

QoN No.	Agency/ Outcome	Broad Topic	Senator	QUESTION	Hansard/ Ref
1	Australian Hearing	Australian Hearing – Budget forward estimates	Fierravanti-Wells	<p>Senator FIERRAVANTI-WELLS: ....What are your forward estimates for the monies that you get from the Commonwealth? Where are they published? Are they published somewhere?</p> <p>Ms Clapin: For this financial year we will receive \$60.07 million and in the 2013-14 financial year we will receive an additional \$14.1 million to that and an additional \$16.7 million.</p> <p>Senator FIERRAVANTI-WELLS: Is that on top of the \$60 million? That is not very clear. Could you just give me the total figures?</p> <p>Ms Clapin: We do not have the total figures given to us by the office at this point.</p> <p>Senator FIERRAVANTI-WELLS: Could you take that on notice?</p> <p>Ms Clapin: Yes.</p>	89
2	DHS	Staff numbers in the Department	Fifield	<p>Senator FIFIELD: .... In the new organisation structure is the most meaningful way to further break down the number of staff into the categories that are on your multi-coloured chart in terms of service delivery, transformation and performance for people under that and so on. Is that in the annual report, broken down by those categories?</p> <p>Ms Campbell: We are just checking to see whether we have that. That is a meaningful representation.</p> <p>Senator FIFIELD: That would be the way that you would—</p> <p>CHAIR: The table is on page 443, if you want to see if that is what you are after.</p> <p>Ms Bennett: Senator, we do not have it with us at the moment, in terms of matching this by group—which is by deputy secretary—but we can take that on notice.</p> <p>Senator FIFIELD: Okay, if you could; thank you.</p>	91-92
3	DHS	Properties owned and leased by the Department	Fifield	<p>Senator FIFIELD: .... I have previously asked for a list of all properties owned and leased by the department. The only change to the properties owned would be the Townsville property that has been sold.</p> <p>Ms Campbell: Yes, Senator.</p> <p>Senator FIFIELD: How many sites do you presently operate from?</p> <p>Ms Bennett: We have 822 commercial properties around Australia, and we have 52 residential properties.</p> <p>Senator FIFIELD: That's right; I remember those. Just for the sake of completeness, if you would not mind taking on notice, for each of those 822 plus 52 properties, the address—and I realise that some of this, in some form, would be on your website, no doubt—</p> <p>Ms Bennett: We have provided you the information previously about the addresses and locations of the commercial properties; we have not provided the information for the residential properties.</p> <p>Senator FIFIELD: I thought you had.</p> <p>Ms Campbell: I think it was decided, Senator, because of security concerns in some locations, that we might just say the suburb in which the property—</p> <p>Senator FIFIELD: Oh, I appreciate that—sorry. You are quite right: locations.</p> <p>Ms Bennett: Location rather than a street address.</p> <p>Senator FIFIELD: A town or suburb rather than an address, yes.</p> <p>Ms Bennett: Yes.</p> <p>Senator Kim Carr: If the previous information has not changed, it is going to get provided again.</p> <p>Senator FIFIELD: That is right. Could you take on notice where—</p> <p>Ms Bennett: If there have been any changes.</p> <p>Senator FIFIELD: the information has changed. I think at that time you stated where a property was leased, where it was owned—I am not sure whether the value of the property was provided, where it was owned.</p> <p>Ms Bennett: Yes, we did provide the approximate value.</p> <p>Ms Campbell: We did provide lease—</p> <p>Senator FIFIELD: Approximate value; okay. Again, if there have been any significant changes from that, just provide those to save doing it again. Thank you for that.</p>	92-93

4	DHS	Staff travel	Fifield	<p>Senator FIFIELD: .... How much did DHS spend on staff travel in 2011-12?</p> <p>Ms Bennett: The department spent, in the 2011-12 financial year, \$21,345,068 on staff travel.</p> <p>Senator FIFIELD: And that includes planes, taxis, cars?</p> <p>Ms Bennett: Yes, it does.</p> <p>Senator FIFIELD: Could you provide, on notice if you need to, a breakdown by the type of travel.</p> <p>Ms Bennett: We provided that information, I understand, in HS82.</p> <p>Senator FIFIELD: Okay.</p> <p>Ms Bennett: Which I do not have a copy of with me.</p> <p>Senator FIFIELD: No, that is fine. If it is there, it is there.</p> <p>Ms Bennett: It went to 31 March, for the last estimates.</p> <p>Senator FIFIELD: Okay, could you update—</p> <p>Ms Bennett: Provide it to 30 June?</p> <p>Senator FIFIELD: Yes, thank you.</p> <p>Ms Campbell: Yes, we will update it to the end of the financial year.</p> <p>Senator FIFIELD: And does that information include the class of travel, for air travel?</p> <p>Ms Bennett: I would have to check that, Senator.</p>	93
5	DHS	Departmental Telecommunications Contract	Fifield	<p>Senator FIFIELD: Does the department expect to save money on the basis of this contract compared to what otherwise would have been in place?</p> <p>Mr Sterrenberg: Yes, it does.</p> <p>Senator FIFIELD: What is the saving over the timeframe that is relevant?</p> <p>Mr Sterrenberg: It is significant. Some of the details are obviously commercial in confidence.</p> <p>Senator FIFIELD: Obviously we do not want to breach any—</p> <p>Senator Kim Carr: There would be some reluctance to go to the detail of the budget.</p> <p>Senator FIFIELD: Whatever you can comfortably and appropriately say, which may not be much—</p> <p>Senator Kim Carr: We can take it on notice.</p>	93-94
6	DHS	Debt recovery and serious fraud - expenditure	Siewert	<p>Senator SIEWERT: So if I asked you how much you had spent in the year to date on debt recovery could you tell me?</p> <p>Mr Popple: We might be able to, given a bit of time. Are you asking about the tip-off line, because we can tell you how much it costs?</p> <p>Senator SIEWERT: I will come to that in a second. To save time now I will take on notice against each of those: debt recovery and serious fraud.</p>	99
7	DHS	Centrelink Tip-off line	Fifield	<p>Senator FIFIELD: Did the tip-offs to the line increase immediately after Mr Jongen has been on A Current Affair or Today Tonight?</p> <p>Ms Campbell: I do not have that information with me at the moment. We could have a look at volumes when there has been some media.</p>	101
8	DHS	Fraud investigations – aged care	Fierravanti-Wells	<p>Senator FIERRAVANTI-WELLS: In relation to investigating fraud in aged care, do you have any statistics and any prosecutions? Also do you have any debt recovery statistics in relation to aged care?</p> <p>Ms Campbell: I do not think we have anything with us.</p> <p>Senator FIERRAVANTI-WELLS: Could you take that on notice.</p>	101
9	DHS	Audits – Medicare services and benefits – aged care	Fierravanti-Wells	<p>Senator FIERRAVANTI-WELLS: .... In relation to the audits, I noticed audits of Medicare services and benefits showed about 69 and then down to 50 in 2011-12. Could you on notice give me a profile of the audits and reviews that relate specifically to aged care.</p> <p>Ms Campbell: Yes.</p>	101
10	DHS	Audits – Medicare services and benefits – mental health programs	Fierravanti-Wells	<p>Senator FIERRAVANTI-WELLS: And, in relation to the health support programs, if there are any mental health programs in there I would appreciate those stats as well.</p> <p>Ms Campbell: We will look at that information.</p>	101
11	DHS	Flood event assistance – 2012 Victorian floods - ex-gratia payments	McKenzie	<p>Senator MCKENZIE: The disaster assist website says that fewer than 20 people were granted ex gratia payments in relation to the north-eastern Victoria flooding event in early 2012. These payments totalled less than \$20,000. Were these ex gratia payments for New Zealanders resident in north-eastern Victoria?</p> <p>Mr Tidswell: Ex gratia payments are generally for New Zealanders who are resident. As of 5 October 2012, over 100 claims for ex gratia payment have been paid to New Zealanders in the non-protected special category visa holders. Over \$129,000 has been paid into people's bank accounts. You were after northern Victoria particularly?</p> <p>Senator MCKENZIE: North-eastern Victoria.</p> <p>Mr Tidswell: I do not think I have those figures here.</p> <p>Senator MCKENZIE: You can take that on notice.</p>	102

