



**Australian Government**  
**Department of Finance and Administration**

Reference: 2004 February Estimates Hearing  
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Mr Alistair Sands  
Committee Secretary  
Senate Standing Committee on Finance and Public Administration  
Parliament House  
CANBERRA ACT 2600

*Alistair Sands*  
Dear Mr Sands

**Response to Questions on Notice – February 2004 Hearings**

I am pleased to provide to the Committee the Finance and Administration portfolio's responses to another 45 questions on notice raised at the Senate Estimates Hearing on 17 February 2004. These are enclosed in both hard copy and compact disk.

The Department has previously provided responses to 110 questions on notice and these were tabled with the Committee on 21, 23 and 30 April 2004 and 3 May 2004 respectively.

We are continuing to work on responses to the remaining questions and will provide these to you as soon as possible.

Should you have any queries, please do not hesitate to contact Mr Sean Giddings on 6215 3590.

Yours sincerely

Ian McAuley  
Branch Manager  
Parliamentary and Corporate Support

20 May 2004

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Additional Estimates Hearings 2003-04 – 17 February 2004

**Question: F25**

**Outcome ComSuper**

**Topic: Defence Force Retirement and Death Benefits Act 1973**

**Hansard Page: F&PA 84**

**Senator Sherry asked:**

I am interested in the administrative treatment of it. If you are not familiar with it, perhaps you should take it on notice. Apparently, you can pay the sum back but, if you do not pay the sum back, your benefits are reduced. Even though you pay the sum back into the DB, your pension benefit is not adjusted. I found it a little extraordinary that that was the case. Nevertheless, that is what someone has complained to me about. Are you aware of the issues involved here?

**Mr Dent** – No. I have not come across that provision at all. I am quite happy to take it on notice.

**Answer:**

ComSuper understands the question to relate to a provision under the Defence Force Retirement and Death Benefits Act 1973 (closed to new members in 1991) in which a member of the Defence Force on retirement may in certain circumstances elect to “commute” a portion of his or her normal retirement pay (superannuation pension) to a lump sum. This option allows the person to access a lump sum to assist in their transition from service to civilian life. From 1 July 2002 the lump sum has been 5 times the annual standard pension entitlement of the person. If this option is taken the annual pension otherwise payable is reduced by an amount calculated by dividing the lump sum by the person’s life expectancy at retirement (measured in years to two decimal places and determined by reference to tables issued by the Australian Bureau of Statistics). If the person later lives to, or beyond, their life expectancy his or her pension does not revert to the uncommuted rate. On the other hand, if death occurs prior to the person attaining normal life expectancy the lump sum (or any part thereof) is not repayable. Irrespective of whether the former member elected to commute part of their entitlement, any reversionary benefit later payable to a surviving spouse is calculated as a percentage of the former member’s pension rate as if commutation had not occurred. Because of the foregoing, the lump sum ought not be characterised as a loan that is capable of repayment by instalments. Experience shows that the great majority of eligible DFRDB members have elected to commute their benefits on retirement.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F30**

**Outcome ComSuper**

**Topic: Performance Assessment Mechanisms**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Carr asked:**

1. For each agency within the Department, please provide full details of each of the performance assessment mechanisms linked to the pay outcomes or other financial reward of individual employees, including:
  - (a) What are the current process/es of performance assessment within the portfolio agency? If more than one, please provide details of each, and the employee category it applies to.
  - (b) For each of the performance assessment process/es identified in (a), please list the range of outcome results an employee can achieve from each of the performance assessment processes identified in (a);
  - (c) For each of the performance assessment process/es identified in (a), what pay or other financial change is linked to each outcome or result for the employee from the performance assessment [ie, the pay increase or one-off bonus or classification or level change];
  - (d) For each of the performance assessments identified in (a), what is the classification level of employees subject to this performance assessment (eg SES, EL1, EL2 or APS and equivalent);
  - (e) What is the principal industrial or other instrument governing each of the performance assessment mechanism/s (eg, the certified agreement or AWA);
  - (f) Does the performance assessment operate over a common cycle? Please provide the commencement and end dates of the most recent full cycle of each of the assessment process/es.
2. For each performance assessment mechanism described in (1), advise the number of male and the number of female employees at each possible outcome, by classification level for the most recent cycle (if the performance mechanism does not operate over a common cycle – aggregate outcomes using the 2002-03 financial year).

