

**SENATE COMMUNITY AFFAIRS LEGISLATION COMMITTEE
SUPPLEMENTARY BUDGET ESTIMATES – 25 OCTOBER 2018
QUESTIONS ON NOTICE
DEPARTMENT OF HUMAN SERVICES**

HS No.	PDR	Broad topic	Senator	Question
1	SQ18-000149	Online Compliance - vulnerable people and people in remote areas	Siewert	<p>Senator Siewert: Who are the 300 letters that have been sent out, then?</p> <p>Ms Leon: It's less than 300 people. Those people are not subject to the online compliance process. We designed a staff-assisted process specially to attend to their particular potential needs and circumstances. They receive a letter, but they then are contacted by telephone to work through their potential overpayment so they are not sent to the online compliance portal. They weren't at any point in the sending of those 300 letters.</p> <p>Senator Siewert: So they receive a letter. Could you table a copy of the letter or, if you don't have a copy, take on notice to provide a copy of the letter they received?</p> <p>Ms Leon: We'll take that on notice. <i>[pages 104-105]</i></p>
2	SQ18-000150	Complaint Resolution	Singh	<p>a) Senator Singh: Let's look at the resolving of complaints. Again, in the annual report for 2016-17, the department resolved 71 per cent of Centrelink complaints within 10 working days. What was the resolution rate for complaints completed in 10 days in 2017-18?</p> <p>Mr Jackson: Is your reference the actual 2016-17 annual report?</p> <p>Senator SINGH: Yes.</p> <p>Mr Jackson: I don't have a copy of that in front of me.</p> <p>Ms Leon: Which page are you looking at, Senator?</p> <p>Senator SINGH: I haven't got the page number on me, but I'm asking specifically now about 2017-18, because it doesn't seem to be included in that annual report.</p> <p>Mr Jackson: We can certainly take that on notice.</p> <p>b) Senator Singh: On that, can you also advise the committee of the 2017-18 resolution rates for Medicare and child support allowance, with the percentage of complaints resolved within 10 days. I think that's still the kind of matrix that you use, isn't it?</p> <p>Mr Jackson: We're happy to provide that.</p> <p>c) Senator Singh: I'm not sure why it's in one annual report and not in the other and why you wouldn't have that rate of resolution of complaints in the current annual report?</p> <p>Ms Leon: I'm happy to take that on notice.</p> <p>Senator SINGH: You don't know why that has been omitted?</p> <p>Ms Leon: I am not aware that a specific decision was taken to leave it out, but I don't know what occurred in the production of the annual report that led to that. I am happy to get back to you both about that and about what the resolution rate was. <i>[page 108]</i></p>

HS No.	PDR	Broad topic	Senator	Question
3	SQ18-000151	Labour Hire - Hobart	Watt	<p>a) Senator Watt: What's the value of the contract? Senator Singh: The labour hire contract. Ms Cattermole: I don't have that on me. I could take that on notice. Ms Black: It would depend on how many people were engaged under the contract. Senator Watt: Is it on a per-person basis, that you pay X dollars per person? Ms Black: That's my understanding. I would like to take it on notice to check for you. There's no total value of the contract I can provide you. <i>[page 111]</i></p> <p>b) Senator Singh: Can I get some confirmation of what salaries these employees being employed through the labour-hire company would be paid. Ms Leon: We'll have to take that on notice. I haven't got the contract with me. <i>[pages 112]</i></p>
4	SQ18-000152	APS Salaries	Singh	<p>Senator Singh: Can we just break that down. APS 1 or 2—what are we talking about salary-wise there? What's the salary of an APS 1 or 2? Ms Cattermole: I don't know. I'd have to take that on notice. <i>[page 112]</i></p>
5	SQ18-000153	Labour Hire – Front of House	Watt	<p>a) Senator Watt: When were those front-of-house people first engaged as labour hire? Mr Jackson: The exact date I would take on notice, but I'd say it's been in place for about three to four weeks.</p> <p>b) Senator Watt: Do you know what pay level these people are on? Mr Jackson: I'd have to take that one on notice, I actually don't know—sorry. <i>[page 113]</i></p>
6	SQ18-000154	Claim Processing – Youth Allowance (Student)	Siewert	<p>a) Senator Siewert: What were the claims at hand as you started July? Are you able to tell me that? Mr Jackson: No, but we can certainly take it on notice. <i>[page 120]</i></p> <p>b) Senator Siewert: Can you please take on notice then for each month since the beginning of this calendar year how many student claims you had each month and what you were clearing? Ms Leon: Yes. <i>[page 121]</i></p>
7	SQ18-000155	Telephony	Siewert	<p>Senator Siewert: In terms of the other line, where income management and the BasicsCard are, does the average speed of answer of six minutes 43 seconds apply to the income management line? That call wait time has gone up very significantly. Ms Brill: The wait time's gone up around about 2½ minutes or two minutes 50 seconds, and it does also include income management as well as myGov, Australian victims of terrorism, emergency response, international services, et cetera. ... Senator Siewert: Because this is a conglomeration of a number of lines or areas of inquiry, are</p>

HS No.	PDR	Broad topic	Senator	Question
				you able to tell me how many relate to the BasicsCard and income management? Ms Brill: I'd have to take that on notice. <i>[page 121]</i>
8	SQ18-000156	Claim Processing – Age Pension	Siewert	<p>a) Senator Siewert: Can you do the same thing for me over this year in terms of what I've asked for youth allowance student? Can you give me each month this year for how many claims— Ms Leon: Were on hand? Senator Siewert: That were on hand—thank you.</p> <p>b) Ms Leon: I appreciate there was a degree of media interest, and there were higher than usual numbers of complaints about age pension processing a few months ago. Senator SIEWERT: Yes, so there was a problem. Ms Leon: There were more claims over standard than there should have been, a few months ago. Senator Siewert: How many over standard? Ms Leon: I think we've taken it on notice to give it to you month by month. <i>[page 122]</i></p>
9	SQ18-000157	Payments Reform Group - Contractors	Singh	<p>a) Senator Singh: Ms Leon, how many consultants or contractors—whichever you call them—are in the Payments Reform group of DHS? ... Senator SINGH: How many contractors are there in the Payments Reform group currently? Mr Murphy: I may need to take that question on notice. I don't think I have that information with me tonight. Senator SINGH: Ballpark figure? Mr Murphy: Sorry, I can give you that breakdown. There were 166 contractors as compared to 328 department staff as at 31 August this year. Senator Singh: How many were there the year before at around the same time? Mr Murphy: I will have to take that one on notice. I don't have the information for the previous years with me. <i>[pages 125-126]</i></p> <p>b) Senator Singh: Yes, I understand that; they are doing IT and non-IT work within that Payments Reform group. What are the salaries of those contractors? Mr Murphy: The contractor cost for tranche 3 of the WPIT program, 1 July to 31 August, was \$8.411 million. For tranche 2 of the program, 1 January 2017 to 30 June 2018, it was \$76,346,000—I'm rounding. Contractor cost for tranche 1 of the program, which was 1 July 2015 it to 30 June 2017, was \$72,314,000. Senator Singh: What does that work out to be per contractor? What are they earning? Mr Murphy: I'd need to do the maths. Ms Leon: Also, it wouldn't have been a steady state number of contractors for the entire</p>