12	DHS	Business Integrity Division - staffing	Fifield	<p>Senator FIFIELD: How many Centrelink staff are currently employed whose prime role is fraud? I know every Centrelink staff member could potentially be involved in fraud detection and identification, but how many people's primary role is fraud prevention and identification?</p> <p>CHAIR: Senator, do you mean in Centrelink or Human Services?</p> <p>Senator FIFIELD: I am going to ask Centrelink and Human Services.</p> <p>Ms Campbell: Mr Withnell's area does serious fraud compliance and, primarily, the Centrelink master programs. He would be able to tell you how many staff are in his division, and that may be a useful measure.</p> <p>Senator FIFIELD: And your division is organisation wide?</p> <p>Mr Withnell: Sorry, Senator, I missed the question.</p> <p>Senator FIFIELD: I feel we should not need to speak at this level. I wish the volume could be turned up on the speakers. It happens in every committee room at every estimates. Sorry; it is just an ongoing frustration. There we go—it has been done. Mr Withnell, is part of your area of responsibility the organisation as a whole, rather than specifically Centrelink?</p> <p>Mr Withnell: It covers the Centrelink programs, some of the child support program, as we discussed earlier, and internal fraud.</p> <p>Senator FIFIELD: What is the number of people at your command?</p> <p>Mr Withnell: I do not have the exact figure here. I will take it on notice to give you an exact figure rather than an estimate.</p>	102-103
13	DHS	Business Integrity Division - staffing	Smith	<p>Senator SMITH: Did anyone look at the profile of the clients who might have non-Telstra 1800 plans or exemptions?</p> <p>Mr Sterrenberg: I will have to take that on notice.</p>	104
14	DHS	Australian Government Disaster Recovery Payment - fraud	McKenzie	<p>Senator McKENZIE: How many claims of alleged fraud of the AGDRP have resulted from November 2011 to the current date?</p> <p>Mr Popple: I do not have the total figure, but in terms of the Queensland, New South Wales and Victorian floods in January, February and March this year, we are currently assessing 44 cases, but no cases have yet been referred for prosecution and no debts have been raised, either.</p> <p>Senator McKENZIE: Could you take on notice to split those by state.</p> <p>Mr Popple: Yes.</p>	104
15	DHS	Australian Government Disaster Recovery Payment – fraud – staff training	McKenzie	<p>Senator McKENZIE: Could you take on notice outlining the training that is provided to staff to handle allegations of fraud, and how many staff members are trained to conduct these investigations.</p>	105
16	DHS	eBay Pilot Project – debt recovery	Fifield	<p>Mr Withnell: There are 71 cases that have been referred for investigation so far, and 30 have already been referred for administrative action—debts raised.</p> <p>Senator FIFIELD: 'Administrative action' means recovering—</p> <p>Mr Withnell: Yes.</p> <p>....</p> <p>Senator FIFIELD: Has any money been recovered?</p> <p>Mr Withnell: I am not sure whether we have that level of detail on debt recovery. I suspect we would not have that level of detail because of the small numbers.</p>	106
17	DHS	Call wait times	Siewert	<p>Senator Kim Carr: The advice I have is that there were 3,548,276 calls in July; 2,926,293 August; and 2,328,908 in September indicating—as we are trying to stress to the committee—that there are peaks and troughs in the workload presented to the department and that there will be periods, particularly in July, where there is a very high level of demand. The department has pursued a series of stratagems to reduce the waiting time people have to wait and that has effectively seen a very significant reduction in the average speed of answering calls from July through to September.</p> <p>....</p> <p>Senator SIEWERT: I wonder if it is possible to give us the number of calls for the corresponding period last year.</p> <p>Mr Rimmer: I do not think we have that information with us by month corresponding exactly to the information the minister has just given you, but we can certainly take that on notice.</p> <p>Senator SIEWERT: Thank you.</p>	107-108
18	DHS	Aged Care Funding Instrument measures	Fierravanti-Wells	<p>Senator FIERRAVANTI-WELLS: Under 'improving the age care funding instrument' there are a number of figures. It goes from 254 to 3,807 and then back down to 627,552 and 557. Can you explain that for me?</p> <p>Ms Golightly: There are two things with that. My colleague Ms Wilson might be able to add to this in a minute. The funding on page 21 is made up of two components, those bits of the IT development which are not capital and any work that we have to do in the business areas to implement these measures. The bigger figure in 2013 reflects the large IT development that we have to do this year and getting business ready. This is the big year of implementation, whereas the other years are more going to be maintaining the systems.</p> <p>Senator FIERRAVANTI-WELLS: I do not quite understand that, because the age care funding ACFI changes that have been implemented are a reduction. I do not understand the major IT changes that are necessary to effect a reduction in the amount that providers receive.</p> <p>Ms Golightly: As I understand it, it is a change in the way that it is calculated and that method of calculation is embedded in our IT systems.</p> <p>Senator FIERRAVANTI-WELLS: So you have to change the programs and all that sort of stuff. That is the reason for that figure.</p> <p>Ms Golightly: Yes.</p> <p>Senator FIERRAVANTI-WELLS: If you have more detail in relation to that, please take that on notice.</p> <p>Ms Golightly: Certainly.</p>	108-109

19	DHS	Response to the Productivity Commission report, <i>Caring for older Australians</i> – DHS assistance	Fierravanti-Wells	<p>Senator FIERRAVANTI-WELLS: In relation to ageing matters, I want to now go to your annual report. On page 207 you make reference to various achievements. Could you expand a little bit more on what work that you did by way of assisting DoHA to develop its response to the Productivity Commission report, <i>Caring for older Australians</i>.</p> <p>Ms Golightly: Certainly. In general, the work that we do with DoHA is if they require certain data that may be in our systems. Sometimes it goes to advice about service delivery matters. I can take on notice specifics.</p> <p>Senator FIERRAVANTI-WELLS: Could you take that on notice. Obviously, I do not want the advice, but you could assist me by telling me the nature of that work.</p>	109
20	DHS	Productivity Commission report, <i>Caring for older Australians</i> – recommendation regarding an entitlement system	Fierravanti-Wells	<p>Senator FIERRAVANTI-WELLS: Thank you. One of the Productivity Commission recommendations was to move to an entitlement system for age care services. Did the work that you have done for the Department of Health and Ageing include any assistance for a possible rollout of an entitlement system?</p> <p>Ms Golightly: That dot point refers to assisting DoHA in developing the government's response. That assistance would not have gone to whether there should be an entitlement system or not but would have gone to data and fact checking and perhaps some service delivery advice. But I will take that on notice.</p> <p>Senator FIERRAVANTI-WELLS: Thank you. I do not want to know the advice but just the particular areas that you have reflected upon in relation to that issue.</p> <p>Ms Golightly: Certainly.</p>	109
21	DHS	Aged care programs – payment accuracy	Fierravanti-Wells	<p>Senator FIERRAVANTI-WELLS: On page 205, just above the table, you state that the department's role is to provide timely and accurate payments with a focus on service and administrative efficiency. Could you provide me with some statistics in relation to that or point me to such statistics in the annual report.</p> <p>Ms Golightly: The table underneath gives you a comparison of the number of payments that we make each year. I can get for you on notice figures for accuracy.</p> <p>Senator FIERRAVANTI-WELLS: And if there are statistics in relation to delays or anything like that, it would be good to have those.</p> <p>Ms Golightly: Certainly.</p>	109
22	DHS	Flood and disaster payments - complaints	McKenzie	<p>Senator McKENZIE: I am going to ask questions about floods and disaster payments. In regards to Commonwealth disaster assistance—and I am asking these questions on behalf of Senator Humphries—and the Australian government disaster recovery payments, did Centrelink receive any complaints from either the states and territories or the general public during the 2012 January to March disaster season?</p> <p>Mr Tidswell: I am not aware of any specific complaints from state governments or from individuals directly. Most people are grateful for the assistance that they receive. The flood events of this year were quite tricky to deal with, because there was a slow build up through a large part of south-eastern Australia, Queensland and other places. In that sense, people were genuinely appreciative. We had processed about 158,000 claims as at 5 October 2012. In total, about \$66.7 million has been paid out into people's bank accounts as a result of the work that we have done.</p> <p>Senator McKENZIE: So with all the people who have been assisted through this program you have not received any complaints about how—</p> <p>Mr Tidswell: I am not aware of any specific ones. But I can take that on notice to see if we have received any complaints.</p> <p>Senator McKENZIE: Thank you. They might not have rung you directly.</p> <p>Mr Tidswell: No. They have not come back to me in terms of volume and numbers. We had people out there. There may well have been complaints when we were doing this work.</p> <p>Senator McKENZIE: If you could take that on notice and check, that would be great.</p>	109-110
23	DHS	Income Management – vulnerability criteria	Siewert	<p>Senator SIEWERT: FaHCSIA has taken on notice to supply the committee with the vulnerability criteria they have worked out. Did you have any involvement with drafting of those criteria?</p> <p>Mr Sandison: I would have to take that on notice, the extent to which it was a consultation or whether they provided that to us as part of the implementation plan.</p> <p>Senator SIEWERT: So you have them, but—</p> <p>Mr Sandison: We certainly have them, but I cannot recall whether they handed them to us, to say 'Here are the criteria' or whether we had staff involved in the actual discussion.</p> <p>Senator SIEWERT: If you could take that on notice, it would be appreciated.</p> <p>Mr Sandison: Certainly.</p>	113
24	DHS	Income Management – social workers	Siewert	<p>Senator SIEWERT: Regarding the other five sites, the sites with the other initiatives, do you have social workers in those locations as well?</p> <p>Mr Sandison: With all of those sites our standard servicing arrangements—</p> <p>Senator SIEWERT: Sorry, above and beyond your standard servicing arrangements.</p> <p>Mr Sandison: I would have to check whether specifically it was social workers. We brought in additional senior staff who were linked to case coordination, Local Connections to Work, the Jobless Families initiative and young parents. For each of those there were specific staff and they were trained. They were strength based approaches for case coordination. Dealing with the issues and responding and supporting the younger parents, I would have to check on whether they were specifically social workers versus trained senior staff.</p> <p>Senator SIEWERT: If you could, that would be appreciated.</p>	113

