

Additional Estimates - 21 February 2019

Questions on Notice
Department of Social Services
National Disability Insurance Agency
NDIS Quality and Safeguards Commission

Department of Social Services

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000010	1 - Social Security	Watt, Murray	Working Age Payments	<p>Senator WATT: Perhaps we might move onto some other questions, and maybe someone could have a look at it. I'd just be interested to find out what is the number of new jobs expected to be created that you use in your figures.</p> <p>Ms Campbell: Or whether that is a factor that goes into a figure about general unemployment or the like.</p> <p>Senator WATT: Yes.</p> <p>Ms Campbell: My understanding is that it was more of a rounded-up general type figure that we received from the Treasury, so we don't capture that information that you're talking about. That would be something for the Treasury to do, and then they would project forward the expectations about unemployment going forward. We can just confirm that, but that's my understanding.</p> <p>Senator WATT: If I understand what you're saying correctly, because of the different types of working age payments that exist, you have to come up with some kind of formula to work out your own projections and what the costs of these payments will be.</p> <p>Ms Campbell: We do.</p> <p>Senator WATT: Job creation might be one input into that formula. It might be a fraction of those. I'm really focusing in on that: what is the job creation figure?</p> <p>Ms Campbell: Mr Williamson might be able to confirm, but I don't think we would take that factor. We would rely on the Treasury giving us an overall job employment figure. I don't think we would take that into consideration. That would be done by our colleagues in the Treasury.</p> <p>Mr Williamson: That's correct.</p> <p>Senator WATT: But, to be able to calculate what you're likely to have to pay out in working age payments, you must have some assumptions around unemployment rates.</p> <p>Ms Campbell: Yes, that's the sort of information we get from the Treasury, and that's what we said we'd have a look at to see what we can get out of it.</p> <p>Mr Williamson: We'll see what we can get. To follow on from the secretary's comments, the information that's provided to our department is more at an aggregate level. The breakdown of specific components is determined by the Treasury with their modelling, and they would have that information. We don't actually have that specific information.</p>	Hansard Pages 11-12
SQ19-000011	1 - Social Security	Watt, Murray	Disability Support Pension and Pension Payment – Increase in residency period	<p>Senator WATT: Thanks for clarifying that. How many people on the disability support payment and the pension will be impacted by the plan to increase the pension residency period? Could I get that by each payment and each year of the forward estimates?</p> <p>Mr Bennett: I'm going to have to take that one on notice.</p> <p>Senator WATT: What I'm interested in knowing, ideally, is the number of people on the DSP who will be affected by that measure and the number of people on the age pension who will be affected by that measure.</p> <p>Mr Bennett: Can I either take it on notice or, if I can answer it, come back to you today?</p> <p>Senator WATT: Okay.</p> <p>Mr Williamson: We don't have the data readily at the table.</p> <p>Senator WATT: Sure. Ideally what I'd like, and take it on notice if you don't have it, is a breakdown by payment—DSP and pension, separately—over each year of the forwards and the number of people receiving each of those payments who will be affected by the plan to increase the pension residency period. That's what I'd like, probably taken on notice if you don't have it. But if there's any chance of getting today an aggregated figure across both measures—who will be affected, across the forward estimates or broken down year by year—that would probably do for today's purposes.</p> <p>Mr Bennett: Leave it with me.</p>	Hansard Page 13
SQ19-000012	1 - Social Security	Siewert, Rachel	Administrative Appeals Tribunal (AAT) reviews - Disability Support Pension (DSP)	<p>Senator SIEWERT: This was the first review. It was really clear and there was a point made that the number was down slightly last year but that, even if you took that into account, there was an increase. Because that was quite high, it would, of course, account for some of the big increase in the Centrelink appeals, which was a 42 per cent increase. I will come to Newstart when we move to working age payments, but other payments also had a significant increase. So my question remains: have you looked at that? ...</p> <p>Mr Williamson: As I mentioned before, I gave the first quarter data. The AAT talked about the first half-year. We are in a conversation with the Department of Human Services to try to get more granular data about what might be sitting behind that. We don't today have that information for you, so we could take something on notice or the Department of Human Services may be able to offer further advice tonight. But, as Mr Bennett said, we are looking at it.</p> <p>Senator SIEWERT: Do you think it's related to the high number of unsuccessful applicants?</p> <p>Ms Campbell: I think we gave evidence that indicated that the success rate on DSP had been the same over a number of years. I'm not sure that that's the case, but, as the officers have said, we are looking at this matter and we will continue to pull apart those numbers to see whether there are any policy drivers in that.</p> <p>Senator SIEWERT: Can you take it on notice, because I have concerns about what that's signalling. Every time I ask, you're still in discussion with the department, so I'd really like you to provide on notice what your findings are of those discussions with the Department of Human Services.</p> <p>Ms Campbell: We'll take that on notice.</p>	Hansard Page 19
SQ19-000013	1 - Social Security	Siewert, Rachel	Newstart and Youth Allowance	<p>Senator SIEWERT: When did you last provide advice to government on the adequacy of Newstart? I'm not asking for the advice. I know you won't give me that. When did you last provide it?</p> <p>...</p> <p>Senator SIEWERT: Can I ask you to provide, and if you can't do it now take on notice, when you last provided advice specifically in relation to an increase in the Newstart and youth allowance payments?</p>	Hansard 22-23
SQ19-000014	2 - Families and Communities	McAllister, Jenny	Volunteer Management Activity - Redesign	<p>Senator McALLISTER: I know that you're chasing dates. Can I ask when the decision was taken to redesign the VMA? You may decide that you're unable to tell me the date on which cabinet made that decision, but, as an alternative question: when was that decision communicated to the department—that the VMA would be redesigned and that that was a decision of government?</p> <p>Ms Campbell: We'll see what we can find. It wasn't just on this program, of course; it was a much broader review of all programs which represented high constitutional risk.</p>	Hansard Page 29

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SQ19-000015	2 - Families and Communities	McAllister, Jenny	Volunteer Management Program	<p>Senator McALLISTER: Can I just clarify that in asking these questions I'm not asking about volunteering grants generally but about— Ms Hefren-Webb: The Volunteer Management Program.</p> <p>...</p> <p>Senator McALLISTER: Right. When did the department first realise that there was a potential constitutional problem with the funding?</p> <p>Ms Hefren-Webb: This is going back to before my time. You would have been aware that in the light of various High Court decisions all departments undertook reviews and sought constitutional risk assessments of various programs. I'm testing my recollection, but I believe that would have happened around 2014 or 2015.</p> <p>Ms Campbell: We can get that advice for you—the exact timing of those constitutional reviews, if that's helpful?</p>	Hansard Page 28
SQ19-000016	1 - Social Security	Siewert, Rachel	Try, Test and Learn - Tranche 2 - Refugee Employment Program	<p>Senator SIEWERT: Is it purely training, or will they be doing work experience, in other words working?</p> <p>Mr Brown: They'd be doing some work experience with the Woolworths Group as well. There would be a small amount of that, which participants would be funded for.</p> <p>Senator SIEWERT: How much is 'a small amount'?</p>	Hansard Page 23
SQ19-000017	1 - Social Security	Siewert, Rachel	Try, Test and Learn - Tranche 1	<p>Senator SIEWERT: Are you able to provide me with a table with the results to date: how many participants, if they've finished and if they've found work?</p> <p>Mr Williamson: Yes.</p> <p>Mr Brown: Or study.</p> <p>Senator SIEWERT: Yes.</p> <p>Mr Brown: And they're early results, really, because the project's only been going for a relatively short amount of time.</p> <p>Senator SIEWERT: Some have been going from the second—</p> <p>Mr Brown: The second half of last year, substantially.</p> <p>Senator SIEWERT: According to some, they have been going since 15 February 2018. That's 12 months.</p> <p>Mr Williamson: If I can briefly give you an example: My Maintenance Crew, which is a project for unemployed former students, is currently recruiting for its fourth intake of internships and it's having more young people apply than the project can take. On completion of the internship, participants are offered the opportunity to interview for either a traineeship or casual employment. To date, 13 of the 34 participants have become trainees. So we would say that's an example of where a project is having some success, but we can certainly take that question on notice for you.</p> <p>Senator SIEWERT: Could you take that on notice. Thank you for the table that you provided last time, but I neglected to ask how much each of them was, so could you provide that.</p> <p>Mr Williamson: Sure, we can do that.</p> <p>Dr Reddel: We can provide the funding.</p> <p>Senator SIEWERT: Could you provide it for each of those projects. I appreciate what you've said about the projects that are only just commencing, because of the school year.</p> <p>Mr Williamson: Yes, we'll provide it for all of them.</p>	Hansard Page 26
SQ19-000018	2 - Families and Communities	McAllister, Jenny	Volunteer Management Activity (VMA) - Review	<p>Senator McALLISTER: Is there just one minister, or is there more than one minister involved? I know in a portfolio environment it can be complex.</p> <p>Ms Hefren-Webb: The review was provided to Minister Fletcher. I would need to just check whether it was also provided to Minister Landry. I don't have that.</p> <p>Senator McALLISTER: We don't know if it has gone to Minister Landry. What date did Minister Fletcher receive it?</p> <p>Ms Hefren-Webb: We'll have to take that on notice. I don't have that with me.</p>	Hansard Pages 29-30
SQ19-000019	2 - Families and Communities	Hinch, Derryn	Redress Scheme - Number of Institutions	<p>What percentage of the institutions named in the royal commission have signed up?</p>	Hansard Page 34
SQ19-000021	2 - Families and Communities	McAllister, Jenny	Redress Scheme	<p>a) What is the average wait time between someone making an application to the Scheme and receiving a payment?</p> <p>b) What is the gap between the institution joining the Scheme and making a payment?</p> <p>c) How many people have passed away after applying for redress but before receiving a payment?</p> <p>d) Have any payments been made to estates?</p> <p>e) How many payments have been made to care leavers, including those in orphanages and foster homes?</p> <p>f) How many partial payments have been made and I'm talking about circumstances where one of the responsible entities has joined the Scheme but the other hasn't?</p>	Hansard Pages 36-37
SQ19-000023	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card Baseline Data	<p>What is the administrative data that you currently hold that outlines the baseline before the trial started? And could you table it please?</p> <p>What quantitative data do you have for the Goldfields (as for East Kimberley and Ceduna) and can you make it available?</p>	Hansard Pages 40 and 43
SQ19-000024	Cross Outcomes	McAllister, Jenny	Grants	<p>Is it written down in the Department, if I was a new staff member, how would I find out what the department policy was? (The SOP)</p> <p>Could you please provide for the Committee, the operating procedures relevant to the grants process timeframes guidance?</p>	Hansard Page 47
SQ19-000025	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) - Expenditure in Hinkler	<p>What is the full expenditure of the administration for each trial site to date?</p> <p>That doesn't include much expenditure in Hinkler, does it? Would that include the money spent to date in Hinkler in terms of the preparation, consultation and all those sorts of things?</p>	Hansard Page 51
SQ19-000027	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) - Monitoring Strategy	<p>Can you provide a complete list of all the data you will be using for the monitoring strategy?</p> <p>What resources were allocated to it the data monitoring framework? Did any outside consultants do any of that work?</p> <p>Can you table the data monitoring framework?</p>	Hansard Page 50
SQ19-000028	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC)	<p>What are the costs for the Cashless Debit Card per participant? Two ways of doing it either across the board costs by participant or X dollars for setup and then Y dollars of recurrent by participant.</p>	Hansard Pages 58-59
SQ19-000029	4 - Housing and Homelessness	Cameron, Doug	National Rental Affordability Scheme (NRAS) - Number of Dwellings in Inner Metro and Inner Regional Areas	<p>Can you provide details of how many National Rental Affordability Scheme (NRAS) dwellings are in inner metro and inner regional areas?</p>	Hansard Page 93