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

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**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Answer:**

1.

- a.(i) All ComSuper employees are subject to a formal performance assessment process. APS 1 to EL 2 employees participate in the ComSuper People Management Programme as part of the ComSuper Workplace Agreement.
- (ii) EL1 and EL2 employees are also subject to additional performance assessment as part of their individual AWAs.
- (iii) SES employees are subject to annual performance assessment as part of their individual AWAs.
- b.(i) For APS 1- EL 2 employees participating in the People Management Programme annual salary increments cannot be paid unless performance is assessed as satisfactory. Underperformance action can be taken where performance is assessed as unsatisfactory;
- (ii) For EL 1 and EL 2 employees with individual AWAs, different levels of performance bonuses are available for superior or exceptional performance.
- (iii) For SES employees, a performance bonus is payable where performance is assessed as being superior.
- c.(i) For APS 1- EL 2 employees participating in the People Management Programme, depending on level, up to four annual salary increments;
- (ii) For EL 1 and EL 2 employees with individual AWAs, performance lump sum bonuses of 5%, 7.5%, 10%, 12.5% or 15% of annual salary are available for superior or exceptional performance.

Performance assessment will not normally alter an employee's classification or level.

- (iii) For SES employees, a lump sum performance bonus of up to 10% is payable.
- d.(i) APS 1 to EL 2 employees;
- (ii) EL1 – EL2 ;
- (iii) SES Band 1.
- e. APS 1 to EL2 employees are currently covered by the ComSuper Workplace Agreement 2003-2005. In addition, EL1, EL2 and SES employees are covered by individual AWAs.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

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- f. Performance assessments operate on different cycles.

For APS 1 to EL2 employees covered by the Workplace Agreement, the cycle is over a 6 month period the most recent being for the period 1 July 2003 to 31 December 2003.

AWA performance assessment cycle for EL1 and EL2 is for 6 months with the last period being 1 July 2003 to 31 December 2003.

AWA performance assessment for SES employees is on an annual basis on the anniversary of the individuals AWA. The most recent cycle was completed in October 2003.

2. Certified Agreement

APS 1 to EL2: 192 female and 128 male employees were assessed as satisfactory; no employees were assessed as unsatisfactory.

AWAs

EL1

male: 6 employees received a 5% performance bonus;  
20 employees received a 10% performance bonus;  
female: 2 employees received a 5% performance bonus;  
9 employees received a 10% performance bonus;

EL2

male : no employees received a 5% performance bonus;  
8 employees received a 10% performance bonus;  
female: 1 employee received a 5% performance bonus; and  
2 employees received a 10% performance bonus.

SES

4 male and 1 female employee received performance bonuses of 10 % of salary.

The outcomes above are aggregated in respect of the 2002-2003 financial year. Different bonus levels, referred to in paragraph (c) (ii) above, apply to EL1 and EL2 employees with effect from 1 July 2003.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.1**

**Outcome ComSuper**

**Topic: Administered Programme Details**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

Could you please provide a list of all administered programmes in the CSS Board, including:

- A description of the programme;
- Number of people directly receiving funds/assistance under the programme;
- A breakdown on those receiving funds/assistance under the programme by electorate;
- The policy objective of the programme;
- Whether the programme is ongoing;
- The Funding in each financial year of the forward estimates for the programme (with a breakdown of administered and departmental expenses), including:
  - How much funding was allocated for the programme;
  - How much is committed to the programme;
  - How much is unspent.
- Indication of whether an evaluation of the programme effectiveness has been conducted:
  - If so, when that evaluation occurred; and
  - If so, the conclusion of that evaluation.