HS No.	PDR	Broad topic	Senator	Question
				<p>period of the tranches, so we would have to take that on notice. <i>[page 126]</i></p> <p>c) Senator Singh: But you have just told the committee you've got 166 contractors that are doing IT and non-IT work in this—</p> <p>Mr Murphy: Non-IT work.</p> <p>Senator Singh: All non-IT?</p> <p>Mr Murphy: That does not include the CIO group, our chief information officer group, or other services such as training, recruitment, market research. Call that 'business contractors' as a generic description, as compared to IT contractors.</p> <p>Senator Singh: What is the range of salaries for these business contractors?</p> <p>Mr Murphy: I'd need to take that question on notice. <i>[page 126]</i></p>
10	SQ18-000158	Farm Household Allowance	Singh	<p>Senator Singh: Are they required to provide accurate income and assets, or an estimate?</p> <p>Ms Rule: It's an estimate. It's a best estimate—just as all our other income and assets tests require.</p> <p>Ms Leon: We're happy to give you a copy of the form, on notice. <i>[page 133]</i></p>
11	SQ18-000159	Disability Support Pension	Siewert	<p>a) Senator Siewert: Do you have data on how many people who applied for DSP have had multiple medical exemptions while on Newstart?</p> <p>Ms Rule: No, because we can't necessarily see through our system easily the transfer of a person who's claimed DSP, then onto Newstart, then the number of medical exemptions. It's quite a complex data picture to be able to trace for those individuals. Again, we heard that question this morning. We couldn't source that data by tonight, but we're happy to take it on notice and see what we can provide.</p> <p>b) Senator Siewert: I'm interested in both ways—those around DSP that have been transferred through to Newstart and then seek medical exemptions, but also people going the other way, who have been on Newstart, had medical exemptions and then go onto DSP.</p> <p>Ms Rule: We can take that on notice. <i>[page 136]</i></p>
12	SQ18-000160	Program of Support	Siewert	<p>a) Senator Siewert: Can you tell me—or do you need to take this on notice—how many people and what percentage of people who have been through a program of support have actually obtained employment?</p> <p>Ms Rule: No, I don't have that data. We can take that on notice.</p> <p>b) Senator Siewert: Could I also ask you to break that down, if you can, to people that identify as Aboriginal and not.</p> <p>Ms Rule: Indigenous and non-Indigenous?</p> <p>Senator Siewert: Indigenous and non-Indigenous, yes.</p> <p>Ms Rule: We can take that on notice as well.</p>

HS No.	PDR	Broad topic	Senator	Question
				c) Senator Siewert: I'm really interested also in looking at how many people that identify as Indigenous are going onto the program of support and then transitioning through to DSP. Ms Rule: Sure. We can take that on notice as well. <i>[page 136]</i>
13	SQ18-000161	Claim Processing – Sickness Allowance	Singh	<p>Senator Singh: We have had a number of complaints from people who have applied to Centrelink for sickness benefits. They have described the process as nothing short of humiliating, time-consuming and downright horrible. There are cases of people rushing to get their affairs in order due to a sudden diagnosis, subsequent operations, at the commencement of chemotherapy. Have you been aware of some of these complaints of sick Australians who are struggling to manage to get through this Centrelink system?</p> <p>Ms Leon: I'm not aware of the cases that you're referring to. I can tell you that our median days to process sickness allowance in 2017-18 was 35 days and that it is still running at 35 days now in 2018-19.</p> <p>Mr Jackson: Equally, I think we had 318 sickness benefit claims.</p> <p>Senator Singh: I understand these complaints have been raised with the department and with the minister. But you're saying you don't know anything about them.</p> <p>Ms Leon: I don't personally know about them, but I'm happy to take on notice whether we've had complaints about sickness allowance. <i>[page 138]</i></p>
14	SQ18-000162	ANAO Report – Child Support - Recommendations	Patrick	In May 2017 the ANAO tabled a report into 'Child Support Collection Arrangements between the Australian Taxation Office and the Department of Human Services'. The report contained 5 recommendations which the Department agreed to. Please provide details and the current status of each recommendations implementation.
15	SQ18-000163	Child Support - Emails	Patrick	<p>A discussion was held at Estimates in relation to emails that the Department received via standard email (i.e. not an encrypted online system or web messaging service):</p> <p>a) How many emails were received in FY16/17 by way of standard email (i.e. unencrypted) from child support clients?</p> <p>b) The Department undertook to review scripting when advising clients to use the unsecured email. What scripting was used prior to Estimates and will that be changed (and to what)?</p>
16	SQ18-000164	Telephony – Illawarra	O'Neill	Number of calls from clients from the Illawarra area to the Centrelink call centre for each financial year from 2010.
17	SQ18-000165	Customer Attendance	O'Neill	<p>For each financial year from 2010, the number of clients attending each Centrelink office below, including a further breakdown of the number of people accessing each service (for example: Medicare, Newstart, Age Pension, Family Tax Benefits, Child Care Rebate etc.) at each office:</p> <p>a) Corrimal</p> <p>b) Wollongong</p> <p>c) Warrawong</p>

HS No.	PDR	Broad topic	Senator	Question
				d) Shellharbour e) Dapto f) Nowra g) Batemans Bay h) Ulladulla i) Sanctuary Point Access Point j) Sussex Inlet Access Point offices of Centrelink for each financial year from 2010.
18	SQ18-000166	Customer Referrals	O'Neill	How many clients attended the Warrawong office and were referred to other offices each financial year from 2010?
19	SQ18-000167	Customer Referrals	O'Neill	Which offices were clients referred to when unable to access services at Warrawong?
20	SQ18-000168	Public Transport	O'Neill	What estimate of public transport travel time and cost were used to determine whether Wollongong and Dapto were the most effective options to remain?
21	SQ18-000169	Payments – Geographical Comparison	O'Neill	How many people in the suburbs surrounding Warrawong are in receipt of a payment and how does this compare to other areas?
22	SQ18-000170	Warrawong Payments	O'Neill	What are the 10 most accessed payments for people in the suburbs surrounding Warrawong?
23	SQ18-000171	Administration Costs	Farrell	What was the total cost incurred by the Department on new business cards for all Ministers, Assistant Ministers and Ministerial staff following the change of Prime Minister on 24th August 2018, and the subsequent reshuffle of the Government ministry on 28th August 2018 (please include production, design, and printing costs)?
24	SQ18-000172	Administration Costs	Farrell	What was the total cost incurred by the Department on new letterhead and personalised stationery for all Ministers, Assistant Ministers and Ministerial staff following the change of Prime Minister on 24th August 2018, and the subsequent reshuffle of the Government ministry on 28th August 2018? (please include production, design, and printing costs)
25	SQ18-000173	Administration Costs	Farrell	What was the total cost incurred by the Department on new electronic equipment (including telephones, iPads, computers, laptops) for all Ministers, Assistant Ministers and Ministerial staff following the change of Prime Minister on 24th August 2018, and the subsequent reshuffle of the Government ministry on 28th August 2018?
26	SQ18-000174	Telephony – Call overflow	Siewert	Is there an overflow line for calls that are not being answered? If so, are the calls that are being transferred to the overflow line being answered or are they dropping out?
27	SQ18-000175	Child Support - Emails	Siewert	Can Centrelink receive emails about child support matters from payers and payees? If not, why not?
28	SQ18-000176	Online Compliance Intervention – Deceased People	Siewert	In reference to a question at the previous estimates (SQ18-000105) could the Department please provide updated figures and answer:

HS No.	PDR	Broad topic	Senator	Question
				<ul style="list-style-type: none"> a) How many of these deceased individuals responded, interacted or made contact to the department after the OCI letter? b) How many of these deceased individuals were marked as vulnerable/previously marked as vulnerable? c) What is the breakdown of current recipient/ex recipient at the date of death? d) What is the age breakdown of these deceased individuals? e) What was the average and median debt size for these individuals? f) What is the sex breakdown for these individuals? g) What is the payment type breakdown for these individuals? h) How many of these individuals were referred to a social worker, Lifeline or a similar service?
29	SQ18-000177	Online Compliance Intervention – Deceased / Self-harmed	Siewert	<p>Is the Department aware of individuals who have received OCI related correspondence who have taken their own lives or self-harmed? Please provide, broken down by deceased / self-harmed:</p> <ul style="list-style-type: none"> a) Statistics; b) Breakdown of recipient age; c) Breakdown of recipient sex; d) Breakdown of payment type; and e) Breakdown of average and median debt size.
30	SQ18-000178	Online Compliance Intervention – Referrals	Siewert	<ul style="list-style-type: none"> a) How many recipients of OCI related correspondence have been referred to a social worker? b) How many recipients of OCI related correspondence have been referred to Lifeline or a similar support service?
31	SQ18-000179	Online Compliance Intervention – Debt Calculation	Siewert	<ul style="list-style-type: none"> a) When a debt is automatically calculated by the OCI system, are the fortnightly earnings previously reported taken into consideration, or just the total annual figure? b) When a debt is manually reviewed, are previously reported fortnightly figures considered, or just the annual value? Does the recipient have to re-report fortnightly earnings they may have already? If so, why? c) As per the above two questions, has this always been the case or have processes changed? If so, why?
32	SQ18-000180	Online Compliance Intervention – Debts Raised	Siewert	<p>For all OCI raised debts, can the Department please provide:</p> <ul style="list-style-type: none"> a) The total number of debts raised where tax was paid in the same financial year; b) The average amount of tax paid by each person in the financial year(s) relevant to the debt;

HS No.	PDR	Broad topic	Senator	Question
				<ul style="list-style-type: none"> c) The median amount of tax paid by each person in the financial year(s) relevant to the debt; d) The average and median debt size; e) A breakdown by financial year of: <ul style="list-style-type: none"> i. Debts raised; ii. Debts where person paid tax; iii. Total tax paid (average/median) iv. Total debt (average/median)
33	SQ18-000181	Online Compliance Intervention – Tax Return Amendments	Siewert	<ul style="list-style-type: none"> a) Is the Department aware that the ATO has an amendment limit for tax returns of two years? b) Even if there is an appeals process which is not guaranteed to be successful, does the Department consider it fair that a recipient cannot simply amend their tax in the historic years the OCI goes back to?
34	SQ18-000182	Online Compliance Intervention – Tax Return Amendments	Siewert	Based on the amount of people who have paid tax and repaid an OCI related debt for a prior financial year, how many recipients would now have a discrepancy with the ATO that requires amendment?
35	SQ18-000186	Online Compliance Intervention – Tax Return Amendments	Siewert	Can the Department provide an estimate as to how much money could be owing to these recipients who paid tax and repaid a debt if they were all to amend their tax returns successfully? Include an average/median.
36	SQ18-000187	Online Compliance Intervention – Debt Calculation	Siewert	Are working or income credits taken into consideration when a debt is calculated under the OCI? Or does the recipient have to raise the issue first?
37	SQ18-000188	Online Compliance Intervention – Debt Calculation	Siewert	<ul style="list-style-type: none"> a) Does the Department believe that every debt that is calculated automatically by the OCI system is a legally raiseable debt under Social Security law? b) How does this comply with Section 1222A of the <i>Social Security Act</i> which requires it be raised by a provision in the Act? What section allows the OCI to automatically calculate and raise a debt?
38	SQ18-000189	Online Compliance Intervention – Debt Calculation	Siewert	<ul style="list-style-type: none"> a) Is the Department of the view that where averaging is used, the debt is always accurate? b) If not, is it lawful to raise such a debt? If so, what section(s) under what act(s). c) Where averaging has been used and a debt has been disputed, what is the average and median amounts by which the debts have reduced? d) How many debts with averaging used have been reduced (figure and percentage) and by what total value (update to figures provided previously)? e) As per the figure/percentage above regarding debts raised with averaging and subsequently reviewed and changed, at what point would the department consider it is not lawful or fair to raise debts using averaging?

HS No.	PDR	Broad topic	Senator	Question
39	SQ18-000196	Online Compliance Intervention – Debts Settled	Siewert	What percentage of OCI related debts are settled at or before AAT1/AAT2 finality of proceedings?
40	SQ18-000198	Online Compliance Intervention – Debt Statistics	Siewert	Between 1 July 2016 and now: a) How many OCI letters have been sent? b) How many have resulted in debts raised? c) What is the average and median sized debt? d) How many reassessments have been initiated? e) How many of these reassessments have been completed? f) How many formal reviews have been requested/completed? g) How many appeals (AAT) have been requested/completed? h) How many debts have been reduced? i) How many debts have been wiped? j) How many debts have been written off?
41	SQ18-000199	Online Compliance Intervention – Administration Costs	Siewert	How much money has been spent administering the OCI system? Please provide a breakdown by financial year.
42	SQ18-000201	Disability Support Pension – Political Candidate	Siewert	Is Centrelink advising DSP recipients that if they run as a candidate for a political party that Centrelink will view this as ‘work’ and cancel the recipient’s payment?
43	SQ18-000203	Child Support – Policy Changes	Siewert	a) Please outline what policy changes relating to child support have come into effect since 1 July this year? b) Is one of these policy changes related to notifying of a care change with 28 days and no backdating of care changes? c) If yes, what effect is this policy change going to have on family tax benefit entitlements? d) How has the Government notified affected individuals of these changes? e) Is this information readily available on the DHS website?
44	SQ18-000252	Corporate – Functions / Official Receptions – Ministerial	Bilyk	In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio in the financial year commencing 1 July 2017, can the following please be provided: <ul style="list-style-type: none"> • List of functions; • List of attendees including departmental officials and members of the Minister’s family or personal staff; • Function venue; • Itemised list of costs (GST inclusive); • Details of any food served;