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SQ19-000031	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) - Data matching	<p>Senator SIEWERT: In terms of the datasets that will be used, separately, that is, is there any objection to providing that full range of the data that will be used in terms of data matching?</p> <p>Ms Hefren-Webb: I wouldn't have thought there's any issue with us providing a list of the types of data.</p> <p>Ms Campbell: When you say 'data matching', you mean like the administrative data, what we're trying to look at?</p> <p>Senator SIEWERT: And what datasets you're using. Ms Patrick, you just made a comment about using state government datasets, DHS datasets.</p> <p>Ms Patrick: Card provider datasets.</p> <p>Senator SIEWERT: I would like to know all the different data sets that are going to be matched. I still want to know about the framework but, depending on your decision, it would be good to have the datasets that have been—</p> <p>Ms Campbell: We'll take that on notice.</p>	Hansard Pages 50-51
SQ19-000032	1 - Social Security	Watt, Murray	Suspension Periods for Imprisoned Recipients - Senate Motion	<p>Senator WATT: ... Back to the disability support pension, talking about the 2018-19 budget measure to align suspension periods for imprisoned recipients—are you familiar with that measure?</p> <p>Mr Bennett: Yes.</p> <p>Senator WATT: Was that measure implemented as planned on 1 January 2019?</p> <p>Mr Bennett: The government made a decision not to continue with that measure.</p> <p>Senator WATT: When did they make that decision?</p> <p>...</p> <p>Senator WATT: I think there was a motion in the Senate prior to the government deciding to back away from that measure. Do you remember that, Minister?</p> <p>Senator Fifield: As you'd appreciate, Senator, we sometimes have—</p> <p>Senator WATT: Lots of motions.</p> <p>Senator Fifield: more than 150 motions in the course of a Senate sitting week, but we can take that on notice.</p>	Hansard Pages 14-15
SQ19-000033	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) - Expenditure to Indue	<p>Senator SIEWERT: Yes, I do take your point there, which takes me to: are you able to provide us with the full expenditure to date to Indue?</p> <p>...</p> <p>Ms Patrick: Senator Siewert, I'm able to come back to you with an answer to that question in regard to card provider cost. As at 30 June 2018, the total card provider cost was \$14.832 million.</p> <p>Senator SIEWERT: Can I ask you to provide on notice a breakdown of that against the years and the particular deliverables against that expenditure?</p> <p>Ms Patrick: Yes.</p>	Hansard Pages 51-52
SQ19-000034	2 - Families and Communities	McAllister, Jenny	Volunteer Management Activity (VMA) - Redesign	<p>Ms Hefren-Webb: The government announced in May 2016 that it would redesign the program.</p> <p>Senator McALLISTER: Did you make any commitments at that time to stakeholders about when the findings would be released and the review would be completed?</p> <p>Ms Hefren-Webb: I will have to follow that up on notice.</p>	Hansard Page 30
SQ19-000035	2 - Families and Communities	McAllister, Jenny	Redress Scheme - Form	<p>Senator McALLISTER: How many people look at a redress form from start to finish?</p> <p>...</p> <p>Senator McALLISTER: How many people would see it at the institutional level?</p> <p>Mr Taloni: We would have to take that on notice, Senator.</p>	Hansard Page 39
SQ19-000036	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) - Extension Legislation	<p>Senator SIEWERT: Fair enough. Can I go to the extension. When was the decision made to draft the legislation to extend the three trial sites—the three that expire in June? When was that decision made?</p> <p>Mr Taloni: I don't think we have that information with us today but we can look and see what the date was.</p>	Hansard Page 52
SQ19-000037	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) - Trial Site Extension	<p>Senator SIEWERT: Can you list the other factors that were taken into consideration—community views, whose community views, what process was undertaken to gather those views? Was it the respective members of parliament's views? Was there a process undertaken that is not part of this evaluation process that's been released publicly? We know from the ANAO report that they found that you couldn't demonstrate a reduction in social harm.</p> <p>Ms Hefren-Webb: We can certainly provide advice separate to the evaluation consultations that have been ongoing with those three communities. We can provide you with advice on trips to those communities that have been undertaken, et cetera. We are happy to do that.</p>	Hansard Page 52
SQ19-000038	3 - Disability and Carers	Brown, Carol	Royal Commission into the Violence, Abuse and Neglect Perpetrated Against People with a Disability - Disability Reform Council (DRC) Recommendations	<p>Senator CAROL BROWN: Essentially, nothing came out of the recommendation from the DRC. Can you see if you can get us a copy of what was recommended, or what was in the annual report, about the royal commission?</p> <p>...</p> <p>Mr Lye: I'm happy to seek permission to do that for you.</p>	Hansard Page 7
SQ19-000039	4 - Housing and Homelessness	Cameron, Doug	National Rental Affordability Scheme (NRAS) - Treasury Taskforce	<p>Ms Campbell: I think you're probably talking about a different task force. Mr Menzies-McVey set up a task force within the department to deal with the regulatory issues around NRAS. Are we talking about a Treasury task force?</p> <p>Senator CAMERON: Yes, but your department was on that task force.</p> <p>Ms Campbell: We most probably were.</p> <p>Senator CAMERON: Who was on it?</p> <p>Ms Campbell: I think it might have been before I was the secretary. We're trying to look around to see if we can find anyone who knows. We may have to take that on notice.</p>	Hansard Page 98
SQ19-000040	4 - Housing and Homelessness	Cameron, Doug	National Rental Affordability Scheme (NRAS) - Funding Gap	<p>Senator CAMERON: The task force indicated that that, on its own, would not deliver sufficient outcomes to allow the community housing sector or investors to invest in housing for lower income people, correct?</p> <p>Ms Campbell: I understand that was a feature of that task force report.</p> <p>Senator CAMERON: They recommended the funding gap be dealt with. Minister, what have you done about the funding gap?</p> <p>Senator Fawcett: I'll take that on notice.</p> <p>...</p> <p>Senator CAMERON: ... substance was done. Minister, is the government, in the short time that it's got left, doing anything in relation to the funding gap?</p> <p>Senator Fawcett: I'll take that on notice.</p>	Hansard Pages 98-99
SQ19-000045	1 - Social Security	Siewert, Rachel	Disability Support Pension (DSP) - Number of Recipients	<p>How many are currently receiving the Disability Support Pension?</p>	Written
SQ19-000046	1 - Social Security	Siewert, Rachel	Disability Support Pension (DSP) - Breakdown by Medical Condition	<p>Provide a breakdown of Disability Support Pension recipients main medical condition (number and percentage), and by Indigenous and non-Indigenous recipients.</p>	Written

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SQ19-000047	1 - Social Security	Siewert, Rachel	Disability Support Pension (DSP) - Grandfathering	How many people (and what percentage) of those currently in receipt of the DSP are grandfathered under the 2006 changes?	Written
SQ19-000048	1 - Social Security	Siewert, Rachel	Partial Capacity to Work	Provide a breakdown of people currently assessed with a Partial Capacity To Work by: a) payment type; b) Indigenous/non-Indigenous status; c) gender; d) age; e) with earnings; f) with earnings and Indigenous/non-Indigenous status; and g) duration on payment (for example 1-2 years; 2-5 years; 6-9 years and over 10 years).	Written
SQ19-000049	1 - Social Security	Siewert, Rachel	Newstart - Principal Carer	a) How many people are currently in receipt of Newstart Principal Carer? b) Provide a breakdown by gender, age and Indigenous/non-Indigenous status c) Provide details of the number of dependent children per household d) How many (percentage and number) receive income from employment? e) Provide details of duration on payment (for example Newstart Principal Carer) f) How many are: divorced, widowed, separated, or never married g) How many recipients have 1, 2, 3, 4, 5 or more vulnerability indicators? h) Provide a table showing the 10 most common vulnerability indicators i) How many receive a Carer Allowance? j) How many receive Rent Assistance? k) How many are in public/social housing? l) How many are paying a mortgage/own their own home?	Written
SQ19-000050	4 - Housing and Homelessness	McKim, Nick	Public Housing Investment in Tasmania	1. How many public houses built in Tasmania over the past 5 years (year by year – trending up or down)? 2. How does this compare to other states, per capita?	Written
SQ19-000051	3 - Disability and Carers	Brown, Carol	Specialist Disability Accommodation (SDA) - Participant Preferences	The KPMG report on the SDA review recommended that the NDIA should clearly articulate how participant preferences will be taken into account in determining SDA and SIL. How will this recommendation be implemented?	Written
SQ19-000052	3 - Disability and Carers	Brown, Carol	Disability Employment Services (DES) Sector	How can the DES sector assist NDIS participants to achieve sustainable open employment, beyond SLES?	Written
SQ19-000053	2 - Families and Communities	Watt, Murray	National Initiative Program - Child Protection	Senator WATT: Would it be correct to say then that the vast majority of the spending in this National Initiatives program is in the domestic violence space, as opposed to child protection? Ms Stratford: Yes. Senator WATT: If you could take on notice what the child protection figures were, please. Ms Stratford: Will do.	Hansard Page 55
SQ19-000054	2 - Families and Communities	Watt, Murray	National Initiatives - List of Programs	Senator WATT: Are you able to table a list for us today of the programs that are contained in this National Initiatives umbrella? Ms Hefren-Webb: The items funded out of it? Senator WATT: Yes. The sort of subprograms. Ms Hefren-Webb: I'm not sure if we can table that today, but we can take it on notice to provide it to you. Senator WATT: I'd be keen to have a look at it, so if it is possible to whip something together that would be great. And could you tell me, in the process of tabling that, whether the subprograms are terminating—and, if so, when they terminate—or whether they're ongoing, along with the funding profile for each of those subprograms.	Hansard Pages 55-56
SQ19-000059	2 - Families and Communities	Hinch, Derryn	Financial Counselling Review	In the Final Report of the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry, Commissioner Hayne found that the 'desirability of predictable and stable funding for the legal assistance sector and financial counselling services is clear and how this may best be delivered is worthy of careful consideration. I understand that the Government has tasked DSS with leading an immediate review of the coordination and funding of financial counselling services, in consultation with Treasury and the Department of Prime Minister and Cabinet. Can you please advise: - How will this review be conducted? (Which section of the Department is responsible for the review? What is the consultation/design plan, if any?) - Will legal assistance services be within scope? - When will the report be delivered? - What consideration, if any, will be given to the value of integrated service models where financial counsellors and community lawyers work together to assist consumers?	Written
SQ19-000060	4 - Housing and Homelessness	Faruqi, Mehreen	Women's Domestic and Family Violence Homelessness Initiatives - Funding Administration	Regarding the \$60 million in capital funding for homelessness programs, will this funding be administered through an existing partnerships agreement such as the National Housing and Homelessness Agreement? a. If yes, please provide details of how. b. If not, please provide details of how this funding will be administered.	Written
SQ19-000061	4 - Housing and Homelessness	Faruqi, Mehreen	Funding to Specialist Expertise in gender and domestic and family violence	Is there a guarantee that funding will be directed towards services with specialist expertise in gender and domestic and family violence? a. How will Government determine whether an organisation has the appropriate expertise?	Written
SQ19-000062	4 - Housing and Homelessness	Faruqi, Mehreen	Women's Domestic and Family Violence Homelessness Initiatives - Distribution of Funding	With an additional 450 places available in the domestic and family violence homelessness services system, a. Will certain locations be prioritised? b. How will funding be equitably distributed across the country?	Written
SQ19-000063	4 - Housing and Homelessness	Faruqi, Mehreen	Women's Domestic and Family Violence Homelessness Initiatives - Impact on Services	According to the Australian Institute of Health and Welfare, in the last financial year there were 86,103 unassisted requests for service. It is estimated that the program announced will help up to 6,500 people annually. Is there analysis available on how this will impact the unassisted requests for service in specialist homelessness services? If yes, please provide the analysis.	Written
SQ19-000064	4 - Housing and Homelessness	Faruqi, Mehreen	Women's Domestic and Family Violence Homelessness Initiatives - Funding Parameters	What will be the parameters around the quantum of funding required from the private sector?	Written
SQ19-000065	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) – Transition Plan	What is the transition plan for people on the cashless debit card living in trial sites which are ending on 30 June 2019?	Written

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SQ19-000066	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) – Methodology and Baseline Data Report	Please provide the first version of the methodology and CDC Baseline Data Report provided to the Department.	Written
SQ19-000067	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) – Baseline Data Report and Methodology	a) What was the methodology used to inform the CDC Baseline Data Report? b) Who developed the methodology?	Written
SQ19-000068	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) - Baseline Report - Interviews	a) What selection criteria was used to select the stakeholders interviewed in the CDC Baseline report? b) What selection criteria was used to select the participants interviewed in the report? c) Could the Department please provide a list of stakeholders interviewed in the report? d) Please explain why it was considered important to have a larger stakeholder sample than participant sample.	Written
SQ19-000069	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card (CDC) - Baseline Report - Consultations	a) Did the Department consider whether any of the interview questions were leading questions? b) Which community groups were included in consultations for the report? c) Were representatives of people who were to be put on the card consulted? d) Were these representatives respectful of First Nations cultural protocols around consultation of elders? e) How did the Department ensure those with literacy challenges were adequately consulted?	Written
SQ19-000070	Cross Outcomes	Bilyk, Catryna	Ministerial Functions	In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio in calendar year 2018, please provide the following: * List of functions; * List of attendees including departmental officials and members of the Minister's family and personal staff; * Function venue; * Itemised list of costs (GST inclusive); * Details of any food served; * Details of any wines or champagnes served including brand and vintage; * Any available photographs of the function; and * Details of any entertainment provided.	Written
SQ19-000071	Cross Outcomes	Bilyk, Catryna	Departmental Functions	In relation to expenditure on any functions or official receptions etc. hosted by the Department or agencies within the portfolio in calendar year 2018, please provide the following: •List of functions; •List of attendees; •Function venue; • Itemised list of costs (GST inclusive); •Details of any food served; •Details of any wines or champagnes served including brand and vintage; •Any available photographs of the function; and •Details of any entertainment provided.	Written
SQ19-000072	Cross Outcomes	Bilyk, Catryna	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 2018? If so, please provide an itemised list of costs (GST inclusive).	Written
SQ19-000073	Cross Outcomes	Bilyk, Catryna	Facilities Upgrades	Were the facilities of any of the Department's premises upgraded in calendar year 2018, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment? If so, please provide a detailed description of the relevant facilities upgrade together with an itemised list of costs (GST inclusive). Please provide any photographs of the upgraded facilities.	Written
SQ19-000074	Cross Outcomes	Bilyk, Catryna	Staff Travel	What was the total cost of staff travel for departmental employees in calendar year 2018?	Written
SQ19-000075	Cross Outcomes	Bilyk, Catryna	Media Monitoring	What was the Department's total expenditure on media monitoring in calendar year 2018? Please provide an itemised list of all Aus tender Contract Notice numbers for all media monitoring contracts in that period.	Written
SQ19-000076	Cross Outcomes	Bilyk, Catryna	Advertising and Information Campaigns	What was the Department's total expenditure on advertising and information campaigns in calendar year 2018? What advertising and information campaigns did the Department run in the relevant period? Please provide an itemised list of all Aus tender Contract Notice numbers for all advertising and information campaign contracts in that period.	Written
SQ19-000077	Cross Outcomes	Bilyk, Catryna	Promotional Merchandise	What was the Department's total expenditure on promotional merchandise in calendar year 2018? Please provide an itemised list of all Aus tender Contract Notice numbers for all promotional merchandise contracts in that period. Please provide photographs or samples of relevant promotional merchandise.	Written
SQ19-000078	Cross Outcomes	Bilyk, Catryna	Ministerial Overseas Travel	Please provide an itemised list of the costs of all international travel undertaken by Ministers or Assistant Ministers in calendar year 2018. This list should include the costs of: •Flights for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, and identify the airline and class of travel; •Ground transport for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials; •Accommodation for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed; •Meals and other incidentals for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided; and •Any available photographs documenting the Minister's travel should also be provided.	Written
SQ19-000079	Cross Outcomes	Bilyk, Catryna	Social Media Influencers	What was the Department's total expenditure on social media influencers during calendar year 2018? What advertising or information campaigns did the Department use social media influencers to promote? Please provide a copy of all relevant social media influencer posts. Please provide an itemised list of all Aus tender Contract Notice numbers for all relevant social media influencer contracts.	Written
SQ19-000080	2 - Families and Communities	Siewert, Rachel	Fourth Action Plan - Timing	When does the Government plan to release the Fourth Action Plan - will it be prior to or after the election, noting measures funded under the third action plan only have funding guaranteed until 30 June 2019, this includes for significant areas of need including Aboriginal and Torres Strait Islander communities?	Written
SQ19-000081	2 - Families and Communities	Siewert, Rachel	Fourth Action Plan - Funding	If the plan isn't released until after the election, will funding for services be extended past end of June 2019?	Written