25	DHS	Staff in APY Lands	Siewert	<p>Senator SIEWERT: .... How many additional staff have you put on APY Lands to deal with the rollout of income management there?</p> <p>Mr Tidswell: I would have to check on the specific details, but I think it varies. Again, the normal processes are the implementation, the merchant side, the engagement with the community and then those staff involved in the actual interviews. In relation to putting on new staff versus bringing them in, I think I would have to—</p> <p>Senator SIEWERT: Perhaps I can rephrase that. Do you have new staff, or have you brought in additional staff—and how many additional staff have you brought in?</p> <p>Mr Tidswell: We have weekly visits to the APY Lands. Obviously because of location Alice Springs is the logical location for a hub—to move people south into the APY Lands, that is the natural hubbing point. In fact, people move north from the APY Lands for hospital care and other things. So it is a natural connection. We have moved some people into Alice Springs from the rest of the country. As you know, the Northern Territory is a hard place to retain labour, so we have had some extra staff who have come in, and we are moving through a normal rotation cycle for staff to provide those services in the APY Lands. I am searching at the moment to find out exactly how many staff we have deployed in there. Somebody might be able to give me that figure shortly; I just do not think I have it with me at this stage.</p> <p>Senator SIEWERT: Maybe while they are looking for that figure we could work out how many of those social workers—</p> <p>Mr Tidswell: We will check to see if we have that. Ms Ramsey might have that.</p> <p>Ms Ramsey: Senator, was your question about staff generally, or about social work staff in APY?</p> <p>Senator SIEWERT: Both. I am after the number of new staff, the number of existing staff who have been redeployed and the number of additional social workers.</p> <p>Ms Ramsey: The numbers will vary. When we introduce income management, the teams go in to do the talking about what income management is about, to meet with communities and to have community meetings. There are currently four teams in the APY Lands, each with three or four staff, depending on which sites they are going to. They are doing quite an intensive lot of visiting at the moment in relation to the introduction to income management and talking to people about what it is about and how it works—how the Basics card works, et cetera. Once that phase is completed, which will happen over about eight weeks, we will go back to the normal visiting schedule of three to four weeks schedule, depending on how many sites they go to and what the populations are. So it changes. I will need to take this on notice, but I can give you a more descriptive example of the actual schedules. It varies according to what stage we are in.</p> <p>Senator SIEWERT: Thank you.</p>	113-114
26	DHS	Income Management in APY Lands	Siewert	<p>Senator SIEWERT: .... Are those the teams that are based out of the hub in Alice Springs?</p> <p>Ms Ramsey: Yes. They operate from Alice Springs. They are currently out there and working through that process and are signing people on to mainly voluntary income management.</p> <p>Senator SIEWERT: We heard this morning that there were 86.</p> <p>Ms Ramsey: Yesterday there were something like 111 people who had signed on, I think.</p> <p>Senator SIEWERT: That is different to information that we have.</p> <p>Mr Sandison: It is an indicative figure of 86, based on an end-of-month figure, I think. But this is the up-to-date figure.</p> <p>Senator SIEWERT: So, 112—</p> <p>Ms Ramsey: I will need to clarify that, but it is over 100, and I am pretty sure it is 111.</p>	114
27	DHS	Income Management – vulnerability indicator data	Siewert	<p>Senator SIEWERT: .... This morning when we were talking to FaHCSIA around the place based trials, which was at the end-of-the-month figures—three of which were not voluntary and were listed as vulnerable—they said to ask you under what vulnerability indicator they came.</p> <p>Mr Sandison: I think the issue there is that, when social workers make the consideration and there are those criteria, we do not collect the data about which criteria they might use because it would be a number of them in the mix. That is normally held in the social worker records, some under privacy issues. That is text information rather than data. We just identify that they have been given a consideration and the vulnerability indicator has been used, but not which of the elements below.</p> <p>Senator SIEWERT: Surely that is really useful data. You obviously keep the records on child protection?</p> <p>Mr Sandison: Yes. We do not actually split it as data. One of the issues might be looking at the records. It is that we do not have numbers that say which ones fell under which of those four criteria, just now, because it is not a statistic in the system. You can go to the individual records and find out the nature of the decisions being made by the social workers.</p> <p>Senator SIEWERT: If we are trying to analyse the effectiveness against vulnerability indicators, how are we going to make that assessment?</p> <p>Mr Tidswell: Senator, I think that is a question for FaHCSIA in terms of the evaluation of the program.</p> <p>....</p> <p>Senator SIEWERT: So, FaHCSIA have it, is that what you are saying?</p> <p>Mr Sandison: No, we hold the information. We will talk to them in terms of what Mr Tidswell said about the evaluation and looking at an assessment of which of the criteria were being used. We can take that on notice and discuss it with them for a response.</p> <p>Senator SIEWERT: That would be appreciated. Thank you.</p>	114-115

28	DHS	Drought Reform Measures – Western Australian pilot	Smith	<p>Senator SMITH: In the annual report at page 160 you talk about the work you did in regard to the pilot of drought reform measures in Western Australia. From a policy perspective, this was a question I asked of your colleagues at FaHCSIA this morning. The report refers to the lower south-west region of Western Australia, but I take it to mean that this measure took in those districts surrounding Esperance, Hopetoun, Salmon Gums, Ravensthorpe, is that correct, which is not the south-west, it is more the south-east part of Western Australia?</p> <p>Mr Sandison: We will take that on notice about which of the local government areas were involved.</p> <p>Senator SMITH: Great, to make sure we are talking about the same things</p>	115
29	DHS	Privacy breaches and unauthorised access by staff	Fifield	<p>a) Ms Bird: Regarding privacy breaches across the department, are you looking for annual statistics or those for the last quarter?</p> <p>Senator FIFIELD: For 2011-12.</p> <p>Ms Bird: Across the department for 2011-12, we had a total 1,616 complaints, of which 487 were substantiated.</p> <p>....</p> <p>Senator FIFIELD: Regarding the 487 substantiated cases, what was the range of action taken?</p> <p>Ms Bird: I am sorry, Senator, I do not have that detail with me.</p> <p>Senator FIFIELD: Could you take on notice what the nature of the breaches was in whatever the categories are that you break them up into and what actions were taken? For example, it might be that 100 people were counselled, 10 staff cautioned and two staff dismissed.</p> <p>Ms Bird: I will see what we can pull together.</p> <p>Senator FIFIELD: Thank you. Could you also give me what the disciplinary action was—</p> <p>Ms Campbell: Sometimes there will not be disciplinary actions, if there were inadvertent privacy breaches. We will provide those details.</p> <p>b) Senator FIFIELD: Thank you. Do you know if any staff lost their jobs as a result of—</p> <p>Ms Bennett: Ms Bird has just explained components of certain bits of activity through the staffing issue. There are two stages to this. Not all of the instances of unauthorised access by staff lead to a formal code of conduct process. It depends on the nature or pattern of it. Sometimes a staff member may just be advised that they should not do that and not to do it again. Some cases do progress to a code of process, and we have provided you information on code of conduct processes at previous estimates hearings. The question, if I heard it correctly, was whether there was, as a result of unauthorised access, a dismissal of a member of staff.</p> <p>Senator FIFIELD: That is right.</p> <p>Ms Bennett: I can tell you that between 1 October last year and 30 September this year, so a rolling 12 months, there were 43 code of conduct processes conducted for improper access to personal information. I do not have the number of cases that led to either someone resigning or their appointment being terminated, but we can provide the information on those 43 at another point in time.</p> <p>Senator FIFIELD: Thank you.</p>	116-117
30	DHS	CRS Australia – Statement	Williams	CRS Australia used to proudly state “research indicates for every dollar spent on rehabilitation, the saving is \$30 to the government in the long term”. Do you still stand by this statement?	Written
31	DHS	CRS Australia – Research Paper	Williams	Is that current research paper that CRS Australia uses to support their approach to disability available publicly?	Written
32	DHS	CRS Australia – New Model	Williams	<p>a) Under your new model which I understand is still evolving, there appears to be less emphasis on therapy and rehabilitation. In fact, can you confirm that staff can no longer use the term “rehabilitation”?</p> <p>b) Under your new model, is there less emphasis on providing treatment for clients irrespective of whether the condition is outlined in the ESAt, and your policy now is to refer clients to community or public health services?</p>	Written
33	DHS	CRS Australia – client return to workforce	Williams	Are you returning clients to the workforce more quickly now than say, 5 years ago. In other words is there more concentration on getting clients out the door or referred on to other agencies to make your statistics look better?	Written
34	DHS	CRS Australia – clients with mental health issues	Williams	If a client comes to CRS and obviously has mental health issues that are not reported on their ESAt, nor have they discussed it with their GP, and the client is not willing to acknowledge their condition, it's my understanding that CRS will not provide treatment, and consultants are encouraged to refer the client to other job agencies. Yet these other agencies don't employ trained health professionals either. So are you not absolving yourself of your responsibility?	Written
35	DHS	CRS Australia – Departmental directive	Williams	Does your department direct your allied health professionals that all clients have “work capacity” and should be job-seeking immediately, irrespective of any concerns the health professional may have?	Written
36	DHS	CRS Australia – staff complaints	Williams	How many complaints have been received from CRS staff in the past 12 months about current practices and how are these complaints handled?	Written
37	DHS	Annual Reports	Smith	Can the Department please provide the date that the Department's, and all associated agencies, Annual Report was tabled in Parliament for the last four years.	Written
38	DHS	IT outages and services to the community	Boyce	<p>a) Have there been recent significant problems with DHS IT reliability?</p> <p>b) What problems have you had and could you detail each one for the past 12 months?</p> <p>c) What is being done to improve Department of Human Services (DHS) reliability?</p>	Written
39	DHS	Centrepay - businesses	Siewert	Could you provide a list of all businesses, broken down by national, state and territory, that offer Centrepay deductions?	Written

