

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2017-18 Additional Estimates Hearings**

**Department of Social Services**

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000001</b>	Watt	Data breach	In regard to the DSS internal investigation into the data breach, can you provide a copy of that report?	Pg 11 – 1 March
<b>SQ18-000002</b>	Watt	Staff morale	Does the Department do any internal staff surveys to establish morale or how people are feeling about the job? Are there particular parts of the Department or particular geographic areas where morale is better or worse than others?	Pg 9 – 1 March
<b>SQ18-000003</b>	Watt	Staff satisfaction	Provide the number of code of conduct investigations initiated on a quarterly basis over the last three years. To the extent you can, describe the nature of the investigations, whether they be about bully, sexual harassment or other things.	Pg 11 – 1 March
<b>SQ18-000004</b>	Brown	National Forensic Disability Working Group	When did this group first convene? Who's the chair of that group? How many meetings have there been? Who does it report to? Are there minutes available? And perhaps you could provide us with the terms of reference for that group, and its work plan, if it has one, if it's developed one. What's the timeframe for the work plan? And is there a lifespan that may be in the terms of reference for the working group?	Pg 36 - 1 March
<b>SQ18-000005</b>	Siewert	National Forensic Disability Working Group	1. How is the NDIA involved in that working group? And how is the NDIA feeding into the strategy? 2. Is it just through this working group? Or are there other areas interacting with that? 3. What information is there on the mainstream interface work that DSS is involved in?	Pg 37 - 1 March
<b>SQ18-000006</b>	Cameron	National Rental Affordability Scheme	I'm advised the department has advised investors that Ethan Affording Housing ceased trading on Wednesday, 28 February 2018. What effect does that have on the status of Ethan's allocations? And what effect does that have on investors in Ethan's allocations?	Pg 45 - 1 March
<b>SQ18-000007</b>	Steele-John	Provision of Auslan Interpreters under the Free Interpretive Services (FIS)	As a parliamentarian, I am eligible to access interpretive services free of charge via the Free Interpretive Service (FIS) for languages other than English. However, Auslan is not currently listed as a language that is available through this service. Why is this? Does the Department have any plans to expand the FIS to include Auslan interpretation? And if not, can the Department advise as to whether there exists any alternative avenues through which entities eligible under the FIS criteria can currently access Auslan Interpreters free of charge?	Written
<b>SQ18-000009</b>	Siewert	Disability Employment Services (DES)	Is the Government aware that cutting funding for individual participants with intellectual disability, autism and learning disability will adversely affect providers with high caseloads of participants with intellectual disability, autism and learning disability? If so, what is the Government doing about it?	Written
<b>SQ18-000010</b>	Brown	National Disability Strategy	When did work commence on putting together a progress report? A specific date please.	Pg 39 - 1 March
<b>SQ18-000011</b>	Brown	Supported employment	How many submissions did you get through that written submission process? After we get to April and you've done the review of the submissions to the discussion paper, what is happening then?	Pg 42 - 1 March

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<b>SQ18-000012</b>	Cameron	National Rental Affordability Scheme	In regard to the investigation into NRAS complaints, how many complaints have you had about approved participants?	Pg 43 - 1 March
<b>SQ18-000013</b>	Cameron	National Rental Affordability Scheme	The terms of reference for the investigation required each investigation to be completed within 10 business days. Is that timeframe being adhered to?	Pg 43 - 1 March
<b>SQ18-000014</b>	Pratt	Energy Supplement	If the Energy Supplement was abolished today (1 March 2018), how many people would no longer be eligible for the supplement,. If you could break that down by payment type, and how many existing social security recipients will lose the energy supplement.	Pg 62 - 1 March
<b>SQ18-000015</b>	Pratt	Pension asset test	How many people would have been eligible for the pension but no longer eligible because of changes to the assets test in terms of the accumulated number. If possible, break that down over the forward estimates (go back to 2015/16 Budget)	Pg 64 - 1 March
<b>SQ18-000017</b>	Siewert	Program of Support	I want to know how much you've been monitoring the outcomes of the Program of Support and the number of people against specific capacity to work - the eight to 14 hours per fortnight, the 15-29 hours per fortnight I think it is, and then 30-plus hours per fortnight - and whether you've been monitoring how successful people are at finding work or if they eventually end up on DSP.	Pg 71- 1 March
<b>SQ18-000018</b>	Siewert	Cashless Debit Card	Do you have the number of people who were exempt from the Cashless Debit Card? Can you breakdown into Aboriginal participants?	Pgs 78 & 81 - 1 March
<b>SQ18-000019</b>	Pratt	Payment Integrity Bill	How many recipients of FTB will be affected by changes in Schedule 3 (changes in method of calculating) of the Payment Integrity Bill? Breakdown by families, and by number of people, by state and by electorate and geographic spread.	Pg 55 - 1 March
<b>SQ18-000020</b>	Keneally	Newly Arrived Migrants Encouraging Self Sufficiency Bill	Provide a schedule that sets out the different visa categories, provide details to the period of time - for each payment type.	Pg 58 - 1 March
<b>SQ18-000021</b>	Keneally	Legislation - Age pension age	In regard to policy to increase pension to 70 by 2025, how many people will be accessing NewStart or Disability Support Pension due to changes to the age pension?	Pg 66 - 1 March
<b>SQ18-000022</b>	Siewert	Cashless Debit Card	Please provide the number of people who have applied to the Cashless Debit Card community panels and the number of people who have had their restriction proportions reduced. Please break this down into Aboriginal and non-Aboriginal participants. Did these applicants receive the proportions they requested?	Pg 79 - 1 March
<b>SQ18-000023</b>	Watt	Cashless Debit Card	Please provide the latest cumulative cost of the Cashless Debit Card trials in Ceduna and the East Kimberley. Please provide the expected cost of the Cashless Debit Card trial in the Goldfields.	Pg 79 - 1 March
<b>SQ18-000025</b>	Siewert	Cashless Debit Card	In relation to CDC working groups and reference groups in East Kimberly, Ceduna and Goldfields: please provide names of the community groups, names of attendees of all groups; how often they meet; locations; and details about representation of income support recipients who will be on CDC. Are there representatives on the panel who are on the CDC?	Pgs 81 & 82 - 1 March
<b>SQ18-000026</b>	Siewert	Cashless Debit Card trials	Is there an evaluation or review process of the CDC trials (provided by ORIMA Research)? When will the 'lessons learnt' part of the review be publicly available?	Pg 84 - 1 March

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000027</b>	Pratt	Child Protection in the NT	Please provide the amount of funding for the Families and Children's programs that goes to the Northern Territory.	Pg 85 - 1 March
<b>SQ18-000028</b>	Pratt	Families and Children Program	Can you also tell us how much funding of each of the following goes into Tenant Creek - Family Law, Family and Relationship services, Children and Parenting?	Pg 85 - 1 March
<b>SQ18-000029</b>	Pratt	Settlement Services Advisory Council	Were organisations affected consulted about the machinery of government changes to Home Affairs?	Pg 90 - 1 March
<b>SQ18-000030</b>	Pratt	Not Working: Experiences of refugees and migrants with Jobactive Report	In regard to the report published by the Fairfield Multicultural Interagency and the Refugee Council of Australia, is the Department considering the recommendations in the report regarding barriers faced by refugees with Jobactive?	Pg 89 - 1 March
<b>SQ18-000031</b>	Siewert	Disability Employment Services (DES)	As participant choice is positioned as a key driver for improving provider performance, why is the Government building a participant pathway which requires participants with disability to make a quick and uninformed decision?	Written
<b>SQ18-000032</b>	Siewert	Disability Employment Services (DES)	How can people with disability make an informed choice if they are not provided with independent support and time to understand past provider performance outcome information and the options available to them?	Written
<b>SQ18-000033</b>	Cameron	National Housing and Homelessness Agreement	Can you provide me the details of the meetings that have taken place on this agreement - where they took place. Can you also provide details of all the meetings that have taken place, who was at the meetings and what meetings are scheduled from now on.	Pg 49 - 1 March
<b>SQ18-000034</b>	Cameron	National Housing and Homelessness Agreement	If an agreement can't be reached with the States by 1 July, will homelessness funding cease?	Pg 51 - 1 March
<b>SQ18-000035</b>	Pratt	Mid-Year Economic and Fiscal Outlook measure: family tax benefit and paid parental leave - maintaining income thresholds	Of the \$321.9 million saved by this proposed measure, how much is on account of family payments? What savings are attached to Family Payments and Parental Leave?	Pgs 51 - 1 March
<b>SQ18-000037</b>	Pratt	Mid-Year Economic and Fiscal Outlook measure: family tax benefit and paid parental leave - maintaining income thresholds	The government said it would 'achieve efficiencies by maintaining the higher income thresholds and supplement amounts for family payments at their current levels'. Where do I find the information about what thresholds change when and who's affected?	Pg 54 - 1 March
<b>SQ18-000038</b>	Pratt	Mid-Year Economic and Fiscal Outlook measure: family tax benefit broadening debt repayment	How many families do you expect to be impacted by this measure? What is the average income, how many children in families you expect to be impacted, how alleged debts will be identified and the process for disputing debts?	Pg 54 - 1 March
<b>SQ18-000039</b>	Keneally	Newly Arrived Migrants Encouraging Self Sufficiency Bill	Can you provide the residency visa data that underpinned your costings?	Pgs 56 & 57 - 1 March

