

**SENATE COMMUNITY AFFAIRS LEGISLATION COMMITTEE
SUPPLEMENTARY ESTIMATES – 21 NOVEMBER 2013
QUESTIONS ON NOTICE
DEPARTMENT OF HUMAN SERVICES**

No	Broad Topic	Senator	Question
1	Emergency Management – NSW Bushfires	Cameron	<p>a) Mr Tidswell: I get involved with a range of conversations with Emergency Management Australia. There are a number of the government committees that are established, including the Australian Government Crisis Committee. I would have attended a number of those meetings. We would get direct information from the most senior person available from New South Wales—often very senior. That person would give us the extent of what they knew was happening on the ground. Senator CAMERON: Is this in the New South Wales government? Mr Tidswell: That is right. We would get a phone hook-up and officers would get the information required to consider what Commonwealth action was needed. Senator CAMERON: Who was that officer in the New South Wales— Mr Tidswell: I would have to take that on notice. I cannot recall. Senator CAMERON: Could you take that on notice and come back to me about who was providing information from New South Wales government to the federal government. [page 118]</p> <p>b) Senator CAMERON: Who from the department was liaising with the state government? Mr Tidswell: We have good, established relationships with state departments responsible for invariably the community services side and the emergency management side. We would have an officer who would be tapping into the state government— Senator CAMERON: I am asking who that officer was. Mr Tidswell: I will take that on notice. I am pretty sure who it was for that period of time. Senator CAMERON: Do you want to tell me? Then you can correct it if you want. Mr Tidswell: It would have been Amelia Todorova. Senator CAMERON: Can you spell that for me? Mr Tidswell: That would be hard for me: T-O-D-O-R-O-V-A—and Amelia. [page 118]</p> <p>c) Senator CAMERON: Can you on notice provide all correspondence—email correspondence, times of telephone calls, any correspondence between Ms Todorova and the New South Wales state government—so we can try to establish what involvement was taking place? Mr Tidswell: Yes. [page 119]</p>
2	Service Delivery – Agent Services	Siewert	<p>Senator SIEWERT: Who are those agents currently? Ms Campbell: Sometimes not-for-profits, Indigenous corporations, local governments. Senator SIEWERT: What sorts of not-for-profits? Ms Campbell: I will see whether we can find someone to give you that detail. Senator SIEWERT: Perhaps I could ask for that information on notice. You do not see anything wrong with giving me the organisations that do that? Would it be public information? Ms Campbell: I think it is public information.</p>

No	Broad Topic	Senator	Question
			<p>Senator SIEWERT: Could you provide that on notice?</p> <p>Ms Campbell: Yes, we can on notice. [page 122]</p>
3	Commission of Audit	Cameron	<p>Senator CAMERON: Is the department making a formal submission to maintain your current range of face-to-face, day-to-day functions?</p> <p>Ms Campbell: I would characterise it as that we have been asked to provide, against the terms of reference for the Commission of Audit, ideas about how the department operates and how it may be able to deliver its services optimally, and we have done that.</p> <p>Senator CAMERON: You have done it?</p> <p>Ms Campbell: We have provided a preliminary submission to the Commission of Audit and we will—</p> <p>CHAIR: Does that include taking over Australia Post services?</p> <p>Senator SIEWERT: Do not give them any ideas.</p> <p>Senator CAMERON: Could you table that submission?</p> <p>Ms Campbell: I will take that on notice, but it is advice to government at this stage.</p> <p>Senator CAMERON: So the Commission of Audit has cabinet status, is that correct? Is that what you are saying?</p> <p>Ms Campbell: My understanding is that the Commission of Audit report will be a report for the cabinet, Senator.</p> <p>Senator CAMERON: Is that what you have been advised?</p> <p>Ms Campbell: I have not had official advice on that. That was my understanding. We can take that on notice and provide advice to you on that.</p> <p>Senator CAMERON: So when you say it is your understanding, you are not sure.</p> <p>Ms Campbell: I am not sure in this specific example but general practice is such reviews would be—</p> <p>Senator CAMERON: If you could take it on notice, I would appreciate that. [page 124]</p>
4	Service Delivery – Face-to-Face	Cameron	<p>Senator CAMERON: They have said that they are well equipped and conveniently located to carry out many of the day-to-day, face-to-face functions of Centrelink. I was just looking for a definition. Secretary, can you take on notice how you would define day-to-day, face-to-face functions?</p> <p>Ms Campbell: We can take that on notice. [page 125]</p>
5	Service Delivery – Regional and Remote Areas	Cameron	<p>a) Senator CAMERON: There are 598 service centres in regional and remote Australia?</p> <p>Ms Campbell: There are 598 service centres in total in Australia.</p> <p>Senator CAMERON: Are many of those in regional and remote Australia?</p> <p>Ms Campbell: A number are in regional and remote. We would have to look at what the definition of regional and remote is to get a breakdown of the number that are in the urban areas.</p> <p>Senator CAMERON: I think your annual report described regional and remote. On notice, could you give me a definition of regional and remote from the department's perspective. [page 125]</p> <p>b) How many jobs in these service centres, under the definition, are involved [page 125] and</p> <p>c) could there be job losses if Australia Post took over that face-to-face approach? [page 125]</p>
6	Income Management	Siewert	<p>Senator SIEWERT: Could I get some figures on what you expend on the income management—place based income</p>

No	Broad Topic	Senator	Question
	– Place-Based		management? Ms Campbell: We probably will not be able to give you that tonight, broken down into detail. We can talk about how much money was allocated and what the budgets are in those areas, but of course— Senator SIEWERT: Okay. Let's do that and then maybe you can take on notice the actual expenditure. [page 125]
7	Fraud and Compliance – Data Matching	Siewert	Mr Withnell: In 2012-13 we raised \$227 million in debt from data-matching. Senator SIEWERT: Are you able to calculate how much it cost to raise the debt? You have identified the \$2 million, and I suppose that is easier because you know how many resources you have put into the tip-off line. Mr Withnell: We could provide how much it costs to do the data-matching reviews. There are a number of elements to the process which would be hard to break down. Whether I have that figure here, I am not sure. Senator SIEWERT: It is just the overall figure I need, not the elements of it. Mr Withnell: We will take it on notice. Ms Golightly: Most of the initial data-matching is automatic, because it is electronic, and then there is the assessment. We will take it on notice and see what we can get for you. [page 128]
8	Fraud and Compliance – Risk Profiling	Siewert	Senator SIEWERT: How much do you spend on risk profiling? Mr Withnell: Whether we can break that down between the data-matching and the risk profiling or whether we do it as a combined effort— Senator SIEWERT: I see; you were talking about the combined effort. If you could, that would be appreciated. [page 128]
9	Call Wait Times	Siewert	Senator SIEWERT: It was 25 minutes and 33 seconds for this last quarter? Mr Rimmer: That is for the four months until the end of October. Senator SIEWERT: How does that compare to this time last year? Mr Rimmer: It is higher. I cannot do the calculation in my head but we can get that to you on notice. Senator SIEWERT: I appreciate the argument that this last quarter is busier, but I want to know what it was last quarter. Could you take on notice the wait time for your other lines to the end of this financial year and for the latest quarter and the comparison for last year's. So that is four sets of figures for each of the lines. Ms Campbell: Yes. [page 129]
10	Staffing – Non-ongoing Staff - Classifications	Cameron	Senator CAMERON: Could you provide, on notice, details of the expiry dates for all the different classifications of non-ongoing staff. Mr Hutson: Yes. [page 131]
11	Departmental Reviews	Ludwig	a) Since 7 September 2013, how many new reviews have been commenced? Please list them including: i) the date they were ordered; ii) the date they commenced; iii) the minister responsible; iv) the department responsible; v) the nature of the review; vi) their terms of reference; vii) the scope of the review;