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Questions on Notice
Department of Social Services
National Disability Insurance Agency
NDIS Quality and Safeguards Commission

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000082	2 - Families and Communities	Siewert, Rachel	Fourth Action Plan - Aboriginal and Torres Strait Islanders	Has the Government considered developing a separate Plan for Aboriginal and Torres Strait Islander people, particularly women?	Written
SQ19-000083	2 - Families and Communities	Anning, Fraser	Humanitarian Settlement Program (HSP) - Payments	Can you comprehensively outline exactly what payments are made to recent arrivals to Australia under the humanitarian settlement program? Can you confirm the annual cost of these payments?	Written
SQ19-000085	2 - Families and Communities	Anning, Fraser	Humanitarian Settlement Program (HSP) - Payments	What proportion of arrivals under the humanitarian settlement program are still receiving government payments five years after coming to Australia?	Written
SQ19-000086	Cross Outcomes	Brown, Carol	National Panel of Assessors and Ongoing Support Assessments	Has the Department observed an increase in the number of incorrect assessments being generated and if so, please provide figures. What are they doing to ensure that assessments are only triggered when needed for relevant participants?	Written
SQ19-000087	Cross Outcomes	Brown, Carol	Centrelink ESat assessment process	Please provide current wait times for assessments for the ESat process, by state/territory.	Written
SQ19-000088	1 - Social Security	Watt, Murray	Try, Test and Learn (TTU) Fund	1. Is it correct that the evaluations of the first tranche of Try, Test, Learn projects will not be finalised before funding expires on 30 June 2020? What arrangements will be put in place to ensure projects can continue operating until after it is known whether or not the Government intends on maintaining them in the event they are successful? 2. Of the funding initially set aside for this program, how much has been committed to date? 3. Have any further policy hacks been scheduled?	Written
SQ19-000089	2 - Families and Communities	Watt, Murray	National Initiatives (NI) funding pool	1. Please identify the programs that were combined to create the NI – indicate whether the programs are being funded on an ongoing basis and the funding profile from the 2018-19 year and three forward years? 2. Please identify any other programs currently within the NI program – please provide the funding profile for each program under the NI (from the 2018-19 year and three forward years). 3. What activities are currently being funded under each NI program – please provide the funding profile of each activities against each program (from 2018-19 year and three forward years). 4. What programs are grants and what are project based? 5. What activities are grants and which are project based against each program? 6. What programs are considered to be DFV programs? 7. Will any programs be terminate in 2018-19? 8. What activities under each program will terminated, what activities against each program are ongoing? 9. Please identify what programs and activities have ongoing commitments from 2019-20 and two forward years – when do those commitments cease?	Written
SQ19-000090	2 - Families and Communities	Watt, Murray	1800RESPECT	1. How many times has funding for 1800RESPECT been topped up (from 2016-17 to 2018-19) – the timing and amounts? 2. If 1800RESPECT is seen as such an important service – what funding certainty has been provided to the organisation to ensure certainty of service delivery? 3. How is the triage system being assessed for effectiveness? 4. What were the average call wait time and number of missed calls for 2016-17, 2017-18; and average call wait time and number of missed calls for the 2018-19 YTD?	Written
SQ19-000091	2 - Families and Communities	Watt, Murray	Redress	1. How many people have passed away after applying for redress but before receiving a payment? And have any payments been made to estates? 2. What is the average wait time for a decision between someone making an application to the scheme and receiving payment?	Written
SQ19-000092	2 - Families and Communities	Watt, Murray	Paid Parental Leave	1. Please provide a breakdown of the amount of people who have claimed Paid Parental Leave as well as Dad and Partner Pay in the last financial year, and since the implementation of the programs. Please provide this figure broken down by State and Electorate? 2. What proportion of families have accessed Dad and Partner Pay since the payment was introduced? Is the Department undertaking any work to increase the take up of DaPP?	Written
SQ19-000094	3 - Disability and Carers	Brown, Carol	PHaMs, PIR and D2DL funding and clientele numbers	Can the Department provide, since the inception of PHaMs, PIR, and D2DL programs, the amount of funding each program received per year and the number of clients serviced by each program per year to July 2019.	Written
SQ19-000095	3 - Disability and Carers	Brown, Carol	Former National Disability Awards	The Department has previously indicated to Committee that feedback was received from people with disability and/or their representative bodies about the changes to the 2018 awards program. Who provided feedback? When was this feedback received?	Written
SQ19-000096	3 - Disability and Carers	Brown, Carol	International Day of People with Disability	1. How was the program for 2018 International Day of People with Disability (IDPWD) developed? 2. What date was the funding approved for the 2018 IDPWD? When was the funding announced? 3. Please provide a breakdown of each initiative funded for the 2018 IDPWD and the funding amount received. 4. Will there be a review of the 2018 program and funding? If so, who will conduct the review, what format will the review take, and when will it be completed?	Written
SQ19-000097	3 - Disability and Carers	Brown, Carol	2018 ABS Survey of Disability, Ageing and Carers – DSS Funding	1. When will data collection on the 2018 ABS Survey of Disability, Ageing and Carers be finalised? 2. In percentage terms, how far progressed is the survey as at 31 December 2018? 3. Has the Department received any early indications from the ABS about the results of the survey? 4. When are the survey results scheduled for release? 5. When will the final survey results be published?	Written
SQ19-000098	3 - Disability and Carers	Brown, Carol	Australian Disability Enterprises – Government policy consultations	Have any recommendations been made to the Minister following consideration of the discussion paper, Ensuring a Strong Future for Supported Employment? If yes, when were the recommendations forwarded to the Minister, and what action has the Department undertaken following this?	Written
SQ19-000099	3 - Disability and Carers	Brown, Carol	Disability abuse and neglect hotline	1. In answer to QoN SQ18-000591, the Department advised that the hours of operation of the Hotline were Monday to Friday, 9am to 7pm Australian Eastern Standard Time and Australian Eastern Daylight Saving Time. What happens if someone calls the Hotline outside of those hours? Can people leave a message and have their call returned? 2. Is it a fact that if you live in Western Australia the Hotline doesn't operate after 4pm in summer? 3. What consideration has been given to people living in different time zones? 4. What happens if the only safe time for a person with disability to report abuse and neglect is outside of those hours or on the weekend? Is there an answering machine? If yes, how often is it checked? What follow up process is there? 5. Please provide a copy of the latest data for the hotline. 6. What is the cost of providing this service?	Written
SQ19-000100	3 - Disability and Carers	Brown, Carol	Disability Employment Services	1. Please provide an update on the number of providers and sites? 2. To date, how many sites have closed down? What is the location of these services? How many staff did they employ and how many were impacted? Please provide the reasons for the closure of the services?	Written

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Questions on Notice
Department of Social Services
National Disability Insurance Agency
NDIS Quality and Safeguards Commission

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000101	3 - Disability and Carers	Brown, Carol	Disability Employment Services (DES)	<p>1. Can you describe how the risk adjusted funding tool impacts on different disability types and age of participants (especially school leavers)?</p> <p>2. The risk adjusted funding tool (RAFT) was recently recalibrated to more accurately reflect a key characteristic of participants in DES (length of unemployment). Will DSS consider further adjustments to the tool if evidence is brought to light that the RAFT levers are not set appropriately? For example, to more accurately reflect characteristics of participants (eligible school leavers, participants with intellectual disability or autism spectrum disorder who require more support to become job ready and require on the job support)?</p> <p>3. What is the average RAFT level for participants who people with intellectual disability or people with autism spectrum disorder in the DES program?</p> <p>4. What is the average RAFT level of DES participants aged 15 to 19?</p> <p>5. Providers are reporting an increase of suspended participants on their caseload in this new DES framework in comparison to the previous contract. Can this be correlated to the new Targeted Compliance Framework or any other factors?</p>	Written
SQ19-000102	3 - Disability and Carers	Brown, Carol	Disability Employment Services – New School Leavers’ Trial	<p>1. Has the design of the new school leavers’ trial been finalised?</p> <p>2. Has the new school leavers’ trial commenced?</p> <p>3. Given the trial was to be for 2 years until 30 June 2020, and as at December last year the design was still being finalised, how will this impact on the delivery of the trial?</p> <p>4. How many schools are currently participating in the new school leavers’ trial?</p> <p>5. Please provide a list of the schools participating and their locations.</p> <p>6. How many school leavers are currently participating?</p> <p>7. How many DES providers are participating in the new school leavers trial? Please provide a list of DES providers participating, including the location of the sites.</p>	Written
SQ19-000103	3 - Disability and Carers	Brown, Carol	Making it Easier for Small Business to Employ People with Disability Report	<p>1. How much did the report prepared by CoSBOA and other costs?</p> <p>2. Does the Government plan to respond to CoSBOA’s report? If yes, when with the response be made public?</p> <p>3. Who wrote the report?</p>	Written
SQ19-000104	3 - Disability and Carers	Brown, Carol	National Disability Agreement	<p>1. When will the Government response to the Productivity Commission’s study report into the National Disability Agreement be made public?</p> <p>2. Is it intended to implement any of the report’s recommendations? If so, which outcomes and is there an implementation plan?</p> <p>3. The Productivity Commission indicated that it was unlikely that the outcomes in the NDA would be met, does the Department agree with that assessment?</p>	Written
SQ19-000105	3 - Disability and Carers	Brown, Carol	National Disability Strategy (NDS)	<p>1. Given that the Disability Reform Council stated on April 30 of last year that the evaluation of the strategy would be brought forward to 2018, when will the UNSW review of this strategy be completed?</p> <p>2. Question on Notice SQ18-000561 indicated that the Third Implementation Plan would be released in early 2019. Can you advise the Committee if the Third Implementation Plan has been released?</p> <p>3. If it has not yet been released, when is that likely to occur? If it has been released can you provide copies to the Committee Secretariat?</p>	Written
SQ19-000106	3 - Disability and Carers	Brown, Carol	Integrated Carer Support Service (ICSS) and Regional Delivery Partners (RDPs)	<p>1. In an answer to Question on Notice SQ18-000038, the Department advised that it will not proscribe the number of shopfronts required. Does this mean that it would be possible for there to be no shopfront services?</p> <p>2. Can you provide the Committee with an update on the rollout of the new digital services? Will these services meet the July 2019 date for full roll-out?</p> <p>3. Can you also update the Committee on the communications strategy that has been developed for the rollout? What activities have been undertaken to date and how much has been spent on the development and implementation of the communications strategy?</p>	Written
SQ19-000107	3 - Disability and Carers	Brown, Carol	Regional Delivery Partners	<p>1. When will the successful tenderers for the Regional Delivery Partners be announced?</p> <p>2. How many tenders were received in total and how many tenders were received for each state and territory?</p>	Written
SQ19-000108	3 - Disability and Carers	Brown, Carol	Young Carers’ Network	<p>1. How much funding does the Young Carers’ Network receive?</p> <p>2. When does the Young Carers’ Network funding cease?</p>	Written
SQ19-000109	3 - Disability and Carers	Brown, Carol	Disability Royal Commission	Has the department undertaken costing for establishing the royal commission?	Written
SQ19-000110	3 - Disability and Carers	Brown, Carol	Employ their ability / RAFT	<p>(1) How much has been spent on the “employ their ability” campaign to date? When did this campaign commence? How is its efficacy being assessed?</p> <p>(2) The campaign is said to be targeted at “employers who are already open to employing people with disability”. How have the LinkedIn page, and JobAccess YouTube channel been targeted at such employers? Has any feedback been solicited from targeted employers?</p> <p>(3) How has DSS considered feedback received from providers, businesses and participants about the RAFT reforms to date? Are any plans underway to address barriers to accessing DES markets on the provider or participant fronts?</p>	Written
SQ19-000111	4 - Housing and Homelessness	Cameron, Doug	Community Housing	<p>How many social housing dwellings are there in Australia?</p> <p>What is the Department’s understanding of the number of Australians eligible for social housing but currently on wait lists?</p> <p>Are we facing a shortage of social housing based on existing demand?</p> <p>Has the proportion social housing stock compared to overall housing stock increased or decreased in recent decades?</p> <p>By how much is the stock of social housing increasing or decreasing in Australia each year?</p>	Written
SQ19-000113	4 - Housing and Homelessness	Cameron, Doug	Community Housing	<p>a. What is the Department’s understanding of the proportion of social housing stock is currently being delivered by the community housing sector?</p> <p>b. Is it the DSS’s understanding that the community housing sector is increasing its share of social housing when compared to state-provided public housing?</p> <p>c. What does the Department understand to be the current and future need for additional social housing stock? What is the basis of this understanding?</p> <p>d. Given the Department’s responsibility for improved community housing, what roles does the Department see the community housing sector playing the provision of additional stock?</p>	Written
SQ19-000114	3 - Disability and Carers	Brown, Carol	Employer nominated initiatives	<p>1. During the last round of Estimates it was indicated that the employer-nominated initiatives was going to be reshaped, please outline any changes that have been undertaken.</p> <p>2. Is the \$2 million still available for the employer nominated initiatives? If yes then please outline the amount of funding available for programs or grants for the employer nominated initiatives. When will this funding be made available? If it has already opened, when did the funding open and what engagement has the Department had with employers?</p>	Written

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NDIS Quality and Safeguards Commission

