

Estimates 2006-07 — Budget Estimates, May 2006

Questions on Notice Index—Department of Human Services and agencies

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS1	DHS	Evans	F&PA 52 25/05/06	<p>Mr Dainer—We are taking the first floor of that building. I think the rent starts from the beginning of next month. It may be this month; I cannot remember the month. The accommodation is about to be fitted out.</p> <p>Senator CHRIS EVANS—How long is the lease for?</p> <p>Mr Dainer—It is for four years.</p> <p>Senator CHRIS EVANS—With an option?</p> <p>Mr Dainer—Yes, there is an option.</p> <p>Senator CHRIS EVANS—For?</p> <p>Mr Dainer—I think it is two by two, but I would need to check.</p> <p>Senator CHRIS EVANS—Maybe you could tell me later on rather than take it on notice.</p> <p>Mr Dainer—Certainly.</p>	Received 6/07/06
HS2	DHS	Moore	F&PA 58 25/05/06	<p>Senator MOORE—In terms of the proposition that when KAZ was on their part of the panel it was clear from the time they went on that they could auspice KPMG to be part of the process, I am interested whether any of the others knew that ACME Engineering would be able to be if you used one of them.</p> <p>Mr Leeper—I would be very surprised if the KAZ-KPMG arrangement was the only one in that panel grouping. I think that is just how these panel arrangements work—companies cross leverage.</p> <p>Senator MOORE—I would just like to know who else is on the panel, but not publicly.</p> <p>Mr Leeper—We can certainly check that for you.</p>	Received 6/07/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS3	DHS	Evans	F&PA 63 25/05/06	<p>Mr Leeper—I am sure some work was done. I am just trying to address what I think is in your question, which is that KPMG may have been provided absolute figures by the agency. I am not sure that I could say that. So at the ends of a spectrum we are probably in the middle somewhere.</p> <p>Senator CHRIS EVANS—Perhaps you can see if there is an officer in the room during the course of the day who could help us with the question: what work was done, what the assumptions were, what was given to KPMG as the basis for the \$3 billion, the nature of work done for them and whether it consisted of more than just having a chat about it? While you are at it, can you confirm for me whether it is \$3 billion, up to \$3 billion, as much as \$3 billion? The term has been thrown around a bit in the media by various persons and I just want to check what we are actually saying. Is the estimate \$3 billion or is it up to \$3 billion?</p>	Received 6/07/06
HS4	DHS	Evans	F&PA 63 25/05/06	<p>Senator CHRIS EVANS—Perhaps I can ask it this way, Mr Leeper: what figure does the KPMG report formally indicate as the savings from the measure?</p> <p>Mr Leeper—Given that that in effect relates to the release of material in the KPMG report, I probably need to take that on notice. The minister has indicated that we are going through a process of assessing what in the report can be released.</p>	Received 6/07/06
HS5	DHS	Evans	F&PA 66 25/05/06	<p>Senator CHRIS EVANS—So the minister for health and others did not see the report?</p> <p>Mr Leeper—I am not aware that the privacy impact assessment was released to anybody else. I will check that for you.</p>	Received 30/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS6	DHS	Evans	F&PA 66 25/05/06	<p>Senator CHRIS EVANS—Okay. When did they hand that to you?</p> <p>Mr Leeper—We do not know. I think it might have been in March. I think the final document would have been completed towards the end of March.</p> <p>Senator CHRIS EVANS—Can you check that for me and come back to me later?</p> <p>Mr Leeper—Certainly.</p>	Received 6/07/06
HS7	DHS	Stott Despoja	F&PA 67 25/05/06	<p>Senator STOTT DESPOJA—Thank you. Why was the privacy impact assessment not made publicly available for, say, consultation? Why was a draft not made available so that various interests and sector representative organisations had an opportunity to comment before it went to cabinet on 26 April or whenever it was?</p> <p>Mr Bashford—You would have to ask the minister that. It is a decision of the minister whether he wants to release those things or not.</p>	Received 6/07/06
HS8	DHS	Stott Despoja	F&PA 67-68 25/05/06	<p>Senator STOTT DESPOJA—I want to clarify one more thing in relation to the privacy impact assessment. Mr Bashford, I asked initially about any changes that may have been made after the initial impact assessment was made available and when the proposal went to cabinet on 26 April. Are you aware of any changes that were made as a consequence of the cabinet discussion on 26 April or any changes that may have been made between that cabinet decision and the announcement in the federal budget on 9 May? Were any changes made that may have been as a result of deliberations generally or the privacy impact assessment specifically?</p> <p>Mr Bashford—I am not aware of any, but I will need to check that with the privacy officer within the team.</p>	Received 30/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS9	DHS	Stott Despoja	F&PA 78 25/05/06	<p>Senator STOTT DESPOJA—Was there anything in the privacy impact assessment that talked about some kind of body that dealt with the oversight of the card or, indeed, recommended independent oversight of either the implementation of the card or the card's operation post 2010?</p> <p>Mr Bashford—We will have to take that on notice.</p>	Received 24/10/06
HS10	DHS	Evans	F&PA 83 25/05/06	<p>Senator CHRIS EVANS—Just so that I am clear: was that letter a resignation or advice that he intended to resign at some time in the future? Maybe you would like to table the letter. Is that easier?</p> <p>Mr Leeper—No, I will not table the letter. It is a letter to the minister. I would need the minister's agreement to table the letter. It is a personal letter from Mr Kelaher to the minister.</p> <p>Senator CHRIS EVANS—Perhaps you could take on notice whether or not the minister would be prepared to table the letter.</p>	Received 6/07/06