No	Broad Topic	Senator	Question
			<ul style="list-style-type: none"> viii) whom is conducting the review; ix) the number of officers, and their classification level, involved in conducting the review; x) the expected report date; and xi) If the report will be tabled in parliament or made public. <p>b) For any review commenced or ordered since 7 September 2013, have any external people, companies or contractors being engaged to assist or conduct the review?</p> <ul style="list-style-type: none"> i) If so, please list them, including their name and/or trading name/s and any known alias or other trading names. ii) If so, please list their managing director and the board of directors or equivalent. iii) If yes, for each what are the costs associated with their involvement, broken down to each cost item? iv) If yes, for each, what is the nature of their involvement? v) If yes, for each, are they on the lobbyist register, provide details? vi) If yes, for each, what contact has the Minister or their office had with them? vii) If yes, for each, who selected them? viii) If yes, for each, did the minister or their office have any involvement in selecting them? <ul style="list-style-type: none"> o If yes, please detail what involvement it was. o If yes, did they see or provided input to a short list? o If yes, on what dates did this involvement occur? o If yes, did this involve any verbal discussions with the department? o If yes, on what dates did this involvement occur? <p>c) Since 7 September 2013, what reviews are on-going? Please list them.</p> <p>d) Since 7 September 2013, have any reviews been stopped, paused or ceased? Please list them.</p> <p>e) Since Budget estimates, what reviews have concluded? Please list them.</p> <p>f) Since 7 September 2013, how many reviews have been provided to Government? Please list them and the date they were provided.</p> <p>g) When will the Government be responding to the respective reviews that have been completed?</p> <p>h) What reviews are planned?</p> <ul style="list-style-type: none"> i) When will each planned review be commenced? ii) When will each of these reviews be concluded? iii) When will government respond to each review? iv) Will the government release each review? <ul style="list-style-type: none"> o If so, when? o If not, why not?
12	Commissioned Reports	Ludwig	<p>a) Since 7 September 2013, how many Reports have been commissioned by the Government in your department/agency? 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</p>

No	Broad Topic	Senator	Question
			<p>what level?</p> <p>c) What is the current status of each report? When is the Government intending to respond to these reports?</p>
13	Briefings for Other Parties	Ludwig	<p>a) Have any briefings and/or provision of information have been provided to the Australian Greens? If yes, please include:</p> <ul style="list-style-type: none"> i) How are briefings requests commissioned? ii) What briefings have been undertaken? Provide details and a copy of each briefing. iii) Provide details of what information has been provided and a copy of the information. iv) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed. v) How long is spent preparing and undertaking briefings/information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification. <p>b) Have any briefings and/or provision of information been provided to Independents? If yes, please include:</p> <ul style="list-style-type: none"> i) How are briefings requests commissioned? ii) What briefings have been undertaken? Provide details and a copy of each briefing. iii) Provide details of what information has been provided and a copy of the information. iv) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed. v) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification. vi) Which Independents have requested briefings and/or information? <p>c) Have any briefings and/or provision of information been provided to parties other than Labor or the Greens? If yes, please include:</p> <ul style="list-style-type: none"> i) How are briefings requests commissioned? ii) What briefings have been undertaken? Provide details and a copy of each briefing. iii) Provide details of what information has been provided and a copy of the information. iv) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed. v) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification. vi) Which parties have requested briefings and/or information?
14	Appointments	Ludwig	<p>a) Provide an update 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 made from 7 September to date.</p>
15	Stationery	Ludwig	How much was spent by each department and agency on the government (Ministers / Parliamentary Secretaries) stationery requirements in your portfolio from

No	Broad Topic	Senator	Question
			7 September 2013 to date?
16	Media Subscriptions	Ludwig	<p>a) What pay TV subscriptions does your department/agency have?</p> <ul style="list-style-type: none"> i) Please provide a list of what channels and the reason for each channel. ii) What is the cost from 7 September 2013 to date? iii) What is provided to the Minister or their office? iv) What is the cost from 7 September 2013 to date? <p>b) What newspaper subscriptions does your department/agency have?</p> <ul style="list-style-type: none"> i) Please provide a list of newspaper subscriptions and the reason for each. ii) What is the cost from 7 September 2013 to date? iii) What is provided to the Minister or their office? iv) What is the cost from 7 September 2013 to date? <p>c) What magazine subscriptions does your department/agency have?</p> <ul style="list-style-type: none"> i) Please provide a list of magazine subscriptions and the reason for each. ii) What is the cost from 7 September 2013 to date? iii) What is provided to the Minister or their office? iv) What is the cost from 7 September 2013 to date? <p>d) What publications does your department/agency purchase?</p> <ul style="list-style-type: none"> i) Please provide a list of publications purchased by the department and the reason for each. ii) What is the cost from 7 September 2013 to date? iii) What is provided to the Minister or their office? iv) What is the cost from 7 September 2013 to date?
17	Media Monitoring	Ludwig	<p>a) What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office from 7 September 2013 to date?</p> <ul style="list-style-type: none"> i) Which agency or agencies provided these services? ii) What is the estimated budget to provide these services for the year 2012-13? iii) What has been spent providing these services from 7 September 2013 to date? <p>b) What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency from 7 September 2013 to date?</p> <ul style="list-style-type: none"> i) Which agency or agencies provided these services? ii) What is the estimated budget to provide these services for the year 2012-13? iii) What has been spent providing these services from 7 September 2013 to date?
18	Media Training	Ludwig	<p>a) In relation to media training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:</p> <ul style="list-style-type: none"> i) total spending on these services;

