

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE
SUPPLEMENTARY BUDGET ESTIMATES—23–24 October 2014
QUESTIONS ON NOTICE
DEPARTMENT OF HUMAN SERVICES**

HS No.	Broad topic	Senator	Question
1	Australian Hearing – meetings with Scoping Study team	Cameron	<p>a) Senator CAMERON: How many discussions have you had with the scoping team? Mr Davidson: We have met with the scoping team on three occasions. Senator CAMERON: Can you provide dates? You do not have to take them off the top of your head; you can provide me dates of when you met on notice. Mr Davidson: I will do that. [page 4]</p> <p>b) Senator CAMERON: Can you also tell me how long those meetings lasted? Mr Davidson: Yes, surely. [page 4]</p> <p>c) Senator CAMERON: And the issues that were raised from the scoping team. That would be helpful. Senator Payne: Senator Cameron—and I defer to the secretary on that—we might take that on notice to examine what we are able to say publicly. As you understand, there may be issues that relate to confidential matters, but we will take that on notice. Senator CAMERON: Sorry, on what matters? Senator Payne: Commercial-in-confidence matters. Senator CAMERON: I am not looking for commercial-in-confidence, which is obviously— Senator Payne: So we will take that on notice and provide you with what information we are able to. [page 4]</p>
2	Harvard Scholarship – departmental expenditure	Cameron	<p>Senator CAMERON: Was there any cost to the department in that three weeks? Mr Rimmer: The department met some of the travel expenses and my normal salary during that period. Senator CAMERON: On notice, can you provide details of the expenditure on the Harvard scholarship? Ms Campbell: We can provide the details of the expenditure on the travel costs. [pages 10-11]</p>
3	Harvard Scholarship – nature of scholarship	Cameron	<p>Senator CAMERON: What was this scholarship? Mr Rimmer: A group of people have formed together and raised some money in order to promote leadership and development within senior levels of the public service across Australia. Senator CAMERON: This group of people are not colourful racing identities. Who are the group of people? Mr Rimmer: I would want to take the exact names on notice, but obviously the figurehead is Sir James Wolfensohn, and he himself has supported— Senator CAMERON: So it is not colourful racing identities! Mr Rimmer: the scholarship, and supported it by using his name and in other ways. [page 11]</p>
4	Harvard Scholarship – knowledge	Cameron	<p>Senator CAMERON: Again, in private industry more and more companies are engaging knowledge</p>

	management		<p>managers. Are you aware of that development? Mr Rimmer: Sure. Senator CAMERON: You are aware of what a knowledge manager does? Mr Rimmer: In general terms, I understand the point you are making. Senator CAMERON: As knowledge comes in to organisations, their job is to capture that and keep it for posterity so that, if you leave, the lessons you learnt in your three weeks of high-level, high-quality training do not leave with you, that they are captured and maintained within the department. Why wouldn't we do that? Ms Campbell: That is something we can take back and consider. The skills that Mr Rimmer was taught and different perspectives on how to apply them is something that he has brought back to the organisation. He has spoken about the fact that he talked to the executive committee and he talked to his staff. He has talked to other executive service members. He is implementing those things he may have been refreshed on or newly learnt. But I take your point on board. That is something we will have a look at. Senator CAMERON: I am not being critical. I am just saying that, if a lot of money is being spent on high-level executives to go overseas and learn new techniques and new systems, there should be some means of capturing that knowledge and keeping it within the department because they may leave. Ms Campbell: We will take on board your point. I think that what we have done to date has been very useful. Mr Rimmer has been able to talk to staff in a practical, hands-on way and apply what he has learnt in the workplace. Senator CAMERON: Can you take on notice this question and come back to me at the next estimates to see if there has been any progress on this or any ideas on how to get this done within the department. Ms Campbell: We will take it on notice. [Page 12]</p>
5	Harvard Scholarship – course materials	Cameron	<p>a) Senator CAMERON: Did you have any course material that you brought back? Mr Rimmer: There are course readings and things of that nature. Senator CAMERON: I would like to see the documentation, the course readings and anything you got on the negotiation aspects of this training course. CHAIR: You are asking the witness for his personal study documents? Senator CAMERON: They are not personal. CHAIR: It was a scholarship, wasn't it? Senator CAMERON: Why would they be personal? They are personal if the department pays nothing. They are personal if the department does not pay the airfares. They are personal if the department does not pay an allowance every night. They are not personal. CHAIR: On that logic, are you suggesting that anyone who gets any support through a department for university study or other training should have to hand over their study documents to a committee? Senator CAMERON: If requested. CHAIR: I think that would be an extraordinary precedent.</p>

			<p>Senator CAMERON: This is not like a university course—</p> <p>Senator Payne: I am going to take that question on notice and seek advice.</p> <p>Senator CAMERON: You are going to take it on notice and seek advice?</p> <p>Senator Payne: Yes, I am.</p> <p>Senator CAMERON: You do have documentation, Mr Rimmer?</p> <p>Mr Rimmer: The university owns reading materials and provides them to students before the course commences in the ordinary course of events, as many other university courses do. [page 13]</p> <p>b) Senator CAMERON: Was there a schedule of lessons and a timetable that you worked to?</p> <p>Mr Rimmer: Yes.</p> <p>Senator CAMERON: Is that available?</p> <p>Mr Rimmer: We will take that on notice. [page 13]</p> <p>c) Senator CAMERON: On notice, I would like a copy of the course content for the three weeks.</p> <p>Ms Campbell: I expect that is publicly available on the Harvard website.</p> <p>Senator CAMERON: I am asking you for it. You paid money to get Mr Rimmer over there. I am not going to go searching around on the website. I am asking you to provide it. Is that okay?</p> <p>Senator Payne: We will take it on notice. [page 13]</p>
6	Harvard Scholarship – negotiation training	Cameron	<p>Senator CAMERON: Mr Rimmer, how long was your high-level, high-quality negotiation training?</p> <p>Mr Rimmer: I would have to take that on notice. I cannot remember.</p> <p>Senator CAMERON: Was it a module of training?</p> <p>Mr Rimmer: It was one component. From memory I would say it was something like an eighth or a tenth of the three-week program. [page 18]</p>
7	myGov Shopfront	Cameron	<p>Senator CAMERON: So there was no science about what people would use it. Have you any idea who is using it—white-collar, blue-collar? Who are these 300 and 400 a day?</p> <p>Mr Rimmer: We could take on notice whether we have any data about the demographics of who uses it. [page 19]</p>
8	Service Delivery Reform - publication	Cameron	<p>Senator CAMERON: Are you aware of the publication <i>Service delivery reform—transforming government service delivery</i>?</p> <p>Ms Campbell: Do you know the date of that one? There was one some time ago, a couple of years ago.</p> <p>Senator CAMERON: It was on your website until recently.</p> <p>Ms Campbell: We will just see whether there is an officer who knows anything about it, but we could take the question and see whether we could assist.</p> <p>Senator CAMERON: It has been removed from the website. Could you tell us why it has been removed?</p> <p>Ms Campbell: No, but we will find out. If it is a dated document, sometimes we take down older documents because they are old. [page 27]</p>
9	Service Delivery Reform - delivery	Cameron	<p>Senator CAMERON: Can you, on notice, take on board what service delivery reforms have been made since the 2013 federal election?</p>

			Ms Campbell: We can take that on notice. [page 27]
10	Managed Telephony Contract – possible contact centre services – consultations with CPSU	Cameron	<p>Senator CAMERON: Are there any implications in that business contract for the enterprise agreement you have with the CPSU?</p> <p>Ms Campbell: I do not see the connection with the enterprise agreement.</p> <p>Senator CAMERON: There is no connection?</p> <p>Ms Campbell: We have a requirement to consult, which we are doing with the CPSU.</p> <p>Senator CAMERON: Why didn't you consult prior to this becoming such a public issue?</p> <p>Ms Campbell: We consulted, and then it became a public issue. That is my understanding. We were going about our business, and the CPSU made it a public issue as part of our consultation.</p> <p>Senator CAMERON: Can you provide details on notice of where and when the consultations took place.</p> <p>Ms Campbell: Yes. [page 38]</p>
11	Managed Telephony Contract – possible contact centre services – contracts provisions	Cameron	<p>a) Senator CAMERON: What does this contractual arrangement that you have with Telstra to provide telephony services actually say that you claim allows you to use a couple of hundred Telstra employees in DHS? Tell me that clause. What is it?</p> <p>Ms Campbell: I do not think they are Telstra employees. Telstra would act to facilitate some of that support.</p> <p>Senator CAMERON: So, it is Telstra or contractual employees—let's not split hairs.</p> <p>Mr Tidswell: As I understand it—and we will make sure we get this exact for you in terms of the contract arrangements—there is a provision in the contract that we have signed with Telstra most recently that provides the ability for Telstra and us to be involved in projects and activities. That arrangement was in the previous contract that we had with Telstra, which I understand expires this calendar year, and our plans are to use that clause along with normal procurement processes. But, as the secretary said, we are having the conversation. We have started the conversation and we have not finalised the details in that sense, so we are still working through the arrangements.</p> <p>Senator CAMERON: That is good. I am interested from my perspective on this. So projects and the clause you were saying—</p> <p>Mr Tidswell: There is a broad category there—</p> <p>Senator CAMERON: Projects and—</p> <p>Mr Tidswell: I did not say anything more than projects, in the sense of projects and activities.</p> <p>Senator CAMERON: Project and activities.</p> <p>Mr Tidswell: I will stand to be corrected. We will make sure we get the exact information to you. [Pages 38-39]</p> <p>.....</p> <p>b) Mr Tidswell: On the understanding of us and Telstra, that is the clause in the contract that enables us to talk to Telstra about assisting us with improving our performance in our contact centres.</p> <p>Senator CAMERON: Who negotiated the clause?</p> <p>Mr Tidswell: I am not quite sure who negotiated that clause.</p> <p>Ms Campbell: We will take that on notice. It was some years ago. [Page 39]</p> <p>.....</p>

			<p>c) Senator CAMERON: Can I just be clear on this, Ms Campbell. There is a clause that roughly says that Telstra can provide projects and activities. That has been there for some years?</p> <p>Ms Campbell: For a couple of years, yes.</p> <p>Senator CAMERON: A couple of years. In the contract, is there a definition of projects and activities?</p> <p>Ms Campbell: I am not sure. We will take that on notice. [Page 39]</p>
12	Overflow Contract	Cameron	<p>a) Senator CAMERON: Did you have an overflow contract with Telstra?</p> <p>Ms Campbell: We had an overflow contract with a provider which I do not think was Telstra.</p> <p>Senator CAMERON: I am interested in the Telstra contract. We have got 'projects and activities' in broad terms. If I were a union official and I saw this, I must say I would not have been alert or alarmed. A union official would have thought this was about projects for telecommunications and activities that Telstra would engage in according to their speciality. But you define this—is this correct?—as allowing DHS to contract Telstra to engage contract labour to come in and do work that is normally the work of DHS employees. Is that fair?</p> <p>Ms Campbell: The proposal we are putting forward is for an overflow, surge-type capacity. In the past we have had a separate contract that was available to access overflow staff. I think that is probably the best way of doing it.</p> <p>Senator CAMERON: With Telstra?</p> <p>Ms Campbell: Not with Telstra.</p> <p>Senator CAMERON: I am talking about Telstra.</p> <p>Ms Campbell: I know, but it is the function.</p> <p>Senator CAMERON: Can you provide details of the overflow contract?</p> <p>Ms Campbell: We will take that on notice. [Page 39]</p> <p>b) Senator CAMERON: I would like to see how the wording of 'projects and activities' sits against the overflow contract, which you say is specifically about overflow. Are you with me?</p> <p>Ms Campbell: I—</p> <p>Senator CAMERON: You have two contracts, right?</p> <p>Ms Campbell: We will take it on notice. [Page 39]</p>
13	Managed Telephony Contract – possible contact centre services – innovation	Cameron	<p>Senator CAMERON: You want 200 bums on seats, and you cannot tell me what they would be paid, you cannot tell me the skill level that would be there, and you have this waffle about some innovation that is around from Telstra. Can you provide me with details of this innovative process on notice?</p> <p>Senator Payne: We will take it on notice, Senator, but you would be aware that the department is under direction, for want of a better word, in relation to negotiations through Fair Work Australia. [Page 42]</p>
14	Department – Indigenous staffing	Seselja	<p>CHAIR: You said there is a higher concentration of Indigenous staff in certain areas—I do not think you have those details here. Perhaps you could give us that on notice. Is there a big split between the central office in Canberra and the regional offices in terms of the proportion of Indigenous staff? [Page 43]</p>
15	Prime Minister's Mail Out to Pensioners - costs	Cameron	<p>Senator CAMERON: What was the total cost of sending the letter from the Prime Minister?</p> <p>Ms Golightly: To send out the letter, the costs of production and postage et cetera were \$1.2 million.</p>