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<b>SQ18-000040</b>	Keneally	Newly Arrived Migrants Encouraging Self Sufficiency Bill	Can you advise who the Minister consulted with regarding to the proposed changes?	Pg 60 - 1 March
<b>SQ18-000041</b>	Keneally	Newly Arrived Migrants Encouraging Self Sufficiency Bill	Can we get the figures on the exemptions over the last five years as a proportion of people in the waiting period - that is how many people applied for an exemption and how many people were denied an exemption?	Pg 60 - 1 March
<b>SQ18-000042</b>	Pratt	Pension asset test	Have the projected savings in that first 12 months been realised - what were they compared to what was announced at the time of the measure? Can you advise the number of people impacted who went from a change in part pension status to full pension, those who lost access to the pension and those who had a change in the pension because of the changes to the asset downgrade?	Pg 63 - 1 March
<b>SQ18-000043</b>	Pratt	Energy Supplement	How much money has been paid out in that allowance since 20 September 2017, for those who otherwise would have had it abolished? (relates to SQ17-000546)	Pg 62 - 1 March
<b>SQ18-000044</b>	Keneally	Legislation - Age pension age	Minister, can you give an indication as to when we can expect to see legislation before parliament	Pg 65 - 1 March
<b>SQ18-000045</b>	Siewert	Disability Employment Services (DES)	The Government will expect participants to research the choice of providers between the initial Job Capacity Assessment (JCA) and the Employment Services Assessment (ESAt) (a period of about two weeks) without (1) any explanation or direct assistance of how to navigate or understand this information; and (2) before they know if they are eligible, or if eligible for which labour market assistance program or sub program they will be referred to. How is encouraging people with disability to undertake extensive research on information that they will struggle to understand – prior to the outcome of their DHS assessment – and on programs that they may not be eligible for, in the best interests of participants with disability?	Written
<b>SQ18-000046</b>	Siewert	Disability Employment Services (DES)	The primary mode of information for DES participants about choice will be electronic and paper-based systems (i.e. YouTube videos, websites and mail out letters). A telephone hotline is also available for people to call. How can people with disability with diverse and significant communication needs understand the provider market to make an informed choice without individual and personal guided assistance?	Written
<b>SQ18-000047</b>	Siewert	Disability Employment Services (DES)	Does the data used by DSS to determine risk adjusted funding include data on the support hours delivered by providers to achieve job placement, and outcome milestone, by characteristic? How are the levels of funding determined? What are they based on?	Written
<b>SQ18-000048</b>	Siewert	Disability Employment Services (DES)	What testing did DSS do with providers to ensure risk adjusted funding would not have any unintended consequences?	Written
<b>SQ18-000049</b>	Siewert	Disability Employment Services (DES)	If the Commonwealth wanted to give more money to improve outcomes to people with psychiatric, physical and sensory disability, why couldn't this be done without cutting funding to people with intellectual disability, autism, and learning disability?	Written
<b>SQ18-000050</b>	Siewert	Cashless Debit Card (CDC)	What wraparound services will be funded in the Goldfields trial site?	Written

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<b>SQ18-000051</b>	Brockman	Commonwealth Redress Scheme	Could you please provide an update on negotiations with the WA Government on the Commonwealth Redress Scheme?	Written
<b>SQ18-000052</b>	Brown	Disability Employment Services – Program Changes	1. Can you detail how many providers were successful in their application for the new DES grants? 2. Will the Government be offering support to those providers who were unsuccessful for DES grants? 3. Is there any option for providers to dispute decisions that they believe to be an inaccurate reflection of their performance over the previous 3 years?	Written
<b>SQ18-000053</b>	Brown	Disability Employment Services – Program Changes	What support will be offered to providers who are transitioning to the new DES? How will participants be informed of the changes to the DES?	Written
<b>SQ18-000054</b>	Brown	Disability Employment Services – Program Changes	How will the new school leavers trial which extends the DES to 1000 students with disability select schools to participate in the trial? How can DES providers access these extra places?	Written
<b>SQ18-000055</b>	Brown	Disability Employment Services – Program Changes	Has the new performance framework for the new DES been finalised? Will this performance framework start from 1 July 2018? When will it be announced to the sector?	Written
<b>SQ18-000056</b>	Brown	Disability Employment Services – Program Changes	DSS has previously provided detail of approximately 238,000 potential participants who are currently on DSP with an assessed benchmark of 8 hours or more per week but not connected to a DES. Can you give detail where these potential participants are located – state level and employment service area level? Can you estimate how many of those potential participants are ‘job ready’?	Written
<b>SQ18-000057</b>	Brown	Disability Employment Services – Program Changes	When will the first panel refresh of the new DES occur? Can providers exit the market earlier than this?	Written
<b>SQ18-000058</b>	Brown	Disability Employment Services – Program Changes	What steps have been taken to ensure that choice and control for participants occurs? Do the new DES guidelines support a person centred approach?	Written
<b>SQ18-000059</b>	Brown	Disability Employment Services – Program Changes	When will the results of the National Panel of Assessors application process be released? Will DSS review/consult on the NPA/OGS assessment process?	Written
<b>SQ18-000060</b>	Brown	Trial of AccessAbility Day	How many employers participated in the trial? Please provide trial site.	Written
<b>SQ18-000061</b>	Brown	Trial of AccessAbility Day	How many people with disability participated in the trial? Please provide by trial site.	Written
<b>SQ18-000062</b>	Brown	Trial of AccessAbility Day	Are there plans to expand the trial from the pilot locations?	Written
<b>SQ18-000063</b>	Brown	Trial of AccessAbility Day	Do you have any details as to whether any people with disability were hired as a result of AccessAbilityDay?	Written
<b>SQ18-000064</b>	Brown	Trial of AccessAbility Day	Who facilitated AccessAbility Day?	Written
<b>SQ18-000065</b>	Watt	Cashless Debit Card	Is the department continuing to discuss with financial institutions the trial, any expansion, any changes to the card and the way it works? Please provide details.	Written

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<b>SQ18-000066</b>	Brown	Australian Disability Enterprises	<ol style="list-style-type: none"> <li>1. Has the Department considered percentage of the Department's procurement be offered to Australian Disability Enterprises?</li> <li>2. If not, is this a proposal that may be supported in future?</li> </ol>	Written
<b>SQ18-000067</b>	Watt	1800RESPECT	<p>What is the average call length time for calls to the 1800RESPECT service?</p> <p>Has the average call length time reduced or increased for calls to the 1800RESPECT service since moving to the triage model? What was the average call length time for calls to the 1800RESPECT service before moving to the triage model</p>	Written
<b>SQ18-000068</b>	Watt	1800RESPECT	What percentage of calls to the 1800RESPECT service are transferred to a specialist trauma counsellor?	Written
<b>SQ18-000069</b>	Brown	Royal Commission into violence and abuse of people with disability in residential settings	<ol style="list-style-type: none"> <li>1. As indicated in the communique from the DRC on 16 June 2017 has work commenced on "the treatment of people with disability in residential settings"? If not why? If yes, has it been placed on DRC or the COAG agenda?</li> <li>2. Why has there been a delay in dealing with this issue, given its significance and necessity?</li> </ol>	Written
<b>SQ18-000070</b>	Brown	Integrated plan for carer support services	Why has the implementation of the new plan been delayed from 1 July 2018 until October 2018 and September 2019? Will the new start date be met?	Written
<b>SQ18-000071</b>	Brown	Integrated plan for carer support services	Will services that carers are currently receiving be continue uninterrupted until the transition to the new scheme occurs? If so, how is this planned?	Written
<b>SQ18-000072</b>	Brown	Integrated plan for carer support services	<ol style="list-style-type: none"> <li>1. Will there be consultation with carers and carer organisations about the details of the new plan?</li> <li>2. Can you detail any other transitional arrangements that are in place to ensure that carers are still supported during the changeover?</li> </ol>	Written
<b>SQ18-000073</b>	Brown	Integrated plan for carer support services	<ol style="list-style-type: none"> <li>1. How will the new plan be phased in?</li> <li>2. Will there be any pilot programs taking place?</li> <li>3. If the rollout is via pilots, what will happen to existing organisations that provide services?</li> <li>4. Will the implementation be monitored and respond to any concerns raised?</li> </ol>	Written
<b>SQ18-000074</b>	Brown	Integrated plan for carer support services	Has there been any consultation already undertaken regarding the implementation of the plan, given the importance of ensuring that no service gaps arise? If so, who has been consulted?	Written
<b>SQ18-000075</b>	Brown	Integrated plan for carer support services	How many people (whole numbers) will be affected by the Government's intention to income test carers allowance? Please provide breakdown of people affected state by state? Please provide breakdown of funding cut by allowance and supplements?	Written
<b>SQ18-000076</b>	Brown	New plan for indigenous people with disability	<ol style="list-style-type: none"> <li>1. Could you provide an update on the progress of the Prison to Work Research Project and the Allied Health in Remote Schools Trial?</li> <li>2. Where will the trial locations of the projects be?</li> <li>3. What consultation has taken place?</li> <li>4. When will the timeframes and content of the programs be announced?</li> <li>5. Who will oversee these projects?</li> <li>6. Which indigenous people or organisations have been included in the planning and implementation of these projects? If projects have not begun, are any groups or individuals planned to be included?</li> </ol>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000077</b>	Brown	A Strong Future for Supported Employment – Discussion Paper	With regard to the ‘Ensuring a strong future for supported employment’ discussion paper: 1. Was the sector consulted prior to the discussion paper being released? 2. What was the submission deadline? How many submissions were received? Were submissions received from every state and territory? Can you break down submissions into class i.e. carer, ADE’s, people with disability? 3. It is also noted that DSS is running workshops to consult with people with disability. What is the purpose of these consultations? What are the intended outcomes?	Written
<b>SQ18-000078</b>	Brown	New Disability Employment Services Model	1. \$2 million was allocated in 2017/18 to trial employer nominated initiatives aimed at encouraging innovation and effective solutions that lead to an increased employer demand for employees with disability. At the last estimates, no initiatives had been funded. Could you provide an update on the progress of the trial? 2. Have any initiatives been funded? 3. If so, what are they and how many?	Written
<b>SQ18-000079</b>	Brown	Try, test & Learn – New programs for young carers	1. Could you provide an update on the 3 education and skills projects; Skills for micro enterprise project, Carer achievement pathway project, and data driven job opportunities for your carers project? 2. Have any of these programs begun? 3. If so, where and how many? 4. What consultation has taken place?	Written
<b>SQ18-000080</b>	Pratt	Mid-Year Economic and Fiscal Outlook measure: family tax benefit and paid parental leave - maintaining income thresholds	In terms of the FTB end-of-year supplements, are you able to provide the number of families by state and electorate?	Pgs 51 & 52 - 1 March
<b>SQ18-000081</b>	Pratt	Drug Testing Trial	On what basis the government has justified the trials and the location of the trials, based on waste water analysis. What was the hierarchy / decision matrix on which the decisions to select trial locations was based?	Pgs 74-76 - 1 March
<b>SQ18-000082</b>	Watt	Pension supplement	How many Australian pensioners were born overseas? What percentage is that? Please provide the number of pensioners born overseas by State and by electorate.	Written
<b>SQ18-000083</b>	Kitching	Ministerial functions	In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio in calendar year 2017, can the following please be provided: • 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; and • Details of any entertainment provided.	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000084</b>	Kitching	Departmental functions	In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies in the portfolio in calendar year 2017, can the following please be provided: <ul style="list-style-type: none"> <li>• List of functions;</li> <li>• List of attendees;</li> <li>• Function venue;</li> <li>• Itemised list of costs (GST inclusive);</li> <li>• Details of any food served;</li> <li>• Details of any wines or champagnes served including brand and vintage; and</li> <li>• Details of any entertainment provided.</li> </ul>	Written
<b>SQ18-000085</b>	Kitching	Executive office upgrades	Were the furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, upgraded in calendar year 2017? If so, can an itemised list of costs please be provided (GST inclusive)?	Written
<b>SQ18-000086</b>	Kitching	Facilities upgrades	Were the facilities of any of the Department's premises upgraded in calendar year 2017, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment? 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?	Written
<b>SQ18-000087</b>	Kitching	Staff travel	What was the total cost of staff travel for departmental employees in calendar year 2017?	Written
<b>SQ18-000088</b>	Watt	Pension supplement	On average, how many Australian pensioners travel overseas each year? On average, how many Australian pensioners spend more than 6 weeks each year overseas?	Written
<b>SQ18-000089</b>	Kitching	Media monitoring	What was the Department's total expenditure on media monitoring in calendar year 2017?	Written
<b>SQ18-000090</b>	Kitching	Advertising and information campaigns	What was the Department's total expenditure on advertising and information campaigns in calendar year 2017?	Written
<b>SQ18-000091</b>	Kitching	Promotional merchandise	What was the Department's total expenditure on promotional merchandise in calendar year 2017?	Written
<b>SQ18-000092</b>	Kitching	Ministerial overseas travel	Can a copy of all correspondence exchanged between Ministers or Assistant Ministers in the portfolio and the Prime Minister in relation to approval for overseas travel in calendar year 2017 please be provided?	Written
<b>SQ18-000093</b>	Pratt	Expiring Grants	Please provide details of the number of Department of Social Services grants that are expiring on 30 June 2018, where the recipient of that grant has not yet been notified of the Department's intentions in relation to that grant.	Written
<b>SQ18-000094</b>	Pratt	Expiring Grants	Please provide details of what the Department's best practice funding guidelines say about notice periods for advice of grant renewals/termination. Do such guidelines exist?	Written
<b>SQ18-000095</b>	Pratt	Expiring Grants	Please provide details of the proportion of these grants that are expiring in June 2018 that are subject to redesign or review processes that are currently underway. Is the Department planning to extend these grants for a period to provide some certainty to grant recipients while the redesign or review processes take place?	Written



