

Chapter 2

Key issues

2.1 This chapter outlines the key issues considered at the committee's 2018–19 Budget estimates hearings.

Health Portfolio hearing—29 May 2018

Whole of portfolio / Corporate matters

- 2018–19 Health Portfolio Budget measures, particularly the quantum of savings and reinvestment of savings from those measures.¹
- Transparency of fees charged by surgeons to patients which are not covered by private health insurance, including the response of the Ministerial Advisory Committee on Out-of-Pocket Costs.²
- Funding allocated to Health Portfolio priority areas.³
- Implementation of the Australian Government Guidelines on the Recognition of Sex and Gender within the Health Portfolio.⁴
- Source and quantum of funds allocated to Outcome 6: Aged Care.⁵

Outcome 1: Health System Policy, Design and Innovation

Program 1.1: Health Policy Research and Analysis

- Medical Research Future Fund, including: the value of disbursements made; funding over the forward estimates; processes for making disbursements, and specific research initiatives such as the Biomedical Translation Fund.⁶
- Particulars of the National Health and Medical Research Council Myalgic Encephalomyelitis / Chronic Fatigue Syndrome Advisory Committee.⁷

Program 1.2: Health Innovation and Technology

- Rollout of the My Health Record initiative, including: a large-scale information campaign; opt-out provisions; secondary purpose data usage; arrangements for the protection of consumers' privacy and consent; and

1 *Proof Committee Hansard*, 29 May 2018, pp. 5–10.

2 *Proof Committee Hansard*, 29 May 2018, pp. 10–14.

3 *Proof Committee Hansard*, 29 May 2018, pp. 14–21.

4 *Proof Committee Hansard*, 29 May 2018, pp. 21–22.

5 *Proof Committee Hansard*, 29 May 2018, pp. 22–26.

6 *Proof Committee Hansard*, 29 May 2018, pp. 30–39.

7 *Proof Committee Hansard*, 29 May 2018, pp. 39–42.

provisions for healthcare providers to upload data to the My Health Record system.⁸

Program 1.5: International Policy

- Department of Health's response to an Ebola outbreak in the Democratic Republic of Congo.⁹

Outcome 2: Health Access and Support Services

Program 2.1: Mental Health

- Processes used for determining the extension of the National Suicide Prevention Trial, particularly the extent of the consultations undertaken.¹⁰
- Mental health services funded through the Primary Health Networks, including mental health services for older Australians living in residential aged care.¹¹
- Priorities for Aboriginal and Torres Strait Islander people mental health services.¹²
- Quantum of funding allocated to mental health services, including research-led funding priorities.¹³
- Youth mental health services provided in educational contexts.¹⁴
- Continuity of psychosocial supports.¹⁵
- Contribution of the National Mental Health Commission to recent government mental health initiatives.¹⁶

Program 2.3: Health Workforce

- Benefits of the 2018–19 Budget measure, *A Stronger Rural Health*, for the recruitment and retention of doctors across rural and remote areas.¹⁷

Program 2.4: Preventative Health and Chronic Disease Support

- Progress made with developing a national strategic approach to maternity services, including continuity of care arrangements.¹⁸

8 *Proof Committee Hansard*, 29 May 2018, pp. 43–61.

9 *Proof Committee Hansard*, 29 May 2018, pp. 61–62.

10 *Proof Committee Hansard*, 29 May 2018, pp. 62–69.

11 *Proof Committee Hansard*, 29 May 2018, pp. 70–73.

12 *Proof Committee Hansard*, 29 May 2018, pp. 73–74, 80–81.

13 *Proof Committee Hansard*, 29 May 2018, pp. 76–80.

14 *Proof Committee Hansard*, 29 May 2018, pp. 81–84.

15 *Proof Committee Hansard*, 29 May 2018, pp. 85–88.

16 *Proof Committee Hansard*, 29 May 2018, pp. 89–92.

17 *Proof Committee Hansard*, 29 May 2018, pp. 95–98.