			<p>Senator CAMERON: Can that be broken down into production and postage costs?</p> <p>Ms Golightly: We could; I would have to take that on notice.</p> <p>Senator CAMERON: I appreciate that; you can take that on notice. [Page 45]</p>
16	Prime Minister's Mail Out to Pensioners – fact checking	Cameron	<p>Senator CAMERON: Let me rephrase it then: can you advise me as to whether you fact checked and raised the issue of CPI with the PMO?</p> <p>Ms Campbell: Can I clarify what you mean by CPI?</p> <p>Senator CAMERON: The CPI is changing, which will mean that pensioners will be worse off. The CPI is moving from one CPI measurement to the other, and it will mean less payment.</p> <p>Ms Golightly: I think the CPI change you are talking about is the one proposed for 2017.</p> <p>Ms Campbell: No, he is talking about the definition of CPI.</p> <p>Ms Golightly: Okay, sorry.</p> <p>Senator Payne: We will take this question on notice.</p> <p>Senator CAMERON: I want to try—</p> <p>Senator Payne: I think it does constitute advice to government, but we will take it on notice. [Page 46]</p>
17	Farm Household Allowance – applications and approvals by region	Cameron	<p>a) Senator CAMERON: Can you provide a breakdown of the regions where the applications are coming from?</p> <p>Ms Golightly: Yes, on notice.</p> <p>b) Senator CAMERON: And the approval by region. [Page 47]</p>
18	Mobile Service Centres	Cameron	<p>a) Senator CAMERON: Where have the mobile service centres visited and what regions? [Page 48]</p> <p>b) How are the farmers and those living in rural regions notified that the mobile service centres are visiting those regions? [Page 48]</p> <p>c) What is the cost of that service? [Page 48]</p> <p>d) What are the key performance indicators for the mobile service? [Page 48]</p> <p>e) How do they know if the roadshow is effective? [Page 48]</p> <p>f) What is the breakdown of the number of clients reached and clients who have applied and have been successful in obtaining the farmhouse allowance?</p> <p>Senator Payne: Senator, may I clarify with you?</p> <p>Senator CAMERON: Yes.</p> <p>Senator Payne: Are you relating that final question directly back to the mobile service centres, because they do more than just the farm household allowance process?</p> <p>Senator CAMERON: I will ask that as a general question and specifically in relation to the mobile service. [Page 48]</p>
19	Enterprise Bargaining	Cameron	<p>Does DHS have a policy of banning the mentioning of the name “Eric Abetz” in internal discussions about pay and conditions similar to that reportedly in force at the Australian Tax Office?</p>
20	Staffing	Cameron	<p>a) Is the Department's current ASL (average staffing level) below the 30,150 funded for in the 2014-15 Budget?</p>

			<ol style="list-style-type: none"> 1) If so, what's the difference and why is the department operating below the staffing level it's funded for? 2) How many of these are casual or fixed-term contract staff? <ol style="list-style-type: none"> b) Is there anything preventing the department from hiring new permanent staff? c) What are the department's plans in relation to ongoing staffing levels? <ol style="list-style-type: none"> 1) Do you expect to reduce staffing further this year? 2) By how much? 3) From what work areas? 4) From what locations? 5) Will you need to retrench staff to meet these targets?
21	Cost Centres	Cameron	Please provide a list of DHS cost centres.
22	Commission of Audit	Cameron	Which proposals / recommendations from the National Commission of Audit is the department continuing to work on?
23	ICT	Cameron	For each 2014-15 budget measure to be administered by the department please list the ICT allocation to modify existing IT systems.
24	ICT - ISIS	Cameron	<ol style="list-style-type: none"> a) With regard to Secretary Campbell's comments "We have a very complex system with all these payments and there is a citizen, a customer, who may access a number of payments and they have to go off to different databases." (Hansard 24 October 2014 page 22): <ol style="list-style-type: none"> 1) Please provide a schematic diagram of the Income Security Integrated System (ISIS). 2) Will DHS continue to use its Model 204 mainframe at least until 2017? 3) AusTender website SON 2427202 published 17 July 2014 reports that Rocket Software was awarded the contract for 15 June 2014 to 30 June 2017. What is the value of the contract? 4) Please list by company or consultant name, value and time period all other contracts in place that support Model 204 and any other components that make up the ISIS. 5) Please provide the terms of reference of the ISIS business case project. 6) Please list by company or consultant name, value and time period all contractors engaged on the ISIS business case project.
25	ICT Security	Cameron	With reference to ANAO Report 50 Cyber Attacks: Securing Agencies' ICT Systems, please provide an update on progress to resolving the security issues concerning DHS ICT systems.
26	myGov	Cameron	<ol style="list-style-type: none"> a) How many users are now registered with myGov? b) <i>Government News</i> reported on 7 September 2014 that Minister Turnbull intends to offer state and local governments free access to the myGov transactional hub. <ol style="list-style-type: none"> 1) Is the myGov hardware and software ready for this expansion? 2) Has DHS been directed to accommodate this expansion? 3) Provide details of the financial, technical and personnel implications for DHS of such an expansion.
27	ICT - Transactions	Cameron	The department has a target that 90% of all transactions are serviced by self-managed channels (DHS Technology Plan 2012-16, p. 14):

			<ul style="list-style-type: none"> a) What is the total number of transactions at present? b) What is number and the percentage of transactions now serviced by self-managed channels?
28	ICT – Service Levels	Cameron	<p>Arising from HS 176 from Budget Estimates 2014:</p> <ul style="list-style-type: none"> a) How many customer service interruptions since 31 May 2014? b) What was the total duration for each and what was the business impact? c) Have the causes of the outages been identified? d) What remedial action has or is being taken to rectify the problems? e) What is the reliability performance target for the IT systems and what was achieved in the June quarter 2013-14 and September quarter 2014-15?
29	ICT - Expenditure	Cameron	<ul style="list-style-type: none"> a) What is the department's annual IT expenditure by cost centre? b) What is the IT staff cost and numbers by cost centre? c) How many IT contractors and consultants are engaged by value and number by cost centre? d) Has DHS provided data to the Department of Finance led audit of ICT spending over the past three years? Please table the data. e) Has DHS made recommendations to the Department of Finance about improvements to DHS ICT spend? f) What areas of improvement have been identified by DHS?
30	Conferences	Cameron	<ul style="list-style-type: none"> a) Please list the external conferences that DHS staff have presented at in 2013-14 and 2014-15 to date. b) Please table a copy of each presentation/speech. c) Please list the external conferences that DHS staff have committed to speak at in 2014-15.
31	Freedom of Information (FOI)	Cameron	<ul style="list-style-type: none"> a) Is the Department of Human Services the subject of an own-motion investigation by the Information Commissioner into DHS FOI practices? b) On what date was DHS advised of the investigation? c) What are the terms of reference of the investigation? d) Please table relevant correspondence including emails between DHS and the OIC on this matter.
32	Freedom of Information (FOI) Requests and the Department of Human Services	Cameron	<p>For each month of 2013-14, provide data on:</p> <ul style="list-style-type: none"> a) the number of requests for recipients own file under the FOI Act; b) the number of rejections for own recipients file under the FOI Act; and c) the number of recipients own file released outside of the FOI process.
33	Multicultural Services Officers	Cameron	<ul style="list-style-type: none"> a) Please outline the role of Multicultural Service Officers. b) How many individuals are employed as Multicultural Service Officers? c) Please list the locations where Multicultural Service Officers are based? d) Do Multicultural Service Officers have set clients that they see on a regular basis? e) Are Multicultural Service Offices employed as part of a non-ongoing program or is their employment permanent ongoing?
34	Client Telephone Wait Times in 2013-14	Cameron	<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 2013-14: how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30

			<p>minutes; more than 1 hour, to talk to a Customer Service Adviser?</p> <p>b) For the Basics Card line for each month of 2013-14 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?</p> <p>c) For the National Participation Solutions Line for each month from of 2013-14 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?</p> <p>d) Provide a breakdown of all data sets that DHS collects about telephone wait times?</p>
35	Social Work Services	Cameron	<p>In 2013-14:</p> <p>a) How many social work appointments were delivered face-to-face and via Centrelink offices?</p> <p>b) Provide a list of the range of issues dealt with by social workers.</p> <p>c) Provide a breakdown of contact type as provided in the Social Work Information System.</p> <p>d) How many home visits were made?</p> <p>e) How many referrals were made from the Centrelink Call Centres?</p> <p>f) How many compliance/debt interviews were completed?</p> <p>g) How many social workers are currently working in Centrelink? How does this compare for the last three financial years?</p> <p>h) Provide a list of Centrelink offices which do not have a social worker employed at the office.</p> <p>i) What access to Social Workers has been available to clients in rural and remote over the past 12 months?</p>
36	Centrelink Reviews and Appeals	Cameron	<p>Please provide Centrelink review and appeal numbers for 2013-14 by:</p> <p>a) Indigenous and non-Indigenous;</p> <p>b) income support recipient/payment type; and</p> <p>c) state and territory.</p> <p>Include totals by level of appeal (i.e. Original Decision Maker, Authorised Review Officer, Social Security Appeals Tribunal and Administrative Appeals Tribunal).</p>
37	Pensioner Education Supplement Transfer to DSS accepted 07/11/14	Cameron	<p>a) Please provide a breakdown of the Pensioner Education Supplement by:</p> <ol style="list-style-type: none"> 1) payment type; 2) state and territory; 3) age; 4) gender; 5) Indigenous/non-Indigenous; 6) NSA (principle carer and partial capacity); and 7) total number of recipients. <p>b) Provide copies of any evaluations or research that the Government has undertaken into the effectiveness or otherwise of the Pensioner Education Supplement.</p>
38	Member of a Couple Issues	Cameron	<p>a) How many "Member of a Couple" decisions were appealed at each level of appeal, in 2013-14?</p> <p>b) For Member of a Couple appeals for the year 2013-14, please provide a breakdown of the outcome</p>

			<p>of appeals, by level of appeals. Provide both numbers and percentages of outcomes of the appeals, measured against all MOC appeals only.</p> <p>c) For Member of a Couple overpayments for the year 2013-14, please provide a breakdown by amount of debt:</p> <ol style="list-style-type: none"> 1) under \$2,000; 2) \$2,001- \$5,000; 3) \$5,001-\$10,000; 4) \$10,001 to \$20,000; 5) \$20,001 to \$50,000; 6) \$50,001 to \$100,000; 7) \$100,001- \$150,000; and 8) over \$150,001. <p>d) For 2013-14, how many Member of a Couple cases were prosecuted by the Commonwealth Department of Public Prosecutions?</p> <p>e) How many members of a couple reviews were completed in 2012-13 and 2013-14, and how many debts were raised in each of these years.</p>
39	Centrelink Appeal Wait Times	Cameron	<p>a) In 2013-14, how many appeals took longer than five weeks to complete?</p> <p>b) In 2013-14, how many appeals took less than five weeks to complete?</p> <p>c) As at 24 October 2014, how many internal appeals have been lodged, but have not been actioned?</p> <p>d) How many of these appeals are related to claims for the Disability Support Pension?</p> <p>e) How many staff worked on reviews/appeals as at 24 October 2014?</p> <p>f) What was the average waiting time for an appeal to be completed in 2013-14?</p> <p>g) How many, and what percentage of, internal appeals in 2013-14 took longer than 5 weeks;</p> <ol style="list-style-type: none"> 1) over 3 months to complete; 2) over six months to complete; and 3) over 12 months to complete.
40	Letters	Cameron	<p>a) Please table the Quality Framework discussed at page 109 of the 2013-14 Annual Report.</p> <p>b) What steps are being taken to improve the quality of letters?</p>
41	Co-location	Cameron	<p>a) Please describe the decision making process for co-locating services especially Medicare and Centrelink offices.</p> <p>b) Is easy accessibility for customers a criterion?</p> <p>c) What community consultation takes place before a decision is made?</p> <p>d) Are local Members of Parliament consulted early in the process or simply told when a decision is made?</p>
42	Cost of Phone Calls to Customers	Cameron	<p>I understand that DHS provides the 1800 Freecall option on the following lines: Customer Relations, Income Management, BasicsCard Balance Check and Feedback and Complaints. However a number of lines are still 13 numbers, thus resulting in higher costs from mobiles.</p> <p>a) Will the Department introduce 1800 Freecall facilities on all its information and advice telephone</p>

			lines?
43	Aged Care Income and Asset Forms	Cameron	<p>a) Provide details of why Senate QoN 829 remains unanswered.</p> <p>b) Provide details of the issue(s) causing delays in the processing and issuing of the assessment letters.</p> <p>c) What is the target time for processing and issuing of assessment letters in response to 'Permanent Residential Aged Care Request for a Combined Assets and Income Assessment' (SA457.1407)?</p> <p>d) How many applications for a 'Permanent Residential Aged Care Request for a Combined Assets and Income Assessment' (SA457.1407) have been received by DHS from 1 July 2014 to date?</p> <p>e) With regards to assessment letters for the period 1 July 2014 to date:</p> <ol style="list-style-type: none"> 1) how many letters have been issued; 2) how many letters have been issued within the target time; 3) how many letters have been issued, or are yet to be issued outside of the target time; and 4) the average time that individuals have waited from the day of submission. <p>f) When is it expected that all applications will be processed within the target time.</p> <p>g) Can an outline be provided of the steps DHS is taking to allocate resources to ensure that all applications are processed and responded to appropriately within the target time.</p> <p>h) Have any problems been identified with the Medicare Online Claiming system; if so, what is the nature of the problems and have they been resolved.</p> <p>i) Can an outline be provided of the steps DHS is taking to ensure that Medicare Online Claiming problems for community aged care will not occur when online claiming is introduced for residential aged care?</p>
44	CRS Australia	Cameron	<p>The 2013-14 Annual Report at page 104 states that CRS Australia will conclude operations by 2 March 2015.</p> <p>a) What consultation has DHS had with affected staff?</p> <p>b) What consultation has occurred with unions representing affected staff?</p> <p>c) How many staff will lose their jobs?</p> <p>d) Provide details of support measures for staff facing unemployment?</p> <p>e) Is there any change to the concluding date of 2 March 2015?</p> <p>f) How many staff have been redeployed within DHS? To other agencies?</p> <p>g) How many remain to be redeployed?</p> <p>h) How many have any been offered voluntary redundancy? Compulsory redundancy?</p>
45	Job Services Tender – Under 30s Newstart	Cameron	<p>a) With regard to the Stronger Participation Incentives for Job Seekers measure announced in the 2014-15 Budget, what are the financial, personnel and technology implications of the measure for DHS?</p> <p>b) With regard to the Request for tender for Employment Services 2015-2020 under 30s Newstart component, what are the financial, personnel and technology implications of the tender for DHS?</p>
46	Waiting Times	Cameron	<p>Please update information provided in HS 179 from Budget Estimates 2014.</p> <p>a) What is the monthly average shopfront wait time for the period September 2013 to September 2014 date?</p>