40	DHS	Centrepay - principles	Siewert	<p>a) What are the principles or guidelines that are used to determine if an organisation is a fit and appropriate organisation to provide Centrepay?</p> <p>b) What information is publicly available about the principles behind Centrepay?</p> <p>c) Please table the relevant documents that explain the principles that underpin the operations of Centrepay.</p>	Written
41	DHS	Centrepay – de facto credit providers	Siewert	Rental and lease contracts are a form of consumer credit. These companies are expensive, and end up costing consumers two to three times the retail price. Other credit providers, such as banks and debt collectors, are quite rightly excluded from Centrepay – so why are these – de facto credit providers allowed into the Centrepay system? Why are operators like Radio Rentals or Mr Rentals allowed access to the Centrepay system?	Written
42	DHS	Centrepay – stakeholder eligibility	Siewert	What consultation does DHS undertake into the operation of Centrepay with stakeholders? What about compliance auditing? Have any companies been removed from the system in the last three financial years, or denied access to the system? How were their operations, and why were their applications to join the Centrepay network rejected?	Written
43	DHS	Centrepay - complaints	Siewert	How many complaints are received by Centrepay?	Written
44	DHS	Overpayments - causes	Siewert	Budget Estimates, May 29 2012 Answers to Questions on Notice HS99 provided an analysis of the top ten reasons for Centrelink overpayments in the Northern Territory. Please provide the same information nationally, and for each state and territory, including the overall totals of overpayments, for 2010-11 and 2011-12?	Written
45	DHS	Debt recovery - Centrelink	Siewert	<p>a) For 2011-12, how much was recovered from each main income support type payment, and in total?</p> <p>b) For 2011-12, show the number and value of overpayments recovered per external debt recovery agencies (Dun &amp; Bradstreet and Recoveries Corp), and in total.</p> <p>c) For the same period, provide the number and value of debts (in dollars and numbers of overpayments) currently under management by i) Dun &amp; Bradstreet and ii) Recoveries Corporation.</p>	Written
46	DHS	Debt recovery - methods	Siewert	<p>Part 5.3 of the Social Security Act 1991 sets out methods of recovery of social security debts. What is (a) the number of debts, and (b) what is the total amount of those debts, on a State and Territory basis, recovered under each of the following Sections for the last two years:</p> <ol style="list-style-type: none"> <li>1) deductions from debtor's pension, benefit or allowance;</li> <li>2) deductions from debtor's farm household payments or support;</li> <li>3) legal proceedings;</li> <li>4) garnishee notice;</li> <li>5) arrangement for payment of debt;</li> <li>6) deductions by consent from social security payment of person who is not a debtor; and</li> <li>7) using a private debt collection agency.</li> </ol>	Written
47	DHS	Overpayments - Centrelink	Siewert	What is the value of overpayments, by main payment type, in total, by state and territory and by Indigenous and non-Indigenous recipients, for the year 2011-12?	Written
48	DHS	Data matching	Siewert	<p>a) For 2011-12, provide all data and reports produced from Centrelink's Integrated Review System. In particular, provide details of the numbers of reviews undertaken, broken down by payment type, showing payments cancelled, payments reduced, payments increased, as well as the amounts of debts raised in each category. Additionally, provide details of the amounts that were underpaid, overpaid, for each payment type, and in total.</p> <p>b) Provide the information obtained from 2011-12 data-matching undertaken by DHS, with a breakdown by the numbers overpaid; underpaid and correctly paid; by payment type and the amounts of funds involved.</p>	Written
49	DHS	Customer aggression	Siewert	<p>a) Please provide for the last 5 financial years the numbers of reported acts of aggression towards staff in Centrelink/DHS offices per year. Additionally, for each month from 1 July 2011 to 1 October 2012 provide the number of:</p> <ol style="list-style-type: none"> <li>1) uses of the duress alarms at Centrelink offices;</li> <li>2) the number of customer aggression 'incidents'; and</li> <li>3) the number of customers under 'alternative servicing arrangements'.</li> </ol> <p>b) Please table the most recently updated guidelines for supporting staff and clients in the event of an episode of aggression.</p>	Written
50	DHS	Customer Service Staff - Centrelink	Siewert	What is the base number of Centrelink customer service staff, whose roles include assisting people who attend an office in person, who are physically present in each Customer Service Centre across Australia, and what are their positions?	Written
51	DHS	National Place-based Advisory Group	Siewert	Please table the minutes and any relevant documents and working paper relevant to the workings of National Place-based Advisory Group?	Written
52	DHS	BasicsCard - Bankstown	Siewert	The DHS website lists 38 businesses that accept the Basicscard in Bankstown. It lists two butchers (Lenards and Toms Butchers). Do any of the butchers sell Halal foods?	Written

53	DHS	Income Management – Matched Savings Payments	Siewert	a) How many people have received a \$500 matched savings payment? How many received smaller amounts? Provide a breakdown by Indigenous status and payment type. b) Since 2007 how many \$250 matched savings payment have been received? Indicate how many people have received 1, 2, 3, 4, etc. Provide a breakdown by Indigenous status and payment type and by state.	Written
54	DHS	Income Management	Siewert	a) For income management in the NT, by Indigenous/non-Indigenous status, by gender, and by payment type: 1) how many people are under Income Management in total? 2) how many people under Compulsory Income Management? 3) how many people under Voluntary Income Management? b) How many NTER 'transitioned' income support recipients are now on voluntary income management? c) Provide a breakdown by categories of exemptions for income management, by type of exemption, by Indigenous and non-Indigenous status, in the NT d) How many people are under the Vulnerable Welfare Recipient Category, by state and by Indigenous-non-Indigenous status. e) How many appeals in 2011-12 related to income management? What is the outcome of the appeal, by level of appeal, and by state?	Written
55	DHS	Job Seeker Compliance	Siewert	a) How many staff were employed in the National Participation Solutions Team in June 2009, June 2010, June 2011 and June 2012? b) Please outline what compliance activities are now undertaken by DHS staff outside of the National Participation Solutions Teams, and how many staff are involved? c) Overall, how many staff in DHS work specifically on job seeker compliance matters and how many staff in DHS work on all compliance matters?	Written
56	DHS	Reviews and Appeals - Centrelink	Siewert	With reference Additional Budget Estimates, 18 February 2012, DHS QoN, HSW 6, please provide Centrelink review and appeal numbers for 2011-12, by Indigenous and non-Indigenous, income support recipient/ payment type, by State and Territory, including totals, by level of appeal (i.e. Original Decision Maker, Authorised Review Officer, Social Security Appeals Tribunal and Administrative Appeals Tribunal).	Written
57	DHS	Material in Aboriginal languages	Siewert	The DHS website states "We are committed to helping people access information and services in their language". What steps are DHS taking to make its materials accessible in Northern Territory Aboriginal languages, noting that information is not available in Northern Territory Aboriginal languages on the Australia.gov.au website and information in approximately 52 non-Indigenous languages is available?	Written
58	DHS	Family Tax Benefit – Northern Territory	Siewert	a) How many FTB non-lodger debts have been raised since 1 January 2012 in the Northern Territory? b) How many people's FTB payments have been suspended because they have not lodged a tax return since 1 January 2012? c) How many people in the Northern Territory are not receiving the full rate of Family Tax Benefit because of no maintenance action has been taken? Of this amount, how many of these people are Aboriginal or Torres Strait Islander?	Written
59	DHS	Partner Payments	Siewert	By state, broken down by indigenous and non-indigenous status in 2011-12 financial year, please provide as a total: a) How many member of a couple assessments were made? b) How many people are on partnered rates of payments? c) How many people are on the prison partnered rate of payment?	Written
60	DHS	DEEWR Court Decision	Siewert	Are you notifying affected persons of the decision of <i>Tsangaris v Secretary, Department of Education, Employment and Workplace Relations</i> [2012] FCA 721 (6 July 2012)?	Written
61	DHS	BasicsCard – 1800 Numbers	Siewert	Will callers to the new BasicsCard 1800 number which will be free for Telstra mobile phone users, be able to change their deductions and speak to a DHS operator if required?	Written
62	DHS	Call Wait Times	Siewert	a) With reference to Budget Estimates HS 59, can you please provide an update of all the tables presented in the Department's response, for the months June 2012, July, 2012, August 2012, Sept 2012. b) Please provide for each month from Jul 2011 through to Sept 2012, the number of calls received per program, and the average number of staff assigned to the programs as listed in HS 59.	Written
63	DHS	Social Work Services	Siewert	a) How many social work appointments are scheduled face-to-face and via Centrelink call for each month from 1 April 2012? b) How many social workers are currently employed by Centrelink? c) Provide a breakdown of the data collected via the Social Work Information System (SWIS).	Written
64	DHS	Fraud and Compliance - Use of Private Detectives	Siewert	For the period 2011-12: a) How much has been spent on private surveillance/detectives? b) How many clients were subject to this surveillance by private detectives? c) How many of those under surveillance resulted in no action being taken? d) What was the cost of the use of private surveillance/detectives where no action resulted?	Written
65	DHS	Fraud and Compliance – Optical Surveillance	Siewert	For the period 2011-12: a) How much has been spent on optical surveillance? b) How many clients were subject to this surveillance? c) How many of those under surveillance resulted in no action being taken? d) What was the cost of the surveillance where no action resulted?	Written