HS11	DHS	Moore	F&PA 87 25/05/06	<p>Mr Bashford—I think there is a law that says that we have to keep those records for a period of time.</p> <p>Senator MOORE—Can I put that on notice in terms of what would be the lifespan of documentation and ID?</p> <p>Mr Bashford—Yes.</p>	Received 24/10/06
HS12	DHS	Moore	F&PA 87 25/05/06	<p>Senator MOORE—As I read it, you will not have an option to be part of the system without it, but, if you choose not to be in the system, do you have another option to have your data removed?</p> <p>Mr Leeper—We will take that on notice.</p>	Received 24/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS13	DHS	Moore	F&PA 88 25/05/09	<p>Senator MOORE—Mr Leeper, I am really interested in the comparable effort and the need for planning and commitment to the future on that point when compared to, for example, when we went to the Medicare system, the current number of people on Centrelink claims and all those kinds of things. What we are anticipating here is a period of a couple of years leading up to 2010 where all people will be expected to have this active. As you well know, there are all the component parts of a project of this size—the ID, the interaction, the creation of cards and all those kinds of things. Would you, through your organisation, be able to do a straight comparison with the Medicare introduction? It would be useful in terms of the number of people caught up with that. As Medicare is part of the Department of Human Services, that stuff should be on record.</p>	Received 24/10/06
HS14	DHS	Stott Despoja	F&PA 88 25/05/06	<p>Senator STOTT DESPOJA—There are issues around previous policy decisions and implementation. I refer to 1984 and changes to Medicare. I am just wondering if the government has sought to access any proposals or background information that may have been around under the previous Labor government for the Australia card proposal. Has any of that been sourced as part of the deliberations and the preparation of the initial policy proposal?</p> <p>Mr Leeper—As far as I am aware, no. I am happy to take that on the notice, if you wish me to, but as far as I am aware the answer is no.</p>	Received 30/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS15	Centrelink	Wong	F&PA 97 25/05/06	<p>Mr Whalan—With these SAS programs you could rerun it but you would have to change its slightly. It ought to be easier. You would have to change it slightly but you could rerun it. In terms of the first issue, that is why it took so long, and it will take a fair time again this time. We gave it last time; we should give it again this time, and we will.</p> <p>Senator WONG—Can you explain to me why the policy decision was made? What is the limit? It took you 14 hours and 30 minutes on the last occasion and you assert that is because you wrote a program to extract the information. You have indicated today that you could probably use the same program although it might require some amendment. Presumably, it would not require the full 14 hours. Why is it that 14 hours previously, if that is what your evidence is, was considered to be a reasonable request and then something less than 14 hours is now considered not to be reasonable?</p> <p>Mr Whalan—I think it was an error. There is no new threshold, as such. I think we ought to have provided it and we will.</p>	Received 30/10/06
HS16	DHS	Wong	F&PA 98 25/05/06	<p>Mr Leeper—And I just indicated that the advice about the need to provide cost estimates was conveyed orally by our parliamentary area to the agencies. In support of that, at some point there will be some general guidance about how to cost things. But that will be \$40 for non-SES and \$60 per hour for SES input.</p> <p>Senator WONG—Are you able to provide me with documentation associated with the direction?</p> <p>Mr Leeper—I cannot.</p> <p>Senator WONG—You cannot?</p> <p>Mr Leeper—Not here, no.</p> <p>Senator WONG—Is it going to be too onerous to provide that?</p> <p>Mr Leeper—I guarantee that we will provide it.</p>	Received 6/07/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS17	Centrelink	Wong	F&PA 101 25/05/06	<p>Senator WONG—From the part I read out to you—and I would be pleased if you wanted to point me elsewhere—it seems to be clear that the use of the private information, for example, the information that DEWR would be given, is:</p> <p>... to carry out their functions of administering these laws, as well as evaluating and monitoring the delivery of programs and for the conduct of appeals.</p> <p>How does the provision of the private details of Centrelink customers for the purpose of developing an advertising campaign fall within your privacy policy?</p> <p>Mr Whalan—I am not aware that we did provide them.</p> <p>Senator WONG—Okay, let us talk hypothetically. I accept that you do not believe you did, but you might want to check that.</p> <p>Mr Whalan—I will check it.</p>	Received 6/07/06
HS18	Centrelink	Wong	F&PA 104 25/05/06	<p>Senator WONG—Are you able to tell me, in each of the six offices, what is the current percentage of customers who have a fortnightly lodgment or fortnightly engagement?</p> <p>Ms Hogg—I do not have the information per office, but we could get that for you if you wanted to know the base we are starting from.</p> <p>Senator WONG—If you are able to.</p> <p>Ms Hogg—Yes.</p> <p>Senator WONG—What I am interested in, and maybe there is someone here who can tell me, is what the increase is likely to be. What will 65 or 66 per cent to 90 per cent mean in raw numbers?</p> <p>Ms Hogg—We can get that for you.</p>	Received 28/07/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS19	Centrelink	Wong	F&PA 104 25/05/06	<p>Senator WONG—I am interested in that staff allocation. I understand the first two are essentially facilitative, but I am interested in the additional staff to do the additional 90-second contact. So how many additional staff in each of the offices for the 12 weeks?</p> <p>Ms Hogg—From memory, it is about two to three per office.