No	Broad Topic	Senator	Question
			<ul style="list-style-type: none"> ii) the number of employees offered these services and their employment classification; iii) the number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification); and iv) the names of all service providers engaged. <p>b) For each service purchased from a provider listed under (a)(iv), please provide:</p> <ul style="list-style-type: none"> i) the name and nature of the service purchased; ii) whether the service is one-on-one or group based; iii) the number of employees who received the service and their employment classification (provide a breakdown for each employment classification); iv) the total number of hours involved for all employees (provide a breakdown for each employment classification); v) the total amount spent on the service; and vi) a description of the fees charged (i.e. per hour, complete package). <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ul style="list-style-type: none"> i) the location used; ii) the number of employees who took part on each occasion; iii) the total number of hours involved for all employees who took part (provide a breakdown for each employment classification); and iv) any costs the department or agency's incurred to use the location.
19	Communications Staff	Ludwig	<p>a) For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:</p> <ul style="list-style-type: none"> i) How many ongoing staff, the classification, the type of work they undertake and their location. ii) How many non-ongoing staff, their classification, type of work they undertake and their location. iii) How many contractors, their classification, type of work they undertake and their location. iv) How many are graphic designers? v) How many are media managers? vi) How many organise events? <p>b) Do any departments/agencies have independent media studios?</p> <ul style="list-style-type: none"> i) If yes, why? ii) When was it established? iii) What is the set up cost? iv) What is the ongoing cost? v) How many staff work there and what are their classifications?
20	Provision of Equipment	Ludwig	<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</p>

No	Broad Topic	Senator	Question
			<p>offices, what are the ongoing costs from 7 September 2013 to date?</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) 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>
21	Travel Costs	Ludwig	<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). Also provide a reason and brief explanation for the travel.</p> <p>c) What travel is planned for the rest of this calendar year from 7 September 2013? Also provide a reason and brief explanation for the travel.</p> <p>d) What is the policy for business class airfare tickets?</p> <p>e) 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>f) 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> <p>g) Does the department/agency elect to offset emissions for employees work related travel? If yes, what is the cost?</p>
22	Grants	Ludwig	<p>a) Could the department/agency provide an update list of all grants, including ad hoc and one-off grants from 7 September 2013 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?</p> <p>c) Please list all grants that were approved prior to 7 September 2013, but did not have financial contracts in place on 7 September 2013. Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants. Please lists which grant applicants had been contacted advising of their success. Please provide the current status of these grants. Have any of these grants been cancelled, paused, discontinued or cut?</p>
23	Government Payments of Accounts	Ludwig	<p>a) From 7 September 2013 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>

No	Broad Topic	Senator	Question
			d) Where interest is being paid, what rate of interest is being paid and how is this rate determined?
24	Consultancies	Ludwig	<p>a) How many consultancies have been undertaken from 7 September 2013 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 (i.e.. 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>
25	Meeting Costs	Ludwig	<p>a) What is the Department/Agency's meeting spend from 7 September 2013 to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total meeting spend from 7 September 2013 to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.</p> <p>c) What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>d) For each Minister and Parliamentary Secretary office, what meeting spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.</p>
26	Hospitality and Entertainment	Ludwig	<p>a) What is the Department/Agency's hospitality spend for this all events including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend from 7 September 2013 to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>c) What is the Department/Agency's entertainment spend from 7 September 2013 to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>d) For each Minister and Parliamentary Secretary office, please detail total entertainment spend from 7 September 2013 to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>e) What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</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 all events including any catering and drinks costs.</p> <p>g) What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</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 all events including any catering and drinks costs.</p> <p>i) Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved?</p>
27	Public Service Efficiencies	Ludwig	<p>a) Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates?</p> <p>b) Has there been a reduction in the use of external consultants and contractors? Has this impacted on the Department/agency, and how? What are the estimated savings for each year over the forward estimates?</p>

No	Broad Topic	Senator	Question
			<ul style="list-style-type: none"> c) Provide an update of moving recruitment advertising online. Is any recruitment still in printed materials, and if yes, why? What are the estimated savings for each year over the forward estimates? d) Has the department/agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and how much? e) Has the five per cent savings target been achieved – if yes, how, or if it will not, why not? What are the estimated savings for each year over the forward estimates?
28	Ministerial Office Security Classifications	Ludwig	<ul style="list-style-type: none"> a) What is the policy for ministerial staff security clearances? b) How many staffers employed by the government under the MOPS Act have security clearances? <ul style="list-style-type: none"> i) At what level? ii) If not, why not? c) How many seconded departmental officers acting in ministerial offices, including DLOs have security clearances? <ul style="list-style-type: none"> i) At what level? ii) If not, why not?
29	Executive Coaching and Leadership Training	Ludwig	<ul style="list-style-type: none"> a) In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information from 7 September 2013 to date: <ul style="list-style-type: none"> i) total spending on these services; ii) the number of employees offered these services and their employment classification; iii) the number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification); and iv) the names of all service providers engaged. b) For each service purchased from a provider listed under (4), please provide: <ul style="list-style-type: none"> i) the name and nature of the service purchased; ii) whether the service is one-on-one or group based; iii) the number of employees who received the service and their employment classification; iv) the total number of hours involved for all employees (provide a breakdown for each employment classification); v) the total amount spent on the service; and vi) a description of the fees charged (i.e. per hour, complete package). c) Where a service was provided at any location other than the department or agency's own premises, please provide: <ul style="list-style-type: none"> i) the location used; ii) the number of employees who took part on each occasion (provide a breakdown for each employment classification); iii) the total number of hours involved for all employees who took part (provide a breakdown for each employment classification); and iv) any costs the department or agency's incurred to use the location.
30	Staffing Reductions	Ludwig	<ul style="list-style-type: none"> a) How many staff reductions/voluntary redundancies have occurred from 7 September 2013 to date? What was the reason

No	Broad Topic	Senator	Question
			<p>for these reductions?</p> <p>b) Were any of these reductions involuntary redundancies? If yes, provide details.</p> <p>c) Are there any plans for further staff reductions/voluntary redundancies? 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>d) If there are plans for staff reductions, please give the reason why these are happening.</p> <p>e) Are there any plans for involuntary redundancies? If yes, provide details.</p>
31	Staffing Cessations	Ludwig	<p>a) How many ongoing staff left the department/agency from 7 September 2013 to date? What classification were these staff?</p> <p>b) How many non-ongoing staff left department/agency from 7 September 2013 to date? What classification were these staff?</p>
32	Staffing Recruitment	Ludwig	<p>a) How many ongoing staff recruited from 7 September 2013 to date? What classification are these staff?</p> <p>b) How many non-ongoing positions exist or have been created from 7 September 2013 to date? What classification are these staff?</p> <p>c) From 7 September 2013 to date, how many employees have been employed on contract and what is the average length of their employment period?</p>
33	Coffee Machines	Ludwig	<p>a) Has the department/agency purchased coffee machines for staff usage since 7 September 2013?</p> <p>i) 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>ii) Why were coffee machines purchased?</p> <p>iii) Has there been a noticeable difference in staff productivity since coffee machines were purchased? Are staff leaving the office premises less during business hours as a result?</p> <p>iv) Where did the funding for the coffee machines come from?</p> <p>v) Who has access?</p> <p>vi) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in from 7 September 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?</p> <p>vii) What are the ongoing costs of the coffee machine, such as the cost of coffee?</p> <p>b) Does the department/agency rent coffee machines for staff usage?</p> <p>i) 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>ii) Why are coffee machines rented?</p> <p>iii) Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?</p> <p>iv) Where does the funding for the coffee machines come from?</p> <p>v) Who has access?</p> <p>vi) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in from</p>