**Answer:**

ComSuper is not responsible for any administered programmes.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.2**

**Outcome ComSuper**

**Topic: Senior Executive Officer Numbers**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many Senior Executive Officers (or equivalent) were employed in ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.

**Answer:**

1996/97	8
1997/98	7
1998/99	8
1999/00	7
2000/01	8
2001/02	7
2002/03	5
2003/04	8

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.3**

**Outcome ComSuper**

**Topic: Senior Base/Top Wages for APS Staff**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the base and top (including performance pay) wages of APS 1, 2, 3, 4, 5, 6 (or equivalent), Executive Level 1 and 2 (or equivalent), and SES Band 1, Band 2 and Band 3 (or equivalent) in ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.

**Answer:**

See attached document.



# Senate Finance and Public Administration Committee

Senate Estimates - February 2004 (Questions on Notice for ComSuper- Senator Conroy)

		Year	Year	Year	Year	Year	Year	Year
Question		1996/97	1997/98	1998/99	1999/2000	2000/2001	2001/2002	2002/2003
								-To Date
								2003/2004
APS1	Bottom	23,938	24,416	25,026	26,035	26,686	28,020	28,763
APS1	Top	26,457	26,986	27,660	28,776	29,495	30,970	31,791
APS2	Bottom	27,091	27,632	28,322	29,465	30,202	31,712	32,552
APS2	Top	30,042	30,642	31,408	32,675	33,492	35,167	36,099
APS3	Bottom	30,857	31,474	32,260	33,562	34,401	36,121	37,078
APS3	Top	33,304	33,970	34,819	36,222	37,128	38,984	40,017
APS4	Bottom	34,391	35,078	35,954	37,405	38,340	40,257	41,324
APS4	Top	36,408	38,087	39,039	40,613	41,628	43,709	44,867
APS5	Bottom	38,359	39,126	40,104	41,720	42,763	45,350	46,552
APS5	Top	40,675	41,488	42,525	44,240	45,346	48,089	49,363
APS6	Bottom	41,430	42,258	43,314	45,060	46,187	48,496	49,781
APS6	Top	47,591	48,542	49,755	51,763	53,057	55,710	57,186
EL1	Bottom ( Including Perf. Pay)	50,931	54,174	55,528	57,765	59,209	62,169	63,816
EL1	Top (Including Perf. Pay)	60,687	64,348	65,956	68,615	70,330	73,846	75,803
EL2	Bottom ( Including Perf. Pay)	57,983	62,482	64,044	66,625	68,291	71,706	73,606
EL2	Top (Including Perf. Pay)	72,793	80,527	82,540	85,866	88,013	92,414	94,863
SES1	Bottom ( Including Perf. Pay)	68,228	71,632	73,423	76,382	78,292	85,000	85,000
SES1	Top (Including Perf. Pay)	90,332	94,382	96,742	100,640	103,156	121,000	121,000
SES2	Bottom ( Including Perf. Pay)	81,856	85,533	87,671	91,204	93,484	101,520	101,520
SES2	Top (Including Perf. Pay)	111,339	115,809	118,704	123,488	126,575	137,500	139,700
SES3	Bottom ( Including Perf. Pay)	115,469	117,201	125,500	129,600	159,965	159,965	150,000
SES3	Top (Including Perf. Pay)	127,016	128,921	138,050	142,560	175,962	175,962	165,000

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.4**

**Outcome ComSuper**

**Topic: Average SES Salaries**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the average salary for an SES (or equivalent) in ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.