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- Availability of Local Drug Action Teams in Tasmania and Western Australia.¹⁹
 - Update on the implementation of the National Cancer Screening Register.²⁰
 - Intended purpose of the \$40 million 2018–19 Budget measure, *Support for Alcohol and Drug Abuse Treatment*.²¹

Food Standards Australia New Zealand

- Nanohydroxyapatite chemicals in baby formula.²²

Program 2.5: Primary Health Care Quality and Coordination

- Performance and outcome measures of the Health Care Home trial.²³
- Grants made by Primary Health Networks, particularly the North Queensland Primary Health Network.²⁴
- Funding allocated to the Hunter New England and Central Coast Primary Health Network for community needs identification.²⁵

Program 2.7: Hospital Services

- Government policy on the rate of the Commonwealth Government's efficient growth funding for hospitals.²⁶
- Commonwealth Government funding for Mersey Hospital, Tasmania.²⁷

Outcome 3: Sport and Recreation

Program 3.1: Sport and Recreation

- Release date and potential funding methods for the National Sports Plan.²⁸

Australian Sports Commission

- Staffing levels at the Australian Sports Commission.²⁹

18 *Proof Committee Hansard*, 29 May 2018, pp. 100–102.

19 *Proof Committee Hansard*, 29 May 2018, pp. 103–105.

20 *Proof Committee Hansard*, 29 May 2018, pp. 106–108.

21 *Proof Committee Hansard*, 29 May 2018, pp. 99, 109–113.

22 *Proof Committee Hansard*, 29 May 2018, pp. 117–119.

23 *Proof Committee Hansard*, 29 May 2018, pp. 119–124.

24 *Proof Committee Hansard*, 29 May 2018, pp. 124–127.

25 *Proof Committee Hansard*, 29 May 2018, pp. 127–129.

26 *Proof Committee Hansard*, 29 May 2018, pp. 129–131.

27 *Proof Committee Hansard*, 29 May 2018, pp. 132–133.

28 *Proof Committee Hansard*, 29 May 2018, pp. 133–136.

29 *Proof Committee Hansard*, 29 May 2018, pp. 136, 141.

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- Functions and costs the Australian Institute of Sport's training facility in Italy.³⁰
 - 2018–19 Budget allocations for sports and physical activity initiatives.³¹

Australian Sports Anti-Doping Authority

- Australian Sports Anti-Doping Authority's recent anti-doping activities.³²

Health Portfolio hearing—30 May 2018

Outcome 4: Individual Health Benefits

Program 4.1: Medical Benefits

- Expected outcomes of the 2018–19 Budget measure, *Visas for General Practitioners — targeting areas of doctor shortages*, and the potential savings over the forward estimates arising from fewer billings of Medicare Benefits Schedule (MBS) listed items.³³
- Update on the work and recommendations of the MBS Review Taskforce, including associated implications for MBS expenditure.³⁴
- Processes by which the government issues Magnetic Resonance Imaging licenses.³⁵
- Potential MBS item for eating disorders.³⁶

Program 4.2: Hearing Services

- Government response to the House of Representatives Standing Committee on Health, Aged Care and Sport's hearing health and wellbeing of Australia inquiry report.³⁷
- Development of a roadmap to guide improvements to the hearing health of Australians.³⁸
- Implementation plan for a \$30 million budget allocation to increase hearing health assessments.³⁹

30 *Proof Committee Hansard*, 29 May 2018, p. 137.

31 *Proof Committee Hansard*, 29 May 2018, pp. 138–140.

32 *Proof Committee Hansard*, 29 May 2018, pp. 142.

33 *Proof Committee Hansard*, 30 May 2018, pp. 5–11.

34 *Proof Committee Hansard*, 30 May 2018, pp. 11–14, 18–21.

35 *Proof Committee Hansard*, 30 May 2018, pp. 15–17.

36 *Proof Committee Hansard*, 30 May 2018, pp. 17–18.

37 *Proof Committee Hansard*, 30 May 2018, pp. 22–23.

38 *Proof Committee Hansard*, 30 May 2018, pp. 23–24.