No	Broad Topic	Senator	Question
			7 September 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from? vii) What are the ongoing costs of the coffee machine, such as the cost of coffee?
34	Printing	Ludwig	a) How many documents (include the amount of copies) have been printed from 7 September 2013 to date? b) How many of these printed documents were also published online?
35	Corporate Cars	Ludwig	a) How many cars are owned by each department/agency? b) Where is the car/s located? c) What is the car/s used for? d) What is the cost of each car from 7 September 2013 to date? e) How far did each car travel from 7 September 2013 to date?
36	Taxi Costs	Ludwig	a) How much did each department/agency spend on taxis from 7 September 2013 to date? Provide a breakdown for each business group in each department/agency. b) What are the reasons for taxi costs?
37	Hire Cars	Ludwig	a) How much did each department/agency spend on hire cars from 7 September 2013 to date? Provide a breakdown of each business group in each department/agency. b) What are the reasons for hire car costs?
38	Credit Cards	Ludwig	a) Provide a breakdown for each employment classification that has a corporate credit card. b) Please update details of the following? i) What action is taken if the corporate credit card is misused? ii) How is corporate credit card use monitored? iii) What happens if misuse of a corporate credit card is discovered? iv) Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken. v) What action is taken to prevent corporate credit card misuse?
39	Electricity Purchasing	Ludwig	a) What are the details of the department/agency electricity purchasing agreement? b) What are the department/agency electricity costs from 7 September 2013 to date?
40	Ministerial Briefings	Ludwig	a) Does the department provide a regular briefing to the Minister on the activities of the department and/or any upcoming issues and/or any upcoming matters to come before the Minister? b) In what form does that occur? c) On what basis it that provided? d) What title is this briefing given?

No	Broad Topic	Senator	Question
41	Departmental Senate Estimates Briefing	Ludwig	<ul style="list-style-type: none"> a) How many officers were responsible for preparing the Minister's briefing pack for the purposes of senate estimates? b) How many officer hours were spent on preparing that information? <ul style="list-style-type: none"> i) Please break down the hours by officer APS classification c) Were drafts shown to the Minister or their office before senate estimates? <ul style="list-style-type: none"> i) If so, when did this occur? ii) How many versions of this information were shown to the minister or their office? d) Did the minister or their office make any contributions, edits or suggestions for departmental changes to this information? <ul style="list-style-type: none"> i) If so, when did this occur? ii) What officer hours were spent on making these edits? Please break down the hours by officer APS classification. iii) When were the changes made?
42	Freedom of Information	Ludwig	<ul style="list-style-type: none"> a) Can the department please outline the process it under goes to assess Freedom of Information requests? b) Does the department consult or inform the Minister when it receives Freedom of Information requests? <ul style="list-style-type: none"> i) If so, when? ii) If so, how does this occur? c) Does the department consult or inform other departments or agencies when it receives Freedom of Information requests? <ul style="list-style-type: none"> i) If so, which departments or agencies? ii) If so, when? iii) If so, how does this occur? d) Does the department consult or inform the Minister when or before it makes a decision on a Freedom of Information request? <ul style="list-style-type: none"> i) If so, when? ii) If so, how does this occur? e) Does the department consult or inform other departments or agencies when or before it makes a decision on a Freedom of Information request? <ul style="list-style-type: none"> i) If so, which departments or agencies? ii) If so, when? iii) If so, how does this occur? f) What resources does the department commit to its Freedom of Information team? g) List the staffing resources by APS level assigned solely to Freedom of Information requests. h) List the staffing resources by APS level assigned indirectly to Freedom of Information requests. i) Does the department ever second addition resources to processing Freedom of Information requests? <ul style="list-style-type: none"> i) If so, please detail those resources by APS level.

No	Broad Topic	Senator	Question
			<p>j) How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the department? i) How does this differ to the number of officers designated as at 6 September 2013?</p> <p>k) How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office? i) How does this differ to the number of officers designated as at 6 September 2013?</p> <p>l) Of the officers that are designated decision makers under the Freedom of Information Act 1982 within the Ministers office, how many are seconded officers from the department?</p> <p>m) What training does the department provide to designated decision makers under the Freedom of Information Act who work within the department? i) Of the officers designated as decision makers within the department, how many have received formal training? ii) Of the officers designated as decision makers within the department, how many have received informal training? iii) How long after each officers appointment as a designated decision maker did they receive formal training? iv) What did the training involve? v) How long was the training? vi) By whom was the training conducted?</p> <p>n) What training does the department provide to designated decision makers under the Freedom of Information Act who work within the Minister's office, excluding those officers on secondment from the department? i) Of the officers designated as decision makers, how many have received formal training? ii) Of the officers designated as decision makers, how many have received informal training? iii) How long after each officers appointment as a designated decision maker did they receive formal training? iv) What did the training involve? v) How long was the training? vi) By whom was the training conducted?</p>
43	Functions	Ludwig	<p>a) Provide a list of all formal functions or forms of hospitality conducted for the Minister. Include: i) the guest list of each function; ii) the party or individual who initiated the request for the function; iii) the menu, program or list of proceedings of the function; and iv) a list of drinks consumed at the function.</p> <p>b) Provide a list of the current wine, beer or other alcoholic beverages in stock or on order in the Minister's office.</p>
44	Red Tape Reduction	Ludwig	<p>a) Please detail what structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets? i) What is the progress of that red tape reduction target?</p> <p>b) How many officers have been placed in those units and at what level?</p>

