

COMMUNITY AFFAIRS LEGISLATION COMMITTEE
 SOCIAL SERVICES PORTFOLIO
 2020-21 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE – 28 – 29 OCTOBER 2020

PDR No	Senator	Subject	Question	Hansard Page(s)/Written
DSS SQ20-000721	Gallagher, Katy	DSS - Help is Here Campaign	<p>Senator GALLAGHER: I have some questions about some other contracts. There's CN3673260, Department of Social Services, 28 April 2020, for advertising and \$21 million.</p> <p>Ms Hefren-Webb: That related to the Help is Here campaign.</p> <p>Ms Campbell: It might be good to outline what the Help is Here campaign is.</p> <p>Ms Hefren-Webb: The Help is Here campaign is a campaign to encourage people who might be experiencing domestic violence, or who are at risk of domestic violence, to reach out for help, particularly during the COVID pandemic. We had received advice that some people, particularly women, were unsure if they were supposed to stay at home with their abuser during the pandemic, due to health orders. It was to confirm and to provide information to people that they should reach out for help, that they are able to leave home if that's what they needed to do. It ran on television, social media, radio et cetera.</p> <p>Senator GALLAGHER: Was it all for that Help is Here campaign?</p> <p>Ms Hefren-Webb: Yes, I believe so.</p> <p>Senator GALLAGHER: Could you check that for me?</p>	Page 4, 28 October
DSS SQ20-000726	Gallagher, Katy	DSS - Procurement method used by Department of Finance for Universal McCann contract	<p>Senator GALLAGHER: So when it says 'open tender,' what does that mean? If you say all of your buys are put through them?</p> <p>Ms Campbell: Were they selected as part of an open tender?</p> <p>Ms Evans: They're the Department of Finance's agency for all campaign media purchasing, so all government departments have to purchase media through Universal McCann. The Department of Finance manages that contract.</p> <p>Senator GALLAGHER: It doesn't answer why it says, 'Procurement method: open tender', if that is the case.</p> <p>Ms Campbell: We might take that on notice and ask the Department of Finance whether they used an open tender in order to get them in the first place, which might explain that.</p> <p>Senator GALLAGHER: If you could take that on notice and maybe refer it to them.</p>	Page 5-6, 28 October
DSS SQ20-000728	Siewert, Rachel	DSS - Body of evidence to support the reasoning behind the reduced rate of the extended JobSeeker Payment	<p>Senator Ruston: We analysed a number of pieces of information that were available to us at the time, including the jobs figures at the time, the economic conditions at the time, in the same way we make a lot of budgetary decisions. We looked at a series of marketplace conditions, but we also took into account the review of the JobKeeper initiative, which was put in place as a partner program for</p>	Page 8, 28 October

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			<p>the coronavirus supplement. They certainly worked together to try and make sure that we were covering off on all Australians during the pandemic. That JobKeeper review indicated that there was a level of disincentive and distortion in the marketplace because of people not necessarily re-engaging with the workforce, so there were a whole heap of things -</p> <p>Senator SIEWERT: What solid evidence, not anecdotal evidence, was there of people saying, 'We can't find people'? I'm sick of hearing anecdotal evidence.</p> <p>Senator Ruston: There is a huge body of evidence in relation to that, whether it's come from industry organisations, from representative organisations or from individual employers. You would have received emails, as I've received emails. Individual businesses and employers have come forward and said that they have -</p> <p>Senator SIEWERT: Did they provide actual proof to you that they'd been properly looking, or is it more anecdotal evidence? Where is the hard data? I haven't seen any.</p> <p>Senator Ruston: There is not a specific statistical body of evidence in relation to this specific issue. However, I'm certainly not making this statement on the basis of a couple of comments. I can point to thousands of specific instances where different employers, employer groups, industry bodies and the like have provided me with particular evidence in relation to their circumstances.</p> <p>Senator SIEWERT: Could you please provide this committee with those instances?</p> <p>Senator Ruston: Certainly.</p>	
DSS SQ20- 000729	Siewert, Rachel	DSS - Dates of advice to government on a permanent rate for JobSeeker or an extension of the coronavirus supplement	<p>Senator SIEWERT: No, obviously, so take it on notice. Coming to 31 December, Ms Campbell, have you provided advice to government on either a permanent rate increase for JobSeeker and/or an extension of the coronavirus supplement?</p> <p>Ms Campbell: We have provided advice, yes.</p> <p>Senator SIEWERT: When did you provide that advice?</p> <p>Ms Campbell: We've been providing quite a bit of advice recently. There was, no doubt, some yesterday. We can take it on notice. But I think we've probably provided advice pretty regularly on this seeing as it's such an important topic and there's significant commentary more broadly. But we have been providing advice regularly on this matter.</p> <p>Senator SIEWERT: Thank you. You can take that on notice.</p>	Page 8, 28 October
AIFS SQ20- 000730	Siewert, Rachel	AIFS - Consumer survey on gambling - advertising forums	<p>Senator SIEWERT: In which forums were they seeing the advertising?</p> <p>Mr Whitecross: I'm not sure that we had that detail specifically.</p> <p>Senator SIEWERT: You're not sure of which forum or you didn't - sorry, I'm not being -</p> <p>Mr Whitecross: I'm not sure that I have that information. We could take -</p>	Page 13, 28 October

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			<p>Senator SIEWERT: Could you take that on notice? Mr Whitecross: that on notice and let you know if we have specific information about forums.</p>	
AIFS SQ20- 000731	Siewert, Rachel	AIFS - Consumer survey on gambling - indications of a desire to reduce behaviours	<p>Senator SIEWERT: Did you ask whether they wanted that? Obviously, you asked them what they thought would help them to reduce that; did they want to reduce their gambling? Did they see it as an issue? Mr Whitecross: I don't have specific data in front of me on that. Normally, there are people who participate in gambling who would like to reduce their gambling behaviour or who are concerned about it. But I don't have specific data on it. Senator SIEWERT: Okay, could you take on notice if that information is in there? Mr Whitecross: Yes.</p>	Page 13-14, 28 October
AIFS SQ20- 000734	Siewert, Rachel	AIFS - Consumer survey on gambling - link between advertising and accounts	<p>Senator SIEWERT: For a new account. I'm interested in knowing what the link was between advertising and which account they went to. Do you have that depth about which online forum they went to for their new account? Mr Whitecross: We can look at that on notice. I haven't got that information here. Senator SIEWERT: Okay, that would be great.</p>	Page 14, 28 October
AIFS SQ20- 000735	Siewert, Rachel	AIFS - Consumer survey on gambling - advertising influence variation between existing vs new gamblers	<p>Senator SIEWERT: Okay. Were the answers about advertising similar in the responses from people who were already online gambling but went to a new account to those that started online gambling? Mr Whitecross: I'll have to take that on notice.</p>	Page 14, 28 October
AIFS SQ20- 000736	Siewert, Rachel	AIFS - Key experts on gambling - objectives and outcomes of consultation	<p>Senator SIEWERT: Thank you. What were you trying to find out from the key experts and what did you find out? Mr Whitecross: I can probably answer that in more detail on notice, but key experts noted that temporary closure of poker machine venues, for example, had had immediate benefits for some people, including more money for essential items and increased savings. That's an example of something. Experts also talked about strategies to minimise gambling harm and, beyond advertising, they also talked about reduction of availability of gambling products and consumer protection measures as well, but these are their views based on studying gambling more generally.</p>	Page 14, 28 October
DSS SQ20- 000740	McAllister, Jenny	DSS - Percentage used for overheads across outcomes	<p>Mr Harvey: Senator, the transfer of the IT function in 2021 was \$69.5 million. For the following years, it's roughly the same. It's \$68.8 million. In 2022-23, it's \$68.7 million, and the same in 2023-24.</p>	Page 15-16, 28 October

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			<p>Senator McALLISTER: Okay. Is that reflected in a particular outcome, or do you allocate it across -</p> <p>Ms Campbell: It's allocated across the four outcomes that we've identified. Because it's like an overhead, it was allocated across.</p> <p>Senator McALLISTER: Evenly across?</p> <p>Ms Campbell: No. Mr Harvey can tell us how he allocates the overheads.</p> <p>Mr Harvey: There's a percentage we use and we just apply it across each of the four outcomes.</p> <p>Senator McALLISTER: What is the percentage, by the way, across each of the four outcomes?</p> <p>Mr Harvey: That, I don't have with me.</p> <p>Senator McALLISTER: You can provide that on notice.</p>	
DSS SQ20-000745	McAllister, Jenny	DSS - Elements causing departmental expenses to change and a breakdown of Budget line items	<p>Senator McALLISTER: ... Can you give me an indication of the elements that also feature in the departmental expenses for outcomes 1, 2, 3 and 4 that cause this change?</p> <p>Mr Williamson: In 2021 - sorry, that's the only information I've got here; we can chase up the others - we had the Redress, as I explained; we had some staff moved from Services Australia across to the department as we established our portfolio coordination function, following the MOG, within the department. But those numbers are very small. There were also some other staff that moved around in relation to Hearing Australia. But, as I said, we're talking hundreds of thousands to low millions of dollars in those sorts of changes.</p> <p>Senator McALLISTER: I would like a breakdown for each of the line items 1.12, 2.4, 3.3 and 4.3 of the constituent changes, in addition to the IT MoG for each of the financial years. A breakdown of that would be appreciated.</p> <p>Ms Campbell: We'll take that on notice.</p>	Page 16, 28 October
DSS SQ20-000746	McAllister, Jenny	DSS - Terminating measures in the current Portfolio Budget Statements	<p>Senator McALLISTER: I'm still looking at outcome 1 and the six per cent drop-off between 2020-21 and 2021-22 and the further six per cent that drops off in a following year. That's fine; you've taken it on notice. I'm interested in understanding the source of the nominal decline in the departmental budget for each of the outcomes in the current PBS.</p> <p>Ms Campbell: We'll take on notice which measures are terminating and provide that to the committee.</p> <p>Senator McALLISTER: Terrific. Thank you.</p>	Page 17, 28 October
DSS SQ20-000750	Gallagher, Katy	DSS - Disability Employment Services (DES) - Request for Tender (RFT) for internal review services	<p>Senator GALLAGHER: Can I get details of the original request for tender and what you were actually seeking? Is that available?</p> <p>Ms Rule: Yes, we can take that on notice. I don't have it with me today.</p> <p>Senator GALLAGHER: You don't have it, but you can provide it?</p> <p>Ms Rule: I can take it on notice.</p>	Page 21, 28 October

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<p>DSS SQ20- 000753</p>	<p>Gallagher, Katy</p>	<p>DSS - Market research contracts</p>	<p>Senator GALLAGHER: For market research? There are 11 different contracts varying in size from half a million to \$42,750, so from quite large to relatively small. You're doing a lot of market research in the area of domestic violence, is that right? You've got a lot of different providers doing a lot of market research?</p> <p>Ms Hefren-Webb: Sometimes it's for segments of the market, I believe. We might engage a separate company to do research with Aboriginal Torres Strait Islander people about domestic violence, because of the feedback we've received that there's specific issues that should be focused on. It's the same with people from culturally and linguistically diverse backgrounds. There's sometimes a piece of market research and then some additional pieces commissioned to enable us to shape the communications appropriately to reach the diverse audiences. But we can give you detail on notice of all those specific pieces.</p> <p>Senator GALLAGHER: If you can.</p> <p>...</p> <p>Senator GALLAGHER: Okay. But you don't think any of that's related to COVID-19 - the 11 contracts?</p> <p>Ms Hefren-Webb: We will get that detail.</p> <p>Ms Campbell: Help is Here was COVID.</p> <p>Ms Hefren-Webb: We would be able to list them all and let you know what the campaign related to and the nature of the research.</p> <p>Senator GALLAGHER: Sure.</p>	<p>Page 22-23, 28 October</p>
<p>DSS SQ20- 000757</p>	<p>Polley, Helen</p>	<p>DSS - Gender comparison of average time spent on JobSeeker Payment for people over the age of 50</p>	<p>Senator POLLEY: What's the average amount of time a woman over 50 spends on JobSeeker, and how does this compare with men?</p> <p>Mr Bennett: I don't have that data with me. I'm not even sure our regular reports produce that level of data. That would be more of a bespoke request.</p> <p>Senator POLLEY: Those figures will have an impact on poverty and women going into poverty. Would you be able to come back to us, then, with that? Hopefully later today?</p> <p>Ms Campbell: I don't know if we can do it today, because it will probably require a special run to work out that category. If it's not in our regular reporting, that sometimes takes us a little while.</p> <p>...</p> <p>Senator POLLEY: Yes, we understand that, but we're trying to ascertain it for older women around JobSeeker.</p> <p>Ms Campbell: And, unfortunately, we don't think we've got the breakdown for women over 50.</p>	<p>Page 25-26, 28 October</p>

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			<p>Senator POLLEY: But you're going to take that on notice. Ms Campbell: We're going to take that on notice, yes.</p>	
DSS SQ20- 000758	Polley, Helen	DSS - Gender comparison of average time spent on a social security payment when people reach Age Pension age	<p>Senator POLLEY: As I said, that's going to be interesting to see the impact on poverty statistics, and particularly for older women. For a woman who is on unemployment payments, when she hits the age pension age, how long, on average, has she been on the social security payment? How does that compare with males? Mr Bennett: Again, I'd have to take that on notice. There might be something in the work we do that associates it with the priority investment approach, which is an actuarial analysis. I'm not aware of that specific age cohort, so, as I said, I'll take it on notice and see what we have. Senator POLLEY: I'm sure that you would have that somewhere, so if you could. Ms Campbell: I'm not sure we would have dissected the data in that amount because sometimes we're asked questions about over 55s and different cohorts. We'll take it on notice and see what we can get for you.</p>	Page 26, 28 October
SA SQ20- 000411	Polley, Helen	SA - Carers transitioning from Carer Payment to JobSeeker and Age Pension	<p>Senator POLLEY: Which leads me to ask you, how common is it for women, who often care for elderly parents or children with disabilities, to go from the carer payment onto JobSeeker and then onto the pension with very little time in well-paid work? You're obviously looking at that, but, unfortunately, there does seem to be a trend of that happening, more so with older women. Ms Campbell: What we could do is see whether we can get some data on how many people transition from carer payment to JobSeeker and carer payment to age pension.</p>	Page 26, 28 October
DSS SQ20- 000764	Hughes, Hollie	DSS - Breakdown of JobSeeker Payment and Youth Allowance (Other) recipient numbers by marital status and dependants	<p>Senator HUGHES: Is there any information regarding whether people on these payments are typically single or have dependants. Mr Stedman: I don't have information to hand on dependants, sorry. Ms Campbell: I'm having a look at the data sheets. We've worked out how we've dissected the data, and that's not one of them, but we can have a look at it to see whether we can get you something. Senator HUGHES: Thank you.</p>	Page 28, 28 October
DSS SQ20- 000765	Siewert, Rachel	DSS - Number of Family Tax Benefit (FTB) recipients on income support	<p>Ms McLarty: The total number of FTB recipients on income support: 709,079. Ms Campbell: At what date? Ms McLarty: At 25 September. Senator SIEWERT: Is that the latest figure you've got? Ms McLarty: Yes, I think that's the latest. Senator SIEWERT: You were able to tell us before how many people, to 16 October, were on JobSeeker. Is there a reason why the dates are different?</p>	Page 29, 28 October

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			<p>Mr Bennett: Yes, there is.</p> <p>Senator SIEWERT: Even between 25 September and now there has obviously been some movement.</p> <p>Mr Bennett: From past experience in preparing to come to the committee, we thought you would have an interest in the figures for JobSeeker and youth allowance, and we did a more tailored run. But generally what we've tried to do is provide the data as at a most recent point that gives us the reliable data. Unfortunately, we did discuss this internally, but we thought it would be most helpful by giving you the most recent.</p> <p>Ms Campbell: We can give you the September data, and we can take the more recent one on notice for you.</p>	
DSS SQ20-000766	Siewert, Rachel	DSS - Number of Family Tax Benefit (FTB) recipients getting Commonwealth Rent Assistance (CRA)	<p>Senator SIEWERT: What other payments are parents on the family tax benefit going to be getting? They're going to be getting the energy supplement as well.</p> <p>Ms Campbell: Supplements, yes. And they could get Commonwealth rental assistance depending on their circumstances.</p> <p>Senator SIEWERT: Do we know how many?</p> <p>Ms McLarty: I don't have how many are getting rental assistance.</p> <p>Ms Campbell: We'll have a look.</p>	Page 30, 28 October
DSS SQ20-000767	Gallagher, Katy	DSS - Forecast for the average number of JobSeeker Payment and Youth Allowance (Other) recipients for 2020-21	<p>Senator GALLAGHER: So 900,000 on both payments in 2023-24, which is the final year of the forecast. Can you give me it across the forward estimates then? Can you give me the average annual number that you're expecting across the forward estimates? So I would need 2022-23, 2021-22 and 2020-21.</p> <p>Mr Bennett: For 2022-23 it's one million. For 2021-22 it's 1.3 million. I don't have an average for 2020-21.</p> <p>Ms Campbell: We'll see if we can grab that.</p>	Page 32, 28 October
DSS SQ20-000770	Siewert, Rachel	DSS - Family Tax Benefit (FTB) recipients on income support as at December 2019	<p>Senator SIEWERT: And in terms of pre-pandemic - so, let's go to the date we were using before, for the other figures, which was December 2019 - are you able to tell me how many people on family tax benefit were on income support?</p> <p>Mr Bennett: Yes, we might have that here.</p> <p>Ms McLarty: That was the number of people on income support?</p> <p>Senator SIEWERT: Yes, who were on family tax benefit. I'm looking for figures pre-pandemic.</p> <p>Mr Bennett: Probably December would be the best, but -</p> <p>Ms McLarty: I don't think we've got data pre-pandemic.</p>	Page 35-36, 28 October

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			<p>Senator SIEWERT: Would you be able to get it today? Mr Bennett: Yes.</p>	
DSS SQ20-000773	Gallagher, Katy	DSS - Data Table on JobSeeker and Youth Allowance (Other)	<p>Senator GALLAGHER: It'd be interesting to see. I've scribbled that all on my book here. Is there a way you could pop that into one of your nice tables that you do for us on the COVID committee? Ms Campbell: Yes. Senator GALLAGHER: That would be very useful.</p>	Page 38, 28 October
DSS SQ20-000772	Siewert, Rachel	DSS - Applications for advance payments	<p>Senator SIEWERT: Yes, the extension - you say tomato! - during the period from 25 September, has there been an increase in applications for advance payments? Ms Campbell: I don't think we're going to have that. We might have to ask Services Australia, because that's not a bit of data that we would get regularly. We can ask them and we'll see whether we can get it for you today or tomorrow. Senator SIEWERT: I'm asking whether that's happened. Ms Campbell: We don't know. So, we're going to see whether we can get the data and tell you whether there's been an increase or not. Senator SIEWERT: Okay.</p>	Page 36, 28 October
DSS SQ20-000778	Gallagher, Katy	DSS - Correspondence from members of the government regarding JobSeeker Payment rate being too high	<p>Senator GALLAGHER: Have you had representations from coalition MPs about this - about it being too high, or a disincentive to work? Senator Ruston: When you say representations, I have received a myriad of correspondence, as I'm sure you probably have too, and everybody else on the committee has probably received correspondence from many people. Senator GALLAGHER: Yes, but I'm asking about members of the government coming to you, so it's a subset of that. Senator Ruston: I'll have to take on notice the specifics of who has written to me, emailed me and the like. But in terms of actual physical representations I can say no. Senator GALLAGHER: Okay.</p>	Page 39, 28 October
DSS SQ20-000785	Gallagher, Katy	DSS - Quarterly data report	<p>Senator GALLAGHER: Okay. Unemployment payment projections, including by gender, age cohort, time on payment and any differences between projections for those either side of 35 years old? ... Mr Bennett: My understanding is that we don't give it to the COVID committee, but the quarterly report would normally include gender and age; there would be time on payment. So this is a part of our quarterly process, and that's why I'm saying, looking back - Senator GALLAGHER: Yes. Could we have that?</p>	Page 40-41, 28 October

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			<p>Mr Bennett: If you are after this, you'll place it on notice? Senator GALLAGHER: Yes. That's what we're after. Mr Bennett: Okay.</p>	
DSS SQ20- 000787	Gallagher, Katy	DSS - Interaction between JobSeeker and JobMaker hiring credit	<p>Senator GALLAGHER: Just quickly on some interactions between what you expect with JobSeeker and JobMaker hiring credit - I'm probably moving around the patch here a bit, but is it your understanding that a person could be receiving JobSeeker and also be in a job for which the government is paying an employer the JobMaker hiring credit? Ms Campbell: The social welfare system depends on earnings reported by a recipient. Mr Bennett: That's right. So it is similar to what can occur at the moment with JobKeeper and JobSeeker in that the test will be: 'What income does the person receive?' rather than: 'What is the source of the income?' Senator GALLAGHER: So you've got no way of knowing, essentially, whether they are taking part in the JobMaker hiring credit program? You would just see the earnings that they're getting - you would only have line of sight on the earnings? Mr Bennett: And that would be used to calculate - Senator GALLAGHER: But it's feasible, then, isn't it, that you could be on both - in both programs? Mr Bennett: It would be feasible that you could be on JobKeeper - Ms Campbell: I'm just trying to remember, as to JobMaker, whether there was a minimum amount that was paid, and - Senator SIEWERT: It has to be 20 hours, doesn't it? Ms Campbell: Yes. I'm just working out how that would interact and the rate. Could we take that on notice? We'll come back to you after lunch on that one.</p>	Page 41, 28 October
DSS SQ20- 000789	Gallagher, Katy	DSS - Forecast of reduction of people on income support as a result of JobMaker Payment	<p>Senator GALLAGHER: So do you know how much the forecast expects the JobMaker payment will reduce the number of people on income support? Ms Campbell: I don't have that, and that would be a matter for Treasury, but we can take that on notice. Senator GALLAGHER: I will ask it anyway: how many people is it assumed will be in a job getting JobMaker hiring credit and JobSeeker youth allowance or another social security payment? I think that's essentially the question I asked earlier. Ms Campbell: It is. Sorry.</p>	Page 41, 28 October

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DSS SQ20- 000795	Gallagher, Katy	DSS - Earnings figures for families	<p>Senator SIEWERT: Yes, I do. Thank you. I want to go back to the figures in terms of earnings. You may not be able to answer this; you might need to take it on notice, or you may not be able to tell me at all. But I'm nominally sticking to the family tax benefit process. I am interested in how families who are getting family tax benefit are faring. You've given us the figures for who's on various income support payments. Do you have the figures for earnings for that group?</p> <p>Ms Campbell: We can give you the earnings before it cuts out on income support payment, and, of course, if they're on income support payment they get the full amount of family tax benefit.</p> <p>Senator SIEWERT: Yes.</p>	Page 41-42, 28 October
DSS SQ20- 000798	Siewert, Rachel	DSS - Number of families on income support reporting earnings	<p>Senator Ruston: You're actually asking whether the people who are reporting earnings are people who are receiving family tax benefit?</p> <p>Senator SIEWERT: Yes.</p> <p>Ms Campbell: I don't think we've got that.</p> <p>Ms McLarty: I have the annual amount, the annual estimates, but I don't think that that'll give it to you.</p> <p>Senator Ruston: We're talking about who's actually reporting -</p> <p>Senator SIEWERT: Yes. Where I'm going with this is: how are families faring coming out of the pandemic?</p> <p>Obviously, we've got half of the families receiving Family Tax Benefit who are on -</p> <p>Ms Campbell: Well, they're on income support.</p> <p>Senator SIEWERT: Yes, on income support.</p> <p>Ms Campbell: And the others are on low earnings.</p> <p>Senator SIEWERT: And you've taken on notice what that figure was prior to the pandemic.</p> <p>Ms Campbell: Yes.</p> <p>Senator SIEWERT: But we do know at the moment that half of them are, so I'm trying to work out: of the people who are getting earnings, how many are family -</p> <p>Ms Campbell: I don't think we've got that. I think that's going to be harder to get, because we're going to have to cross-reference someone who's on an income support payment and accessing family and earnings. I don't think we would have done that cut.</p> <p>...</p> <p>Ms Campbell: We're trying to understand who's gone from no earnings to - you want the earnings range of those people who are getting family tax benefit on income support?</p> <p>Senator SIEWERT: Yes.</p> <p>Senator Ruston: Not the range. I think you want to know how many people who are currently on</p>	Page 42-43, 28 October