66	DHS	Security Guards at Centrelink Offices	Siewert	<p>For the period 2011-12:</p> <p>a) Provide a list of locations where security guards are deployed at Centrelink offices?</p> <p>b) Provide a breakdown of the cost of providing security guards at each location and nationally?</p>	Written
67	DHS	Rent Assistance	Siewert	<p>a) How much is spent on Rent Assistance in 2011-12 by the Commonwealth Government and how much assistance is provided in each state and territory?</p> <p>b) At September 2012:</p> <ul style="list-style-type: none"> <li>• Provide the number and per cent of Rent Assistance recipients by payment type.</li> <li>• Provide the number and percentage of Rent Assistance recipients by marital status.</li> <li>• Provide the number and percentage of Rent Assistance recipients by state and territory.</li> <li>• Provide the number and percentage of Rent Assistance recipients who pay enough rent to be eligible for the maximum rate of Rent Assistance.</li> <li>• Provide the number and percentage of Rent Assistance recipients in housing stress before and after Rent Assistance.</li> <li>• Provide the number of sharers by primary payment type.</li> <li>• Provide the number and per cent of Rent Assistance recipients by payment type who are paying more than 50 per cent of their income in rent.</li> <li>• Provide the number and percentage of Rent Assistance recipients by marital status who are paying more than 50 per cent of their income in rent.</li> <li>• Provide the number and percentage of Rent Assistance recipients by state and territory who are paying more than 50 per cent of their income in rent.</li> <li>• Provide responses to all of the above, by gender and Indigenous status.</li> </ul> <p>c) At September 2012 provide the number and per cent by recipient type; broken down by age, gender, state/territory and Indigenous status; who are:</p> <ul style="list-style-type: none"> <li>• home-owners;</li> <li>• paying a mortgage;</li> <li>• renting privately; or</li> <li>• living social housing and public housing.</li> </ul>	Written
68	DHS	Centrelink Payment Decisions Overturned after Media Exposure	Siewert	<p>a) What is the overturn rate of Centrelink payment decisions that are the subject of media coverage and how does this compare to other decisions that have been overturned?</p> <p>b) How many reviews have been initiated over the past five years as a result of (i) media coverage or (ii) inquiry from a Member of Parliament?</p>	Written
69	DHS	Staffing - General	Boyce	<p>a) How many ongoing staff recruited this financial year to date? What classification are these staff?</p> <p>b) How many non-ongoing positions exist or have been created this financial year to date? What classification are these staff?</p> <p>c) This financial year to date, how many employees have been employed on contract and what is the average length of their employment period?</p>	Written
70	DHS	Staffing - Departures	Boyce	<p>a) How many ongoing staff left the department/agency in the year 2011-12? What classification were these staff?</p> <p>b) How many non-ongoing staff left department/agency in the year 2011-12? What classification were these staff?</p> <p>c) How many contract staff left department/agency in the year 2011-12? What classification were these staff?</p>	Written
71	DHS	Staffing - Recruitment	Boyce	<p>a) How many ongoing staff were recruited in the year 2011-12? What classification were these staff?</p> <p>b) How many non-ongoing staff were recruited in the year 2011-12? What classification were these staff?</p> <p>c) How many contract staff left were recruited in the year 2011-12? What classification were these staff? What is the average length of their employment period?</p>	Written
72	DHS	Staffing - Reductions	Boyce	<p>a) Are there any plans for staff reduction? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.</p> <p>b) If there are plans for staff reductions, please give the reason why these are happening.</p>	Written
73	DHS	Efficiencies	Boyce	<p>a) Please detail how the department/agency will achieve savings over the forward estimates through pursuing further efficiencies in the way the public service operates (see media release by the Minister for Finance and Deregulation and the Special Minister of State of 25 September 2012 <a href="http://www.financeminister.gov.au/media/2012/mr_1982012.html">http://www.financeminister.gov.au/media/2012/mr_1982012.html</a>).</p> <p>In addition, please provide the following detail:</p> <p>b) How will reductions in air travel spending be achieved? What is the estimated savings for each year over the forward estimates?</p> <p>c) What restrictions will be implemented for business flights? What are the estimated savings for each year over the forward estimates?</p> <p>d) How will the use of external consultants and contractors be reduced? How will this impact on the Department/agency? What are the estimated savings for each year over the forward estimates?</p> <p>e) How will the department/agency manage moving recruitment advertising online? Will all future recruitment advertisement be online only? If not, explain why. What are the estimated savings for each year over the forward estimates?</p> <p>f) How will printing costs be reduced? Explain if and how the department/agency will reduce its printing costs by five per cent, or if it will not, why not? How will it be determined what documents will no longer be printed? What are the estimated savings for each year over the forward estimates?</p>	Written

74	DHS	Recruitment Costs	Boyce	<p>a) How much was spent on recruitment advertising in 2011-12? How much of this was spent online and how much of this was spent on print advertising?</p> <p>b) Please list where recruitment advertising was listed online and in print media.</p> <p>c) How much has been spent on recruitment advertising this financial year to date? How much of this was spent online and how much of this was spent on print advertising?</p> <p>d) Please list where recruitment advertising was listed online and in print media.</p>	Written
75	DHS	Printing Costs	Boyce	<p>a) How much was spent on printing 2011-12? Of this amount, how much was for printing documents?</p> <p>b) How many documents (include the amount of copies) were printed in 2011-12? How many of these printed documents were also published online?</p> <p>c) Of the documents that were printed in 2011-12, where were they delivered and what was the cost?</p> <p>d) How much has been spent on printing this financial year to date? Of this amount, how much was for printing documents?</p> <p>e) How many documents (include the amount of copies) have been printed this financial year to date? How many of these printed documents were also published online?</p>	Written
76	DHS	Graduate Recruitment	Boyce	<p>a) How much has been spent on 2013 Graduate Recruitment? Please itemise and detail costs.</p> <p>b) Has any travel been incurred for 2013 Graduate Recruitment? Please itemise and detail costs.</p>	Written
77	DHS	Graduate Training	Boyce	How much is estimated to be spent on 2013 Graduate Training? Provide details of what training is to be provided, why and the estimated cost for each.	Written
78	DHS	Government Advertising 2012-13	Boyce	<p>a) What was the total cost of all advertising for the financial year to date?</p> <p>b) 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.</p> <p>c) Has the Department of Finance and Deregulation provided any advice about the advertising? Provide details of each advertising item.</p> <p>d) Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Provide details of each advertising item.</p> <p>e) 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.</p> <p>f) Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.</p> <p>g) What advertising – Campaign and Non-Campaign – and other communications programs is the Department/Agency undertaking, or are planning to undertake?</p>	Written
79	DHS	Government Advertising – 2011-12	Boyce	<p>a) What was the total cost of all advertising for 2011-12?</p> <p>b) 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.</p> <p>c) Has the Department of Finance and Deregulation provided any advice about the advertising? Provide details of each advertising item.</p> <p>d) Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Provide details of each advertising item.</p> <p>e) 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.</p> <p>f) Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services that was undertaken in 2011-12.</p>	Written
80	DHS	Hospitality and Entertainment – 2012-13	Boyce	<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 hospitality spend is the Department/Agency's planning on spending? 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 and what are the estimated savings over each year of the forward estimates?</p>	Written

81	DHS	Hospitality and Entertainment – 2011-12	Boyce	<p>a) What is the Department/Agency's hospitality spend for 2011-12? 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 2011-12. Detail date, location, purpose and cost of each event.</p> <p>c) What is the Department/Agency's entertainment spend for 2011-12? 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 2011-12. Detail date, location, purpose and cost of each event.</p>	Written
82	DHS	Board Appointments	Boyce	<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> <p>d) List all of the boards within this portfolio, including: board title, terms of appointment, tenure of appointment and members for 2011-12.</p> <p>e) What was the gender ratio on each board and across the portfolio for 2011-12?</p>	Written
83	DHS	Freedom of Information	Boyce	<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/agency to process FOI requests for 2011-12? How many FOI requests did the department/agency receive in 2011-12? How many requests were denied and how many were granted? Did the department fail to meet the processing times outlined in the FOI Act for any requests? If so, how many? Do any of these requests remain outstanding?</p> <p>c) What is the total cost to the department to process FOI requests for this financial year to date?</p> <p>d) How many FOI requests has the Department received for this financial year to date? How many requests have been denied and how many have been granted? 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>	Written
84	DHS	Community Cabinet Meetings – 2012-13	Boyce	<p>a) How many Community Cabinet meetings has the Minister attended this financial year to date? List date and location.</p> <p>b) 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. Which Community Cabinet meetings did the Departmental Officers attend? List date and location.</p> <p>c) 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
85	DHS	Community Cabinet Meetings – 2011-12	Boyce	<p>a) How many Community Cabinet meetings did the Minister attend in 2011-12? List date and location.</p> <p>b) How many Departmental Officers travelled with the Minister for the Community Cabinet meetings for 2011-12? What was the total cost of this travel? List travel type, accommodate and any other expenses. Which Community Cabinet meetings did the Departmental Officers attend? List date and location.</p> <p>c) What was the total cost to the Department and the Ministers office for the Community Cabinet meetings for 2011-12?</p>	Written
86	DHS	Reviews	Boyce	<p>a) For this financial year to date:</p> <ol style="list-style-type: none"> <li>1) How many Reviews are being undertaken?</li> <li>2) What reviews have concluded, and for those that are still ongoing, when will those reviews be concluded?</li> <li>3) Which of these reviews has been provided to Government?</li> <li>4) When will the Government be responding to the respective reviews that have been completed?</li> <li>5) Has the Government responded to all reviews within the timeframe? If not, why not?</li> <li>6) What is the estimated cost of each of these Reviews?</li> <li>7) What reviews are planned?</li> <li>8) When will each of these reviews be concluded?</li> </ol> <p>b) For 2011-12:</p> <ol style="list-style-type: none"> <li>1) How many Reviews were undertaken?</li> <li>2) Where all reviews have, and for those that are still ongoing, when will those reviews be concluded?</li> <li>3) Which of these reviews has been provided to Government?</li> <li>4) Did the Government respond to all reviews within the timeframe? If not, why not?</li> <li>5) What was the estimated cost of each of these Reviews?</li> <li>6) For any ongoing reviews, when will each of these reviews be concluded?</li> </ol>	Written
87	DHS	Consultancies	Boyce	<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> <p>c) How many consultancies were undertaken in 2011-12? 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>	Written