			<ul style="list-style-type: none"> b) What is the monthly average wait times by shopfront for the period June 2014 to September 2014? c) What is the monthly average wait time for Centrelink-related-calls for the period June 2014 to September 2014? d) What is the number of successful Centrelink calls in 2013-14 and 2014-15 to date? e) What is the number of Centrelink inbound calls in 2013-14 and 2014-15 to date? f) Has DHS provided the Ombudsman quarterly reports about its progress in implementing the recommendations arising from the Ombudsman's April 2014 report on service delivery complaints about Centrelink? Provide copies.
47	Medicare, PBS and Veterans' Affairs Payments Outsourcing	Cameron	<p>With reference to the market testing for the commercial provision of DHS Medicare, PBS & Veteran's Affairs payments by the Department of Health:</p> <ul style="list-style-type: none"> a) Provide details of DHS involvement in the market testing exercise. b) Provide copies of information or other documentation provided by DHS to the Department of Health to assist the Department of Health with the EOI process? c) The Department of Health advertisement which appeared on 8 August 2014 for this process stated that "likely respondents will have considerable commercial experience in calculating entitlements, processing payments, reporting on activities and disbursements and delivery of client services focused on meeting customer expectations." <ul style="list-style-type: none"> 1) Does the inclusion 'client services' imply a much wider scope than just the provision of transaction services? 2) Was DHS consulted on the scope of the EOI including the delivery of client services? By whom and when? 3) How many DHS staff are engaged in the roles in scope of the EOI process? 4) Is the department required to obtain the approval of the Minister before contracting out service delivery work, such as the proposed Telstra arrangement? d) Has any consideration been given by DHS to the protection of the medical and other records of Australian citizens in this process? Provide details. e) Has DHS been involved in any decision making process to determine why the DHS Medicare, PBS and Veteran's Affairs payment systems should be outsourced? Provide details of the extent of involvement. f) Has DHS investigated the cost of upgrading the current DHS Medicare, PBS and Veteran's Affairs payment IT system(s)? What would this cost be? g) Has any consideration been given to outsourcing other DHS functions? If so, by whom and which functions?
48	Child Support	Cameron	<p>What action is the Department taking to address the Ombudsman's concerns (Ombudsman's Annual Report 2013-14, page 35) about an emerging trend that payers were able to deliberately evade Child Support's efforts to collect through fairly simple measures?</p>
49	Job Seeker Compliance Transfer to DoE accepted 05/11/14	Cameron	<ul style="list-style-type: none"> a) How many reconnection penalties were applied in 2013-14? How many were imposed on job seekers with a Centrelink vulnerability indicator? b) Please list by type of vulnerability indicator, and provide a breakdown by Indigenous and non-Indigenous job seekers.

50	Case Coordination and Place Based Trials	Cameron	<p>I refer to page 79 and 80 of the 2013-14 Annual Report. The Case Coordination trials, Local Connections to Work and Community Innovation Through Collaboration programmes all finished at 30 June 2014:</p> <ol style="list-style-type: none"> a) Is the Department tracking customers who were assisted by the programmes? b) What roles are DHS staff previously engaged in the programmes now undertaking? Provide details. c) Provide details of consultations with local project committees around the programmes finishing. d) What are the financial implications for DHS of winding the programmes up? Provide details. e) Is the Department engaged in the development of any intensive case management and placed based approaches to assist customers? Provide details.
51	Commissioned Reports	Ludwig	<p>Since Budget Estimates in June, 2014:</p> <ol style="list-style-type: none"> a) How many reports (including paid external advice) have been commissioned by the Minister, department or agency? <ol style="list-style-type: none"> 1) Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members. b) How much did each report cost/or is estimated to cost? How many departmental or external staff were involved in each report and at what level? c) What is the current status of each report? When is the Government intending to respond to these reports?
52	Reviews	Ludwig	<p>Since Budget Estimates in June, 2014:</p> <ol style="list-style-type: none"> a) How many new reviews (defined as review, inter-departmental group, inquiry, internal review or similar activity) have been commenced? Please list them including: <ol style="list-style-type: none"> 1) the date they were ordered; 2) the date they commenced; 3) the minister responsible; 4) the department responsible; 5) the nature of the review; 6) their terms of reference; 7) the scope of the review; 8) who is conducting the review; 9) the number of officers, and their classification level, involved in conducting the review; 10) the expected report date; 11) the budgeted, projected or expected costs; and 12) if the report will be tabled in parliament or made public b) For any review commenced or ordered since Budget Estimates in June, 2014, have any external people, companies or contractors being engaged to assist or conduct the review? <ol style="list-style-type: none"> 1) If so, please list them, including their name and/or trading name/s and any known alias or other trading names. 2) If so, please list their managing director and the board of directors or equivalent.

			<p>3) If yes, for each list the cost associated with their involvement, including a break down for each cost item.</p> <p>4) If yes, for each, what is the nature of their involvement?</p> <p>5) If yes, for each, are they on the lobbyist register, provide details?</p> <p>6) If yes, for each, what contact has the Minister or their office had with them?</p> <p>7) If yes, for each, who selected them?</p> <p>8) If yes, for each, did the minister or their office have any involvement in selecting them?</p> <p>i) If yes, please detail what involvement it was.</p> <p>ii) If yes, did they see or provided input to a short list?</p> <p>iii) If yes, on what dates did this involvement occur?</p> <p>iv) If yes, did this involve any verbal discussions with the department?</p> <p>v) If yes, on what dates did this involvement occur?</p> <p>c) Which reviews are on-going?</p> <p>1) Please list them.</p> <p>2) What is the current cost to date expended on the reviews?</p> <p>d) Have any reviews been stopped, paused or ceased? Please list them.</p> <p>e) Which reviews have concluded? Please list them.</p> <p>f) 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> <p>1) When will each planned review be commenced?</p> <p>2) When will each of these reviews be concluded?</p> <p>3) When will government respond to each review?</p> <p>4) Will the government release each review?</p> <p>i) If so, when? If not, why not?</p>
53	Graduate Intake	Ludwig	<p>a) What was the graduate intake for 2012-2013?</p> <p>b) What was the graduate intake for 2013-2014?</p> <p>c) What is the graduate intake for 2014-2015?</p> <p>d) What will be the graduate intake for 2015-2016?</p>
54	G20 - Expenses	Ludwig	<p>a) Please provide an itemised table of all expenses incurred by the department since September 7, 2013 associated with official G20 and related working group, taskforce, roundtable, Sherpa meetings, workshop and study groups) events, including but not limited to hospitality, accommodation, transport, recreation, merchandise, meals/drinks, catering, security.</p> <p>For each item, please provide:</p> <p>1) The name of the event/meeting that the expense related to.</p>

			<ol style="list-style-type: none"> 2) The location of the event. 3) The date of the event. 4) The name and ABN of the service provider. 5) Advise whether the contract was awarded through an open tender process. 6) The total value of the contract/invoice. 7) The date the contract was executed by the Department. 8) The number of attendees at the event, if applicable. 9) Advise whether an Australian Government Minister was in attendance. Please detail. 10) Advise whether foreign delegates were in attendance. Please detail. <p>b) Advise whether the contract/expenditure was approved by the Prime Minister's Office, and if so the date that approval was sought and granted.</p>
55	G20 - Brisbane	Ludwig	<p>a) Which ministers from the portfolio attended the G20 conference in Brisbane? For each attending minister, please answer the following:</p> <ol style="list-style-type: none"> 1) How long will the minister be in Brisbane for? 2) Please provide a copy of the minister's program and a list of any meetings that are scheduled. 3) Did the minister requested any briefing material from the department in relation to the G20? Please provide a list of the briefing titles. 4) How many ministerial staff will attended with the minister? 5) How many departmental staff attended the G20? 6) For each minister and staff member attending, how much was spent on airfares to and from Brisbane? 7) For each minister and staff member attending, how much was spent on accommodation in Brisbane? 8) For each minister and staff member attending, how much was spent on other associated expenses? Please detail. <p>b) Has the department purchased any merchandise or promotional material for the G20? Please detail.</p> <p>c) Will the department be preparing a report following the G20? If yes:</p> <ol style="list-style-type: none"> 1) What will be the scope of the report? 2) When will it be complete? 3) Will it be available to the public?
56	Procedure Manuals - Ministerial	Ludwig	<ol style="list-style-type: none"> a) Does the minister's office have a procedure manual for communication between the minister's office and the department? If yes, please provide a copy and: b) When was the manual last updated? c) Who is responsible for updating the manual? d) Who is the manual distributed to? e) Is anyone responsible for clearing communications before they are sent to the department?
57	Procedure Manuals - Departmental	Ludwig	<ol style="list-style-type: none"> a) Does the department have a procedure manual for communication between the department and the

			<p>minister? If yes, please provide a copy and:</p> <p>b) When was the manual last updated?</p> <p>c) Who is responsible for updating the manual?</p> <p>d) Has the minister's office had any input into the content of the manual? If so, please detail.</p> <p>e) Who is the manual distributed to?</p> <p>f) Is anyone responsible for clearing communications before they are sent to the minister or the minister's office?</p>
58	Domain Usage – Minister's office	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Please provide a breakdown of the domain usage for the 50 most utilised (by data sent and received), unique (internet) domains accessed by the minister's office. Please provide:</p> <ol style="list-style-type: none"> 1) Domain name of the website being accessed (or IP address if the Domain is unavailable in the tracking system). 2) Amount of data downloaded and uploaded to the site. 3) Number of times the site was accessed.
59	Statutory Review Provisions	Ludwig	<p>Please list all current legislation, covered by the department's portfolio, which contain a statutory review provision/s. For each, please provide:</p> <ol style="list-style-type: none"> a) What work has been done towards preparing for the review? If none, why not? b) Please provide a schedule or a work plan for the review. c) When did/will this work begin? d) When is/was the review due to commence? e) What is the expected report date? f) Who is the minister responsible for the review? g) What department is responsible for the review? h) List the specific clauses or legislation under review caused by the statutory provision. i) List the terms of reference. j) What is the scope of the review? k) Who is conducting the review? How were they selected? What are the legislated obligations for the selection of the person to conduct the review? l) What is the budgeted, projected or expected costs of the review? m) When was the Minister briefed on this matter? n) What decision points are upcoming for the minister on this matter? o) List the number of officers, and their classification level, involved in conducting the review p) Will the report will be tabled in parliament or made public. If so, when?
60	Sunset Provisions	Ludwig	<p>Please list all current legislation, covered by the department's portfolio, which contain a sunset provision/s. For each, please provide:</p> <ol style="list-style-type: none"> a) What work has been done towards preparing for the activation of sunset provisions? If no work has commenced, why not? b) Has any consideration been given to delaying or alerting the sunset provisions?

			<ul style="list-style-type: none"> c) Please provide a schedule or a work plan for the sunset provisions becoming active. d) When did/will this work begin? e) When is/was the review due to commence? f) What is the expected report date? g) Who is the minister responsible for the review? h) What department is responsible for the review? i) List the specific clauses or legislation under review caused by the statutory provision. j) List the terms of reference. k) What is the scope of the review? l) Who is conducting the review? How were they selected? What are the legislated obligations for the selection of the person to conduct the review? m) What is the budgeted, projected or expected costs of the review? n) When was the Minister briefed on this matter? o) What decision points are upcoming for the minister on this matter? p) List the number of officers, and their classification level, involved in conducting the review. q) Will the report will be tabled in parliament or made public. If so, when?
61	Self-initiated Work	Ludwig	<ul style="list-style-type: none"> a) Does the department have a program for staff to engage in self-initiated work (projects, plans etc. that are devised by staff without being directed by the minister's office or department management)? b) Please list all ongoing projects. For each, please detail: c) When did the project commence? d) When is it expected to conclude? e) What will the total cost of the project be? f) Where did the money for the project come from? g) Where is the project based?
62	Wine Coolers/Fridges	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ul style="list-style-type: none"> a) Has the department/agency purchased or leased any new wine coolers, or wine fridges or other devices for the purpose of housing alcohol beverages, including Eskies? <ul style="list-style-type: none"> 1) If so, list these. 2) If so, list the total cost for these items. 3) If so, list the itemised cost for each item of expenditure. 4) If so, where were these purchased? 5) If so, list the process for identifying how they would be purchased. 6) If so, what is the current location for these items? 7) If so, what is the current stocking level for each of these items?
63	Freedom of Information Requests	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ul style="list-style-type: none"> a) How many requests for documents under the FOI Act have been received?

			<p>b) Of these, how many documents have been determined to be deliberative documents?</p> <p>c) Of those assessed as deliberative documents:</p> <ol style="list-style-type: none"> 1) For how many has access to the document been refused on the basis that it would be contrary to the public interest? 2) For how many has a redacted document been provided?
64	Ministerial Motor Vehicles	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Has the minister been provided with or had access to a motor vehicle? If so:</p> <ol style="list-style-type: none"> 1) What is the make and model? 2) How much did it cost? 3) When was it provided? 4) Was the entire cost met by the department? If not, how was the cost met? 5) What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel. 6) Are these costs met by the department? If not, how are these costs met? 7) Please provide a copy of the guidelines that determine if a minister is entitled to a motor vehicle. 8) Have these guidelines changed since Additional Estimates in February, 2014? If so, please detail. 9) Please provide a copy of the guidelines that determine how a minister is to use a motor vehicle they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses. 10) Have these guidelines changed since Additional Estimates in February, 2014? If so, please detail.
65	Ministerial Staff Vehicles (non-MoPS)	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Outside of MoPS Act entitlements, have any of the Minister's staff been provided with a motor vehicle? If so:</p> <ol style="list-style-type: none"> 1) What is the make and model? 2) How much did it cost? 3) When was it provided? 4) Was the entire cost met by the department? If not, how was the cost met? 5) What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel. 6) Are these costs met by the department? If not, how are these costs met? 7) Please provide a copy of the guidelines that determine this entitlement to a motor vehicle. 8) Have these guidelines changed during the specified period? If so, please detail. 9) Please provide a copy of the guidelines that determine how a motor vehicle is to be used that they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses. 10) Have these guidelines changed during the specified period? If so, please detail.