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000115	4 - Housing and Homelessness	Cameron, Doug	Community Housing	The Government's 2017 Affordable Housing Working Group found that an additional 6,000 social housing dwellings are needed each year just to keep pace with future population growth, noting that this will not address the existing backlog of need. Furthermore, AHURI's November 2018 report 'Social housing as infrastructure: an investment pathway' has found that "Over the next 20 years, it has been estimated that 727,300 additional social dwellings will be required". a. Is the Department's understanding that under current trends Australia is likely to meet this existing and emergent need? b. Given the findings by the Government's own Working Group, and Australia's pre-eminent housing research body, AHURI, does the Department share their view that Australia is facing a significant shortage of social housing? c. Is the Department aware of constraints that exist to the growth of the social housing sector at scale, particularly by community housing providers? d. Has the Department been involved in, or aware of, any research that has identified obstacles to the expansion of the community housing sector at scale.	Written
SQ19-000116	4 - Housing and Homelessness	Cameron, Doug	Community Housing	On 29 May 2018 AHURI released a report entitled 'Inquiry into increasing affordable housing supply'. That report found that – and I quote: "Secure and long-term finance, including adequate public subsidies, are essential to enable the affordable housing sector to address the scale of Australia's unmet housing need and provide wider benefits to the housing system." What Federal government policies or programs exist currently to address the operational funding gap?	Written
SQ19-000118	4 - Housing and Homelessness	Cameron, Doug	Community Housing	Does DSS agree with the Affordable Housing Working Group which found – "creating and maintaining a rental housing portfolio targeted to people on low incomes requires explicit ongoing subsidies to bridge the gap between operating costs (including debt servicing) and rental incomes".? a. Has DSS attempted to quantify the adequate public subsidy required, also called the funding gap? If so, what is the Department's understanding of the funding required per dwelling? b. Is the Department aware of the conclusion of the Affordable Housing Working Group that: "When considering the funding gap for the general social housing cohort (people in the bottom income quintile, earning around \$30,000 per year and paying 25 per cent of income in rent) the required operational subsidy deepens to be \$8,850 per dwelling per year." c. Is there any consideration being given to additional policies that would address the operational subsidy identified by this recommendation at the federal level?	Written
SQ19-000119	4 - Housing and Homelessness	Cameron, Doug	Community Housing	Is the Department aware of policy proposals or previous Government policy that successfully expanded Australia's affordable rental social housing stock?	Written
SQ19-000120	4 - Housing and Homelessness	Cameron, Doug	NRAS	a. How many transfers that have been approved by the Secretary from Ethan Affordable Housing and Quantum are subject to AAT review? b. Did the Department at any time during the negotiations around the bulk transfer of allocations to Questus discuss with Ethan the AAT reviews he had lodged on those allocations already transferred? c. To date has Ethan withdrawn any of the AAT reviews previously requested? d. Did the Department consider making the withdrawal of the AAT reviews part of the bulk transfer conditions? If not, why not? e. Does the Department have any knowledge of why Ethan is challenging these transfers when representatives of the company have publicly stated they no longer wished to be involved in NRAS? f. Has the Department received any further information since the last Estimates hearing from the ACCC in relation to their investigation into Quantum?	Written
SQ19-000121	4 - Housing and Homelessness	Cameron, Doug	National Regulatory System for Community Housing	a. What is the status of the review into the National Regulatory System for Community Housing. b. When did that Review commence? When will it report? c. What has been the reason for the significant delay in commencing the Review of the National Regulatory System for Community Housing, I understand the terms of reference for the review were finalised in the first half of 2018? d. When was funding secured for the review from the Commonwealth Treasury? When was funding first sought? e. What role does the Department of Social Services now have in this review? f. Which agency or department is taking the lead in conducting that review? g. Which Federal Government agencies/departments will take part in the review? h. Which external bodies are involved? i. Have concerns with the current regulations been raised by stakeholder groups? j. What major issues with the sector are expected to be canvassed in the review?	Written
SQ19-000122	4 - Housing and Homelessness	Cameron, Doug	Housing Policy Development	a. Now that the Affordable Housing Working Group has concluded, through which fora does DSS engage with other departments to consider and formulate policy in relation to Housing and homelessness. b. Are there any ongoing interdepartmental working groups on housing policy? If so, what topics? c. Has the department identified any ongoing issues that require monitoring or further policy development with regards to Housing? d. A recent AHURI's report found that – quote: "There is a lack of systematic data collection and reporting on affordable housing outcomes across the Australian jurisdictions." e. Where is information on affordable housing outcomes sourced?	Written
SQ19-000123	4 - Housing and Homelessness	Smith, Dean	National Rental Affordability Scheme (NRAS) - Australian National Audit Office (ANAO) Recommendations	ACTING CHAIR: Going to Senator Fawcett's point about the third-party criticism of the scheme, I recall the audit office did a report into the operation of the NRAS. If I remember, that report identified some very serious shortcomings. Do you recall that report, Mr Menzies-McVey? Mr Menzies-McVey: Yes. The ANAO did two audit reports into NRAS and did identify areas for improvement. The department has implemented recommendations arising from those reports. I may have to take on notice the details of those. Mr Williamson: For specific recommendations, we can come back to you. We can provide on notice the recommendations and the action that's being taken by the department to improve the scheme.	Hansard Page 95
SQ19-000126	3 - Disability and Carers	Steele-John, Jordan	National Disability Strategy (NDS) Funding	Could you please clarify whether money that was earmarked for the National Consultation for the National Disability Strategy is no longer attached to that activity?	Written
SQ19-000127	3 - Disability and Carers	Steele-John, Jordan	National Disability Strategy (NDS) - Health and Wellbeing	Health The National Disability Strategy expires next year, and one area of focus was health and well-being. a) Can you tell us what has been achieved by this strategy to improve health outcomes for people with disabilities? b) What is the government doing to improve access to the health system and health services for people with disabilities?	Written
SQ19-000128	3 - Disability and Carers	Brown, Carol	Health System Interface for Complex Needs Participants	What actions are the NDIA and government taking to understand and address service gaps to ensure the necessary access to services for people with complex needs who fall between the gaps of the NDIS and health system?	Written
SQ19-000129	1 - Social Security	McKim, Nick	Youth Income Support	How will the government ensure that young people can cover the costs of basic essentials to alleviate poverty?	Written

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PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000130	3 - Disability and Carers	Cameron, Doug	Disability Employment Services (DES) by Electorate	1. By Electorate, how many people are currently enrolled with a: a. Disability Employment Service Provider? 2. Of these people, how many have achieved an employment outcome of 26 weeks?	Written
SQ19-000131	3 - Disability and Carers	Gallacher, Alex	Current and Projected Rural and Remote Support Workers	9b. (ii) Could the NDIS provide data on the numbers of current and likely future support worker workforce participants engaged in delivering NDIS related services across Australian remote, rural and regional areas by Local Government areas?	Written
SQ19-000132	3 - Disability and Carers	Brown, Carol	Council of Australian Governments (COAG) Principles Health Interface	Is the government reviewing the COAG principles applicable to the NDIS and health interface, and can you please explain the process and any outcomes from this review?	Written
SQ19-000133	3 - Disability and Carers	Brown, Carol	Coordinating Streamlined Services	What actions are the NDIS and the government taking with the health sector to coordinate streamlined services into the future?	Written
SQ19-000134	1 - Social Security	Siewert, Rachel	Rent Assistance (RA) - Recipients	For the financial year 2017-18, provide a breakdown of the number and percentage of Rent Assistance (RA) recipients by: a) payment type and paying over 30% of income in rent; b) payment type and paying over 50% of income in rent; c) gender and paying over 30% of income in rent; d) gender and paying over 50% of income in rent; e) Indigenous/non-Indigenous status and paying over 30% of income in rent; f) Indigenous/non-Indigenous status and paying over 50% of income in rent; g) marital status and paying over 30% of income in rent; h) marital status and paying over 50% of income in rent; i) State and Territory and paying over 30% of income in rent; j) State and Territory and paying over 50% of income in rent; k) age and paying over 30% of income in rent; l) age and paying over 50% of income in rent; m) average rent paid by Newstart Allowance recipients; n) average RA received by Newstart Allowance recipients; o) average RA received by Age Pension recipients; p) average RA received by Parenting Payment Single recipients; q) average RA received by YA (other) recipients; r) average RA received by YA (students); s) provide a breakdown of RA recipients subject to the 'sharers' RA rules by payment type, gender, state and territory, and paying over 30% and 50% of their income in rent; t) total number of recipients receiving RA in 2017-18; and u) expenditure on RA in 2017-18 by total and by state and territory.	Written
SQ19-000136	1 - Social Security	Cameron, Doug	Income Support Recipients Undertaking Vocational Education and Training (VET) Qualifications	1. How many income support recipients are undertaking AQF level vocational education studies? 2. How many income support recipients are undertaking non-AQF level vocational education studies? 3. Please provide the data for each year from 2013. 4. Please provide the data by: - Type of income support - Gender - AQF level, and - State - Identifying as Indigenous - Age groups - Location (including metro, outer metro, regional, rural and remote) 5. How many income support recipients have a VFH debt?	Written
SQ19-000144	3 - Disability and Carers	Gallacher, Alex	Psychosocial Support Standards	10d. (iv) What studies and initiatives have been undertaken to ensure that services and supports provided to persons with Psychosocial disabilities, are of an acceptable standard; and that the workforce and communities providing supports are appropriately accredited, have had adequate training, and are being properly remunerated or funded?	Written
SQ19-000145	2 - Families and Communities	Siewert, Rachel	Income Management	Please provide a breakdown by year of the ongoing costs of income management.	Written
SQ19-000146	3 - Disability and Carers	McKim, Nick	Support for Mental Health Carers and Families	1. Why has the Government chosen to not fund any advocacy for mental health carers? 2. How is the Government planning to recognise and support mental health carers? 3. How will the Integrated Carers Support Program support mental health carers and families, who as a cohort are feeling isolated and unsupported?	Written
SQ19-000147	2 - Families and Communities	Carr, Kim	Migration Review	Please provide a copy of the review's report and/or findings.	Written
SQ19-000148	Cross Outcomes	McKim, Nick	Youth Engagement and Celebration	4. How does the government plan to engage with the young people they represent? 5. How does the government plan to celebrate the positive contributions and achievements of young people in ways that interest them?	Written
SQ19-000165	2 - Families and Communities	Faruqi, Mehreen	Joint Standing Committee on Migration's inquiry report on migrant settlement outcomes	Joint Standing Committee on Migration's inquiry report on migrant settlement outcomes: 1. What is the status of the Joint Standing Committee on Migration's inquiry report on migrant settlement outcomes, No one teaches you to become an Australian? 2. Which recommendations from the report does the Government support? 3. What plans does the agency have for implementing the report's recommendations?	Written

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PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000181	1 - Social Security	Brown, Carol	Disability Support Pension	<p>Senator WATT: Could you take on notice the request, and it would probably be good to match them up against the figures you've already given me. In 2017-18, there were 104,000 applications and 73,000 were unsuccessful. If we can be comparing apples with apples, it would be good.</p> <p>Ms Campbell: Senator, my understanding is, if they're an internal review and they are subsequently successful, they would be counted in the successful numbers.</p> <p>Senator WATT: Oh, right.</p> <p>Senator SIEWERT: So we don't know how many—</p> <p>Ms Campbell: Unless they're over a different year.</p> <p>Mr Williamson: Yes, if it goes over financial years, it can get a little bit complicated, but we're happy to work with the Department of Human Services to get you that data.</p> <p>—</p> <p>Ms Campbell: We will advise [DHS] of that and see whether they can get you something tonight.</p>	Hansard Pages 16-17
SQ19-000182	1 - Social Security	Brown, Carol	Disability Support Pension	<p>Mr Williamson: You asked that question on notice and the number seemed quite low. In terms of DSP claims, people can be granted one of three ways. There are people who clearly meet the criteria, so that's manifest. They don't need to complete a program of support. If you score 20 points on one table, that's a severe impairment, so you don't need to complete a program of support. You only need to complete a program of support if it's 20 points across multiple tables. The majority of people are in the 20 points on one table. We can provide that. We haven't been able to get the data from DHS yet, but we can provide you with that data to give you that breakdown across those three.</p> <p>Senator SIEWERT: If you can, because I still find those numbers surprisingly low. I just don't see how it adds up.</p> <p>Mr Williamson: We're working with DHS to get the numbers, but that's that other category of people who qualify for DSP but it's on one table.</p>	Hansard Pages 49-50
SQ19-000183	3 - Disability and Carers	Brown, Carol	NDIS/NDIA contracts	<p>(1) In what circumstances can the Minister influence or intervene in decisions under the NDIS Act in relation to the funding of an NDIS package?</p> <p>(2) Has the Minister previously intervened or influenced decisions under the NDIS Act in relation to the funding of an NDIS package?</p> <p>(3) If yes, what were the circumstances that allowed the Minister to do so?</p>	Written
SQ19-000184	3 - Disability and Carers	Brown, Carol	NDIS/NDIA contracts	What is the role of the Assistant Minister for Social Services, Housing and Disability Services in relation to the NDIS?	Written
SQ19-000185	3 - Disability and Carers	Brown, Carol	NDIS/NDIA contracts	How often does the Department or the NDIA brief the relevant Minister regarding the NDIS?	Written
SQ19-000189	2 - Families and Communities	Siewert, Rachel	Cashless Debit Card - Summary of Services	<p>Senator SIEWERT: One of the things that does come through the report is peoples' comments around access to services and supports. I remember from previous conversations that you have looked at those services. Is there a report that summarises the adequacy of those services? I remember that there was extensive discussion about numbers, and even issues around it being perhaps confusing et cetera. The conversation I recall was along the lines of: there's lots of them and there's some confusion and maybe duplication. For the Goldfields, is there a summary of the services that are available, both in terms of adequacy—in terms of covering all the issues—and availability?</p> <p>Ms Hefen-Webb: I don't know that we've got a summary that precisely captures that. Obviously, that's something that we get a lot of feedback on through the process of operating the cashless debit card and working with stakeholders, but we also are working in that community on a range of other fronts—we have family services out there, we've been talking to them about what the service need is. We can have a look at what we might be able to provide for you, pulling from our grants database et cetera. But I don't have a neat summary I can provide today.</p>	Hansard Page 43