39 *Proof Committee Hansard*, 30 May 2018, pp. 24–25.

Program 4.3: Pharmaceutical Benefits

- Government's response to the 2015 independent *Review of Pharmacy Remuneration and Regulation*.⁴⁰
- Expenditure on the MedsCheck service.⁴¹
- Access to information regarding doctors certified to prescribe Mifepristone.⁴²
- Particulars of the 2018–19 Budget measure, *Improving access to Medicines — additional funding for new medicines and improved payment administration*, including: statements made by the Medicines Partnership of Australia; reduction in revenue rebates for high-cost medicines; and improved payment arrangement for certain high cost medicines with special pricing arrangements.⁴³
- New and amended Pharmaceutical Benefits Scheme (PBS) listed items, including: budgetary implications; recommendations of the Pharmaceutical Benefits Advisory Committee (PBAC); and the timeframes in which medicines or vaccines are listed on the PBS following a recommendation from PBAC.⁴⁴
- Special pricing arrangements for PBS listed items, principally the eligibility of Afatinib for such an arrangement.⁴⁵

Program 4.4: Private Health Insurance

- Role of the recent government private health insurance reforms in placing downwards pressure on private health insurance premium costs.⁴⁶
- Rates of private health insurance coverage.⁴⁷
- Price reduction for medical devices listed on the Protheses List.⁴⁸

Program 4.6: Dental Services

- Funding for dental services through the National Partnership Agreement.⁴⁹

40 *Proof Committee Hansard*, 30 May 2018, pp. 26–28.

41 *Proof Committee Hansard*, 30 May 2018, pp. 30–31.

42 *Proof Committee Hansard*, 30 May 2018, pp. 30–31.

43 *Proof Committee Hansard*, 30 May 2018, pp. 31–37, 40–42.

44 *Proof Committee Hansard*, 30 May 2018, pp. 37–40.

45 *Proof Committee Hansard*, 30 May 2018, pp. 43–53.

46 *Proof Committee Hansard*, 30 May 2018, pp. 53–56.

47 *Proof Committee Hansard*, 30 May 2018, pp. 56–59.

48 *Proof Committee Hansard*, 30 May 2018, pp. 60–61.

49 *Proof Committee Hansard*, 30 May 2018, pp. 62–63.

Program 4.8: Targeted Assistance – Aids and Appliances

- Application of the goods and services tax on sanitary pads and tampons.⁵⁰

Outcome 5: Regulation, Safety and Protection

Program 5.1: Protect the Health and Safety of the Community Through Regulation

- Processing of applications for access to medicinal cannabis made to the Therapeutic Goods Administration, and the processes pertaining to medical practitioners applying to becoming authorised prescribers of medicinal cannabis.⁵¹

Program 5.2: Health Protection and Emergency Response

- Community support package for people impacted by Per- and poly-fluoroalkyl substances (PFAS) in Katherine, Northern Territory.⁵²
- Government's response to an outbreak of infectious syphilis affecting Aboriginal and Torres Strait Islander communities in Northern Australia.⁵³
- Application of the precautionary principle in the Government's response to PFAS impacts.⁵⁴
- Research being undertaken into the potential effects of people's prolonged exposure to PFAS.⁵⁵
- Particulars of the hepatitis delta virus type 1 (HDV1) in Australia.⁵⁶
- Responses to Lyme-like disease or vector-borne disease, including improvements to pathology practices for more effective diagnosis.⁵⁷

Program 5.3: Immunisation

- Rates of flu immunisation, demand for flu vaccinations and the Commonwealth's role in facilitating vaccine supply.⁵⁸

Outcome 6: Ageing and Aged Care

- 2018–19 Budget measures providing funding for aged care.⁵⁹

50 *Proof Committee Hansard*, 30 May 2018, p. 64–65.

51 *Proof Committee Hansard*, 30 May 2018, p. 67–71.

52 *Proof Committee Hansard*, 30 May 2018, p. 72–74.