HS No.	PDR	Broad topic	Senator	Question
				<ul style="list-style-type: none"> • Details of any wines or champagnes served including brand and vintage; • Any available photographs of the function; and • Details of any entertainment provided.
45	SQ18-000254	Corporate Expenditure – Functions / Official Receptions – Departmental	Bilyk	<p>In relation to any functions or official receptions etc. hosted by the Department or agencies within the portfolio in the financial year commencing 1 July 2017, can the following please be provided:</p> <ul style="list-style-type: none"> • List of functions; • List of attendees including departmental officials and members of the Minister’s family or personal staff; • Function venue; • Itemised list of costs (GST inclusive); • Details of any food served; • Details of any wines or champagnes served including brand and vintage; • Any available photographs of the function; and • Details of any entertainment provided.
46	SQ18-000255	Corporate Expenditure – Office & facility upgrades	Bilyk	<p>a) Were the furniture, fixtures or fittings of the Secretary’s office, or the offices of any Deputy Secretaries, upgraded in the financial year commencing 1 July 2017? If so, can an itemised list of costs please be provided (GST inclusive)?</p> <p>b) Were the facilities of any of the Department’s premises upgraded in the financial year commencing 1 July 2017, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment?</p> <p>c) If so, can a detailed description of the relevant facilities upgrade please be provided together with an itemised list of costs (GST inclusive)? Can any photographs of the upgraded facilities please be provided?</p>
47	SQ18-000256	Corporate Expenditure – Staff travel	Bilyk	What was the total cost of staff travel for departmental employees in the financial year commencing 1 July 2017?
48	SQ18-000258	Corporate Expenditure – Media monitoring	Bilyk	<p>a) What was the Department’s total expenditure on media monitoring in the financial year commencing 1 July 2017?</p> <p>b) Can an itemised list of all AusTender Contract Notice numbers for all media monitoring contracts in that period please be provided?</p>
49	SQ18-000260	Corporate Expenditure – Advertising and information campaigns	Bilyk	<p>a) What was the Department’s total expenditure on advertising and information campaigns in the financial year commencing 1 July 2017?</p> <p>b) What advertising and information campaigns did the Department run in the relevant</p>

HS No.	PDR	Broad topic	Senator	Question
				period? c) Can an itemised list of all AusTender Contract Notice numbers for all advertising and information campaign contracts in that period please be provided?
50	SQ18-000262	Corporate Expenditure – Promotional merchandise	Bilyk	a) What was the Department's total expenditure on promotional merchandise in the financial year commencing 1 July 2017? b) Can an itemised list of all AusTender Contract Notice numbers for all promotional merchandise contracts in that period please be provided? c) Can photographs or samples of relevant promotional merchandise please be provided?
51	SQ18-000263	Corporate Expenditure – Ministerial overseas travel	Bilyk	Can an itemised list of the costs of all international travel undertaken by Ministers or Assistant Ministers in the portfolio in the financial year commencing 1 July 2017 please be provided? This list should include the costs of: <ul style="list-style-type: none"> • Flights for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, and identify the airline and class of travel; • Ground transport for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials; • Accommodation for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed; • Meals and other incidentals for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided; and • Any available photographs documenting the Minister's travel should also be provided.
52	SQ18-000265	Corporate Expenditure – Social media influencers	Bilyk	a) What was the Department's total expenditure on social media influencers during the financial year commencing 1 July 2017? b) What advertising or information campaigns did the Department use social media influencers to promote? c) Can a copy of all relevant social media influencer posts please be provided? d) Can an itemised list of all AusTender Contract Notice numbers for all relevant social media influencer contracts please be provided?
53	SQ18-000267	Non-APS staffing	Smith	a) Over the past 24 months, how many individuals have been carrying out duties within your agency who were not engaged as employees under Section 22 of the Public Service Act (e.g. policy, ICT, program delivery)? b) How many of these individuals have been providing services to the Department for greater

HS No.	PDR	Broad topic	Senator	Question
				than 12 months? c) What was the reason for not employing these individuals under Section 22 of the Public Service Act?
54	SQ18-000271	Service Centre Facilities	Watt	How many Centrelink service centres have seating available while people are waiting to be served? How many do not?
55	SQ18-000274	Service Centre Facilities	Watt	How many Centrelink offices have dedicated service counters or areas for age pensioners?
56	SQ18-000277	Service Centre Accessibility	Watt	Can an older person or a person with disability make an appointment to visit Centrelink and make an enquiry?
57	SQ18-000279	KPMG Report	Watt	Can the government table the KPMG report on independent review on Centrelink staff reported in the media in late October? (https://www.smh.com.au/politics/federal/govt-says-secret-report-shows-contractors-answer-more-centrelink-calls-20181030-p50cu3.html)
58	SQ18-000280	Real Estate Evaluations	Watt	In regards to real estate evaluations, on page 47 of the annual report for 2017-18 it says "when needed the Department arranges for a professional valuation or estimate verification of assets." Can the department please advise of the cost of doing this for the following financial years: a) 2015-16 b) 2016-17 c) 2017-18
59	SQ18-000282	Real Estate Evaluations	Watt	In regards to real estate evaluations, on page 47 of the annual report for 2017-18 it says "when needed the Department arranges for a professional valuation or estimate verification of assets." How many valuations were completed in the following financial years: a) 2015-16 b) 2016-17 c) 2017-18
60	SQ18-000285	Real Estate Evaluations	Watt	In regards to real estate evaluations, on page 47 of the annual report for 2017-18 it says "when needed the Department arranges for a professional valuation or estimate verification of assets." How many clients were impacted by these valuations?
61	SQ18-000288	Complaint Resolution	Watt	Can the Department please provide the 2017-18 resolution rates (i.e. the percentage of complaints resolved within 10 days) for all payment types?
62	SQ18-000290	Farm Household Allowance Payments	Watt	Can the Department please state how many farmers were receiving FHA prior the Government's announcement of the extension of the FHA from 3 years to 4 years?
63	SQ18-000291	Farm Household Allowance	Watt	Can the Department please state how many farmers who had not exhausted their 3 year FHA

HS No.	PDR	Broad topic	Senator	Question
		Payments		payment have applied to receive the extended year?
64	SQ18-000292	Farm Household Allowance Payments	Watt	Can the Department please state how many new applications have been received post the Government's announcement of the supplementary payment of up to \$12,000 dollars?
65	SQ18-000293	Farm Household Allowance Payments	Watt	Can the Department please state how many applications have been refused?
66	SQ18-000294	Farm Household Allowance Payments	Watt	Can the Department please state how many new applications have been received post the Government's announcement that the farm asset threshold has been increased from \$2.6m to \$5m?
67	SQ18-000295	Farm Household Allowance Payments	Watt	Can the Department please state how much it has cost so far to keep Centrelink offices open longer hours to meet FHA and drought related needs? Please include keeping centres open on Saturdays.
68	SQ18-000296	Farm Household Allowance Payments	Watt	How much back pay has the department paid in the past year to cover time in processing applications?
70	SQ18-000298	Age Pension	Watt	Can the Department please state if a person applies for an Aged Pension whether their Health Card and Concession Cards are immediately cancelled?
71	SQ18-000299	Cleveland Report	Watt	The Department stated in May estimates that the implementing the Cleveland recommendations were anticipated to be completed by the end of the calendar year. Is this still correct?
72	SQ18-000300	Telephony	Watt	In regards to telephone activity and interactions with Centrelink over the last six months: a) How many busy signals have there been? b) How many calls went unanswered? c) What is the longest wait time?
73	SQ18-000301	Call Centre Enhancement Pilot	Watt	In the 2016-17 annual report it was stated: "In the 2017-18 Budget, the Australian Government announced that it will provide funding for the department to pilot opportunities to increase call centre capacity by an additional 250 full-time equivalent roles." a) Did this happen? b) What is this pilot trialling? c) How will it be assessed? d) What are the assessment criteria? e) Where geographically is the pilot taking place? And why was this / these location(s) chosen? f) What equivalent APS level are the staff who will be partaking in the pilot?