No	Broad Topic	Senator	Question
			<ul style="list-style-type: none"> c) How have they been recruited? d) What process was used for their appointment? e) What is the total cost of this unit? f) Do members of the unit have access to cabinet documents? g) Please list the security classification and date the classification was issued for each officer, broken down by APS or SES level, in the red tape reduction unit or similar body.
45	Income Support Recipients	Edwards	<p>Can you please provide the following figures regarding Income Support Recipients in the Commonwealth Electoral Division of Wakefield for the year 2007/08 and the most recent year of figures available?</p> <ul style="list-style-type: none"> a) Family Tax Benefit b) Health Care Card c) Low Income Card d) ABSTUDY (non-living allowance) e) ABSTUDY (living allowance) f) Youth Allowance (other) g) Youth Allowance (students and apprentices) h) Austudy
46	Call Wait Times	Siewert	<ul style="list-style-type: none"> a) For each of DHS's customer specific call lines (and the fraud info line) for each month of 2012-13: how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30 minutes; more than 1 hour, to talk to a Customer Service Adviser? b) For the Basics Card line for each month of 2012-13 how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30 minutes; more than 1 hour, to talk to a Customer Service Adviser? c) For the National Participation Solutions Line for each month from of 2012-13 how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30 minutes; more than 1 hour, to talk to a Customer Service Adviser? d) Provide a breakdown of all data sets that DHS collects about telephone wait times? e) How are the Centrelink call centres being prepared for the upcoming peak demand season of January to March?
47	Centrelink Appeals and Reviews	Siewert	<ul style="list-style-type: none"> a) In 2012-13, how many appeals took longer than five weeks to complete? b) In 2012-13, how many appeals took less than five weeks to complete? c) At November 2013, how many internal appeals have been lodged, but have not been actioned? d) How many of these appeals are related to claims for the Disability Support Pension? e) How many staff worked on reviews/appeals at November 2013? f) What was the average waiting time for an appeal to be completed in 2012-13? g) How many, and what percentage of internal appeals in took longer than 5 weeks; over 3 months, over six months, over 12

No	Broad Topic	Senator	Question
			<p>months, to complete, in 2012-13?</p> <p>h) How many Centrelink case reviews are currently outstanding?</p> <p>i) At any point during this year was there 24,000 Centrelink cases waiting to be reviewed?</p> <p>j) Has Centrelink been trying to encourage individuals seeking review to withdraw their request by telling them that their review is unnecessary?</p> <p>k) Is the Government aware of the number of individuals giving up on their requested review due to “review fatigue”?</p> <p>l) What is the longest period of time an individual has had to wait for their review since the start of 2013?</p>
48	Member of a Couple Issues	Siewert	<p>a) For Member of a Couple appeals for the year 2012-13, please provide a breakdown of the outcome of appeals, by level of appeals.</p> <p>b) For Member of a Couple overpayments for the year 2012-13, please provide a breakdown by amount of debt: under \$2000; \$2001- \$5000; \$5001-\$10,000; \$10,001 to \$20,000; \$20,001 to \$50,000; \$50,001 to \$100,000; \$100,001- \$150,000; over \$150,001.</p> <p>c) For 2012-13, how many ‘Member of a Couple’ cases were prosecuted by the Commonwealth Department of Public Prosecutions?</p>
49	Freedom of Information – Own Files	Siewert	<p>For each month since 1 July 2012, provide data on:</p> <p>a) the number of requests for recipients own file under the FOI Act;</p> <p>b) the number of rejections for own recipients file under the FOI Act; and</p> <p>c) the number of recipients own file released outside of the FOI process.</p>
50	Fraud and Compliance – Public Tip-offs	Siewert	<p>For the year 2012-13:</p> <p>a) How many tip-offs were made to the Centrelink fraud line?</p> <p>b) How many tip offs led to payment reductions?</p> <p>c) What savings arose from this program?</p> <p>d) How many tip-offs resulted in no payment reductions?</p> <p>e) How many tip offs related to alleged “member of a couple” matters?</p> <p>f) How many cases investigated resulted in no change in rates of payment?</p> <p>g) Does Centrelink keep a record of what could be termed “vexatious dob-ins”? If not, why not?</p> <p>h) How many staff were involved in this activity?</p> <p>i) What was the cost of running this program?</p> <p>j) What was the cost to the taxpayer of investigating tip-offs that proved to be without merit or vexatious?</p>
51	Fraud and	Siewert	In the financial year of 2012-13 in relation to Member of a Couple” (MOC) (by same-sex and opposite sex) relationships:

No	Broad Topic	Senator	Question
	Compliance – Member of a Couple		<ul style="list-style-type: none"> a) How many reviews by each payment combination? b) How many investigations undertaken by Centrelink’s Business Integrity Unit? c) How many “tip-offs” were received? What were the outcomes of these “tip-offs”? (For example, in relation to MOC tip-offs”, how many led to criminal prosecutions, how many led to how much debt, no action being taken, etc.) d) How many debts were raised, what was the total value of debts raised and provide a breakdown of the range of debts raised? (Provide data by payment type and other payments e.g. Family Tax Benefit, Rent Assistance). e) How many payments were cancelled? f) How many MOC debts led to prosecutions?
52	Fraud and Compliance- Optical Surveillance	Siewert	<p>For the period 2012-13:</p> <ul style="list-style-type: none"> a) How much has been spent on optical surveillance? b) How many clients were subject to 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?
53	Fraud and Compliance – Use of Private Detectives	Siewert	<p>For the period 2012-13:</p> <ul style="list-style-type: none"> a) How much has been spent on private surveillance/detectives? b) How many clients were subject to 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?
54	Unauthorised Access	Siewert	How many unauthorised access to client files have occurred for each of the DHS agencies for the year 2012-13? Provide details of what action resulted from each instance of unauthorised access?
55	Security Guards	Siewert	<p>For the period 2012-13:</p> <ul style="list-style-type: none"> a) Provide a list of locations where security guards are deployed at Centrelink offices? b) Provide a breakdown of the cost of providing security guards at each location, and nationally?
56	Young Mothers Program Transferred to Department of Employment	Siewert	<ul style="list-style-type: none"> a) How many young mothers in each of the 10 locations are part of the Building Australia's Future Workforce initiative during 2012-13? b) What have been the outcomes for parents' participation in these locations? c) How many parents have had their payment suspended under these arrangements?
57	Social Work Services	Siewert	<p>In 2012-13:</p> <ul style="list-style-type: none"> a) How many social work appointments were delivered face-to-face and via Centrelink offices?