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			<p>payment who are in receipt of family tax benefit - by very definition they are families; that's how you create a definition of family - how many of that group of people are -</p> <p>Senator SIEWERT: Starting to report earnings.</p> <p>Senator Ruston: reporting earnings and what is the change over time. Whilst it's probably particularly difficult for us to get it, I think it's also a very useful piece of information that we'd probably have.</p> <p>Ms Campbell: I just don't have it here.</p> <p>Senator SIEWERT: I get that. As the minister has just said, it's a useful piece of information, and it's very important to know how families are faring given the various stimulus packages et cetera.</p> <p>Senator Ruston: To your point: a lot of the information that is being collated at the moment goes to the very nature of that question, not specifically about families but about trying to get some understanding of the cohorts of people and the impact of COVID on particular cohorts of people. It's very useful information, but it does take a lot of effort and extrapolation to be able to determine that. It's also in a state of quite an amount of disruption and instability in the marketplace. Notwithstanding that, that is absolutely the kind of information that we are seeking to extrapolate to understand future policy development to respond to COVID going forward.</p> <p>Senator SIEWERT: Is it possible to extract that information from the system?</p> <p>Ms Campbell: I reckon it is. I'm just not sure about the time frame. We'll try and see when we can get it. It's just that sometimes they need overnight runs. Sometimes they need code to be written to do it. That's not going to be done by tomorrow. We'll do our best to see what we can do on it.</p> <p>Senator SIEWERT: Thank you. That would be appreciated.</p>	
DSS SQ20-000799	Siewert, Rachel	DSS - Program of Support - communication around impact of suspension of mutual obligations	<p>Senator SIEWERT: Were people made aware of this, specifically around program support? You'll find a lot of people will understand that mutual obligations are suspended, not realising the impact that that will have on the program of support - particularly for people with disability; we're talking here about people who have some form of disability.</p> <p>Ms Campbell: We can take on notice whether or not people were advised of that and what some of the options are around that.</p>	Page 44, 28 October
DSS SQ20-000805	Siewert, Rachel	DSS - Program of Support - whether suspension counts towards 18 months	<p>Senator SIEWERT: Thank you. That would be appreciated. If a participant were suspended, is the time of the suspension still counted towards their 18 months?</p> <p>Ms Campbell: So we're talking about program of support again?</p> <p>Senator SIEWERT: Yes, sorry - these questions relate to program of support.</p> <p>Ms Campbell: I think we're going to have to say the same thing to you on most of these questions</p>	Page 44, 28 October

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			- we'll take it on notice. I think it's fair to say we probably need to do a little more work in this space in order to be able to inform Minister Ruston of the decisions available to her. Senator SIEWERT: Thank you.	
DSS SQ20-000702	Roberts, Malcolm	DSS - Child Support - Non-Resident Paying Fathers	Senator ROBERTS: Thank you all for attending today. My questions are going to be fairly short and you'll probably have to take some of them on notice. Firstly, how many families ceased receiving payments through the child support agency because the non-resident father had died in the last financial year and also during the time that the agency has been in existence? Ms Campbell: We will have to take that on notice.	Page 45, 28 October
DSS SQ20-000703	Roberts, Malcolm	DSS - Child Support - Non-Resident Paying Fathers - Research	Senator ROBERTS: Thank you. The next question is: what research is being done by this agency to determine how many non-resident paying fathers committed suicide in the last financial year? Ms Campbell: Again, we'd need to take that one on notice and work with Services Australia to determine an answer to that. Senator ROBERTS: If no research is being done, would it not be reasonable to do so? Ms Campbell: Services Australia look at many things about the delivery of the program. Sometimes there are factors outside of the actual delivery of the program which they can't always capture. But I think it would be best to take that on notice and ask them that.	Page 46, 28 October
DSS SQ20-000704	Roberts, Malcolm	DSS - Child Support - Non-Resident Paying Fathers - suicide prevention	Senator ROBERTS: What support is offered with a view to preventing suicide of non-resident paying fathers? Ms Campbell: Again, it's probably best for Services Australia to take you through tomorrow evening the arrangements they have in place to assist all parents, particularly parents they identify may be at risk of mental health or there are concerns about their own safety as well as the safety of others. Services Australia will be able to go through all the mechanisms they have in place to provide support to those parents. Senator ROBERTS: You can answer the questions if you can. That would be great. We will take the rest up with Services Australia.	Page 46, 28 October
DSS SQ20-000705	Gallagher, Katy	DSS - Liquid Assets Waiting Period (LAWP) Data Breakdown	Senator GALLAGHER: Alright. We might continue talking about it if you do some data matching in the future. In terms of the people who have been affected by the reintroduction of the liquid asset waiting period, do you know how many people will have to serve that waiting period over the forward estimates since it's been reintroduced? Ms Campbell: When you say 'people affected', anyone who was on payment remained on payment regardless of their liquid assets. So it's those people who - to use a crude term - stopped the flow for the new people coming in. I don't know if we have the forward estimates. We might have some recent data.	Page 46-47, 28 October

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			<p>Mr Bennett: If I understand your question, you're talking about over the forward estimates. Senator GALLAGHER: Yes. Mr Bennett: And all the cohort. Senator GALLAGHER: How many? Mr Bennett: We would not have that available. We could look back if you wanted us to provide data associated with previous years, probably pre COVID. Mr Bennett: We can tell you who has served a liquid asset waiting period in the last 12 months and what categories of payment they were and how long they served those payments for. We could probably get that. Senator GALLAGHER: Thank you.</p>	
DSS SQ20-000706	Gallagher, Katy	DSS - Number of Liquid Assets Waiting Periods (LAWP) applied in 2019-20	<p>Mr Bennett: If you're looking for the history, for 2018-19 there were 17,228 liquid asset waiting periods applied. Senator GALLAGHER: Do you have 2019-20? Mr Bennett: We do. Senator GALLAGHER: Some of that would have been the last quarter that would be affected - Ms Campbell: Only the last quarter where we would have exempted it. Is there a quarter drop? Mr Bennett: The challenge I have with 2019-20 is that - Ms Campbell: We might take it on notice and see if we can get back to you.</p>	Page 47, 28 October
DSS SQ20-000707	Gallagher, Katy	DSS - Liquid Assets Waiting Period (LAWP) - new applicants	<p>Senator GALLAGHER: The information I wanted on notice was the number of new applicants who will serve a liquid asset waiting period. Is that clearer - that's the one you'll take on notice? Ms Campbell: We did estimate, didn't we - Mr Bennett: That was when we did the payment integrity bill. Senator Ruston: Shane, would it be useful just to give a percentage of the number of people who come onto payment who would normally serve a liquid asset waiting period? That way you've at least got an extrapolation on the numbers - Mr Bennett: Yes. Senator Ruston: and also the kinds of liquid assets that are the average amount that people who have served the full 13 weeks hold. Mr Bennett: We'll take this one on notice and associate it with trying to give you the liquid assets that were applied, but it's not going to be recipients, because people can come on and off. When we do point-in-time data, it doesn't necessarily treat the flow. So, it would be better if I could use the number of successful grants in the year and compare that with the liquid asset waiting period applied.</p>	Page 48, 28 October

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DSS SQ20- 000708	Siewert, Rachel	DSS - Statement from the Treasury about the economy	<p>Senator SIEWERT: What assumptions are made? We've already talked about the employment assumptions, but are they also based on the fact that you're predicting there will be a COVID vaccine?</p> <p>Ms Campbell: That's one for the Treasury, I think. The Treasury made some comments - I think it was more that the economy would return to normal operations by the end of next year. The Treasury gave evidence earlier this week, and I think it was along those lines. Rather than availability, I think it was that the economy would return to normal towards the end of next year.</p> <p>Senator Ruston: We'll get clarification.</p> <p>Ms Campbell: We'll get the exact words.</p> <p>Senator SIEWERT: Thank you.</p>	Page 52, 28 October
DSS SQ20- 000709	Siewert, Rachel	DSS - Coronavirus Supplement recipients in rental stress	<p>Senator SIEWERT: I've got some questions that you may need to take on notice. I don't know if you will have the answers straightaway, but they go back to rent and rent assistance. How many people who were receiving the supplement and rent assistance before 25 September are paying more than 30 per cent in their rent? Are you able to tell me that?</p> <p>...</p> <p>Senator SIEWERT: What I'm trying to find out is the percentage of their income that people are paying in rent. You'll be aware that the percentage of your income that you pay in rent, particularly for people on low income, is essential to wellbeing and cost of living.</p> <p>Ms Campbell: We're probably going to have to do a cut on that because, we'll have to go back to Services Australia and ask them to go and look at the data on what the applicants said they were paying in rent. We can take it on notice.</p> <p>...</p> <p>Senator SIEWERT: What I'm trying to do is work out the impact of the pandemic, which is why I'm after the data up to September and then into October.</p> <p>Ms Campbell: We'll take it on notice because we haven't got it at the moment. The best we've got is what's in the annual report. But we understand what you're asking.</p> <p>Senator SIEWERT: While that's useful to know, because obviously people were in rental stress, I'm trying to find out what the impact has been in terms of rental stress now. Could you tell me the 50 per cent to before 25 September - if you've got this data - and then how many after 9 October?</p> <p>Mr Bennett: I do have something that is available as at September 2020 and that is before CRA 45.2 per cent and then with CRA 23.4 per cent.</p> <p>Senator SIEWERT: Is the 23.4 in September?</p>	Page 52-53, 28 October

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			<p>Mr Bennett: Yes. I don't have -</p> <p>Senator SIEWERT: Can you take on notice October?</p> <p>Mr Bennett: Yes.</p>	
DSS SQ20-000711	Polley, Helen	DSS - Demographic breakdown of who has served the Liquid Asset Waiting Period (LAWP)	<p>Senator POLLEY: But that wasn't the question that I asked. I asked what evidence the department is relying on about the behaviour of women over 50 in order to subject them to these policies. I take on board what you've said, so we'll look at the transcript. But how many women over 50 will serve the 13-week liquid asset waiting period in each of the next four years, and how many will serve more than 13 weeks under the government's plan to increase the waiting period to 26 weeks?</p> <p>Ms Campbell: What we can do is go back and see whether we can break down, historically, the demographics of who has served the liquid asset waiting period, to give you that information. I think we said earlier we don't predict who's going to have it; it's kind of hard because it will depend on what assets they have at the time. All we can give is historical data. We've got a round number, which I've given, for how many people we expect to serve the liquid asset waiting period. But we can take it on notice and see if we can have a look at the demographics in the past.</p>	Page 54, 28 October
DSS SQ20-000712	Polley, Helen	DSS - Pension and Beneficiary Living Cost Index (PBLCI) and private health care costs	<p>Senator POLLEY: Do you concede that healthcare costs, private healthcare costs, continue to increase and that that's putting a huge burden on pensioners who are trying to keep their private health insurance?</p> <p>Senator Ruston: The basket of goods that is used to measure, which is the PBLCI, is a basket of goods that are specific to pensioners, particularly age pensioners, and those costs have not gone up. I'm sure -</p> <p>Senator POLLEY: Is private health insurance -</p> <p>Senator Ruston: Private health insurance, probably by nature - but I'll take this on notice, because I'm not sure - I would have thought the cost of health would have been a mainstream cost. The basket of goods that's measured doesn't necessarily go to specifics, like private health, but I'm happy to take that on notice. Healthcare costs have not gone up, Senator Polley.</p>	Page 55, 28 October
DSS SQ20-000713	Polley, Helen	DSS - Discussions between Ministers regarding Pension Loan Scheme (PLS) Ratios	<p>Senator POLLEY: One more question in this area. Thank you. Minister, have you had any discussions with the Minister for Aged Care and Senior Australians about the scheme and the interaction that has in the aged-care system?</p> <p>Senator Ruston: I have many conversations with the aged-care minister in relation to the interactions between the payment system that sits in this portfolio and the aged-care sector. I couldn't specifically answer that exact question but I wouldn't be surprised if I have had</p>	Page 57, 28 October

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			<p>conversations with the Minister for Aged Care and Senior Australians. I have conversations with him regularly about issues of interface between our portfolios.</p> <p>Senator POLLEY: If you believe you may well have, considering the two areas that are interrelated, is there anything that you could inform us of from his perspective? Have you had any conversation where he has sought to change the ratios, whether he thinks that this is a good exchange? If you can't answer any -</p> <p>Senator Ruston: Are you talking about the aged-care sector or older -</p> <p>Senator POLLEY: The aged-care system.</p> <p>Senator Ruston: I'm thinking aged-care system is obviously the care sector as opposed to people of pension age seeking to realise some value of their assets. I'm not quite sure what the difference between aged care and the purpose of the PLS is.</p> <p>Senator POLLEY: With this loan obviously there would be some pensioners who would be seeking those loans to enable them to stay in their own home longer, which would have an impact on the aged-care system, on residential care and on home-care packages. Can you take that on notice, Minister? It would be really helpful.</p> <p>Senator Ruston: Sure.</p>	
DSS SQ20-000823	Siewert, Rachel	DSS - Commonwealth Rent Assistance (CRA) figures for a fortnight at the end of February 2020	<p>Senator SIEWERT: I want to go back to the issue about the rent assistance and clarify that, in the annual report, those figures are a point in time. Is that a correct understanding?</p> <p>Mr Sloan: I believe it was the last Friday before 30 June?</p> <p>Senator SIEWERT: So will that also include the impact of the coronavirus supplement; although it will only have been in for a shorter period of time?</p> <p>Ms Campbell: Yes.</p> <p>Senator SIEWERT: I'm wondering: is it possible, without too much pain, to provide us with the figures for a fortnight at the end of February?</p> <p>Ms Campbell: We will see. I don't know how we get these numbers. It's not one I've focused on either. So we will have to work out if it's a program or if it is something that runs regularly. We will find out and see what we can get because we will have to go to Services Australia again on this one.</p>	Page 60, 28 October
DSS SQ20-000825	Siewert, Rachel	DSS - Breakdown of number of Programs of Support completed in less than 18 months by satisfaction requirement	<p>Senator SIEWERT: I'm going to try to move on to a couple of other areas, if that is okay. I want to go to program of support. Mr Sloane, these might be technical and you may tell me to put them on notice. Under section 7(3) of the social security active participation for disability support pension determination 2014, a person can satisfy the POS requirements even if the duration of the POS was less than 18 months, as long as the person completed the entire program that was</p>	Page 60-61, 28 October

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			<p>created for them. My question is: under what circumstance could that operate and have there been people who have done that?</p> <p>Mr Sloan: If a participant completed something like the transition to work, a 12-month program, that would fulfil their POS requirement. Also, if they are participating in an appropriate employment program, and Services Australia determines their impairment - and it has got to be solely their impairment - prevents them from further increasing their work capacity through continued participation in that program then that would satisfy. I do not have those numbers. I would have to take those on notice.</p> <p>Senator SIEWERT: Could you take that on notice. What I'm interested in - not just this year but over the life of the program - is how many people have completed the program in less than 18 months and how many have been determined as not being able to meet the requirements of the program.</p> <p>Mr Sloan: Yes.</p> <p>Senator SIEWERT: Thank you.</p>	
DSS SQ20-000829	Siewert, Rachel	DSS - Criteria used for determining whether a person should be terminated from a Program of Support	<p>Senator SIEWERT: Thank you. Who determines that a person should be terminated due to not being able to improve their capacity?</p> <p>Mr Sloan: Services Australia makes that decision.</p> <p>Senator SIEWERT: Could you give me on notice the criteria they use, or tell me where to go to find it?</p> <p>Mr Sloan: We can take it on notice.</p>	Page 61, 28 October
DSS SQ20-000832	Gallagher, Katy	DSS - Social Security payment expenditure variation as a result of changes to Coronavirus Supplement	<p>Senator GALLAGHER: Can I get the total reduction in the social security payment as a result of the reduction in the coronavirus supplement on 25 September? I'm looking for is your last full payment prior to the corona supplement being reduced and then your first full payment at the reduced rate.</p> <p>Ms Campbell: The forward estimates only ever included that amount up until 25 September, and then there was the subsequent decision, but you're looking for the pay run?</p> <p>Senator GALLAGHER: Yes - what the difference is.</p> <p>Mr Bennett: I don't have it with me. We can take it on notice; sorry.</p> <p>Senator GALLAGHER: Do you know what the difference is in what went out the door? I'm trying to get an understanding of the dollar value of the reduction in essentially a fortnightly spend.</p> <p>Ms Campbell: And of course it will have other factors like those who were no longer eligible because of the assets tests and the like.</p> <p>Senator GALLAGHER: Yes, there would be others on and off. Sure.</p>	Page 63, 28 October

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			<p>Ms Campbell: People are coming and going. Mr Bennett: So I can be clear: what's your first date that you'd like us to draw from? Is it 25 September or - Senator GALLAGHER: I don't mind. It could be any fortnight you choose, essentially. But really it should be where the full payment was in place, acknowledging that it would vary at the edges, wouldn't it? Ms Campbell: And because, if someone had one day of their fortnight before or on the 25th, they still got the higher amount in that fortnight. Senator GALLAGHER: You know what I'm after though. I'm trying to get the reduction in expenditure from the coronavirus supplement from what I would prefer to be the last full pay run before it reduced and then the first full pay run once it was reduced to give me an idea of what the dollar difference is. Ms Campbell: We'll take that on notice and see what we can get. Senator GALLAGHER: You'll take it on notice? Ms Campbell: Yes. We'll see what people have got. I know we were providing some data of the corona - Mr Bennett: I think we will be able to provide this. For the factors that the secretary said - about the fortnight where we had effectively a mixed cohort fortnight - I'll have to choose two data points to make sure, and I don't know whether that second data point is available at this current time to answer your question fully. Senator GALLAGHER: Sure. Put the appropriate caveats on it, however you reply. You usually take a few weeks to reply to these anyway - don't you? - so by that point you probably would have. Mr Bennett: Yes. Ms Campbell: We would probably like to exclude the fortnight then, after the 25th. Senator GALLAGHER: Yes. Where there's potential crossover. I'll leave it in your capable hands. Whatever you can provide would be very useful. In terms of understanding the impact of - I know you don't call it a reduction or a cut; you call it an extension at a lower rate -</p>	
<p>DSS SQ20- 000836</p>	<p>Siewert, Rachel</p>	<p>DSS - Seasonal workers measure</p>	<p>Senator SIEWERT: Thank you. Can I go to the youth allowance and seasonal work measure? That fits in this lot, doesn't it? ... Senator SIEWERT: Thank you. Since you announced it, have you had some interest? Have people started asking about that?</p>	<p>Page 68-69, 28 October</p>

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			<p>Ms Campbell: We would probably have to ask Services Australia about that, because they might do it. They might have hits on their website - all those sorts of good stats that they get. We'll ask them and see whether we can answer that tomorrow, if you like?</p> <p>Senator SIEWERT: Yes.</p>	
DSS SQ20-001091	McAllister, Jenny	DSS - Portfolio Budget Statement differences	<p>Senator McALLISTER: During the discussion in corporate, I asked whether it was possible to obtain the numbers, essentially, that explain the reason for the disparity between the 2019-20 budget papers and the 2020 budget papers for departmental expenses. Was that able to be obtained?</p> <p>Ms Campbell: We haven't been able to do that yet because the people who need to do that have been here this morning. We will continue to try and do it, because some of the numbers are quite small. We have to work out the compacting impact of the efficiency dividend to see how much that takes, and then go back and sometimes draw out how long measures were in place for and see which measures come off and which don't.</p> <p>Senator McALLISTER: There were two requests: one was the explanation of the difference between the portfolio budget statement this time last year and the one that we have now, and then there was a second question about the nominal decline in departmental funding over the forwards in this budget. Either set of information would be useful. I understand the reasons why it's not here now, but I'm just checking.</p> <p>Ms Campbell: I think we tried to answer this morning about the big chunk. It's just those smaller chunks we're trying to get to the bottom of now.</p> <p>Senator McALLISTER: Okay. Thank you.</p>	Page 71, 28 October
DSS SQ20-000840	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - Dates of discussions and meetings with Aboriginal organisations and the Coalition of Peaks	<p>Senator McCARTHY: Okay. Three of the trial sites have very high numbers of Aboriginal people. Was there any discussion with Aboriginal community orgs before permanency was announced in the budget?</p> <p>Ms Hefren-Webb: We've had ongoing discussions with a range of Aboriginal organisations in relation to the cashless debit card rollout in the Northern Territory. We've also had discussions with the Coalition of Peaks about the overall policy settings on the cashless debit card and income management.</p> <p>Senator McCARTHY: Are you able to table any of the feedback, or the conversations, or discussions and meetings that you've had?</p> <p>Ms Hefren-Webb: I can certainly provide dates of when discussions and meetings occurred.</p> <p>Senator McCARTHY: Do you have those with you now?</p> <p>Ms Hefren-Webb: No, I don't think we do. I don't have written feedback from them, but I can tell</p>	Page 72, 28 October

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			<p>you when we met with people. Senator McCARTHY: If you could, thank you.</p>	
DSS SQ20-000841	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - Far West Aboriginal Communities Leadership Group - members names	<p>Mr Peoples: As part of these engagements, there are regular discussions about future arrangements for the cashless debit card. The last meeting of that group was on 20 September 2020. In the Ceduna region, the department uses the existing structure of the Far West Aboriginal Communities Leadership Group to discuss CDC matters related to that region. We meet with them on a regular basis and last met, again, in September 2020 on this. Senator McCARTHY: Who's the chair of that group? Mr Peoples: I don't know if they have a permanent chair. Senator McCARTHY: So it's the community leaders group? Mr Peoples: Yes, it's made up - Senator McCARTHY: Could you provide the names of the community leaders? Take it on notice. Mr Peoples: It's made up of representatives of the local Aboriginal corporations across the various communities in the region. Senator McCARTHY: Would you be able to table - Mr Peoples: I can take that on notice. Senator SIEWERT: Sorry, before you take it on notice, will you provide it? Because in the past you haven't provided details on these groups. Mr Peoples: For some of these groups we'd need to talk to the members to ensure that they provide consent for their names to be released. Senator McCARTHY: But surely you could at least tell us the organisations, if there's a concern about privacy? Mr Peoples: I believe so, yes. I believe this group in Ceduna works across a range of programs, so I don't think there would be an issue with that.</p>	Page 72-73, 28 October
DSS SQ20-000843	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - membership of Goldfields District Leaders Group	<p>Mr Peoples: Yes. In the Goldfields region we've met with the district leaders group and also met with other stakeholders on a more informal basis. We last met with the district leaders group in September of 2020 as well. And we've had - Senator McCARTHY: Who's on the district leaders group? Do you need to get information? Mr Peoples: I might need to check and come back to you on that.</p>	Page 73, 28 October
DSS SQ20-000844	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - names of East Kimberley stakeholders and date of last meeting	<p>Mr Peoples: In the East Kimberley region we've met with a range of different community stakeholder groups over the course of the program, and more recently we've had individual engagement with particular stakeholders. Senator McCARTHY: That's the Kimberly region?</p>	Page 73, 28 October