**Answer:**

1996/97	\$92,844.38
1997/98	\$93,070.29
1998/99	\$96,164.00
1999/00	\$99,902.43
2000/01	\$104,712.75
2001/02	\$119,712.75
2002/03	\$121,400.00
2003/04	\$121,916.63

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.5**

**Outcome ComSuper**

**Topic: Mobile Phones Issued to Staff**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many staff had mobile phones issued by ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

**Answer:**

1996/97	21
1997/98	21
1998/99	24
1999/00	24
2000/01	34
2001/02	38
2002/03	56
2003/04	58

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.6**

**Outcome ComSuper**

**Topic: Mobile Phones Bills**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the total mobile phone bill for ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

**Answer:**

1996/97	\$3,455
1997/98	\$1,801
1998/99	\$3,805
1999/00	\$10,032
2000/01	\$13,869
2001/02	\$21,009
2002/03	\$18,205
2003/04	\$10,312

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.7**

**Outcome ComSuper**

**Topic: SES Cars**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many SES (or equivalent) were issued with cars in ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04?

**Answer:**

1996/97	6
1997/98	6
1998/99	7
1999/00	6
2000/01	6
2001/02	5
2002/03	4
2003/04	5

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.8**

**Outcome ComSuper**

**Topic: Management Retreats/Training**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

Could you please list all 'management retreats/training' conducted by ComSuper, which were attended by employees in 2000-01, 2001-02, 2002-03, 2003-04 to date. For such meetings held off-site (from ComSuper) could you please indicate:

- where (location and hotel) and when they were held;
- how much was spent in total;
- how much was spent on accommodation;
- how much was spent on food;
- how much was spent on alcohol/drinks; and
- how much was spent on transport.

**Answer:**

1996/97	Nil
1997/98	Nil
1998/99	Nil
1999/00	Nil
2000/01	Nil
2001/02	Nil
2002/03	The Boathouse and The Hyatt Hotel (Canberra) \$6,004.00
2003/04	The Boathouse and In-House Training (Canberra) \$2,789.00

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.9**

**Outcome ComSuper**

**Topic: Overseas Travel - Employees**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many overseas trips were taken by employees in ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

1996/97	Nil
1997/98	Nil
1998/99	Nil
1999/00	1
2000/01	1
2001/02	1
2002/03	2
2003/04	Nil

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.10**

**Outcome ComSuper**

**Topic: Overseas Travel - Employees**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What were the destinations of each of these overseas trips (F39.9).

**Answer:**

The destinations in respect of overseas trips undertaken by employees and members of ComSuper were as follows:

1999/00:	USA/Canada
2000/01:	USA/Canada
2001/02:	USA
2002/03	USA/Canada/China



**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.11**

**Outcome ComSuper**

**Topic: Overseas Travel - Employees**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the total cost of overseas trips of staff for by ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

- With a breakdown on the cost of accommodation allowances, food allowances and airflights.

**Answer:**

ComSuper's cost of overseas trips undertaken by employees were as follows:

	1999/00	2000/01	2001/02	2002/03
Accommodation	\$19,971	\$17,169	\$21,242	\$15,020
Airfares, Meal & Incidentals Allowance	\$41,438	\$38,524	\$31,234	\$26,505
<b>Total Cost</b>	<b>\$60,410</b>	<b>\$55,692</b>	<b>\$52,476</b>	<b>\$41,526</b>

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.12**

**Outcome ComSuper**

**Topic: Domestic Travel**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the total cost of domestic trips of staff for by ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

- With a breakdown on the cost of accommodation allowances, food allowances and airflights.

**Answer:**

ComSuper's cost of domestic trips undertaken by employees were as follows:

	1999/00	2000/01	2001/02	2002/03	2003/04
Accommodation & Allowances	4,313	\$43,264	\$36,032	\$11,289	\$11,946
Meals, Incidentals & Airfares	\$200,751	\$335,864	\$208,413	\$138,662	\$89,795
<b>Total Cost</b>	<b>\$205,064</b>	<b>\$379,128</b>	<b>\$244,445</b>	<b>\$149,950</b>	<b>\$101,741</b>

Data for the years 1996-97, 1997-98 and 1998-99 cannot be provided because of incomplete records, lack of information and changed accounting systems.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.13**

**Outcome ComSuper**

**Topic: Overseas Travel – Ministerial Staff**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many overseas trips of Ministerial Staff were paid for by ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

ComSuper has not paid for any overseas trips of Ministerial Staff over the periods 1996/97 to 2003/04.