66	Ministerial Staff Vehicles	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Have any of the Minister's staff been provided with a motor vehicle under the MoPS Act entitlements? If so:</p> <ol style="list-style-type: none"> 1) What is the make and model? 2) How much did it cost? 3) When was it provided? 4) Was the entire cost met by the department? If not, how was the cost met? 5) What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel. 6) Are these costs met by the department? If not, how are these costs met? 7) Please provide a copy of the guidelines that determine this entitlement to a motor vehicle. 8) Have these guidelines changed during the specified period? If so, please detail. 9) Please provide a copy of the guidelines that determine how a motor vehicle is to be used that they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses. 10) Have these guidelines changed during the specified period? If so, please detail.
67	Building Lease Costs	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) What has been the total cost of building leases for the agency / department?</p> <p>b) Please provide a detailed list of each building that is currently leased. Please detail by:</p> <ol style="list-style-type: none"> 1) Date the lease agreement is active from. 2) Date the lease agreement ends. 3) Is the lease expected to be renewed? If not, why not? 4) Location of the building (City and state). 5) Cost of the lease. 6) Why the building is necessary for the operations of the agency / department. <p>c) Please provide a detailed list of each building that had a lease that was not renewed during the specified period. Please detail by:</p> <ol style="list-style-type: none"> 1) Date from which the lease agreement was active. 2) Date the lease agreement ended. 3) Why was the lease not renewed? 4) Location of the building (City and state). 5) Cost of the lease. 6) Why the building was necessary for the operations of the agency / department. <p>d) Please provide a detailed list of each building that is expected to be leased in the next 12 months. Please detail by:</p> <ol style="list-style-type: none"> 1) Date the lease agreement is expected to become active. 2) Date the lease agreement is expected to end. 3) Expected location of the building (City and state).

			<p>4) Expected cost of the lease.</p> <p>i) Has this cost been allocated into the budget?</p> <p>5) Why the building is necessary for the operations of the agency / department.</p> <p>e) For each building owned or leased by the department:</p> <p>1) What is the current occupancy rate for the building?</p> <p>2) If the rate is less than 100%, detail what the remaining being used for.</p>
68	Government Advertising	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) How much has been spent on government advertising (including job ads)?</p> <p>1) List each item of expenditure and cost.</p> <p>2) List the approving officer for each item.</p> <p>3) Detail the outlets that were paid for the advertising.</p> <p>b) What government advertising is planned for the rest of the financial year?</p> <p>1) List the total expected cost.</p> <p>2) List each item of expenditure and cost.</p> <p>3) List the approving officer for each item.</p> <p>4) Detail the outlets that have been or will be paid for the advertising.</p>
69	Workplace Assessments	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) How much has been spent on workplace ergonomic assessments?</p> <p>1) List each item of expenditure and cost.</p> <p>b) Have any assessments, not related to an existing disability, resulted in changes to workplace equipment or set up?</p> <p>c) If so, list each item of expenditure and cost related to those changes.</p>
70	Ministerial Website	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) How much has been spent on the Minister's website?</p> <p>1) List each item of expenditure and cost.</p> <p>b) Who is responsible for uploading information to the Minister's website?</p> <p>c) Have any departmental staff been required to work outside regular hours to maintain the Minister's website? Please detail.</p>
71	Ministerial Staff Turnover	Ludwig	<p>a) List the current staffing allocation for each Minister and Parliamentary Secretary.</p> <p>b) For each Minister or Parliamentary Secretary list the number of staff recruited, broken down by their staffing classification.</p> <p>c) For each Minister or Parliamentary Secretary list the number of staff that have resigned, broken down by their staffing classification.</p> <p>d) For each Minister or Parliamentary Secretary list the number of staff that have been terminated, broken down by their staffing classification.</p> <p>e) For each Ministerial staff position, please provide a table of how many individual people have been engaged against each position since the swearing in of the Abbott Government, broken down by employing member and the dates of their employment.</p>

72	Multiple Tenders	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) List any tenders that were re-issued or issued multiple times:</p> <ol style="list-style-type: none"> 1) Why were they re-issued or issued multiple times? 2) Were any applicants received for the tenders before they were re-issued or repeatedly issued? 3) Were those applicants asked to resubmit their tender proposal?
73	Lobbyist Register	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) List all interactions between the department/agency with any representative listed on the lobbyist register.</p> <p>b) List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting.</p> <p>c) List all interactions between the Minister/parliamentary Secretary and/or their offices with any representative listed on the lobbyist register during the specified period. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting.</p>
74	Departmental Upgrades	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Has the department/agency engaged in any new refurbishments, upgrades or changes to their building or facilities?</p> <ol style="list-style-type: none"> 1) If so, list these. 2) If so, list the total cost for these changes. 3) If so, list the itemised cost for each item of expenditure. 4) If so, who conducted the works? 5) If so, list the process for identifying who would conduct these works. 6) If so, when are the works expected to be completed?
75	Non-conventional Therapies	Ludwig	<p>Since 7 September 2013:</p> <p>a) Are non-conventional therapies, for staff or ministerial use, able to be provided by the department/agency? (Including, but not limited to: Music Therapy, Hypnosis, Acupuncture, Chiropractic, Homeopathy, Naturopathy, etc) If yes:</p> <ol style="list-style-type: none"> 1) What is the process by which these therapies can be approved? 2) Who are they available to? 3) Please detail the reasons the therapies able to be provided (e.g. Work Place Agreement, recommended by a report to the department, etc)? <p>b) Has the department/agency paid for any non-conventional therapy for any Minister or staff? If yes:</p> <ol style="list-style-type: none"> 1) What therapies have been provided? 2) What were they used to treat? 3) What was the cost of the therapy?
76	Office Plants	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Has the department/agency purchased or leased any office plants?</p> <ol style="list-style-type: none"> 1) If so, list these.

			<p>2) If so, list the total cost for these items.</p> <p>3) If so, list the itemised cost for each item of expenditure.</p> <p>4) If so, where were these purchased?</p> <p>5) If so, list the process for identifying how they would be purchased.</p> <p>6) If so, what is the current location for these items?</p>
77	Office Recreational Facilities	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Has the department/agency purchased or leased or constructed any office recreation facilities, activities or games (including but not limited to pool tables, table tennis tables or others)?</p> <p>1) If so, list these.</p> <p>2) If so, list the total cost for these items.</p> <p>3) If so, list the itemised cost for each item of expenditure.</p> <p>4) If so, where were these purchased?</p> <p>5) If so, list the process for identifying how they would be purchased.</p> <p>6) If so, what is the current location for these items?</p> <p>7) If so, what is the current usage for each of these items?</p>
78	Vending Machines	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Has the department/agency purchased or leased or taken under contract any vending machine facilities?</p> <p>1) If so, list these.</p> <p>2) If so, list the total cost for these items.</p> <p>3) If so, list the itemised cost for each item of expenditure.</p> <p>4) If so, where were these purchased?</p> <p>5) If so, list the process for identifying how they would be purchased.</p> <p>6) If so, what is the current location for these items?</p> <p>7) If so, what is the current usage for each of these items?</p>
79	Computers	Ludwig	<p>a) List the current inventory of computers owned, leased, stored, or able to be accessed by the Ministers office as provided by the department, listing the equipment cost and location and employment classification of the staff member that is allocated the equipment, or if the equipment is currently not being used.</p> <p>b) List the current inventory of computers owned, leased, stored, or able to be accessed by the department, listing the equipment cost and location.</p> <p>c) Please detail the operating systems used by the department's computers, the contractual arrangements for operating software and the on-going costs.</p>
80	Legal Costs	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) List all legal costs incurred by the department or agency.</p> <p>b) List the total cost for these items, broken down by source of legal advice, hours retained or taken to prepare the advice and the level of counsel used in preparing the advice, whether the advice was internal or external.</p>

			<p>c) List cost spend briefing Counsel, broken down by hours spent briefing, whether it was direct or indirect briefing, the gender ratio of Counsel, how each Counsel was engaged (departmental, ministerial).</p> <p>d) How was each piece of advice procured? Detail the method of identifying legal advice.</p>
81	Appointments	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Please detail any board appointments made from to date.</p> <p>b) What is the gender ratio on each board and across the portfolio?</p> <p>c) Has the department instigated or changed its gender ratio target and/or any other policy intended to increase the participation rate of women on boards? If yes, please specify what the target and policy is for each board.</p> <p>d) Please specify when these gender ratio or participation policies were changed.</p>
82	Enterprise Bargaining Agreements	Ludwig	<p>a) Please list all related EBAs with coverage of the department.</p> <p>b) Please list their starting and expiration dates.</p> <p>c) What is the current status of negotiations for the next agreement/s? Please detail.</p>
83	Staff Transfers	Ludwig	<p>a) How many people does your department employ?</p> <p>b) What is the number of staff employed in each state and territory as at 30 June 2013, and what is their age, gender and classification level?</p> <p>c) What is the number of staff currently employed in each state and territory, and what is their age, gender and classification level?</p> <p>d) What functions have been transferred between transferred from one state or territory to another since the federal election in 2013?</p> <p>e) Can you please provide details by function of the, number of staff employed, the age, gender and classification of staff employed in the function that was transferred, where it was based prior to the transfer and where it was transferred to?</p> <p>f) How many of these people are employed in Canberra?</p> <p>g) How many people did your department employ in Canberra immediately prior to the 2013 federal election?</p> <p>h) How many employees have been transferred out of Canberra since the 2013</p> <p>i) How many of your employees have been transferred to Canberra since the 2013 federal election?</p> <p>j) For all employees transferred to or from Canberra since the 2013 federal election, please provide their age.</p> <p>k) For all employees transferred to or from Canberra since the 2013 federal election, please provide their wage. Please provide the figure for before their transfer and after their transfer.</p> <p>l) For all employees transferred to or from Canberra since the 2013 federal election, please provide their gender.</p> <p>m) For all employees transferred to or from Canberra since the 2013 federal election, please provide the area of the department they worked in. Please provide this detail for before their transfer and after their transfer.</p> <p>n) For all employees transferred to or from Canberra since the 2013 federal election, please provide a</p>

			<p>description of their position. Please provide this detail for before their transfer and after their transfer.</p> <p>o) For every transferred employee please provide and explanation for their transfer?</p> <p>p) For every transferred employee please provide any other cost incurred by the department because of that transfer?</p> <p>q) Please provide all relevant dates.</p>
84	Staff Redundancies	Ludwig	<p>a) How may positions have been made redundant in your department since the 2013 federal election?</p> <ol style="list-style-type: none"> 1) How many of these positions were ongoing? 2) How many of these positions were non-ongoing? 3) How many of these positions were situated in the Australian Capital Territory? <p>b) How many of the employees filling these redundant positions were redeployed since the 2013 federal election?</p> <ol style="list-style-type: none"> 1) How many of these employees were ongoing? 2) How many of these employees were non-ongoing? 3) How many of these employees were situated in the Australian Capital Territory? <p>c) How many of these employees were offered voluntary redundancies since the 2013 federal election?</p> <ol style="list-style-type: none"> 1) How many of these employees were ongoing? 2) How many of these employees were non-ongoing? 3) How many of these employees were situated in the Australian Capital Territory? <p>d) How many accepted voluntary redundancies since the 2013 federal election?</p> <ol style="list-style-type: none"> 1) How many of these employees were ongoing? 2) How many of these employees were non-ongoing? 3) How many of these employees were situated in the Australian Capital Territory? <p>e) How many employees were offered the choice between a voluntary redundancy and redeployment since the 2013 federal election?</p> <ol style="list-style-type: none"> 1) How many of these employees were ongoing? 2) How many of these employees were non-ongoing? 3) How many of these employees were situated in the Australian Capital Territory? <p>f) For all employees who accepted voluntary redundancies since the 2013 federal election please:</p> <ol style="list-style-type: none"> 1) Provide a dollar figure of their pay out, their age, gender and a description of their position including APS level, contract type (non-ongoing versus ongoing), responsibilities and where they were located. 2) Please specify what component of that figure was paid out entitlements (annual leave etc). 3) Please specify any other costs incurred by the department because of this redundancy. 4) Please provide the reason a voluntary redundancy was offered for their position. 5) Please provide all relevant dates. <p>g) For all employees who were redeployed please provide:</p>

			<ol style="list-style-type: none"> 1) Their age, gender and a description of their position prior to and after redeployment, including the wages of these positions, the APS level of these positions, the contract type (non-ongoing versus ongoing) and where they were located. 2) Please specify any other costs incurred by the department because of this redeployment. 3) Please provide the reason for that redeployment. 4) Please provide all relevant dates. <p>h) Since the 2013 federal election, how many employees in your department have been made forcibly redundant?</p> <ol style="list-style-type: none"> 1) How many of these employees were ongoing? 2) How many of these employees were non-ongoing? 3) How many of these employees were situated in the Australian Capital Territory? <p>i) How many of these employees were offered voluntary redundancies or redeployments prior to being made forcibly redundant?</p> <ol style="list-style-type: none"> 1) How many of these employees were ongoing? 2) How many of these employees were non-ongoing? 3) How many of these employees were situated in the Australian Capital Territory? <p>j) For employees who were made forcibly redundant since the 2013 federal election please provide:</p> <ol style="list-style-type: none"> 1) Their age, gender, the dollar figure of their pay out and a description of their position including APS level, contract type (non-ongoing versus ongoing) responsibilities and where they were located. 2) Please specify what component of that figure was paid out entitlements (annual leave etc). 3) Please specify any other costs incurred by the department because of this redundancy. 4) Please provide the reason for that redundancy. 5) Please provide all relevant dates.
85	Staff Hiring	Ludwig	<ol style="list-style-type: none"> a) How many people are employed in your department on non-ongoing contracts? b) How many people are employed in your department on ongoing contracts? c) How many non-ongoing contracts has your department extended since the 2013 federal election? d) How many non-ongoing contract extensions did your department submit the Public Service Commission for approval? e) How many of these extensions were approved by the Public Service Commission? <ol style="list-style-type: none"> 1) For every approved extension please provide the following details: the employee's age, gender, wage, APS level, a description of their job, their length of continuous employment by the APS, the length of approved extension, the reasons why the extensions was submitted and the reasons why the extension was approved by the Public Service Commission, as well as all relevant dates. f) How many of these extensions were rejected by the Public Service Commission? <ol style="list-style-type: none"> 1) For every rejected extension please provide the following details: the employee's age, gender, wage, APS level, a description of their job, their length of continuous employment by the APS, the length of extension sought by the department, the reasons why the extensions was

submitted and the reasons why the extension was rejected by the Public Service Commission, as well as all relevant dates.