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			<p>Mr Peoples: Yes.</p> <p>Senator McCARTHY: What are the groups there?</p> <p>Mr Peoples: Previously we have engaged with community panels that were established for the purposes of the cashless debit card, as well as engagement through other community advisory bodies that are pre-existing in those two communities.</p> <p>Senator McCARTHY: So you're able to provide names for the Kimberley region as well as the other three?</p> <p>Mr Peoples: I'll just have to check that too.</p> <p>Senator McCARTHY: You said you met with the other three areas in September. What about Kimberley?</p> <p>Did you meet with them in September?</p> <p>Mr Peoples: We've had conversations more recently; I'd have to check when the last meeting was.</p>	
DSS SQ20-000845	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - Text exchange with representative of the Coalition of Peaks	<p>Ms Hefren-Webb: We've had the conversation subsequent to the announcement. This is not an unusual process, that stakeholder groups are consulted at the broad level a budget decision comes out. We often will call them all on budget day - in fact, that's what departments spend a lot of time doing, once the announcement's out - saying, 'I'm sure you've seen it, but you should note that this decision's been made.' Mr Peoples has spoken to some of those leaders, subsequent. I've had exchange with the representation of the Coalition of Peaks, post budget. So, yes, there's been -</p> <p>Senator McCARTHY: What was their response? Were the Coalition of Peaks welcoming of this -</p> <p>Ms Hefren-Webb: There wasn't a view expressed in the text exchange I had. There was just a comment about -</p> <p>Senator McCARTHY: This text exchange, could we have that tabled, please?</p> <p>Ms Campbell: We'll take that on notice. We would have to talk to the people to whom the texts were exchanged with.</p>	Page 74, 28 October
DSS SQ20-000846	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - Views of the Northern Territory Tripartite Forum	<p>Ms Hefren-Webb: I also sit on the Tripartite Forum, which is an NT government, Commonwealth government and Aboriginal and non-Aboriginal peak group, and the cashless debit card's been discussed at that forum as well.</p> <p>Senator McCARTHY: And what are they saying at that forum?</p> <p>Ms Hefren-Webb: There are a range of people at that forum, so a range of views were expressed. Again, I'd appreciate the opportunity to check whether people want their views made public -</p> <p>Senator McCARTHY: That's a government-led forum. That shouldn't be -</p>	Page 76, 28 October

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			<p>Ms Hefren-Webb: and issues of communicate of the outcome of its discussions. However, in terms of what was said at the meetings, which are not public meetings, I think it would be respectful to go and ask people's views about how they would like their views represented. Some of the members of that group - NTCOSS, Central Land Council, for example - have put views reasonably publicly. I don't think I should relay to you what they said at a meeting that wasn't an open meeting.</p> <p>Senator McCARTHY: Sorry, Senator Siewert.</p> <p>Senator SIEWERT: I interrupted you, so you can interrupt me.</p> <p>Senator McCARTHY: You're talking about legislation. You've said that these are consultations that are happening across the country. You're having them in the Northern Territory where over 22,000 Territorians are going to be impacted immediately by this legislation, and you're saying you can't provide any of that commentary that's being -</p> <p>Senator Cash: That wasn't what was said, with all due respect to the official. The official said she would take it on notice to ensure the permission of those people. There wasn't a refusal; it was just to ensure that the permission is granted.</p>	
DSS SQ20-000848	Siewert, Rachel	DSS - Cashless Debit Card (CDC) - release date for the University of Adelaide's evaluation	<p>Senator SIEWERT: Why have you gone ahead with this legislation when the University of Adelaide's evaluation has not been released, yet you quote it in your submission?</p> <p>Ms Hefren-Webb: We've received a final draft of the summary report of the evaluation, but there are two supplementary reports that include all the data. We have not yet received those from the evaluator. While we don't anticipate that the broad findings in the summary report will change, it hasn't been released, because it hasn't been finalised.</p> <p>Senator SIEWERT: Is the committee going to get access to that report before we finalise our report? Is the Senate going to see it before we debate it in the Senate?</p> <p>Ms Campbell: We are working with the University of Adelaide on those final two supplementary elements of the report, but we'll take it on notice and ask Minister Ruston.</p>	Page 78, 28 October
DSS SQ20-000850	Siewert, Rachel	DSS - Cashless Debit Card (CDC) - Indue payment in 2019-20	<p>Mr Peoples: That includes costs for the card provider, for -</p> <p>Senator SIEWERT: How much is that?</p> <p>Mr Peoples: I don't have -</p> <p>Ms Campbell: Is that one of the things we're a bit worried about with respect to commercial in confidence?</p> <p>Senator SIEWERT: How much Indue gets for doing the card?</p> <p>Mr Peoples: We don't release future year costs for -</p> <p>Senator SIEWERT: No, I'm talking about 2019-20 - I'll come to the future costs.</p>	Page 85-86, 28 October

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			<p>Mr Peoples: I don't have it broken down by each individual contract before me.</p> <p>Senator SIEWERT: You can't tell me how much Indue made out of this card in the last financial year?</p> <p>Ms Campbell: We can take on notice how much we paid Indue.</p> <p>Ms Hefren-Webb: I just don't think we've got it here.</p> <p>Senator SIEWERT: Can you take it on notice and come back tonight or tomorrow?</p> <p>Ms Hefren-Webb: We'll do our best.</p> <p>Senator SIEWERT: And then can you provide me with the other costs, the breakdown?</p> <p>Mr Peoples: I can list them now, if that would be useful. That includes funding for evaluations, communications and departmental costs.</p> <p>Senator SIEWERT: Can you provide the broken down against each of those items? Thank you.</p>	
DSS SQ20-000851	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - removal of youth unemployment and long-term unemployment triggers	<p>Senator McCARTHY: I want to go to the expansion of the CDC. The latest bill to roll out the CDC in the NT does away with what is known as the youth unemployment and the long-term unemployment triggers, doesn't it?</p> <p>Ms Hefren-Webb: Yes, that's correct.</p> <p>Senator McCARTHY: To clarify, this means that people under 25 no longer need to be on a payment for three out of six months, and people over 25 no longer need to be on a payment for one out of two years before being put on the card?</p> <p>Mr Peoples: Yes, that's correct.</p> <p>Senator McCARTHY: How many more people will go onto the CDC as a result of this change in policy?</p> <p>Mr Peoples: I might have to check and get back to you. We do have data that shows that the average length of time that youth allowance participants are on payment is around 47 weeks. So a large number of youth allowance recipients in the Northern Territory are on income management. But I will check to see if we can get accurate data.</p>	Page 90, 28 October
DSS SQ20-000853	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - eligible income support payments	<p>Senator McCARTHY: Alright. As to the cashless debit card - I'm just having a look at my figures - can I just have it confirmed that everyone who's on unemployment payment in the Northern Territory will go straight on the card?</p> <p>Mr Peoples: Anybody who's on an eligible income support payment, under the act.</p> <p>Ms Hefren-Webb: So JobSeeker payment.</p> <p>Senator McCARTHY: Yes. Can you just name those again, please?</p> <p>Mr Peoples: There is a list. I might need to get a copy of the legislation -</p> <p>Ms Campbell: We can come back to you on it.</p>	Page 90-91, 28 October

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DSS SQ20- 000854	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - number of people not put on CDC due to pandemic pause	<p>Senator McCARTHY: ... So how many people who would otherwise have gone on to a CDC have not been put onto the card because of the pandemic pause?</p> <p>Ms Campbell: So this relates to the earlier question?</p> <p>Senator McCARTHY: That's right.</p> <p>Ms Campbell: I'm not sure we've collected that, because we've had Services Australia under the pump, basically, doing everything else. I don't know that we would have asked them to also collect who they weren't putting on the card. Probably we could go back and see whether they could grab that information, but I don't think it was a priority when we stopped it because we wanted them to process the JobSeeker claims.</p> <p>Ms Hefren-Webb: We can provide that on notice.</p>	Page 91, 28 October
DSS SQ20- 000855	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) - proportion of Coronavirus Supplement that businesses without EFTPOS facilities have missed out on	<p>Senator McCARTHY: What proportion of the coronavirus supplement spending does the government estimate businesses in the trial sites without EFTPOS facilities have missed out on because of the cashless debit card?</p> <p>Senator Ruston: We don't believe that there would be very many retail outlets that don't have EFTPOS facilities, but we certainly will take it on notice and see if we can get you an accurate response to that. My understanding is that it is a very rare situation for them to not have an EFTPOS operation.</p> <p>...</p> <p>Senator McCARTHY: I'll give you an example. If I'm in Ngukurr in south-east Arnhem Land and I'm going to receive \$700, or any of the coronavirus supplements early on in the piece, and I go into the local store and I can't use EFTPOS, are you informed that there is a problem with the EFTPOS or that there is no EFTPOS?</p> <p>Ms Hefren-Webb: If EFTPOS isn't working, we are certainly informed about that. Over the last 13 years that the BasicsCard has been operating, there has been very extensive engagement with all those remote stores, as you know. I'm not aware of any stores that don't have EFTPOS or who have decided not to install EFTPOS. Obviously if we became aware of such a situation we would work with the community on other options.</p> <p>Ms Campbell: We could ask IAA as well. We could talk to them about whether they have had any reports—I haven't heard that.</p> <p>Senator McCARTHY: At various times, complete outages occur in the Northern Territory—at Groote Eylandt or Borroloola, for example. People can go for a couple of days without any form of transaction. I'm curious to know what data you collect when you are making these decisions as to what kind of access there is for people in the regions. By all means take it on notice.</p>	Page 92, 28 October

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DSS SQ20- 000857	Siewert, Rachel	DSS - Cashless Debit Card (CDC) - locations and dates of public meetings with the Minister	<p>Senator SIEWERT: An information session is different, with all due respect, from inviting people to come and give their opinion, because that's what happened last time. It was information sessions, not people being able to give their opinions.</p> <p>Senator Ruston: I have held a number of the meetings that you're referring to yourself.</p> <p>Senator SIEWERT: Public?</p> <p>Senator Ruston: Yes, very public meetings.</p> <p>Senator SIEWERT: Could you take on notice where they are and when and you how advertise them?</p> <p>Senator Ruston: Okay. I can certainly tell you that Ali Curung, Alice Springs, Tennant Creek, all the islands -</p>	Page 95, 28 October
DSS SQ20- 000858	Siewert, Rachel	DSS - Cashless Debit Card (CDC) - release of evaluation	<p>Senator SIEWERT: Will you commit to releasing the evaluation before we debate this bill?</p> <p>Senator Ruston: I am happy to come back to you when I receive the evaluation. I will take that on notice and get back to you.</p> <p>Senator SIEWERT: Thank you.</p>	Page 96, 28 October
DSS SQ20- 000859	McAllister, Jenny	DSS - Cashless Debit Card (CDC) - Technology Working Group membership	<p>Senator McALLISTER: I think you indicated it was the four major banks plus EFTPOS plus Australia Post plus Coles, Woolworths and Metcash. Is that correct?</p> <p>Senator Ruston: And Aldi.</p> <p>Senator McALLISTER: And Aldi, is it?</p> <p>Mr Peoples: Yes, I think. I'll just have to check if Aldi is on the group as well.</p>	Page 96, 28 October
DSS SQ20- 000860	McAllister, Jenny	DSS - Cashless Debit Card (CDC) - copy of commitments on technology roll-out	<p>Mr Peoples: We have a range of different commitments from each of the banks for the rollout of this technology. Some have delivered and some are committed to delivering over the course of the next 12 months. I don't have the specific dates of each of the commitments of those financial institutions.</p> <p>Senator McALLISTER: How are these commitments expressed?</p> <p>Ms Hefren-Webb: Can I also clarify that there are some organisations who issue PIN pads who are not on that group as well.</p> <p>Senator McALLISTER: How are these commitments expressed?</p> <p>Ms Hefren-Webb: We would be in contact with the banks and we would be asking them, 'Is it possible for you to upgrade your technology in the following manner?' and they would indicate to us yes or no and they would indicate -</p> <p>Senator McALLISTER: In writing?</p> <p>Ms Hefren-Webb: Yes, that would be in writing.</p> <p>Senator McALLISTER: Can I please ask you to table relevant correspondence between the</p>	Page 97, 28 October

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			<p>institutions that you are engaged with in this project? I'm looking for the commitments made by institutions to undertake upgrades as part of the department's processes.</p> <p>Ms Hefren-Webb: We can take that on notice.</p>	
DSS SQ20-000861	McAllister, Jenny	DSS - Cashless Debit Card (CDC) - entities that have received payment through DXC Technology	<p>Senator McALLISTER: Thank you. You mentioned that there is a capacity for payments to be made to financial institutions or retailers as part of the trial. Have any such payments been made?</p> <p>Mr Peoples: Through DXC Technology. There have been some payments made through the DXC Technology contract to individual point-of-sale system providers or PIN pad acquirers for the upgrade of their technology.</p> <p>Senator McALLISTER: Can you please provide a list of the entities that have received payments?</p> <p>Ms Hefren-Webb: Yes, we can provide that on notice. I don't think we'd have that here, sorry.</p>	Page 97, 28 October
DSS SQ20-000862	McAllister, Jenny	DSS - Cashless Debit Card (CDC) - criteria for assessing DXC payments	<p>Senator McALLISTER: Do you have criteria to assess whether or not such a payment is required?</p> <p>Ms Hefren-Webb: I receive advice based on the assessment of DXC, our technology partner, and of our departmental staff around what would be a value-for-money use of the funds and whether it would be appropriate to make the payment to particular entities, and I would make my decision based on that.</p> <p>Senator McALLISTER: Do you have formal criteria, Mr Peoples, that you use to make such an assessment or is it case by case?</p> <p>Mr Peoples: As part of our work with DXC we have set criteria, about the work that is undertaken, that informs the decision-making process.</p> <p>Senator McALLISTER: Could you please table those criteria? I'm trying to understand the circumstances where the department decides it's appropriate to use public money to give to a private company to upgrade their IT and tech systems. One way of doing this is to FOI or request all of the documentation signed off by you, Ms Hefren-Webb, that establishes that. What I'm hoping, Mr Peoples, is that you have a set of criteria you use when preparing a brief for Ms Hefren-Webb that says, yes, this is a good idea and is consistent with the project or no, it's not.</p> <p>Mr Peoples: Yes, I think we can take that on notice to provide that.</p>	Page 97-98, 28 October
DSS SQ20-000863	McAllister, Jenny	DSS - Cashless Debit Card (CDC) - payments made under the product level blocking pilot	<p>Senator McALLISTER: I mean payments made to entities to upgrade technology or systems as part of the project undertaken with DXC. What do you call this project, by the way?</p> <p>Mr Peoples: The product level blocking pilot.</p> <p>Senator McALLISTER: Okay.</p> <p>Mr Peoples: The total amount spent with DXC Technology, which includes those payments, is \$2.792 million.</p>	Page 98, 28 October

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			<p>Senator McALLISTER: Of that, do you know how much has gone to entities other than DXC?</p> <p>Mr Peoples: We would have that information. I don't have that before me, but I can try and get that.</p> <p>Ms Hefren-Webb: I'd also mention that some funding has been provided to EFTPOS as well for some of these technology trials, so we'll provide that to you on notice as well.</p> <p>Senator McALLISTER: What I'd like is payments that have been made to entities under the product level blocking pilot, other than DXC, and the value of each payment.</p> <p>Ms Hefren-Webb: We'll provide that on notice.</p>	
DSS SQ20-000864	Siewert, Rachel	DSS - Cashless Debit Card (CDC) - connections to other parties when card is used	<p>Senator SIEWERT: When you do that is any information transferred anywhere else? Or is it purely an inhouse process? Is there any third party involved in the decision-making or in the information that goes to the bank?</p> <p>Mr Peoples: It's quite technological how the system works. It involves the card being presented and the point of sale system and PIN pad recognising using the BIN on the card that it is a cashless debit card and then the sale being processed through to the financial institution, as any other financial transaction would be, and then back down to the point-of-sale system where there is that identification that it is a CDP unrestricted item.</p> <p>Senator SIEWERT: It goes straight to the bank, does it?</p> <p>Ms Hefren-Webb: It goes from the PIN pad and the point-of-sale system to the bank.</p> <p>Senator Ruston: I know this is probably not what you want right now, but can I make the offer that we arrange for DXC to give you a demonstration of how the system operates. I know exactly the questions you are asking. I've seen it all in graphics on display, and I can now follow the process. I think I know where you're going and the visualisation of it, I think, would be massively beneficial for you to understand.</p> <p>Senator SIEWERT: Down the track that would be useful. Thank you for the offer.</p> <p>Mr Peoples: I will take on notice further details about the connections that occur with -</p>	Page 99, 28 October
DSS SQ20-000865	Siewert, Rachel	DSS - Cashless Debit Card (CDC) - number of rejected exit applications on basis of declined transactions	<p>Senator SIEWERT: Yes, it does. Thank you. That's all I've got on the technology. I may have, on notice, some more on that one that are more detailed. You might not be able to tell me this straightaway. Could you take it on notice, if not. How many CDC participants have had their exit applications rejected on the basis of declined transactions - just on the basis of declined transactions, not the other things, Ms Hefren-Webb, that you were talking about before?</p> <p>Ms Hefren-Webb: I don't think we would have that information here, so we can -</p> <p>Senator SIEWERT: That's why I said to take it on notice if you didn't have it here straightaway.</p> <p>Ms Hefren-Webb: Yes, we'll take it on notice.</p>	Page 100, 28 October

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<p>DSS SQ20- 000866</p>	<p>Siewert, Rachel</p>	<p>DSS - Cashless Debit Card (CDC) - source in the Regulatory Impact Statement (RIS)</p>	<p>Ms Hefren-Webb: Senator, in the RIS, we talk about a 'proportion of participants' in the study. We don't talk about 'proportion of income support recipients' in the study. Senator SIEWERT: It says, '... the majority of whom who were welfare dependent.' Ms Hefren-Webb: That's right, yes. Senator SIEWERT: The RIS says: The study found that 51.4 per cent of participants drank alcohol at risky levels compared to 17.4 per cent for the general Australian population. Ms Hefren-Webb: I'm sorry, Senator, maybe I'm misunderstanding you. Are you saying that the study doesn't include that statistic? Senator SIEWERT: It doesn't include the statistics that are articulated in the RIS. Ms Hefren-Webb: We can go and check for you, Senator. Senator SIEWERT: Okay, can you go and check that? Ms Hefren-Webb: Yes. Senator SIEWERT: It may well say that somewhere else but not in that study. If so, can you provide me with the source for that? Ms Hefren-Webb: Sure. Senator SIEWERT: Are there any other references that you have other than that one - if it's just a different source; I accept that these things happen. What other evidence do you have that demonstrates a link between income support payments and drinking alcohol at a higher level than the general population? Do you have others? Ms Hefren-Webb: I don't believe we've got it on hand, but we can - and I'll just say again, the study says 'of participants in the study', it doesn't say, 'of income support recipients'. But we can follow up on notice if there are other relevant sources. Senator SIEWERT: Thank you.</p>	<p>Page 101, 28 October</p>
<p>DSS SQ20- 000867</p>	<p>Siewert, Rachel</p>	<p>DSS - Cashless Debit Card (CDC) - future options of card distributors</p>	<p>Senator SIEWERT: Given the trials with the technology, is it intended in the trial sites in the Northern Territory that the big four banks would then issue cards as well? Ms Hefren-Webb: That is something that's been discussed by the technological working group. No decision's been made about that. I guess the group is exploring the technical possibility of that, without making a particular decision. Senator SIEWERT: How would you deal with that? At the moment, you would do a tender, where Indue is the provider and takes out the payments et cetera. Would they do the same thing? And would you have to have a tender out to all of them? How would it operate? It seems to me it would have to operate differently from the way it does now. Ms Hefren-Webb: In the last report I saw on this matter, there were three different, broad ways</p>	<p>Page 101-102, 28 October</p>

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			<p>that it could occur, including some of the systems being a central shared platform which each of the banks talks to. There are a few different options.</p> <p>Senator SIEWERT: Sorry, could you say that again?</p> <p>Ms Hefren-Webb: There might be an option where each financial provider builds its own capability. It might be an option where there is a third party that each of the banks then works off, so there are a few different models for how it could work. There's been no decision, and that's what the process is at the moment: looking at the viability of that and, if that were to proceed, what might be the best approach.</p> <p>Senator SIEWERT: What would the third party do and look like, and who would be responsible for it?</p> <p>Ms Hefren-Webb: That's all to be determined.</p> <p>...</p> <p>Senator SIEWERT: Who runs it? At this stage it's Indue, is it?</p> <p>Senator Ruston: Yes.</p> <p>Ms Hefren-Webb: Indue run the current card provider. What I was saying was that there are a few different ways you could construct a model which involves other financial institutions. No model's been selected. Each model will probably have its benefits and its difficulties. It's the very early stages.</p> <p>Senator SIEWERT: Sorry, I could well have misunderstood, Minister, what you just said, but do Indue have a third-party platform now?</p> <p>Ms Hefren-Webb: Indue have a technological platform that enables them to run the card now.</p> <p>Senator SIEWERT: And who provides that? They contract another party?</p> <p>Ms Hefren-Webb: No, they are the -</p> <p>Senator SIEWERT: That's what I wanted to check. I think we will need further information about that particular option. Can you take anything on notice? I do appreciate the offer to understand it. Can you take on notice each of the options that you are looking at?</p> <p>Ms Hefren-Webb: We can provide that.</p>	
DSS SQ20- 000868	McAllister, Jenny	DSS - Cashless Debit Card (CDC) - IP sharing between the Commonwealth and Indue	<p>Senator McALLISTER: I don't seek an answer tonight, because it will take a long time. I would appreciate any documentation you could provide that describes the relationship for IP sharing between the Commonwealth and Indue. Plainly, Indue has developed significant new IP as a consequence of the very substantial contracts being allocated to it, and I would like to understand how the IP has been allocated between the parties.</p> <p>Ms Hefren-Webb: We can do that.</p>	Page 102, 28 October