</p> <p>Senator WONG—Full-time?</p> <p>Ms Hogg—Yes.</p> <p>Senator WONG—If it is not too much work, maybe when you give me the indication of the additional contact or the proportion of people, or however you have that data—I am just trying to get a sense of what 65 to 90 means—you could also say at each of those offices how many additional staff will be engaged or additional staff hours there will be in terms of the contact time with customers.</p> <p>Ms Hogg—Yes.</p>	Received 24/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS20	Centrelink	Wong	F&PA 105 25/05/06	<p>Senator WONG—In the PBS on page 81, the figure is \$4.1 million, I presume, for financial case management for income support recipients. Does that relate to payments or simply the administration of the financial case management system? I presume it is not the administered appropriation—it is an agency appropriation. Is that right?</p> <p>Mr Divall—I understand that the area you are looking at is under the Welfare to Work financial case management for income support recipients on page 81. For the financial year 2006-07 the figure is \$3.81 million.</p> <p>Senator WONG—I was looking at the total over the forward estimates. I am asking what that appropriation is for. That is not the administered item, is it?</p> <p>Mr Divall—No.</p> <p>Senator WONG—That is not the actual notional amounts that will be paid to these people—this is \$4 million to set up the system to get someone else to pay them. Is that basically it?</p> <p>Mr Divall—It is to set up a system of payment to NGOs for the delivery of financial case management. It also includes some funds for Centrelink to set up systems for payments in relation to the advice that NGOs provide us.</p> <p>Senator WONG—Are you able to give me on notice a more detailed breakdown of that funding into the different issues that you have just outlined?</p> <p>Mr Divall—A breakdown of the financials?</p> <p>Senator WONG—Yes.</p>	Received 6/07/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS21	Centrelink	Wong	F&PA 106 25/05/06	<p>Senator WONG—Yes, I am aware of that, but you obviously have some knowledge because you just given evidence to me that this particular aspect of the guidelines—which is only one aspect of the Welfare to Work guidelines—will be contained separately. So I am asking: from the advice provided to you, what is your understanding of where a whole range of the guidelines associated with the implementation in this legislation will reside?</p> <p>Mr Divall—My understanding of where the specific guidelines will be held is only quite vague. We accept guidelines from the Department of Employment and Workplace Relations where they specifically are; I am not clear whether they are in social security guidelines or other guidelines.</p> <p>Senator WONG—Have you been provided with a copy of these guidelines on financial case management?</p> <p>Mr Divall—We have sets of questions and answers that guide us on specific aspects of financial case management, but I would have to check whether I have the specific policy guide for financial case management at this point.</p> <p>Senator WONG—Do you know what the legal status of the stand-alone guidelines would be?</p> <p>Mr Divall—I do not.</p> <p>Senator WONG—Centrelink has not been advised?</p> <p>Mr Divall—We would need to check.</p>	Received 30/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS22	Centrelink	Wong	F&PA 110 25/05/06	<p>Senator WONG—Is it regionally segregated? Is there regional analysis? Can NGOs say, 'We'll do it for Western Sydney or New South Wales but not Queensland.'</p> <p>Mr Divall—Some are covering more than one customer service centre, yes.</p> <p>Senator WONG—Are you able to provide that document?</p> <p>Mr Divall—Which document?</p> <p>Senator WONG—The register, and the indication of which areas they will service.</p> <p>Mr Divall—I can provide a list on notice of the NGOs on the register.</p> <p>Senator WONG—And which geographic area they have indicated a willingness to service?</p> <p>Mr Divall—I think I can provide that, yes.</p>	Received 30/10/06
HS23	Centrelink	Wong	F&PA 112 25/05/06	<p>Mr Whalan—You should ask the Department of Employment and Workplace Relations, who have the latest copy of it.</p> <p>Senator WONG—But, Mr Whalan, you told me that you were jointly preparing it.</p> <p>Mr Whalan—Yes.</p> <p>Senator WONG—They are joint documents. You can give me one too. It is not theirs. You told me that you were integrally involved in the preparation of these guidelines. You have joint ownership, so why can't you provide them?</p> <p>Mr Whalan—I have no problem with providing them. We will make sure we provide exactly the same copy.</p> <p>Senator WONG—Are you able to give me that soon? I would really like to have them before Monday. It would make my discussion with Dr Boxall much easier—for us both, I am sure. You have them, Mr Whalan. Is the only reason that you do not want to give me the copy you have currently that you think it may not be the most up-to-date version? Is that right?</p>	Received 30/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS24	Centrelink	Wong	F&PA 114 25/05/06	<p>Senator WONG—I will have to go to the supermarket. Okay, so in the ACT you would have to make sure people cannot buy grog. But you do not know what you are doing with cigarettes. Is that right?</p> <p>Mr Whalan—I would need to confirm.</p> <p>Senator WONG—Will you need to check with DEWR or are you going to put it in the guidelines that you co-author?</p> <p>Mr Divall—We would need to check with DEWR.</p>	Received 30/10/06