88	DHS	Media Monitoring	Boyce	<p>a) What is 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>1) Which agency or agencies provided these services?</p> <p>2) What is the estimated budget to provide these services for the year 2012-13?</p> <p>3) What has been spent providing these services this financial year to date?</p> <p>b) 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>1) Which agency or agencies provided these services?</p> <p>2) What is the estimated budget to provide these services for the year 2012-13?</p> <p>3) What has been spent providing these services this financial year to date?</p> <p>c) What was the actual total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office for 2011-12?</p> <p>1) Which agency or agencies provided these services?</p> <p>2) What was the estimated budget to provide these services for the year 2011-12?</p> <p>d) What was the actual total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for 2011-12?</p> <p>1) Which agency or agencies provided these services?</p> <p>2) What was the estimated budget to provide these services for the year 2011-12?</p>	Written
89	DHS	Social Media	Boyce	<p>a) Has 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 May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issued.</p> <p>b) Does the department/agency monitor usage of social media?</p> <ul style="list-style-type: none"> <li>• If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks)</li> <li>• If no, will the department/agency monitor usage in the future?</li> </ul> <p>c) Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours).</p>	Written
90	DHS	Internet	Boyce	Has the Department experienced any internet problems, such as but not limited to slow internet, or internet blackouts? If yes, what was the reason for this? Did it impact the Minister's office?	Written
91	DHS	Staff Amenities	Boyce	What amenities are provided to staff? Provide a list.	Written
92	DHS	Coffee Machines	Boyce	<p>a) Has the department/agency purchased coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.</p> <p>b) Why were coffee machines purchased?</p> <p>c) Where did the funding for the coffee machines come from?</p> <p>d) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in 2011-12 and how much this financial year to date, include a list of what maintenance has been undertaken Where does the funding for maintenance come from?</p>	Written

93	DHS	Contractors – 2012-13	Boyce	<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 &amp; UMR Research Group in any capacity or is it considering employing John Utting &amp; 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? If yes, provide details (including the work undertaken and the cost).</p> <p>e) 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> <p>i) Has the department/agency ever employed McKinsey &amp; Company in any capacity or is it considering employing McKinsey &amp; Company? If yes, provide details.</p> <p>j) What contractors have been employed by the department/agency? If yes, provide details (including the work undertaken and the cost).</p>	Written
94	DHS	Contractors – 2011-12	Boyce	<p>For 2011-12:</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 &amp; UMR Research Group in any capacity or is it considering employing John Utting &amp; 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? If yes, provide details (including the work undertaken and the cost).</p> <p>e) 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> <p>i) Has the department/agency ever employed McKinsey &amp; Company in any capacity or is it considering employing McKinsey &amp; Company? If yes, provide details.</p> <p>j) What contractors have been employed by the department/agency? If yes, provide details (including the work undertaken and the cost).</p>	Written
95	DHS	Grants – 2012-13	Boyce	<p>a) Could the department/agency provide a list of all grants, including ad hoc and one-off grants for this financial year to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.</p> <p>b) Have all grant agreement details been published on its website within the required timeframe? If not, provide details.</p>	Written
96	DHS	Grants – 2011-12	Boyce	<p>a) Could the department/agency provide a list of all grants, including ad hoc and one-off grants for 2011-12? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.</p> <p>b) Were all grant agreement details published on its website within the required timeframe? If not, provide details.</p>	Written

97	DHS	Commissioned Reports – 2011-12	Boyce	<p>a) How many Reports were commissioned by the Government in your department/agency in 2011-12? 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? Did the Government report within the required timeframe? If not, when is the Government intending to respond to these reports?</p>	Written
98	DHS	Commissioned Reports – 2012-13	Boyce	<p>a) How many Reports have been commissioned by the Government in your department/agency 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
99	DHS	Government Payment of Accounts – 2012-13	Boyce	<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
100	DHS	Government Payment of Accounts – 2011-12	Boyce	<p>a) For 2011-12, did the department/agency pay 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/was 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> <p>e) Have all accounts from 2011-12 been paid? If no, why not?</p>	Written
101	DHS	Stationery Expenditure	Boyce	<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 are the department/agency's stationery costs for the financial year to date?</p> <p>c) 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) in 2011-12?</p> <p>d) What were the department/agency's stationery costs for 2011-12?</p>	Written
102	DHS	Media Subscriptions	Boyce	<p>a) Has there been any change to your pay TV subscription since the 2012-13 Budget Estimates (May 2012)</p> <ul style="list-style-type: none"> <li>• If yes, please provide the reason why, the cost and what channels.</li> <li>• What is the cost for this financial year to date?</li> </ul> <p>b) Has there been any change to your newspaper subscriptions since the 2012-13 Budget Estimates (May 2012)</p> <ul style="list-style-type: none"> <li>• If yes, please provide the reason why, the cost and what newspapers.</li> <li>• What is the cost for this financial year to date?</li> </ul> <p>c) Has there been any change to your magazine subscriptions since the 2012-13 Budget Estimates (May 2012)</p> <ul style="list-style-type: none"> <li>• If yes, please provide the reason why, the cost and what magazines.</li> <li>• What is the cost for this financial year to date?</li> </ul> <p>d) What was the 2011-12 cost for:</p> <ul style="list-style-type: none"> <li>• TV subscriptions</li> <li>• Newspaper subscriptions</li> <li>• Magazine subscriptions</li> </ul> <p>e) Does the department/agency provide any media subscriptions to its Ministers/Parliamentary Secretaries? If yes, provide details of what is provided and the cost this financial year to date and for 2011-12.</p>	Written

103	DHS	Travel Costs – 2012-13	Boyce	<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 the department/agency following the advice? 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> <p>e) When SES employees travel, do any support or administrative staff (such as an Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of the support staff travel.</p>	Written
104	DHS	Travel Costs – 2011-12	Boyce	<p>a) For 2011-12, 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 2011-12, 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>	Written
105	DHS	Legal Costs – 2011-12	Boyce	<p>a) What sum did each portfolio department and agency spend on legal services for 2011-12? Please provide a list of each service and costs.</p> <p>b) What sum did each portfolio department and agency spend on legal services for 2011-12 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 for 2011-12? Please provide a list of each service and costs.</p> <p>d) What sum did each portfolio department and agency spend on legal services for 2011-12 from other sources? Please provide a list of each service and costs.</p>	Written
106	DHS	Legal Costs – 2012-13	Boyce	<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
107	DHS	Education Expenses	Boyce	<p>a) Has there been a change to the department/agency's guidelines on study since the 2012-13 Budget Estimates (May 2012)? If yes, 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> <p>c) For 2011-12, 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

108	DHS	Executive Coaching and Leadership Training – 2012-13	Boyce	<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> <ol style="list-style-type: none"> <li>1) total spending on these services</li> <li>2) the number of employees offered these services and their employment classification</li> <li>3) 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).</li> <li>4) the names of all service providers engaged</li> </ol> <p>b) For each service purchased form a provider listed under (4), please provide:</p> <ol style="list-style-type: none"> <li>1) the name and nature of the service purchased</li> <li>2) whether the service is one-on-one or group based</li> <li>3) the number of employees who received the service and their employment classification</li> <li>4) the total number of hours involved for all employees (provide a breakdown for each employment classification)</li> <li>5) the total amount spent on the service</li> <li>6) a description of the fees charged (i.e. per hour, complete package).</li> </ol> <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ol style="list-style-type: none"> <li>1) the location used</li> <li>2) the number of employees who took part on each occasion (provide a breakdown for each employment classification)</li> <li>3) the total number of hours involved for all employees who took part (provide a breakdown for each employment classification)</li> <li>4) any costs the department or agency's incurred to use the location.</li> </ol>	Written
109	DHS	Executive Coaching and Leadership Training – 2011-12	Boyce	<p>a) In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for 2011-12:</p> <ol style="list-style-type: none"> <li>1) total spending on these services</li> <li>2) the number of employees offered these services and their employment classification</li> <li>3) 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)</li> <li>4) the names of all service providers engaged.</li> </ol> <p>b) For each service purchased form a provider listed under (4), please provide:</p> <ol style="list-style-type: none"> <li>1) the name and nature of the service purchased</li> <li>2) whether the service is one-on-one or group based</li> <li>3) the number of employees who received the service and their employment classification</li> <li>4) the total number of hours involved for all employees (provide a breakdown for each employment classification)</li> <li>5) the total amount spent on the service</li> <li>6) a description of the fees charged (i.e. per hour, complete package).</li> </ol> <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ol style="list-style-type: none"> <li>1) the location used</li> <li>2) the number of employees who took part on each occasion (provide a breakdown for each employment classification)</li> <li>3) the total number of hours involved for all employees who took part (provide a breakdown for each employment classification)</li> <li>4) any costs the department or agency's incurred to use the location.</li> </ol>	Written