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DSS SQ20- 000870	McCarthy, Malarndirri	DSS - Redress - actions taken in regards to breaches	<p>Senator McCARTHY: I'd like to go through each of these. With Human Services, in terms of the first one, did you have an investigation to understand what actually took place with that initial breach? What was your process?</p> <p>Ms Campbell: At that time it was the Department of Human Services, so it would have been the responsibility of the Department of Human Services. We can ask them what mechanisms they went through to do that, but we may not be able to answer that tonight.</p> <p>Senator McCARTHY: Okay. The second is a letter of redress offer emailed to an incorrect email address. What happened there?</p> <p>Ms McGuirk: I will have to give you more in-depth detail on all of these on notice. I don't have exceptional levels of detail here with me about each. I am able to confirm that the applicant was contacted and informed about this matter, but I don't have the details beyond that. In terms of action taken within the department, I can certainly indicate that on each one of those we've looked at how it happened - and this relates to all of the breaches we've talked about, because we do take them seriously, as the secretary said - we've sought to ensure that it's not due to processes and we've retrained the staff involved in those breach processes. We've also put in extra quality-assurance checks to ensure that they don't occur again.</p>	Page 111, 28 October
DSS SQ20- 000871	McCarthy, Malarndirri	DSS - Redress - Response from applicants in relation to the breaches	<p>Senator McCARTHY: Has there been a response from the applicants in relation to the breaches?</p> <p>Ms Hefren-Webb: We can check.</p> <p>...</p> <p>Senator McCARTHY: Was there any particular response for those applicants whose information about the impact of abuse was shared? In those examples of the breaches, what was the response of the applicants, knowing that their information had been seen by the institutions?</p> <p>Ms Hefren-Webb: We can come back to you on notice.</p>	Page 112, 28 October
DSS SQ20- 000872	McCarthy, Malarndirri	DSS - Redress - Office of the Australian Information Commissioner (OAIC) process and breach dates	<p>Senator McCARTHY: I will go through each one, but you did say at the outset that the 10 breaches have gone to the Office of the Australian Information Commissioner. What's been the process there, once it has gone to the Information Commissioner?</p> <p>Ms Hefren-Webb: We'd have to come back to you on notice as to how the Office of the Australian Information Commissioner reports them. I believe they report publicly annually.</p> <p>Ms Campbell: They do publicly report the breaches. I'm not sure on what sort of time frame, but it's to ensure that the people of Australia have confidence that we have checks and balances in place and that, when we do have a breach, there is a reporting mechanism to make it public.</p> <p>Senator McCARTHY: What is the time frame in which these 10 breaches occurred? This year,</p>	Page 112, 28 October

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			<p>from March to - Ms Hefren-Webb: They've occurred over the course of the scheme. Ms McGuirk: Since the scheme's commencement. Senator McCARTHY: Could you give us the dates? When did it begin? Ms Hefren-Webb: We don't have all the dates here, but we can get that on notice. Senator McCARTHY: Thank you.</p>	
DSS SQ20- 000873	McCarthy, Malarndirri	DSS - Redress - Compensation for Detriment caused by Defective Administration (CDDA) in relation to breaches	<p>Senator McCARTHY: Has anyone received compensation for detriment caused by defective administration in relation to privacy breaches or other elements of the administration of the scheme? Ms Hefren-Webb: No-one has received CDDA in relation to privacy breaches, I believe. Ms McGuirk: That's correct. Ms Hefren-Webb: There has been one example of CDDA, but I'm not aware of whether it's been paid or not. Senator McCARTHY: Would you be able to find out? Ms Hefren-Webb: Whether it's been paid? Yes. I'll find that for you. Senator McCARTHY: Thank you. My next question was going to that-how many such payments have been made or are in the process of being made? Ms Campbell: I think there has only been one proposed, hasn't there? Ms Hefren-Webb: I'm only aware of one offer. Ms Campbell: At least by us, since we've had it back from Services Australia. Ms Hefren-Webb: Yes. But we will check that.</p>	Page 112-113, 28 October
DSS SQ20- 000874	McCarthy, Malarndirri	DSS - Redress - Compensation for Detriment caused by Defective Administration (CDDA) offer and amount	<p>Senator McCARTHY: Thank you. I've just got two questions on this section. Do any relate to incorrect offers of redress or incorrect assessments under the decision-making framework matrix? Ms Campbell: Do you want to outline why we made the CDDA offer, Ms Hefren-Webb? Ms Hefren-Webb: It related to an incorrect application of a prior payment in an offer. Senator McCARTHY: Could you explain that a bit more. Ms Hefren-Webb: At the moment, under the scheme, if you've received a prior payment from an institution, that's discounted, if it was for sexual abuse. That calculation was done incorrectly by us. So the matter related to that. Senator McCARTHY: What are the figures? Ms Hefren-Webb: I don't have figures in front of me.</p>	Page 113, 28 October

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			Ms Campbell: We'll take that on notice. Is this where we overoffered? Ms Hefren-Webb: Yes.	
DSS SQ20-001055	McCarthy, Malarndirri	DSS - Defective Administration (CDDA) payments	Senator McCARTHY: What is the total value of defective administration payments? Ms Campbell: We have a defective administration program right across the Public Service, and it caters for instances where our actions have led to an impact. I think on this one it will be just that one claim, and we're not sure whether it's been accepted. We'll take that on notice. But my recollection is that it was a pretty small amount of money, such as \$2,000.	Page 113, 28 October
DSS SQ20-000877	Siewert, Rachel	DSS - Financial Counselling - face-to-face services data	Senator SIEWERT: Do you have any in terms of face-to-face services? Ms Blewitt: We don't actually get regular data on face-to-face financial counselling, because we pay Financial Counselling Australia to collect information for us on the National Debt Helpline. The face to face is actually done twice a year. Ms Hefren-Webb: We would get the January-to-June data. We should have it, I think. We can check on notice whether we have the face-to-face data. Senator SIEWERT: That would be great.	Page 117, 28 October
DSS SQ20-000878	McCarthy, Malarndirri	DSS - Redress - institutions with the most applications on hold due to not joining	Senator McCARTHY: This question is to anyone, really. Would you name the five institutions with the most applications on hold because they have not joined? Can you provide the full list on notice? Ms Hefren-Webb: I'm not sure we can provide that, under the protected information provisions under the act, but we will follow that up on notice. Senator McCARTHY: Okay. Thank you. Ms Campbell: And potentially provide demographic information. Senator Ruston: We'll provide you with as much information as we can, because we are certainly not seeking to protect institutions that have not joined up. We are doing everything we can: naming, shaming-whatever we have to do to make them join.	Page 118, 28 October
DSS SQ20-000879	McCarthy, Malarndirri	DSS - Redress - longest time between lodging an application and receiving payment	Senator McCARTHY: What is the longest time a person has been waiting between lodging an application and receiving a payment? Ms Hefren-Webb: I'm not sure we have that. Ms McGuirk: I don't have that exact piece of information. I will take that on notice.	Page 120, 28 October
DSS SQ20-000880	McCarthy, Malarndirri	DSS - Redress - administration cost of the scheme over forward estimates	Senator McCARTHY: What is the total cost of the administration of the scheme to the Commonwealth over each year of the forward estimates considering this budget measure and the prior budget measures? Because those figures you've given me aren't- Ms Campbell: Broken down by years, do you mean?	Page 121, 28 October

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			Senator McCARTHY: Yes. Ms Hefren-Webb: Would it be alright if we took that on notice?	
DSS SQ20-000881	McCarthy, Malarndirri	DSS - Redress - average cost of processing an application that is not recovered from institutions	Senator McCARTHY: What's the average cost to the Commonwealth of processing an application, the component that is not recovered from institutions? Ms Hefren-Webb: We would have to take that on notice.	Page 121, 28 October
DSS SQ20-000882	McCarthy, Malarndirri	DSS - Redress - hourly rate of decision-makers	Senator McCARTHY: Sure. How are payments to the independent decision-makers determined? Ms Hefren-Webb: They are paid at set salary level, which is the equivalent of an executive level 2. Senator McCARTHY: Set salary level? Ms Hefren-Webb: They are paid on an hourly basis, so some of them work full-time and some work part-time. Senator McCARTHY: What would the hourly rate be? Ms Hefren-Webb: I'm not sure but we can get that for you. Ms McGuirk: We can take it on notice.	Page 121, 28 October
DSS SQ20-000883	McCarthy, Malarndirri	DSS - Redress - time spent on each application	Senator McCARTHY: Do you know how much time they spend on each application? Is that how it is reported? Ms Hefren-Webb: Some applications name one institution, some name five, so it would really vary on the complexity, but we can maybe give you an average throughput figure. Senator McCARTHY: That would be good.	Page 121, 28 October
DSS SQ20-000884	McCarthy, Malarndirri	DSS - Redress - average and highest cost of decision-maker per application	Senator McCARTHY: That would be good. What's the average cost of an independent decision-maker assessing an application? Ms Campbell: We will work out the average hours, multiply it by the cost and get back to you. Senator McCARTHY: And what is the highest cost? Obviously take that on notice. Ms Campbell: Yes.	Page 121, 28 October
DSS SQ20-000885	McCarthy, Malarndirri	DSS - Redress - number of people found eligible but got a nil payment	Senator McCARTHY: How many people have been found eligible for redress but got a nil payment? Ms McGuirk: I don't have an up-to-date figure on that. I will take that on notice.	Page 122, 28 October
DSS SQ20-000886	McCarthy, Malarndirri	DSS - Redress - number of people who received the minimum payment	Senator McCARTHY: How many people have received the minimum payment of \$5,000? Ms Campbell: Do we have any data? Ms McGuirk: Again, we will take that on notice.	Page 122, 28 October

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DSS SQ20- 000887	McCarthy, Malarndirri	DSS - Redress - average payment for care-leaver vs non-care-leaver	<p>Senator McCARTHY: What is the average redress payment for a care-leaver compared to a non-care-leaver?</p> <p>Ms Hefren-Webb: We will have to take that on notice. I don't have that available.</p> <p>Senator McCARTHY: If you can please break it down by \$5,000 increments?</p> <p>Ms Hefren-Webb: That might be a very difficult piece of information. Whether people identify as a care leaver might differ, so we will do the best we can.</p>	Page 122, 28 October
DSS SQ20- 000890	McAllister, Jenny	DSS - Primary prevention investments and evaluation of the Stop it at the Start campaign	<p>Senator McALLISTER: ... The minister mentioned the Commonwealth's role in primary prevention. I'm just wondering how the Commonwealth is measuring the success of the primary prevention investments, and particularly whether there has been an evaluation of the Stop it at the Start campaign.</p> <p>Ms Hefren-Webb: Yes, the Stop it at the Start campaign was evaluated. I don't think our communications people are here, but they would have more detail. Essentially, as always with these campaigns, there was follow-up research to track whether people remembered the campaign, whether it gave them pause for thought as to whether they had changed their behaviour or acted on it. We can provide on notice for you, if you like, some of the details of that research, but, yes, there have been evaluations of it. Did you just want to talk about that or more broadly about other-</p> <p>Senator McALLISTER: No, that's fine.</p>	Page 124, 28 October
DSS SQ20- 000891	McAllister, Jenny	DSS - Evaluation framework of the fourth action plan	<p>Senator McALLISTER: So KPMG have been engaged?</p> <p>Mr Philp: That's right.</p> <p>Senator McALLISTER: Have they established an evaluation framework, or was that established separately at the commencement of the plan?</p> <p>Mr Philp: They have established a performance management and evaluation framework which they will use as part of this. They are also going to do annual reports back, and the first one of those is due shortly, with discussions with the states and territories.</p> <p>Senator McALLISTER: Would it be possible to have the evaluation framework tabled?</p> <p>Mr Philp: We'll take that on notice.</p> <p>Senator McALLISTER: Thank you.</p>	Page 124, 28 October
DSS SQ20- 000892	McAllister, Jenny	DSS - Establishment of the National Primary Prevention Hub	<p>Senator McALLISTER: Can I just get a sense of whether or not the National Primary Prevention Hub has been established?</p> <p>Ms Hefren-Webb: Our Watch were funded to establish the Primary Prevention Hub. They have done some initial scoping work and are coming back to us with, I believe, a plan of action for the establishment of the hub. So we hope to get that hub up and running shortly.</p>	Page 125, 28 October

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			<p>Senator McALLISTER: So you're yet to receive the plan of action from Our Watch? Ms Hefren-Webb: I might ask Mr Philp to give more details on that. Mr Philp: Our Watch has undertaken the consultation and engagement to inform the hub. It delivered an initial preliminary prevention reflections report in June, which identifies gaps, opportunities and learnings. And there have been five other online workshops since then that have informed it, but we don't have the final at this stage. Senator McALLISTER: When do you anticipate the prevention hub will be established? Ms Hefren-Webb: We'll come back to you, but I would have thought we'd be looking to get it up and running pretty quickly. Can I also just mention that we also measure and evaluate progress by the personal safety survey and other kinds of data sources around people's experience of violence.</p>	
DSS SQ20-000893	McAllister, Jenny	DSS - Addressing financial abuse - mapping and research status update	<p>Senator McALLISTER: Can I ask you about a couple of particular things? There were a set of actions for the last financial year under the title 'Addressing financial abuse'. There was supposed to be mapping and research in the second half of 2019, consultation with stakeholders in 2020 and initiatives in 2020. Have any of those things happened? Ms Hefren-Webb: They were measures that the Office for Women have lead on. We can provide some advice on notice about where those measures are up to. Senator McALLISTER: We don't know. Okay.</p>	Page 125-126, 28 October
DSS SQ20-000895	McAllister, Jenny	DSS - Coordination across Commonwealth agencies in relation to financial abuse	<p>Senator McALLISTER: I am troubled just in passing, Minister, by how little coordination around women's questions there seems to be. The Office for Women can rarely tell me anything about what's going on in the other parts of government. I have often asked about this plan. Do you feel there's enough coordination across the departments about the issues that specifically affect women, Minister? Senator Ruston: Yes, I do. I regularly meet with the Minister for Women, Senator Payne, and we regularly meet with women's safety ministers around the country. In a sense, much of the primary work is under taken by the states and territories. Senator McALLISTER: I'm most concerned about Commonwealth activities. I asked both Treasury and the ATO in the last week about financial abuse, and they could barely identify what it was, to be honest. Senator Ruston: Well, clearly we understand the issue of financial abuse and we do work closely with the Office for Women. I wouldn't want to actually provide specific advice about an initiative that sits within the Office of Women, but Ms Hefren-Webb will be able to give you some broader information. In the interest of time, I'm happy to take that on notice and provide it to you. I</p>	Page 126, 28 October

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			certainly do spend a lot of time in relation to this particular matter speaking to my colleagues in other departments, whether it be the Attorney-General, the Minister for Women or the Treasurer.	
DSS SQ20-000897	McAllister, Jenny	DSS - DV-alert evaluation	<p>Senator McALLISTER: It's at the officials level that I'm more worried. There was supposed to have been an evaluation of DV-alert? Did that happen? It was supposed to commence in the first quarter of 2020.</p> <p>Mr Philp: I believe it did, but I'll take that on notice.</p>	Page 126, 28 October
DSS SQ20-000899	McAllister, Jenny	DSS - Our Watch evaluation	<p>Senator McALLISTER: Has the evaluation of Our Watch commenced? I think it has.</p> <p>Ms Hefren-Webb: Yes, it has.</p> <p>Senator McALLISTER: Who is doing that work?</p> <p>Ms Hefren-Webb: I don't have that here, but I'll get that to you on notice.</p> <p>Senator McALLISTER: Okay. Is that the responsibility of this department?</p> <p>Ms Hefren-Webb: Yes, it is.</p> <p>Senator McALLISTER: Do you know when it's due to conclude?</p> <p>Ms Hefren-Webb: No. I'll get back to you on notice on that as well.</p>	Page 126, 28 October
DSS SQ20-000901	Siewert, Rachel	DSS - Gambling - actions taken to address increase in online gambling	<p>Ms Blewitt: Activity statements-consistent gambling messaging-did I say that one? This measure is about providing the evidence for consistent gambling messaging which, once implemented, will actually require all online wagering providers to be sharing the exact same messaging on any advertising they do, on their marketing and on their website. So you're getting consistency once again and harmonisation across all states and territories. All of these measures were all due to be finalised, we thought, by mid next year, but I understand that ACMA had advised a national self-exclusion regime might be a little bit later. I heard the evidence that they provided. Central Queensland University have been engaged to actually undertake that work, and their final report is now not due until September next year.</p> <p>Senator SIEWERT: You're obviously reading-is that from a table? Is it possible to-</p> <p>Ms Blewitt: This is a table my staff have updated for me, yes.</p> <p>Senator SIEWERT: I realise there may be things in it that you don't want us to see, but is it possible-</p> <p>Senator Ruston: Actually, I was going to say that I think most of this information we'd be more than happy to make available. If you could you just check anything in there-I would have no problems-</p> <p>Ms Blewitt: I'll give you one without my scribbles on it.</p> <p>Ms Campbell: In fact, a lot of this information is publicly available, it's just probably an update of</p>	Page 130, 28 October

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			<p>the progress. Ms Blewitt: But we're happy to table an update. Senator SIEWERT: It's the update on the progress that I think would be very handy. That would be very useful. Ms Blewitt: We can do that.</p>	
DSS SQ20-000902	Siewert, Rachel	DSS - Gambling - inclusion of apps under the Interactive Gambling Act	<p>Senator SIEWERT: ... I understand that apps aren't included under the Interactive Gambling Act. Is that correct? Ms Blewitt: I'm not sure about that one. I'll have to take that on notice. Ms Hefren-Webb: Is this a question about the kind of games that- Ms Blewitt: Yes, games are not considered. So they're those games-what do they call them? Loot boxes or something? Senator SIEWERT: Yes. Ms Blewitt: They're not considered under the Interactive Gambling Act as gambling. Senator SIEWERT: I understand it was more broadly other apps as well, but could you take that on notice to look at whether they are. Ms Hefren-Webb: At what's in scope. Ms Blewitt: We will get some advice from ACMA on that, yes.</p>	Page 131, 28 October
DSS SQ20-000903	Siewert, Rachel	DSS - Financial Counselling Australia - number of calls received during pandemic on harmful gambling behaviour	<p>Ms Blewitt: We actually asked Financial Counselling Australia about this today-not that exact question but the sorts of categories. Financial Counselling Australia give us stats, as I mentioned before, about the number of calls. They can do some extra work to identify the categories of the primary areas where people are asking for assistance. Senator SIEWERT: They can do it? Ms Blewitt: They said that if we ask them they can. It's a manual process, though. As you can imagine, when a caller rings in, there's obviously a certain number of questions they'll ask and, depending on what they disclose, they talk them through- Senator SIEWERT: It would be interesting to know how many calls they received during the pandemic on harmful gambling behaviour but also how it goes into the future. Ms Blewitt: Yes, we can certainly take that on notice and have a look at that. But, as I say, we spoke to them today, and it's a manual process, so we'd have to commission that work from them. Senator SIEWERT: Yes, which would take extra work from them. Ms Blewitt: Correct. Ms Campbell: And it would distract them from doing frontline work.</p>	Page 131-132, 28 October

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			<p>Senator SIEWERT: Exactly. But you haven't asked them to collect it as part of the research?</p> <p>Ms Blewitt: I suppose because it's extra resourcing-while they get the numbers of calls-</p> <p>Ms Hefren-Webb: We can have a look at it and integrate it into our future data.</p>	
DSS SQ20- 000904	Siewert, Rachel	DSS - Gambling - departmental work on gambling affiliates	<p>Senator SIEWERT: In that report, basically, gambling affiliates then got the young man back into gambling again. Is the department looking at that, or is that not your bailiwick in terms of, for example, targeting people who have self-excluded and are basically encouraged to get back into gambling?</p> <p>Ms Blewitt: With the National Self-exclusion Register, I think part of the decision-and my understanding is that it was in the explanatory memorandum to the bill when it was introduced- was that it was agreed there would be a review 12 months after the register was introduced. As part of that review, they could definitely look at the affiliates then. So it would be 12 months later.</p> <p>Senator SIEWERT: It would be useful to at least include it then. Have you had any other discussions about the role of gambling affiliates?</p> <p>Ms Blewitt: Me personally, no, but I do understand it has come up in the cross-jurisdictional implementation committee.</p> <p>Senator SIEWERT: What was the result of it coming up there?</p> <p>Ms Blewitt: I don't know the details of that. I just know because I asked myself. You were asking similar questions and I was aware from ACMA.</p> <p>Senator SIEWERT: Could you provide on notice any other information on work that the department has been doing on gambling affiliates?</p> <p>Ms Blewitt: Sure.</p> <p>Senator SIEWERT: Thank you.</p>	Page 132, 28 October
DSS SQ20- 000905	McAllister, Jenny	DSS - No Interest Loans Scheme (NILS) ad hoc vs ordinary parameters of expenditure	<p>Ms Blewitt: Yes, that would have been under the community support package. Under the government's \$200 million community support package, \$20 million was allocated to Good Shepherd for their NILS program, specifically for COVID purposes.</p> <p>Ms Hefren-Webb: When it is an ad hoc opportunity, we don't publish grant opportunity guidelines. We do have grant opportunity guidelines, but they are not published because they are essentially for the purpose of this specific thing. Good Shepherd are the only providers of a no-interest loan scheme in Australia.</p> <p>Senator McALLISTER: I'm just interested to understand if the parameters of the expenditure are exactly the same as the parameters under their ordinary funding arrangement or whether they differ in any way. To shortcut this, we don't have to talk about it, but could you table them?</p>	Page 132, 28 October

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			<p>Ms Blewitt: It is pretty much the same; it's just a different dollar amount. Ms Hefren-Webb: We will provide you more information on notice.</p>	
NDIA SQ20- 000281	Brown, Carol	NDIA - Staff Training	<p>Senator CAROL BROWN: My question was whether those additional staff that were put on to help with the backlog were given the same training as the training that was given to your staff who have been there for a while. Mr Hoffman: Yes. Senator CAROL BROWN: What's that training? How many days training is that? Mr Hoffman: There is a new starter training module that commences. There are, my understanding is, about seven to 10 days of offline training. Refresher modules are then done within the team group on an ongoing basis ... Senator CAROL BROWN: It was my understanding that training was for five weeks, but you are telling me that, with the new people who came on, it was seven to 10 days - Mr Hoffman: I went through a range of approaches that are used for training purposes, and it depends a lot on how you measure it. I'm very happy to take it on notice and give you a full outline of the training arrangements for new staff members, if you would like.</p>	Page 5-6, 29 October
NDIA SQ20- 000282	Brown, Carol	NDIA - Decrease in wait times and backlog	<p>Senator CAROL BROWN: Where have the backlogs and extended wait times been in the scheme, and over what time have they been reduced? Mr Hoffman: It depends which particular metric you want to turn to. We've seen improvements across all of them pretty much from the start of the 2020 calendar year. I'm happy to go through in a bit more detail now, if you wish. ... Senator CAROL BROWN: Perhaps you could take this on notice: I want to know the decrease in the backlog. Mr Hoffman: We're very happy to provide that.</p>	Page 6, 29 October
DSS SQ20- 000655	Brown, Carol	DSS - Decision to allow extra ASL	<p>Senator CAROL BROWN: You are new, Mr Hoffman. Was there a formal decision made to introduce measures to address the issue of backlogs? Ms Campbell: Yes. Minister Robert ensured that there was the extra ASL in order to assist with the backlogs. Senator CAROL BROWN: When was that decision made? Ms Campbell: I think it was in about June or July last year. We'll see whether someone can get the exact date. Mr Hoffman: From memory, it was announced on the same day that I was announced, which was</p>	Page 6-7, 29 October