HS25	Centrelink	Wong	F&PA 115 25/05/06	<p>Senator WONG—You told me in February that the guidelines would be developed significantly ahead of implementation. I wonder when we will be able to see them.</p> <p>Mr Dolan—The guidelines have been made in draft form and will be made in final form to the providers. As is consistent with the current guidelines for the current range of assessments, it is not intended to release the guidelines publicly. They are to guide assessors, not to take assessments.</p> <p>Senator WONG—This is an estimates committee, so it does not matter whether you are releasing them publicly. I am asking you to provide them to the Senate estimates committee.</p> <p>Mr Dolan—I will take that question on notice; I will get back to you on that. The intention is to provide the guidelines to the assessors, and we can take that on notice.</p>	Received 28/09/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS26	Centrelink	Wong	F&PA 119 25/05/06	<p>Mr Leeper—Senator, I think that in the February hearing Mr Dolan was making the point that under job capacity assessments an individual assessor is meant to bring to bear whatever skills are needed to make the appropriate assessment.</p> <p>Senator WONG—I think he conceded that that might include a referral to a relevant specialist.</p> <p>Mr Leeper—It might, yes. But, basically, we are bringing together into one single point of assessment the responsibility for that action to occur, whereas, at the present time, a person may be referred from one assessment point to another without coordination.</p> <p>Senator WONG—Could you take that on notice. I would like to clearly understand the difference between the current assessment process and the JCA.</p> <p>Mr Leeper—Certainly.</p>	Received 6/07/06
HS27	Centrelink	Wong	F&PA 120 25/05/06	<p>Mr Whalan—The second one is the terms of privacy. I can confirm that no Centrelink officer has handed over any information in respect of individual customers for a market research exercise in relation to Welfare to Work.</p> <p>Senator WONG—I am going to give you the opportunity to take that on notice. I will try and give a bit more information. I said ‘personal details’. That included phone numbers for particular payment recipients. The relevant research group was called Open Mind Research Group. In fairness, I will give you the opportunity to discuss this with your officers over the next period. I want to know exactly what information was provided to DEWR or any other department for the purposes of a testing and advertising campaign or market research in relation to an advertising campaign. I also want to know whether that complied with Centrelink’s privacy policy.</p> <p>Mr Whalan—I will take that on notice.</p>	Received 6/07/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS28	Centrelink	Wong	F&PA 120 25/05/06	<p>Senator WONG—So we do not have an argument about questions on notice, do you still trap data in terms of benefits per postcode?</p> <p>Mr Whalan—Yes, we do.</p> <p>Senator WONG—Could I have that for DSP, the various Newstart payments and the parenting payment?</p> <p>Mr Whalan—Yes.</p> <p>Senator WONG—Is it onerous to extract that detail?</p> <p>Mr Whalan—I actually think it is already published on the web—</p> <p>Senator WONG—I do not think it is up to date.</p> <p>Mr Whalan—I will confirm that for you and, if it is, we will ring your office and confirm that. If it is not, we will provide it in a paper.</p>	Received 6/07/06
HS29	Centrelink	Moore	F&PA 121 25/05/06	<p>Mr Wadeson—I gather the components you are talking about are those often described in the early days as customer to Centrelink, business to Centrelink, government to government and government to community. You would like an update, under those four headings, of where we are going?</p> <p>Senator MOORE—Yes, and also in terms of your project plan. There was the five-year project plan, but there were also snapshots, 12-month project plans, within that. We just want to see how it is going. That may then lead to further questions next time, but I think it is timely to get that question on the books at this stage.</p> <p>Mr Whalan—I am happy to give that. Thank goodness for that investment, which we are now halfway through, because a lot of our ability to respond quickly now is a result of that investment.</p>	Received 30/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS30	Centrelink	Moore	F&PA 122 25/05/06	<p>Senator MOORE—There will not be any specific questions on notice on that, but we may ask for a briefing on that expansion. Beyond that, to put it on record, I am asking particularly about data mining. I have no idea what it is. There is \$2.2 million over two years to investigate the use of data mining. Can you provide us with some information about data mining? There must be a general thing.</p> <p>Mr Whalan—I can give you some brief advice.</p>	Received 6/07/06
HS31	Centrelink	Moore	F&PA 123 25/05/06	<p>Mr Whalan—We have Indigenous service officers.</p> <p>Senator MOORE—It is another snapshot element which I know you have picked up in your review of Indigenous services and which will lead to more questions subsequently. The methodology of service delivery for Indigenous people in Centrelink has evolved and I am just trying to get an idea of exactly how it is now.</p> <p>Mr Whalan—We will give you an overview of Indigenous staffing and how we deliver in relation to Indigenous customers.</p>	Received 6/07/06
HS32	Medicare	Moore	F&PA 132 25/05/06	<p>Mr Leeper—Part of the budget framework is that part of our minister's submission to the expenditure review process is to report on lapsing programs with a recommendation that they be continued or stopped, so there will have been some form of review. I am not sure how formal it would have been, but there certainly was an attachment to our submission that was talking about how this program was going and recommending continuation.</p> <p>Senator MOORE—I would have expected that. It is a program that generated a degree of interest when it was first introduced, as people were complaining that they did not have access to a Medicare office. It was promoted as a service that would give this access. It was also widely valued by the Pharmacy Guild, so if there is anything we can get on what your evaluation had been we would appreciate that.</p> <p>Mr Leeper—If you are happy, we will check that on notice.</p>	