No	Broad Topic	Senator	Question
			<ul style="list-style-type: none"> b) How many home visits were made? c) How many referrals from Call Centres? d) How many compliance/debt interviews were completed? e) How many social workers are currently working in Centrelink? f) Provide a list of Centrelink offices where no social workers are employed in the role.
58	Centrelink Reviews and Appeals – Update	Siewert	Provide an update to Question HS 56 for the period 2012-13, See: Senate Community Affairs Legislation Committee, Supplementary Estimates, 18 October 2012, Answers to Questions On Notice, Human Services Portfolio.
59	Weekly Payments of Centrelink Benefits	Siewert	How many people are currently receiving weekly payments? Provide a breakdown use of weekly payment option and by payment type, vulnerability indicator and Indigenous status.
60	Crisis Payment	Siewert	<p>For 2012-13:</p> <ul style="list-style-type: none"> a) How many claims for Crisis Payment were successful? b) How many claims for Crisis Payment were rejected? c) How many claims for Crisis Payment were made? d) At November 2013, provide a breakdown of Crisis Payment recipients by payment type, gender, age, reason for grant, Indigenous/non-Indigenous status, and state and territory of recipient. e) What was the cost of outlays on Crisis Payment for 2012-13?
61	Payment by Cheque	Siewert	<p>For 2012-13:</p> <ul style="list-style-type: none"> a) How many people receive their income support payments by cheque? b) Provide a breakdown by payment type of the numbers currently paid by cheque. c) What is the cost of this method of payment? d) How many cheques were written for income management-related reasons 2012-13? What was the cost of this?
62	Advance Payments	Siewert	<p>For 2012-13,</p> <ul style="list-style-type: none"> a) Provide details of the number of 'Advance Payments' by payment type. b) Provide details of the cost of the advances paid, for each payment type. c) Where more than one advance is allowed, how many on each payment access this option?
63	Complaints against Staff - Centrelink	Siewert	Please update for the 2012-13 period HS 35, Senate Community Affairs Legislation Committee Budget Estimates, 29 May 2012, Answers to Questions on Notice Human Services Portfolio.
64	Centrelink – Independent Review	Siewert	a) What has been the Department's response to the Independent Review of Centrelink, which has been welcomed by groups like the National Welfare Rights Network and the Financial Counsellors Australia? Can you provide a response to the

No	Broad Topic	Senator	Question
			<p>recommendations made by the consultant?</p> <p>b) In the past 12 months, how many complaints have been lodged about Centrepay?</p> <p>c) How many people access Centrepay currently?</p> <p>d) How many businesses currently operate through Centrepay?</p> <p>e) In the last 12 months, how many businesses have had their contracts with Centrepay cancelled?</p>
65	Restricted Servicing Arrangements	Siewert	<p>a) How many people were on "restricted servicing" arrangements during 2012-13? Describe the range of options provided, and the numbers of people under each option.</p> <p>b) How is the Department ensuring that those who need help are getting it, if they are under restricted service arrangements?</p> <p>c) Are there any plans to re-visit these arrangements? If so, how will the review be conducted?</p>
66	Customer Aggression	Siewert	<p>For each month from 1 July 2012 to 31 October 2013 provide:</p> <p>a) the numbers of times that duress alarms were used at Centrelink offices, and</p> <p>b) the number of customer 'aggression' incidents.</p>
67	Centrelink Reviews and Appeals	Siewert	Please update for the financial year 2012-13, Question Reference Number: HSW 6, Senate Community Affairs Legislation Committee, Additional Budget Estimates, 16 February 2012, Answers to Questions on Notice, Human Service Portfolio.
68	Customer Calls	Cameron	<p>The 2011-12 Annual report, page 20 says "The department handled approximately 56 million calls from customers, compared with 55 million calls in 2010-11. The increase in calls handled resulted from an increase in demand for Centrelink services, from 37 million calls in 2010-11 to 38 million calls in 2011-12".</p> <p>The 2012-13 Annual Report, page 38 says "In 2012-13 the department handled approximately 59 million calls about Centrelink, Child Support and Medicare services, compared with 62 million calls in 2011-12."</p> <p>Please clarify the call volumes for 2011-12 and 2012-13?</p>
69	Changes to the Machinery of Government	Cameron	<p>a) What, if any responsibilities have been transferred to the Department of Human Services post-election that were not the responsibility of the Department previously?</p> <p>b) Please provide details of all payments that are now, or are proposed to be, the processing responsibility of the Department of Human Services.</p> <p>c) What, if any, responsibilities have been transferred to other departments that were the responsibility of the Department of Human Services before the election?</p>
70	Departmental Staffing and Infrastructure	Cameron	<p>a) Please provide details of total staff my numbers currently employed?</p> <p>b) Please provide the details of full-time employee numbers by division?</p> <p>c) Please provide the actual staffing levels in each division?</p> <p>d) Appendix E on page 369 of the annual report indicates that 71.7 per cent of the workforce is women. Does it automatically follows that job losses would disproportionately affect women employees?</p> <p>e) The annual report also indicates that 5.5 per cent of staff is non-ongoing, or approximately 1,971 staff, is this still the</p>

No	Broad Topic	Senator	Question
			<p>situation?</p> <p>f) The Coalition government has instructed the Australian Public Service Commission to implement a staff freeze on the basis of "no new ongoing arrangements are to commence, or existing non-ongoing arrangements to be extended, without agency head approval". Has DHS taken steps to sack workers in order to implement this instruction?</p> <p>g) What implications has the staff freeze on the strategic risk outlined in your strategic plan 2012–16 on page 13, <i>10 – failure to attract, develop, engage and retain high quality staff</i>?</p> <p>h) How many of these non-ongoing contracts do you expect to keep/how many of these people will be sacked in the next 12 months as contracts expire?</p> <p>i) How will the work that sacked non-ongoing staff have been doing now be managed?</p> <p>j) How many non-ongoing workers contracts will end in when the next three months?</p> <p>k) How many non-ongoing workers will you be extending?</p> <p>l) What is the department doing to support the sacked staff and non-ongoing workers that are faced with losing their jobs in the weeks leading up to Christmas?</p> <p>m) How will the work that these sacked staff have been doing now be managed?</p> <p>n) Does DHS expect to approve the extension of some non-ongoing contracts that fulfil a critical role?</p> <p>o) If these roles are critical to the operation of the Department why are they not being filled by an ongoing position?</p> <p>p) What will be the impact on client service of these contracts are not renewed?</p> <p>q) What will DHS do to manage the recruitment freeze?</p> <p>r) How does DHS plan to cover off the work of any unfilled positions?</p> <p>s) What workforce planning is underway and who is involved in this process?</p> <p>t) Which work, will no longer be completed?</p> <p>u) Will any current programs or services be ending?</p> <p>v) What is the separation rate for the department and agencies in the last 12 months and for each of the last four years?</p> <p>w) Can you differentiate between staff who have resigned and staff who have received a redundancy package? Please provide respective numbers for each.</p> <p>x) What departmental work is currently undertaken by a contract provider?</p> <p>y) How many contract workers are engaged in the Department, where are they located and who is the employer?</p> <p>z) Why is the work not being done in house?</p> <p>aa) What will be the impact on client service of these contracts are not renewed?</p> <p>bb) Do you have any people working in the Department as external contractors, who are not included in the headcount in the</p>