National Disability Insurance Scheme Quality and Safeguards Commission

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000005	NDISQSC	Watt, Murray	Email Scam - Timeline	<p>Senator WATT: How did you become aware of this scam?</p> <p>Ms Taylor: Providers alerted us to this particular scam. A number of providers contacted the commission, querying the correspondence. We very quickly moved to issue an alert to explain to providers that this was not the commission, that the email address that was generating this particular message and request was not the commission's, and what they should look out for in terms of correspondence from the commission in the future.</p> <p>Senator WATT: Do you know when it was raised with the commission?</p> <p>Ms Taylor: I think we can provide you with a full time line on when we were made aware of the particular matter and our responses to it.</p> <p>Senator WATT: That'd be good if you could take that on notice.</p>	Hansard Page 82
SQ19-000041	NDISQSC	Watt, Murray	Email Scam - Provider Responses	<p>Senator WATT: Have you investigated whether any providers were scammed?</p> <p>Ms Taylor: We did ask providers to contact us in the event that they had fallen foul of the scam. We can provide you on notice the responses that we got in that regard.</p> <p>Senator WATT: Maybe you could take on notice the exact detail. But are you aware of anyone having been scammed?</p> <p>Ms Taylor: Yes, there was at least one provider that I'm aware of who contacted us very quickly to alert us, and we then liaised with the NDIA around those particular details.</p>	Hansard Page 82
SQ19-000042	NDISQSC	Watt, Murray	Email Scam - Provider Communications	<p>Senator WATT: Were the participants who were obtaining services from that provider contacted?</p> <p>Ms Taylor: We'll let you know what the provider did in response to alert their participants, the people who were utilising their services, about what they may have disclosed.</p> <p>Senator WATT: Do you know if the provider has contacted the participants?</p> <p>Ms Taylor: We'll take that on notice and let you know.</p>	Hansard Page 83
SQ19-000043	NDISQSC	Brown, Carol	Complaints Management and Incident Management Processes	Senator CAROL BROWN: I'm going to ask this one on notice. Providers are required to have complaints management and incident management processes in place. How does the commission check that these are in place and have been adhered to? That's on notice.	Hansard Page 84
SQ19-000044	NDISQSC	Abetz, Eric	Home Modifications	If NDIS participants are having home modification works done by non-NDIS registered parties, who is responsible for reviewing the quality of work and fixing any defects?	Written
SQ19-000112	NDISQSC	Brown, Carol	Quality and Safeguarding Commission	<p>1. How many providers have let their NDIS registration lapse, broken down by state and territory, type of provider and reason?</p> <p>2. Please provide the cost and impact of the audit to the provider by audit type and size of provider?</p>	Written

National Disability Insurance Agency

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000039	NDIA	Abetz	Home Modifications data	Since the inception of the National Disability Insurance Scheme how many home modifications have been completed? Please provide a break up for each State and Territory.	Written

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Questions on Notice
Department of Social Services
National Disability Insurance Agency
NDIS Quality and Safeguards Commission

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000040	NDIA	Abetz	Guidance for Providers on Home Modifications	<p>1. a) Has the NDIA published a document entitled "About the NDIS"?</p> <p>b) If so, does the back page state in part: "The National Disability Insurance Agency (NDIA) is the independent Commonwealth government agency responsible for implementing the NDIS. The NDIA : ... Provides service providers with clarity and transparency so they can grow their business and respond to need.?"</p> <p>c) i) Is there such a clear and transparent process in place for the home modification process? ii) If yes to 1c)i) above please provide full details. iii) If no to 1c)i) above please advise: A) why such a process is not in place? B) when such a process is due to be in place? and C) whether such a process was due by the end of 2018?</p> <p>2. a) Given civically minded businesses, especially small businesses which have provided reports, designs and costings etc. have not been provided with a clear and transparent process, will any payments be provided to them for the value of their work or some form of compensation? b) If not, why not? c) If yes, what will be the process and timetable for such payments?</p>	Written
SQ19-000042	NDIA	Abetz	Provider Payments - Home Modifications	<p>In relation to payments to providers of home modifications:</p> <p>a) How many payments have been made overall? b) What is the average time between accounts/invoices being submitted and payment? c) How many invoices remain to be paid? d) What is the largest period of time for which an invoice remains unpaid? e) What is the largest unpaid invoice in dollar terms? f) How much in dollar terms remains outstanding? g) How much in dollar terms in dispute? h) How many providers are awaiting payment?</p>	Written
SQ19-000043	NDIA	Abetz	Provider Registrations - Home Modifications	<p>a) How many providers in the home modification area have registered with NDIA/NDIS? b) How many of such providers remain registered?</p>	Written
SQ19-000044	NDIA	Abetz	Lifetime Homes Tasmania Issues	<p>Given all the undertakings to resolve issues with Lifetime Homes Tasmania, when will their issues be resolved?</p>	Written
SQ19-000045	NDIA	Abetz	Participant Issues - Tasmania	<p>a) i) Is it correct there is a participant in Kingston TAS who is a teenage child, an NDIS participant of three years, who has to be carried daily upstairs to the living area? ii) Were the proposed home modifications rejected as they were 'unrealistic'? iii) If not, please advise why the modifications were rejected and where this proposal is currently situated? b) i) Is it correct a teenage child in Kingston TAS had to wait three years for her specialised wheelchair to arrive? And, ii) Does this same person still have no access to a school bus? c) i) Is it correct a participant (teenager of 6'7" height) located in Howrah TAS needs to be lifted and carried to get inside his home? ii) At what stage is this participant's modification plan?</p>	Written
SQ19-000046	NDIA	Abetz	Sourcing of Home Modification Providers	<p>Why are Australian families of NDIS participants, many of whom are under extreme stress, expected by NDIA to procure builders and project manage the home modification process?</p>	Written
SQ19-000048	NDIA	Abetz	Tasmanian Provider Market	<p>Is it correct that NDIS participants are paying financial intermediaries for plan supports and these participants are not able to access those supports due to a severe lack of qualified allied health professionals in the state?</p>	Written
SQ19-000049	NDIA	Abetz	Financial Intermediaries	<p>How many participants in the scheme are paying an intermediary, without having access to the supports? In other words, how much is being spent in administration with little action or outcome for the participants?</p>	Written
SQ19-000056	NDIA	Duniam	NDIA Attendance at Community Events	<p>Senator DUNIAM: [...] My questions go to participation in community events by the authority—agricultural shows and other community events. I take it that the NDIA has a presence at these sorts of events in the community?</p> <p>Ms Rundle: We do. As a general rule, we try very much to engage locally, particularly as participants are starting to phase in so that we can use the opportunity to explain the NDIS to people. But also, once the areas are phased in, our local engagement people have a high level of engagement at local events with education, local councils—a range of different things.</p> <p>Senator DUNIAM: Is participation in these events by the NDIA a fixed thing? For instance, if you go to the Hobart Show and have a stand there, is it something that you do every year from then on or—</p> <p>Ms Rundle: I couldn't guarantee that that would be the case. I do think we try as much as we can, as a general rule, to get to as many events as we can, especially when we're invited. We also try to have a stand with our brochures and things like that. A lot of does come down to availability of our staff. In a small place like Tasmania we've got a smaller number of engagement staff.</p> <p>Senator DUNIAM: Sure; it's a very special place though.</p> <p>Ms Rundle: As a general rule, we would try to do so.</p> <p>Senator DUNIAM: On notice, could you furnish me with a list of events that the NDIA does participate in—perhaps over the last 12 months?</p>	Hansard Pages 60-61
SQ19-000057	NDIA	Brown	Unscheduled Review Requests Assigned a Reviewer	<p>Senator CAROL BROWN: My question was: how many are unscheduled requests?</p> <p>Mr Francis: Unscheduled requests for quarter 2 were 7,271.</p> <p>Senator CAROL BROWN: That's the most up-to-date figure that you have for me?</p> <p>Mr Francis: That's correct.Senator</p> <p>Carol Brown: My question after that was: how many have been assigned a reviewer?</p> <p>Mr Francis: As I said I would have to take that one on notice. I don't know how many have been assigned a reviewer.</p>	Hansard Pages 62-63

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NDIS Quality and Safeguards Commission

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000058	NDIA	Brown	Longest Period for an Unscheduled Review Request	Senator CAROL BROWN: What's the longest period it's taken to do a review? Mr Francis: I can tell you that that time frame has reduced from six months down to three months over the last eight months or so. I couldn't tell you exactly the longest period, but again I can take that on notice to try and find out the longest time frame that something has been in abeyance for or waiting for.	Hansard Page 63
SQ19-000059	NDIA	Brown	Unscheduled Reviews Being Superseded by Annual Reviews	Senator CAROL BROWN: How many unscheduled reviews are not proceeding because they're being superseded by annual reviews? Ms Campbell: Would you count them twice, or would you only count them once if there were an unscheduled review and then a scheduled review came along? Mr Francis: Typically, we would attempt to deal with the unscheduled review, because we've got an obligation to deal with that unscheduled review. If the person had an annual review coming up, we would talk to the person about whether or not they are prepared to have their unscheduled review matter dealt with through the annual review. If they are, so be it: we will try to accommodate the person's wish. But, if not, we would still be obliged to continue with progressing the unscheduled review matter that was at hand. Senator CAROL BROWN: Do you keep figures on how many take up that option? Mr Francis: I don't have it off the top of my head, but I can find that for you.	Hansard Pages 63-64
SQ19-000060	NDIA	Brown	Reasons for Unscheduled Review Request	Senator CAROL BROWN: Are you able to let the committee know what is the most common reason for requesting a review? Mr Francis: I don't have that information at hand. It's typically something to do with what seemed the reasonable and necessary requests within the plan. There can be a wide variety of different things.	Hansard Page 64
SQ19-000061	NDIA	Brown	Access Request Timeframes	Senator CAROL BROWN: So how long does it take the agency to make a decision about an access request? Mr Francis: At the moment, as to last year's time frames, I can give the exact numbers to you. Access decisions for the 2018-19 year to date are taking just under 21 days. Senator CAROL BROWN: Does that change from region to region? Mr Francis: I would have to take that one on notice and try to find out if there is any difference from one region to another. That's a national figure that I have. Senator CAROL BROWN: Yes. That's why I asked. Could you take that on notice, and could you also take this on notice: if it is different, which I would think that it would have to be— Mr Francis: Yes. Senator CAROL BROWN: what is the average length of time in each of the regions? Mr Francis: Yes.	Hansard Page 64
SQ19-000062	NDIA	Brown	Plans Lapsing	Senator CAROL BROWN: How many plans are lapsing in the next two months? Perhaps you can give me next month and the next month after that. [...] Mr Francis: I don't have the information about the number that will lapse in the next two months or that are scheduled to in the next two months, but what I can tell you is that, at any given point in time, the percentage that do lapse or go past their review date is 1.09 per cent of the plans that are there. Senator CAROL BROWN: Do you have information about how many of those plans that are lapsing have either already had their planning meeting or had their planning meeting scheduled? Mr Francis: I don't have that information. I can take that on notice and find that out. Senator CAROL BROWN: If you could, please—and, if you could, tell us by region as well.	Hansard Page 64
SQ19-000063	NDIA	Brown	Plan Extensions	Senator CAROL BROWN: How many plans have been extended following the plan end date because no planning meeting has occurred? Mr Francis: Again, I'd have to find the exact number, but I can give you some information in and around how and why that occurs if that's helpful to you, Senator. Senator CAROL BROWN: Can you take that on notice about the number and also provide it for each region?	Hansard Page 64
SQ19-000064	NDIA	Brown	Timeframes Between Planning Meeting and Approved Plan	Senator CAROL BROWN: Do you keep figures about the length of time between a planning meeting and the approved plan being provided to the participant, for each region? Do you keep that information? Mr Francis: We would. Again, I don't have that information available. I have information about the time between the access decision and the actual plans being approved. I don't specifically have between the pre-planning meeting and the actual plan being approved, but I can find that out for you on notice.	Hansard Page 65
SQ19-000065	NDIA	Brown	Planning Meeting Wait Times	Senator CAROL BROWN: Thank you. When access is first approved for the scheme, how long are participants waiting in each region for their first planning meeting and then their first plan? Mr Francis: I'll have to take that one on notice. By region? Senator CAROL BROWN: That's fine. Yes, by region, but also could you provide it by participation type— Mr Francis: Yes. Senator CAROL BROWN: You know: adult, ECE— Mr Francis: Yes, I can do that.	Hansard Page 65
SQ19-000066	NDIA	Watt	Aboriginal and Torres Strait Islander Participants	Senator WATT: [...] What I am really interested in is digging into the level of service for people from a culturally and linguistically diverse, or CALD, background and also Aboriginal and Torres Strait Islander backgrounds. Can I pose a few questions regarding that. Just starting at a higher level, what proportion of scheme participants did you anticipate would be from a CALD background once the scheme was fully up and running? Mr Francis: We're anticipating 20 per cent. That is what our modelling shows us. Senator WATT: And that was what the actuary assumed? Mr Francis: That's correct. Senator WATT: What about people from an ATSI background? Mr Francis: For people from an Aboriginal and Torres Strait Islander background, we've modelled that at 5.4 per cent as the ultimate. Senator WATT: Do those percentages you've quoted me, 20 per cent and 5.4 per cent, roughly equate to the overall proportion of the community that identifies as culturally and linguistically diverse or Aboriginal and Torres Strait Islander? Mr Francis: I'd have to get the detail of the basis upon which those figures were derived.	Hansard Pages 65-66