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS33	CSA	Brown	F&PA 133 25/05/06	<p>Senator CAROL BROWN—Under the new cap—I am not sure if you can give me this information now but I will try—how many resident parent clients will have their fortnightly child support payments reduced by less than \$10 per fortnight?</p> <p>Ms Bird—I cannot give you a precise figure. We have done an analysis, but I do not have that here. I could provide that on notice.</p> <p>Senator CAROL BROWN—Thank you. I am looking for less than \$10 per fortnight; more than \$10 but less than \$20 per fortnight; more than \$20 but less than \$50 per fortnight; more than \$50 but less than \$100 per fortnight; and then more than \$100 per fortnight.</p> <p>Senator MOORE—Ms Bird, is that the kind of analysis you have done?</p> <p>Ms Bird—The analysis was not to those particular categories. We would be able to provide relatively quickly the analysis that we have already undertaken. I would have to determine how quickly we could do this analysis.</p> <p>Senator CAROL BROWN—What categories have you already done an analysis in?</p> <p>Ms Bird—They were not in such narrow bands and we were looking at it more on an annual basis. They were in higher bands.</p> <p>Senator MOORE—In case that degree of definition can be obtained quickly, can we put on notice that we would like your preliminary analysis as quickly as possible, and that may lead to further questions. If we can leave that request on notice just in case it can be obtained.</p>	Received 24/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS34	CSA	Brown	F&PA 136 25/05/06	<p>Senator CAROL BROWN—Are you able to tell us the total number of CSA clients who will be affected by the change in the family tax benefit maintenance arrangements?</p> <p>Mr Leeper—Not on the information in front of me, I am sorry, Senator, no.</p> <p>Senator CAROL BROWN—Would it be very difficult to get that information?</p> <p>Ms Bird—It would need to be Centrelink information, I believe.</p> <p>Mr Leeper—We will have to provide it on notice. I am sorry, Senator, I just do not have that information with me.</p> <p>Senator MOORE—On notice to Centrelink or to Child Support?</p> <p>Mr Leeper—It will come to us and we will get Centrelink to answer it, certainly, yes.</p> <p>Senator MOORE—So it is Human Services?</p> <p>Mr Leeper—Yes, I will take personal responsibility, Senator.</p>	Received 30/10/06
HS35	DHS	Evans	Written	Attached	Received 30/10/06
HS36	DHS	Evans	Written	Attached	Received 24/10/06
HS37	DHS	Evans	Written	Attached	Received 6/07/06
HS38	Centrelink	Carr	Written	Attached	Received 6/07/06
HS39	Centrelink	Evans	Written	Attached	Received 6/07/06
HS40	Centrelink	Evans	Written	Attached	Received 28/07/06
HS41	CSA	Evans	Written	Attached	Received 30/10/06
HS42	CSA	Evans	Written	Attached	Received 24/10/06
HS43	CSA	Fielding	Written	Attached	Received 28/07/06
HS44	DHS	Ludwig	Written	Attached	Received 24/10/06
HS45	CSA	Ludwig	Written	Attached	Received 24/10/06
HS46	CRS	Ludwig	Written	Attached	Received 6/07/06
HS47	Medicare	Ludwig	Written	Attached	Received 24/10/06
HS48	Centrelink	Ludwig	Written	Attached	Received 28/07/06
HS49	AH	Ludwig	Written	Attached	Received 28/07/06
HS50	HSA	Ludwig	Written	Attached	Received 28/07/06
HS51	DHS	Ludwig	Written	Attached	Received 24/10/06
HS52	CSA	Ludwig	Written	Attached	Received 6/07/06
HS53	CRS	Ludwig	Written	Attached	Received 30/10/06