No	Broad Topic	Senator	Question
			annual report? How many are there? What work are they undertaking? Do you expect this number to change? In what circumstances?
71	Freedom of Information	Cameron	<p>a) Please confirm who is responsible for making decisions about FOI applications?</p> <p>b) Are any other people within the department are involved in the FOI decision? If so, who?</p> <p>c) Are staff in the Minister's office involved in decisions about whether or not to release material under freedom of information?</p> <p>d) Please indicate whether the Minister herself is involved in decisions about whether or not to release information under freedom of information?</p> <p>e) I refer specifically to correspondence from the office of Shadow Minister McLucas dated 25 October 2013, requesting access, under the Freedom of Information Act, to the incoming government briefs. The intention to refuse was notified to by letter on 31 October 2013.</p> <p>i) Can you please indicate which people within the department were involved in this decision to reject the application?</p> <p>ii) Can you please advise whether any staff from the Minister's office were involved in the decision to reject the request?</p> <p>iii) Can you please advise whether the Minister was involved in the decision to reject the request?</p> <p>iv) Will you now release the incoming government briefs for the DHS portfolio?</p>
72	Information Technology – Express Plus Mobile Apps	Cameron	<p>a) How many Express Plus mobile apps were downloaded in 2012-13 and 2013-14 to date?</p> <p>b) How many active users are there for 2012-2013 and 2013-14 to date?</p>
73	Information Technology – Child Support System (CUBA)	Cameron	<p>a) When was this system introduced?</p> <p>b) Is this system nearing the end of its useful life?</p> <p>c) What year would that be?</p> <p>d) What are deficiencies of the current system?</p> <p>e) What steps are being taken to replace the system?</p> <p>f) Can you please provide the amount allocated in the budget (including over the forward estimates) for the replacement of the child support IT system?</p>
74	Information Technology – Income Security Integrated System (ISIS)	Cameron	<p>a) When was this system introduced?</p> <p>b) What are deficiencies of the current system?</p> <p>c) What steps are being taken to replace the system?</p> <p>d) Can you please provide the amount allocated in the budget (including over the forward estimates) for the replacement or upgrade of the system?</p>
75	Capability Review, Future Jobs Plan, National Commission of Audit	Cameron	<p>a) Do you agree with the summary assessment of the Australian Public Service Commission in its August, 2012 report that the organisation has many strengths including – exceptional performance and reliability, significant crisis response capability, successful implementation of change over its first 12 months, exciting and innovative practices, a workforce who</p>

No	Broad Topic	Senator	Question
			<p>operates with conviction commitment, a highly capable secretary?</p> <p>b) What steps are being taken to ensure that the recognition by the Australian Public Service Commission of the Department's capacity to operate innovatively, driven by the desire make people's lives better and to become more efficient is maintained?</p> <p>c) Do you believe the Department provides value for money as it undertakes its role and obligations as outlined in Outcome 1?</p> <p>d) Can you advise if you have identified any programs or areas of work where you believe it is inappropriate to continue?</p> <p>e) What steps are you taking to improve the overall efficiency and effectiveness of service delivery within the Department?</p> <p>f) Are there areas of unnecessary duplication between the activities of your department and other levels of government?</p> <p>g) What is the Future Jobs Plan?</p> <p>h) Does the future jobs plan implement recommendations and departmental responses arising from the Capability Review?</p> <p>i) What are the implications of the capability review and/or other reviews on the APS 2, 3, 4, 5 and 6 classifications?</p> <p>j) Has the department plans to remove a range of job titles from the departmental organisational structure? Has this any implications for staffing numbers?</p> <p>k) Are there plans to move to an organisational structure where broadly skilled employees are replaced with more compartmentalised, less skilled or qualified staff?</p> <p>l) What steps are being taken to communicate the Department strategic vision in a meaningful way to all staff?</p> <p>m) Do you believe that DHS is providing excellence in the provision of government services to every Australian, consistent with your vision statement?</p> <p>n) What engagement has the Department had with the National Commission of Audit?</p>
76	Research	Cameron	<p>I refer to the discussion of the Human Services Delivery Research Alliance on page 49 of the 2012-13 Annual Report.</p> <p>a) When did the alliance project start?</p> <p>b) What has been the amount project funding and over what time period?</p> <p>c) When is the project due coming to an end?</p> <p>d) Has the Department made an assessment about the impact of the Government's staff reductions for the CSIRO on the project?</p> <p>e) Has the Minister for Human Services had discussions with the Minister for Industry about the implications for DHS?</p>
77	Not-for-profit Sector	Cameron	<p>a) What consultation mechanisms does DHS have to include not-for-profit organisations in the development of policies and programs? What plans do you have for improving NFP consultation?</p> <p>b) Does DHS provide any special programs to small or large businesses that are not also available to small not-for-profit organisations? If so, why do you exclude NFPs?</p>

No	Broad Topic	Senator	Question
			c) Approximately what percentage of the total staffing resource is allocated to managing not-for-profit contracts, agreements, service provision and other not-for-profit activities?
78	Centrepay Review	Cameron	The 2012-13 DHS Annual Report at page 186 discusses the independent review of Centrepay. Please outline the Department's response to each of recommendations of the <i>Report of the Independent Review of Centrepay</i> .
79	Waiting Times and Customer Issues	Cameron	<p>a) Please provide the monthly data for each measure in 2012/13 and 2013/2014 to date:</p> <p><u>Measure</u></p> <ul style="list-style-type: none"> i) Average Speed of Answer Centrelink (minutes:seconds) ii) Average Speed of Answer Medicare customer lines (minutes:seconds) iii) Average Speed of Answer Medicare provider lines (minutes:seconds) iv) Average Speed of Answer Child Support (minutes:seconds) v) Child Support Program - % calls answered within 30 seconds vi) Average Service Centre Wait Time Centrelink vii) Average Service Centre Wait Time Medicare viii) Average number of visits for resolution of an issue ix) Average number of calls for resolution of an issue <p>b) For each payment type below please provide the performance indicator and the performance data for 2011-12, 2012-13 and 2013-14 to date:</p> <p><u>Payment</u></p> <ul style="list-style-type: none"> i) Age Pension ii) Baby Bonus iii) Carer Allowance iv) Carer Payment v) Child Care Benefit (Approved Care) vi) Child Care Benefit (Registered Care) vii) Disability Support Pension viii) Family Tax Benefit ix) Newstart Allowance x) Paid Parental Leave xi) Parenting Payment – Partnered xii) Parenting Payment – Single xiii) Seniors Health Card xiv) Youth Allowance (Full-Time Student) xv) Youth Allowance (other) <p>c) How many people have been banned from attending Centrelink offices in the last five years?</p> <p>d) Is a break down possible for each year? What are the reasons?</p>