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**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.14**

**Outcome ComSuper**

**Topic: Cost of Overseas Travel – Ministerial Staff**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the total cost of overseas trips of Ministerial Staff were paid for by ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

ComSuper has not paid for any overseas trips of Ministerial Staff over the periods 1996/97 to 2003/04.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.15**

**Outcome ComSuper**

**Topic: Advertising**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How much was spent on advertising by ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

ComSuper has not paid for any advertising over the periods 1996/97 to 2003/04.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.16**

**Outcome ComSuper**

**Topic: Publications Re Electoral Breakdown Spend**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

Did ComSuper produce publications that provided electorate breakdowns on spending on government programmes in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

ComSuper has not produced any publications during this period that provide electorate breakdowns on spending on government programmes during the periods 1996-97 to 2003-04.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.17**

**Outcome ComSuper**

**Topic: Advertising Re Electoral Breakdown Spend**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How much was spent on advertising which provided electorate breakdowns on spending on government programmes within ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

ComSuper has not undertaken any advertising during this period that provides electorate breakdowns on spending on government programmes during the periods 1996-97 to 2003-04. The amount spent by ComSuper is therefore nil.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.18**

**Outcome ComSuper**

**Topic: Consultancies**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How much was spent on consultancies by ComSuper in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

ComSuper's costs of consultancies are as follows:

1996/97	\$212,636
1997/98	\$217,425
1998/99	\$121,043
1999/00	\$1,528,509
2000/01	\$1,174,276
2001/02	\$1,209,448
2002/03	\$941,091
2003/04	\$550,761



**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.19**

**Outcome ComSuper**

**Topic: Attitudinal Survey on Programmes and Results**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

Did ComSuper conduct any surveys of attitudes towards programmes run by their department in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

In 1997-98 ComSuper initiated a series of client satisfaction surveys using the Canberra-based independent research firm, Orima Research. Surveys have been conducted at regular intervals in each of the financial years 1997-98 to the present.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.20**

**Outcome ComSuper**

**Topic: Which Programmes Surveyed**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

On what programmes administered by ComSuper were surveys conducted.

**Answer:**

Members of the CSS, PSS, MSBS and DFRDB superannuation schemes administered by ComSuper, who had recent contact with one of ComSuper's services, were surveyed in the period 1997-98 to the present. The services surveyed included provision of annual member statements for contributing and preserved benefit members, CPI increase notices for pensioners, telephone advisory services for all member types, written estimates of benefit entitlements, payment of benefit entitlements and member education seminars. In 2002-03 these surveys were extended to cover services provided to employers.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**ComSuper**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F39.21**

**Outcome ComSuper**

**Topic: Findings of Surveys**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What were the findings of these surveys.

**Answer:**

ComSuper's overall Quality Service Index, as derived from survey results, shows a high and gradually increasing level of client satisfaction.

Results from client satisfaction surveys are referred to in the Annual Reports of the Commissioner for Superannuation 2001-02 and 2002-03.

Further detail is available from the ComSuper website at the address:

<http://www.comsuper.gov.au/pages/surveys.htm>

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F30**

**Outcome 1, Output 1**

**Topic: Performance Assessment Mechanisms**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Carr asked:**

1. For each agency within the Department, please provide full details of each of the performance assessment mechanisms linked to the pay outcomes or other financial reward of individual employees, including:
  - (a) What are the current process/es of performance assessment within the portfolio agency? If more than one, please provide details of each, and the employee category it applies to.
  - (b) For each of the performance assessment process/es identified in (a), please list the range of outcome results an employee can achieve from each of the performance assessment processes identified in (a);
  - (c) For each of the performance assessment process/es identified in (a), what pay or other financial change is linked to each outcome or result for the employee from the performance assessment [ie, the pay increase or one-off bonus or classification or level change];
  - (d) For each of the performance assessments identified in (a), what is the classification level of employees subject to this performance assessment (eg SES, EL1, EL2 or APS and equivalent);
  - (e) What is the principal industrial or other instrument governing each of the performance assessment mechanism/s (eg, the certified agreement or AWA);
  - (f) Does the performance assessment operate over a common cycle? Please provide the commencement and end dates of the most recent full cycle of each of the assessment process/es.
2. For each performance assessment mechanism described in (1), advise the number of male and the number of female employees at each possible outcome, by classification level for the most recent cycle (if the performance mechanism does not operate over a common cycle – aggregate outcomes using the 2002-03 financial year).

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Answer:**

1.

(a) All employees of the PSS and CSS Boards undergo an annual performance review. The review of the performance of the Chief Executive Officer, Chief Investment Officer and the Chief Business Operations Officer is undertaken by the Board. The reviews of staff performance are carried out by the relevant senior executive officer.

(b) & (c) The performance review process may lead to an employee's salary package being increased, to a bonus being paid, to a combination of salary package increase and bonus being paid, or may lead to no salary increase and no bonus.

(d) & (e) All PSS and CSS Board employees are on individual contracts of employment which involve a salary package (total cost to employer) and there are no classifications or equivalent.

(f) There is no common cycle – each employee's performance is reviewed on the anniversary of their commencement of employment.

2. The PSS and CSS Boards employ 6 male employees and 14 female employees. As described in 1(a) the same performance review process applies to all.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.1**

**Outcome 1, Output 1**

**Topic: Administered Programme Details**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

Could you please provide a list of all administered programmes in the CSS Board, including:

- A description of the programme;
- Number of people directly receiving funds/assistance under the programme;
- A breakdown on those receiving funds/assistance under the programme by electorate;
- The policy objective of the programme;
- Whether the programme is ongoing;
- The Funding in each financial year of the forward estimates for the programme (with a breakdown of administered and departmental expenses), including:
  - How much funding was allocated for the programme;
  - How much is committed to the programme;
  - How much is unspent.
- Indication of whether an evaluation of the programme effectiveness has been conducted:
  - If so, when that evaluation occurred; and
  - If so, the conclusion of that evaluation.

**Answer:**

The CSS Board is not responsible for any administered programmes.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.2**

**Outcome 1, Output 1**

**Topic: Senior Executive Officer Numbers**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many Senior Executive Officers (or equivalent) were employed in the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board employs staff under contract, jointly with the PSS Board. Staff of the PSS and CSS Boards are not employed under the Public Service Act. The number of equivalent Executives employed by the PSS and CSS Boards are as follows:

2002-03	6
2003-04	8

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.3**

**Outcome 1, Output 1**

**Topic: Senior Base/Top Wages for APS Staff**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the base and top (including performance pay) wages of APS 1, 2, 3, 4, 5, 6 (or equivalent), Executive Level 1 and 2 (or equivalent), and SES Band 1, Band 2 and Band 3 (or equivalent) in the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board employs staff under contract, jointly with the PSS Board. Staff of the PSS and CSS Boards are not employed under the Public Service Act and the Boards, being only a small organisations, do not have an equivalent structure. Remuneration levels for Board staff are based on the skill levels and responsibilities required for each position.