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			<p>in October, as you've said.</p> <p>Senator CAROL BROWN: If you can confirm that for me?</p> <p>Ms Campbell: We'll confirm the exact date.</p> <p>Senator CAROL BROWN: How was that decision conveyed from the minister to the department? Was it in the form of correspondence?</p> <p>Ms Campbell: It was a decision of government. There was a proposal, and the decision was taken.</p> <p>Senator CAROL BROWN: Does that mean that Minister Robert presented a cabinet proposal?</p> <p>Ms Campbell: It was a decision of government. The department and the agency provided advice to the minister, the minister engaged in the processes of government and a decision was taken.</p> <p>Senator CAROL BROWN: If you can give me the dates,</p>	
NDISQSC SQ20- 000086	Steele- John, Jordon	NDISQSC - Investigations - Update	<p>Senator STEELE-JOHN: Yes, it most certainly it does. You provided in that answer on notice that 211 investigations were underway in accordance with the commission's investigative powers; at the time you provided that information. Could you give me, first of all, the updated number?</p> <p>Mr Head: I think we only provided this information this week, so the numbers weren't -</p> <p>Senator STEELE-JOHN: I'm sorry. Do you have any update on that number? Is that the latest, to your knowledge? Could you update us as to what it is now?</p> <p>Mr Head: I would imagine there's probably some modest upward adjustment; I can get that figure for you.</p>	Page 7, 29 October
NDISQSC SQ20- 000087	Steele- John, Jordon	NDISQSC - Number of Investigators	<p>Senator STEELE-JOHN: In relation to the QON ending 072, as you will know, you indicated that you've got 21 dedicated investigators at the commission. As part of an overall staffing profile of 246, as you've just told us, that seems to be an extreme differential. Can you explain why the commission has only 21 folk in those dedicated roles?</p> <p>Mr Head: Of course, we will have additional roles. Any investigation involves both specialist investigators and staff who are counted against other functions. In a complex matter, you may have our lead investigator or you may have one or more locally based investigators as well as compliance staff et cetera. In a sense, each investigation involves both dedicated specialist investigation resources and other resources. We can unpack that a bit further, if you'd like, on notice, in terms of complex matters and straightforward matters.</p>	Page 8-9, 29 October
NDIA SQ20- 000283	Brown, Carol	NDIA - Internal Review Team	<p>Senator CAROL BROWN: How many staff are in the NDIA internal review team?</p> <p>Mr Hoffman: One of my colleagues may be able to get that number before we finish here. I don't have it immediately to hand.</p> <p>Senator CAROL BROWN: Does someone there have the figures? Are you able to quickly give me</p>	Page 11, 29 October

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			<p>an overview of what kinds of KPIs the internal review team work to currently? Mr Hoffman: It starts obviously with the macro one because they are the team handling review of reviewable decisions. It talks about the percentage cleared within 60 days. It then would break down to expectations in the end in terms of number of decisions per week. Senator CAROL BROWN: So the KPIs are the number of decisions per week and not per day? Mr Hoffman: That's one of them. It's usually per week, which allows for ups and downs, yes. But then you can divide it by five if it's a five-day work week, and we can get that - Senator CAROL BROWN: No. I'm just asking what your KPIs are. Can you give me a copy of the KPIs, or don't you do that? Mr Hoffman: Yes, we can help you with that. Senator CAROL BROWN: Did you tell me what the number of reviews per week is? Mr Hoffman: No, I didn't. Senator CAROL BROWN: Do you know what that is? Mr Hoffman: No, I don't, but I'm happy to take that on notice for you. ... Senator CAROL BROWN: What KPIs are set for the decision-makers? Mr Hoffman: I think that's the question that you have asked.</p>	
NDIA SQ20-000284	Brown, Carol	NDIA - Internal Review Team	<p>Senator CAROL BROWN: Have the KPIs changed since you commenced, Mr Hoffman? Mr Hoffman: There will be different KPIs, yes, because team structures have changed and team focus has changed. Some will have been introduced and some will have been changed, yes. Senator CAROL BROWN: Is it possible to get the KPIs in, say, June 2019 and the changes that have been instituted since your arrival? Mr Hoffman: I'm happy to have a look at that. It may not be a straight one-for-one direct comparison because, as I said, there've been process changes, team structure changes et cetera, but I'm happy to have a look at that and see what we can provide.</p>	Page 12, 29 October
NDIA SQ20-000285	Brown, Carol	NDIA - Internal Review Team	<p>Senator CAROL BROWN: ... Have staffing levels within the internal review team remained the same or have they varied since June 2019? Mr Hoffman: They have varied. As I said, one of the things we did was put more focus on a centralised team, rather than have a distributed approach to it. As I indicated, I don't have to hand the exact number of staff in it from time to time. I'm happy to try and get that. I'll take it on notice. Senator CAROL BROWN: In taking that on notice for me, can you also provide us with a snapshot of the internal review team capacity and turnover for June 2019 and also at the peak of the</p>	Page 12, 29 October

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			<p>backlog, which you said was in December 2019. I think that's probably all I need. Mr Hoffman: Perhaps I can just clarify - when you say 'capacity and turnover', do you mean turnover of staff leaving or - Senator CAROL BROWN: I just want to know what the staff levels were at those times. Mr Hoffman: What the staff numbers were at those times? Senator CAROL BROWN: Yes.</p>	
NDISQSC SQ20- 000088	Steele- John, Jordon	NDISQSC - Staff working on complaints	<p>Mr Head: We intend to hire a range of people. Your context for this question is around the number of complaints we receive. The number you quote, I think, includes matters that are out of scope for the commission; the number for the commission is a lower number. In addition to the investigators I mentioned, which are specialist dedicated investigator roles, there are 27 additional complaints officer roles who will be handling complaints that come in from complainants- Senator STEELE-JOHN: How many of those do you have currently? Mr Head: I am not sure that I have the split-up of complaints at the moment, but I can get that for you.</p>	Page 13, 29 October
NDIA SQ20- 000286	Brown, Carol	NDIA - Internal Reviews	<p>Senator CAROL BROWN: What was the average value of a plan subject to an internal review at the peak of the backlog? Are you able to give me that? Mr Hoffman: No, I will definitely have to take that on notice. I can tell you the average value of the plans overall but not the ones subject to review or that went to review of decision. But we can definitely get that for you. ... Senator CAROL BROWN: Yes. I want to have a look at what is the average value of a plan that was subject to an internal review before the changes were made in reducing the backlog and then at what the average value of a plan is now. Mr Hoffman: Sure. ... Senator CAROL BROWN: I'm interested at those particular points that we've been discussing. Mr Hoffman: I'll take the question. Senator CAROL BROWN: So June and December 2019. Mr Hoffman: Also June 2020. Senator CAROL BROWN: Also September 2020, I suppose. Mr Hoffman: Will do. ...</p>	Page 13 & 16, 29 October

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			<p>Mr Hoffman: Senator, I can give you one update from our discussions previously. For September 2020 - so current - the average plan budget has an annual value of \$71,000. In the September quarter, plans that went to review of a reviewable decision - section 100 - had an average value of \$92,000. They tended to be more expensive plans than average going forward.</p> <p>Senator CAROL BROWN: What was the date for the other figure?</p> <p>Mr Hoffman: For the September quarter plans that lodged a section-100 review, the September quarter averaged \$92,000. They tend to be a higher value than the average.</p> <p>Senator CAROL BROWN: If I can get the figures -</p> <p>Mr Hoffman: The back figures, yes. I'll take that on notice.</p>	
NDISQSC SQ20-000089	Steele-John, Jordon	NDISQSC - Breakdown of 100 additional positions	<p>Senator STEELE-JOHN: Alright. We might need to circle back to 'lower-case' investigations, but keep going on the breakdown. So we have 100 people: 27 of them are going to complaints and five or six of them are going to dedicated investigators. What's happening with the rest? What is the breakdown?</p> <p>Mr Head: About 40 of the new staff initially will be focused on responding to reportable incidents. 'Reportable incidents' is obviously a significant area of activity for the commission at the moment, although, as I've indicated before, about 97 per cent of our reportable incidents - this is tracked consistently - relate to the unauthorised use of restrictive practices. Senator, you are aware that there is a comprehensive strategy in place to proactively deal with that. Initially we will have an uplift of 40 people dealing with reportable incidents to change over time as a result of some of our compliance activity. We'll keep monitoring and reviewing whether or not that level of resourcing remains necessary for that function. We have national worker screening commencing on 1 February next year. There are four additional staff for national worker screening. Our contact centre, which is very important in terms of managing intake to the commission, is increasing by about 10 positions, and we have some additional roles also in behaviour support. I am happy to provide a detailed breakdown. That does not include any additional contractor positions we put on in respect of some of these functions.</p>	Page 14, 29 October
NDISQSC SQ20-000090	Steele-John, Jordon	NDISQSC - SA Staff numbers - Investigators	<p>Senator STEELE-JOHN: I really struggle to understand this. You understand the context in which you work both political and social, you have this much money given to you, you go for this number of positions, and you have just told me that not one of the additional investigator positions will be based in South Australia. That seems to be a cataclysmic oversight in the context of one of the largest trust-based issues you have on your plate at the moment, which is your failure in relation to the Anne Marie Smith case. As long as you are hiring, how do you not put a single additional one of those people on the ground in South Australia?</p>	Page 15, 29 October

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			<p>Ms Taylor: We have already uplifted the investigation and compliance resources in South Australia.</p> <p>Senator STEELE-JOHN: What are they? How many dedicated investigators do you have on the ground in South Australia?</p> <p>Ms Taylor: In South Australia, because of the complexities with the matters there, we have a combined compliance and investigations team. I will give you on notice the numbers of the full cohort of staff undertaking those functions.</p>	
NDISQSC SQ20- 000091	Steele- John, Jordon	NDISQSC - Resource modelling	<p>Senator STEELE-JOHN: I'm one minute over? You've been very generous. I will just ask one last question. Can you provide to me, please, the modelling to which you referred? I would like to know from you if you could provide on notice, please, the modelling that you used in your application to the relevant budgetary processes in seeking the additional money from the government in the budget. I want everything on it, please - the data-based assumptions that were part of the modelling, the modelling framework and particularly the projections that were made as part of that modelling. Can you please provide that to us on notice?</p> <p>Mr Head: The analysis of resources which I referred to as modelling was, as I described, based on assessments of activity coming in and what we were seeing and what resources were required for that. I'll take that question on notice, Senator.</p> <p>Senator STEELE-JOHN: Or the analysis then. Please provide the analysis, the documentation of the analysis.</p>	Page 16, 29 October
NDIA SQ20- 000288	Brown, Carol	NDIA - Fast Pathway Approach	<p>Senator CAROL BROWN: Just so we're clear, I just want to get an understanding of where else fast pathway was used, because we've heard that similar measures were used in terms of getting on top of the backlog. Was it used in plan reviews?</p> <p>Mr McNaughton: It's my understanding that that was only used in the context of the internal reviews. It wasn't used as part of first planning, in-service delivery or any of those other aspects, or in scheduled plan reviews. It was only part of the internal review team. We did not use the fast flow decision-making tree in service delivery for plan reviews or first plans.</p> <p>Senator CAROL BROWN: You can check that for me, to be clear?</p> <p>Mr McNaughton: I can check that, but I'm pretty clear because that's the area that I manage in service delivery, and we didn't use this decision tree in that area.</p> <p>Senator CAROL BROWN: Were similar measures created around other sections?</p> <p>Mr McNaughton: Not specifically as part of this decision tree. But certainly at the start of this year we did a lot of work to improve the timeliness for participants to get their first plan. We had a significant number of participants waiting for their first plan for over 60 days. We did a lot of</p>	Page 17, 29 October

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			<p>work to improve the performance of our service delivery network so we were able to get participants their first plans in a much more timely manner.</p> <p>Senator CAROL BROWN: Mr McNaughton, are you able to give me a list of similar measures that were created in terms of other sections of the NDIA legislation that were used to reduce the backlog or wait times?</p> <p>Mr McNaughton: I'll take that on notice and provide that to you, if there were other sorts of decision trees similar to this one.</p>	
NDIA SQ20-000289	Brown, Carol	NDIA - Fast Pathway Approach	<p>Senator CAROL BROWN: My question was: those cases that didn't fall within the exceptions list - were they automatically approved? The cases that went through fast pathway that met the requirements of fast pathway - were they automatically approved? Yes or no?</p> <p>Mr McNaughton: It allowed the delegate - not to automatically approve, because the delegate still has to make a decision based on the information presented - to apply that decision tree to make a faster decision, essentially. I can't give you an answer to: was every single one of them approved? I'd have to take that on notice.</p> <p>...</p> <p>Senator CAROL BROWN: My concern is whether cases that went through the fast pathways weren't just automatically approved, and to ask whether these were a streamlined, rubber-stamped approach that automatically approved all supports that were requested - even supports that maybe the original planner had decided were not reasonable or necessary. That is what I am trying to find out. I think Mr McNaughton should be able to answer that question.</p> <p>Mr McNaughton: As Mr Hoffman said, it is still a decision tree that the delegate then had to look at all the available information. If it wasn't as part of the exceptions list it made that decision triage easier to make and it enabled the delegate to make a quicker decision to get that planned outcome to the participant. So I can't say that every one of them was a yes. I don't know that information. I'd have to take that and check that detail. But it just enabled the delegates to make a faster decision based on the triage I the participant.</p>	Page 18, 29 October
NDIA SQ20-000290	Brown, Carol	NDIA - Fast Pathways Approach	<p>Senator CAROL BROWN: Well, it says here, clearly, that you don't have to go through adhere to section 34 if you're deemed to be able to go through fast pathways.</p> <p>Mr Hoffman: I'm sorry, Senator, where on the page does it say that?</p> <p>Senator CAROL BROWN: It says here that the document provides a list of requests that delegates and case officers must not approve progress as a fast pathway decision. And it's only these exceptions where you need to go through complete the review as per section 34.</p> <p>Mr Hoffman: Sorry, I do not see those words on this document.</p>	Page 18, 29 October

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			<p>Senator CAROL BROWN: Under 'Exceptions list' it says, 'If you answer yes to any of the below questions please complete the review as per section 34.' Which means that the other sections that were going through fast pathway didn't have to complete as per section 34.</p> <p>Mr Hoffman: No, it does not mean that.</p> <p>Senator CAROL BROWN: Well, you were unaware, Mr Hoffman. Perhaps Mr McNaughton can give us some more information as to whether that's the case.</p> <p>Mr McNaughton: No, that doesn't imply that the other decisions don't need section 34. In fact, the delegate still has to use and make the decision under the act. This is just triaging how they can. These are the more complexities that are going to require further information, further evidence to test that against section 34. It doesn't imply that other decisions aren't under the NDIS act at all. And that's certainly not the instruction -</p> <p>Senator CAROL BROWN: Well, until you provide me with some more information, Mr McNaughton, it appears that's exactly what this document was doing.</p> <p>Mr McNaughton: Well, I'm happy to take that on notice, Senator, to clarify that that's not the case.</p>	
NDIA SQ20-000291	Brown, Carol	NDIA - Fast Pathway Approach	<p>Senator CAROL BROWN: Okay. So how many plans were subject to fast pathway over the period it was in place? And I would like to know the total value of NDIS funds associated with these packages. I'm coming back in 15 minutes, Mr McNaughton.</p> <p>Mr McNaughton: We'll take that on notice for you, Senator.</p>	Page 18, 29 October
NDIA SQ20-000292	Siewert, Rachel	NDIA - WA Transition	<p>Senator SIEWERT: That would be fantastic, thank you. Can you update me on where you're at in terms of ensuring that complex cases are being assisted to transition over? Are we now - last time we had a conversation around complex cases, where are we up to in terms of those complex cases and how many do we still have to transition that you're aware of on your -</p> <p>Mr Hoffman: I might ask Mr McNaughton to comment on that one, please.</p> <p>Mr McNaughton: Thank you. Can I just clarify your question: do you mean how many cases yet to transition from state and territory systems or -</p> <p>Senator SIEWERT: How many yet to transition to NDIS that are - do you know that, or you don't know that?</p> <p>Mr McNaughton: We've finished the bulk of the state and territory transitions. There's a few more, a handful of people in Western Australia, still to come in. But all the other states have primarily finished transition now. I might have to take on notice to see if there's any more in WA that fit the complex stream. But the majority of participants now have all transitioned into the NDIS from state and territory and commonwealth systems.</p>	Page 19-20, 29 October

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			<p>Senator SIEWERT: So you say the majority from -</p> <p>Mr McNaughton: The significant majority. It would only be a small number of people in Western Australia, Senator. And I'd have to check that number. But it would only be a Western Australian group.</p> <p>Senator SIEWERT: If you could check on the West Australian group and let me know, that would be appreciated.</p> <p>...</p> <p>Senator SIEWERT: Are you able to tell me whether - this may be too much level of detail that you don't know - their metro based or regionally based participants or potential participants?</p> <p>Mr McNaughton: I'd have to get you that breakdown.</p>	
NDIA SQ20- 000293	Siewert, Rachel	NDIA - Health Liaison Officers	<p>Senator SIEWERT: What I might ask or will ask: are you able to provide the location in the states of - on notice - those or are they all based in one place?</p> <p>Mr McNaughton: Let me take that on notice, because they're not all in the one place.</p> <p>Senator SIEWERT: I was making the assumption that they weren't. For the great state of WA, can you give me - just putting a parochial hat on - can you give me the locations of those three?</p> <p>Mr McNaughton: I'll get that through the course of this hearing for you, Senator.</p> <p>...</p> <p>Mr Hoffman: Scott, can you also update on the location, I believe, of Western Australia's HLOs?</p> <p>Mr McNaughton: Yes. Our Western Australian HLOs - I've got a very long list of hospital, acute and WA Country Health services that they cover. I can read them all out or I can provide them to you in writing.</p> <p>Senator SIEWERT: If you could provide that in writing. Senator SIEWERT: If you could provide that in writing. Do you have the location where they're based, though?</p> <p>Mr McNaughton: It looks like they're based in Perth, but they also service up into the Kimberley through WA Country Health.</p> <p>Senator SIEWERT: Alright. Maybe you should give it to me in writing. I'm not sure the Kimberley people are going to be very happy with a Perth-based coordinator, to be quite frank.</p> <p>Mr McNaughton: It does service the WA Country Health country areas, but let me take that on notice and get back to you on that.</p> <p>Senator SIEWERT: Thank you.</p>	Page 20 -21 & 24, 29 October
NDIA SQ20- 000294	Polley, Helen	NDIA - AAT Cases	<p>Senator POLLEY: Would you be able to provide a breakdown of what types of supports are commonly subjected to a settlement? And further to that, would you be able to give us the total value of settlements made by the NDIA in the past year, the total cost of that? And then to break</p>	Page 23, 29 October

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			<p>down - Mr Hoffman: I'll have to think about that but I think we can have a look at that, yes.</p>	
NDIA SQ20-000295	Polley, Helen	NDIA - AAT Cases	<p>Senator POLLEY: What is the trigger for the early resolution team to become involved and do they contact all AAT applicants? Mr Hoffman: The early resolution team is focused on engaging with participants and prospective participants who have asked for an AAT application. These case managers attempt to engage with the applicant as soon as possible - normally within two weeks of the initial AAT application being lodged - and discuss the issues before the tribunal, with a focus on attempting to resolve the matter. It begins with listening to and understanding the applicant's concerns and often explaining what further information may assist them or may be required by the tribunal to satisfy the legislative test in relation to these issues. We'll also seek to explain the tribunal process, understanding that it is a stressful process for anyone to embark on, and explain what support may be available to them in the form of advocacy groups and/or legal aid to assist in their matter. I don't know whether every one of the applications that is made is contacted by our early resolution team, but I'm happy to seek further information on that.</p>	Page 23, 29 October
NDIA SQ20-000297	Polley, Helen	NDIA - AAT Cases	<p>Senator POLLEY: How close to the hearings are NDIA settling cases? Have you got any data about that in terms of the appeal process and then there's a settlement prior to the hearing? What's the overall response? Are they settling a week before or a day before? Mr Hoffman: I can say that the median time for settlement from application is 17 weeks. That, as I'm advised, is relatively quick in comparison to other divisions within the AAT. The great majority of matters don't proceed to full hearing or full decision. They will be settled or confirmed or withdrawn at various stages right the way through the process, including even after the hearing but before a decision is given et cetera. Senator POLLEY: Could you take it on notice? Mr Hoffman: There's no policy. We'll see what we can do to the extent that that is recorded. It may not be in a structured way, but we're happy to check.</p>	Page 25, 29 October
NDIA SQ20-000296	Polley, Helen	NDIA - AAT Cases	<p>Senator POLLEY: ... Mr Hoffman, how much money has the NDIA spent on legal fees in the last year, and has this increased from the previous year? Mr Hoffman: I can answer that question; just give me one second. The external agency legal spend as reported to the Office of the Legal Services Commissioner for the year 2019-20 was \$29 million. That was an increase from the previous year, 2018-19, when it was \$18.4 million. Senator POLLEY: \$29 million?</p>	Page 25, 29 October

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			<p>Mr Hoffman: Yes. I can give a breakdown of that.</p> <p>Senator POLLEY: If you want to table that, that would be helpful.</p>	
NDIA SQ20- 000298	Polley, Helen	NDIA - AAT Cases	<p>Senator POLLEY: How often does the NDIA make application to the tribunal to use its power under section 33 of the Administrative Appeals Tribunal Act 1975 to direct the applicant to undergo an assessment?</p> <p>Mr Hoffman: I don't know what proportion of cases that is used in, but we do sometimes require or request independent assessments, yes. I am very happy to seek further information on that for you, Senator.</p>	Page 26, 29 October
NDIA SQ20- 000299	Steele- John, Jordon	NDIA - First Independent Assessments Pilot	<p>Senator STEELE-JOHN: So when you undertook this pilot and you made the survey part of your pilot process, did you identify what was the minimum participation rate in that survey of people that were a part of the cohort for that survey to be considered a legitimate and effective source of data?</p> <p>Ms Johnson: Twenty-eight per cent would be a statistically significant sample for the 512.</p> <p>Senator STEELE-JOHN: By what measure?</p> <p>Ms Johnson: I can provide you with more detail around the calculation but it would be a statistically significant result.</p> <p>Senator STEELE-JOHN: Yes, but did you have a goal for survey completion - 10, 20, 30, 40? What was your goal?</p> <p>Ms Johnson: I will take on notice the figure but it will be less than the 28 per cent.</p>	Page 29-30, 29 October
NDIA SQ20- 000300	Steele- John, Jordon	NDIA - First Independent Assessments Pilot	<p>Senator STEELE-JOHN: ... Let's turn to the basics of baselines for this pilot. So the cohort covered in this pilot was people with autism spectrum disorder, people with intellectual disability, people with psychosocial disability; correct?</p> <p>Ms Johnson: Correct.</p> <p>Senator STEELE-JOHN: Across nine New South Wales metropolitan areas; correct?</p> <p>Ms Johnson: Yes, correct.</p> <p>Senator STEELE-JOHN: Can you remind us of the nine metropolitan areas?</p> <p>Ms Johnson: Yes, I can get that detail. Just give me a second. I'll provide you with the full list but essentially it was Sydney - northern Sydney, south-western Sydney - Illawarra, Shoalhaven and other areas of Sydney metro but I'll get the full list for you.</p> <p>...</p> <p>Senator STEELE-JOHN: ... What I'm asking you is: did you do anything before you commenced this process to ascertain the general satisfaction, the baseline statistics that would be very traditional and would give you an idea of the context of the people that you were just about to take through</p>	Page 29, 29 October