53 *Proof Committee Hansard*, 30 May 2018, p. 75–79, 89–91.

54 *Proof Committee Hansard*, 30 May 2018, p. 79–81.

55 *Proof Committee Hansard*, 30 May 2018, p. 82–83.

56 *Proof Committee Hansard*, 30 May 2018, p. 83–85.

57 *Proof Committee Hansard*, 30 May 2018, p. 85–89.

58 *Proof Committee Hansard*, 30 May 2018, p. 92–96.

59 *Proof Committee Hansard*, 30 May 2018, pp. 97–98.

- Government response to the *Legislated Review of Aged Care 2017* report (Tune review).⁶⁰
- Funding for additional Home Care Packages over the forward estimates, including the number and type of packages funded, and the impact this initiative will have on the Home Care Packages waiting list.⁶¹
- Adequacy of resourcing in the aged care sector, particularly in relation to: staffing ratios; average daily spending on people in aged care; and the homeless supplement for residential aged care.⁶²
- Support services for prematurely aged homeless people.⁶³
- Rates of aged care services providers returning unspent home care package funds following the death of a receipt of a home care package.⁶⁴
- Eligibility criteria for the dementia and cognition supplement, and the 2018–19 Budget measures that address dementia.⁶⁵
- Trial of aged care system navigator services to assist people in accessing information about aged care services and making decisions appropriate for their circumstances.⁶⁶

Australian Aged Care Quality Agency

- Residential aged care facilities which have been found to be noncompliant with standards following audit reviews, and subsequent processes for improving residential aged care facilities' compliance.⁶⁷
- Development and piloting of the Aged Care Quality Standards proposed under the Aged Care (Single Quality Framework) Reform Bill 2018.⁶⁸

Health Portfolio hearing—27 June 2018

Outcome 1: Health System Policy, Design and Innovation

- Website under development by the Ministerial Advisory Committee on Out-of-pocket costs for providing consumer transparency on aspects of private medical practice.⁶⁹

60 *Proof Committee Hansard*, 30 May 2018, pp. 97–100, 106.

61 *Proof Committee Hansard*, 30 May 2018, pp. 101–102, 111–116.

62 *Proof Committee Hansard*, 30 May 2018, pp. 102–105.

63 *Proof Committee Hansard*, 30 May 2018, pp. 106–107.

64 *Proof Committee Hansard*, 30 May 2018, p. 109.

65 *Proof Committee Hansard*, 30 May 2018, pp. 118, 121–123.

66 *Proof Committee Hansard*, 30 May 2018, pp. 119–120.

67 *Proof Committee Hansard*, 30 May 2018, pp. 124–125, 128.

68 *Proof Committee Hansard*, 30 May 2018, pp. 125–12.

69 *Proof Committee Hansard*, 27 June 2018, pp. 3–5.

- Nature of the interactions between the Minister for Health and entities of the Health Portfolio.⁷⁰

Outcome 2: Health Access and Support Services

- Particulars of the proposed public hospital funding agreement between the Commonwealth and the states and territories.⁷¹
- Complaint made regarding a tender process undertaken by the North Queensland Primary Health Network.⁷²

Outcome 4: Individual Health Benefits

- Listing of Afatinib on the Pharmaceutical Benefit Scheme under a special pricing arrangement.⁷³
- Process taken in granting a Magnetic Resonance Imaging license at the Kalgoorlie Health Campus.⁷⁴
- Consumer complaints relating to private health insurance.⁷⁵
- Vaccines listed on the National Immunisation Program, and state and territory based schemes which include vaccines not listed on that program.⁷⁶

Social Services Portfolio hearing—31 May 2018

Whole of portfolio / Corporate matters

- Status of funding for grants made by the Department of Social Services (DSS), particularly grants due to expire or subject to redesign.⁷⁷

Outcome 1: Social Security

- Expected operation of the 2018–19 Budget measure, *Encouraging lawful behaviour of income support participants*.⁷⁸
- Plans to abolish the Energy Supplement, particularly the number of people potentially affected and the associated financial impacts.⁷⁹

70 *Proof Committee Hansard*, 27 June 2018, pp. 5–8.