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS54	Medicare	Ludwig	Written	Attached	Received 24/10/06
HS55	Centrelink	Ludwig	Written	Attached	Received 24/10/06
HS56	AH	Ludwig	Written	Attached	Received 24/08/06
HS57	HSA	Ludwig	Written	Attached	Received 24/10/06
HS58	DHS	Evans	Written	Attached	Received 6/07/06
HS59	CSA	Evans	Written	Attached	Received 6/07/06
HS60	CRS	Evans	Written	Attached	Received 6/07/06
HS61	Medicare	Evans	Written	Attached	Received 6/07/06
HS62	Centrelink	Evans	Written	Attached	Received 6/07/06
HS63	AH	Evans	Written	Attached	Received 6/07/06
HS64	HSA	Evans	Written	Attached	Received 24/10/06
HS65	DHS	Evans	Written	Attached	Received 24/10/06
HS66	CSA	Evans	Written	Attached	Received 28/07/06
HS67	CRA	Evans	Written	Attached	Received 6/07/06
HS68	Medicare	Evans	Written	Attached	Received 6/07/06
HS69	Centrelink	Evans	Written	Attached	Received 6/07/06
HS70	AH	Evans	Written	Attached	Received 6/07/06
HS71	HSA	Evans	Written	Attached	Received 6/07/06
HS72	Centrelink	Mason	Written	Attached	Received 24/10/06
HS73	CSA	Mason	Written	Attached	Received 24/10/06