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			<p>this process? Ms Johnson: We have the satisfaction survey on processes and the pathway that we can compare with. Senator STEELE-JOHN: So you can tell me, can you, the satisfaction for those nine areas among those three cohorts? Ms Johnson: We can look at that information, yes, but I don't have it at hand.</p>	
NDIA SQ20-000301	Steele-John, Jordon	NDIA - First Independent Assessments Pilot	<p>Senator STEELE-JOHN: Let's just move on then to the 145 people that did actually complete the survey and what they told us. You've cited a 91 per cent satisfied and very satisfied figure from participants or their representatives. Can you give me the breakdown of participant versus representative? What do you mean by representative, first of all, in that context? Ms Johnson: The best example would be a parent of a child who would have partaken in the process with their child. Senator STEELE-JOHN: So of that 145 what's the breakdown of participant versus representative? Ms Johnson: I'll take that on notice and get that you that information.</p>	Page 29, 29 October
NDIA SQ20-000302	Steele-John, Jordon	NDIA - First Independent Assessments Pilot	<p>Senator STEELE-JOHN: You conducted these surveys in the first pilot anyway over the phone or face-to-face. Can you give me a breakdown of the differences there, face-to-face versus phone? Ms Johnson: I'll take it on notice and get that for you as well.</p>	Page 29-30, 29 October
NDIA SQ20-000303	Steele-John, Jordon	NDIA - First Independent Assessments Pilot	<p>Senator STEELE-JOHN: At what point in the process were they given the opportunity to give the survey, by which I mean: were they given the opportunity to complete the survey post - well, you tell me. At what point were they given the opportunity to complete the survey in that process of assessment and then review and then finding out what the result of the review is for your subsequent plan? Ms Johnson: The participant or their family member had the opportunity to provide feedback after the assessment process, and that was what we were looking at in this particular pilot. It wasn't then specifically used as part of that person's plan review process. The LACs and the planners did provide a lot of feedback to say that that was useful in having that information to undertake the review, as did the participants and their family members, but it wasn't a specific check then on the plan review. Senator STEELE-JOHN: When you say 'after', what is the period after the assessment takes place? Say I'm now a participant in the pilot. I am assessed. When does the survey hit my inbox? Ms Johnson: The person was called quite quickly after that assessment process. I will chase up that information for you specifically but they were able to provide feedback soon after their assessment had taken place.</p>	Page 30, 29 October

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			<p>Senator STEELE-JOHN: Do you know when that assessment fell in the time line of that review? What I want to know is: when you were making these calls or having these conversations was there a kind of a closed point after which you could no longer have one of these phone calls or have one of these meetings to discuss your experiences?</p> <p>Ms Johnson: Sorry, I'm not sure I understand the question. Is it how long after could you provide feedback?</p> <p>Senator STEELE-JOHN: Yes. How long after the assessment could you provide feedback?</p> <p>Ms Johnson: I'll take that on notice. But we accepted feedback when it came in. We didn't turn any feedback back when it was offered to us.</p>	
NDIA SQ20-000304	Steele-John, Jordon	NDIA - First Independent Assessments Pilot	<p>Senator STEELE-JOHN: We'll settle back to that particular line of questioning. Can you tell me a bit more about the questions that were asked in this survey? So what were the questions to which you could answer 'satisfied', 'very satisfied', 'not satisfied' - those kinds of things? Are you able to tell us a bit about that or provide them to me on notice?</p> <p>Ms Johnson: I will be able to provide some material on notice for you on this specific survey undertaken.</p> <p>Senator STEELE-JOHN: I would like you to provide a copy of the survey on notice, please.</p>	Page 30, 29 October
NDIA SQ20-000305	Steele-John, Jordon	NDIA - First Independent Assessments Pilot	<p>Senator STEELE-JOHN: I will explain my earlier point. My concern is if as a participant you are filling out this survey process post the completion of your plan review where you know the outcome, if that outcome has been positive that positive outcome has the deep potential to colour your interpretation of your experience with your independent assessor. And that's one of the base things you have to control in these kinds of -</p> <p>Ms Johnson: Yes, I'll provide some information on those as well for you.</p>	Page 31, 29 October
NDIA SQ20-000306	Sheldon, Tony	NDIA - NDIS Providers	<p>Senator SHELDON: So you do not promote any registered providers or unregistered providers? Do you have a policy regarding that, which you can provide to the committee?</p> <p>Mr Hoffman: I will take on notice for you the written documentation around that. That has certainly been our operating approach.</p> <p>...</p> <p>Senator SHELDON: You are going to provide me a copy of a policy which will deal with promoting companies, and you will give me a copy of a policy about how you made the selection of the 15; is that correct?</p> <p>Mr Hoffman: No. I took on notice that we would provide a copy of documentation around the operations of our planners and LACs in the context of connecting participants with providers -</p>	Page 31-32, 29 October

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DSS SQ20- 000696	Sheldon, Tony	DSS - Which providers NDIA reached out to and which reached out to NDIA	<p>Senator SHELDON: Can you give me the full list - it doesn't have to be right now, but on notice - of providers you reached out to? You said, Mr Hoffman, in your previous evidence that some providers approached you -</p> <p>Ms Rule: There was regular consultation with providers. We're very happy to provide on notice details of that.</p> <p>Senator SHELDON: No. Just to be clear - which providers you reached out to and which providers reached out to the NDIA as well.</p> <p>Mr Hoffman: I have some initial answers to that to assist the committee. We spoke extensively to David Moody, the chief executive of the NDS, one of the peak provider bodies, and with Claire Robbs, chief executive of Life Without Barriers, one of the largest multistate providers of significant care services. We also spoke with Andrew Rowley, the chief executive of Ability First, a very large network of care providers.</p>	Page 33, 29 October
DSS SQ20- 000697	Siewert, Rachel	DSS - Boston Consulting Group's (BCG) analysis of Disability Employment Services (DES) referrals through ESAt	<p>Senator SIEWERT: The work that was talked about yesterday mentioned that BCG's initially identified mechanism for people being referred to DES through ESAt has resulted in almost everyone getting into DES. So you've asked them to do further analysis. What has that analysis found? Are you going to be doing any changes as a result of it?</p> <p>Ms Rule: We're still working through what changes might happen as a result of that. I don't have the results of the analysis in front of me, so I'm happy to provide some more detail on notice.</p>	Page 37, 29 October
DSS SQ20- 000698	Siewert, Rachel	DSS - Themes emerging from the Boston Consulting Group (BCG) report	<p>Senator SIEWERT: Thank you. Yesterday, Senator Gallagher asked for the executive summary. Can you provide on notice the recommendations that the report made?</p> <p>Ms Rule: The report identified some themes. It didn't really make recommendations per se. It's a departmental report.</p> <p>Senator SIEWERT: Those themes then.</p> <p>Ms Rule: We'll take that on notice and provide what we think is suitable.</p>	Page 37, 29 October
NDIA SQ20- 000308	Polley, Helen	NDIA - Contractors	<p>Senator POLLEY: This document shows that the NDIA has engaged, through labour hire, over 200 EL2s, 14 SES band 1s, six SES band 2s and one SES band 3. Are you aware of that, Mr Hoffman?</p> <p>...</p> <p>Senator POLLEY: ... Does the policy of affirmative employment of people with disabilities apply?</p> <p>Mr Hoffman: Which particular policy of affirmative employment are you referring to?</p> <p>Senator POLLEY: The general principle.</p> <p>Mr Hoffman: Yes, it does. The agency at both the executive level and throughout has a relatively high proportion of people identifying with disability in its employment, both as APS and as non-APS staff.</p>	Page 39-41, 29 October

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			<p>...</p> <p>Senator POLLEY: Just to clarify, does affirmative employment of people with disabilities apply to contractors as well?</p> <p>Mr Hoffman: The only reason I'm hesitating is that I am not familiar with the affirmative action policy of employment for people with disability. We certainly have a very clear desire to have a significant proportion of our staff with disability. I understand our proportion is one of the highest in the APS. Over 11 per cent of staff identify as a person with disability.</p> <p>Senator POLLEY: Can you give us a number?</p> <p>...</p> <p>Ms Campbell: The government has indicated in the last election and set some targets for employment of people with disability. That might be what you're talking about. I think the NDIA exceeds that target, but we'll just see whether we can find that data for you.</p> <p>Senator POLLEY: Thank you.</p> <p>Senator CAROL BROWN: Senator Polley was asking about those ones on contracts, and whether the policy in terms of disability employment is met there.</p> <p>Mr Hoffman: We report our proportion on the total base. As I said, that is over 11 per cent of people identifying with disability.</p> <p>Senator POLLEY: So, that is within that -</p> <p>Mr Hoffman: Correct.</p> <p>Senator POLLEY: Is it calculated on a percentage basis? And, if so, can you give us that figure, please?</p> <p>Mr Hoffman: I don't have that specific information available, but I can take that on notice.</p>	
NDIA SQ20- 000309	Polley, Helen	NDIA - Contractors	<p>Senator POLLEY: Have you done any analysis of the cost of engaging staff through labour hire arrangements compared with an APS employee?</p> <p>Mr Hoffman: To the extent that we are paying a fee there, there is extra cost, yes.</p> <p>Senator POLLEY: Are the labour hire arrangements more expensive? Can you provide an analysis to the committee so that we can understand what those additional costs are?</p> <p>Mr Hoffman: I'm happy to take that question on notice.</p>	Page 41, 29 October
DSS SQ20- 000718	McCarthy, Malarndirri	DSS - Approaches for housing and homelessness data	<p>Senator McCARTHY: Minister, can you table how many times you've asked each state and territory for that information?</p> <p>Senator Ruston: I'm sure we can probably come up with something to give you that indication.</p> <p>Senator McCARTHY: If I could have the dates of when each state and territory jurisdiction was asked about</p>	Page 45, 29 October

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			<p>their housing and homelessness policy during COVID, and how many people in each state and territory were housed as a result of needing to be protected during COVID. If I could have the dates of when the minister asked for it, as she said, and those letters tabled, please. Thank you.</p>	
DSS SQ20-000720	Faruqi, Mehreen	DSS - National Homelessness Strategy	<p>Senator FARUQI: It's a simple question. There is no plan to develop a national homelessness strategy?</p> <p>Senator Ruston: In effect, the NHHA is the federal government's overarching framework within which we work with the states and territories in a multilateral way and also a bilateral way to ensure that the funding that's provided by the federal government, or the taxpayers of Australia, on a national basis is going to this very important issue that you've raised. If you're talking about a strategy, that usually refers to something that has an implementation plan attached to it, otherwise it's a bit of a waste of a strategy, really -</p> <p>Senator FARUQI: And targets and all of that.</p> <p>Senator Ruston: Exactly. Therefore, given that the states and territories have the primary responsibility - and each state and territory reflects this in a different way because of the different conditions that exist within their states and territories - to have an overarching plan or strategy like you're referring to would, I think, detract from the fact that we expect each state and territory to have a strategy that deals specifically with the issues and the implementation of those policies within their state. The NHHA is what I will call the 'framework', as opposed to a strategy, by which we are able to provide funding to the states and territories for the delivery of their individual strategies around housing and homelessness.</p> <p>Ms Campbell: I think it's fair to say that when it was being negotiated, the states were adamant that that's what they wanted - that individual flexibility in how they manage those issues.</p> <p>Senator FARUQI: So, some years ago when we did have a national homelessness strategy, that didn't work? Is that what you're telling me? I think it might have been seven years ago.</p> <p>Senator Ruston: I'm going to have to take that on notice, because it's before my time. All I know is that it is through the NHHA that we provide the framework around the states in this area.</p> <p>Senator FARUQI: Thanks very much.</p>	Page 48-49, 29 October
DSS SQ20-000722	McCarthy, Malarndirri	DSS - Mandatory reporting requirements under the National Housing and	<p>Senator McCARTHY: What about people who were transitioned into permanent accommodation- was any information provided to you during COVID around that?</p> <p>Mr Bennett : Consistent with what the minister was saying, it comes back to being a state</p>	Page 51, 29 October

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		Homelessness Agreement (NHHA)	<p>responsibility.</p> <p>Senator McCARTHY: Would it not be correct to assume that the state and territory governments have mandatory reporting requirements under the National Housing and Homelessness Agreement?</p> <p>Ms Campbell: The arrangements that we have with the agreement are what was negotiated at the time. It was a robust negotiation. That's as much as states and territories were willing to provide.</p> <p>Senator Ruston: If you would indulge me to take it on notice, Luke Howarth, who is the member for Petrie in the other place, has responsibility around this area from a ministerial perspective. I know that Luke has spent a lot of time talking with his state and territory counterparts around homelessness. I would be keen to ask him, even though it hasn't been provided formally, whether he has the information you're asking for, as well.</p>	
DSS SQ20-000723	McAllister, Jenny	DSS - Rankings on Safe Places applicants	<p>Mr Sloan: We provided information to the assistant minister on each applicant, on how they were ranked against the criteria within the Safe Places guidelines. Then from that list and that information the assistant minister made his recommendations.</p> <p>Senator McALLISTER: May I see the rankings that were provided in relation to the criteria for each of the 66 recommended applicants?</p> <p>Mr Sloan: We'll take than on notice.</p> <p>Ms Campbell: We'll take that on notice.</p>	Page 56, 29 October
DSS SQ20-000724	McAllister, Jenny	DSS - Unmet need criterion for Safe Places	<p>Mr Sloan: Unmet need was taken into account. We did ask providers if they had any evidence of unmet need in the area where their application was proposing to put accommodation, to bring that forward for us to consider.</p> <p>Senator McALLISTER: Why is it then that in the feedback to applicants there are three matters described, and the third of them is place based services responding to need?</p> <p>Mr Sloan: 5.2 in the grant guidelines says that emergency accommodation should be delivered where there is high unmet need for accommodation. Apologies that I couldn't find that earlier.</p> <p>Senator McALLISTER: But you didn't score that. Did it have to be in an area of high unmet need to be eligible at all?</p> <p>Mr Sloan: It was considered in the criteria. I'd have to check which criterion it was.</p> <p>Ms Campbell: We might take that on notice. We'll check that.</p>	Page 57, 29 October
DSS SQ20-000725	McAllister, Jenny	DSS - Safe Places unmet need criterion	<p>Senator McALLISTER: If a project was proposed in an area that didn't have high unmet need, could it have made it through the process at all. Could it have been presented to Assistant Minister Howarth for his consideration?</p>	Page 57, 29 October

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			<p>Mr Sloan: We'll take it on notice.</p> <p>Ms Campbell: I think what you're asking is on that particular criterion, how was that rated? I don't know that we've got the information at the table, so we'll take that on notice.</p>	
DSS SQ20-000727	McAllister, Jenny	DSS - Safe Houses- assessment of need - average short-term or emergency accommodation not provided	<p>Senator McALLISTER: Thank you. I know that the request for tender included an assessment of need that was broken down by SA4. Can I just ask, as a clarification, it contains two columns. The first is a location, which is the SA4, and the second column is headed 'average short-term or emergency accommodation not provided'. Is that average number over a year? A month? A week? A day? Do you know what that column refers to?</p> <p>Mr Sloan: I believe it's a year, but I'd have to take than on notice. It comes from AIHW data. I would have to double-check what that column is.</p>	Page 57, 29 October
DSS SQ20-000732	McAllister, Jenny	DSS - Safe Places - unmet need assessment	<p>Senator McALLISTER: Is there any more up-to-date assessment of unmet need that the department has its in possession? In terms of the information you had, acknowledging that others may have brought other information, is there any other information the department uses to assess unmet need, other than this list?</p> <p>Mr Sloan: I would have to take than on notice.</p>	Page 58, 29 October
DSS SQ20-000733	McAllister, Jenny	DSS - Safe Places - proportion of unmet need satisfied	<p>Senator McALLISTER: What proportion of the unmet need have you satisfied through the Safe Places grants that you've made?</p> <p>Mr Sloan: I'd have to take that on notice as well.</p>	Page 58, 29 October
DTA SQ20-000003	Polley, Helen	DTA - COVIDSafe - Comments by NSW Minister for Health and Medical Research	<p>Senator POLLEY: The New South Wales minister Mr Brad Hazzard said yesterday in a press conference: 'The COVIDSafe app was developed with the right intention. It has obviously not worked as well as we hoped.' What's your response to that? Has anyone from the government reached out to the minister to clarify his comments and to find out how the app could be adapted to be more effective?</p> <p>Mr Brugeaud: The app is absolutely working. There is no question as to whether the app is capturing close contacts and contributing to the public health effort.</p> <p>Senator POLLEY: So you disagree with the New South Wales minister?</p> <p>Mr Brugeaud: I can tell you that the app is working. We have tested the app. We have also co-designed this with the Department of Health, working with the AHPPC and states and territories. So states and territories have been involved in the design of the app. Improvements to the app have been made as a consequence of their inputs. The Department of Health will be the portfolio and agency which will then reach out to states and territories to have specific discussions about the efficacy of the app.</p> <p>Senator POLLEY: Minister Ruston, has anyone from the government reached out to Minister Brad</p>	Page 61, 29 October

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			<p>Hazzard to clarify the comments that he made in relation to the app not working as well as we had hoped? Has the Minister for Health or anyone else from the government made contact with him - the Prime Minister, even?</p> <p>Senator Ruston: I will happily take that on notice and ask the people you refer to if they have. I'm not aware.</p>	
DTA SQ20-000004	Polley, Helen	DTA - COVIDSafe - Total cost breakdown	<p>Senator POLLEY: I have not in any of my questions doubted their expertise. In fact, it's their expertise that will benefit us by ensuring that the app is functioning at the highest capacity that it can. How much has the COVIDSafe app cost taxpayers thus far? I just want to confirm the figures that I believe that it's been. Could you give us those current figures, please?</p> <p>Mr Brugeaud: There are two numbers I can give you, Senator. One is the cost for the development and professional services relating to getting the app delivered. That totals \$4,019,844.26 as at 30 September. The second number I can give you is at the same date, 30 September 2020, for the development, professional services and additional operational and usage costs which allows us to provide that service to those 7.1 million registered users. The actual spend is \$5,244,792.26. Both include GST.</p> <p>Senator POLLEY: The figures that have been widely reported in the media are that the total for the app included \$64 million, I understand, on advertising and external consultancy costs, which were around -</p> <p>Mr Brugeaud: The Department of Health, I thought, clarified that during their hearing and -</p> <p>Senator DEAN SMITH: Chair, the Department of Health did qualify that exact question earlier this week and Senator Polley was a witness at that hearing.</p> <p>Senator POLLEY: Can I then ask those at the table whether you can provide a breakdown of expenditure, including external consultants, advertising and the ongoing storage costs? Secretary?</p> <p>Ms Campbell: Mr Brugeaud's already provided you with those two numbers but we can have a look and provide on notice if there are any other things. But I think that some of those areas are predominantly in the Department of Health and would be best redirected to the Department of Health.</p>	Page 63, 29 October
DTA SQ20-000005	Polley, Helen	DTA - COVIDSafe - Testing results	<p>Senator POLLEY: Good. Do you undertake regular testing with the app to inform bluetooth strength between different handsets - how iPhones relate to Androids, for instance? We know that the strength between Android and iPhones can be quite different, so have you undertaken, or do you undertake, regular testing of the Bluetooth capacity and strength?</p> <p>Mr Brugeaud: Indeed. With each release we test the performance of the app broadly. We do</p>	Page 66-67, 29 October

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			<p>cybersecurity testing and we specifically test the performance of the bluetooth connectivity between different device types in different states. What I mean by that is if the phone is asleep versus awake; whether the app is in the background or the foreground; whether it's an IOS device or an Android device, and different versions of both the operating system and handset.</p> <p>Senator POLLEY: Was there anything revealed in the most recent testing results, and can you table those results?</p> <p>Mr Brugeaud: We maintain a table of our test results, which I'd be happy to table following the hearing. We have the most recent table that has been produced, and we could possibly give you a copy of it today.</p>	
DTA SQ20- 000006	Polley, Helen	DTA - Consultants	<p>Senator POLLEY: I take it from that evidence that you would prefer to develop the skills in-house than have contractors.</p> <p>Mr Brugeaud: I think there is a place for contractors. Where there are specific and very specialised skillsets that we require for a short period of time, it's much more effective for us to buy that from the market. The way we think about it, and this is the way I think most do, is that, when we have a new piece of work to do, we will look internally to see if we have the capability within house. We then go across the Public Service. I regularly write to other agencies to ask for support with secondees, and we're doing that with our digital review and our whole-of-government architecture, among other things. From there, we look at time and material contractors, where there might be an opportunity to have a short-term contract with a specialised individual, and, beyond that, we may look at outcome based contracts, when it's a large piece of work. I would say that we manage it very carefully. We make use of contractors and consultants only to fill gaps that we can't fill internally or they're skillsets we can't readily source.</p> <p>Senator POLLEY: How many of your consultants have been working on the same project for more than 12 months?</p> <p>Mr Brugeaud: That would be something we have to take on notice.</p> <p>Senator POLLEY: If you could, that would be great. ...</p>	Page 69, 29 October
DTA SQ20- 000007	Polley, Helen	DTA - Contract Management	<p>Senator POLLEY: That's always good to know. Your annual report states you've conducted an internal audit review into contract management. What was the scope of that review and what were the findings?</p> <p>Mr Brugeaud: We might need to come back to that. You're not referencing the ANAO procurement review, an internal review?</p>	Page 69, 29 October

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			<p>Senator POLLEY: The information that I have is that it was an internal audit review. If you could take that on notice and come back to us, that would be great.</p>	
<p>SA SQ20- 000198</p>	<p>McAllister, Jenny</p>	<p>SA - Family & Domestic Violence - Goals of the Program</p>	<p>Senator McALLISTER: Okay. Do you have an estimate of what proportion of the population that needs this service you're connecting with? Mr Egan: Another data point that I can provide you is the number of people accessing those family and domestic violence webpages. We have- Senator McALLISTER: Sorry, Mr Egan; I understand that there is a level of service being provided, and that's really useful. What I'm trying to understand is how you evaluate your capability. You've got a goal, which is about customer identification finding the people who need your help. I'm trying to understand how well you're doing at that whether you've got any data about the number of people who need your help compared to the number of people you're actually connecting with on this question. Mr Egan: I don't have that with me. We may have some internal metrics, which I don't have today. I can take that on notice and see what we have. ... Senator McALLISTER: Are these goals set out anywhere in the document? I couldn't see any goals or outcomes described in concrete ways in the document. Mr Egan: I don't have the document with me, but I can take that on notice and come back to you in relation to what measures we might have attached to the strategy. Senator McALLISTER: The performance criteria for the department are set out on pages 233 to 238 of the PBS. Do any of those performance criteria relate to the identification of customers who might be affected by domestic and family violence? Ms Skinner: No, I don't believe they do. Those are the performance criteria that have been in place for some years. As Mr Egan has said, we'll take on notice the way in which we're proposing to measure and provide metrics to identify our improvement and performance. Senator McALLISTER: The PBS says, on page 233, that you intend to develop a new set of performance measures for 2021-22. Will there be any new criteria in those measures that reflect the goals in the domestic violence strategy? Ms Skinner: We are currently in the process of developing those. We can take that on notice and see how we are developing that one and consider, if we had not been minded to do so, whether it is an appropriate metric for our performance. Ms Skinner: We are currently in the process of developing those. We can take that on notice and</p>	<p>Page 72-73, 29 October</p>