71 *Proof Committee Hansard*, 27 June 2018, pp. 8–11.

72 *Proof Committee Hansard*, 27 June 2018, pp. 11–12.

73 *Proof Committee Hansard*, 27 June 2018, pp. 12–14.

74 *Proof Committee Hansard*, 27 June 2018, pp. 14–19.

75 *Proof Committee Hansard*, 27 June 2018, pp. 20–21.

76 *Proof Committee Hansard*, 27 June 2018, pp. 21–22.

77 *Proof Committee Hansard*, 31 May 2018, pp. 4–7.

78 *Proof Committee Hansard*, 31 May 2018, pp. 7–12, 16–17.

79 *Proof Committee Hansard*, 31 May 2018, pp. 12–16, 19–22.

- Increases to the waiting period for newly arrived residents' access to certain social income support payments, as proposed in the 2018–19 Budget measure, *Encouraging Self Sufficiency for Newly Arrived Migrants*.⁸⁰

Program 1.1: Family Tax Benefit

- Proposed changes to Family Tax Benefit A and Family Tax Benefit B, including the number and characteristics of the families affected, and potential savings to government.⁸¹

Program 1.6: Income Support for Seniors

- Provisions of the 2018–19 Budget measure, *More Choices for a Longer Life – Finances for a longer life*.⁸²
- Changes to the assets test for age pension, as effective from 1 January 2017, including the savings to government and quantum of people impacted.⁸³
- Government policy to increase the pension age and associated effects.⁸⁴
- Potential effects of the provisions of the Social Services Legislation Amendment (Payment Integrity) Bill 2017.⁸⁵
- Particulars of the Pension Loan Scheme, including access rates and processes by which the scheme's interest rate is set.⁸⁶

Program 1.8: Income Support for People with Disability

- Potential effects of the 2018–19 Budget measure, *Disability Support Pension—aligning suspension periods for imprisoned recipients*.⁸⁷
- Policy interactions between exemptions from the mutual obligation requirements for Newstart Allowance recipients and Disability Support Pension eligibility criteria.⁸⁸

Program 1.10: Working Age Payments

- Current rate of the Newstart Allowance, and consideration as to whether the rate is adequate for recipients' living needs.⁸⁹

80 *Proof Committee Hansard*, 31 May 2018, pp. 18–19, 23–24.

81 *Proof Committee Hansard*, 31 May 2018, pp. 26–30.

82 *Proof Committee Hansard*, 31 May 2018, pp. 30–32.

83 *Proof Committee Hansard*, 31 May 2018, pp. 33–37.

84 *Proof Committee Hansard*, 31 May 2018, pp. 37–40.

85 *Proof Committee Hansard*, 31 May 2018, pp. 40–42.

86 *Proof Committee Hansard*, 31 May 2018, pp. 42–47.

87 *Proof Committee Hansard*, 31 May 2018, pp. 48–53.

88 *Proof Committee Hansard*, 31 May 2018, pp. 55–56.

89 *Proof Committee Hansard*, 31 May 2018, pp. 26–30, 61–62.

- Updated information on the proposed trail for drug testing welfare recipients, particularly the breakdown of the services to be funded under a \$10 million treatment fund.⁹⁰
- Number of people potentially affected by the proposal to increase the liquid assets waiting period from 13 to 26 weeks.⁹¹