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<b>SQ18-000096</b>	Watt	FTB Part A calculation	Regarding Schedule 3 of the Payment Integrity Bill, which are the proposed changes to the taper rate for Part A rate of Family Tax Benefit. How many current recipients of FTB will be adversely affected by this change? Can we please have those figures of affected families broken down by state and by electorate? How many families will be adversely affected by this proposed change to FTB over the forward estimates?	Written
<b>SQ18-000097</b>	Watt	Newly Arrived Residence Waiting Period (NARWP) Bill	Can you please confirm how many families, children and individuals will be worse off under the proposed measure?	Written
<b>SQ18-000098</b>	Watt	Pension supplement	Is the estimated saving from this measure still \$147.6 million over the forward estimates? On what assumptions is this figure based	Written
<b>SQ18-000099</b>	Watt	Newly Arrived Residence Waiting Period (NARWP) Bill	How many families, children and individuals are expected to receive residency visas of the next five years? This information would underpin the costing assumptions? Can you please provide the detail on how the estimated saves were calculated?	Written
<b>SQ18-000101</b>	Watt	Deeming rates	It's been three years since deeming rates were adjusted for part-pensioners and that interest rates have fallen from 2.25 percent in February 2015 to 1.50 percent today? Why haven't deeming rates been adjusted? Has the Department recommended a reduction to deeming rates? If not, why not? And how often is the issue considered by the Minister, is it a regular consideration, what is the process? When was adjusting deeming rates last considered by the Minister for Social Services?	Written
<b>SQ18-000103</b>	Watt	Newly Arrived Residence Waiting Period (NARWP) Bill	Has the Department done any analysis on how the current two year waiting period affects individuals and families, how it may impact on their work or ability to find work, how it may impact on their housing situation, ability to meet cost of living pressures, and respond to changing situations, such as a serious illness? Can you please provide a summary of this analysis?	Written
<b>SQ18-000104</b>	Watt	Newly Arrived Residence Waiting Period (NARWP) Bill	In relation to special benefit, can you please describe the proposed changes to increase the waiting period and also the exemptions?	Written
<b>SQ18-000105</b>	Watt	Newly Arrived Residence Waiting Period (NARWP) Bill	Over the last 10 years and by year: How many people have been subject to the two year waiting period for special benefit? How many of these people have applied for an exemption to the special benefit waiting period? How many people have been granted an exemption and on what grounds? How many people had their application denied? The time taken to process the application? How many people would no longer be eligible for an exemption under the changes proposed in the Bill? Had these arrangements been in place 2007, how many people that were exempted under the current rules, would no longer be exempted? How many applications for exemption does the Department anticipate over the forward estimates if this change is introduced? Over the next ten years? Can this information be provided as a proportion of the number of people within the two year waiting period?	Written