Please note that answers are due by 7 July 2006.

Written QON -

HS 35

1. Was the KPMG person that Mr Leeper referred to as being of "extremely high standing and gave us significant confidence" (F&PA pg. 56, 25 May, 2006) Mr Chris Jordan?
2. Does DHS envisage the number of face to face transactions that its agencies administer will decrease over the next 4 years? If so, what is the estimate?
3. What proportions of the estimated Smartcard savings (\$3 billion over 10 years) will be achieved by addressing a) ID fraud, b) over claim fraud, c) false claim fraud, d) human error, e) transaction efficiency, f) staff cuts, g) improved database management and h) other (please define)?
4. In what year is it estimated that the total projected savings enabled by the Smartcard will equal the total projected costs of the Smartcard?

5. Is there a difference between the types of projected savings between Medicare, Centrelink, and Veterans' Affairs services? What are these differences?
6. Does the Smartcard business case (KPMG?) consider the impact of other anti fraud initiatives announced in the federal budget and also those currently being implemented and operated?
7. Can DHS rule out the use of personal identification number (PIN number) to aid Smartcard security?
8. Can DHS rule out the employment of Radio Frequency Identification (RFID) technology within the Smartcard?
9. As the Smartcard will be compulsory after 2010, what provision has been made for people, upon applying for a card, who cannot (unable to provide enough ID points) establish their identity, eg. homeless or indigenous Australians?
10. Will all the recommendations made by the Australian National Audit Office (Audit Report No. 29, 2005-06) for improving data accuracy / integrity be adopted by the Office of the Access Card?
11. Who will own the data on Smartcards?
12. Will any government department not have access to the Smartcard database? Which ones?
13. Can DHS rule out Smartcard database access by foreign governments?
14. Will Smartcards use an Australian made operating system?
15. Do Smartcards have any potential to be used for taxation compliance and anti-tax fraud purposes?
16. What % of Australians hold more than 4 of the 17 cards the Smartcard will replace? What % of Australians holds none of the 17 cards? What % of Australians holds only a Medicare card?

HS 36

What has been the cost of moving DHS office locations to date? What is the expected cost of planned moves of DHS office locations? What has been the motivation and justification of moving DHS office locations? Please provide a breakdown of incurred expenses, including estimates of productivity losses (staff down time, time to move, time during which office was physically split), extra security costs, packers/movers, teething problems, IT transfer difficulties/costs, new infrastructure, furniture, renovation, cost of new stationary / new badge and signage & logistics management.

HS 37

Does Centrelink have an IT Disaster Recovery system? What is it called? What is its current state of readiness? What is its budget?

Is there a Centrelink IT project currently working on Disaster Recovery? What is it called? What are its goals?

What previous attempts have there been to achieve these goals and at what cost?

What would be the impact today of a major outage of the Centrelink systems i.e in hours of downtime, to the network and services to the public?

Are DHS and agency systems appropriately protected from IT disasters?

HS 38

1. What services can Centrelink provide to TPV holders? What programs are they eligible for other than Special Benefit or Family Assistance Office Payments (where they meet the other eligibility criteria)?
2. Does Special Benefit have an activity test attached to it?
3. TPV holders are not able to access settlement services that would help them with their English language capacity, for example. Are they eligible for Job Network services, which might provide an alternative route into language and literacy programs?
4. Does Centrelink provide advice on housing options for its clients?
5. How does Centrelink work with Supported Accommodation Assistance Program (SAAP) services to determine the best advice it can provide to clients who are homeless or at risk of homelessness?
6. Is there standard advice that Centrelink staff have available to them when dealing with clients on TPVs or other humanitarian visas whose housing is at risk? Please provide a copy of that advice, if it exists.
7. Do Centrelink offices have a direct relationship with Commonwealth-funded settlement services to support clients who are eligible for settlement support?

HS 39

What is the time schedule and cost of the measures being undertaken to implement each of the recommendations made in the ANAO Audit report No. 29, as agreed to by Centrelink?

HS 40

How many cases of Centrelink duplicate payments were there in the 2005 – 2006 budget year and what proportion of these duplicated payments been recovered? Are you aware of adverse taxation consequences suffered by customers who have received payments in error? Are you aware of adverse consequences relating to other welfare payments suffered by customers who have received payments in error? What steps have been taken to resolve these situations?

HS 41

What is the incidence of unplanned leave taken by staff at the Child Support Agency during each month of 2006? How does the incidence of unplanned leave taken by staff at the Child Support Agency compare with the APS average?