- g) How many non-ongoing contracts have been extended by your department without the Public Service Commission's approval?
 - 1) For every unapproved extension please provide the following details: the employee's age, gender, wage, APS level, a description of their job, their length of continuous employment by the APS, the length of the unapproved extension, the reasons why the extension was granted, whether the extension was submitted to the Public Service Commission for approval, and the reasons why the extension was granted without the approval of the Public Service Commission, as well as all relevant dates.
- h) How many non-ongoing contracts have expired without extension since the 2013 federal election?
 - 1) For every expired non-ongoing contract please provide the following details: the employee's age, gender, wage, APS level, a description of their job, their length of continuous employment by the APS, the reason why an extension was not sought, as well as all relevant dates.
- i) How many new employees have been engaged by your department on non-ongoing contracts since the 2013 federal election?
- j) How many new non-ongoing engagements were submitted to the Public Service Commission for approval since the 2014 federal election?
- k) How many of these new non-ongoing engagements were approved by the Public Service Commission?
 - 1) For every approved new engagement of a non-ongoing employee please provide the following details: the employee's age, gender, wage, APS level, a description of their job, the length of their non-ongoing contract, whether this position was advertised externally, the reason for engaging this new employee and the reason given by the Public Service Commission for approving this engagement, as well as all relevant dates relating to this application.
- l) How many of these new non-ongoing employee applications were rejected by the Public Service Commission?
 - 1) For every new non-ongoing engagement rejected by the Public Service Commission please provide the following details: APS level, a description of their job, the length of their non-ongoing contract, the reason for engaging the new employee and the reason given by the Public Service Commission for rejecting this engagement, as well as all relevant dates relating to this application.
- m) How many new employees have been engaged on non-ongoing contracts without the approval of the Public Service Commission?
 - 1) For every non-ongoing employee engaged without the Public Service Commission's approval please provide the following details: the employee's age, gender, wage, APS level, a description of their job, the length of their non-ongoing contract, whether this position was advertised externally, the reason for engaging this new employee and the reason for engaging this employee without the Public Service Commission's approval, as well as all relevant dates.
- n) How many new employees have been engaged by your department on ongoing contracts since the 2013 federal election?

			<p>o) How many new ongoing engagements were submitted to the Public Service Commission for approval since the 2013 federal election?</p> <p>p) How many of these new ongoing engagements were approved by the Public Service Commission?</p> <p>1) For every approved new engagement of an ongoing employee please provide the following details: the employee's age, gender, wage, APS level, a description of their job, the length of their ongoing contract, whether this position was advertised externally, the reason for engaging this new employee and the reason given by the Public Service Commission for approving this engagement, as well as all relevant dates relating to this application.</p> <p>q) How many of these new ongoing employee applications were rejected by the Public Service Commission?</p> <p>1) For every new ongoing engagement rejected by the Public Service Commission please provide the following details: APS level, a description of their job, the length of their ongoing contract, the reason for engaging the new employee and the reason given by the Public Service Commission for rejecting this engagement, as well as all relevant dates relating to this application.</p> <p>r) How many new employees have been engaged on ongoing contracts without the approval of the Public Service Commission?</p> <p>1) For every ongoing employee engaged without the Public Service Commission's approval please provide the following details: the employee's age, gender, wage, APS level, a description of their job, the length of their ongoing contract, whether this position was advertised externally, the reason for engaging this new employee and the reason for engaging this employee without the Public Service Commission's approval, as well as all relevant dates.</p>
86	Existing Resource Program	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) How many projects, work, programs or other tasks has the department started as a consequence of government policies or priorities that are required to be funded 'within existing resources'?</p> <p>b) List each.</p> <p>c) List the staffing assigned to each task.</p> <p>d) What is the nominal total salary cost of the officers assigned to the project?</p> <p>e) What resources or equipment has been assigned to the project?</p>
87	Conditions of Government Contracts and Agreements	Ludwig	<p>a) Do any contracts managed by the Department/Agency contain any limitations or restrictions on advocacy or criticising Government policy? If so, please name each contact. When was it formed or created?</p> <p>b) What are the specific clauses and/or sections which state this, or in effect, create a limitation or restriction?</p> <p>c) Do any agreements managed by the Department/Agency contain any limitations on restrictions on advocacy or criticisms of Government policy? If so, please name each agreement. When was it formed or created?</p> <p>d) What are the specific clauses and/or sections which state this, or in effect, create a limitation or restriction?</p> <p>e) For each of the contracts and agreements, are there any particular reasons, such as genuine</p>

			<p>commercial in confidence information, for this restriction?</p> <p>f) Have any changes to financial or resource support to services which advocate on behalf of groups or individuals in Australian society been made? If so, which groups? What was the change?</p> <p>g) Has any consultation occurred between the Department/Agency and any individuals and/or community groups about these changes? If so, what consultation process was used? Was it public? If not, why not? Are public submissions available on a website?</p> <p>h) If no consultation has occurred, why not?</p> <p>i) Did the Minister/Parliamentary Secretary meet with any stakeholders about changes to advocacy in their contracts and/or agreements? If so, when? Who did he/she meet with?</p>
88	Market Research	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) List any market research conducted by the department/agency:</p> <ol style="list-style-type: none"> 1) List the total cost of this research. 2) List each item of expenditure and cost, broken down by division and program. 3) Who conducted the research? 4) How were they identified? 5) Where was the research conducted? 6) In what way was the research conducted? 7) Were focus groups, round tables or other forms of research tools used? 8) How were participants for these focus groups et al selected? 9) How was the firm or individual that conducted the review selected? 10) What input did the Minister have? 11) How was it approved? 12) Were other firms or individuals considered? If yes, please detail.
89	Pre-Qualified Multi-Use List Tenders	Ludwig	<p>a) Does the Department/Agency have existing prequalified or multi-use list panels for tenders?</p> <p>b) Please list all Prequalified or Multi-use list panels, and the firms on them, compiled or used by the department/agency.</p> <p>c) Do any of your EL or higher staff have interest- financial or otherwise - in any of the firms on your panels?</p> <p>d) Do any Ministerial staff have directorships in any of the firms on your panels?</p> <p>e) Do any Ministerial staff have interest- financial or otherwise in any of the firms on your panel?</p> <p>f) Have the minister or ministerial staff made representations concerning the panels?</p> <p>g) Is Australian Public Affairs on any of your panels?</p>
90	Provision of Equipment - Ministerial	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone has been provided and the costs?</p> <ol style="list-style-type: none"> 1) Itemise equipment and cost broken down by staff or minister classification <p>b) Has electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency?</p>

			<p>If yes provide a list of:</p> <ol style="list-style-type: none"> 1) What is provided? 2) The purchase cost. 3) The ongoing cost. 4) A list of any accessories provided for the equipment and the cost of those accessories. (e.g. iPad keyboards, laptop carry bags, additional chargers etc). 5) A breakdown of what staff and staff classification receives each item.
91	Freedom of Information – Consultations with other Departments, Agencies and the Minister	Ludwig	<p>The following questions relate to requests made pursuant to the Freedom of Information Act (the Act):</p> <ol style="list-style-type: none"> a) Other than for the purpose of discussing a transfer under section 16 of the Act, does the Department consult or inform other Departments or Agencies when it receives Freedom of Information requests? b) If so, for each instance provide a table setting out the following information: <ol style="list-style-type: none"> 1) the Department or Agency which was consulted; 2) the document; 3) the purpose of the consultation; 4) whether an extension of time was sought from the applicant to allow time for the consultation, including whether it was granted and the length of the extension; and 5) Whether an extension of time was sought from the Information Commissioner to allow time for the consultation, including whether it was granted and the length of the extension. c) Other than for the purposes of discussing a transfer under section 16 of the Act, has the Department consulted or informed the Minister’s office about Freedom of Information requests it has received? d) If yes, provide a table setting out the following information: <ol style="list-style-type: none"> 1) the requests with respect to which the Minister or Ministerial office was consulted; 2) the Minister or Ministerial office which was consulted; 3) the purpose of the consultation; 4) whether an extension of time was sought from the applicant to allow time for the consultation, including whether it was granted and the length of the extension; 5) whether an extension of time was sought from the Information Commissioner to allow time for the consultation, including whether it was granted and the length of the extension; and 6) whether any briefings (including formal briefs, email briefings and verbal briefings) were provided to the Minister’s office.
92	Freedom of Information – Staffing Resources	Ludwig	For the period of time from 18 September 2013, what was the average FTE is allocated to processing FOI requests?
93	Freedom of Information – Disclosure Log	Ludwig	<ol style="list-style-type: none"> a) For the purposes of meeting its obligations under 11C of the Act, does the Department or Agency: <ol style="list-style-type: none"> 1) Maintain a webpage allowing download of documents released under section 11A (direct download)? 2) Require individuals to contact the Department or Agency to ask for the provision of those documents (request for provision)?

			<p>3) Facilitate to those documents in a different manner (if so, specify).</p> <p>b) If the Department or Agency has moved from a system of meetings its 11C obligations by direct download, to a system of meeting those obligations by request for provision, provide the following information:</p> <ol style="list-style-type: none"> 1) the dates for which documents were made available for direct download, and the dates for which documents were made available through request for provision; 2) the total number of direct downloads of documents released under 11A the Departmental or Agency website; 3) the total number of requests for provision to documents that had been directly received, and how many had been processed by [date]; and 4) what was the average FTE allocated to monitoring incoming email, collating and forwarding documents providing under a request for provision? <ol style="list-style-type: none"> i) What was the approximate cost for salaries for the FTE staff allocated to this task? <p>c) Has the Department or Agency charged any for access to a document under section 11C(4)?</p> <p>d) If so, please provide the following information in a table:</p> <ol style="list-style-type: none"> 1) on how many occasions charges have been imposed; 2) the amount charged for each document; 3) the total amount charged; and 4) what is the highest charge that has been imposed?
94	Freedom of Information - Requests	Ludwig	<p>a) How many documents were assessed (at internal review or - if internal review was not requested - by the original decision maker) as conditionally exempt?</p> <p>b) Of those, how many were:</p> <ol style="list-style-type: none"> 1) released in full; 2) released in part; 3) refused access on the grounds that release of the document would be contrary to the public interest; or 4) other (please specify).
95	Functions	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Provide a list of all formal functions or forms of hospitality conducted for the Minister. Include:</p> <ol style="list-style-type: none"> 1) the guest list of each function; 2) the party or individual who initiated the request for the function; 3) the menu, program or list of proceedings of the function; and 4) a list of drinks consumed at the function. <p>b) Provide a list of the current wine, beer or other alcoholic beverages in stock or on order in the Minister's office. Breakdown by item, quantity and cost.</p>
96	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?</p> <ol style="list-style-type: none"> 1) What is the progress of that red tape reduction target

			<ul style="list-style-type: none"> b) How many officers have been placed in those units and at what level? c) How have they been recruited? d) What process was used for their appointment? e) What is the total cost of this unit? f) What is the estimated total salary cost of the officers assigned to the unit? g) Do members of the unit have access to cabinet documents? h) 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. i) What is the formal name given to this unit/taskforce/team/workgroup or agency within the department?
97	Land Costs	Ludwig	<ul style="list-style-type: none"> a) How much land (if any) does the Department or agencies or authorities or Government corporation within each portfolio own or lease? b) Please list by each individual land holding, the size of the piece of land, the location of that piece of land and the latest valuation of that piece of land, where that land is owned or leased by the Department, or agency or authority or Government Corporation within that portfolio? (In regards to this question please ignore land upon which Australian Defence force bases are located. Non-Defence Force base land is to be included) c) List the current assets, items or purse (buildings, facilities or other) on the land identified above. <ul style="list-style-type: none"> 1) What is the current occupancy level and occupant of the items identified in (c)? 2) What is the value of the items identified in (c)? 3) What contractual or other arrangements are in place for the items identified in (c)? d) How many buildings (if any) does the Department or agencies or authorities or Government Corporation within each portfolio own or lease? e) Please list by each building owned, its name, the size of the building in terms of square metres, the location of that of that building and the latest valuation of that building, where that building is owned by the Department, or agency or authority or Government corporation within that portfolio? (In regards to this question please ignore buildings that are situated on Australian Defence force bases. Non-Defence Force base buildings are to be included). f) In regards to any building identified in Q4, please also detail, the occupancy rate as expressed as a percentage of the building size. If occupancy is identified as less than 100%, for what is the remaining space used?
98	Ministerial Staff Code	Ludwig	<p>Since Budget Estimates in June, 2014:</p> <ul style="list-style-type: none"> a) Have there been any identified breaches of the Ministerial Staff Code of Conduct by the Minister, their office or the department? <ul style="list-style-type: none"> 1) If so, list the breaches identified, broken by staffing classification level. 2) If so, what remedy was put in place to manage the breach? If no remedy has been put in place, why not? 3) If so, when was the breach identified? By whom? When was the Minister made aware? b) Can the Minister confirm that all ministerial and electorate officers in their office comply fully with the