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Questions on Notice
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PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000067	NDIA	Watt	Cultural and Linguistically Diverse People and Aboriginal and Torres Strait Islander Plan Activation Rates	<p>Senator WATT: [...] Back to the CALD community: how many people—and what proportion of people—from a CALD background have not used or activated their plan six, 12 and 18 months after it's been issued?</p> <p>Mr Francis: I'll take that one on notice, Senator.....</p> <p>Senator WATT: Okay. Could I get that for the Aboriginal and Torres Strait Islander community as well?</p> <p>Mr Francis: You can.</p> <p>Senator WATT: Do you have any figures at all about the rates or numbers or proportion of people from either background not activating their plans within a certain period of time?</p> <p>Mr Francis: I only have a general figure about plan activation here with me today. I can tell you that we know for the plan activation that, particularly for Aboriginal and Torres Strait Islander people, utilisation rates are lower early on, so it does take longer, but I'll provide you with specific figures.</p>	Hansard Page 66
SQ19-000068	NDIA	Watt	Cultural and Linguistically Diverse People and Aboriginal and Torres Strait Islander Unused Plan Rates	<p>Senator WATT: Do you know the longest time that a person from a CALD background has gone after being granted a plan without using it?</p> <p>Mr Francis: No, I would have to take that one on notice.</p> <p>Senator WATT: Okay. Can I get that for people from an Aboriginal and Torres Strait Islander background as well.</p>	Hansard Page 67
SQ19-000069	NDIA	Watt	Staff that Speak Languages Other than English	<p>Senator WATT: Do you have staff who can speak languages other than English, including First Nations languages?</p> <p>Mr Francis: I don't have a definite answer, but I'd be surprised if we don't. I can take that on notice and provide you with some information.</p>	Hansard Page 68
SQ19-000070	NDIA	Watt	Rural and Remote Engagement Activities	<p>Ms Rundle: We also use interpreters—things that you would be familiar with—and we've got a number of examples of other things which we do which Mr Francis hasn't covered yet, and we probably don't need to in this detail. But we do have a dedicated branch for rural and remote. We've also developed the strategy—</p> <p>Senator WATT: Sorry, Ms Rundle, just in the interests of time, why don't you take on notice the range of activities that you do to address these issues?</p>	Hansard Page 68
SQ19-000071	NDIA	Watt	Average Plan Value for Aboriginal and Torres Strait Islanders and People From Cultural and Linguistically Diverse Backgrounds	<p>Senator WATT: What's the average plan value for a person from a CALD background, and how does this compare to the average overall?</p> <p>Mr Francis: I'll have to take that one on notice.</p> <p>Senator WATT: And similarly for a person from an Indigenous background?</p> <p>Mr Francis: Yes, we can do that.</p> <p>Senator WATT: Could you also take on notice a breakdown of the average value for each of these communities, broken down by disability category, please.</p>	Hansard Page 68
SQ19-000072	NDIA	Watt	Plan Activation Rates for Participants with Psychosocial Disability	<p>Senator WATT: Do you have any figures around the number of people or the proportion of people with a psychosocial disability who have not used or activated their plan at the 6-month, 12-month, 18-month point?</p> <p>Ms Rundle: We would need to take that on notice.</p>	Hansard Page 69
SQ19-000073	NDIA	Watt	Psychosocial Disability Definition	<p>Senator WATT: Thanks. To be clear, what sort of things are included in psychosocial disability?</p> <p>Ms Rundle: You mean in terms of our definition of actuarial definition?</p> <p>Senator WATT: Yes.</p> <p>Ms Rundle: Can I please take that on notice to give you the right information?</p>	Hansard Page 69
SQ19-000074	NDIA	Watt	Socio-Economic Status of Participants	<p>Senator WATT: Sure. Does the agency track the relative socioeconomic disadvantage of scheme participants?</p> <p>Ms Rundle: That is something that we would need to check with our actuarial team.</p> <p>Senator WATT: Okay. Are any of them here today?</p> <p>Ms Rundle: No, they're not.</p> <p>Senator WATT: If it is the case that you track that data around socioeconomic disadvantage, could you let me know, for the most disadvantaged group, how the average plan size and utilisation rate compare to the average across the board, in terms of disadvantage group. Then, also for the most disadvantaged group, how does the average plan size and utilisation rate compare to the most advantaged group?</p> <p>Ms Rundle: Can I just say that we'll explore that for you. I don't know what we can commit to providing, but we'll certainly commit to following it up.</p>	Hansard Page 69
SQ19-000075	NDIA	Siewert	Plan Utilisation Rate Between Metropolitan and Rural and Remote Participants	<p>Senator SIEWERT: [...] You probably don't remember but we were having a discussion about the report that Scott Avery produced—a very comprehensive report, as I'm sure you're aware. One of his deep concerns—there's a whole lot of them—is that even when someone gets a plan they don't use it. In fact, your figures highlight that here. Looking at your figures, people in the Northern Territory are only using 56 per cent of their plans. People in South Australia are only using 51 per cent of their plans. In WA, it is 77 per cent. You've already articulated how you're working with CAMS to try to get people to use their plans. For some of the states where some of the utilisation is higher, do you have a breakdown between metropolitan and more rural and remote?</p> <p>Mr Francis: We absolutely can get that. I don't have it here now.</p>	Hansard Page 69
SQ19-000076	NDIA	Siewert	Information, Linkages and Capacity Building Grants	<p>Ms Rundle: It is Information, Linkages and Capacity building. You would be familiar with that program.</p> <p>Senator SIEWERT: Yes, I do realise what you're talking about.</p> <p>Ms Rundle: What we've done there recently in the last year is the \$8.5 million across 13 organisations. We can provide more to you on notice, if you'd like us to, on those particular grants.</p> <p>Senator SIEWERT: Yes, I would very much like that.</p> <p>Ms Rundle: They're also available on our website, but we're very happy to provide them.</p> <p>Senator SIEWERT: You can just send me the link in that case.</p>	Hansard Page 71
SQ19-000077	NDIA	Siewert	Administrative Appeals Tribunal Psychosocial Disability Cases	<p>Senator SIEWERT: I'm interested in the overall breakdown as to what those matters relate to, particularly—obviously—the ones that were changed. I'm particularly interested, then, in the breakdown; I would like to know how many related to psychosocial disability.</p> <p>Ms Rundle: Do you mind if we just find the information?</p> <p>[...]</p> <p>Mr Walter: You specifically asked about psychosocial, and I don't have that breakdown. I can get it for you.</p> <p>Senator SIEWERT: Could you take that on notice.</p>	Hansard Page 71

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NDIS Quality and Safeguards Commission

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000078	NDIA	Siewert	Psychosocial Transition Rates in Former Trial Locations	<p>Senator SIEWERT: My understanding is that you're at the point where you're not going to be able to transition everybody for psychosocial, as anticipated, by the end of June.</p> <p>Mr Francis: No.</p> <p>Senator SIEWERT: What is the new time frame for expected transition? Is it the end of the calendar year?</p> <p>Ms Rundle: We're aiming, as far as we can, to have all people that we can contact have access decisions and plans made by the date that we're committed to, which is 30 June. However, for that tail, which we did refer to a little while ago, one of the only ways we can answer this is by relying on our past experience. In the more mature sites—for Barwon and the Hunter, for example, and the ACT—it sometimes took longer than six months for those people to come in. But already in all of those areas they've almost reached their numbers.</p> <p>Senator SIEWERT: In Barwon?</p> <p>Ms Rundle: Yes. I'll make sure that's correct, but I'm pretty sure I'm right in saying that. We do know that, over time, they come in. I'd have to follow up a little bit more. I have other psychosocial information that you asked us for just before estimates but I don't actually have that.</p> <p>Senator SIEWERT: Okay. If you could provide that, that'd be appreciated.</p>	Hansard Page 72
SQ19-000079	NDIA	Siewert	Assistive Technology Requests Less Than \$1,500	<p>Mr Francis: Senator, I do have some of the data there for you. I know that we've got a dedicated team who's working at the moment on that group that we have the information for. And we've got to the point now where we know that, of the requests that we have on hand, 80 per cent of those have been there for less than 21 days. So we're in a much better position than we were in.</p> <p>Senator SIEWERT: I don't suppose you can tell me how many of those related to the less than \$1,500—you can tell I learnt maths at school, can't you!</p> <p>Mr Francis: How about I take that one on notice, because that was part of the earlier prioritisation: getting through that particular group with that dedicated team, so that they weren't kept waiting.</p>	Hansard Page 74
SQ19-000080	NDIA	Siewert	Funding for Home Modifications	<p>Senator SIEWERT: If somebody is purchasing a home after they have acquired their disability, they're expected to build to a standard that meets their needs. Is that correct?</p> <p>[...]</p> <p>Mr Francis: I'm not sure I know the answer to your question but I think what you're asking—and correct me if I've got it wrong—is, if someone's building a new home when they already know there's an existing disability, to what extent is it their responsibility to cover whatever accommodations need to be made for their disability, in terms of what they build, versus something they'd come and ask the NDIA to fund for them?</p> <p>Senator SIEWERT: Yes. If they're expected to build to, say, platinum standard, it costs a lot more. It sort of is a modification of plans but—</p> <p>Ms Rundle: We've got some examples of that. I think the best answer is that the decision has to be made on a case-by-case basis at the time. Generally you'd look at what most people would do in a home and the things which are different in that home, because of the person's disability, as a general rule. It wouldn't be possible to give you a black and white answer about what percentage is funded by the NDIA or not.</p> <p>Mr Francis: I think we can verify from a policy perspective what the approach taken is. I don't have the answer to that but we could certainly take that—</p> <p>Senator SIEWERT: Could you verify what that approach is and how somebody would go about making sure that they're able to apply, if they can, and what the process is and what the policy guidelines are? That would be appreciated. Given you're taking on notice what the process is, could you also take on notice, if you can't tell me already, how many people have already sought assistance with the cost of building?</p> <p>Ms Rundle: We'll need to take that one on notice, but we can tell you that.</p> <p>Senator SIEWERT: Can you take on notice how many people have sought assistance, how many people have been granted assistance and to what value. Does that all make sense?</p>	Hansard Page 75
SQ19-000081	NDIA	Brown	In Home After School Care	<p>Senator CAROL BROWN: It goes to the point that Mr Francis mentioned before. The in-home after-school care has been cut. Let me ask you: how many children with disabilities have been denied funding for in-home after-school care?</p> <p>Ms Rundle: We would really need to take that on notice.</p>	Hansard Page 76
SQ19-000082	NDIA	Watt	Planner and Reviewer Training	<p>Senator CAROL BROWN: [...] My question that I asked earlier was about the reviewers taking into account the health professionals and about training, because this child has been receiving in-home support since she was two, and she's six now.</p> <p>Ms Campbell: Can we talk about the training that was provided to planners and reviewers?</p> <p>Ms Rundle: Yes, I'm very happy to do that. As you know, we've talked before about training and provided further information for the committee.</p> <p>Senator WATT: Sorry, Ms Rundle. Again I don't mean to be rude, but we've only got about another 45 minutes. Would we be able to just get you to take that on notice? We are interested in the training being provided, but I'm sure that's something that can be provided in writing.</p> <p>Ms Rundle: That's fine.</p>	Hansard Page 78
SQ19-000083	NDIA	Brown	Staff Retention Rate by Function	<p>Senator CAROL BROWN: What is the average amount of time that staff remain employed with the NDIA? Do you have that information?</p> <p>Ms Rundle: Yes, I have that. I'll just go to a different—</p> <p>Senator CAROL BROWN: Do you have it by function—planner, plan manager, professional services?</p> <p>Ms Rundle: We'll have to take on notice the breakdown by function [...]</p> <p>Senator CAROL BROWN: My question was: what was the average amount of time?</p> <p>Ms Rundle: That people are with us?</p> <p>Senator CAROL BROWN: Yes.</p> <p>Ms Rundle: Yes, we have that. But I don't have it with me now. I know we can get it for you. [...]</p>	Hansard page 79

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NDIS Quality and Safeguards Commission**

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000084	NDIA	Brown	Proportion of Workforce with a Background in Disability Services	<p>Senator CAROL BROWN: So what was the proportion of the workforce that has a—</p> <p>Ms Rundle: The proportion of workforce with disability—</p> <p>Ms Campbell: Was it a disability background you were asking for, or with disability?</p> <p>Senator CAROL BROWN: With a background in disability services.</p> <p>Ms Rundle: Firstly, 'with a background' can mean a number of things. It can mean a person already has a disability themselves; therefore, they have firsthand experience. They can be a member of a family of a person with a disability; we call that lived experience of disability. Then, of course, there are lots of people in the agency who've got a lot of experience with working in disability, state and territory—</p> <p>Senator CAROL BROWN: So the figure that you're giving me includes all those?</p> <p>Ms Rundle: No. That was the turnover figure I gave you.</p> <p>Senator CAROL BROWN: No, the figure that you're about to give me.</p> <p>Ms Rundle: No—</p> <p>Ms Campbell: We'll take on notice.</p>	Hansard Page 79
SQ19-000085	NDIA	Brown	Proportion of Workforce with a Disability	<p>Ms Rundle: The only figure I can give you today is for employees with a disability. The figure for employees with a disability was 11.93 per cent at the end of December.</p> <p>Senator CAROL BROWN: Right. Is that 11.93 per cent just from APS staff or are you including contractors and consultants?</p> <p>Ms Rundle: I think that includes contractors as well but we'll confirm that it does.</p> <p>Senator CAROL BROWN: I think we better get some more information on it.</p>	Hansard Page 80
SQ19-000086	NDIA	Watt	National Office Layout and Headcount	<p>Senator WATT: Will any of the building be rented to third parties, whether it be other departments or commercial organisations?</p> <p>Mr Walter: There are two floors, I think. I'd have to confirm it, but there are floors being rented by DHS, and on the ground floor there are some retail facilities—sandwich shop type operations.</p> <p>Senator WATT: How many floors is it all up? Do you know?</p> <p>Mr Walter: Five, I think, or six.</p> <p>Ms Rundle: Five.</p> <p>Senator WATT: Five. So three—</p> <p>Mr Walter: Three are ours.</p> <p>Senator WATT: And you think two for DHS and then retail?</p> <p>Mr Walter: On the ground floor. We have most of the ground floor, but there are a couple of retail type facilities in the front of the building.</p> <p>Senator WATT: What's the current head count in the NDIA's current Geelong office?</p> <p>Mr Walter: I'd have to check to get the exact number. It's a little over a thousand people.</p> <p>Senator WATT: Right. So there are actually more people working in Geelong than the new building will be able to accommodate?</p> <p>Mr Walter: That is correct.</p>	Hansard Page 81
SQ19-000087	NDIA	Watt	Participants Contacted Following Scam Email Fraud	<p>Senator WATT: I understand that last month the NDIA issued an email scam alert. Is that correct?</p> <p>Ms Rundle: You might have to refer me to the actual scam alert. Sometimes we do get alerts like that.</p> <p>Senator WATT: Actually, that might be the Quality and Safeguards Commission, who were hanging back. It's almost as if they didn't want to come to the table!</p> <p>[...]</p> <p>Ms Taylor: Yes, there was at least one provider that I'm aware of who contacted us very quickly to alert us, and we then liaised with the NDIA around those particular details.</p> <p>Senator WATT: So they unfortunately and mistakenly provided participant details to the scammer?</p> <p>Ms Taylor: Correct.</p> <p>Senator WATT: So name and address?</p> <p>Ms Taylor: I'll have to give you the details. I can't recall exactly what was being requested, nor would I know off the top of my head what had actually been disclosed by that particular provider.</p> <p>Senator WATT: Do you know—</p> <p>Ms Taylor: I can say, though, if you don't mind me interjecting, that it was a very small therapy provider, so it wouldn't have been a substantial number—although obviously we would have deep concerns about information about participants being issued.</p> <p>Senator WATT: Was any money secured by the scammer as a result of this?</p> <p>Ms Taylor: We would not be aware of that. We moved on it very quickly. The matter was referred to the NDIA's fraud task force as well as the usual authorities, and our own investigators are looking into the matter.</p> <p>Senator WATT: Were the participants who were obtaining services from that provider contacted?</p> <p>Ms Taylor: We'll let you know what the provider did in response to alert their participants, the people who were utilising their services, about what they may have disclosed.</p> <p>Senator WATT: Do you know if the provider has contacted the participants?</p> <p>Ms Taylor: We'll take that on notice and let you know.</p> <p>Senator WATT: You said the NDIA fraud unit was involved as well. Does anyone from the NDIA know?</p> <p>Ms Rundle: I don't have any information on that particular case on our fraud brief. We can find out for you.</p>	Hansard Pages 82-83