**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.4**

**Outcome 1, Output 1**

**Topic: Average SES Salaries**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the average salary for an SES (or equivalent) in the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board employs staff under contract, jointly with the PSS Board. Staff of the PSS and CSS Boards are not employed under the Public Service Act. The CSS Board's share of the average salary (including superannuation components and accruing entitlements) of equivalent Executives employed by the is as follows:

2002-03: \$98,743

2003-04: \$97,433

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.5**

**Outcome 1, Output 1**

**Topic: Mobile Phones Issued to Staff**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many staff had mobile phones issued by the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

**Answer:**

The CSS Board does not issue mobile phones to staff. Rather, the Board's policy is to reimburse staff for the business usage of their personal mobile phones, where business usage may be calculated on an actual or percentage basis.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.6**

**Outcome 1, Output 1**

**Topic: Mobile Phones Bills**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the total mobile phone bill for the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. As previously advised, the CSS Board does not issue mobile phones to staff. Rather, the Board's policy is to reimburse staff for the business usage of their personal mobile phones, where business usage may be calculated on an actual or percentage basis. The total amount reimbursed to staff for mobile phone usage was as follows:

2002-03:	\$650
2003-04:	\$878

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**Department of Finance and Administration**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.7**

**Outcome 1, Output 1**

**Topic: SES Cars**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many SES (or equivalent) were issued with cars in the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04?

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The total number of Executives issued with cars was as follows:

2002-03:	Nil
2003-04:	Nil

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.8**

**Outcome 1, Output 1**

**Topic: Management Retreats/Training**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

Could you please list all 'management retreats/training' conducted by the CSS Board which were attended by employees in 2000-01, 2001-02, 2002-03, 2003-04 to date. For such meetings held off-site (from the CSS Board) could you please indicate:

- where (location and hotel) and when they were held;
- how much was spent in total;
- how much was spent on accommodation;
- how much was spent on food;
- how much was spent on alcohol/drinks; and
- how much was spent on transport.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board, in conjunction with the PSS Board, has held one management retreat which was attended by all staff. Details of that management retreat are as follows:

- (a) Berida Manor, Bowral NSW on 19 and 20 June 2003.
- (b) CSS Board's share of total cost was \$7,158.
- (c) CSS Board's share of accommodation costs was \$1,731
- (d) CSS Board's share of food costs was \$1,655.
- (e) CSS Board's share of alcohol/drinks costs was \$267.
- (f) CSS Board's share of transport costs was \$663.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.9**

**Outcome 1, Output 1**

**Topic: Overseas Travel - Employees**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many overseas trips were taken by employees in the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board employs staff under contract, jointly with the PSS Board. Overseas trips undertaken by employees of the PSS and CSS Boards were as follows:

2002-03:	5
2003-04:	7

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.10**

**Outcome 1, Output 1**

**Topic: Overseas Travel - Employees**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What were the destinations of each of these overseas trips (F31.9).

**Answer:**

The destinations in respect of overseas trips undertaken by employees and members of the PSS and CSS Boards were as follows:

2002-03:	USA – 2 trips, USA, UK & Ireland – 2 trips, UK & Europe – 1 trip.
2003-04:	USA – 2 trips, USA & UK – 2 trips, UK & Europe – 1 trip, Japan – 2 trips.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.11**

**Outcome 1, Output 1**

**Topic: Overseas Travel - Employees**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the total cost of overseas trips of staff for by the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

- With a breakdown on the cost of accommodation allowances, food allowances and airflights.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board's share of the cost of overseas trips undertaken by employees and members of the PSS and CSS Boards were as follows:

	2002-03	2003-04
Accommodation	\$11,585	\$10,167
Meal & Incidentals Allowance	\$8,682	\$11,265
Airfares	\$21,967	\$31,936
<b>Total Cost</b>	<b>\$42,234</b>	<b>\$53,368</b>



**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.12**

**Outcome 1, Output 1**

**Topic: Domestic Travel**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the total cost of domestic trips of staff for by the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

- With a breakdown on the cost of accommodation allowances, food allowances and airflights.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board's share of the cost of domestic trips undertaken by employees and members of the PSS and CSS Boards were as follows:

	2002-03	2003-04
Accommodation	\$25,164	\$18,207
Meal & Incidentals Allowance	\$10,614	\$9,275
Airfares	\$82,969	\$67,413
<b>Total Cost</b>	<b>\$118,747</b>	<b>\$94,895</b>