110	DHS	Media Training – 2012-13	Boyce	<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> <ol style="list-style-type: none"> <li>1) total spending on these services</li> <li>2) the number of employees offered these services and their employment classification</li> <li>3) 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)</li> <li>4) the names of all service providers engaged.</li> </ol> <p>b) For each service purchased form a provider listed under (4), please provide:</p> <ol style="list-style-type: none"> <li>1) the name and nature of the service purchased</li> <li>2) whether the service is one-on-one or group based</li> <li>3) the number of employees who received the service and their employment classification (provide a breakdown for each employment classification)</li> <li>4) the total number of hours involved for all employees (provide a breakdown for each employment classification)</li> <li>5) the total amount spent on the service</li> <li>6) a description of the fees charged (i.e. per hour, complete package).</li> </ol> <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ol style="list-style-type: none"> <li>1) the location used</li> <li>2) the number of employees who took part on each occasion</li> <li>3) the total number of hours involved for all employees who took part (provide a breakdown for each employment classification)</li> <li>4) any costs the department or agency's incurred to use the location.</li> </ol>	Written
111	DHS	Media Training – 2011-12	Boyce	<p>a) In relation to media training services purchased by each department/agency, please provide the following information for 2011-12:</p> <ol style="list-style-type: none"> <li>1) total spending on these services</li> <li>2) the number of employees offered these services and their employment classification</li> <li>3) 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)</li> <li>4) the names of all service providers engaged.</li> </ol> <p>b) For each service purchased form a provider listed under (4), please provide:</p> <ol style="list-style-type: none"> <li>1) the name and nature of the service purchased</li> <li>2) whether the service is one-on-one or group based</li> <li>3) the number of employees who received the service and their employment classification (provide a breakdown for each employment classification)</li> <li>4) the total number of hours involved for all employees (provide a breakdown for each employment classification)</li> <li>5) the total amount spent on the service</li> <li>6) a description of the fees charged (i.e. per hour, complete package).</li> </ol> <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ol style="list-style-type: none"> <li>1) the location used</li> <li>2) the number of employees who took part on each occasion</li> <li>3) the total number of hours involved for all employees who took part (provide a breakdown for each employment classification)</li> <li>4) any costs the department or agency's incurred to use the location.</li> </ol>	Written
112	DHS	Paid Parental Leave	Boyce	<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> <p>c) For 2011-12 to date 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

113	DHS	Training for Portfolio Minister and Parliamentary Secretaries	Boyce	<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 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> <p>d) For 2011-12, 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>e) For 2011-12, 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>f) For 2011-12, how much has been spent on training 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
114	DHS	Corporate Cars	Boyce	<p>a) Please update if there have been any changes since Budget Estimates 2012-13 (May 2012):</p> <p>1) How many cars are owned by each department/agency?</p> <p>2) Where is the car/s located?</p> <p>3) What is the car/s used for?</p> <p>4) What is the cost of each car for this financial year to date?</p> <p>5) How far did each car travel this financial year to date?</p> <p>b) For 2011-12:</p> <p>1) How many cars are owned by each department/agency?</p> <p>2) Where is the car/s located?</p> <p>3) What is the car/s used for?</p> <p>4) What was the cost of each car?</p> <p>5) How far did each car travel?</p>	Written
115	DHS	Taxi Costs	Boyce	<p>a) How much did each department/agency spend on taxis this financial year to date? Provide a breakdown of each business group in each department/agency.</p> <p>b) What are the reasons for these taxi costs?</p> <p>c) How much did each department/agency spend on taxis in 2011-12? Provide a breakdown of each business group in each department/agency.</p> <p>d) What are the reasons for these taxi costs?</p>	Written
116	DHS	Credit Cards	Boyce	<p>a) Provide a breakdown for each employment classification that has a corporate credit card.</p> <p>b) Please update if there have been any changes since Budget Estimates 2012-13 (May 2012):</p> <p>1) What action is taken if the corporate credit card is misused?</p> <p>2) How is corporate credit card use monitored?</p> <p>3) What happens if misuse of a corporate credit card is discovered?</p> <p>4) 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>5) What action is taken to prevent corporate credit card misuse?</p> <p>c) For 2011-12, how many instances of corporate credit card misuse were there? List staff classification and what the misuse was, and the action taken.</p>	Written
117	DHS	Provision of Equipment	Boyce	<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) 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 Budget Estimates 2011-12 (May 2012):</p> <p>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

118	DHS	Provision of Equipment – 2011-12	Boyce	<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, the cost and what were the ongoing costs for 2011-12.</p> <p>b) For departments/agencies that provide electronic equipment to Ministers and/or Parliamentary Secretaries and/or their offices, what type of electronic equipment was provided, the cost and what were the ongoing costs for 2011-12.</p> <p>c) Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) was provided to department/agency staff for 2011-12, provide details of what was provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.</p>	Written
119	DHS	Electricity Purchasing	Boyce	<p>a) Provide details of any update of the department/agency electricity purchasing agreement if there has been a change since Budget Estimates 2011-12 (May 2012).</p> <p>b) What are the department/agency electricity costs for 2011-12?</p> <p>c) What are the department/agency electricity costs for this financial year to date?</p>	Written
120	DHS	Briefings for the Australian Greens and Independents – 2012-13	Boyce	<p>a) Have any briefings been provided to the Australian Greens? If yes, please include:</p> <p>1) How are briefings requests commissioned?</p> <p>2) What briefings have been undertaken? Provide details and a copy of each briefing.</p> <p>3) Have any briefings request been unable to proceed? If yes, provided details of what the briefings were and why it could not proceed.</p> <p>4) How long is spent undertaking briefings for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.</p> <p>b) Have any briefings been provided to Independents? If yes, please include:</p> <p>1) How are briefings requests commissioned?</p> <p>2) What briefings have been undertaken? Provide details and a copy of each briefing.</p> <p>3) Have any briefings request been unable to proceed? If yes, provided details of what the briefings were and why it could not proceed.</p> <p>4) How long is spent undertaking briefings for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.</p>	Written
121	DHS	Briefings for the Australian Greens and Independents – 2011-12	Boyce	<p>a) Were any briefings been provided to the Australian Greens in 2011-12? If yes, please include:</p> <p>1) How are briefings requests commissioned?</p> <p>2) What briefings have been undertaken? Provide details and a copy of each briefing.</p> <p>3) Have any briefings request been unable to proceed? If yes, provided details of what the briefings were and why it could not proceed.</p> <p>4) How long was spent undertaken briefings for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.</p> <p>b) Were any briefings been provided to Independents in 2011-12? If yes, please include:</p> <p>1) How are briefings requests commissioned?</p> <p>2) What briefings have been undertaken? Provide details and a copy of each briefing.</p> <p>3) Have any briefings request been unable to proceed? If yes, provided details of what the briefings were and why it could not proceed.</p> <p>4) How long was spent undertaken briefings for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.</p>	Written
122	DHS	Shredders	Boyce	<p>a) Did the department/agencies purchased any shredders in 2011-12? 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> <p>b) Has the department/agencies purchased any shredders since Budget Estimates 2011-12 (May 2012)? 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
123	DHS	Protective Security Policy Framework	Boyce	Provide an update for your department/agency, including what is your current compliance level, what are you doing to manage risk, what is being done to comply with the mandatory requirements and details of any department/agency specific policies and procedures.	Written
124	DHS	Office Locations	Boyce	<p>Please provide a list of all office locations for all departments and agencies within the portfolio by:</p> <p>1) Department/Agency;</p> <p>2) location;</p> <p>3) leased or owned;</p> <p>4) size;</p> <p>5) number of staff at each location and classification;</p> <p>6) if rented, the amount and breakdown of rent per square metre;</p> <p>7) if owned, the value of the building;</p> <p>8) depreciation of buildings that are owned; and</p> <p>9) type of functions and work undertaken.</p>	Written

125	DHS	Staff – Public Relations, Communications and Media	Boyce	<p>For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:</p> <p>a) By Department or agency:</p> <p>1) How many ongoing staff, the classification, the type of work they undertake and their location?  2) How many non-ongoing staff, their classification, type of work they undertake and their location?  3) How many contractors, their classification, type of work they undertake and their location?</p>	Written
126	DHS	Grants Pause	Boyce	<p>a) To date, how much of the 2012-13 budget appropriations has your department received?  b) For 2012-13 please list each grant program your department administers, and the total funding of each program.  c) Please list each grant program that has not been paused as part of the Government wide grants pause.  d) Please provide the total cash value of each program that has not been paused?  e) Please list each grant program that has currently been "paused" as part of the Government wide grants pause.  f) Please provide the total cash value of each program that has been paused, and the total value of all grants paused?  g) On what date did your department receive advice from the government to pause certain grants programs?  1) How was the instruction received, and from whom was it received?  h) Please list the dates the Minister for Finance met with senior department officials to discuss the grants pause and the Minister overseeing your department met with senior department officials  i) From what date was your department told to implement the grants pause?  1) When did it do so?  j) Has your department been provided with information regarding when the grants pause would end?  1) If so, what was the date?  2) Was your department advised if it could communicate when the grants pause would end to grant applicants?</p> <p>k) Please provide the advice your department gave to Department of Finance regarding which programs should be included in the grants pause.  l) Did your department receive advice/instruction from the Department of Finance regarding how best to communicate the grants pause to grant applicants, the media and other external stakeholders?  m) What information has been provided to grant applicants regarding the grants pause? Please provide scripts if these have been given to call centres, or any other information sheets which have been used internally for discussing the grants pause with applicants.  n) Has your department been advised by the Department of Finance of further grants pauses in the future? If so  1) When did you receive notification of future grants pauses?  2) What is the date of future grants to be paused  3) Which grants programs will be paused?  4) What is total value of pauses in future grants programs?  5) When will notification of these future grants pauses be made public?  o) How many staff are employed to administer grant programs within the department?  p) During the Grants Pause what activities are these staff involved with?  1) Have staff been moved to other divisions during the grants pause?  q) During the Grants Pause are decisions on grants being made, but applicants not being alerted?</p>	Written
127	DHS	Household Assistance Advertising Campaign	Boyce	<p>In relation to the Household Assistance advertising campaign:</p> <p>a) Please outline what is proposed for Phase 3 of the Household Assistance advertising campaign?  b) What budget does the department have for Phase 3?  c) Did the department abide by the procurement guidelines for the extension of the contract for the creative advertising company?  d) Where are the fake three kitchens that were used in the advertising stored?  e) What is the cost of storing them?</p>	Written
128	DHS	Age Pension	Back	<p>a) How many recipients of the Age pension were there in the 2011-12 financial year? Please break this down by state and territory.  b) What was the total expenditure on the Age pension in 2011-12 on a state and territory basis?  c) How much was the Age pension as a percentage of the total Centrelink budget?</p>	Written
129	DHS	Baby Bonus	Back	<p>a) How many recipients of the Baby Bonus were there in 2011-12? Please break this down by state and territory.  b) What was the total expenditure on the Baby Bonus in 2011-12 on a state and territory basis?  c) How much was the Baby Bonus as a percentage of the total Centrelink budget?</p>	Written
130	DHS	Carer Allowance	Back	<p>a) How many recipients were there of the Carer allowance in 2011-12? Please break this down by state and territory.  b) What was the total expenditure on the Carer allowance in 2011-12 on a state and territory basis?  c) How much was the Carer allowance as a percentage of the total Centrelink budget?</p>	Written
131	DHS	Disability Support Pension	Back	<p>a) How many recipients were there of the Disability support pension in 2011-12? Please break this down by state and territory.  b) What was the total expenditure on the Disability support pension in 2011-12 on a state and territory basis?  c) How much was the Disability support pension as a percentage of the total Centrelink budget?</p>	Written

