

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2014-15 Supplementary Estimates Hearings**

**Outcome Number:** Cross Outcome - Across Programs

**Question No:** 163

**Topic:** Printing

**Hansard Page:** Written

**Senator Ludwig** asked:

Since Budget Estimates in June, 2014:

1. How many documents (include the amount of copies) have been printed?
  - (a) How many of these printed documents were also published online?
2. Has the Department/Agency used external printing services for any print jobs?
  - (a) If so, what companies were used?
  - (b) How were they selected?
  - (c) What was the total cost of this printing by item?

**Answer:**

**Department of Social Services**

1. The following table includes printed documents undertaken by providers on the Department's Printing and Promotional Products Panel and the DHS Printing and Production Multi Use List as well as printing by the other incoming agencies prior to their joining DSS. This data is to 31 August 2014.

<b>Description</b>	<b>Number of copies</b>	<b>Published Online</b>
National Framework for Protecting Australia's Children 2nd 3 Year Action Plan 2012-2015	500	Yes
Questions and answers booklet printing	10,000	Yes
Family Relationship Advice Line brochure printing	10,000	Yes
Family Relationship Centre brochure printing	10,000	Yes
Family Relationship Online brochure printing	30,000	Yes
Because it's for the kids booklet printing	30,000	Yes
Children and separation booklet printing	30,000	Yes
Reprint customer satisfaction surveys	3,450	No

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My Aged Care Culturally and Linguistically Diverse (CALD) Brochure printing	97,800 in English 14,000 Indigenous 6,610 copies each in ten different languages	Yes
My Aged Care Posters printing (x 11 kinds)	1,000 each of 10 versions 4,000 Indigenous	Yes
My Aged Care Brochures printing (x 11 kinds)	2,500 in Croatian 2,500 in Dutch 2,500 in Polish 2,500 in German 4,000 in 6 kinds of CALD 10,000 indigenous	Yes
My Aged Care A3 Poster printing	3,200	Yes
Legislative printing	Dependant on individual work request. (20 individual work requests up to date 17.11.14.)	No – not required. Explanatory memorandum and Second Reading Speeches.
My Aged Care Factsheets printing	17,200	Changes doc – YES Website Badge- YES Q&A – NO.
DSS Vision and Mission posters	100	No
Disability Employment Services, Disability Management Service Request for Tender printing	400	Yes
Aged Care Complaints Scheme	Fact Sheets 8,700 copies. Posters 6,250 copies Brochures 35,300 copies Flip Chart 3,500 copies Other 6,000 copies	Yes
Doctors Priority Line Brochures for Free Interpreting Service printing	1,000	No

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2.

Yes.

- (a) The following print suppliers were used:
- CanPrint Communications Pty Limited.
  - New Millennium Print Pty Ltd.
  - Whirlwind Print Pty Ltd.
- (b) Print suppliers were selected from the Department's Printing and Promotional Products Panel and the DHS Printing and Production MUL. Competitive selection quoting processes were undertaken and suppliers selected according to procurement guidelines.
- (c) The total cost of printing was \$179,242.52 (GST inclusive).

**Aged Care Commissioner**

1. Between 1 June 2014 and 31 August 2014 the Aged Care Commissioner printed 500 copies of the Annual report which is available online at [www.agedcarecommissioner.gov.au](http://www.agedcarecommissioner.gov.au).

2.

Yes

- (a) CanPrint Communications Pty Ltd.
- (b) Three quotes were provided with CanPrint being selected on value for money.
- (c) The total cost for printing was \$3,278.00 (GST inclusive).

**Aged Care Pricing Commissioner (ACPC)**

1.

- (a) Between 1 June 2014 and 31 August 2014 the Aged Care Pricing Commissioner printed 300 copies of the ACPC Annual report which is available online at [www.acpc.gov.au](http://www.acpc.gov.au).

2.

Yes.

- (a) CanPrint Communications Pty Ltd.
- (b) Direct approach.
- (c) The total cost for printing was \$2,206.00 (GST inclusive).

**Australian Aged Care Quality Agency**

1. and 2.

Description	Number of copies	Published Online	Cost (inc GST)
<b>Aged Care Quality Agency</b>			
Assessor handbooks	1,540	Yes	\$7,300.70
Assessment modules	1,540	Yes	\$8,286.30
Results and processes guide	1,540	Yes	\$9,095.90
Pocket guides	1,000	Yes	\$3,121.80
Accreditation fact sheets	20,000	Yes	\$2,409.00
Mentoring workbook	50	No	\$303.60
Coaching for performance workbook	50	No	\$502.70
CEO letterhead	500	No	\$226.60
Better Practice award certificates	100	No	\$266.20
Better Practice award pull up banners	35	No	\$8,855.00

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Corporate pull up banners	6	No	\$1,328.80
Better Practice award DL flyer	1,500	No	\$708.40
Business cards	500	No	\$354.20
Quality Standard June issue	8,000	Yes	\$3,099.80
Quality Standard July issue	8,000	Yes	\$3,099.80
Quality Standard August issue	8,000	Yes	\$3,099.80
<b>TOTAL COST</b>			<b>\$52,058.60</b>

**Australian Institute of Family Studies (AIFS)**

1.

(a) Between 1 June 2014 and 31 August 2014 the Australian Institute of Family Studies printed 350 copies of the Annual Report which is available online at [www.aifs.gov.au](http://www.aifs.gov.au).

2.

Yes.

(a) The following suppliers were used:

- Filmshot Graphics (FSG).
- CanPrint Communications Pty Ltd.
- Classic Colour Copying Pty Ltd.
- Gray Design.

(b) Quotes obtained and chosen according to price and quality.

(c)

Description	Cost (inc. GST)
Business cards	\$396.00
<i>LSAC Annual Statistical Report</i> publication	\$6,363.50
<i>Life at 9</i> postcard	\$891.00
Conference posters	\$204.60
Conference flyer	\$1,873.52
Envelopes	\$163.49
<b>Total</b>	<b>\$9,892.11</b>

**National Disability Insurance Agency (NDIA)**

1.

(a) Between 1 June 2014 and 31 August 2014 the National Disability Insurance Agency has printed seven publications with external printing services. The documents are listed below:

Document	Copies
Strategic Plan booklet	1,000
Corporate Plan booklet	1,000
Presentation Folder	10,000
Progress Report booklet	900
NDIS Acts and Rules booklets	50
The NDIS in Victoria factsheet	200
What is the NDIS? brochure	30,000

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In addition, electronic copies of factsheets are printed out in-house by Trial Site staff for use at local community engagement events. To provide details of each print job would require an unreasonable diversion of resources.

Of the seven publications listed above, five are published online.

- 2 Yes.
- (a) The following suppliers were used:
- CanPrint Communications Pty Ltd.
  - Gordon Print.
  - Fleetwood Print Group.
  - Voodoo Creative.
- (b) The companies were selected through a combination of direct sourcing and competitive selection quoting processes.
- (c) The total cost of these print jobs was \$24,062.49 (GST inclusive).

**Social Security Appeals Tribunal (SSAT)**

1. The SSAT does not record this information
- (a) As above
2. Yes
- (a) Giraffe Visual Communication Management and Arena Printing
- (b) Limited Tender and Prequalified Tender
- (c) \$3,084 (GST exclusive)