HS No.	PDR	Broad topic	Senator	Question
74	SQ18-000302	Telephony – Call Wait Times	Watt	Please provide details of the monthly average call wait time for period for the last financial year by call queue: a) Families and parenting b) Older Australians c) Employment services d) Youth and students e) Disability, sickness and carers f) Participation solutions
75	SQ18-000303	Telephony – Call Handling Times	Watt	Please provide details of the average call handling time for the period for the last financial year by call queue: a) Families and parenting b) Older Australians c) Employment services d) Youth and students e) Disability, sickness and carers f) Participation solutions
76	SQ18-000304	Telephony – Call Transfers	Watt	Please provide details of the internal rate of transfer on the social security lines for the last financial year: a) Calls answered by outsourced providers; b) Calls answered by DHS Smart Centres.
77	SQ18-000305	Telephony – Out of Scope	Watt	Please provide details of the proportion of calls marked “out of scope” on social security lines for the last financial year: a) calls answered by outsourced providers; b) calls answered by DHS Smart Centres.
78	SQ18-000306	Service Providers – Training	Watt	Please advise of the initial and ongoing training provided to the staff of the outsourced providers and the role DHS plays in that process.
79	SQ18-000307	Service Providers – Workplace practices	Watt	Please advise what steps DHS undertakes to ensure that the workplace practices of the outsourced providers are consistent with industrial legislation and applicable industrial instruments.
80	SQ18-000308	Telephony – Call Handling Times	Watt	What percentage of calls received in the 2017-18 were answered: a) In less than/equal to 60 minutes? b) In less than/equal to 30 minutes?
81	SQ18-000309	Telephony – Call Handling	Watt	What was the total number of calls answered in over 60 minutes?

HS No.	PDR	Broad topic	Senator	Question
		Times		
82	SQ18-000310	Customer Aggression	Watt	How many incidents of customer aggression were reported in: a) 2015-16 b) 2016-17 c) 2017-18 Please provide each centre and the number.
83	SQ18-000311	Customer Aggression	Watt	How many duress alarm activations were there in Centrelink or other Department centres in: a) 2015-16 b) 2016-17 c) 2017-18 Please provide each centre and the number.
84	SQ18-000312	Customer Aggression	Watt	How many customer aggression incidents did the department report to Comcare in: a) 2015-16 b) 2016-17 c) 2017-18
85	SQ18-000313	Customer Aggression	Watt	Is it mandatory for staff to report customer aggression incidents they have experienced or witnessed? If not – why not?
86	SQ18-000314	Customer Aggression	Watt	What strategies is the department using to reduce the number of customer aggression incidents?
87	SQ18-000315	Managed Service Plans	Watt	How many “customer management plans” were applied in: a) 2015-16 b) 2016-17 c) 2017-18
88	SQ18-000316	Service Centre Wait Times	Watt	Please provide details on the average monthly wait times in Service Centres. Where possible, please break that down by Service Zone and/or Service Centre.
89	SQ18-000317	Service Centre Interactions	Watt	Broken down by payment type (Age Pension, Disability Support Pension, Carer Payment, Newstart Allowance, Student Allowance and Carer Allowance), how many client queries or interactions has Centrelink received in person or at a shopfront from 1 May 2018, to 30 September 2018?
90	SQ18-000318	Service Centre Interactions	Watt	a) In reference to Centrelink clients who attend Centrelink shopfronts in person, what is the median wait time for a Centrelink client to speak with a Centrelink representative? b) How many of those clients are then directed to use phones at a Centrelink shopfront in order to speak with a Centrelink representative?

HS No.	PDR	Broad topic	Senator	Question
				c) Are Centrelink shopfront staff instructed to direct clients to the use a phone or computer at the shopfront in certain circumstances?
91	SQ18-000319	Service Centre Interactions	Watt	Please provide details on the process that would apply to a customer who presents for face to face service after having failed to access the required assistance for a partial payment via a call centre?
92	SQ18-000320	Online Services	Watt	Please provide details of what service offers are now only accessible online which were previously available through Services Centres and when was the date of transfer to online service for each service offer only.
93	SQ18-000321	Service Centre Interactions	Watt	How many Centrelink clients have been turned away from a Centrelink shopfront this year?
94	SQ18-000322	Payment Processing Times	Watt	What is the average time taken between the first submission of an application for payment being lodged and the approval of a payment, broken down by Age Pension, Disability Support Pension, Carer Payment, Newstart, Student and Carer Allowances?
95	SQ18-000323	Payment Processing Times	Watt	How many applications, from the time of the first submission of an application being lodged and the approval of a payment or rejection of an application, have taken more than 26 weeks, broken down by payment type (Age Pension, Disability Support Pension, Carer Payment, Newstart Allowance, Student Allowance and Carer Allowance)?
96	SQ18-000324	Claims on Hand	Watt	How many Australians are currently waiting for their claim(s) application to be assessed broken down by payment type (Age Pension, Disability Support Pension, Carer Payment, Newstart Allowance, Student Allowance and Carer Allowance)?
97	SQ18-000325	Payment Processing Times	Watt	What is seen as the optimum time for a claim to be processed broken down by Age Pension, Disability Support Pension, Carer Payment, Newstart, Student and Carer Allowances?
98	SQ18-000326	Payment Processing Times	Watt	a) How many claims were not processed in the optimum or target timeframe in the last year broken down by Age Pension, Disability Support Pension, Carer Payment, Newstart, Student and Carer Allowances? b) Have there been cuts in staff who would process applications and has this contributed to the backlog?
99	SQ18-000327	Payment Processing Times	Watt	Please provide the details of the KPI's for timeliness of processing for claims for each payment type from 1 June 2018 to 30 September 2018?
100	SQ18-000289	Claims on Hand	Watt	Please provide the details of the number of unprocessed claims, claims outside of the KPIs for timeliness and total numbers for each payment type as at: a) 1 June 2018 b) 1 July 2018 c) 1 August 2018 d) 1 September 2018 e) 1 October 2018

HS No.	PDR	Broad topic	Senator	Question
101	SQ18-000287	Payment Processing Times	Watt	Can you provide a breakdown, for the five largest payments by volume of claims finalised in the last financial year, and the age of those claims when finalised (expressed in weeks)? That is: a) number of claims finalised 1-7 days after lodgement b) number of claims finalised 8-14 days after lodgement c) number of claims finalised 15-21 days after lodgement; etc.
102	SQ18-000286	Payment Processing Times	Watt	What is the average time taken between the first submission of an application for payment being lodged and the approval of a payment, broken down by Age Pension, Disability Support Pension, Carer Payment, Newstart, Student and Carer Allowances?
103	SQ18-000284	Contractors	Watt	a) How many DHS contracts will not be continued between now and Christmas? b) How many staff are currently employed under each of these contracts that are not being continued?
104	SQ18-000283	Labour Hire	Watt	What is the turnover rate for outsourced / labour hire staff?
105	SQ18-000281	Labour Hire	Watt	Is DHS monitoring whether labour hire employees not meeting KPIs?
106	SQ18-000278	Labour Hire	Watt	Is DHS aware of any instances where labour hire staff have accessed accounts, files or data unlawfully or unethically?
107	SQ18-000276	Labour Hire	Watt	Have any labour hire staff had warnings or had their employment terminated for accessing data unlawfully or unethically? Either their own data or that of another individual?
108	SQ18-000275	Labour Hire	Watt	What action has been taken where there have been issues with labour hire staff accessing data unlawfully or unethically?
109	SQ18-000273	Cultural and indigenous awareness training	Watt	a) How many Centrelink staff across Australia have completed cultural and indigenous awareness training? b) How many of these are DHS staff? c) How many of these outsourced or contract staff?
110	SQ18-000272	Cultural and indigenous awareness training	Watt	Have all staff that conduct employment services assessments completed cultural and indigenous awareness training?
111	SQ18-000270	Performance data	Watt	a) Is the Department monitoring or reporting data on the performance of DHS staff and outsourced staff? b) Can these findings please be tabled?
112	SQ18-000269	Centrelink processes	Watt	How many hours have DHS staff spent on reworks of cases and finishing incomplete work such as closing a cases or putting debts on hold?
113	SQ18-000268	Feedback forms	Watt	Can the Department please table the reworks feedback forms from all sites that undertook this survey?