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<b>SQ18-000106</b>	Watt	Newly Arrived Residence Waiting Period (NARWP) Bill	How are people who apply for special benefit, but have their applications denied, expected to access the support they need?	Written
<b>SQ18-000107</b>	Watt	Deeming rates	How many part pensioners are there in Australia? How many income tested part pensioners are there? How many asset tested part pensioners are there? Can the above figures be provided by state and electorate?	Written
<b>SQ18-000108</b>	Watt	1800RESPECT	How do MHS triage workers determine which calls to the 1800RESPECT service are transferred to a specialist trauma counsellor? What requirements does a caller need to meet to be transferred to a specialist trauma counsellor?	Written
<b>SQ18-000109</b>	Watt	1800RESPECT	After the MHS triage operator answers a call to the 1800RESPECT service, what is the average length of time it takes for a caller to reach a specialist trauma counsellor? After an MHS triage operator answers a call to the 1800RESPECT service, how often is a caller put on hold, and if they are put on hold, how long for and why?	Written
<b>SQ18-000110</b>	Watt	1800RESPECT	How many complaints have the Department of Social Services received about the 1800RESPECT service since the shift to the triage model?	Written
<b>SQ18-000111</b>	Watt	1800RESPECT	Can you provide a breakdown of the number of callers to the 1800RESPECT service by year since the program's inception?	Written
<b>SQ18-000112</b>	Watt	1800RESPECT	Have there been any significant differences in the number of callers to the 1800RESPECT service since the shift to the triage model?	Written
<b>SQ18-000113</b>	Watt	1800RESPECT	Have there been any differences to the number of recontacts to the 1800RESPECT service since moving to the triage model?	Written
<b>SQ18-000114</b>	Watt	1800RESPECT	Within the submission provided by the Department of Social Services to the Senate Inquiry into the Delivery of National Outcome 4 of the National Plan to Reduce Violence against Women and their Children 2010-2022, Attachment A shows that over the life of 1800RESPECT of the \$106.12 million that was spent on 1800RESPECT only \$53.05 million of the public funding made its way to the frontline service provider. (a) what is Medibank Health Solutions using the remainder of the funding for? (b) What is Medibank Health Solutions profit margin on the program? (c) Is the government satisfied that it is getting value for money? (d) Does the government think it is appropriate that only half of the money being provided to the national sexual assault, domestic and family violence counselling service is going towards the organisation that provides the specialist trauma counsellors?	Written
<b>SQ18-000115</b>	Pratt	Grant Redesigns	The new Strong and Resilient Communities grants are expected to commence 1 April 2018, do you expect that this deadline will be met?	Written
<b>SQ18-000116</b>	Pratt	Financial Wellbeing and Capability grants	The new Financial wellbeing and capability grants are expected to commence 1 July 2018, do you expect that this deadline will be met?	Written
<b>SQ18-000117</b>	Pratt	Grant Redesigns	The redesign process for the Family and Relationship Services grant program is expected to commence 12 months before existing grants expire in 2019. Can you provide us with an update on progress?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000118</b>	Watt	Residency requirements	The proposed changes to the residency requirements for pensioners is expected to save the budget about \$119 million over four years, how many people will be adversely affected by this change over four years?	Written
<b>SQ18-000121</b>	Pratt	Families and Children Grants	Please provide a breakdown of the allocation of each activity under the Families and Children program by state (Family and Relationship Services, Family Law Services, Children and Parenting, Adult Specialist Support Services, Communities for Children Facilitating Partners, Young People)	Written
<b>SQ18-000122</b>	Watt	Pension asset test	Over the forward estimates how many people would have been eligible for the Age Pension but will no longer be eligible because of the changes to the assets test? The accumulated number?	Written
<b>SQ18-000123</b>	Pratt	Royal Commission into Institutional Responses to Child Sexual Abuse	The final report of the Royal Commission into Institutional Responses to Child Sexual Abuse reported in December 2017. It makes 409 recommendations, of which 189 are new. 67 of these are directed to the Commonwealth. 220 recommendations are from from three previously Royal Commission reports – Working with Children Checks, Redress and Civil Litigation and Criminal Justice. 2. Can you outline which areas you will be responsible for?	Written
<b>SQ18-000124</b>	Pratt	Royal Commission into Institutional Responses to Child Sexual Abuse	Are you considering your response to both new recommendations of Royal Commission into Institutional Responses to Child Sexual Abuse as well as those made in previous reports? What progress have you made in considering those recommendations?	Written
<b>SQ18-000125</b>	Pratt	Royal Commission into Institutional Responses to Child Sexual Abuse	Are you able to tell us which services funding under DSS programs currently provide support for victims and survivors of childhood sexual abuse in institutional contexts? Are these dedicated services or universal? Has there been any consideration given as to whether these funding arrangements might need to change in line with the recommendations about dedicated community support services (volume 9, recc's 9.2-9.9)?	Written
<b>SQ18-000126</b>	Pratt	Royal Commission into Institutional Responses to Child Sexual Abuse	I asked at Supplementary Budget Estimates in October about services for children with problematic and harmful sexual behaviours, and you advised that there was no work currently being done by the department on this issue and that information is not collected. Is this being reviewed in light of the recommendations of the final report?	Written
<b>SQ18-000128</b>	Pratt	Volunteer Grants	Can you provide an update on the next round of Volunteer Grants, including when the round will commence?	Written
<b>SQ18-000129</b>	Pratt	Home Interaction Program for Parents and Youngsters (HIPPY)	The contract for the HIPPY program is due to expire in December 2018. The department has previously advised that it is in discussions with the Brotherhood of St Laurence about the future of this program and funding. Is there a further update on the future of the HIPPY program? Is this funding going to continue post December-2018?	Written
<b>SQ18-000130</b>	Watt	Newly Arrived Residence Waiting Period (NARWP) carer payment	On average, how many people each year are exempted from the newly arrived residents waiting period for carer payment? On average, how long do those who have been exempted from the NARWP remain on the carer payment? What happens when they cease to receive carer payment?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000133</b>	Watt	Newly Arrived Residence Waiting Period (NARWP) carer payment	It is understand the Government is undertaking a review. Who is doing this work? If outsourced, how much is the contract for and how were they selected? At what stage is the review? When do you expect an outcome? Will the results be made public?	Written
<b>SQ18-000134</b>	Watt	Cashless Debit Card	What is the total amount that has been spent on the cashless debit card trials in Ceduna and the East Kimberley to date?	Written
<b>SQ18-000135</b>	Watt	Cashless Debit Card	What is the cost of the trial in Ceduna to date? Please provide a breakdown of consultation costs, start up card costs, any stores support costs, compliance costs, cost for managing and running the community panel, cost of any additional support services, ongoing participant costs, costs of cards issued, help service costs.	Written
<b>SQ18-000136</b>	Watt	Cashless Debit Card	What is the cost of the trial in the Kimberley region to date? Please provide a breakdown of consultation costs, start up card costs, any stores support costs, compliance costs, cost for managing and running the community panel, cost of any additional support services, ongoing participant costs, costs of cards issued, help service costs.	Written
<b>SQ18-000137</b>	Watt	Cashless Debit Card	What is the cost of the trial in the Goldfields to date and estimated / allocated costs? Please provide a breakdown of consultation costs, start up card costs, any stores support costs, compliance costs, cost for managing and running the community panel, cost of any additional support services, ongoing participant costs, costs of cards issued, help service costs.	Written
<b>SQ18-000138</b>	Watt	Cashless Debit Card	How many participants are expected to be included in the Goldfields trial?	Written
<b>SQ18-000139</b>	Watt	Cashless Debit Card	Is the department continuing to hold community consultations with the Hervey Bay region? With who and on what basis? Has funding notionally been allocated for a Hervey Bay trial, how much?	Written
<b>SQ18-000140</b>	Watt	Cashless Debit Card	Has the department undertaken any consultations on a broader roll out of the cashless debit card, with who, when? Please provide details.	Written
<b>SQ18-000141</b>	Watt	Placement/support trial	How many sites have implemented individual placement support trial and what proportion has been assessed as high fidelity?	Written
<b>SQ18-000142</b>	Watt	Placement/support trial	What is the average case load for IPS practitioners?	Written
<b>SQ18-000143</b>	Watt	Placement/support trial	What have the employment outcomes been, including both placements and after 12 months? What was the cost per client?	Written
<b>SQ18-000144</b>	Watt	Placement/support trial	Over the same period what have the outcomes been for people with a mental illness in the DES, including placements and after 6 – 12 months? What was the cost per client with a mental illness?	Written
<b>SQ18-000145</b>	Watt	Placement/support trial	What is your assessment of the cost effectiveness of IPS compared with the cost effectiveness of mainstream services?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000146</b>	Steele-John	Carer Support Services under NDIS	<ul style="list-style-type: none"> <li>• Why have agencies delivering the Commonwealth Carer Respite Centres been told that they will not be funded from 30 June, and what carer support services will be provided for Australians from 1 July?</li> <li>• What is the government advice to the current service providers who are now forced to begin planning to let staff go and wind down the provision of essential support services to Australian carers?</li> <li>• What advice is the Commonwealth providing to existing carers who rely on these support services given they currently have no guarantee of continued support from these, or any providers after this date and have not been informed of these impending cuts?</li> <li>• What is the government's advice to everyday Australian caring for loved ones who are in need of essential support and respite services given the uncertain future they now face?</li> </ul>	Written
<b>SQ18-000147</b>	McCarthy	Royal Commission into the Protection and Detention of Children in the Northern Territory	What discussions have occurred to establish a coordinated funding framework with the Northern Territory Government?	Written
<b>SQ18-000148</b>	Steele-John	NDIS interaction with mainstream services	<ul style="list-style-type: none"> <li>• What work is being undertaken to progress the development of policy and practice regarding the NDIS's interactions with non disability or mainstream programs?</li> <li>• While some issues will need to be resolved by the COAG there will also be a raft of practice issues at the service level that will also need addressing. Are any industry or community sector organisations working with the NDIS or DSS on these issues?</li> </ul>	Written
<b>SQ18-000149</b>	Steele-John	COAG Applied Principles	The COAG Applied Principles were developed in advance of the NDIS full scheme rollout. Does the NDIA or DSS think they need revision after the experience of rollout? If so, in what ways? If not, why not?	Written
<b>SQ18-000150</b>	Moore	Adoption practices	I understand the support services for people affected by past adoption practices have been reviewed. Until recently, that message was on the DHS website. Can you provide information on the review process for past adoption practices, including the methodology, whether it was in house or contracted out, and who was contacted during the process?	Written
<b>SQ18-000151</b>	Moore	Adoption practices	There continues to be significant concerns among mothers about the quality and access to effective services, particularly in Victoria. Has the Department contacted the mothers to identify the source of their concerns, and to consider options, especially for mothers living in regional areas?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000152</b>	Moore	Adoption practices	The question of access to appropriate psychological services has been raised, particularly around the availability of professionals with experience and knowledge of trauma and the history of adoption in Australia. The work done by Australian Psychological Society (APS) provided training materials and information for professionals. The attachment on the DSS web site to the APS website is no longer connected. Is there any data on the usage of these materials or information on accredited professionals in this area? Was this process part of the review of services? Have new contracts been provided to service providers for forced adoption services? If so, what are the funding arrangements, and over what period? What are the reporting arrangements?	Written
<b>SQ18-000153</b>	Moore	Adoption practices	What is the current process for funding of activities for the people affected by past adoption practices, such as mothers retreats, gatherings, celebrations of anniversaries, or apologies? Are there specialised grants?	Written
<b>SQ18-000154</b>	Moore	Adoption practices	As the governments at state and federal level continue to promote adoption as a real option for placement of children, the effect is stress and trauma for people impacted by past practices, and this causes increased demand for support, particularly among mothers. Has there been any assessment of responses across service providers?	Written
<b>SQ18-000155</b>	Moore	Adoption practices	I receive many emails and calls from mothers about their concerns, this is often triggered by media coverage, government reports promoting adoption, both locally and internationally, and some television shows featuring story lines about adoption or family break down. March is the anniversary of the federal apology. Are there any plans for a government / parliament acknowledgement?	Written
<b>SQ18-000156</b>	Dodson	Northern Territory Royal Commission	<ol style="list-style-type: none"> <li>1. Before releasing the Federal Government Response on 8 February, what consultation took place between the Government and the Commissioners?</li> <li>2. What consultation took place with APONT and other community controlled organisations in the NT?</li> <li>3. What consultation took place with the NT Government?</li> <li>4. NT Chief Minister Michael Gunner has said that in his discussions with Social Services Minister Dan Tehan, the day before the Government released its response, the Minister did not inform him there would be an inquiry into the NT. Can it be confirmed when this inquiry was decided and when was the NT Government informed?</li> <li>5. When was the decision made that Minister Tehan would lead the Federal Government response?</li> </ol>	Written
<b>SQ18-000157</b>	Dodson	Northern Territory Royal Commission	<p>Of the 28 recommendations the Government has chosen to respond to, it has given 'in principle support, subject to further consultation' to a number of recommendations. Can the department outline what the consultation process will be?</p> <p>Will that consultation process include implementing the tripartite forum, as recommended by the royal commission?</p> <p>What is the timeframe for 'further consultation'?</p>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000158</b>	Pratt	Grant Redesigns	The Australian Institute of Family studies was undertaking a survey of current Family and Relationship Services providers, which was due to end in December 2017. Has this survey been completed as scheduled? What was the feedback from this survey? How will this inform the principles of the redesign of this program? What principles will underpin this redesign?	Written
<b>SQ18-000159</b>	Watt	Child Support - Inquiry	a) Following on from the 2015 House of Representatives Standing Committee on Social Policy and Legal Affairs into the Child Support Program, how many recommendations have been implemented? b) Do you plan on implementing any of the remaining recommendations?	Written
<b>SQ18-000160</b>	Watt	Child Support – Review of Formula	Have there been any recent reviews into the child support formula and if so what was the outcome?	Written
<b>SQ18-000161</b>	Siewert	Single Parents - Payments	How many single parents receive Newstart and Family Tax Benefit?	Written
<b>SQ18-000162</b>	Siewert	Newstart – Single Recipients	Please provide a breakdown of single recipients of Newstart by age (including gender)	Written
<b>SQ18-000163</b>	Siewert	Newstart - Recipients	Please provide a breakdown as at June 2017 of the number and percentage of Newstart Allowance recipients (singles, couples, singles with children, couples with children, and total) who receive: a) Newstart only; b) Newstart plus Rent Assistance (RA) only (and the average \$ amounts of each received); c) Newstart plus Family Tax Benefits (FTB) only (and the average \$ amounts of each received); d) Newstart plus RA and FTB (and the average \$ amounts of each received); e) Newstart plus any other supplementary payments without RA or FTB (and the names of the payments and average total \$ amounts of 'other supplementary payments' received); f) Newstart plus any other supplementary payments with RA only (and the names of the payments and average total \$ amounts of 'other supplementary payments', and average RA received); g) Newstart plus any other supplementary payments with FTB only (and the names of the payments and average total \$ amounts of 'other supplementary payments', and average FTB received).; h) Newstart plus any other supplementary payments with RA and FTB (and the names of the payments and average total \$ amounts of 'other supplementary payments', and average FTB received and average RA received).	Written
<b>SQ18-000164</b>	Dodson	Improving Disability Identification	What funding did the government allocate to research on improving disability identification of Aboriginal and Torres Strait Islander people entering or already in prison in the 2016-17 financial year? Has this research be completed? If not, when will it be completed?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000165</b>	Dodson	Improving Disability Identification	What funding has the government allocated to research on improving disability identification of Aboriginal and Torres Strait Islander people entering or already in prison in the 2017-18 financial year? When will this research be completed? How will the federal government ensure that any recommendations are implemented by state and territory governments? Can the government provide any information on the initial findings of the research it has undertaken?	Written
<b>SQ18-000166</b>	Dodson	People with Disabilities in Prison	Has the federal government, through the COAG process, conducted a survey of people with disabilities in Australian prisons, with information on the current and projected number of prisoners, disaggregated by age, gender, ethnicity (including Aboriginal and Torres Strait Islander prisoners), and type of physical, cognitive, or physiological disability, as well as their support needs? If not, is there capacity for the federal government or an independent body to conduct such a survey?	Written
<b>SQ18-000167</b>	Dodson	People with Disabilities in Prison	What is the federal government doing, through the COAG process, to develop an assessment protocol that assists police, courts, and correctional institutions in identifying people with disabilities, particularly among Aboriginal and Torres Strait Islander prisoners?	Written
<b>SQ18-000168</b>	Dodson	People with Disabilities in Prison	What is the federal government doing, through the COAG process, to ensure that prison staff, police, and lawyers are trained on how to engage with and support the needs of people in the justice system with a range of disabilities - including cognitive impairment, foetal alcohol spectrum disorder (FASD) or acquired brain injury - particularly Aboriginal and Torres Strait Islander prisoners?	Written
<b>SQ18-000169</b>	Dodson	People with Disabilities in Prison	What is the federal government doing, through the COAG process, to ensure that all people entering the detention system are appropriately screened for cognitive and psychological disabilities, particularly Aboriginal and Torres Strait Islander prisoners?	Written
<b>SQ18-000170</b>	Dodson	People with Disabilities in Prison	What is the federal government doing, through the COAG process, to ensure that all prison and detention centre staff are appropriately and regularly trained to a nationally recognised standard in how to engage with and support the needs of people with physical, cognitive and psychological disabilities, particularly Aboriginal and Torres Strait Islander prisoners?	Written
<b>SQ18-000171</b>	Dodson	Assessing and Identifying Disability	What information have state and territory governments provided for identifying and assessing disability - including hearing loss, cognitive impairment, foetal alcohol spectrum disorder (FASD) or acquired brain injury (ABI) - among Aboriginal and Torres Strait Islander prisoners in all jurisdictions?	Written
<b>SQ18-000172</b>	Dodson	People with Disabilities in Prison	What information have state and territory governments provided on the steps they have taken to improve access to specialist services for prisoners with mental health needs or disabilities - including cognitive impairment, foetal alcohol spectrum disorder (FASD) or acquired brain injury - among Aboriginal and Torres Strait Islander prisoners in all jurisdictions?	Written
<b>SQ18-000173</b>	Pratt	Royal Commission into Institutional Responses to Child Sexual Abuse	The Commission recommended that "the scheme or schemes should be established and ready to begin inviting and accepting applications from survivors by no later than 1 July 2017." Why was this timeframe not met?	Written



QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000174</b>	Pratt	Royal Commission into Institutional Responses to Child Sexual Abuse	On what basis was \$150,000 decided as the maximum compensation figure, not \$200,000 as recommended by the Royal Commission?	Written
<b>SQ18-000175</b>	Pratt	Royal Commission into Institutional Responses to Child Sexual Abuse	Is it correct that the draft legislation circulated by the Commonwealth still leaves significant uncertainty regarding the costs of the scheme, including the administrative costs, establishment costs, and costs for funding support services and legal services to help applicants apply for redress. If this is a Commonwealth-led scheme, why isn't the Commonwealth agreeing to pay all establishment costs of the scheme, including ICT costs and costs of building the service delivery system?	Written
<b>SQ18-000176</b>	Brown	Disability Awards Dinner	What was the cost of running the Disability Awards program in 2017? Please provide the total running cost for 2015/16.	Written
<b>SQ18-000177</b>	Brown	Disability Awards Dinner	Why was the decision taken to host the disability awards dinner away from Parliament House?	Written
<b>SQ18-000178</b>	Brown	Disability Awards Dinner	Was an evaluation of the 2017 Awards program carried out? Who undertook this evaluation and who was involved in providing feedback? If an evaluation was conducted, could we see a copy of the evaluation report? If an evaluation was not undertaken, why not?	Written
<b>SQ18-000179</b>	Brown	Disability Awards Dinner	Is there any support provided to finalists and winners to promote their awards and the NDS following the ceremony?	Written
<b>SQ18-000180</b>	Brown	Disability Awards Dinner	Was the media impact more or less significant than in previous years – does the DSS feel that the spend on media was value for money?	Written
<b>SQ18-000181</b>	Brown	Disability Awards Dinner	What plans are the department making for the awards for 2018 and how far advanced are these?	Written
<b>SQ18-000182</b>	Brockman	Age pension age	Could you provide, over whatever time period is relatively easy, some data around when people first apply for age pension—the age at which they first apply?	Pg 66 - 1 March

## National Disability Insurance Agency (NDIA)

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000003</b>	Siewert	NDIA psychosocial workshops	<p>Senator SIEWERT: Could you provide—it's probably best done on notice—what the mix has been for each of the workshops?</p> <p>[...] I've had feedback that there's been a dominance of providers/NDIA staff, so I'd like to see a breakdown of participants, carers, staff from providers and NDIA staff for each of the workshops that have been held. Can you tell me the locations now, if that's possible, of the four workshops that have been held and the four that are proposed?</p> <p>Ms Gunn: I'll need to get that for you. I don't have them with me here. I can get somebody to find them for me and we can get them for you, but I don't have them on me.</p> <p>Senator SIEWERT: If you could, that would be appreciated. Is it true that the one proposed for Brisbane was cancelled? Am I correct in my understanding?</p> <p>Ms Gunn: No, that was held a week and a half ago.</p> <p>Senator SIEWERT: How many people participated in that?</p> <p>Ms Gunn: I don't know the details. I can get that for you.</p> <p>Senator SIEWERT: If you could get that before the end of the day, that would be appreciated.</p> <p>[...] I'm after where they've been held, where they're proposed to be held, and the composition.</p>	Pg 15 - 1 March
<b>NDIA SQ18-000004</b>	Siewert	Psychosocial disability	<p>Senator SIEWERT: Have we got more up-to-date figures on the exact number of people [with psychosocial disability] who were transitioned [to the NDIS] in 2016-17, and have we got figures for this financial year to date? [...]</p> <p>Ms Gunn: I don't have it explicitly by program. [...]</p> <p>Senator SIEWERT: You haven't got them broken down? [...]</p> <p>Could you take that on notice?</p> <p>Ms Gunn: Yes.</p>	Pg 16 - 1 March
<b>NDIA SQ18-000005</b>	Siewert	Personal Helpers and Mentors (PHaMs) transition into NDIS	<p>Senator SIEWERT: Have you then got a more precise figure in terms of what your expectations are for the final transition figures for 2017-18, both for psychosocial and specifically then for PHaMs? I presume you have to take that on notice as well?</p> <p>Ms Gunn: I will. It would be a combination of known programs such as PHaMs, the phasing from state government mental-health-related programs, and then anybody who is new from the community seeking access to the scheme. So it would only be a forecast from what we know rather than what is potentially going to happen.</p> <p>Senator SIEWERT: That's why it's a forecast. At the moment I'm after that. Are you able to provide that on a state-by-state basis?</p> <p>Ms Gunn: We can certainly identify the data that the states have provided to us from their programs at this point in time.</p> <p>Senator SIEWERT: Of the people who have been found ineligible, or have withdrawn requests or declined to phase into NDIS or haven't returned the access requests, are you able to provide a breakdown of that information, state by state? In response to questions that I've asked before, you've said there are 586 people who fall into those various categories. Are you able to do it state by state?</p> <p>Ms Gunn: By jurisdiction?</p> <p>Senator SIEWERT: Yes.</p> <p>Ms Gunn: It would be available, yes.</p>	Pg 16 - 1 March

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			Senator SIEWERT: If you could take that on notice, that would be appreciated.	
<b>NDIA SQ18-000006</b>	Steele-John	NDIA staff training - documents	Senator STEELE-JOHN: That's good to know. So would you be able to provide both the training documents that have been developed to the pilot, a list of people who contributed to the development of that training and generally the training—which goes to my next question—that is required of all NDIS staff in relation to competency around disability experience and awareness and skills? Ms Gunn: Yes. Ms Rundle: Yes.	Pg 26 - 1 March
<b>NDIA SQ18-000007</b>	Steele-John	NDIA staff training - rollout	Senator STEELE-JOHN: [...] Would you also be able to give me a time line for the rollout of the developed training to the totality of the planner workforce? Ms Gunn: When it's finalised, what we'll do is target to where our scheme is phasing in. We'll make sure that it is available for when we take the new intake of staff into each of the new areas. We're now designing a program of going back across all of our existing areas to deliver that. As you can imagine, across 3,000 or 4,000 staff that's a big ask and it's a logistics challenge, but we're designing that now. Senator STEELE-JOHN: Wonderful. If you could take that on notice, that would be great.	Pg 26 - 1 March
<b>NDIA SQ18-000008</b>	Steele-John	NDIA call centre performance	Senator STEELE-JOHN: [...] These are just a couple of quick ones on notice. What is the average wait time for somebody calling the contact centre? How many calls end before they answer? What's your dropout rate? I would imagine that that would be something that would be needed to be taken on notice. Mr De Luca: Senator, just to be clear, would you like that over periods of six months? What period would you like? Senator STEELE-JOHN: Since the commencement of the centre, if that's possible, so that we can see— Mr De Luca: Since the commencement of the call centre? Senator STEELE-JOHN: Yes. Senator SIEWERT: You may want it in financial years so that we can see progress. Senator STEELE-JOHN: That would be good. [...] Senator SIEWERT: And year to date. [...] Senator STEELE-JOHN: Do you actually record a dropout rate for— Ms Rundle: We do. I do have that data with me for that period. Senator STEELE-JOHN: For the sake of time, would you be able to table it or pass it along? I have, as you can imagine, many, many questions. Ms Rundle: Yes, I can do that. [...] Mr De Luca: That's abandonment rates, basically? Senator STEELE-JOHN: Yes.	Pg 27 - 1 March

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000009</b>	Brown	NDIS plan reviews	<p>Senator CAROL BROWN: How many annual reviews occurred after the end date of the participant's plan?</p> <p>Mr De Luca: Could you clarify the question in terms of how many or when it is undertaken?</p> <p>Senator CAROL BROWN: After a participant's plan ends—</p> <p>Mr De Luca: Expires.</p> <p>Senator CAROL BROWN: how many annual reviews occurred?</p> <p>Ms Gunn: I don't have that exact figure, but I can tell you that at this point in time less than 2,000 plans have expired without a new plan in place. The vast majority of those sit in that period of being expired for less than 30 days, and more than 80 per cent of those plans are in the planning cycle during that period of time. Typically that means we are in the process of asking the person for the relevant information, waiting for quotes, gathering details about their changes of circumstances or additional needs they may be raising with us, and we have not been able to finalise those considerations before the date has expired. We are very conscious that has an impact on families and particularly on providers. As soon as a new plan is approved, there is a system mechanism whereby by the old plan end dates are extended so funding can be claimed for the services provided within the period.</p> <p>Senator CAROL BROWN: To clarify: that mechanism comes into place once a new plan is—</p> <p>Ms Gunn: On a weekly basis as soon as a new plan is approved. That means within that week the funds are able to be claimed for the period in which the plan had expired.</p> <p>Senator CAROL BROWN: If you can get me some more up-to-date information on notice, that would be good. [...]</p>	Pg 29 - 1 March
<b>NDIA SQ18-000010</b>	Brown	NDIS access - clients from state disability services	<p>Senator CAROL BROWN: I don't know if you keep this information, but how many of those that have been unable to be contacted are existing clients of a state disability service?</p> <p>Ms Gunn: After access has been made, just to be—</p> <p>Senator CAROL BROWN: No, the ones where they have had access decisions that they're able to be participants and then they need to be contacted but you haven't been able to do that. That's the class I'm talking about.</p> <p>Ms Gunn: Yes.</p> <p>Mr De Luca: That's prior to their first plan?</p> <p>Ms Gunn: Yes. It's a very small number. I'll get that for you.</p>	Pg 30 - 1 March