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			<p>see how we are developing that one and consider, if we had not been minded to do so, whether it is an appropriate metric for our performance.</p> <p>Senator McALLISTER: You would agree that there is very little point in having a strategy if you don't assess performance against it?</p> <p>Ms Skinner: Absolutely.</p> <p>Senator McALLISTER: I am a little concerned that it's a very thin document. It's 16 pages, and a quarter of that is the front page, the back page, the contents page and a blank page. There's a letter from the CEO yourself; there are two pages of definitions of family and domestic violence; there are diagrams that demonstrate some very basic facts about the prevalence of domestic violence, on pages 5 and 6; and pages 7 and 8 are actually just photos of people. It's a very nice-looking document, but only a quarter of it, just four pages, contains goals, commitments and ambitions, so only a quarter of the strategy is actually strategy. Is there any other documentation I should be relying on to understand the strategy?</p> <p>Ms Skinner: We've said we'll take on notice the metrics that you've asked for. I think one of the important things in a document like that is that it's easy for people to read and engage with.</p> <p>Senator McALLISTER: I see. So is there a more detailed document a document or an initiative or an internal document that sits behind this one and that outlines the method by which you achieve the goals?</p> <p>Mr Egan: We can take it on notice and see what we have and come back to you on that.</p> <p>Senator McALLISTER: We talked about the fact that there's no particular metric for, say, goal 10, which is identifying customers affected by family and domestic violence. Is there a plan to develop a metric for that particular goal?</p> <p>Ms Skinner: I think, Senator, we've said we'll take on notice the metrics that we are preparing. The other way in which we implement these things is through the operational blueprint which runs our network, which is where some of our goals and requirements will be for our staff. Let's just take that on notice and we'll get back to you on that one.</p>	
<p>SA SQ20- 000199</p>	<p>McAllister, Jenny</p>	<p>SA List of Intervention Points</p>	<p>Senator McALLISTER: I see that you've had a document provided to you. Does that provide a list of intervention points that could be tabled?</p> <p>Mr Egan: Yes, it does.</p> <p>Senator McALLISTER: Would you be able to table that document?</p> <p>Ms Skinner: We might get you a clean copy, Senator, in case we've got scribbles on it.</p> <p>Senator McALLISTER: I understand. It if could be tabled, though, that would be terrific.</p> <p>Ms Skinner: That's right.</p>	<p>Page 74, 29 October</p>

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SA SQ20- 000200	McAllister, Jenny	SA Identifying financial abuse	<p>Senator McALLISTER: Do you consider the risk of financial abuse as part of that risk assessment process?</p> <p>Mr Egan: I don't know if that's referred to explicitly, but it would certainly be contemplated in designing any initiative, yes.</p> <p>Senator McALLISTER: What would trigger contemplation of financial abuse? What part of your system and design process would trigger that?</p> <p>Mr Egan: We would seek to identify all of the risks related to customer impacts of any of the changes that we make across our design system. If that presented as a risk, then that would be considered, mitigations could be developed or an alternative approach would be taken.</p> <p>Senator McALLISTER: Do you have a risk framework that you use to drive those risk assessments?</p> <p>Mr Egan: We certainly have an extensive risk framework within the agency, yes.</p> <p>Senator McALLISTER: Could you table that at some point on notice, please.</p> <p>Mr Egan: We would have to take that on notice.</p> <p>Ms Skinner: Let me take that on notice. We have an enterprise risk framework and then we have risk frameworks that cascade down the organisation, depending on the business line. Let me work out the enterprise one and the most appropriate risk framework for the design piece you're talking about.</p> <p>Senator McALLISTER: I'm interested in seeing any risk framework you have that specifically contemplates financial abuse as a potential risk arising from a system change. Thank you.</p>	Page 74, 29 October
SA SQ20- 000201	Siewert, Rachel	SA Deceased estates that have not been contacted, the value of their eligible refunds and the largest debts repaid	<p>a) Senator SIEWERT: From deceased estates. Are there any deceased estates or the executors of deceased estates that you haven't been able to contact?</p> <p>Ms Skinner: I'd have to take that on notice, unless Ms Lees has it. I don't think we've come with that level of detail.</p> <p>b) Senator SIEWERT: What is the value of those 3,300 eligible deceased estates?</p> <p>Ms Lees: I'd have to take on notice that specific figure.</p> <p>c) Senator SIEWERT: Can you also take on notice the highest level of payout?</p> <p>Ms Skinner: The largest debt that we've repaid is that what you want?</p> <p>Senator SIEWERT: The largest you've repaid, but first off I was aiming that question at deceased estates. But what is the largest payout that you've made?</p> <p>Ms Skinner: We can take that on notice.</p>	Page 76, 29 October
SA SQ20- 000202	Siewert, Rachel	SA - Debt Disputes	<p>Senator SIEWERT: Thank you. Has there been any occasion of dispute over the level of debt that was owed?</p> <p>Ms Lees: Not that I'm aware of.</p>	Page 76, 29 October

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			<p>Senator SIEWERT: Could you take that on notice? Ms Skinner: I will take that on notice. We talk about this regularly, and no-one has raise that with me in my organisation.</p>	
SA SQ20- 000203	Siewert, Rachel	SA Status of pre-2015 debts	<p>a) Senator SIEWERT: Could you tell me what the status is of debts pre 2015, and have there been any claims from people contacting you wanting to get a debt prior to 2015 paid? Ms Skinner: We would encourage anybody who has any reason to think that we might owe them some money to contact us. We have made available on our online service some information that can assist people to do that. I don't know if I have that particular answer but we can take that on notice if we don't have it. Ms Lees: Any debts prior to 2015 weren't in scope for the refunds. Senator SIEWERT: I know they weren't. You know I don't agree with that. Ms Lees: We can take on notice the level of contact we might have had from people pre 2015 who might have been seeking a review of decision or payment. ... b) Senator SIEWERT: Ms Lees, can I go back. Are you aware of anybody who has asked for a review of a debt prior to 2015? Ms Lees: I'm not aware. Senator SIEWERT: Ms Skinner, you're not aware? Ms Skinner: I'm not aware in relation to the income compliance. There may well be other cases where people have sought reviews of debts prior to 2015, but not in relation to this. Senator SIEWERT: Okay. Could you take on notice both your reference to income compliance but also any other process where people have asked for a review of a debt under any other process that has been running? Ms Skinner: Certainly.</p>	Page 76-77, 29 October
SA SQ20- 000204	Siewert, Rachel	SA - Costs of Debt Repayment Process	<p>Senator SIEWERT: Are you able to tell me how much the process of repayment has cost? Does that make sense? Ms Skinner: Yes, it does. Senator SIEWERT: It did in my head, but Ms Skinner: With the process we've done that inside the organisation. I don't have a particular cost for the refund process with me, but I can take it on notice. We have used our internal resources to do this program. Senator SIEWERT: I'll put it another way: how many staff have been engaged in this process?</p>	Page 77-78, 29 October

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			<p>Ms Skinner: I'll take that on notice, unless Ms Lees has it? Senator SIEWERT: Do you have the number of staff and the total number of FTEs? I don't know if you count contractors as FTEs, but- Ms Skinner: I understand what you mean. Ms Lees: We'll take it on notice.</p>	
<p>SA SQ20- 000205</p>	<p>O'Neill, Deborah</p>	<p>SA Appeal of AAT Decisions listed in Class Action</p>	<p>Senator O'NEILL: The second amended statement of claim lodged in the robodebt class action refers to 76 decisions of the Administrative Appeals Tribunal in which the tribunal set aside decisions of Centrelink on the basis that under the Social Security Act no debt is able to be founded on extrapolations from Australian tax office records. Those 76 decisions are not the complete set. That's just a sample of the AAT decisions in relation to robodebt. Are you aware of the decisions to which I refer? ... Senator O'NEILL: For those who are interested, it's pages 29, 30, 31 and down into 32 listing 76 occasions which, as I said, is only a sample and not the complete set of AAT decisions with regard to robodebt. Did Centrelink appeal any of those decisions by the AAT? Ms Bundy: First of all, I'd say that we are currently discussing matters that are before a court. I'd also say that they're allegations that haven't been found as facts before the court. In terms of your particular question about the appeal, I can take on notice whether or not in particular cases the agency appealed any of those decisions. ... Senator O'NEILL: It's not a detailed question. Either you appealed them or you didn't. And I know what I've been informed. I just want you to answer the question frankly and honestly, and not use the shield of, 'I'll go back and check at the office'. It's a pretty big deal to appeal an AAT tribunal decision. Ms Skinner: Senator, I think Services Australia has appealed a range of AAT findings over the years on a range of matters. I don't have all of the details of all of the appeals by Services Australia or its predecessor agencies with me. As we've said, we'll take that on notice. ... Senator O'NEILL: Okay. Was it because if Centrelink actually appealed the 76 matters of those decisions that they'd lost, the decision of the AAT would then have been made public? Ms Bundy: I think that when we make the decisions around whether or not to appeal there are certain factors which are looked at I can probably take on notice those specific factors and then we work closely with the Department of Social Services on whether or not to appeal the decision.</p>	<p>Page 78-79, 29 October</p>

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SA SQ20- 000206	O'Neill, Deborah	SA Review Process of AAT Decisions	<p>Senator O'NEILL: You might put it in different words - let me see if I can find some that might be more palatable to you. When the AAT delivers a decision and that is returned to the department, I am pretty confident that you would check that decision because it requires you to act in a particular way, doesn't it? So it couldn't come back unnoticed.</p> <p>Ms Bundy: Yes. I would have to take on notice the specific process, but I understand that they're reviewed against those factors which I've taken on notice. And a decision is made as to whether or not to implement or to appeal.</p>	Page 79-80, 29 October
SA SQ20- 000207	O'Neill, Deborah	SA Appeal of AAT Decisions	<p>Senator O'NEILL: Yes. Did Centrelink appeal any robodebt related decision by the Social Services & Child Support Division of the AAT where a member found that no debt is able to be founded on extrapolations from the Australian Taxation Office records?</p> <p>Ms Bundy: I'd have to take that on notice. As I said, each decision of the AAT turns on its facts and circumstances, and when the AAT sets aside a decision, it can be for a whole range of reasons. It can be because there's new information in front of the AAT. It can be for other sorts of reasons. ...</p>	Page 80, 29 October
SA SQ20- 000208	O'Neill, Deborah	SA AAT Decisions Where Compliance Debts Upheld	<p>Senator O'NEILL: While Ms Musolino is coming to table, can we be provided with copies of the AAT decisions where robodebt was upheld?</p> <p>Ms Bundy: I can take that on notice.</p>	Page 82, 29 October
SA SQ20- 000209	O'Neill, Deborah	SA Agency response to the AAT overturning a compliance debt decision	<p>Senator O'NEILL: Can I just deal with this matter that we keep having raised I think it's important for Senator Patrick about how particular these matters are. I want to refer directly to the Treble finding.</p> <p>Ms Campbell: I don't think we've got that. I'm not sure what you're referring to.</p> <p>Senator O'NEILL: It's social services child support division review number 2016/M103550.</p> <p>Ms Campbell: We don't have that with us. We'd have to take that on notice, unless we could get it -</p> <p>Senator O'NEILL: I'm sure I could provide you with a copy shortly. But, just so it's clear, this matter states the tribunal is not satisfied that the debt had been correctly calculated: In this case, no effort has been made by Centrelink to obtain actual wage records - from business 1 - even though such records would very likely be readily available if required. Instead it has simply been assumed that the total year earnings can be apportioned equally to each fortnight across the relevant financial year. However, that is not consistent with the requirements of the legislation. The actual pay records are critical to the proper calculation of the overpayment. Accordingly, Centrelink will need to request and obtain those records from the employer in order to arrive at a correct debt calculation. That is not specific to a particular case. That this tribunal finding by Mr</p>	Page 84-85, 29 October

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			<p>Treble is a clear clarion call for the department to act within the law. Ms Bundy, you've told me that when these come back, you read them. Somebody has to read them, and there should be a response. Did it not trigger a systemic response - when you have an overturning of a department ruling by the AAT that says, 'It is not consistent with the requirements of the legislation'? Isn't that a fireworks moment in your department, where you go: 'Oh my God, oh my God. We're not complying with the law? We're the government. We're not complying with the law!' Isn't that the moment at which you would immediately cease the practice?</p> <p>Ms Skinner: I would have to take on notice what decisions were taken at the time that that came back.</p>	
SA SQ20-000210	O'Neill, Deborah	SA Former Secretary - Opinion of OCI Legality	<p>Senator O'NEILL: Was your confidence in the legality of this scheme that you were overseeing shaken at all when AAT member Treble found on 24 March 2017 that Centrelink's assumption that 'total year earnings could be apportioned equally to each fortnight across the relevant financial year' - which is the assumption at the heart of the robodebt scheme - 'was not consistent with the requirements of the Social Security Act'?</p> <p>Ms Campbell: I'm not aware that I would have read that document, because there are so many that come in every year. I would have relied upon the officers who were reading it to raise that. I can't recall whether that was raised with me or not, but I'm happy to take that on notice.</p>	Page 86-87, 29 October
SA SQ20-000211	Siewert, Rachel	SA Amount of debt related cases taken to the General Division of the AAT in 19-20	<p>Senator SIEWERT: How many of those 1,781 from last year related to debts?</p> <p>Ms Musolino: I don't have that, but I can take it on notice.</p> <p>Senator SIEWERT: Is it something that you can get before we finish tonight?</p> <p>Ms Musolino: I can find out how hard it is to get. I will clarify that there are debt matters and then there are online compliance related debt matters. But you're just talking about debt.</p> <p>Senator SIEWERT: Overall debt. And if you know the numbers for the split of online could you please provide that?</p> <p>Ms Musolino: I'll make inquiries. My gut feeling is we not going to be able to get it tonight.</p>	Page 88, 29 October
SA SQ20-000212	Siewert, Rachel	SA Maintenance and integrity of the income support system	<p>Senator SIEWERT: This process has always been the process?</p> <p>Ms Campbell: I think we might have tightened it recently.</p> <p>Ms Musolino: Yes.</p> <p>Senator SIEWERT: Can you tell me what the process was then as robodebt started? Was this process to protect the integrity of the welfare system - the income support system - a point of law or policy, the model litigant approach, the process that was used from 2015-16?</p> <p>Ms Musolino: I think broadly that would have been the process, but, as the secretary indicated, we've continued to iterate the principles and tighten up those processes. I don't have in my</p>	Page 88, 29 October

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			<p>material exact dates about when the principles were put in place and changed, but I would say we have a lot of engagement with the Department of Social Services and we're constantly iterating those principles.</p> <p>Senator SIEWERT: So would the point of protecting the maintenance and the integrity of the income support system always have been there?</p> <p>Ms Musolino: I would have to take on notice -</p> <p>Senator SIEWERT: Could you please take that on notice?</p> <p>Ms Musolino: what was in the written material.</p> <p>Senator SIEWERT: Would the point around law and policy always have been there?</p> <p>Ms Musolino: I'll take on notice what the principles were.</p>	
SA SQ20- 000214	Siewert, Rachel	SA AAT Appeals - decision maker	<p>Senator SIEWERT: Ms Campbell, who is the decision-maker in the department about the appeals?</p> <p>Ms Campbell: On occasions, they are escalated to me, but not normally. So it's either the deputy secretary, social security, or one of the general managers in there. I'll just have to take on notice who that is. But I think every now and then one will be escalated to me, particularly if it's a significant matter of interpretation on law. But I can't say -</p> <p>Senator SIEWERT: And I realise you weren't secretary all the way through this.</p> <p>Ms Campbell: I wasn't secretary back in that period, so I'm not sure what arrangements were in place, and we will take that on notice as well.</p> <p>Senator SIEWERT: Could you take that on notice. That would be appreciated.</p>	Page 89, 29 October
DSS SQ20- 000803	O'Neill, Deborah	DSS - Secretary's commencement date	<p>Senator O'NEILL: Could I ask for a reminder: what date did you become secretary?</p> <p>Ms Campbell: Of which department?</p> <p>Senator O'NEILL: Of this department.</p> <p>Ms Campbell: I think it's 17 September 2017. But we had better check that too. It was somewhere in September 2017.</p>	Page 89, 29 October
SA SQ20- 000213	Siewert, Rachel	SA Appeals of AAT decisions	<p>a) Senator SIEWERT: What I then want to ask - and I know you won't be able to give me this now - is that you take on notice how many times, when an AAT round 1 and an AAT 2 decision came down and the integrity of the welfare system or a point of law was flagged, you appealed, or where they were and you didn't appeal.</p> <p>Ms Skinner: We will take that on notice.</p> <p>Senator SIEWERT: Obviously you will have to take it on notice.</p> <p>Ms Skinner: We will have to do some research on that.</p> <p>...</p>	Page 89-90, 29 October

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			<p>b) Senator SIEWERT: What I'm looking for, to clarify the question on notice, is, from the 2015-16 year, throughout the life of robodebt/the income compliance program, how many times those decisions were made under what I've just asked in terms of where you did and didn't appeal. Ms Musolino: I will take it on notice...</p> <p>...</p> <p>c) Senator SIEWERT: I want to check that I'm very clear. At this stage, when I am first asking these questions from 2015-16, we're talking about the Department of Human Services. Was the process the same at that stage in terms of Human Services and what Services Australia do now? I'm making sure that I'm covering all my bases when I'm asking this question. Ms Campbell: That's why we want to take it on notice. Even in the last six months, Ms Skinner and I have in fact asked the Australian Government Solicitor to come in and look at our practices in the law across the department and the agency to ensure that we have best practice, and they have provided us a draft report and we've got some recommendations to implement to ensure that the appropriate people are making that decision. I think we were not quite so confident that sometimes things were going to the right area to make decisions in recent times. Senator SIEWERT: I want to make sure I am really clear, no matter what various structures were in place Ms Campbell: I think there could have been varying arrangements, so that's why we need to take on notice.</p>	
SA SQ20-000215	Siewert, Rachel	SA Humanitarian Entrants - Payments	<p>Senator SIEWERT: Can you tell me the amount for humanitarian entrants? Mr Egan: In 2019-20 the agency granted 7,735 humanitarian crisis payments. Sorry, I don't have the data for the first quarter of this year. Senator SIEWERT: Could you take that on notice. And the other two?</p>	Page 96, 29 October
SA SQ20-000216	McLachlan, Andrew	SA Resources deployed to South Australia post bushfires	<p>Senator McLACHLAN: If you could you on notice give me a summary of the resources you deployed to South Australia post the bushfires - not just allocated staff interstate but also those who were deployed in the state - I'd appreciate it. Ms Skinner: Certainly. Mr Cahill: I will say that we have one of our multiservice centres in both drought and bushfire affected areas in South Australia at the moment for the communities, because six months on we didn't want to forget them.</p>	Page 101, 29 October
SA SQ20-000217	Siewert, Rachel	SA Customers at high risk of incurring a debt	<p>a) Senator SIEWERT: As to the 40,000 that you've identified as high risk: for a start, does that include the \$500 to \$1,000, or is that a separate group? Mr Birrer: The 40,000 include those who are reporting less than \$1,000 per fortnight.</p>	Page 107, 29 October

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			<p>Senator SIEWERT: And how many of those 40,000 that you have reached out to have responded to you?</p> <p>Mr Birrer: I'd have to take that on notice. We do have quite a large number of reviews still open. We might have had an initial contact with the customer but might be still engaging with them - it could be more than one contact.</p> <p>b) Senator SIEWERT: I understand what you said: the process isn't completed. But how many have you reduced - if you have - that 40,000 to because they've subsequently reported? Or have you already started any debt collection, in negotiation? I realise the formal process hasn't started. Have you reached an agreement with them?</p> <p>Mr Birrer: There is a relatively small number of customers where we've completed the review and there's no further action required. I'd have to take that on notice. It's just over 2,000 in total, but I'd need to take the exact figure on notice.</p>	
<p>SA SQ20- 000218</p>	<p>Siewert, Rachel</p>	<p>SA Correctives Processing</p>	<p>Ms Lees: There are a number of different data exchanges that are in train. One is around corrective services people who may have been incarcerated and who are carers. Mr Birrer will be able to help me out here. If someone is in receipt of a payment as a carer for someone who is incarcerated, there are different data exchanges which will identify and there are a few situations that Mr Birrer will be able to take you through.</p> <p>Mr Birrer: There are a number of activities that were continuing, and that we still undertake, through data processing - not necessarily from the ATO. One example is death data processing from customers who are being recorded by the registrars general of the states and territories. Those reviews avoid people collecting payments that then need to be repaid by their estates. Ms Lees mentioned correctives processing, including where carers are incarcerated. What we do there is speak to the carer of the carer who's been incarcerated about their circumstances and whether or not there's a more appropriate payment for them to be transferred to.</p> <p>Senator SIEWERT: You would potentially then put them on JobSeeker; is that the point you're making?</p> <p>Mr Birrer: It depends on their circumstances, but we would talk to them about that -</p> <p>Senator SIEWERT: How prevalent is that?</p> <p>Mr Birrer: Between 1 April 2020 and 30 September 2020, we undertook approximately 2,900 different correctives processing, but -</p> <p>Senator SIEWERT: But not all were for carers?</p> <p>Mr Birrer: carers is a subset. I would need to take that on notice.</p>	<p>Page 109, 29 October</p>

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			<p>Senator SIEWERT: Can you provide that information on notice in relation to the subset and the payments they related to? Does that make sense? So you've said carers -</p> <p>Mr Birrer: Yes - the correctives processing and the payments.</p>	
SA SQ20-000219	Siewert, Rachel	SA Tip-offs resulting in debts	<p>Senator SIEWERT: How many tip-offs did you have that resulted in a debt in the last financial year?</p> <p>Mr Birrer: As we've mentioned in response to a question on notice previously, we can't necessarily say that in terms of what's a clear outcome. There's not always a clear single outcome from a tip-off.</p> <p>Ms Campbell: We can take it on notice.</p> <p>Senator SIEWERT: I'll come back with a question on notice, actually, because, from memory, there are various lines that you can tell me more about than others. So I'll come back on notice on that.</p>	Page 109, 29 October
SA SQ20-000220	Siewert, Rachel	SA Correspondence for raising debts	<p>Senator SIEWERT: I wanted to put a question on notice. Ms Skinner, I think it was you who said that, in the preparation for the recommencement of the debt process, you've prepared letters and correspondence. Can you share with the committee copies of those letters?</p> <p>Ms Skinner: I will take that on notice. We are not likely to have our artefact with us, but we'll see what we can do and we can provide it on notice. We've got no concern about providing that on notice. That's probably going to be a template we will use.</p>	Page 109-110, 29 October
SA SQ20-000221	Patrick, Rex	SA Child Support tax return lodgements	<p>Senator PATRICK: Are you in a position to be able to tell if someone has not lodged something for 10 years, five years or two years, for one year?</p> <p>Ms Kelly: Correct, because the assessments that we make for child support are done on an annual basis, based on their last year's tax return, so we know if they haven't -</p> <p>Senator PATRICK: Can you provide me with those numbers broken down in terms of how long -</p> <p>Ms Kelly: I'm pretty sure we can, yes. ...</p> <p>...</p> <p>Senator PATRICK: As a final question, if you could provide me with those numbers broken down into 10 years, five years, two years and one year or something like that. If you can look back statistically, I want to see whether you are making headway in dealing with some of these people.</p>	Page 111-112, 29 October
SA SQ20-000222	O'Neill, Deborah	SA Difference in employment conditions for contractors	<p>Senator O'NEILL: I'm sure you don't mean to exclude APS staff from the flexibility there, but the implication is that there are the people who come in and out of the organisation through these service delivery partners. In your annual report you said that 6,774 new employees were taken on during the pandemic period, of which 1,546 were directly employed by Services Australia, and</p>	Page 114, 29 October