No	Broad Topic	Senator	Question
			e) How many Centrelink customers are on restricted servicing arrangements? Please provide data at point in time at the end of each month for the period July 2011 to date.
80	Administrative Appeals Tribunal	Cameron	a) Can you please provide the number of appeals from decisions of Centrelink to the AAT in 2012-13 b) Can you please provide the number of appeals from decisions of Centrelink to the AAT in 2013-14 to date. c) Does the AAT collect data on reasons for appeals? d) If so, can you provide data on reasons for appeals?
81	Social Security Appeals Tribunal	Cameron	a) Can you please provide the number of appeals from decisions of Centrelink to the SSAT in 2012-13? b) Can you please provide the number of appeals from decisions of Centrelink to the SSAT in 2013-14 to date? c) Does the SSAT collect data on reasons for appeals? d) If so, can you provide data on reasons for appeals?
82	Centrelink Vulnerability Indicators	Cameron	Provide a breakdown of the number and payment type of current Centrelink customers with known 'vulnerability indicators' (indicating where multiple indicators are present).
83	Unauthorised Access	Cameron	a) How many unauthorised access to client files have occurred for each of the DHS agencies for the year 2012-13? b) Provide details of what action resulted from each instance of unauthorised access?
84	Security Guards	Cameron	For the period 2012-13: a) How many locations have security guards deployed at Centrelink offices? b) What is the average and total cost of providing security guards?
85	Helping Young Parents Program Transferred to Department of Employment	Cameron	a) How many young parents in each of the 10 locations are part of the Building Australia's Future Workforce initiative during 2012-13? b) What have been the outcomes for parents' participation in these locations? c) How many parents have had their payment suspended under these arrangements?
86	Weekly Payment of Centrelink Benefits	Cameron	How many people are currently receiving weekly payments? Provide a breakdown use of weekly payment option and by payment type, vulnerability indicator and Indigenous status.
87	Crisis Payment	Cameron	For 2012-13: a) How many claims for Crisis Payment were successful? b) How many claims for Crisis Payment were rejected? c) How many claims for Crisis Payment were made? d) As at November 2013, provide a breakdown of Crisis Payment recipients by payment type, gender, age, reason for grant, Indigenous/non-Indigenous status, and state and territory of recipient e) What was the cost of outlays on Crisis Payment for 2012-13?

No	Broad Topic	Senator	Question
88	Debts - Centrelink	Cameron	Please provide a breakdown of the main reasons for Centrelink debts and percentage of customers involved: (e.g. undeclared income, under-declared income, assets, member of a couple, compensation, etc.).
89	Rent Assistance Overpayments	Cameron	For the 2012-13, please provide details of the number and value of Rent Assistance (RA) debts. Provide details of efforts to reduce RA overpayments.
90	Centrelink Overpayments – Former Payment Recipients	Cameron	<p>a) How many people have a Centrelink overpayment (including FTBA and B) and are not currently in receipt of a Centrelink payment (including FTBA and B)? (List Centrelink payments and FTBA and B overpayments separately).</p> <p>b) What was the total value of these outstanding debts?</p> <p>c) How much of this overpayment (in total value and numbers of debtors) is currently not under a recovery arrangement?</p> <p>d) What steps are being taken to recover these overpayments?</p>
91	Waiver of Debts under the 'special circumstances' provisions	Cameron	<p>In relation to Centrelink overpayments waived under section 12377AAD of the Social Security Act ('special circumstances') in the 2012-13:</p> <p>a) What was the total value of debts waived and the number of individuals whose debts were waived?</p> <p>b) What was the average level of debt waived?</p>
92	Paid Parental Leave	Cameron	What are the resource implications for DHS to administer PPL payments from 1 March 2014?
93	Chronic Disease Dental Scheme	Bushby	<p>a) In respect of how many dentists has Human Services made requests on behalf of, to the Department of Finance and Deregulation, for a waiver of debts that arose due to non-compliance with the requirements of the CDDS?</p> <p>b) In respect of how many dentists has the Department sought a debt waiver, either in full or part?</p> <p>c) How many of the dentists in respect of which the Department sought a debt waiver, have not had that request granted?</p> <p>d) How many dentists involved in the waiving of debt process have been notified that their debt has been waived?</p> <p>e) How many dentists involved in the waiving of debt process have been notified that their debt has not been waived (i.e. rejected)?</p> <p>f) On what date/s was the Department notified by the Special Minister of State of successful / unsuccessful applications for waiver? Please list each case.</p> <p>g) On what date/s were the relevant dentists notified by the Department as to whether their debt has/has not been waived?</p> <p>h) At what stage is the audit process (i.e. is it still underway)? How many dentists have so far been audited? How many does the Department expect to audit in total?</p> <p>i) When does the Department expect the re-assessment of audits will be complete?</p> <p>j) Has the Department (in collaboration with other Department/s) considered abandoning the audit process and/or the re-assessment process? If so, please outline.</p> <p>k) How many staff are still working on the audit?</p> <p>l) How many dedicated hours/days have staff spent on the audit and re-assessment process?</p>

No	Broad Topic	Senator	Question
			m) What has the audit process cost to date? n) What is the audit process expected to cost once finalised? o) Have there been any legal costs associated with the audit/re-assessment process? Please detail.
94	Fraud and Tip-offs	Moore	Please provide numbers, by state, of all the following: a) aggregate number of fraud cases; b) aggregate number of fraud cases, by source; and c) aggregate number of tip-offs received, by source; in relation to: <ul style="list-style-type: none"> • FTB A; • FTB B; • Paid Parental Leave; • Dad and Partner Pay; • Child Care Rebate; • Child Care Benefit; • Parenting Payment; • Double Orphan Pension; • Age Pension; • Pension Bonus Scheme; • Wife Pension; • Disability Support Pension; • Carer Payment; and • Newstart.
95	Appeals, Reviews and Complaints – Child Care Payments	Moore	Please provide numbers, by state, of all the following: a) appeals; b) reviews; and c) complaints and feedback; in relation to: <ul style="list-style-type: none"> • Child Care Rebate; and • Child Care Benefit.
96	Income Management	Siewert	Please update for the year 2012-13 <i>Answers to Supplementary Estimates, 18 October 2012, Answers to Questions on Notice, Question Reference Number HS 53 and HS 54.</i>
97	Appeals, Reviews and Complaint	Moore	Please also provide numbers, by state, of all the following: a) appeals;

No	Broad Topic	Senator	Question
			b) reviews; c) complaints and feedback; in relation to each of: <ul style="list-style-type: none"> • FTB A; • FTB B; • Paid Parental Leave; • Dad and Partner Pay; • Parenting Payment; • Double Orphan Pension; • Age Pension; • Pension Bonus Scheme; • Wife Pension; • Disability Support Pension; • Carer Payment; and • Newstart.