HS 42

Please provide detail (scripts, incidence & contracts) of all radio broadcasts paid for by Child Support Agency since July 2005?

HS 43

1. Was legal advice sought or obtained by the Department with respect to the use of tax file numbers in the administration of child support legislation? If so, please provide a copy of the legal advice and a copy of the brief requesting the legal advice.
 2. Has the Minister ever sought advice with respect to the use of tax file numbers in the administration of child support legislation?
 3. Has the Minister ever been informed that the Child Support Registrar requires the Commissioner of Taxation to provide Tax File Number information for paying parents without first either requesting the information from the paying parent or obtaining a statement in writing from the paying parent authorising the Commissioner of Taxation to give the information to the Child Support Registrar, as provided in the *Child Support (Assessment) Act 1989*? If not, why not?
 4. Is the Department aware of concerns raised that over 1500 fathers took their own lives in 2002-03 alone and claims that many of these deaths are linked to injustices in the child support system? Has the Department investigated these concerns and what was the outcome of those investigations?
 5. Given the difficulty after separation of determining a just financial settlement to ensure that parents both support their children and can continue their new lives apart, would the Department please detail the process it follows to ensure that non-custodial parents have the financial ability to sustain a second household and have an incentive to continue to work hard for their future?
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QUESTIONS TO THE DEPARTMENT AND THE AGENCIES CONSTITUTED UNDERNEATH IT

HS 44 – HS 50

- (1) What sum did the department or agency spend during 2005-2006 on external legal services (including private firms, the Australian Government Solicitor and any others).
 - (2) What sum did the department or agency spend on internal legal services.
 - (3) What is the department or agency's projected expenditure on legal services for 2006-2007.
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HS 51 – HS 557

The following questions relate to the purchase of executive coaching and/or other leadership training services by the department/agency, broken down for each of the last four financial years.

Where available, please provide:

1. Total spending on these services.
2. The number of employees offered these services and their salary level.
3. The number of employees who have utilised these services and their salary level.
4. The names of all service providers engaged.
5. For each service purchased from a provider listed in the answer to the previous question, please provide:
 - a. The name and nature of the service purchased.
 - b. Whether the service is one-on-one or group based.
 - c. The number of employees who received the service.
 - d. The total number of hours involved for all employees.
 - e. The total amount spent on the service.
 - f. A description of the fees charged (e.g. per hour, complete package).
 - g. Where a service was provided at any location other than the department or agency's own premises, please provide:
 - i. The location used
 - ii. The number of employees who took part on each occasion
 - iii. The total number of hours involved for all employees who took part.

HS 58- HS 64

For DHS and each agency (Centrelink, Medicare Australia, Child Support Agency, CRS Australia, Australian Hearing, Health Services Australia), what was the total amount of work hours spent preparing for the 2006 Budget Estimates, **EXCLUDING** the preparation of answers for questions put on notice from the previous round?

HS65 – HS 71

How many complaints of breaches of privacy have DHS, and its agencies, received and how many upon investigation have been upheld, in the reporting years 2004 – 2005 and 2005 - 2006?

**Centrelink
HS 72**

1. With respect to a) The Child Support Agency, and b) Centrelink (the Agencies) in the last calendar year or financial year you have records for what is the total number of days of sick leave and unscheduled leave taken by the Agencies' employees? Over the same period, what was the average number of days of sick leave and unscheduled leave taken per Full Time Equivalent employee of the Agencies?
 2. What is the sick leave entitlement allowable to the employees of the Agencies as part of the terms of their employment (under the Certified Agreement or individual contracts)?
 3. Do the Agencies monitor and review the employees' use of sick leave entitlement? Has this procedure changed in the past 12 months?
 4. What initiatives, if any, have the Agencies undertaken in the past three years to address absenteeism?
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**Child Support Agency
HS 73**

1. With respect to a) The Child Support Agency, and b) Centrelink (the Agencies) in the last calendar year or financial year you have records for what is the total number of days of sick leave and unscheduled leave taken by the Agencies' employees? Over the same period, what was the average number of days of sick leave and unscheduled leave taken per Full Time Equivalent employee of the Agencies?
2. What is the sick leave entitlement allowable to the employees of the Agencies as part of the terms of their employment (under the Certified Agreement or individual contracts)?
3. Do the Agencies monitor and review the employees' use of sick leave entitlement? Has this procedure changed in the past 12 months?
4. What initiatives, if any, have the Agencies undertaken in the past three years to address absenteeism?