			<p>ministerial staff code of conduct?</p> <p>1) If not, how many staff don't comply, broken down by classification level?</p> <p>2) How long have they worked for the Minister?</p> <p>c) Can you confirm they all complied with the code on the date of their employment?</p> <p>1) If not, on what date did they comply?</p> <p>d) Can you confirm that all disclosures as required by the code were made to the government staffing committee?</p> <p>1) If so, on what date were those disclosure made?</p> <p>e) By position title list the date each staff member was approved by government staff committee.</p> <p>f) Can you confirm all staff have divested themselves of any and all relevant shares as of the date of their appointment?</p> <p>g) Can you list by number if any staff have been granted exception by the SMOS to remain a director of a company as allowed by the Ministerial Staff Code of Conduct, break down by position level?</p>
99	Boards	Ludwig	<p>Since Budget Estimates in June 2014 for each board in the portfolio or agencies:</p> <p>a) how often has each board met, break down by board name;</p> <p>b) what travel expenses have been incurred;</p> <p>c) what has been the average attendance at board meetings;</p> <p>d) list each member's attendance at meetings;</p> <p>e) how does the board deal with conflict of interest;</p> <p>f) what conflicts of interest have been registered;</p> <p>g) what remuneration has been provided to board members;</p> <p>h) how does the board dismiss board members who do not meet attendance standards?</p> <p>i) have any requests been made to ministers to dismiss board members?</p> <p>j) please list board members who have attended less than 51% of meetings; and</p> <p>k) what have been the catering costs for the board meetings held during this period? Please break down the cost list.</p>
100	Shared Resources following MOG Changes	Ludwig	<p>a) Following the Machinery of Government changes does the department share any goods/services/accommodation with other departments?</p> <p>b) What resources/services does the department share with other departments; are there plans to cease sharing the sharing of these resources/services?</p> <p>c) What were the costs to the department prior to the Machinery of Government changes for these shared resources? What are the estimated costs after the ceasing of shared resource arrangements?</p>
101	Departmental Rebranding	Ludwig	<p>a) Has the department/Agency undergone a name change or any other form of rebranding since Additional Estimates in February, 2014? If so:</p> <p>1) Please detail why this name change / rebrand were considered necessary and a justified use of departmental funds?</p> <p>2) Please provide a copy of any reports that were commissioned to study the benefits and costs</p>

			<p>associated with the rebranding.</p> <p>3) Please provide the total cost associated with this rebrand and then break down by amount spent replacing:</p> <ul style="list-style-type: none"> i) Signage. ii) Stationery (please include details of existing stationery and how it was disposed of). iii) Logos. iv) Consultancy. v) Any relevant IT changes. vi) Office reconfiguration. <p>b) How was the decision reached to rename and/or rebrand the department?</p> <ul style="list-style-type: none"> 1) Who was involved in reaching this decision? 2) Please provide a copy of any communication (including but not limited to emails, letters, memos, notes etc) from within the department, or between the department and the government regarding the rename/rebranding.
102	Credit Cards	Ludwig	<p>Since Budget Estimates in June, 2014:</p> <ul style="list-style-type: none"> a) Provide a breakdown of any changes to employment classifications that have access to a corporate credit card. b) Have there been any changes to action taken in the event that the corporate credit card is misused? c) Have there been any changes to how corporate credit card use is monitored? d) Have any instances of corporate credit card misuse been discovered during the specified period? If so: <ul style="list-style-type: none"> 1) Please list staff classification and what the misuse was, and the action taken. e) Have there been any changes to what action is taken to prevent corporate credit card misuse? f) How many credit cards available to the Minister or their office? If so, please list by classification. g) Have there been any misuse of credit cards by the Minister or their office? h) Has any action been taken against the Minister or their office for credit card misuse? If so, list each occurrence, including the cost of the misuse.
103	Contracts for Temporary Staff	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ul style="list-style-type: none"> a) How much did the department/agency spend on temporary or contract staff? b) How many temporary or contract staff have been employed? c) What is the total number of temporary or contract staff currently employed? d) How much was paid for agencies/companies to find temporary/contract staff? e) Have there been any changes to the policies/criteria that govern the appointment of contract staff?
104	Hire Cars	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ul style="list-style-type: none"> a) How much did each department/agency spend on hire cars during the specified period? Provide a breakdown of each business group in each department/agency. b) What are the reasons for hire car costs? c) How much did the department spend on hire cars during the specified period for their minister or

			minister's office?
105	Unallocated Equipment	Ludwig	<p>a) Please detail how much electrical equipment, phones and computers the department/agency has in storage or unallocated to staff</p> <p>b) Please detail the purchase, storage and ongoing costs associated with equipment, phones and computers in storage or unallocated.</p>
106	Advertising	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) How much has the Department/Agency spent on Advertising? Including through the use of agencies.</p> <p>b) Please detail each advertising campaign including its cost, where the advertising appeared, production costs, who approved, ministerial or ministerial staff involvement in commissioning.</p> <p>c) Provide copies of approvals, including but not limited to, approvals made by the Prime Minister or his delegate, the Minister of their delegate or the department or their delegate.</p>
107	Departmental Staff Misconduct	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) Please provide a copy of the departmental staff code of conduct.</p> <p>b) Have there been any identified breaches of this code of conduct by departmental staff?</p> <ol style="list-style-type: none"> 1) If yes, list the breaches identified, broken by staffing classification level. 2) If yes, what remedy was put in place to manage the breach? If no remedy has been put in place, why not? 3) If yes, when was the breach identified? By whom? When was the Minister made aware? 4) If yes, were there any legal ramifications for the department or staff member? Please detail.
108	Cloud Services and Storage	Ludwig	<p>a) Is the department using or planning to use cloud digital services (e.g. storage, computer software access etc)? If yes:</p> <ol style="list-style-type: none"> 1) What date did/will cloud services be deployed in the department? 2) Please provide a list of all cloud services in use or being considered for use. 3) How much do these services cost? Please break down by service. 4) How much cloud storage (in gigabytes) is available for departmental use? What percentage of the available total is in use? 5) How much does this cloud storage cost per month? 6) What security arrangements are in place to protect cloud based services and storage? 7) Have any security analysts been employed / contracted to advise on the implementation and upkeep of these security arrangements? 8) What has been the cost of security for the cloud? Please provide a breakdown.
109	Disability Access	Ludwig	<p>a) Please provide a list of all premises owned, leased or otherwise operated by the department / agency which do not yet comply with the Disability Discrimination Act (through The Disability (Access to Premises - Buildings) Standards 2010). For each, please provide:</p> <ol style="list-style-type: none"> 1) The year in which it was purchased / leased / rented (and if lease / rental agreement, when it expires). 2) What plans are in place to make the premises compliant with the Act?

			<p>3) When these plans will commence and when they are expected to be complete.</p> <p>4) Has the minister or the minister's office been informed of these plans? Please provide a copy of any communication (including but not limited to emails, letters, memos, notes etc) between the minister's office and the department regarding this issue.</p> <p>5) What is the expected cost of making the premises compliant? Please break down the costs.</p> <p>6) Have any plans to make any premises compliant been cancelled, put on hold or delayed since September 7, 2013? If yes, please detail, including the reasons for which they were cancelled, put on hold or delayed and how the decision was reached.</p> <p>7) Have any complaints been lodged with regard to the premises not being compliant? If yes, please detail.</p>
110	Fee for Services	Ludwig	<p>a) Have any existing services provided by the department / agency moved from being free to a user-pay service? Have any additional fees been placed on existing services? If yes please provide a list and include:</p> <ol style="list-style-type: none"> 1) Name of the fee and a short description of what it covers. 2) How much is the fee (and is it a flat fee or a percentage of the service). 3) The date the fee came into place. <p>b) Were any reviews requested, commenced or complemented into the benefits and drawbacks of attaching the fee to the service? If yes, please detail and provide a copy of the review.</p> <p>c) What consultation was carried out before the fee was put into place?</p> <p>d) How was the fee put into place (e.g. through legislation, regulation changes etc)?</p> <p>e) What justification is there for the fee?</p>
111	Documents provided to the Minister	Ludwig	<p>a) Excluding policy or correspondence briefs, how many documents are provided to the Minister's office on a regular and scheduled basis? Including documents that are not briefs to the minister and do not require ministerial signature.</p> <p>b) List those documents, their schedule and their purpose (broken down by ministerial signature and office for noting documents).</p> <p>c) How are they transmitted to the office?</p> <p>d) What mode of delivery is used (hardcopy, email) for those documents?</p> <p>e) What level officer are they provided to in the minister's office?</p>
112	Merchandise or Promotional Material	Ludwig	<p>Since 7 September 2013:</p> <ol style="list-style-type: none"> a) Has the department purchased any merchandise or promotional material? b) List by item, and purpose for each item, including if the material is for a specific policy or program or for a generic purpose (note that purpose). c) List the cost for each item. d) List the quantity of each item. e) Who suggested these material be created? f) Who approved its creation? g) Provide copies of authorisation. h) When was the Minister informed of the material being created?

			<ul style="list-style-type: none"> i) Who created the material? j) How was that person selected? k) How many individuals or groups were considered in selecting who to create the material?
113	Freedom of Information - Statistics	Ludwig	<ul style="list-style-type: none"> a) How many FOI requests were received from 7 September 2013 to date? b) How many of those requests were finalised within the regular timeframes provided under the FOI Act? c) How many of those requests were granted an extension of time under s 15AA of the FOI Act? d) How many of those requests were granted an extension of time under s 15AB of the FOI Act? e) How many of those requests were finalised out of time?
114	Savings and Efficiency Measures	Ludwig	<p>Since the Appropriate Bills 2014 were passed by the parliament:</p> <ul style="list-style-type: none"> a) How many measures, savings tasks or efficiency measures contained in the Appropriations bills have not been actioned or have had no guidance instructions issued? b) For each measure or task identified in question (a): <ul style="list-style-type: none"> 1) What is the timeframe for implementation? 2) Who is the responsible agency for actioning these measures, guidelines or tasks? 3) When was the Minister last briefed on this item? Was this briefing requested by the minister or initiated by the department? 4) What action has the minister asked be done on this policy?
115	Contracts under \$10,000	Ludwig	<p>Since Budget Estimates in June 2014, please provide a detailed list of all contracts entered into that are worth between \$4,000 and \$10,000.</p>
116	Consultancies	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ul style="list-style-type: none"> a) How many consultancies have been undertaken? 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. 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. c) Have any consultancies not gone out for tender? <ul style="list-style-type: none"> 1) List each, including name, cost and purpose. 2) If so, why?
117	Electronic Equipment	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ul style="list-style-type: none"> a) Other than phones, ipads or computers – please list the electronic equipment provided to the Minister’s office. <ul style="list-style-type: none"> 1) List the items. 2) List the items location or normal location. 3) List if the item is in the possession of the office or an individual staff member of minister, if with an individual list their employment classification level.

			<p>4) List the total cost of the items.</p> <p>5) List an itemised cost breakdown of these items.</p> <p>6) List the date they were provided to the office.</p> <p>7) Note if the items were requested by the office or proactively provided by the department.</p>
118	Media Subscriptions	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) What pay TV subscriptions does your department/agency have?</p> <ol style="list-style-type: none"> 1) Please provide a list of channels and the reason for each channel. 2) What has been the cost of this package/s during the specified period? 3) What is provided to the Minister or their office? 4) What has been the cost of this package/s during the specified period? <p>b) What newspaper subscriptions does your department/agency have?</p> <ol style="list-style-type: none"> 1) Please provide a list of newspaper subscriptions and the reason for each. 2) What has been the cost of this package/s during the specified period? 3) What is provided to the Minister or their office? 4) What has been the cost of this package/s during the specified period? <p>c) What magazine subscriptions does your department/agency have?</p> <ol style="list-style-type: none"> 1) Please provide a list of magazine subscriptions and the reason for each. 2) What has been the cost of this package/s during the specified period? 3) What is provided to the Minister or their office? 4) What has been the cost of this package/s during the specified period? <p>d) What publications does your department/agency purchase?</p> <ol style="list-style-type: none"> 1) Please provide a list of publications purchased by the department and the reason for each. 2) What has been the cost of this package/s during the specified period? 3) What is provided to the Minister or their office? 4) What has been the cost of this package/s during the specified period?
119	Media Monitoring	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office during the specified period?</p> <ol style="list-style-type: none"> 1) Which agency or agencies provided these services? 2) What has been spent providing these services during the specified period? 3) Itemise these expenses. <p>b) What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency during the specified period?</p> <ol style="list-style-type: none"> 1) Which agency or agencies provided these services? 2) What has been spent providing these services during the specified period? 3) Itemise these expenses
120	Media Training	Ludwig	<p>Since Budget Estimates in June 2014:</p>