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>SQ18-000011</b>	Brown	NDIA Budget	<p>Senator CAROL BROWN: How much money is currently underspent in the NDIS?</p> <p>Mr De Luca: In terms of utilisation of scheme?</p> <p>Senator CAROL BROWN: I want to try to compare it to other quarters.</p> <p>Mr De Luca: Sorry?</p> <p>Senator CAROL BROWN: The underspend quarter by quarter.</p> <p>Mr De Luca: I will go to the last quarterly report. I've got financial years here. I don't have quarters at the moment, but I can give you the financial years as a starting basis.</p> <p>Senator CAROL BROWN: Yes, that would be good, and on notice, perhaps—</p> <p>Mr De Luca: Yes, and by quarter after that.</p> <p>Senator CAROL BROWN: Yes.</p> <p>Mr De Luca: If we start with the 2013-14 financial year, there was \$132.8 million committed. There was a total paid of \$85.3 million, which is a utilisation to date of 64 per cent. If we go to the 2014-15 financial year, the commitment was \$496.7 million, with total paid of \$370.4 million, which is a utilisation to date of 75 per cent. In 2015-16 the total commitment was \$933.3 million and the total paid \$701.4 million, a utilisation to date of 75 per cent. So it was consistent with the prior year. The 2016 to 2017 was \$3.1842 billion in commitment. The total paid was \$2.1053 billion. And the utilisation to date is 66 per cent. It's too early to talk through 2017-18 because we're only halfway through the year.</p> <p>Senator CAROL BROWN: Do you keep that information quarter by quarter?</p> <p>Mr De Luca: We, do and we release that in our COAG quarterly report.</p> <p>Senator CAROL BROWN: So on notice if you could give me—</p> <p>Mr De Luca: The quarterly numbers. It's important to look at a historical period versus the last quarter, because of the time it takes to utilise.</p> <p>Senator CAROL BROWN: I'm sure you will look at it all, Mr De Luca.</p>	Pgs 30 & 31 - 1 March
<b>NDIA SQ18-000012</b>	Watt	NDIS provider payments - timeliness	<p>Senator WATT: Coming back to my original question, what I'm looking for is the number of payments and providers whose payment was received more than one month after they submitted it between 1 July and 31 December 2017. Feel free to take that on notice if you need to.</p> <p>Mr De Luca: Yes. [...] Are you asking for one month in arrears from the date they made the claim?</p> <p>Senator WATT: Yes.</p> <p>Mr De Luca: Right. Of those which have been rejected or of those that have been a combination of paid and rejected?</p> <p>Senator WATT: Both. So if they ultimately received a payment but it took more than a month.</p> <p>Mr De Luca: To get the money.</p> <p>Senator WATT: Or if they're still waiting.</p> <p>Mr De Luca: We can only do that on valid payments, not if something has been incorrect because they got the number wrong. Of the valid numbers, we can certainly advise.</p> <p>Senator WATT: That's fine.</p>	Pg 32 - 1 March

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000013</b>	Watt	NDIS plan manager payments - timeliness	<p>Senator WATT: You mentioned that there are three different types of payments [...]</p> <p>Senator WATT: And I think the third category was plan managers.</p> <p>Mr De Luca: Yes.</p> <p>Senator WATT: Can we get some figures about delays there?</p> <p>Mr De Luca: Ms Gunn might correct me. Do we actually have visibility of payments between participants through plan management?</p> <p>Ms Gunn: Yes, you could. You could pull out by the provider, who is registered as a plan manager.</p> <p>Senator WATT: If you could take that on notice.</p>	Pgs 32 & 33 - 1 March
<b>NDIA SQ18-000014</b>	Watt	NDIS provider payments - value of claims	<p>Senator WATT: How much money in total is currently owed to disability services providers? [...]</p> <p>Senator WATT: No. I'm looking for the total figure that is currently owing through invoices or whatever the mechanism is.</p> <p>Ms Campbell: Claims on hand.</p> <p>Senator WATT: Yes, claims on hand. What's the figure there? [...]</p> <p>Mr De Luca: We can't give you how much is owing because we have to validate whether they're correct first and foremost.</p> <p>Senator WATT: I understand there's an issue about whether they're valid claims, but you still must be able to work out the value of those 60,000-odd claims.</p> <p>Mr De Luca: We have to look at those manually. [...] We need to work through that. [...]</p> <p>Senator WATT: So you actually don't know the figure that is currently owing to providers who have submitted claims?</p> <p>Mr De Luca: We know the amount which is being submitted and is correct and what we pay, and that's \$1.92 billion. Of those which have been rejected [...] I can't comment on that because we can't tell if they're valid or not valid. We have to work through each of those.</p> <p>Senator WATT: I totally get that some of them might not be valid claims, but you must know what they add up to in total if they all turn out to be valid.</p> <p>Mr De Luca: If they were valid then we would pay them. But we have to go through each of those systematically, case by case.</p> <p>Senator WATT: I understand that, but what I'm asking is: what's the value of those claims which are yet to be determined whether they are valid?</p> <p>Mr De Luca: I can't give you a number because they have to be validated to tell you what the number is. I know it's frustrating for you. The system and the processes have some challenges that we're working through, but we are—</p> <p>Senator WATT: Why don't you take it on notice and see if there's a way of coming up with the figure?</p> <p>Senator Fierravanti-Wells: I think you're getting to the question of what the contingent liability is.</p> <p>Senator WATT: It may be that that is the question I'm asking.</p> <p>Senator Fierravanti-Wells: Why don't we take that on notice and see what we can do.</p> <p>Senator WATT: Sure.</p>	Pgs 33 & 34 - 1 March

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000015</b>	Watt	NDIA processing of manual claims	<p>Senator WATT: You mentioned that there's a requirement to process payments or invoices manually. How many service providers are required to invoice the agency manually as a result of IT issues with the portal?</p> <p>Mr De Luca: How many need to provide us claims to be processed manually because the system doesn't allow it to be processed—is that the question?</p> <p>Senator WATT: Yes.</p> <p>Mr De Luca: That again is claim by claim. It needs to be those numbers that have been rejected. So eight per cent for the financial year and the nine per cent—</p> <p>Senator WATT: I'm not talking about the percentage of claims that are unsuccessful. Is that what you were just giving me?</p> <p>Mr De Luca: Yes. How many payments do we need to process manually because the system didn't let it through the system? The only way we can respond is that we have to look at the ones that have been rejected.</p> <p>Senator WATT: In essence, it's the people who aren't able to have a payment successfully made using the system, as you call it, which is another way of describing the portal?</p> <p>Mr De Luca: Yes.</p> <p>Senator WATT: It's those people who then need to submit manual invoices?</p> <p>Ms Gunn: I might just clarify that. Sometimes yes, but mostly no. When we've worked out what the blockage was—so if they've put the wrong date on a service booking, our staff can adjust the service booking with them and then it can be processed back through the system. So, while there is a manual intervention, it is to correct what is in the system and then the system pays it. So there is limited work for the provider, other than what they've previously had to do to log the claim.</p>	Pgs 34 & 35 - 1 March
<b>NDIA SQ18-000016</b>	Reynolds	Young people in residential aged care (YPIRAC)	<p>Could you please provide the latest figures, where possible broken down by state and territory, showing:</p> <ul style="list-style-type: none"> <li>- How many YPIRAC have had their access request approved?</li> <li>- How many YPIRAC have an approved plan?</li> <li>- The value (mean, median and range) of funding packages being provided to Young People who had their NDIS plan approved while they were in Residential Aged Care</li> <li>- How many YPIRAC have begun drawing down on the funding in their NDIS plan?</li> <li>- How many Young People in Residential Aged Care have identified moving out of Residential Aged Care as a goal?</li> <li>- How many Young People in Residential Aged Care who became NDIS participants while living in Residential Aged Care have since left Residential Aged Care?</li> <li>- The number of eligible Younger People in Residential Aged Care who became NDIS participants in NDIS sites, compared with the expected number of YPIRAC who were scheduled to become participants</li> <li>- The number of Young People in aged care in NDIS sites who are not yet NDIS participants</li> <li>- The percentage of Younger People in RAC who have drawn down their NDIS plan by more than \$15,000 in the previous year;</li> </ul>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			<ul style="list-style-type: none"> <li>- The total number of young people in residential aged care found not eligible for the NDIS and this as a percentage of all young people in aged care who have tested their eligibility for the NDIS. Please provide a percentage breakdown of the top five reasons.</li> <li>- How many YPIRAC is the NDIS paying RAC fees for?</li> <li>- What is the annual cost of the RAC fees to the NDIS?</li> </ul>	
<b>NDIA SQ18-000017</b>	Siewert	Mind the Gap Report	<p>In relation to the NDIA response to the 'Mind the Gap' report:</p> <ol style="list-style-type: none"> <li>1. On whose behalf is the response made?</li> <li>2. Can you confirm that the NDIA was not contacted by anybody in the research team? Did you check with the relevant staff or board members that they were not contacted by members of the research team?</li> <li>3. Please provide the numbers of people with a psychosocial disability who have had their plans reviewed? Please provide the figures broken down into those that have asked for a review and those reviewed after a year.</li> <li>4. Of those plans reviewed please provide the numbers whose plans stayed the same, those that were increased and those that were decreased?</li> </ol>	Written
<b>NDIA SQ18-000018</b>	Steele-John	Maintaining critical supports under the NDIS	<p>The NDIA has operational guidelines for violence, abuse and neglect but there is growing concern about the lack of adherence to these guidelines. E.g. Decisions can be made that place a participant in a situation of risk of harm or neglect, such as risk of placement in nursing homes, losing their children, exacerbating serious health conditions etc. How is the NDIA addressing the issue of services of last resort, either through establishing its own office, policy or practice and / or working with jurisdictions to ensure that services and supports are available where there are no other options?</p>	Written
<b>NDIA SQ18-000019</b>	Steele-John	Supporting NDIS participants to self manage	<p>Eleven per cent of participants are self-managing, and support co-ordination to assist self-management appears only to be given in cases deemed 'complex'. This discourages self-management and minimises choice and control. What is the NDIS doing to increase the number of participants who can self-manage their own plans?</p>	Written
<b>NDIA SQ18-000020</b>	Steele-John	Incomplete information about NDIS access	<ul style="list-style-type: none"> <li>• Why is it that the full explanation of an access 'not met' decision is not provided until the review stage? Very minimal information is given in the initial letter as to what information the decision maker is drawing on in order to make their decision. This means that a lot of times, providing further information for reviews is a stab in the dark. I suspect that the internal review process would be much more effective, and the need to go to the AAT would be significantly reduced if we knew what NDIA's actual concerns were and could target information accordingly.</li> <li>• What processes are in place to ensure that participants and prospective participants are provided with correct and complete information? People continue to receive incorrect letters that are simple administrative errors that could be fixed by having letters checked before they are sent out. E.g. Rejections on the basis of being over 65 when the person is not over 65; others are not even provided with a reason.</li> </ul>	Written



QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000021</b>	Steele-John	No written information from NDIA contact centre	What is the rationale behind the contact centre being unable to send outgoing communications by post or email? Being unable to get written information makes providing support as individual advocates difficult, disadvantages people who may struggle with memory or communication, and means there is a lack of accountability. People are provided with conflicting information depending on who a person talks to, and the lack of written information and poor note taking in their internal interaction log makes it really difficult to get to the bottom of things.	Written
<b>NDIA SQ18-000022</b>	Steele-John	NDIA Privacy practices	How does NDIA ensure that the privacy policy and procedures are followed by staff? How many complaints have been received regarding breaches of privacy by NDIA staff? The application of privacy protections is constantly varying with the contact centre, some don't even check whether a person, supporter or advocate is listed as a contact for a person, while others won't speak to anyone even when they are listed. People with disability have also been sent personal information about completely different participants in two different letters.	Written
<b>NDIA SQ18-000023</b>	Steele-John	SDA supply	Access to Specialist Disability Accommodation is an ongoing concern, particularly with respect to what we are hearing about people not having SDA included in their plans resulting in them being stuck in hospital, Residential Aged Care or other types of inappropriate accommodation. What is being done to increase the supply of new SDA and to address the need for SDA in thin markets?	Written
<b>NDIA SQ18-000024</b>	Steele-John	Communication about SDA	We are hearing that there are many delays and obstacles to getting SDA approved in people's plans. While people wait for SDA to be approved, they are stuck in hospitals and aged care facilities. How is the agency working to improve communication about SDA approval processes, and consistency of decision making?	Written
<b>NDIA SQ18-000025</b>	Steele-John	Funding for SDA in NDIS plans	What is the latest data, broken down by state and territory, on SDA in people's plans, please include: <ul style="list-style-type: none"> <li>• the number of NDIS participants with SDA in their plans, and how many have in-kind vs non-in-kind SDA;</li> <li>• a breakdown of the level /type of SDA approved in plans;</li> <li>• the amount of funding that has been a) allocated and b) spent in people's plans for SDA;</li> <li>• a breakdown of the amount of SDA payment allocated to in-kind compared to non-in-kind SDA;</li> <li>• the number of Young People in Residential Aged Care with SDA in their plans;</li> <li>• the number of people with SDA in their plans who did not previously live in SDA.</li> </ul>	Written
<b>NDIA SQ18-000026</b>	Steele-John	SDA properties	What is the latest data, broken down by state and territory, on SDA properties enrolled with the NDIA, please include: <ul style="list-style-type: none"> <li>• the number of "new dwellings" compared to "existing dwellings";</li> <li>• a matrix showing the number of properties enrolled by design category and dwelling type;</li> <li>• the total amount of funding to date that has been paid for new dwellings compared to existing dwellings</li> </ul>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000027</b>	Steele-John	SDA requests - Technical Advice Team	<p>What is the latest data on:</p> <ul style="list-style-type: none"> <li>• the number of SDA requests that were reviewed by the Technical Advice Team in the last three months;</li> <li>• what was the average duration that it took the TAT to completed SDA decisions;</li> <li>• how many people have a) been approved b) not been approved for SDA following TAT considering their SDA eligibility?</li> </ul> <p>What is the latest data on:</p> <ul style="list-style-type: none"> <li>• the number of SDA requests that were reviewed by the Technical Advice Team in the last three months;</li> <li>• what was the average duration that it took the TAT to completed SDA decisions;</li> <li>• how many people have a) been approved b) not been approved for SDA following TAT considering their SDA eligibility?</li> </ul>	Written
<b>NDIA SQ18-000028</b>	Steele-John	Intersection between NDIS and Aged Care	<ul style="list-style-type: none"> <li>• Where a participant in a nursing home has unmet need for 1:1 transfers, exercise routines, prompting support, mealtime assistance etc, how does the NDIS respond? Is the scheme monitoring individual aged care providers to ensure that its participants' needs are being met?</li> <li>• Has the NDIA sought legal advice as to the interaction of the Aged Care Act and the NDIS Act in coming to this position?</li> <li>• Has the NDIA had any appeals to the AAT on this matter? If so, what has been the outcome of these appeals?</li> </ul>	Written
<b>NDIA SQ18-000029</b>	Steele-John	NDIS Reasonable and Necessary Supports	<p>Section 34 (f) of the NDIS Act includes a test for 'Reasonable and Necessary' supports that considers whether the NDIS is the most appropriate funder:</p> <ul style="list-style-type: none"> <li>• Part 34f) requires a test of whether: the support is most appropriately funded or provided through the NDIS, and is not more appropriately funded or provided through other general systems. How do the NDIS planners decide whether a support is more appropriately funded by other systems?</li> <li>• What research do they, DSS or scheme executives undertake to determine respective responsibilities and for each participant?</li> <li>• Are planners instructed to apply the COAG principles as the S34 (f) test for an 'appropriately funded' decision or are other criteria used? If so what are they?</li> <li>• If a support is not provided by a mainstream system yet is an essential component of a participant's support (such as chiropractic services in the McCutcheon case) then such services may be more appropriately provided by the NDIS. Is the NDIS keeping data on the supports it refuses under s34 (f)?</li> <li>• How is this data informing the NDIS' discussions with mainstream programs? Is the NDIS prepared to undertake joint service development with mainstream programs to address emerging service gaps?</li> </ul>	Written
<b>NDIA SQ18-000030</b>	Steele-John	ABI Rehabilitation under NDIS	<p>In a previous Estimates hearing in March 2017, Senator Siewert asked David Bowen about how ABI rehabilitation was to be handled by the NDIS and he said that while the NDIS cannot pay for the health component of rehab, the scheme will fund the disability services component of these programs.</p> <p>Has any work been done since then to join the health and NDIS components of a rehabilitation program? If not what is planned?</p>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000031</b>	Steele-John	No disadvantage under the NDIS	Previously, severely disabled children were cared for comprehensively by state-based disability services based on need. In this new paradigm physiotherapists are assessing patients and providing reports with recommendations for urgent equipment and treatment plans only to wait for up to 2 years for the plan to be approved. What will you do to ensure that all Australians living with significant disability are guaranteed access to the care that they would have previously received so they are no worse off under the NDIS?	Written
<b>NDIA SQ18-000032</b>	Steele-John	Dietetic Services under NDIS	The exclusion of dietetic services from the NDIS seems to be in direct contrast to the intent of the NDIS to 'enhance outcomes and maximise the social and economic participation of people with disability'. The exclusion increases the risk of harm to children and their families who wish to exercise choice and control by including a Dietitian in their NDIS plan but cannot access services. This is particularly so for children with complex disability and socioeconomic profiles. Can you explain the reasoning behind the exclusion of dietitians?	Written
<b>NDIA SQ18-000033</b>	Brown	Support to access the NDIS	Please list projects/programs funded by the NDIA that assist potential NDIS participants with support to access the NDIS?	Written
<b>NDIA SQ18-000034</b>	Brown	DMI funding	1. At completion of NDIS rollout on 1 July 2019, will the NDIA match the current DMI funding for existing supported employees who have transitioned to the NDIS? 2. If the DMI levels are maintained will the funding increase with CPI?	Written
<b>NDIA SQ18-000035</b>	Brown	NDIS plans with employment supports	How many NDIS plans include employment supports? Please provide information by open employment and supported employment and state by state.	Written
<b>NDIA SQ18-000036</b>	Watt	Backgrounds of NDIA Executive Staff	How many people in the executive of the NDIA have a background in the disability sector? Specifically, how many come from the banking sector?	Written
<b>NDIA SQ18-000037</b>	Watt	NDIA Executive Staff based in Geelong	How many people in the executive of the NDIA are based permanently at the Geelong head office?	Written
<b>NDIA SQ18-000038</b>	Watt	NDIA senior staff	How many senior staff, at General Manager level or above, have been employed in the NDIA have been employed in the last 12 months? Of those, how many were previously employed in the banking sector? Where?	Written
<b>NDIA SQ18-000039</b>	Watt	NDIS participant numbers	Please provide on notice the number of Scheme participants, broken down by State and Electorate?	Written
<b>NDIA SQ18-000040</b>	Watt	NDIS plan review numbers	What is the number of NDIS participant plans that have been reviewed (scheduled) during the period 1 July 2017 – 31st December 2017, how many of these NDIS plans have had their package funding: reduced, increased, remained the same? What is the average length of time of a review?	Written
<b>NDIA SQ18-000041</b>	Watt	NDIS plans cancelled due to 'unable to contact'	How many potential participants have had their access decisions cancelled due to "unable to contact" processes? And how many of these are existing clients of state disability services?	Written
<b>NDIA SQ18-000042</b>	Watt	NDIS Pathways - rollout	On the issue of Pathways Reviews – when is that planned to be rolled out on a greater scale?	Written
<b>NDIA SQ18-000043</b>	Watt	NDIS planning by telephone	Has all over the phone planning stopped? If so, when exactly did it stop, what date?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000044</b>	Watt	Draft NDIS plans	When will participants be able to see a draft of their plan before it is approved?	Written
<b>NDIA SQ18-000045</b>	Watt	Reduced funding in NDIS plan due to underutilisation	How many plans have included reduced supports following an annual review as a response to plan underutilisation? Of those, how many participants have requested a review to address the decreased support?	Written
<b>NDIA SQ18-000046</b>	Watt	Bankstown NDIA Office - scheduled reviews	Regarding the Bankstown office of the NDIA, how many children have had their plans cut after a scheduled review, and by how much on average? What is the reason for the cuts?	Written
<b>NDIA SQ18-000047</b>	Watt	Maintaining Critical Supports	Provider of last resort in the event of market failure, where are we up to in terms of arrangements around that? We are aware of a particular case, where two children are not able to live in the family home, as their care needs are too great to be safely met in that context. They require 24/7 professional support. At the moment, these children reside voluntarily in out of home care. The parents have been told that the Agency will only fund supports for the children to live in the family home, even though this is not possible. The State Government involved insist that they only way the children can continue in out of home care is if they are relinquished as wards of the state and enter traditional out of home care instead of voluntary home care. How can the NDIA allow this to occur?	Written
<b>NDIA SQ18-000048</b>	Watt	NDIS plan reviews after previous plan has lapsed	How many annual reviews occurred after the end date of the participants plan? How many annual reviews for participants are currently overdue? What efforts is the Agency making to ensure that participants in this situation are still able to access supports while they wait for the NDIA to approve a new plan?	Written
<b>NDIA SQ18-000049</b>	Watt	NDIS plans with employment supports	How many Scheme participants have employment supports built in to their plan?	Written
<b>NDIA SQ18-000050</b>	Watt	Timeframe for NDIS access requests and planning meeting	Please can you provide a breakdown of the waiting time for access requests to be granted and the access decision to the first planning meeting, by NDIS region and by age?	Written
<b>NDIA SQ18-000051</b>	Watt	Independent Pricing Review - cost	How much was McKinsey been paid for the report?	Written
<b>NDIA SQ18-000052</b>	Watt	NDIA spend on Consultants	How much did the NDIA spend on consultants in 2017?	Written
<b>NDIA SQ18-000053</b>	Watt	NDIS Budget - underspend	How much money is currently 'underspent' in the NDIS? How does this compare to previous quarters? How much of this is due to participants not being able to find providers?	Written
<b>NDIA SQ18-000054</b>	Watt	Rate of entry to the NDIS	Has the rate of people entering the scheme slowed?	Written
<b>NDIA SQ18-000055</b>	Watt	Provider staff shortage	How will the expected staff shortages for providers affect the financial sustainability of the scheme?	Written
<b>NDIA SQ18-000056</b>	Watt	Financially Sustainable NDIS and other corporate goals	Is it correct that 'a financially sustainable scheme' is one of four goals in the Agencies corporate plan? What will be the consequence for the NDIA if this aspiration is not met? What are the other goals in the corporate plan? What steps is the NDIA taking to meet each of these goals?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000057</b>	Watt	Brilliant Purple	Regarding the 'Brilliant Purple' organisational culture goal. Is this a copy of the 'Brilliant Orange' campaign Mr De Luca ran at BankWest? Why would Australians with disability want a bank culture at the NDIA?	Written
<b>NDIA SQ18-000058</b>	Watt	NDIS funding for housing	How much of the funding available for housing has been spent by the NDIA?	Written
<b>NDIA SQ18-000059</b>	Watt	McKinsey contract - housing under the NDIS	I understand that McKinsey and Co have been contracted to undertake some work on housing. What specifically have they been asked to do? How much is this contract worth? When will the work be completed?	Written
<b>NDIA SQ18-000060</b>	Watt	Full Scheme timetable and forecast	The Productivity Commission have said that the Scheme will not be delivered to all 475,000 participants by 2019-20. What is the Agency's best forecast for when all participants will be in the Scheme? Has the NDIA provided advice on a changed timetable of support delivery to federal and state government stakeholders? What information about any changed timetable has this advice disclosed?	Written
<b>NDIA SQ18-000061</b>	Watt	Current NDIA contracts and consultancies	What is the total value of all contracts and consultancies currently active (listing LACs separately) within the NDIA and what period do they cover (ie; if the earliest contract started in 2016 and the latest finishes in 2020)?	Written
<b>NDIA SQ18-000062</b>	Watt	Limits on Early Childhood Early Intervention referrals to the NDIS	Does the NDIA still use a performance indicator target for its early childhood early intervention (ECEI) providers which says no more than 50 per cent of children seen by that service should be referred to the NDIS, regardless of their eligibility?	Written
<b>NDIA SQ18-000063</b>	Watt	Disputes about interface between the NDIS and other jurisdictions	How many participant plans in the past financial or calendar year have been subject of boundary or interface disputes between the NDIS and other jurisdictions such as state or federal government support in areas including but not limited to health, education, mental health or justice?	Written
<b>NDIA SQ18-000064</b>	Watt	Financial Institutions NDIA has approached to invest in SDA and AT	What major financial institutions (thinking banks specifically) has the NDIA consulted or met with in relation to investments in SDA and assistive technology?	Written
<b>NDIA SQ18-000065</b>	Watt	NDIS Funding for Specialist Disability Accommodation	What is the total value of Specialist Disability Accommodation paid out to participants under the NDIS in the 2017 calendar year? Can we get a cumulative figure since the scheme began?	Written
<b>NDIA SQ18-000066</b>	Watt	Executive Placement Program	Can the agency explain what the Executive Placement Program is and how many people are contracted under the EPP and in what roles?	Written
<b>NDIA SQ18-000067</b>	Watt	Provider payments	What is the number of disability services providers who have experienced significant delays in payment from the National Disability Insurance Scheme (greater than one month), during period 1 July 2017-31 December 2017? How long is it taking on average to get payments to disability service providers? How much money is currently owed to disability services providers by the NDIA? How much money was owed to providers over in the period 1 July - 31 December 2017? What is the average amount of money owed to service providers? How many service providers are required to invoice the Agency manually, as a result of IT issues with the portal?	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
<b>NDIA SQ18-000068</b>	Brown	NDIS accessibility	<p>1. Is correspondence with clients of the NDIS always communicated in an accessible format, as is appropriate for each individuals disability?</p> <p>2. If so, what accessible formats of communication are used?</p>	Written
<b>NDIA SQ18-000069</b>	Brown	Numbers of NDIS-eligible people in hospitals	<p>Senator CAROL BROWN: How many NDIS eligible people are currently still residing in hospital settings?</p> <p>Mr De Luca: I don't know. Can we take that on notice?</p> <p>Senator CAROL BROWN: Yes.</p> <p>Mr Lye: Senator, you're not referring to young people in residential aged care; you're referring to hospitals?</p> <p>Senator CAROL BROWN: Hospitals.</p> <p>Ms Campbell: I don't think we've got that information with us. We'll take it on notice.</p> <p>Senator CAROL BROWN: Okay. If you'd take that on notice, that would be good.</p>	Pg 36 - 1 March
<b>NDIA SQ18-000070</b>	Watt	NDIS-eligible people in hospitals	How many NDIS-eligible people are currently still residing in hospital settings? How many have there been over the past calendar or financial year?	Written
<b>NDIA SQ18-000075</b>	Burston	NDIS Participant	<p>Are you aware of the case involving Lachlan Miles in Toowoomba? Are you aware that in 2011 the Miles family consisted of mother Rhonda and father Greg with three boys at the time 15, 13 and 11 years of age? Are you aware that the 15 year old went on to do very well academically and is now studying Economics and Engineering at ANU, Canberra after being awarded a top grade in high school? Are you aware that the 13 years old is now studying nursing at USQ Toowoomba? Are you aware that both parents were working and that the mother Rhonda was running a successful town planning consulting business and had been doing so for 18 years? Are you aware that in 2011 the family's life was suddenly tipped upside down when their youngest son began inexplicably to have life-threatening seizures ranging in duration from 40 minutes to 3 hours? Are you aware that since then the parents have watched their son: • Depend on life support seven times, • Undergo brain surgery, • Have a vagal nerve stimulator inserted – like a pacemaker attached to the brain. And, • Endure the draining of a brain lesion? Are you aware that in 2012 young Lachlan spent almost 8 months in hospital? Can you understand the parents' concern since being told Lachlan has this condition for life? Do you understand that Lachlan's carers carry oxygen everywhere? Are you aware that since 2011 the Miles family made 400-500 emergency calls following 500 serious seizure events - status ellipticus seizures - of 30 minutes or more, and had 400-500 ambulance visits? Are you aware that they are sleep-deprived and are on call 24 hours a day, every day of the year? Do you know that according to mother Rhonda, Queensland had earlier decided to provide care for 17 hours a week with a Registered Nurse and Disability Support Worker together on the same shift? Are you aware that Queensland decided this was essential for a High Need Disability case and funded it from 2013 subsequently under both Labor and LNP state governments? Are you aware that the family received permanent state government funding from 2015? Are you aware that was the situation until the NDIS dismantled the Miles family's care model that had existed when the NDIS took over?</p>	Written