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PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000088	NDIA	Watt	Pathways Rollout	<p>Senator SIEWERT: The last time or the time before we had an extensive discussion about the need to change pathways. What you've just described is those pathways. When we were first talking about it, it sounded like it was going to be a while before it all came online. But by the sounds of things you've accelerated that process. Is that a correct understanding?</p> <p>Ms Rundle: We have. Mr Francis is just getting out our road map and he can go particularly to that. We haven't rolled out completely all of the pathway improvements yet, but by the end of this year we expect to have rolled out all of them. The psychosocial started in a few states, and it's being rolled out now around the country, but incrementally over the coming months. The other thing I should say is that with psychosocial—I had something I was going to say to you, but it was really around how we've been working with not just Mental Health Australia but others to try to improve that experience in those states. We've discovered and learned things in that rollout which we'll be picking up as we roll out further.</p> <p>Mr Francis: I can say, for example, that all of the training with respect to staff and our LACs in Tasmania and South Australia has occurred. In Victoria that commenced on the 12th of this month. Queensland starts on the 19th of this month. We've had documentation go out to practitioners in South Australia in terms of their assistance and understanding what the pathway is for psychosocial disability, how that comes together and how they can assist patients they might have as far as that's concerned. We've also had the appointment of liaison people within our complex support needs group who will also help provide those services in New South Wales and Victoria.</p> <p>Senator SIEWERT: I'm aware that I'm not going to be asking any more questions. Could you put the process of rolling out each of those elements on notice?</p>	Hansard Page 86
SQ19-000089	NDIA	Watt	Fraud Taskforce Employees	<p>Senator WATT: It's just been brought to my attention that Mr Turnbull as the then Prime Minister issued a press release, I think, last year, saying it would be a task force of 100 dedicated personnel. Is there a reason it's ended up only being 77?</p> <p>Ms Campbell: I haven't got the press release with me, but I thought it said growing to 100. My understanding is that this is still evolving and this team is still coming together. But I might be wrong. Human Services might be better placed to talk about that because they are partnering with the NDIA on this initiative.</p> <p>Senator WATT: Well, it is an NDIS fraud task force and the NDIA is a partner. I don't see any reference to growing to. It's 'The task force will have 100 dedicated personnel to tackle fraud.' I'm looking through to see whether there's any reference to it growing, but you're saying it's going to get to 100?</p> <p>Mr Walter: We would have to absolutely confirm, but, yes, I'm pretty sure it will get there fairly quickly.</p> <p>Ms Campbell: That's the expectation.</p> <p>Senator WATT: I'm sure Minister Fawcett wouldn't like the idea of former Prime Minister Turnbull's edicts being ignored—would you? I'll take that with a no!</p> <p>Ms Rundle: We're absolutely committed to implementing the fraud task force as envisaged.</p>	Hansard Page 87
SQ19-000090	NDIA	Siewert	Aboriginal and Torres Strait Islander Engagement	<p>Senator SIEWERT: And we recognise that you did try to do that. What else are you doing in order to increase the uptake by Aboriginal communities, given the barriers that Scott Avery has so extensively outlined?</p> <p>Mr Francis: I can talk to a few of the different things. It probably won't be a full list, because I'm sure there's something that I'll leave off inadvertently. But, certainly, one of the things that we have done is establish our remote support and coordination branch, which is based in Darwin. It's actually about making sure that we are facilitating our broader service delivery network across the country by better engaging in what I would describe as best practice, in terms of how it relates to and enters into the remote communities, to try to make sure that we have the best possible chance of engaging well in that particular environment. We've also done some significant work to try to make sure that we're enhancing the material that's available to people—I can come back with some specifics; again, I don't have that at hand—so it's culturally appropriate and in language to help people understand about the National Disability Insurance Scheme.</p>	Hansard Page 70
SQ19-000091	NDIA	Watt	Participants from Cultural and Linguistically Diverse Background Utilisation Rates	<p>Senator WATT: Thanks for that. Just before you gave me that explanation, did you say that, while you don't have figures with you, you do understand that people from a CALD background have a higher level of underutilisation—that is, there's a greater number of them who take longer to start using their plan?</p> <p>Mr Francis: My reference was to the Aboriginal and Torres Strait Islander community then. As far as the CALD community is concerned, I will have to take that one on notice and follow up. I can't recall specifically having seen data relating to the time to activation of plans for CALD communities.</p>	Hansard Page 67
SQ19-000092	NDIA	Duniam	Cost of Mardi Gras Float and Similar Events	<p>Senator DUNIAM: How, through a float in the mardi gras, do people get information in that community?</p> <p>Ms Rundle: I would need to check the detail but I'm pretty sure that before and after the float people are at the event and available. I just need to check to see whether we actually have a little stand or something like that.</p> <p>Senator DUNIAM: If you could, on notice, that would be helpful—and for any other events like it. In that larger question that you've taken on notice already, I'd be interested in how that sort of thing is determined to be attended, how engagement with the community occurs and, if we can go to costs as well, what cost there is involved in being at that event.</p> <p>Ms Rundle: I could probably give you the round cost of that event because that is something that I always look at and, generally, a senior person would look at and approve.</p>	Hansard Page 61
SQ19-000093	NDIA	Gallacher	Complaints and Access Request Timeliness	<p>(i) Can the NDIA publicly report on its timeliness specifically in relation to the time it takes to develop and approve plans, given this is the highest complaint?</p> <p>(ii) If so, in what forum or publication or say website does this information appear?</p> <p>(iii) If not, what does the NDIA intend to do about publicly reporting timeliness with regard to plan processing and reviews, and what form will this take?</p> <p>(iv) What data does the NDIA collect about the time it takes for participants to get an approved plan from the time access has been granted?</p> <p>(v) Does the NDIA inform individual participants in writing about:</p> <p>(a) A specific length of time it will take for their plans to be processed?</p> <p>or</p> <p>(b) Why processing has been delayed and when they may expect the plan to be resolved?</p>	Written

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SQ19-000095	NDIA	Gallacher	Early Childhood Early Intervention Planning Meeting Wait Times	2. Early Intervention for Children with Disability Timely development and approval of plans is particularly crucial for children. This of course is notable where children are presenting with Autism, and Hearing, Speech and Vision impairment, as well as the initial and ongoing provision of Orthoses. Evidence is clear that early intervention at the earliest possible time will improve that child's developmental trajectory over their lifetime. However anecdotal evidence indicates many children are waiting 6-12 months to have a plan meeting with the NDIA or their partners to develop their plan, and/or waiting for their plan to be approved by the NDIA. (i) What is being done to ensure timely development and approval of plans for children to access early intervention supports?	Written
SQ19-000096	NDIA	Gallacher	Helping Children with Autism Transition	3. Federal Helping Children with Autism Program You will be aware that the Federal Helping Children with Autism program which commenced in 2008 is winding down as the NDIS fully rolls out. All children under the age of 7 with a diagnosis of Autism, were eligible for \$12,000 funding over 2 years (max of \$6,000 per year). Around 30% of this funding could be expended on equipment if the therapist deemed it appropriate. (i) Are there measures in place to provide an immediate funding allocation to children under 7 who have been granted access to the Scheme, while the NDIA clears this apparent back log of applicants awaiting a plan meeting and/or plan approval, so those children can access critical early intervention support at the earliest opportunity? (ii) Are there similar measures for 'bloc' funding of early interventions by NDIS on behalf of children 0-7 with other complex/high level impairments that could be considered where a child with critical intervention needs has been diagnosed by Accredited Medical and Allied Health Practitioners and National or State based disability specific support organisations?	Written
SQ19-000097	NDIA	Gallacher	Community Disability Services Funding	4. NDIA support for Assistive Technology services Not-For-Profit community organisations provide equity of access for a range of disability services especially for those with hearing, speech and/or vision impairment – whether NDIS participants or not. They, their carer/s, families and many others, rely on trusted providers such as Vision Australia or the Australian Communications Exchange through readily available, funded supports eg video relay services for Auslan (i) Can NDIA advise what measures are being taken by the NDIA to ensure these essential NFP organisations continue to be fully funded and staffed and supported so that they can continue providing innovative, sustainable, integral community services?	Written
SQ19-000098	NDIA	Gallacher	Acoustic Noise Systems for Vulnerable Pedestrians	5. Electric Vehicle Standards and Acoustic Noise Systems alerts for vulnerable pedestrians Monash University and Vision Australia have been undertaking significant research into the need for Australian manufacturers and importers of electric vehicles to comply with United National standard UN138.01. Low level acoustic noise emitted by European and United States vehicles alert vision impaired and other pedestrians so they may avoid collisions with otherwise quiet vehicles. (i) Can the NDIA advise if they have data available on the number of vision impaired and other vulnerable NDIS participants (and other groups eg., vulnerable aged persons) who would benefit from ensuring acoustic noise systems (AVAS) are made mandatory in the Australian New Car Assessment Program?	Written
SQ19-000099	NDIA	Gallacher	Draft Plans	6. Providing NDIS participants with draft plans (i) Can the NDIA advise what progress or investigations are being undertaken to provide NDIS participants with their draft Plans prior to finalisation, either through Local Area Coordinators or the NDIA's planners?	Written
SQ19-000100	NDIA	Gallacher	Funding Variations in Plans	7. Variations of Funding in NDIS plans (i) Has the NDIA investigated or implemented any individual plans with contingency funding for Assistive Technology or Daily Supports? (ii) Has the NDIA had occasion to allow amendments to plans without a full plan review?	Written
SQ19-000101	NDIA	Gallacher	Carer Supports	8. Support for carers, especially elderly parents. (i) Has the NDIA investigated the supports that are needed by carers (especially elderly parents) in undertaking initial planning processes, reviews, carer succession plans, or the transition of NDIS participants to shared supported or specialised accommodation.	Written
SQ19-000102	NDIA	Gallacher	Rural and Remote Participants and Projections	9a. (i) Could the NDIA provide data on the numbers of current and likely future NDIS participants across Australian remote, rural and regional areas by Local Government areas	Written
SQ19-000104	NDIA	Gallacher	Current and Projected Rural and Remote Service Providers	9c. (iii) Could the NDIA provide data on the numbers of current and likely future service providers engaged with or contracted by the NDIA to assist in delivery of NDIS services across Australian remote, rural and regional areas by Local Government areas?	Written
SQ19-000105	NDIA	Gallacher	Current and Projected Rural and Remote Planners and Local Area Coordinators	9d. (iv) Could the NDIA provide data on the numbers of current and likely future NDIA Planners and Local Area Coordinators employed or contracted by the NDIA to assist in delivery of NDIS services across Australian remote, rural and regional areas by Local Government areas?	Written
SQ19-000106	NDIA	Gallacher	Psychosocial Support for Rural and Remote Participants	10a. (i) Can the NDIA advise what measures are being considered or undertaken in regional, rural and remote areas in supporting participants with Psychosocial disability?	Written
SQ19-000107	NDIA	Gallacher	Participants with a Psychosocial Disability	10b (ii) Can the NDIA advise how many individuals with Psychosocial disabilities are currently funded by NDIS, and likely to be funded in future years?	Written
SQ19-000108	NDIA	Gallacher	Psychosocial Participants Living Arrangements	10c. (iii) How many NDIS participants with Psychosocial disabilities in regional, rural, and remote areas of Australia are currently living in shared accommodation or other community arrangements, or are homeless?	Written

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PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000110	NDIA	Gallacher	Administrative Appeals Tribunal Categorisation and Outcomes	<p>11. Administrative Appeals Tribunal (AAT)</p> <p>(i) Has the NDIA categorised NDIS cases registered with the AAT by disability, representation, and outcomes?</p> <p>(ii) If not:</p> <p>(a) What were the cases by disability, and the case outcomes?</p> <p>(b) Who represented the applicant (Self/other advocate eg family member/other advocate (paid by NDIA))</p> <p>(c) Who represented the Crown?</p> <p>(d) What were the costs to the applicant?</p> <p>(e) What were the costs to the Crown, including outsourced legal services?</p> <p>(iii) Of those that were settled prior to a formal hearing, what was the average cost of the settlement; and the minimum and maximum costs of settlements?</p>	Written
SQ19-000111	NDIA	Steele John	Home Modification Quality Standards	<p>o Noting the NDIS Guidance for Home Modification Assessors, Guidance for Home Modifications Assessors, 1 March 2017. States page 2 of 7 where it says:</p> <p>"Recommendations must take into account the responsibility of the participant to choose the most appropriate housing related to their disability. Where the home was purchased after the acquisition of the disability, or funding is sought for a new build, the NDIA would expect the participant to have considered their existing disability needs in the selection of the site and design of the new premises. It is not expected that NDIS will fund significant modifications to new premises, rather it will only meet the disability needs of an already accessible home. It is recommended that all new builds should be built to platinum level of Liveable Housing Australia (LHA) design guidelines."</p> <p>o Does this mean that people with a disability must incur the cost of building to Platinum level themselves? Doesn't this contradict the NDIS Act 2013 that the NDIS will cover the cost of disability related supports?</p> <p>o Thinking about value for money isn't funding complex home modifications is a better value option than funding ongoing SDA payments</p> <p>o Can the NDIA provide clear information on how people can get complex structural home modifications to assist with the cost of building a new home noting that it may reduce the need for SDA amongst for some NDIS participants?</p>	Written
SQ19-000112	NDIA	Steele John	Data Integration with State and Territory Death Registers	<p>o Case-based question:</p> <ul style="list-style-type: none"> An individual suffered from systemic lupus erythematosus (lupus). They on a disability pension and they were also receiving an allowance from the Tas Gov to assist with the payment of carers. They had begun the process of applying to get on the NDIS. They died on 26 May 2018. Their partner (married) remained their power of attorney and assisted with the wind-up of their affairs, including having their mail redirected to them. Then, out of the blue, NDIS sends letter addressed to the deceased about transitioning to the NDIS 8 months after they died. <p>• Question: is the NDIS not integrated with state death registers?</p>	Written
SQ19-000113	NDIA	Steele John	Specialist Disability Accommodation Compliance	<p>Congregate living arrangements within the NDIS</p> <p>We have been informed by advocates that some NDIS support providers are offering support and accommodation to NDIS participants but not registering the dwelling for SDA because they are congregating more than 5 residents on one property. This leaves NDIS participants without the protections set out in the NDIS Practice Standards and Quality Indicators, in particular, restricting the number of participants who may reside in a dwelling to five.</p> <ul style="list-style-type: none"> Is the NDIA aware of this issue of providers not enrolling dwellings as SDA to avoid compliance with Quality and Safeguards, and what is it doing to address the problem and protect NDIS participants in this situation? 	Written
SQ19-000114	NDIA	Steele John	Assistive Technology Wait Times	<p>Assistive Technology</p> <p>We continue to hear about NDIS participants waiting months and months, sometimes years for Assistive Technology that is essential for their well-being. Why is this problem continuing and what actions are you taking to resolve the issue?</p> <p>Can you give an update on how long people are waiting for assistive technology from when they 1st put in their request?</p>	Written
SQ19-000115	NDIA	Steele John	Assistive Technology Improvements	<p>At the last Senate Estimates you talked about improvements to agency processes for the approval of assistive technology. You said that you were developing a tool to determine whether requests for assistive technology were reasonable and necessary and that this will be developed by the end of last year.</p> <ul style="list-style-type: none"> Can you please provide us with the tool that you spoke of and advise us as to how it is being implemented? 	Written
SQ19-000116	NDIA	Steele John	Young People in Residential Aged Care Statistics	<p>Young People in Residential Aged Care</p> <ul style="list-style-type: none"> Please provide the latest figures, where possible broken down by state and territory, showing: <ul style="list-style-type: none"> 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 How many YPIRAC have begun drawing down on the funding in their NDIS plan? How many Young People in Residential Aged Care have identified moving out of Residential Aged Care as a goal? How many Young People in Residential Aged Care who became NDIS participants while living in Residential Aged Care have since left Residential Aged Care? 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 The number of Young People in aged care in NDIS sites who are not yet NDIS participants The percentage of Younger People in RAC who have drawn down their NDIS plan by more than \$15,000 in the previous year; 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. How many YPIRAC is the NDIS paying RAC fees for? What is the annual cost of the RAC fees to the NDIS? 	Written