Social Services Portfolio—1 June 2018

Outcome 3: Disability and Carers

- Statement made by the Secretary of DSS regarding the development and performance of the National Disability Insurance Scheme (NDIS).⁹²
- Context in which the National Disability Insurance Agency (NDIA) published operational guidelines on its website which included incorrect information relating to the eligibility requirements for children living with level 2 autism.⁹³
- Circumstances in which a person living with an acute disability died whilst waiting for assistive technology that had been approved through the NDIS.⁹⁴
- Update on the transition to the NDIS in Western Australia, particularly the NDIA's response to the challenges of service delivery in remote locations.⁹⁵
- Particulars of 'Operation Green Light', an internal NDIA project for considering potential improvements to the consistency of decisions regarding NDIS access.⁹⁶
- Support for psychosocial disabilities, particularly the continuity of support arrangements for people living with a psychosocial disability who are transitioning from state-based services to the NDIS.⁹⁷
- NDIA information and communication technology system outages, particularly a recent incident of significant outage affecting the NDIA's central customer relationship manager system.⁹⁸
- Particulars of the draft NDIS *Practice Guide – Intensive Super Intensive Participants: Guidance for Planners, LACs and delegates*, which was released under the *Freedom of Information Act 1982*.⁹⁹

90 *Proof Committee Hansard*, 31 May 2018, pp. 56–61.

91 *Proof Committee Hansard*, 31 May 2018, pp. 62–63.

92 *Proof Committee Hansard*, 1 June 2018, pp. 3–4.

93 *Proof Committee Hansard*, 1 June 2018, pp. 4–6, 11–12, 18–21.

94 *Proof Committee Hansard*, 1 June 2018, pp. 6–7, 10–11.

95 *Proof Committee Hansard*, 1 June 2018, pp. 13–15.

96 *Proof Committee Hansard*, 1 June 2018, pp. 15–18, 22.

97 *Proof Committee Hansard*, 1 June 2018, pp. 25–26, 40–43.

98 *Proof Committee Hansard*, 1 June 2018, pp. 27–30, 32–33.

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- Unscheduled reviews of participants' plans, including timeframes for processing those reviews and the NDIA's response to related recommendations made by Commonwealth Ombudsman.¹⁰⁰
 - Outsourcing of NDIA call centre operations to a private sector operator.¹⁰¹
 - Average staffing level caps applied to the NDIA, outsourcing arrangements and consultancy expenditure.¹⁰²
 - Integrated Plan for Carer Support Services.¹⁰³
 - Specialist Disability Accommodation Provider and Investor Brief.¹⁰⁴

Outcome 4: Housing

- National Rental Affordability Scheme (NRAS), including complaints related to providers; and arrangements to support affordable housing outcomes as the NRAS approaches a scheduled end date.¹⁰⁵
- Anticipated effectiveness of recommendations made in a Productivity Commission report, *Introducing competition and informed user choice into human services*, regarding market-based approaches to social housing.¹⁰⁶
- Government initiatives that address homelessness, particularly the consideration given by DSS to international approaches to homelessness.¹⁰⁷
- State of bilateral negotiations relating to the National Housing and Homelessness Agreement.¹⁰⁸
- Role and design of the National Housing Finance and Investment Corporation in funding community housing.¹⁰⁹
- Expected utilisation of the Pensions Loan Scheme.¹¹⁰

99 *Proof Committee Hansard*, 1 June 2018, pp. 24, 30–32.

100 *Proof Committee Hansard*, 1 June 2018, pp. 33–35.

101 *Proof Committee Hansard*, 1 June 2018, pp. 35–40, 43.

102 *Proof Committee Hansard*, 1 June 2018, pp. 43–45, 52–53.

103 *Proof Committee Hansard*, 1 June 2018, pp. 47–49.

104 *Proof Committee Hansard*, 1 June 2018, pp. 51–52.

105 *Proof Committee Hansard*, 1 June 2018, pp. 55–59.

106 *Proof Committee Hansard*, 1 June 2018, pp. 60–62.

107 *Proof Committee Hansard*, 1 June 2018, pp. 63–65, 71–72.

108 *Proof Committee Hansard*, 1 June 2018, pp. 65–70.

109 *Proof Committee Hansard*, 1 June 2018, pp. 70–71, 73–74.

110 *Proof Committee Hansard*, 1 June 2018, pp. 76, 78–79.