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			<p>And are you aware that the NDIS offered to fund one third of the model claiming the other two thirds is Queensland's responsibility? What was the NDIA's reasoning for dropping the level of care? Are you aware that now in addition to the burden of ever-present caring, loss of income, and ever-present stress the mother and father are at their wits end and are taking the federal government to court to get NDIS funding to match what Queensland provided? Why and how did NDIA allow this situation to occur? Are you aware that the Miles family is desperately getting to get Lachlan's story out to us and to the local community? Are you aware that Lachlan needs a Registered Nurse for only 17 hours a week because even mothers need respite? Can you see that Queensland saw that as essential? Are you aware that Lachlan needs that RN as a pre-requisite for entering a young care independent living facility in the community? Are you aware that Lachlan has a high level of physical functionality playing as proven by tennis well and swimming in the surf with his parents? Are you aware that apart from when he is experiencing a seizure he seems like any other 18 year-old young man? Are you aware that if he does not enter the independent living facility the alternative is for the government to slap Lachlan into an aged care facility? Can you understand that Lachlan's mother Rhonda and father Greg are under enormous stress trying to keep their young man Lachlan out of an aged care facility? Are you aware that younger children enter a Child Safety facility? Is that suitable for a young man? Are you aware that Lachlan's parents want something that will help many children and young adults who they say are falling through the cracks between state and federal? Is that not reasonable? Do you know that mother Rhonda has run a social media page for seven years and when she became desperate she appealed on social media for legal support and immediately got four responses – one being state legal aid and three other lawyers offered to work pro-bono? Are you aware that she accepted Shine Lawyers who are now taking the dispute with the federal government to the Administrative Appeals Tribunal to get this matter resolved? Is that how the NDIA and NDIS operate? Do you know that she has had one state government model of care from 2013 until June 2017 when Toowoomba transitioned to the NDIS? Do you realise that since June 2017 the family has had four plans, each trying to skimp federal funding and steamroll the family's old proven care model? Is it reasonable for this family to want three things: • RN support to be maintained at the existing level of the last four years? • RN support to enable Lachlan's entry into an independent living supported accommodation facility currently in the design phase? • A mechanism for resolving disputes between state and federal agencies without the onus and impact hitting the disabled and their carers? If the NDIA considers it not reasonable, why? Why does the NDIS misrepresent the care model offered as being \$520,000 when the key component, RN support funding of \$140,000 is in dispute with the state and the plan includes double funding of a Disability Support Worker for 38 hours a week when the family only requested 17 hours and none of that can be accessed without an RN?</p>	

QoN No.	Senator	Broad Topic	QUESTION	Hansard Ref
			<p>Do you disagree that accepting the NDIS' proposal would leave Lachlan at risk of death and if so please explain why NDIA takes that position? Can you see how the family sees this as a cynical attempt to downgrade the care and drive the family to simply give up after battling the bureaucracy and just go away? In taking this view, is the family in error? And if so, why and how? Are you aware that this mother will not stand by and let her vibrant son be packed off to an aged care facility? Are you aware that last week she was at breaking point and is now more determined than ever? Is this how NDIS treats people in need? Are you aware that the family's local MP John McVeigh has stopped talking with them after arranging a photo opportunity with the Prime Minister earlier this month? What can the NDIA do for Lachlan and his family to meet their pre-existing needs? What political and public support does NDIA need to ensure money goes to care appropriately and responsibly for genuinely disabled and not consultants?</p>	