132	DHS	Family Tax Benefit	Back	<p>a) How many recipients were there of Family Tax Benefit in 2011-12? Please break this down in Family Tax Benefit A and B. Please break this down by state and territory.</p> <p>b) What was the total expenditure on Family Tax Benefit A and B in 2011-12 on a state and territory basis?</p> <p>c) How much was the Family Tax Benefit as a percentage of the total Centrelink budget?</p>	Written
133	DHS	Newstart Allowance	Back	<p>a) How many recipients of the Newstart allowance were there in 2011-12? Please break this down by state and territory.</p> <p>b) What was the total expenditure on the Newstart allowance in 2011-12 on a state and territory basis?</p> <p>c) How much was the Newstart allowance as a percentage of the total Centrelink budget?</p>	Written
134	DHS	Child Care Benefit	Back	<p>a) How many recipients were there of the Child Care Benefit in 2011-12? Please break this down by state and territory.</p> <p>b) What was the total expenditure on the Child Care Allowance in 2011-12 on a state and territory basis?</p> <p>c) How much was the Child Care Benefit as a percentage of the total Centrelink budget?</p>	Written
135	DHS	Youth Allowance	Back	<p>a) How many recipients of the Youth Allowance were there in 2011-12? Please break this down by state and territory.</p> <p>b) What was the total expenditure on the Youth Allowance in 2011-12 on a state and territory basis?</p> <p>c) How much was the Youth Allowance as a percentage of the total Centrelink budget?</p>	Written
136	DHS	Australian Government Disaster Recovery Payment – Victorian floods 2012	McKenzie	<p>The disaster assist website states that 7,456 claims for Australian Government Disaster Recovery Payment have been finalised for the Northern Victorian floods in early 2012.</p> <p>a) Are there any yet to be finalised?</p> <p>b) When will they be finalised?</p> <p>c) What is the average turnaround time for a claim?</p>	Written
137	DHS	Electricity Expenditure	McKenzie	<p>a) For the financial year 2011-2012, how many kilowatt hour of electricity did the department consume? What was the total cost?</p> <p>b) What does this cost work out to per employee?</p> <p>c) In reference to QON #HS31, DHAs had received information indicating that the cost of electricity was to increase by approximately \$2.362mn due to the carbon tax, with rental costs expected to increase by \$1.3mn.</p> <p>d) Who provided the independent analysis for DHS?</p> <p>e) Has this advice proved accurate? What increases in electricity costs has DFAT experienced since the introduction of the carbon tax?</p> <p>f) How has this changed the Department's spending pattern? What programs or services have been cut to meet the increased costs?</p> <p>g) What measures is the Department taking to reduce its electricity expenditure? When did these commence? What impact have they had?</p>	Written
138	DHS	Australian Government Disaster Recovery Payment – Griffith area	McKenzie	<p>a) The Area News in Griffith reported in June that 'a number of local Centrelink clients had been sent letters confirming they were eligible for the \$1000 one-off government flood grant and the money had been paid into their bank accounts.</p> <p>b) However, the clients had never applied for the grants, nor had they received any money and the accounts listed were not their own.'</p> <p>c) What actions have Centrelink taken in relation to this matter since June? Have the culprits been found?</p> <p>d) Has anyone been charged with fraud?</p>	Written
139	DHS	Child Support – Treatment of Superannuation Payments	McKenzie	<p>A couple of constituents have sought my advice in relation to situations where following the cessation of an abusive relationship, the abusive partner gains access to their ex's superannuation as the custody holder of the children - when in both cases the abusive partner gained custody only because the other partner was left with such mental and physical injuries from the abuse that they were no longer able to care for their own children. Having to then pay the abusive ex from what was already only a meagre superannuation payment only adds to the pain of these women and their families. Can you comment on situations like these? How does the CSA handle superannuation payments to ex partners?</p>	Written
140	DHS	Electronic Medicare Refunds	McKenzie	<p>Constituents have contacted my office with concerns that under the new 'cashless' Medicare refunds onto credit cards are taking 10 days to hit customer accounts. What assessment has been made of current practice? What changes are under consideration to allow customers to access their refunds in a timely fashion?</p>	Written

141	DHS	Chronic Disease Dental Scheme	Bushby	<p>Has the Department begun re-assessing the cases of dentists found to be non-compliant following the Medicare's audit of the Chronic Disease Dental Scheme?</p> <p>b) If not:</p> <ol style="list-style-type: none"> <li>1) Why not?</li> <li>2) When are the re-assessments due to start?</li> <li>3) When is it anticipated that they will be complete?</li> <li>c) If so:</li> <li>1) How many of the 66 dentists found to be non-compliant following an audit have been re-assessed?</li> <li>2) When will the remaining dentists be re-assessed?</li> <li>3) How many of the audit findings have changes?</li> <li>4) What was the criteria used to determine whether the audit finding should change?</li> <li>5) Have dentists been notified?</li> <li>6) Is the Department aware whether the Government has been approached by dentists seeking compensation whose audit findings have changed?</li> </ol>	Written
142	DHS	Disability Support Pension	Fifield	<p>a) How many people received, by month, Disability Support Pension in 2011-12 while on a temporary absence from Australia not exceeding 13 weeks?</p> <p>b) How many recipients were absent for:</p> <ol style="list-style-type: none"> <li>1) One week?</li> <li>2) Two weeks?</li> <li>3) One month?</li> <li>4) Six weeks?</li> <li>5) Two months?</li> <li>6) Thirteen weeks?</li> </ol> <p>c) How many people received, by month, Disability Support Pension between July and October 2012 while on a temporary absence from Australia not exceeding 13 weeks?</p> <p>d) How many recipients were absent for:</p> <ol style="list-style-type: none"> <li>1) One week?</li> <li>2) Two weeks?</li> <li>3) One month?</li> <li>4) Six weeks?</li> <li>5) Two months?</li> <li>6) Thirteen weeks?</li> </ol>	Written
143	DHS	Carer Payment and Carer Allowance Recipients	Fifield	<p>How many people received, by month, Carer Payment in 2011-12 while on a temporary absence from Australia not exceeding 13 weeks?</p> <p>b) How many recipients were absent of Carer Payment in 2011-2012 for:</p> <ol style="list-style-type: none"> <li>1) One week?</li> <li>2) Two weeks?</li> <li>3) One month?</li> <li>4) Six weeks?</li> <li>5) Two months?</li> <li>6) Thirteen weeks?</li> </ol> <p>c) How many people received, by month, Carer Payment between July and October 2012 while on a temporary absence from Australia not exceeding 13 weeks?</p> <p>d) How many recipients of Carer Payment between July and October 2012 were absent for:</p> <ol style="list-style-type: none"> <li>1) One week?</li> <li>2) Two weeks?</li> <li>3) One month?</li> <li>4) Six weeks?</li> <li>5) Two months?</li> <li>6) Thirteen weeks?</li> </ol>	Written

144	DHS	Personally Controlled Electronic Health Record	Boyce	What is the Medicare Budget to complete their role in the completion of a fully functioning PCEHR?	Written
145	DHS	IT Outage - PBS	Boyce	Is it true that on the last Labor weekend the duration of a planned outage in the PBS system was to be 8 hours but lasted from late Saturday night to around midday Monday and took the whole HI service down with it?	Written
146	DHS	Carer's Allowance – Permanent Residency requirements	Back	Which classes of humanitarian visas are exempt from the Permanent Residency requirements for the Carer's Allowance?	Written
147	DHS	Income Management – Rental Payments	Siewert	How much rent has been paid to Territory Housing in the NT via income management since 30 June 2009, by year?	Written