Outcome 2: Families and Communities

Program 2.1: Families and Communities

- Statement from the Secretary of DSS regarding the National Redress Scheme for Institutional Child Sexual Abuse Bill 2018 and the National Redress Scheme for Child Sexual Abuse Scheme for Institutional Child Sexual Abuse (Consequential Amendments) Bill 2018.¹¹¹
- Particulars of the (then proposed) National Redress Scheme, including: provisions for counselling services; framework for determining payment amounts; timeframes for the provision of documents or response to an offer of redress; information protection provisions; and indexation of previous redress payments made outside of the scheme.¹¹²
- Cashless Debit Card program, including arrangements for community consultation and support services in current and future trial sites.¹¹³
- DSS service delivery grants which are due to expire or are subject to redesign.¹¹⁴

Human Services Portfolio hearing—31 May 2018

- Telephony capacity of the Department of Human Services (DHS), including: rates of busy signals; number of abandoned calls; call wait times; and initiatives to improve customer call outcomes.¹¹⁵
- DHS' implementation of the Australian Government Guidelines on the Recognition of Sex and Gender.¹¹⁶
- Processes relating to the independent KPMG evaluation of the call centre enhancement pilot.¹¹⁷
- Performance of the NDIA call line, operated by DHS on behalf of the NDIA.¹¹⁸
- Effectiveness of Serco contractors, engaged as part of the call centre enhancement pilot, in delivering Centrelink call services and employment conditions for Serco staff.¹¹⁹

111 *Proof Committee Hansard*, 1 June 2018, pp. 80–81.

112 *Proof Committee Hansard*, 1 June 2018, pp. 81–89, 95–100.

113 *Proof Committee Hansard*, 1 June 2018, pp. 89–95.

114 *Proof Committee Hansard*, 1 June 2018, pp. 101–108.

115 *Proof Committee Hansard*, 31 May 2018, pp. 66–76, 83–85.

116 *Proof Committee Hansard*, 31 May 2018, pp. 77–79.

117 *Proof Committee Hansard*, 31 May 2018, pp. 79–81.

118 *Proof Committee Hansard*, 31 May 2018, pp. 79–83.

119 *Proof Committee Hansard*, 31 May 2018, pp. 86–90, 95–97.

- Government announcement that 1000 additional operators for DHS' call centres will be engaged under an outsourcing arrangement.¹²⁰
- Particulars of the DHS workforce, including: average staffing levels caps; rates of attrition; and staffing level reductions.¹²¹
- Caps on deductions available to lessors using Centrepay.¹²²
- Particulars of the Online Compliance Initiative, including: the potential impact on social income recipients' tax liabilities and the number of debt appeals made to the Administrative Appeals Tribunal.¹²³
- Administrative arrangements for managing the Child Care Subsidy.¹²⁴
- Delivery of Centrelink services to people who are homeless.¹²⁵
- Update on the medical review process for people receiving Disability Support Pensions.¹²⁶
- Wait times for processing income support applications.¹²⁷
- Service protocols for Centrelink shopfronts delivering in-person client support.¹²⁸

Program 1.2: Services to the Community – Health

- Home and residential aged care services, including: DHS' processes for income and means testing; annual and lifetime caps; and provider compliance responsibilities.¹²⁹

Program 1.3: Child Support

- Implementation of the DHS child support system upgrade project.

**Senator Slade Brockman
Chair**

120 *Proof Committee Hansard*, 31 May 2018, pp. 91–93.

121 *Proof Committee Hansard*, 31 May 2018, pp. 97–99, 102–107.

122 *Proof Committee Hansard*, 31 May 2018, pp. 99–100.

123 *Proof Committee Hansard*, 31 May 2018, pp. 101–102, 109–111.

124 *Proof Committee Hansard*, 31 May 2018, pp. 107–109, 115–117.

125 *Proof Committee Hansard*, 31 May 2018, pp. 112–113.

126 *Proof Committee Hansard*, 31 May 2018, pp. 113–114.

127 *Proof Committee Hansard*, 31 May 2018, pp. 117–120.

128 *Proof Committee Hansard*, 31 May 2018, pp. 120–123.

129 *Proof Committee Hansard*, 31 May 2018, pp. 123–125.

