

| QoN No. | Agency/ Outcome                | Senator           | Party | Broad topic              | QUESTION   | Hansard/ Ref |
|---------|--------------------------------|-------------------|-------|--------------------------|--|--------------|
| 1       | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Human Resources          | Could you detail the human resources problems that have confronted NEHTA in the last 18 months?  | Written      |
| 2       | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Allegations of Bullying  | Have allegations of bullying within NEHTA risen in number and seriousness over the last 18 months?   | Written      |
| 3       | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Workcover Investiagation | Nehta headquarters in Sydney have been the subject of a recent Workcover NSW investigation. What prompted that investigation? We were told in evidence during the October Estimates that this investigation was, and I quote, "very brief" and that the "issue" was dealt with "immediately" and to the satisfaction of the complainant. How was the matter resolved? What were the findings of that investigation? Did Workcover issue a Confirmation of Advice (CAF) notice to NEHTA? What actions has NEHTA taken in response to the notice? Did Workcover pay particular attention to NEHTA's archive of 'exit interviews'? Why do you think that was? What did those exit interviews reveal about the work culture within NEHTA with particular respect to the issue of bullying? In terms of the attitudes of departing staff towards the Nehta employment environment what was found? | Written      |
| 4       | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Human Resources          | Have quite specific complaints been made by staff about the conduct, behaviour and performance of a senior executive in NEHTA's Human Resources Department? What has been the nature of those complaints? Are those complaints centred on claims that this particular Human Resources Executive victimises anyone who comes to them with a complaint around the issue of bullying?   | Written      |
| 5       | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Workcover Investiagation | Has Workcover Queensland also been asked to investigate complaints of bullying at the Brisbane offices of the organisation? What have they found? Is the NEHTA CEO aware of these issues and if so when did he become aware of the bullying issue?   | Written      |
| 6       | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Workplace Consultations  | Is it true that NEHTA has contracted two sets of consultants to examine its workplaces in Sydney and Brisbane? Have they concluded their work and if so what did they find? What was their exact brief? Did they speak to ex-staff?  | Written      |
| 7       | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Staff Turnover           | During the October Estimates hearing evidence was given that the annualised staff turnover at NEHTA is 28 to 30 percent. Such a high turnover figure must be of concern and in human resources terms wouldn't such a figure be seen as an indicator of an unhappy work place. During those October Estimates, NEHTA CEO Mr Fleming endeavoured to explain the figure away by saying and I quote, "In terms of consulting groups it is actually on a par with what we see in the industry." How does the employment contract situation of NEHTA resemble that of a consultancy?   | Written      |
| 8       | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Sick Leave               | What percentage of the NEHTA workforce is currently on sick leave? What percentage of them would be on stress related sick leave?  | Written      |
| 9       | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Bullying                 | What would you say to those employees ex and current who would claim that bullying and poor staff morale are endemic to NEHTA?   | Written      |
| 10      | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Professional Critics     | NEHTA has a formidable number of professional critics, are they all wrong in their criticisms and analysis of NEHTA's performance, policies strategies and products?   | Written      |
| 11      | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Industry                 | They (the Australian Software Industry) also say that requirements are constantly changed by NEHTA making it a financial disaster for companies who deal with NEHTA? They claim this is also a clear indication that NEHTA doesn't know what its doing? Why would expert suppliers say this of NEHTA, if it wasn't true from their hands on experience?  | Written      |
| 12      | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Tiger Teams              | The proposal by NEHTA to have tiger teams to develop key standards in less than a month and bypass the normal Standards Australia process could have enormous and negative consequences . As one industry expert said, "If you depart from the standards framework, you introduce a cascading series of costs and barriers." "If the specs are changed for one project, the vendor has to do a specialty implementation, but then you need a special conformance process and adjust the interoperability framework as well. 'In the end everybody has to change their software, and the costs spread like a ripple on a pond.'" How won't this process cost the software industry a lot more money to stay in the game and what guarantees can NEHTA give that this sort of decision won't cause inefficiency and confusion?   | Written      |
| 13      | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Industry                 | Industry was "extraordinarily concerned" about the process under way and feared members would wear the cost of new development work as a result. What's the response of NEHTA to those well articulated concerns?  | Written      |
| 14      | NEHTA (e-Health/ Outcome 10.2) | BOYCE, Sue        | LP    | Industry                 | Another leading industry expert said of NEHTA's plan to fast track standard development with 'tiger teams' would have the following consequences "this truncating or fast-tracking may interfere with the traditional, set-in-cement ISO-driven processes" that ensured standards were subjected to detailed analysis, criticism and due diligence. What is NEHTA's response to this criticism?  | Written      |
| 15      | NEHTA (e-Health/ Outcome 10.2) | Fierravanti-Wells | LP    | Travel Budget            | For the current financial year, what is the travel budget for NEHTA?   | Written      |
| 16      | NEHTA (e-Health/ Outcome 10.2) | Fierravanti-Wells | LP    | Implementation Deadline  | Are NEHTA concerned that the 1 July 2012 implementation deadline set by the Minister was too eager considering the size of the PCEHR project?  | Written      |
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