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.13**

**Outcome 1, Output 1**

**Topic: Overseas Travel – Ministerial Staff**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How many overseas trips of Ministerial Staff were paid for by the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board has not paid for any overseas trips of Ministerial Staff over the periods 2002-03 and 2003-04.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.14**

**Outcome 1, Output 1**

**Topic: Cost of Overseas Travel – Ministerial Staff**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What was the total cost of overseas trips of Ministerial Staff were paid for by the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board has not paid for any overseas trips of Ministerial Staff over the periods 2002-03 and 2003-04.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.15**

**Outcome 1, Output 1**

**Topic: Advertising**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How much was spent on advertising by the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board has not paid for any advertising over the periods 2002-03 and 2003-04.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.16**

**Outcome 1, Output 1**

**Topic: Publications Re Electoral Breakdown Spend**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

Did the CSS Board produce publications that provided electorate breakdowns on spending on government programmes in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

The CSS Board has not produced any publications during this period that provide electorate breakdowns on spending on government programmes during the periods 1996-97 to 2003-04.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.17**

**Outcome 1, Output 1**

**Topic: Advertising Re Electoral Breakdown Spend**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How much was spent on advertising which provided electorate breakdowns on spending on government programmes within the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

The CSS Board has not undertaken any advertising during this period that provides electorate breakdowns on spending on government programmes during the periods 1996-97 to 2003-04. The amount spent by the CSS Board is therefore nil.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.18**

**Outcome 1, Output 1**

**Topic: Consultancies**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

How much was spent on consultancies by the CSS Board in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board generally enters into arrangements with consultants in conjunction with the PSS Board. The CSS Board's share of the cost of consultancies are as follows:

2002-03:	\$857,941
2003-04:	\$332,917

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.19**

**Outcome 1, Output 1**

**Topic: Attitudinal Survey on Programmes and Results**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

Did the CSS Board conduct any surveys of attitudes towards programmes run by their department in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

**Answer:**

The CSS Board became a prescribed agency under the *Financial Management and Accountability Act 1997* on 1 July 2002. The CSS Board is responsible for the administration of the Commonwealth Superannuation Scheme (CSS). During 2002-03 and 2003-04, the CSS Board, in conjunction with the PSS Board and ComSuper, has conducted surveys of members of the CSS in respect of their satisfaction with communications and services.



**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.20**

**Outcome 1, Output 1**

**Topic: Which Programmes Surveyed**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

On what programmes administered by the CSS Board were surveys conducted.

**Answer:**

Refer to question F31.19. Surveys have been conducted in respect of CSS members satisfaction with communications and services provided by the CSS Board and ComSuper.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F40.21**

**Outcome 1, Output 1**

**Topic: Findings of Surveys**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What were the findings of these surveys.

**Answer:**

The CSS Board has conducted two separate surveys during 2002-03 and 2003-04 in respect of CSS member satisfaction with communications and services provided by the Board and ComSuper.

Results from the survey undertaken in 2002-03 can be found on the CSS website at the following address:

[http://www.css.gov.au/css/news/ar\\_research.doc](http://www.css.gov.au/css/news/ar_research.doc)

In an additional survey undertaken at the end of January 2003, ORIMA Research Pty Ltd conducted cognitive testing interviews with 5 PSS and 5 CSS members to test the ease of navigating the 2002-2003 Annual Reports for Members.

Overall, participants were satisfied with the 'navigability' of their annual report pack. The main issue remains: getting members to read the reports. All participants indicated they did not have enough time and only read material that caught their attention and suggested they must know that information. The information also needs to be brief and easily accessible. Most participants preferred more personalised information, which is more likely to get their attention.

Almost all participants at least glanced at their Member Statement. Longer term members with larger stakes in their fund showed more interest in their statements.

100% of participants were able to navigate the report to find most of the important information with ease. Most were surprised by the relevance of a lot of the information they were asked to find. Some difficulties were experienced locating information that either did not have sub headings in the contents or the headings were not intuitive for those participants.