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SQ19-000117	NDIA	Steele John	Specialist Disability Accommodation Data	Specialist Disability Accommodation o What is the latest data, broken down by state and territory, on SDA in people's plans, please include: • a breakdown of the level / type of SDA approved in plans; • the amount of funding that has been a) allocated and b) spent in people's plans for SDA; • the number of Young People in Residential Aged Care with SDA in their plans; • the number of people with SDA in their plans who did not previously live in SDA (ie have entered SDA for the first time).	Written
SQ19-000118	NDIA	Steele John	Enrolled Specialist Disability Accommodation Properties	What is the latest data, broken down by state and territory, on SDA properties enrolled with the NDIA, please include: o the total amount of funding to date that has been paid for new dwellings compared to existing dwellings	Written
SQ19-000119	NDIA	Steele John	Specialist Disability Accommodation Approvals	What is the latest data on: how many people have a) been approved b) not been approved for SDA by NDIA in the last quarter?	Written
SQ19-000120	NDIA	Dodson	Aboriginal and Torres Strait Islander Service Planning Development Strategies	a) What estimates for the number of Aboriginal and Torres Strait Islander people that will be eligible for the NDIS are being used in the NDIA's service planning and workforce development strategies? How did you arrive to that estimate?	Written
SQ19-000121	NDIA	Dodson	Aboriginal and Torres Strait Islander Expenditure	b) What is the actual expenditure that has gone towards Aboriginal and Torres Strait Islander people with disability under the NDIS, as measured by total amount actually spent and the number of participants who have received funding? How does this compare to the notional expenditure and approved plans where there have been no expenditure?	Written
SQ19-000122	NDIA	Dodson	Remote Indigenous Community Markets	c) What steps are the NDIA taking to provide community based disability supports in communities where there is no viable market for disability services, and individualised plans are not functioning?	Written
SQ19-000123	NDIA	Brown	How Employment Supports can be Used	What employment supports in NDIS plans be specifically used for?	Written
SQ19-000124	NDIA	Brown	Employment Supports in Participants Plans	How many NDIS participants currently have employment supports in their plans?	Written
SQ19-000134	NDIA	Brown	Most Common Employment Supports in Plans	What are the most common employment supports used in plans? (eg, preparation for work, support on the job)?	Written
SQ19-000125	NDIA	Brown	Expenditure of Employment Supports	What is the current expenditure on employment supports for NDIS participants with approved plans? Can you break that down into the different categories? What is the average expenditure per participant who accesses employment supports?	Written
SQ19-000126	NDIA	Brown	Effectiveness of Employment Supports	Can you provide data that demonstrates that employment supports are effective in keeping NDIS participants supported in open employment?	Written
SQ19-000135	NDIA	Brown	Number of Participants Engaged in Employment	How many participants with approved NDIS plans are currently working in open employment? How many of these NDIS participants gained work in open employment through NDIS employment supports?	Written
SQ19-000127	NDIA	Brown	Home Living and Capacity Building Supports	Figure 3.1 in the National Dashboard shows that, of the total annualised, committed support for active participants with an approved plan, a number of support categories are listed as not being funded for a participant in the year, at all: capacity building- home living and capacity building – lifelong learning. Is it correct that, of 227,486 active participants, not one person has been funded for these supports? Why?	Written
SQ19-000128	NDIA	Brown	Culture of Mistrusting Participants	Are you aware of the concern of the Joint Standing Committee, included in the Provision of Assistive Technology report (page ix) that the NDIA has a culture of mistrusting Scheme participants and their needs? Have Agency staff been instructed to second guess the sincerity of either participants or health professionals? If not, what has led to this perception among people with disability – that the Agency doesn't believe them?	Written
SQ19-000129	NDIA	Brown	Allied Health Professional Expert Panel	Can you confirm that the Agency has an 'expert panel' of Allied Health professionals? What is the membership of that Panel? How are Members appointed and paid? On what basis is the advice of Allied Health professionals who are familiar with a particular participant dismissed in favour of members of the expert panel who are not familiar with the individual participant? Doesn't this go against the principle of individualised planning and choice and control on which the NDIS was established?	Written
SQ19-000130	NDIA	Brown	Early Childhood Early Intervention Planning Meeting Wait Times	For each NDIS region, what is the average time that ECEI participants are waiting for their first planning meeting? What is the longest time? Nationally, what is the overall average and longest wait?	Written
SQ19-000131	NDIA	Brown	Early Childhood Early Intervention Wait-time Complaints	How many complaints has the Agency received relating to the length of time between access being granted for an ECEI participant and the date of the first planning meeting?	Written
SQ19-000132	NDIA	Brown	Strategies in Relation to Early Childhood Early Intervention Member of Parliament Complaints	Electorate offices are receiving complaints from families of ECEI participants that they are being told that they're first planning meeting could be 6 - 12 months away. In some cases, they are receiving this advice when they have already been waiting a significant amount of time. Why is this occurring, and what is being done to resolve the issue? Would more staff assist the issue to be resolved more quickly?	Written
SQ19-000133	NDIA	Brown	Joint Standing Committee - Assistive Technology Recommendations	Has the Agency begun to act on any of the Committee's recommendations (Assistive Technology), in particular recommendations 1, 3 and 9?	Written
SQ19-000136	NDIA	Brown	Assistive Technology Wait Times Across Regions	Please provide a breakdown of average, median and longest wait times for key AT items across each NDIS region.	Written
SQ19-000137	NDIA	Brown	Draft Plan Progress Update	Can participants receive a hard copy of their draft plan? If not, why not? When will this facility be available?	Written
SQ19-000141	NDIA	Brown	Plan Extensions no Planning Meeting	How many plans have been extended following the plan end date because no planning meeting has occurred?	Written
SQ19-000142	NDIA	Brown	Planning Meeting Wait Times per Region	When access is first approved for the scheme, how long are participants waiting in each region for their first planning meeting and then their first plan?	Written
SQ19-000143	NDIA	Brown	Time Between Planning Meeting and Approved Plan	Do you keep figures about the length of time between a planning meeting and the approved plan being provided to the participant, for each region? Do you keep that information?	Written
SQ19-000144	NDIA	Brown	Cultural and Linguistically Diverse Background Plan Activation Rates	how many people—and what proportion of people—from a CALD background have not used or activated their plan six, 12 and 18 months after it's been issued?	Written

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**Questions on Notice
Department of Social Services
National Disability Insurance Agency
NDIS Quality and Safeguards Commission**

PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000145	NDIA	Brown	Longest Period Before Participants from Cultural and Linguistically Diverse Background Received a Plan	Do you know the longest time that a person from a CALD background has gone after being granted a plan without using it?	Written
SQ19-000146	NDIA	Brown	Cultural and Linguistically Diverse Background Participants Average Plan Value	What's the average plan value for a person from a CALD background, and how does this compare to the average overall?	Written
SQ19-000147	NDIA	Brown	Employment Taskforce Costings to Ensure Best Practice is Provided to Participants	Is the Minister's Employment Taskforce reviewing the current NDIS employment supports to ensure they are fit for purpose (from pre vocational employment preparation, to job search to maintaining work in open employment) and have costings that will ensure best practice assistance is provided to participants?	Written
SQ19-000148	NDIA	Brown	Local Area Coordinator Performance	How are the LAC's performance monitored? What are their KPIs?	Written
SQ19-000149	NDIA	Brown	Local Area Coordinator Wait Lists	How do you get an understanding of LAC's wait lists?	Written
SQ19-000150	NDIA	Brown	Local Area Coordinator Quality of Service	How do you monitor the quality of service provided by LAC's?	Written
SQ19-000151	NDIA	Brown	Office Culture	In relation to the NDIA, what measures have been put in place to improve the culture across all offices of the NDIA in Australia? How much have these measures cost (please list by individual measure)?	Written
SQ19-000152	NDIA	Brown	Team Building	Have there been consultants engaged to improve culture or undertake sessions such as team building?	Written
SQ19-000153	NDIA	Brown	Regional Office Performance and Reporting	How do the regional offices report on their performance, including but not limited to, financials, timeframes for processing plans, client satisfaction and staff turnover to NDIA headquarters? What are these reports called? How often are these reports completed? Have any offices failed to meet the required timeframes? Has the department ever flagged concerns about the performance of any regional offices? If so, what actions were taken to address these concerns? Can the Department provide the most recent reports for each of the regional offices to my office?	Written
SQ19-000154	NDIA	Brown	Successfully Resolved Complaints and Totals	How many complaints to NDIS/NDIA/ for all of Australia over the 2017-18 reporting period? How many of these were resolved successfully?	Written
SQ19-000155	NDIA	Brown	Satisfaction of Outcomes from Complaints	What actions were taken to ensure clients were satisfied with the outcome of the complaint process?	Written
SQ19-000156	NDIA	Brown	Independent Complaints Process Review	Has any independent review of the complaints process been undertaken? What was the outcome of these reviews?	Written
SQ19-000157	NDIA	Brown	Member and Senator Contact Officer Roles and Locations	How many current staff are employed as Members and Senators Contact Officers? Is it correct that the MaSCO role was designed to cover just one NDIS region? How many MaSCOs are covering more than one region? For how long has this been the case?	Written
SQ19-000158	NDIA	Brown	Local Area Coordinator Site Inspections	For each of the following, on how many occasions did the Department or NDIA conduct: (a) announced site inspections (b) announced visits (c) announced desktop reviews (d) unannounced sites inspections (e) unannounced visits? If there are no monitoring measures for each of those listed in a-e, why? Are there any other monitoring measures in place? If not, why not?	Written
SQ19-000159	NDIA	Brown	Choice of Local Area Coordinator Providers	How were tenders awarded or if not tenders, how were decisions made around choosing Local Area Coordinators?	Written
SQ19-000160	NDIA	Brown	Cost of Early Childhood Early Intervention Plans	In relation to the NDIS what is the average cost of plans for six year old children with Early Childhood Early Intervention plans? How was this cost calculated, please include details of any computer system used? What is the average cost of the above plans for Perth CBD, Adelaide CBD, Dubbo in NSW, Toowoomba in QLD and Launceston in Tasmania? If there are discrepancies, why? What is the NDIA doing about this? What is the software platform called that determines this?	Written

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**Questions on Notice
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PDR No	Outcome	Senator	Subject	Question	Hansard/Written
SQ19-000161	NDIA	Brown	Young People in Residential Aged Care Complex Needs Pathway Trial	Please provide an update on the trial of the complex needs pathway for young people in residential aged care. Will this pathway be rolled out nationally?	Written
SQ19-000162	NDIA	Brown	Young People in Residential Aged Care Specialist Disability Accommodation Applications	Is it still the case that young people in residential aged care will have SDA funding applications fast tracked? What is the process of this?	Written
SQ19-000164	NDIA	Brown	Financial Incentives	For any providers/organisations/individuals with an NDIS/NDIA/associated departmental contract are there any financial incentives, rewards or bonuses in place? a. Do any of these incentives relate to saving money, reducing budgets or meeting timeframes?	Written
SQ19-000165	NDIA	Brown	Individual Ministerial Service Delivery Issues	On how many occasions since September 2018 has the Minister raised individual NDIS cases/packages with the NDIA or the Department in relation to service delivery issues? a. On how many of these occasions was the package or proposed package amended following the Minister raising them?	Written
SQ19-000166	NDIA	Brown	Ministerial Briefing in Relation to Cases	Since September 2018, on how many occasions would the Minister be briefed in relation to specific NDIS cases or packages?	Written
SQ19-000167	NDIA	Brown	AT Delays and Process Improvements	Senator SIEWERT: For a start, to make sure I'm on the same page, can you outline what those changes are. Ms Rundle: Yes. The first thing I'd like to say is that we do acknowledge that some participants have experienced delays, and for that we're sorry. We're doing whatever we can now to try to alleviate that. There are things that we've been doing and are continuing to do. [...] That's broadly what we're doing. We're also doing a lot more training with our staff in relation to putting AT into people's plans. Then I have some other data for you, if you want me to go through it, on our experience. Senator SIEWERT: Could you table that other data. I'm aware I'm going to start to get pinged pretty soon. Ms Rundle: Yes.	Written