HS No.	PDR	Broad topic	Senator	Question
114	SQ18-000266	Centrelink processes	Watt	In terms of Centrelink processes is it common for activities to not be closed when they are completed?
115	SQ18-000264	Centrelink processes	Watt	How many activities have not been closed when they have been completed this financial year?
116	SQ18-000261	Labour Hire	Watt	What are labour hire staff paid in the Medicare and health related roles in Tasmania?
117	SQ18-000259	Labour Hire	Watt	How many unclosed activities have been left open by outsourced / labour hire staff?
118	SQ18-000257	Labour Hire	Watt	Has the Department ever advised that labour hire staff should be given lower level, basic, or less in depth training?
119	SQ18-000253	Labour Hire	Watt	What percentage of labour hire positions are casual positions?
120	SQ18-000251	Farm Household Allowance – Processing	Watt	On 23 October 2018 the Minister for Humans Services said: “Through my own department, the Department of Human Services, we're increasing support to farmers on the ground when and where they need it by nearly doubling the amount of staff processing farm household allowance claims” a) Please can the Department state how many staff ‘nearly double’ is? b) Are these new jobs that will be recruited externally? c) Are these going to be DHS jobs? d) If these are being moved around internally from other areas, where are these staff coming from?
121	SQ18-000250	Farm Household Allowance – Service Centre Hours	Watt	On October 23 2018 the Minister for Humans Services said: “We're also opening the doors of our service centres for longer, which will also assist farmers.” a) How many additional staff will be recruited to extend service centre hours? b) If no extra staff are going to be recruited, where will they come from? c) How much will it cost to extend service centre hours?
122	SQ18-000249	Staffing	Watt	Please provide details of staff numbers by employment status (ongoing and non-ongoing) employed in; a) Face to Face Services b) Child Support Smart Centres c) Smart Centres d) Indigenous and Intensive Servicing
123	SQ18-000248	Call Centre Enhancement Pilots	Watt	How many Serco pilots are there currently underway?
124	SQ18-000247	Call Centre Enhancement Pilots	Watt	a) There is a Serco pilot where calls are taken for three lines: reporting earnings, myGov and the BasicsCard. What is this called within the Department? b) When is this pilot due to wrap up? c) A year into the pilot, what have the findings been?

HS No.	PDR	Broad topic	Senator	Question
125	SQ18-000246	Labour hire contracts	Watt	a) How many contracts for outsourced staff have been completed this calendar year? b) What was the financial cost for each of these contracts? c) How many staff were included in each of these contracts?
126	SQ18-000245	Labour hire contracts	Watt	a) How many contracts for labour staff were completed last year? b) How much were each of these contracts in dollar figures for last financial year and over forwards? c) How many contact staff were included in each of these contracts?
127	SQ18-000244	Complaints	Watt	a) In terms of Centrelink processes how many escalations of complaints to team leaders have there been so far this financial year? b) How many escalations of complaints to team leaders were there last financial year?
128	SQ18-000243	Complaints	Watt	In terms of Centrelink processes what is the total number of all escalations for this financial year?
129	SQ18-000242	Complaints	Watt	In terms of Centrelink processes what was the total number of all escalations for last financial year?
130	SQ18-000241	APS and Non-APS Staffing	Watt	How many DHS directly employed positions are there now and how many outsourced?
131	SQ18-000240	APS and Non-APS Staffing	Watt	How many DHS jobs v outsourced were there in: a) 2014-15 b) 2015-16 c) 2016-17 d) 2017-18
132	SQ18-000239	Service Centres	Watt	How many Centrelink physical sites were there in: a) 2014-15 b) 2015-16 c) 2016-17 d) 2017-18
133	SQ18-000238	External Review of Decision	Watt	How many Labour Hire staff have replaced non ongoing staff to do core on-going External Review of Decision work?
134	SQ18-000237	External Review of Decision	Watt	Can you confirm that Authorised Review Officers have been directed to conduct ERoD work 1 or 2 APS levels below their delegation for several months, including overtime?
135	SQ18-000236	External Review of Decision	Watt	What is the Governments plan for staffing ERoD so it can meet its business objectives to all stakeholders including customers and the AAT?
136	SQ18-000235	External Review of Decision	Watt	The Appeals Support Team are performing a combined APS3/APS5 role based on

HS No.	PDR	Broad topic	Senator	Question
				recommendations from the external Zen Ex Machina review when the findings have not been released. When will the results of the Zen Ex Machina review be released?
137	SQ18-000234	External Review of Decision	Watt	How many ERoD labour hire staff have been employed to replace experienced non ongoing staff?
138	SQ18-000233	Department Properties	Watt	The Department disposed of seven properties over 2017-18 from its asset list. Can you please list the location of the properties disposed of and their primary purpose when in use? Please state what DHS programs were operated from these sites.
139	SQ18-000232	Chief Information Officer	Watt	How many employees sit within the CIO group headed by Charles McHardie?
140	SQ18-000231	Department Website	Watt	a) Was the department's website internally hosted and maintained in 2017-18? And by how many department staff? b) If it was by external Australian provider(s) can you please provide the names and cost of each contract? c) If it was by overseas provider(s) can you please provide names and cost of each contract?
141	SQ18-000230	Department Website	Watt	What corporate risk assessment was undertaken in the department in respect of website failures: 2017-18?
142	SQ18-000229	MyGov	Watt	Where is the data from the MyGov website held?
143	SQ18-000228	MyGov	Watt	Is there a physical data centre for MyGov? Where is this?
144	SQ18-000227	MyGov	Watt	a) What measures were in place for website failures in 2017-18? b) What is the actual data of such measures? c) If no measures in place, explain reasons why not?
145	SQ18-000226	MyGov	Watt	How many MyGov accounts are there?
146	SQ18-000225	MyGov	Watt	Please provide figures for how many MyGov accounts were established in: a) 2017-18 b) 2016-17 c) 2015-16 d) What is the anticipated rate of growth of MyGov accounts in the 2018-19?
147	SQ18-000224	MyGov	Watt	a) Has there been a check of account duplicates from when the account identifiers were changed? b) If yes, how many have been found? c) If not, why would there have not been a check of duplicates after such a considerable change to the system?
148	SQ18-000223	MyGov	Watt	a) Can you outline what steps were taken to meet expectations set out in Channel Strategy

