKenzie	Reviews	Strategy Group Whole of Government Coordination Division	09/12/2011
HSW 17	McKenzie	Consultancies	Enabling Services Group Corporate Operations Division	28/11/2011
HSW 18	McKenzie	Media Monitoring	Enabling Services Group Communication Division	28/11/2011
HSW 19	McKenzie	Social Media	Enabling Services Group Communication Division	28/11/2011

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HSW 20	McKenzie	Contractors	Enabling Services Group Corporate Operations Division	24/11/2011
HSW 21	McKenzie	Discretionary Grants	Enabling Services Group CFO Division	29/11/2011
HSW 22	McKenzie	Commissioned Reports	Strategy Group Whole of Government Coordination Division	09/12/2011
HSW 23	McKenzie	Government Payment of Accounts	Enabling Services Group CFO Division	24/11/2011
HSW 24	McKenzie	Government Stationery Requirements	Strategy Group Whole of Government Coordination Division	09/12/2011
HSW 25	McKenzie	Media Subscriptions	Enabling Services Group Whole of Government Coordination Division	09/12/2011
HSW 26	McKenzie	Travel Costs	Enabling Services Group Corporate Operations Division	29/11/2011
HSW 27	McKenzie	Legal Costs	Enabling Services Group Legal Services Division	29/11/2011
HSW 28	McKenzie	Education Expenses	Enabling Services Group People Capability Division	24/11/2011
HSW 29	McKenzie	Executive Coaching and Leadership Training 2010-11	Enabling Services Group People Capability Division	09/12/2011
HSW 30	McKenzie	Executive Coaching and Leadership Training 2011-12	Enabling Services Group People Capability Division	09/12/2011
HSW 31	McKenzie	Paid Parental Leave	Enabling Services Group People Services Division	09/12/2011
HSW 32	McKenzie	Training for Portfolio Minister and Parliamentary Secretaries	Strategy Group Whole of Government Coordination Division	28/11/2011
HSW 33	McKenzie	Corporate Cars	Enabling Services Group Corporate Operations Division	28/11/2011
HSW 34	McKenzie	Taxi Costs	Enabling Services Group CFO Division	04/01/2012
HSW 35	McKenzie	Credit Cards	Enabling Services Group CFO Division	09/12/2011
HSW 36	McKenzie	Carbon Price Legislation	Health and Service Delivery Reform Group Business Services Division	04/01/2012
HSW 37	McKenzie	Communications	Enabling Services Group Communication Division	04/01/2012
HSW 38	Di Natale	Chronic Disease Dental Scheme	Future Services, Rehabilitation and Compliance Group Recover, Health and Business Compliance Division	09/01/2012

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HSW 40	Siewert	Link Up Services	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	28/11/2011
HSW 41	Siewert	Funerals	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	28/11/2011
HSW 42	Johnston	Child Support - Change of Assessment	Customer Service Delivery Group Child Support Operations Division	09/12/2011
HSW 43	Johnston	Child Support - Change of Assessment Case before the Family Court	Participation, Families and Older Australians Group Families Division	04/01/2012
HSW 45	Wright	Engaging with Customers with a Mental Illness	Participation, families and Older Australians Group Disability, Carers and Older Australians Division	24/11/2011
HSW 46	Fifield	Departmental Property	Enabling Services Group Corporate Operations Division	09/12/2011 15/02/2012 (revised answer)
HSW 47	Fifield	Boards and Committees	Strategy Group Whole of Government Coordination Division	04/01/2012
HSW 48	Fifield	Advertising Expenditure	Enabling Services Group CFO Division	09/12/2011
HSW 49	Fifield	Travel Expenditure	Enabling Services Group Corporate Operations Division	09/12/2011
HSW 50	Fifield	Hospitality and Entertainment Expenditure	Enabling Services Group CFO Division	09/01/2012
HSW 51	Fifield	ICT Expenditure	Enabling Services Group CFO Division	09/12/2011
HSW 52	Fifield	Consultancy Expenditure	Enabling Services Group Corporate Operations Division	09/12/2011
HSW 53	Fifield	Staff Education or Training	Enabling Services Group People Capability Division	29/11/2011
HSW 54	Fifield	External Accounting	Enabling Services Group CFO Division	09/12/2011
HSW 55	Fifield	External Auditing	Audit Division	29/11/2011
HSW 56	Fifield	External Legal Expenditure	Enabling Services Group Legal Services Division	09/12/2011
HSW 57	Fifield	Membership or Grants	Enabling Services Group CFO Division	09/12/2011
HSW 58	Adams	Family Assistance Office – Paid Parental Leave	Participation, Families and Older Australians Group Families Division	09/12/2011
HSW 59	Bushby	Chronic Disease Dental Scheme - Tasmania	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	09/01/2012

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HSW 60	Bushby	Chronic Disease Dental Scheme – Audit Operations	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	09/12/2011
HSW 61	Bushby	Chronic Disease Dental Scheme – Audit Management	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	09/12/2011
HSW 62	Bushby	Chronic Disease Dental Scheme – Operation	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	09/12/2011
HSW 63	Bushby	Chronic Disease Dental Scheme – Education	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	09/12/2011
HSW 64	Bushby	Chronic Disease Dental Scheme – Irregularities	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	09/12/2011
HSW 65	Bushby	Chronic Disease Dental Scheme - General	Future Services, Rehabilitation and Compliance Group Recovery, Health and Business Compliance Division	09/12/2011
HSW 66	Colbeck	Centrelink Rural Services Officers	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	09/01/2012
HSW 67	Siewert	Income Management Trial Sites	Customer Service Delivery Group Indigenous, Regional and Remote Servicing Division	04/01/2012