			<p>a) In relation to media training services purchased by each department/agency, please provide the following information:</p> <ol style="list-style-type: none"> 1) total spending on these services; 2) an itemised cost breakdown of these services; 3) the number of employees offered these services and their employment classification; 4) the number of employees who have utilised these services and their employment classification; 5) the names of all service providers engaged; and 6) the location that this training was provided. <p>b) For each service purchased from a provider listed under (1), please provide:</p> <ol style="list-style-type: none"> 1) the name and nature of the service purchased; 2) whether the service is one-on-one or group based; 3) the number of employees who received the service and their employment classification (provide a breakdown for each employment classification); 4) the total number of hours involved for all employees (provide a breakdown for each employment classification); 5) the total amount spent on the service; and 6) 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> <ol style="list-style-type: none"> 1) the location used; 2) the number of employees who took part on each occasion; 3) the total number of hours involved for all employees who took part (provide a breakdown for each employment classification); and 4) any costs the department or agency's incurred to use the location.
121	Communications Staff	Ludwig	<p>For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:</p> <ol style="list-style-type: none"> a) How many ongoing staff, the classification, the type of work they undertake and their location. b) How many non-ongoing staff, their classification, type of work they undertake and their location. c) How many contractors, their classification, type of work they undertake and their location? d) How many are graphic designers? e) How many are media managers? f) How many organise events?
122	Report Printing	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ol style="list-style-type: none"> a) Have any reports, budget papers, statements, white papers or report-like documents printed for or by the department been pulped, put in storage, shredded or disposed of? b) If so please give details; name of report, number of copies, cost of printing, who ordered the disposal, reason for disposal.
123	Provision of Equipment -	Ludwig	<p>Since Budget Estimates in June 2014:</p>

	Departmental		<p>a) Has electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency to departmental staff? If yes provide a list of:</p> <ol style="list-style-type: none"> 1) What has been provided? 2) The purchase cost. 3) The ongoing cost. 4) A list of any accessories provided for the equipment and the cost of those accessories. (e.g. iPad keyboards, laptop carry bags, additional chargers etc). 5) A breakdown of what staff and staff classification receives each item.
124	Travel Costs - Department	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ol style="list-style-type: none"> a) Is the minister or their office or their delegate required to approve all departmental and agency international travel? b) If so, under what policy? c) Provide a copy of that policy. d) When was this policy implemented? e) List all occurrences of travel that this has occurred under. f) Detail the process. g) When is the minister notified, when is approved provided? h) Detail all travel (domestic and international) 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). i) 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. j) What date was the minister or their office was notified of the travel? k) What date did the minister or their office approve the travel? l) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.
125	Travel Costs - Ministerial	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ol style="list-style-type: none"> a) Please detail all travel conducted by the Minister/parliamentary secretary. b) List each location, method of travel, itinerary and purpose of trip. c) List the total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). d) List the number of staff that accompanied the Minister/parliamentary secretary, listing the total costs per staff member, the class of airplane travelled, the classification of staff accompanying the Minister / parliamentary secretary. e) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.

126	Senate Estimates Briefing	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ul style="list-style-type: none"> a) How many officers have been responsible for preparing the department, agency, Minister or representing 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"> 1) 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"> 1) If so, when did this occur? 2) 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"> 1) If so, when did this occur? 2) What officer hours were spent on making these edits? Please break down the hours by officer APS classification. 3) When were the changes made? e) Provide each of the contents page of the Department / Minister / representing Minister's Senate Estimates folder prepared by the department for the Additional Estimates hearings in February 2014.
127	Government Payment of Accounts	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ul style="list-style-type: none"> a) What has been the average time period for the department/agency paid its accounts to contractors, consultants or others? b) How many payments owed (as a number and as a percentage of the total) have been paid in under 30 days? c) How many payments owed (as a number and as a percentage of the total) have been paid in between 30 and 60 days? d) How many payments owed (as a number and as a percentage of the total) have been paid in between 60 and 90 days? e) How many payments owed (as a number and as a percentage of the total) have been paid in between 90 and 120 days? f) How many payments owed (as a number and as a percentage of the total) have been paid in over 120 days? f) 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 since Estimates 2014? g) Where interest is being paid, what rate of interest is being paid and how is this rate determined?
128	Stationery Requirements	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ul style="list-style-type: none"> a) How much has been spent by each department and agency on the government (Ministers / Parliamentary Secretaries) stationery requirements in your portfolio to date? <ul style="list-style-type: none"> 1) Detail the items provided to the minister's office. 2) Please specify how many reams of paper have been supplied to the Minister's office. b) How much has been spent on departmental stationary requirements to date. c) Has any customised stationery been requested or provided to the Minister or Ministerial Staff? If

			yes, please include a photo/scan, detail the type of stationery, date it was requested, date it was provided and the cost.
129	Meeting Costs	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) How much has the Department/Agency spent on meeting costs? 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 Estimates, 2014 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>
130	Hospitality and Entertainment	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) What has been the Department/Agency's hospitality spend including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend. Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>c) What has been the Department/Agency's entertainment spend? 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. 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>
131	Executive Coaching and Leadership Training	Ludwig	<p>Since Budget Estimates in June 2014, please provide the following information in relation to executive coaching and/or other leadership training services purchased by each department/agency:</p> <p>a) Total spending on these services.</p> <p>b) The number of employees offered these services and their employment classification.</p> <p>c) 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).</p>

			<p>d) The names of all service providers engaged For each service purchased form a provider listed under (4), please provide:</p> <ol style="list-style-type: none"> 1) The name and nature of the service purchased. 2) Whether the service is one-on-one or group based. 3) The number of employees who received the service and their employment classification. 4) The total number of hours involved for all employees (provide a breakdown for each employment classification). 5) The total amount spent on the service 6) A description of the fees charged (i.e. per hour, complete package). <p>e) 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"> 1) The location used. 2) The number of employees who took part on each occasion (provide a breakdown for each employment classification). 3) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification). 4) Any costs the department or agency's incurred to use the location. <p>f) In relation to education/executive coaching and/or other leadership training services paid for by the department what agreements are made with employees in regards to continuing employment after training has been completed?</p> <p>g) For graduate or post graduate study, please breakdown each approved study leave by staffing allocation and degree or program title</p>
132	Staffing - Profile	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ol style="list-style-type: none"> a) Has there been any change to the staffing profile of the department/agency? b) Provide a list of changes to staffing numbers, broken down by classification level, division, home base location (including town/city and state).
133	Staffing - Recruitment	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ol style="list-style-type: none"> a) How many ongoing staff have been recruited? What classification are these staff? b) How many non-ongoing positions exist or have been created? What classification are these staff? c) How many staff have been employed on contract and what is the average length of their employment period?
134	Coffee Machines	Ludwig	<p>Since Budget Estimates in June 2014:</p> <ol style="list-style-type: none"> a) Has the department/agency purchased, leased or rented any coffee machines for staff usage? <ol style="list-style-type: none"> 1) 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? b) Why were coffee machines purchased? c) 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>d) Where did the funding for the coffee machines come from?</p> <p>e) Who has access?</p> <p>f) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?</p> <p>g) What are the ongoing costs of the coffee machine, such as the cost of coffee?</p>
135	Printing	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) How many documents (include the amount of copies) have been printed?</p> <p>1) How many of these printed documents were also published online?</p> <p>b) Has the Department/Agency used external printing services for any print jobs?</p> <p>1) If so, what companies were used?</p> <p>2) How were they selected?</p> <p>3) What was the total cost of this printing by item?</p>
136	Corporate Cars	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) How many cars are owned by each department/agency?</p> <p>1) Where are the cars located?</p> <p>2) What are the cars used for?</p> <p>3) What is the cost of each car during the specified period?</p> <p>4) How far did each car travel during the specified period?</p> <p>b) How many cars are leased by each department/agency?</p> <p>1) Where are the cars located?</p> <p>2) What are the cars used for?</p> <p>3) What is the cost of each car during the specified period?</p> <p>4) How far did each car travel during the specified period?</p>
137	Taxi Costs	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) How much did each department/agency spend on taxis during the specified period? Provide a breakdown for each business group in each department/agency.</p> <p>b) What are the reasons for taxi costs?</p> <p>c) How much did the department spend on taxis during the specified period for their minister or minister's office?</p>
138	Grants	Ludwig	<p>Since Budget Estimates in June 2014:</p> <p>a) What guidelines are in place to administer grants?</p> <p>b) How are grants applied for?</p> <p>c) Are there any restrictions on who can apply for a grant? If yes, please detail.</p> <p>1) Can these restrictions be waved? If yes, please detail the process for waving them and list any grants where the restrictions were waved.</p> <p>d) What is the procedure for selecting who will be awarded a grant?</p>

			<p>e) Who is involved in this selection process?</p> <p>f) Does the minister or the minister's office play any role in awarding grants? If yes, please detail.</p> <ol style="list-style-type: none"> 1) Has the minister or the minister's office exercised or attempted to exercise any influence over the awarding of any grants? If yes, please detail. <p>g) Provide a list of all grants, including ad hoc, one-off discretionary grants awarded to date. Provide the recipients, amount, intended use of the grants, what locations have benefited from the grants and the electorate and state of those locations.</p> <p>h) Update the status of each grant that was approved prior to the specified period, but did not have financial contracts in place at that time. Provide details of the recipients, the amount, the intended use of the grants, what locations have benefited from the grants and the electorate and state of those grants.</p>
139	Income Management Transfer to DSS accepted 06/11/14	Edwards	<p>a) I refer to the response provided to Question 108 (Outcome Number 2, CA 60, 5 June 2014) and ask for an update on the following in the same format:</p> <ol style="list-style-type: none"> 1) How many income management participants in Playford exited the program? 2) How many are continuing with the program? 3) Is it being well marketed locally so people are joining voluntarily? 4) How many people do we still have do we still involved in the programme voluntarily? 5) How many people have qualified in Playford for the matched savings since the program has been implemented? <p>b) Referring to the <i>Place Based Income Management – Process and short term outcomes evaluation</i> report of August 2014, is there any indication that those in Playford who are placed on income management programs involuntarily performing any better or worse according to the evaluation criteria than those who join the programs voluntarily?</p>
140	Child Support	Xenophon	<p>Referring to a Child Support Program matter that has involved proceedings in the Family Court, anonymised as “Pedrana and Pedrana and [Child Support Registrar]”:</p> <p>a) What is the total amount that Department of Human Services have been invoiced by the Australian Government Solicitor (AGS) in relation to all aspect (direct and incidental) of this particular Change of Assessment including, but not limited to:</p> <ol style="list-style-type: none"> 1) Change of Assessment; 2) Review on Objection; 3) Social Security Administrative Tribunal Review; 4) Ombudsman Review; 5) Office of the Australian Information Commissioner Reviews; 6) proceedings initiated by the Child Support Registrar; and 7) proceedings initiated by either of the parents to which the Child Support Registrar was a party. <p>b) Of that total invoiced by the AGS, what cost is attributable to AGS submissions opposing the paying parent’s December 2012 Freedom Of Information request for it to disclose its external legal costs in relation to the matter?</p> <p>c) On what basis did the Department seek to oppose the paying parent’s December 2012 Freedom Of</p>

			<p>Information request for it to disclose the Department's external legal costs in relation to the matter?</p> <p>d) What are the Department of Human Services' total internal legal costs in relation to dealing with this particular Change of Assessment including, but not limited to:</p> <ol style="list-style-type: none"> 1) Change of Assessment; 2) Review on Objection; 3) SSAT Review; 4) Ombudsman Review; 5) Office of the Australian Information Commissioner Review; 6) proceedings initiated by the Child Support Registrar; and 7) proceedings initiated by either of the parents to which the Child Support Registrar was a party. <p>e) What was the difference between:</p> <ol style="list-style-type: none"> 1) the original Change of Assessment decision 'assessed annual child support amount'; and 2) the Review on Objection decision 'assessed annual child support amount' for the period centred about the date of the original Change of Assessment decision? <p>f) With respect to the length of this Change of Assessment:</p> <ol style="list-style-type: none"> 1) What was the month and year of the original Change of Assessment Application? 2) Has the matter been resolved to finality yet? 3) If the matter has not been resolved to finality, when does the Child Support Registrar expect it to be? 4) What is the average time period between a Child Support Change of Assessment Application being received and the assessment being resolved to finality? 5) What is the longest time period between a Child Support Change of Assessment Application being received and the assessment being resolved to finality? <p>g) How many times throughout this process did the paying parent ask for alternate dispute resolution to be used in preference to litigation?</p>
141	Public Tip-offs	Siewert	<p>For the year 2013-14:</p> <ol style="list-style-type: none"> a) How many tip-offs were made to the Centrelink fraud line in? b) How many tip offs led to payment reductions? c) What savings arose from this program? d) How many tip-offs resulted in no payment reductions? e) How many tip offs related to alleged "member of a couple" matters? f) How many cases investigated resulted in no change in rates of payment? g) How many staff were involved in this activity? h) What was the cost of running this program? i) How many tip-offs in the period led to convictions by the CDPP?
142	Member of a Couple Tip-offs	Siewert	<p>In the financial year of 2013-14 in relation to Member of a Couple" (MOC) (by same-sex and opposite sex) relationships:</p> <ol style="list-style-type: none"> a) How many reviews by each payment combination?