HS No.	PDR	Broad topic	Senator	Question
				2016-19? b) Is the strategy on track to deliver against these expectations?
149	SQ18-000222	MyGov	Watt	How many complaints has Centrelink received about the MyGov website?
150	SQ18-000221	MyGov	Watt	Broken down by payment type, how many client queries or interactions has Centrelink received online through the MyGov website for the year to date?
151	SQ18-000220	MyGov	Watt	a) How many different types of payments are excluded from being claimed through MyGov? And what proportion of total payments does this form?
152	SQ18-000219	Departure Prohibition Orders	Watt	Regarding the government's recently implemented travel ban: a) How much money has been recouped as a result of the government's recently implemented travel ban? b) How many people owe the government over \$10,000 and would be subject to the recent international travel ban? c) What steps were taken to recover these debts before the ban was required? d) What assessment was completed that indicated that people on very low incomes and with over \$10,000 in debt are likely to be travelling overseas holidays? e) How long does the government intend to have this ban in place? f) Under what powers did the government create this ban?
153	SQ18-000218	Mobile Service Centres	Watt	a) How many mobile service centres are there? b) How many places do they visit per month? c) How are locations decided? d) How long does the mobile service centre stay in one place? e) How is the length of stay decided? f) Are estimates drawn up by Centrelink calculating likely patronage for these mobile centres? g) Does Centrelink track actual appointments against expected patronage? i. If no, why not? ii. If yes, can you please table figures outlining this for each individual mobile service centre? h) Do the service centres ever leave / move on before all people who want an appointment have been seen? i) When an appointment requires a follow up how do people do this once the mobile service centre has moved on? j) How many locations are visited that used to have a full time office there?

HS No.	PDR	Broad topic	Senator	Question
154	SQ18-000217	Pluto	Watt	Is it correct that DHS brought Deloitte on board in February 2018 to help assess the Pluto rollout and write a review?
155	SQ18-000216	Pluto	Watt	a) In May estimates we were told that the \$490,000 Deloitte review providing an assessment of the Pluto system costing had been finalised and the Department was 'considering it at the moment.' Has this been released now? b) If yes, can this report be tabled?
156	SQ18-000215	Pluto	Watt	In July it was reported that the Department spent \$550,000 to Deloitte for its evaluation of the year-old 'Pluto' SAP platform'. a) Is this a second report? b) Is this report completed? c) Can the report be tabled?
157	SQ18-000214	Cuba IT System	Watt	a) Is the process to replace the Cuba IT system complete? b) Is the process continuing to make progress or is it still paused at the same point it was in 2016? c) When is the process to replace the Cuba IT system anticipated to be completed?
158	SQ18-000213	Cuba IT System	Watt	a) How much money has been spent in addition the \$102.3 million budgeted to replace Cuba? b) Specifically how much has been spent on the Child Support Agency IT system and this from the Department's business as usual budget (BAU) of \$4.8bn? c) Specifically how much has been allocated for the Child Support Agency IT system over forwards?
160	SQ18-000211	Debt recovery	Watt	Has all of the \$28.5 million allocated to DHS to work with DSS and expand debt recovering been spent now?
161	SQ18-000210	Debt recovery	Watt	a) How many debts have been raised through the OCI? b) How many of these debts have been reduced when they have been challenged or for other reasons? c) How many of these have been cleared completely? d) How many debts raised through the OCI use an averaging algorithm? e) How many of the debts raised in this way have been reduced or cleared when challenged, or for any other reason? f) How many individuals are getting phone calls regarding debt related to payments received in the financial year 2011-2012 (so over 6 years ago)?
162	SQ18-000209	Debt recovery	Watt	What is the earliest date from which Centrelink is chasing debts? Or what is the longest period over which Centrelink is chasing debts?

HS No.	PDR	Broad topic	Senator	Question
163	SQ18-000208	Debt recovery	Watt	What is the current figure for the debt owed to the government in Centrelink debts? At what rate is that increasing?
164	SQ18-000207	Debt recovery	Watt	When a debt is flagged through a MyGov account how long are people given to respond?
165	SQ18-000206	Debt recovery	Watt	Can you please provide the cost of each of these debt collection contracted agents for: a) 2015-16 b) 2016-17 c) 2017-18
166	SQ18-000205	Optical Surveillance	Watt	a) In the 2016-17 Annual report there was 20 optical surveillance matters completed this year. Can you explain why this has doubled to 50 in the 2017-18 report? b) Can you define completed? c) Were there any that were considered incomplete? d) How many of the 50 were successful? If all of them, how many were commenced that were not successful? e) How much was spent in 2017-18 on optical surveillance? f) How much was collected through this method?
167	SQ18-000204	Rent-to-buy scheme	Watt	a) Can the Department advise how many rent-to-buy scheme providers are currently receiving payments directly from Centrelink through the Centrepay system? b) Can you provide a list? c) Can you provide the total value of deductions from Centrepay for the Jan18-June18 period? d) Can you provide the table that shows the average number of customers per month for the period Jan18-June18 period? e) Can you provide the table that shows the average number of deductions per month for the period Jan18-June18 period? f) Can the Department inform me of the average interest rate charged for products by rent-to-buy companies? Is any action being taken to address these high rates? g) Is the Department aware that in some instances a person on Centrelink payments may end up having bought a fridge for \$8000 (because of the interest rates and admin fees) and what if anything is being done to address this? h) How much has it cost to implement this scheme?
168	SQ18-000202	Translation services	Watt	a) How many in-house position that were once used for language translation have been outsourced? b) Where have these jobs been outsourced to? Or which company has been contracted to

HS No.	PDR	Broad topic	Senator	Question
				perform the work previously carried out within Centrelink?
169	SQ18-000200	Translation services	Watt	What specific training is provided to companies that take on the role of translation and communications?
170	SQ18-000197	Translation services	Watt	What is the protocol for calls that are taken by DHS employees who do not speak the language of the caller? Is the DHS employee expected to use an online tool such as "Google Translate"?
171	SQ18-000195	Disability Employment Services – Program Changes	Brown	<p>a) Have you received reports from DES providers about a lack of flow of referrals from DHS?</p> <p>b) How is the relationship governed between DSS and Centrelink, given that DSS administers the DES contract but Centrelink allocates referrals to DES service providers? What governance arrangements are in place to ensure that the referral process is managed effectively?</p> <p>c) How is the communication of services managed between Centrelink and DSS? Please provide a copy of governance structures, division of responsibilities and the timeline of how and when these were developed.</p> <p>d) Is there a Service Level Agreement between DSS and DHS/Centrelink? If so, what are the Key Performance Indicators? Is departmental performance measured against these? If so, will these KPIs or the Department's performance be made public?</p> <p>e) Please provide a breakdown of the number of eligible participants that have not yet been allocated a provider by state, level of assistance and labour market area.</p> <p>f) Please provide a breakdown of the number of providers that have closed entirely, and those that have consolidated across regions or existing groups or are in any other ways a "technical reduction". What does this mean for a reduction in total sites?</p> <p>g) What has happened to participants whose providers have closed? How has a default provider been allocated to participants? Are there rules that govern this? Has any analysis been undertaken to determine what percentage of people have selected a default provider proactively?</p> <p>h) Who wrote to participants informing those with an exited provider that a new default had been allocated to them? Please provide a copy of the letter sent to participants allocated a new default provider. If this cannot be provided, please explain clearly why not.</p>
172	SQ18-000194	Child Support	Watt	<p>Please provide the number of:</p> <p>a) child support payers</p> <p>b) child support payees</p> <p>c) people who are both child support payers and payees</p> <p>d) the number of children covered by a child support agreement</p> <p>e) the number of child support cases</p> <p>f) the number of child support cases where arrears are owing</p>

HS No.	PDR	Broad topic	Senator	Question
				<ul style="list-style-type: none"> g) the average and median amount owed in arrears h) the amount of child support payers who owe arrears i) the number of child support payees who are owed arrears j) how many children are covered by child support cases where there are outstanding arrears?
173	SQ18-000193	Child Support	Watt	In the 2016-17 financial year, how many child support participants failed to either lodge a timely income tax return, or otherwise notify the ATO that they were not required to lodge a tax return?
174	SQ18-000192	Child Support	Watt	<p>In the 2015-16 financial year, how many child support payers or payees indicated to the ATO that their taxable income was less than the tax free threshold, who did not also claim an income support payment?</p> <p>Please also provide this figure for 2016-17 and 2017-18 if available.</p>
175	SQ18-000191	Child Support	Watt	For child support cases with outstanding arrears, in how many is their an arrangement in place to pay down arrears?
176	SQ18-000190	Child Support	Watt	<ul style="list-style-type: none"> a) What proportion of child support payers or payees who have not lodged tax returns have been referred to the Lodgement Enforcement Program? b) Of those referrals, how many have been cases with arrears owing, and how many referrals have resulted in arrears payments being made? <p>Please provide the information for the three most recent financial years available to the Department.</p>
177	SQ18-000185	Child Support	Watt	<ul style="list-style-type: none"> a) What is the median income of child support payers? b) How many child support payers list an income support payment as their main source of income? <p>Please provide this broken down by state and electorate.</p>
178	SQ18-000184	Child Support	Watt	<ul style="list-style-type: none"> a) What is the median income of child support payees? b) How many child support payees list an income support payment as their main source of income? <p>Please provide this broken down by state and electorate.</p>
179	SQ18-000183	Child Support	Watt	Please provide a gender breakdown of child support payers and child support payees.
180	SQ18-000328	Crisis Payment	Watt	<ul style="list-style-type: none"> a) How many applications for crisis payment were received in the 2017-18 financial year? What were the main payments being received, or applied for, by those also applying for crisis payment? b) Is possible to receive the crisis payment, if you meet the eligibility criteria for an income support payment, but do not receive an income support payment at the time of the

HS No.	PDR	Broad topic	Senator	Question
				<p>application?</p> <p>c) How many applications for crisis payment were granted and denied in each category (domestic violence/other extreme circumstance, humanitarian entrants, leaving prison, etc.) during 2017-18?</p> <p>d) What were the main reasons for denying applications? Of those applications that were denied, in how many cases was the denial due to the application being lodged out of time?</p> <p>e) What is the average processing time for an application for crisis payment?</p> <p>f) Please provide a table showing the total number of applications, the success rate, category of application and gender breakdown of applicants, by state and electorate.</p>
181	SQ18-000329	Special Benefit	Watt	<p>a) How many applications for Special Benefit were received in the 2017-18 financial year? Of these, how many were successful and unsuccessful. What were the reasons for rejecting applications?</p> <p>b) What was the average amount of Special Benefit that was paid to each applicant during 2017-18? What was the median amount?</p> <p>c) What is the average and median amount of time a person spends receiving Special Benefit?</p> <p>d) What are the main types of in kind support that causes recipients payments to be reduced on the dollar for dollar income test?</p>
182	SQ18-000330	Drug Testing Trial	Watt	<p>a) Departmental staff have previously advised that the tender process for the drug testing trials would not begin until the legislation has passed the Parliament. Is this still the case, or are there plans for tender process to commence earlier?</p> <p>b) If this proposal is put to tender, what process will be followed?</p>
183	SQ18-000331	Disability Support Pension	Siewert	<p>a) How many people (or what percentage) have exited from a POS on the basis that their medical conditions meant that continuing would not improve their ability to prepare for, find, or keep employment?</p> <p>b) How many people have been terminated from a POS as above by Centrelink?</p>
184	SQ18-000332	Disability Support Pension	Siewert	What consultations take place with people with disability, including cognitive impairment, sensory impairment, psycho-social impairment and physical impairments in developing resources in accessible formats?
185	SQ18-000333	Disability Support Pension	Siewert	What information regarding the DSP including claim forms, eligibility guides and review processes are in accessible formats, such as Auslan, captioning and easy English for people with disability?
186	SQ18-000334	Disability Support Pension	Siewert	How many people have been reassessed for eligibility for the DSP and as a result of that reassessment have been denied eligibility and moved to Newstart?
187	SQ18-000335	Disability Support Pension	Siewert	a) How many people claim DSP individually and how many people require a nominee to assist in completing the application?

HS No.	PDR	Broad topic	Senator	Question
				b) Who assists people in completing their applications when the applicant uses a nominee?
188	SQ18-000336	Disability Support Pension	Siewert	a) Does the Department have data on the differences in success rates of those you (sic) have able-bodied advocates compared with those who apply without any assistance? b) If not, why not?
189	SQ18-000337	Disability Support Pension	Siewert	How many people previously on Newstart have now been found eligible for the DSP? Please provide a breakdown by age group, state and territory, metro/remote and Indigenous/non-Indigenous.
190	SQ18-000338	Indigenous Cultural Awareness Training	Cameron	How many DHS assessment officers have completed Indigenous Cultural Awareness Training?
191	SQ18-000339	Written Authority Prescriptions – Processing Times	Watt	a) Is the Department aware that the time to process these scripts has been increasing? b) What's the reason for these delays? c) What is the average time to process a script once the DHS receives it? d) Has the processing time increased in recent months? e) Since 2013-14, and for each year since, what's the average time for approval of written authority? f) Do the processing times vary for different classes of medicines? g) Are the processing times for rural patients are longer than patients living in metropolitan areas? h) How many Australians have their medicine scripts go through this process?
192	SQ18-000340	Written Authority Prescriptions – Processing Times	Watt	What does the Department consider to be a reasonable amount of time for patients to wait for their treatments?
193	SQ18-000341	Domestic Violence	Waters	What training are Centrelink staff receiving in working with victims of Domestic Violence and trauma?
194	SQ18-000342	myGov and Domestic Violence	Waters	a) Are you aware of a story in the ABC on 18 October 2018 reporting that the myGov portal can be used by abusive partners to track down victims, following a warning by the Queensland Department of Child Safety. The issue is that abusive partners can access the updated address details of their child through the portal. b) Has this issue been brought to your attention by either the Qld Government or anyone else? The story says the support service sector has been raising concerns for some time. c) What are you doing to address the problem to ensure protection of children and families from perpetrators of violence?
195	SQ18-000343	Centrelink Customer Reference Numbers and Domestic Violence	Waters	How many complaints has DSS received about people's identifying information putting victims of violence at risk?
196	SQ18-000344	Centrelink Customer Reference	Waters	What reviews are you undertaking to ensure the system isn't creating these scenarios?

HS No.	PDR	Broad topic	Senator	Question
		Numbers and Domestic Violence		
197	SQ18-000345	Centrelink Customer Reference Numbers and Domestic Violence	Waters	<p>A case has been brought to my attention whereby a victim of domestic violence relocated and changed their name but their abusive spouse was able to track them because Centrelink had refused to change their CRN.</p> <p>a) Is it policy to not change a CRN? Even where a person has changed their name and requested it as a matter of life or death?</p> <p>b) Are you aware this issue potentially puts victims of domestic violence at great risk?</p>