			<p>b) How many investigations undertaken by Centrelink's Business Integrity Unit?</p> <p>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.)</p> <p>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).</p> <p>e) How many payments were cancelled?</p> <p>f) How many MOC debts led to prosecutions?</p>
143	Optical Surveillance	Siewert	<p>For the period 2013-14:</p> <p>a) How much has been spent on optical surveillance?</p> <p>b) How many clients were subject to surveillance?</p> <p>c) How many DHS clients under surveillance resulted in no action being taken?</p> <p>d) What was the cost of the surveillance where no action resulted?</p>
144	Use of Private Detectives	Siewert	<p>For the period 2013-14:</p> <p>a) How much has been spent on private surveillance/detectives?</p> <p>b) How many clients were subject to surveillance by private detectives?</p> <p>c) How many of the cases under surveillance resulted in no action being taken?</p> <p>d) What was the cost of the use of private surveillance/detectives where no action resulted?</p>
145	Privacy Breaches	Siewert	<p>a) How many unauthorised access to client files have occurred for each of the DHS agencies for the year 2013-14?</p> <p>b) Provide details of what action resulted from each instance of unauthorised access?</p>
146	Weekly Payment of Income Support Payments	Siewert	<p>a) How many people are currently receiving weekly payments?</p> <p>b) Provide a breakdown use of weekly payment option and by payment type, vulnerability indicator and Indigenous status.</p>
147	Payment by Cheque	Siewert	<p>a) For 2013-14:</p> <ol style="list-style-type: none"> 1) How many people receive their income support payments by cheque? 2) Provide a breakdown by payment type of the numbers currently paid by cheque. 3) What is the cost of this method of payment? 4) How many cheques were written for income management-related reasons 2013-14? What was the cost of this? <p>b) Please update Senate Community Affairs Legislation Committee, Additional Budget Estimates, 16 February 2012, Answers to Questions on Notice, Human Service Portfolio, Question HSW 22.</p>
148	Advance Payments	Siewert	<p>a) For 2013-14, how many Advance Payments were made, by payment type?</p> <p>b) Provide details of the cost of the advances paid, for each payment type.</p> <p>c) Where more than one advance is allowed, how many on each payment access this option?</p> <p>d) Has the Department undertaken any analysis of the use of advances, or a cost-benefit analysis of this option?</p>

			e) Is the Department aware of any research taken into this option? If so, please provide a link to the research.
149	Centrelink Programme – complaints against staff	Siewert	Please update for the 2013-14, Senate Community Affairs Legislation Committee Budget Estimates, 29 May 2012, Answers to Questions on Notice Human Services Portfolio, Question HS 35.
150	Centrepay	Siewert	<p>a) How many people access Centrepay currently? Provide a breakdown by use of Centrepay by:</p> <ol style="list-style-type: none"> 1) payment type; 2) age; 3) gender; 4) state and territory; and 5) Indigenous status/non- Indigenous status. <p>b) Provide a breakdown of the number of Indigenous Centrepay users by:</p> <ol style="list-style-type: none"> 1) payment type; 2) age; 3) gender; and 4) state and territory. <p>c) If possible, indicate how many Indigenous people in remote areas use Centrepay. Has the Department examined if there are any particular barriers to accessing Centrepay for people living in remote areas?</p> <p>d) Please provide an update to the Department of Human Services response to the 2012 Independent Review of Centrepay</p> <p>e) In the past 12 months, how many complaints have been lodged about Centrepay?</p> <p>f) How many businesses currently operate through Centrepay?</p> <p>g) In the last 12 months, how many businesses have had their contracts with Centrepay cancelled?</p>
151	Restricted Servicing Arrangements	Siewert	<p>a) How many people were on restricted servicing arrangements during 2013-14?</p> <p>b) Describe the range of options provided, and the numbers of people under each option.</p>
152	Customer Aggression	Siewert	<p>For each month from 1 July 2013 to 30 October 2014 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>
153	Centrelink Reviews and Appeals	Siewert	Please update for the financial year 2013-14, Senate Community Affairs Legislation Committee, Supplementary Estimates, 21 November 2013, Answers to Questions on Notice, Human Service Portfolio, Question HS 67.
154	Committees and Advisory Boards	Siewert	Please update Additional Budget Estimates, 16 February 2012, Answers to Questions on Notice, Human Services Portfolio, Question HS 10.
155	Rates of Debt Recovery	Siewert	<p>a) Provide the numbers and percentages of recipients on standard and non-standard rates of debt recovery for 2013-14.</p> <p>b) Provide a breakdown by the numbers of Indigenous/non-Indigenous income support recipients.</p>
156	Debt Recovery	Siewert	<p>Provide a breakdown by the number and amount of debts recovered in 2013-14:</p> <p>a) by payment type; and</p>

			b) by Indigenous/non-Indigenous status.
157	Private Debt Recovery Action	Siewert	<p>a) What proportion and amount of debts was recovered by:</p> <ol style="list-style-type: none"> 1) Dun & Bradstreet; and 2) Recoveries Mercantile? <p>b) How many debts were recovered by each of these agencies in 2013-14?</p> <p>c) How much commissions were received by each of the collection agencies in 2013-14? Provide details, in dollar amounts and numbers of people) whose debts are currently under management by these agencies.</p> <p>d) How many complaints were received about private debt collection agencies in 2013-14?</p>
158	Amount of Overpayments	Siewert	<p>Provide details of the number (and percentage) of income support recipients with Centrelink overpayments for 2013-14:</p> <ol style="list-style-type: none"> a) in total; b) by payment type; c) by payment type and Indigenous/non Indigenous status; and d) by state and territory.
159	Debt Raising	Siewert	<p>Provide details of the number (and percentage) of debts raised in 2013-14:</p> <ol style="list-style-type: none"> a) in total; b) by payment type; c) by payment type and Indigenous/non Indigenous status; and d) by state and territory.
160	Unreasonable to Live at Home – UTLAH	Siewert	<ol style="list-style-type: none"> a) For 2013-14 how many Youth Allowance claims for Unreasonable to Live at Home were lodged? b) How many of these UTLAH claims were rejected? c) Provide details of claims, and rejections by the following characteristics: age, gender, state and territory and Indigenous/non-Indigenous status. d) Provide details of a breakdown of how many rejections were appealed, to each level of review and the outcome of the appeals.
161	Newstart Allowance Transfer to DSS accepted 06/11/14	Siewert	<p>Provide details of the numbers of Newstart Allowance recipients with and without earnings using the following categories:</p> <ol style="list-style-type: none"> a) Newstart Allowance; b) Newstart Allowance (Principal Carer); and c) Newstart Allowance (Partial Capacity to Work).
162	Youth Allowance (Other) Transfer to DSS accepted 06/11/14	Siewert	<ol style="list-style-type: none"> a) Provide data on the number of job seekers with earnings on Youth Allowance (other). b) Provide details of the numbers of Youth Allowance (other) recipients with and without earnings into the following categories: <ol style="list-style-type: none"> 1) Youth Allowance (other); 2) Youth Allowance (other) (Principal Carer); and

			<p>3) Youth Allowance (other) (Partial Capacity).</p> <p>c) Provide a breakdown of the three categories listed above by Aboriginal and Torres Strait island descent and gender.</p>
163	Liquid Assets Waiting Period Transfer to DSS accepted 06/11/14	Siewert	<p>a) How many Liquid Assets Waiting Periods were applied in 2013-14?</p> <p>b) What was the average waiting period that was applied?</p>
164	Move to Area of Lower Employment Period (MALEP)	Siewert	<p>a) How many MALEP periods of six months were imposed in 2013-14?</p> <p>b) Provide details of the payment types and number of each payment type affected by a MALEP.</p>
165	Seasonal Work Preclusion Periods Transfer to DSS accepted 13/11/14	Siewert	<p>a) How many Seasonal Work Preclusion Periods were applied in 2013-14?</p> <p>b) Of the Seasonal Work Preclusion Periods imposed, what is the average preclusion period?</p> <p>c) Provide details of the types of payment affected in the numbers of each payment type affected.</p>
166	Compensation Preclusion Periods	Siewert	<p>a) In 2013-14, how many Compensation Preclusion Periods (CPP's) were applied?</p> <p>b) In 2013-14, how many and what proportion of CPP's were of a length of:</p> <ol style="list-style-type: none"> 1) less than a month; 2) less than 3 months; 3) 3-6 months; 4) 6-9 months; 5) 12 months; 6) 24 months; 7) 2-5 years; 8) 6-10 years; 9) 10 - 20 years; and 10) over 20 years. <p>c) In 2013-14, how many CPP's were appealed at each stage of appeal, and what was the outcome?</p> <p>d) In 2013-14:</p> <ol style="list-style-type: none"> 1) How many Compensation Preclusion Periods (CPP) were imposed? 2) How many people are currently serving a CPP? Provide a breakdown showing the range of IMPs applied. 3) Provide an age and gender breakdown of those currently service a CPP.
167	Income Maintenance Periods	Siewert	<p>a) In 2013-14, how many and what proportion of Income Maintenance Periods (IMPs) were of a length of:</p> <ol style="list-style-type: none"> 1) less than a month; 2) less than 3 months; 3) 3-6 months; 4) 6-9 months; 5) 12 months; 6) 24 months;

			<p>7) 2-5 years; 8) 6-10 years; 9) 10 – 20 years; and 10) Over 20 years.</p> <p>b) For 2013-14:</p> <p>1) Provide a breakdown on the numbers of each payment types that were the subject of an IMP (including Special Benefit).</p> <p>2) How many IMP's were appealed at each stage of appeal, and what was the outcome of the appeal?</p> <p>3) How many Income Maintenance Periods (IMP) were imposed.</p> <p>4) Of the Income Maintenance Periods applied, detail the average IMP imposed.</p> <p>5) Provide data on the range of IMP's applied in the period.</p>
168	Social Security Prosecutions	Siewert	<p>With reference to Social Security Prosecutions and people receiving social security payments, in 2013-14:</p> <p>a) How many people did the Department of Human Services referred to the Commonwealth Department of Public Prosecutions (CDPP)?</p> <p>b) How many were convicted?</p> <p>c) Of those convicted:</p> <p>1) Provide a breakdown by gender.</p> <p>2) Provide a breakdown by payment type.</p> <p>3) Provide a breakdown by age.</p> <p>4) Provide a breakdown by state and territory of those prosecuted.</p> <p>5) What was the total amount of funds for those who were convicted by the CDPP?</p> <p>6) What was the average amount involved?</p> <p>d) For 2013-14, what is the percentage of those convicted for social security fraud of the total number of income support recipients over the period (in number and percent)?</p> <p>e) For each year since 2003-04, provide:</p> <p>1) How many Centrelink recipients referred for prosecution to the CDPP?</p> <p>2) How many of these were prosecuted by the CDPP?</p>
169	Social Security Appeals Tribunal and Administrative Appeals Data	Siewert	<p>a) Provide a breakdown of applications at the Social Security Appeals Tribunal and the Administrative Appeals Tribunal in NSW, QLD and the NT by:</p> <p>1) Local Government Areas; and</p> <p>2) metropolitan, regional, outer-regional and remote location.</p> <p>b) How many Indigenous clients lodged a social security appeal at the Administrative Appeals Tribunal in 2013-14?</p>
170	Centrelink Vulnerability Indicators Transfer to DoE accepted 18/11/14	Siewert	Provide a breakdown of the number and payment type of current Centrelink customers with known vulnerability indicators (indicating where multiple indicators are present).

171	Privacy Breaches	Siewert	<p>a) How many unauthorised access to client files have occurred for each of the DHS agencies for the year 2013-14?</p> <p>b) Provide details of what action resulted from each instance of unauthorised access?</p>
172	Security Guards at Centrelink Offices	Siewert	<p>For the period 2013-14:</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>
173	Young Mothers Program	Siewert	<p>a) How many young mothers in each of the 10 locations are part of the Building Australia's Future Workforce initiative during 2013-14?</p> <p>b) What have been the outcomes for parents' participation in these locations?</p> <p>c) How many parents have had their payment suspended under these arrangements?</p> <p>d) If appropriate, indicate how many families went without income support, and the period that they were without income support, and the numbers of children impacted.</p>
174	Weekly Payment of Centrelink Benefits	Siewert	<p>a) How many people are currently receiving weekly payments?</p> <p>b) Provide a breakdown of the use of the weekly payment option by payment type, vulnerability indicator and Indigenous status.</p>
175	Crisis Payment	Siewert	<p>For 2013-14:</p> <p>a) How many claims for Crisis Payment were successful?</p> <p>b) How many claims for Crisis Payment were rejected?</p> <p>c) How many claims for Crisis Payment were made?</p> <p>d) At November 2014, provide a breakdown of Crisis Payment recipients by:</p> <ol style="list-style-type: none"> 1) payment type; 2) gender; 3) age; 4) reason for grant; 5) Indigenous/non-Indigenous status; and 6) state and territory of recipient. <p>e) What was the cost of outlays on Crisis Payment for 2013-14?</p>
176	Main Reasons for Centrelink Overpayments	Siewert	<p>Provide a breakdown by the main reasons for Centrelink debts and percentage of customers involved: (for example, undeclared income, under-declared income, assets, member of a couple, compensation, etc).</p>
177	Rent Assistance Overpayments	Siewert	<p>a) For 2013-14, provide details of the number and value of Rent Assistance debts.</p> <p>b) Provide details of efforts to reduce Rent Assistance overpayments.</p>
178	Centrelink Overpayments Among Former Payment Recipients	Siewert	<p>a) How many people have a Centrelink overpayment (including FTB Part A and Part B) and are not currently in receipt of a Centrelink payment (including FTB Part A and Part B)? (List Centrelink payments and FTB Part A and Part 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>

			d) What steps are being taken to recover these overpayments?
179	Waiver of Debts under the Special Circumstances Provisions	Siewert	In relation to Centrelink overpayments waived under section 12377AAD of the Social Security Act (special circumstances) in 2013-14: a) What was the total value of debts waived and the number of individuals whose debts were waived? b) What was the average level of debt waived?
180	Income Management	Siewert	a) How many Basics Card have been printed in the Northern Territory in each of the years since 2007-08? b) How many people in the Northern Territory are currently been provided with a BasicsCard?
181	Income Assessments	Polley	a) In terms of delays obtaining income assessments, do you have quantitative data outlining the outstanding assessments? b) How long are people waiting for their assessments?
182	Aged Care	Xenophon	What is the average length of time for the Department of Human Services or the Department of Veterans Affairs to provide an income and assets assessment (means tested care fee) for residential aged care to potential recipients?
183	Aged Care	Xenophon	What is the length of time for the Department of Human Services to provide information about the income tested care fee for potential recipients of community packages?