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			<p>the rest through those labour hire and service delivery partners. Could you clarify for me the difference in employment conditions for someone contracted at a labour hire agency and those who are contracted through a service delivery partner?</p> <p>Ms Skinner: I might to get the specifics of that and take that on notice. But, certainly, we have a range of contracts with a service delivery partner in which they are contracted to Services Australia to deliver an outcome in the contract in the broad. The service delivery contracts are contracted to deliver us an equivalent capability of around 2,750 staff. Those companies then would have their conditions and awards, I assume. But I'd need to get someone who has that more technical detail.</p>	
SA SQ20-000317	O'Neill, Deborah	SA - Difference between labour hire and service delivery partner staff, including employment cost differences	<p>Senator O'NEILL: When a labour hire worker comes in, are they different from a service delivery partner worker?</p> <p>Ms Skinner: Yes. We've got a range of service delivery partner contracts. I can go through the companies</p> <p>Senator O'NEILL: If you could provide that on notice, that would be helpful. I'm just mindful of time.</p> <p>Ms Skinner: I can do that. We also have some labour hire companies that we work with. I think it's important to say that some of those companies assist us with short-term work, short-term contracts, as well as some ongoing work around service delivery, but that's not the only place. I can provide all the details of those numbers on notice.</p> <p>Senator O'NEILL: That would be great. Just in general terms, is one cheaper than the other?</p> <p>Ms Skinner: I'll take that on notice because they are costed against different parameters and different requirements.</p>	Page 114-115, 29 October
SA SQ20-000254	O'Neill, Deborah	SA Expectations of contracted staff	<p>Senator O'NEILL: So, they have to abide by the integrity codes of the APS, but they are not employed by the APS?</p> <p>Ms Skinner: We have the same expectations of people's behaviour.</p> <p>Senator O'NEILL: If you have the same expectations, I hope they're getting the same pay, but I fear that may not be the case. Can you guarantee me that, with someone from the APS doing Job A, as described, sitting alongside somebody from a labour hire company doing Job A, as described, and sitting alongside somebody from a service delivery partner doing Job A, as described, and with all adhering to the APS rules around integrity, all get the same pay?</p> <p>Ms Skinner: I need to take that on notice because people are remunerated based on their level in the Public Service, their skillset -</p> <p>Senator O'NEILL: I'm not asking for comparisons between the Public Service. I just want to know,</p>	Page 115, 29 October

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			<p>as a taxpayer giving my money to be part of the project of Australia, that the government makes sure that the most basic thing that happens is that two Australians working alongside one another, doing the same job, get the same pay.</p> <p>Ms Skinner: Let me take that on notice because we're talking about ensuring that they have equitable conditions.</p>	
SA SQ20-000257	O'Neill, Deborah	SA Training provided to staff brought on for COVID-19 work	<p>Senator O'NEILL: What sort of training were the new employees in this period of COVID required to undertake? Does it differ or is it the same as ordinary new staff training that would occur outside the pandemic period?</p> <p>Ms Skinner: We could talk to that. It's dependent on the tasks they are undertaking. Our APS staff are employed across a range of capabilities and we build on their training over a number of years.</p> <p>Senator O'NEILL: You might need to take that on notice.</p> <p>Ms Skinner: We'll take that on notice because we do some credentials -</p>	Page 115-116, 29 October
SA SQ20-000258	O'Neill, Deborah	SA - Numbers of surge staff in response to COVID-19	<p>Senator O'NEILL: Can you provide me with a detailed statement of the numbers we've just discussed?</p> <p>Ms Skinner: Yes, we can.</p> <p>...</p> <p>Senator O'NEILL: I am interested in some numbers now. To be clear, I want to understand the surge, who came in and what the classifications were and then, on the decline, how many have gone, month by month, and when the contracts ended. Project that out, if you can, to July, because I am sure you have a plan.</p> <p>Ms Skinner: Yes, we do. We have a great level of detail there. We can take that on notice and get that for you.</p>	Page 122, 29 October
SA SQ20-000259	O'Neill, Deborah	SA Technology improvements	<p>Senator O'NEILL: Do the improvements in technology that you have been discussing here mean that machines are now going to be doing a lot of the work instead of humans?</p> <p>Ms Skinner: No, the decision-making is always done by the service officer. Mr McHardie can talk to this. Where the technology can assist us you heard about the single staff interface is that digital technologies can help organise and package processing claims ready for an officer to be more effective in the way that they are able to go through them. So technology can help-</p> <p>Senator O'NEILL: Can I get some more on this on notice, but could you just quickly give me answers: who's the technology provider, when was it first developed, what date was it put out for tender, and what's its current capacity?</p> <p>Ms Skinner: We have multiple activities, but Mr McHardie can talk about that.</p>	Page 123-124, 29 October

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			<p>Mr McHardie: Senator, it would depend on what you're actually talking about.</p> <p>Senator O'NEILL: You've got a range of new technologies that are emerging. Perhaps you can take it on notice and provide me with a suite so that I can ask a more detailed question next time.</p> <p>Ms Skinner: Absolutely.</p>	
SA SQ20- 000418	O'Neill, Deborah	SA Compensation claims waiting for clearance certificates, including wait times	<p>a) Senator O'NEILL: How many claims for compensation are currently with Services Australia awaiting clearance certificates?</p> <p>Ms Skinner: We might need to take that on notice. We don't have that detail. We can readily get that, but I don't think we have come prepared with that particular number. We have lots of other numbers.</p> <p>b) Senator O'NEILL: If you can't give me the detail, perhaps you can answer more generally the longest current waiting time - probably too detailed - the average waiting time for a claimant to receive their certificate and the average waiting time for certificates compared to this time last year.</p> <p>Ms Skinner: Let us check that.</p> <p>c) Senator O'NEILL: A more general one: what are the reasons behind these very significant hold-ups that are impacting people quite severely?</p> <p>Ms Campbell: I don't think we've got that information at hand. We wouldn't be able to give a description of it without the information at hand.</p> <p>Senator O'NEILL: It's a general question; it's not specific. If there is a hold-up in the system -</p> <p>Ms Skinner: Let me take that on notice. We manage a range of programs. With that one, I don't have, off the top of my head, the area of challenge there. But I am aware that there is an issue. Let me take that on notice.</p>	Page 125, 29 October
SA SQ20- 000271	O'Neill, Deborah	SA Compensation payout recipient's inclusion in the debt pause	<p>a) Senator O'NEILL: The Australian Lawyers Alliance, who are pretty intimately involved with this and understand the scale of the human impact, say that it would cost the Commonwealth \$41 million to include this group with all others for the six-month pandemic debt pause period, all of which could be recouped afterwards. Why didn't the minister's debt pause announced on 3 April extend to those awaiting compensation payouts?</p> <p>Ms Skinner: We will take that on notice.</p> <p>b) Senator O'NEILL: Was it considered by the agency to include this cohort in the debt pause?</p> <p>Ms Skinner: I will need to take that on notice.</p> <p>c) Senator O'NEILL: And who made the decision not to include them?</p>	Page 125, 29 October

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			<p>Ms Skinner: I need to take that on notice. Ms Campbell: We don't have anyone able to assist with that answer tonight.</p>	
SA SQ20-000272	O'Neill, Deborah	SA Number of staff in the compensation delivery network	<p>a) Senator O'NEILL: How many staff work at the compensation delivery network? Ms Skinner: I need to take that on notice. Ms Campbell: I don't think there is a network. I think it's an element of the agency. Ms Skinner: If you're talking about the team, we might have a team that does the work. I'll need to take that on notice. b) Senator O'NEILL: And any changes over the period of the last 12 months to two years, and its level of resourcing has that increased or declined? Ms Skinner: We will take that on notice.</p>	Page 125, 29 October
SA SQ20-000278	O'Neill, Deborah	SA Services Australia's contribution to the Commonwealth's response to the draft propositions - Natural Disaster Arrangements	<p>Senator O'NEILL: Can you indicate if Services Australia, having had that experience, contributed in any way to the Commonwealth's response to the draft propositions? Ms Skinner: We were witnesses at the royal commission. I would need to take that specific question on notice. ... Senator O'NEILL: Any information you can provide about the interaction between your department and the Department of Home Affairs with regard to information, knowledge transfer, sharing of understandings, improvements of systems I would appreciate understanding what is going on there, because clearly this is critical, and we are, sadly, about to enter the disaster period.</p>	Page 126, 29 October
SA SQ20-000284	O'Neill, Deborah	SA Plans to close Service Centres	<p>Senator O'NEILL: Currently, does the government has a plan to close any further Services Australia service centres? ... Senator O'NEILL: Could you just take on notice, then CHAIR: Could you take it on notice? Senator O'NEILL: Of course there are questions arising from that. Could you give us an indication of where and when leases are expiring over the next 12 months, because that's your review point? Could you provide the list of those up until Christmas next year? And could you tell us the arrangements for negotiating extensions to current leases and how that process works? Thanks very much. Ms Skinner: You'll appreciate that some of those are commercial in nature, so we'll just take that on notice. CHAIR: Take it on notice. Ms Skinner: We'll provide what we can.</p>	Page 126, 29 October

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			<p>Senator O'NEILL: Even if you have to provide it in confidence. CHAIR: It will be taken on notice and they'll confirm it.</p>	
SA SQ20- 000289	Siewert, Rachel	SA Centrepay and Consumer Leases	<p>Senator SIEWERT: This goes to the question that Senator O'Neill asked, but also, obviously, the Economics Committee report about the whole issue of Centrepay consumer leases, particularly for those on household goods. Is that being reviewed and is - Ms Campbell: We've got a number of pieces of information that have come forward. We are yet to provide advice to both ministers. I think Mr Egan indicated that we are hoping to do that soon, and we will update you hopefully by the time we meet next - Senator SIEWERT: Or take it on notice, if it's beforehand. Ms Campbell: Or take it on notice. We'll see whether we can -</p>	Page 127, 29 October
SA SQ20- 000296	Siewert, Rachel	SA System changes related to non-binary and cisgender people	<p>Senator SIEWERT: I have two more questions and another set. What progress has been made to adapt or replace the IT systems to ensure that non-binary people have the same experience as cisgender people when accessing Services Australia? This is an issue that has been discussed before with Services Australia. Has there been any progress? Ms Campbell: I don't think it has been discussed for a little while. Senator SIEWERT: Not for a little while - I will grant you that. Ms Skinner: Can I take that on notice to follow up? Senator SIEWERT: Okay. The deadline for compliance was four years ago, 2016 - Ms Skinner: I understand. Senator SIEWERT: so could you take on notice why. I know you've been busy this year, but that is a long time. Ms Campbell: My recollection is that we have made progress on many of the systems and built it into new systems, but some of those legacy ones that are so old that trying to open them up breaks them. Senator SIEWERT: Could you take it on notice the work that you've been doing with those systems. Ms Campbell: We will. As we build the new ones it is being built into them. It's the past ones: if we open them, they might break. Senator SIEWERT: Okay. Thanks. I have one more that I want to ask, so if you could take the rest on notice, that would be fantastic.</p>	Page 127-128, 29 October
SA SQ20- 000301	Siewert, Rachel	SA Over 55's mutual obligations and approved	<p>Senator SIEWERT: Okay. Thank you. Very quickly, this is my last set of questions. We've heard from constituents over the age of 55 who are having trouble meeting their mutual obligations because many of the approved organisations have been closed during the pandemic, some of</p>	Page 128, 29 October

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		volunteer organisations that are closed	<p>which, as I understand it, are still closed and certainly not taking volunteers. Do you know how many of the Centrelink-approved organisations are currently closed?</p> <p>Ms Skinner: We might need to take that on notice.</p> <p>Senator SIEWERT: You'll take it on notice?</p> <p>Ms Campbell: We'll take that on notice.</p> <p>Mr Egan: We'll have to take it on notice.</p>	
SA SQ20-000306	Siewert, Rachel	SA People being able to complete volunteering through digital/virtual roles	<p>Senator SIEWERT: Are people able to complete volunteering through Centrelink-approved organisations that have digital or virtual roles?</p> <p>Ms Campbell: We'll take that on notice.</p> <p>Ms Skinner: I think we'll need to take that on notice.</p>	Page 128, 29 October
SA SQ20-000310	Siewert, Rachel	SA Advice to people who are unable to volunteer in an approved organisation	<p>Senator SIEWERT: Could you take that on notice. Have you provided any guidance to people who can't volunteer in a Centrelink-approved organisation?</p> <p>Ms Campbell: I don't know. Obviously -</p> <p>Senator SIEWERT: I know it's late. Could you take that on notice.</p>	Page 128, 29 October
DSS SQ20-000715	Faruqi, Mehreen	DSS - Meetings between service providers and the Department and Minister regarding Social and Community Services (SACS) Equal Remuneration Order (ERO) supplementation	<p>1) Please confirm that the following organisations are members of the Community Services Advisory Group (CSAG):</p> <p>- Anglicare Australia; Australian Council of Social Services; Australian Meals on Wheels Association; Australian Red Cross; BaptistCare; Carers Australia; Catholic Social Services Australia; Council on the Ageing Australia; Family Relationship Services Australia; Federation of Ethnic Communities' Councils of Australia; Financial Counselling Australia; Migration Council Australia; Mission Australia; National Disability Services; Relationships Australia; Save the Children Australia; Secretariat of National Aboriginal and Islander Child Care; Settlement Council of Australia; Southern Youth & Family Services Association; St Vincent de Paul Society; The Benevolent Society; The Salvation Army; The Smith Family; UnitingCare Australia; Volunteering Australia</p> <p>2) Please provide the dates of all meetings and/or consultation sessions of the Department with the Community Services Advisory Group (CSAG) since 1 January 2019.</p> <p>3) Please provide the names of the organisations represented at these meetings.</p> <p>4) During meetings of the Department with the CSAG, was SACS supplementation raised as an issue? Please indicate which meetings SACS supplementation was raised in.</p> <p>5) Was the Minister briefed on meetings of the Department with the CSAG?</p>	Written

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DSS SQ20- 000716	Faruqi, Mehreen	DSS - To the Minister re: the National Legal Assistance Partnership 2020-25	<p>1) Was there a coordinated whole-of-government response to the end of Commonwealth SACS supplementation?</p> <p>2) Which Minister had carriage of this response?</p> <p>3) During the process of development and negotiation of the NLAP 2020-25, what if any was the involvement of the Minister for Social Services and the Department of Social Services?</p>	Written
DSS SQ20- 000842	Faruqi, Mehreen	DSS - Social and Community Services (SACS) Equal Remuneration Order (ERO) supplementation meeting with community service providers and Australian Council of Social Service (ACOSS)	<p>1) Please confirm that the Minister for Social Services and representatives of the Department attended a meeting in December 2019 with community service providers and ACOSS, some of whom receive NHHA funding, which addressed the 2012 Equal Remuneration Order and impending end of commonwealth SACS supplementation.</p> <p>2) Please provide the names of the organisations represented at this meeting.</p>	Written
DSS SQ20- 000875	Faruqi, Mehreen	DSS - Special Homelessness Services Collection data	<p>1) Does DSS have access to Specialist Homelessness Services Collection data held by the AIHW?</p> <p>2) At what times has DSS requested or received data collected through the Specialist Homelessness Service Collection, since 1 January 2020? Please list all dates on which data has been requested and received.</p> <p>3) Were the Minister and/or DSS officials at the 29 October 2020, Outcome 4 Senate Estimates hearing aware that DSS had access to that data during the hearing?</p>	Written
DSS SQ20- 000876	Faruqi, Mehreen	DSS - Homelessness Rate	<p>1) According to Australian Institute of Health and Welfare data the number of people who received support from Specialist Homelessness Services in Australia increased from 84,790 in January 2020 to 88,665 in June 2020.</p> <p>a) Has the Department done or received any projections of the number of people likely to experience homelessness or risk of homelessness in each state and territory as income support, eviction bans, and hotel crisis accommodation for people sleeping rough are progressively withdrawn?</p> <p>b) According to modelling commissioned by the NSW Council of Social Services, 9,000 more people in NSW will be homeless by June 2021 - a rise of 24% . Does the department have any information that could contradict this?</p> <p>2) Has the federal government offered or provided states with financial assistance to accommodate people who were sleeping rough in temporary crisis hotel accommodation at any point since February 2020?</p>	Written

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			<p>a) Was the government asked by state governments? b) If so, why did the government refuse?</p>	
DSS SQ20-000910	Gallagher, Katy	DSS - Boston Consulting Group	<p>In relation to the Department's contract with the Boston Consulting Group as amended on 18 August 2020 (CN3676568-A2):</p> <ol style="list-style-type: none"> 1. Please provide a description of each project element covered by the initial request for quote, the final project deliverable for that element and how much was paid for it 2. Please provide a description of each project element not covered by the initial request for quote, the final project deliverable for that element and how much was paid for it 3. How many final written reports were received from BCG for this contract (including all amendments)? 4. Please provide a copy of each of these reports. 	Written
DSS SQ20-001114	Kitching, Kimberley	DSS - Ministerial functions	<p>1. In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020, can the following be provided:</p> <ol style="list-style-type: none"> a. List of functions. b. List of all attendees. c. Function venue. d. Itemised list of costs (GST inclusive). e. Details of any food served. f. Details of any wines or champagnes served including brand and vintage. g. Any available photographs of the function. h. Details of any entertainment provided. 	Written
DSS SQ20-001116	Kitching, Kimberley	DSS - Executive office upgrades	<p>Have any furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, been upgraded for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020. If so, can an itemised list of costs please be provided (GST inclusive).</p>	Written
DSS SQ20-001117	Kitching, Kimberley	DSS - Customised and special-order furniture and office supplies	<p>For each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020, can the Department/agency advise the quantum spent on customised and special-ordered furniture and office supplies (excluding items such as ergonomic desks and chairs and items required for work, health and safety purposes). Please provide a full breakdown, descriptions and cost.</p>	Written

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DSS SQ20- 001119	Kitching, Kimberley	DSS - Staff travel	What is the total cost of staff travel for departmental/agency employees for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020.	Written
DSS SQ20- 001120	Kitching, Kimberley	DSS - Legal costs	What are the total legal costs for the Department/agency for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020.	Written
DSS SQ20- 001121	Kitching, Kimberley	DSS - Secretarial travel	Can an itemised list of the costs of all domestic and international travel undertaken by the Secretary of the Department for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020 be provided including: a. Flights for the Secretary as well as any accompanying departmental officials, and identify the airline and class of travel. b. Ground transport for the Secretary as well as any accompanying departmental officials. c. Accommodation for the Secretary as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed. d. Meals and other incidentals for the Secretary as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided. e. Any available photographs documenting the Secretary's travel should also be provided.	Written
DSS SQ20- 001122	Kitching, Kimberley	DSS - Departmental staff allowances	Can a list of Departmental/agency allowances and reimbursements available to employees be provided.	Written
DSS SQ20- 001123	Kitching, Kimberley	DSS - Market research	1. Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies. 2. If so, can the Department provide an itemised list of: a. Subject matter b. Company c. Costs for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020 d. Contract date period 3. Can the Department/agency advise what, if any, research was shared with the Minister or their office and the date and format in which this occurred.	Written

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DSS SQ20- 001124	Kitching, Kimberley	DSS - Advertising and information campaigns	<ol style="list-style-type: none"> 1. What was the Department/agency's total expenditure on advertising and information campaigns for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020. 2. What advertising and information campaigns did the Department/agency run in each relevant period. For each campaign, please provide: <ol style="list-style-type: none"> a. When approval was first sought. b. The date of approval, including whether the advertising went through the Independent Campaign Committee process. c. the timeline for each campaign, including any variation to the original proposed timeline. 3. Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided. 	Written
DSS SQ20- 001125	Kitching, Kimberley	DSS - Promotional merchandise	<ol style="list-style-type: none"> 1. What was the Department/agency's total expenditure on promotional merchandise for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020. 2. Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided. 3. Can photographs or samples of relevant promotional merchandise please be provided. 	Written
DSS SQ20- 001127	Kitching, Kimberley	DSS - Social media influencers	<ol style="list-style-type: none"> 1. What was the Department/agency's total expenditure on social media influencers for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020. 2. What advertising or information campaigns did the Department/agency use social media influencers to promote. 3. Can a copy of all relevant social media influencer posts please be provided. 4. Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided. 	Written
DSS SQ20- 001129	Kitching, Kimberley	DSS - Commissioned reports and reviews	<ol style="list-style-type: none"> 1. For each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020-30 September 2020, how many Reports or Reviews have been commissioned. Please provide details of each report including: <ol style="list-style-type: none"> a. Date commissioned. b. Date report handed to Government. c. Date of public release. d. Terms of Reference. e. Committee members and/or Reviewers. 	Written

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			<ol style="list-style-type: none"> 2. How much did each report cost/or is estimated to cost. 3. The background and credentials of the Review personnel. 4. The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel 5. The cost of any travel attached to the conduct of the Review. 6. How many departmental staff were involved in each report and at what level. 7. What is the current status of each report. When is the Government intending to respond to each report if it has not already done so. 	
DSS SQ20-001130	Kitching, Kimberley	DSS - Board appointments	<ol style="list-style-type: none"> 1. Provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members. 2. What is the gender ratio on each board and across the portfolio 3. Please detail any board appointments made from 30 June 2020 to date. 4. What has been the total value of all Board Director fees and disbursements paid. 5. What is the value of all domestic travel by Board Directors. 6. What is the value of all international travel by Board Directors. 	Written
DSS SQ20-001131	Kitching, Kimberley	DSS - Ministerial stationery	How much has been spent on ministerial stationery requirements in each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020.	Written
DSS SQ20-001132	Kitching, Kimberley	DSS - Media monitoring	<ol style="list-style-type: none"> 1. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the each Minister's office for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020. <ol style="list-style-type: none"> a. Which agency or agencies provided these services. b. Can an itemised list of Austender Contract notice numbers for any media monitoring contracts in each period please be provided c. What is the estimated budget to provide these services for the FY 2020-21. 2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020. <ol style="list-style-type: none"> a. Which agency or agencies provided these services. b. Can an itemised list of Austender Contract Notice numbers for any media monitoring contracts in each period please be provided c. What is the estimated budget to provide these services for the year FY 2020-21. 	Written

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DSS SQ20- 001133	Kitching, Kimberley	DSS - Departmental staff in Minister's office	<p>1. Can the Department provide an update on the total number of departmental staff seconded to ministerial offices, including:</p> <p>a. Duration of secondment.</p> <p>b. APS level.</p> <p>2. Can the Department provide an update on the total number of DLOs/CLOs for ministerial offices including APS level.</p>	Written
DSS SQ20- 001134	Kitching, Kimberley	DSS - Compensation for Detriment caused by Defective Administration (CDDA) Payments	<p>1. How many claims have been received under the Compensation for Detriment caused by Defective Administration scheme (CDDA) by the Department for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020?</p> <p>2. How many claims were:</p> <p>a. Accepted.</p> <p>b. Rejected.</p> <p>c. Under consideration.</p> <p>3. Of the accepted claims, can the Department provide:</p> <p>a. Details of the claim, subject to relevant privacy considerations</p> <p>b. The date payment was made</p> <p>c. The decision maker.</p>	Written
DSS SQ20- 001135	Kitching, Kimberley	DSS - Recruitment	<p>1. What amount has been expended by the department/agency on external recruitment or executive search services in each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020.</p> <p>2. Which services were utilised. Can an itemised list be provided.</p>	Written
DSS SQ20- 001136	Kitching, Kimberley	DSS - Staffing	<p>1. How many full-time equivalent staff were engaged at each of 30 June 2019, 30 June 2020 and at 10 November 2020.</p> <p>2. How many of these positions are</p> <p>a. ongoing and</p> <p>b. non-ongoing.</p> <p>3. How many redundancies have occurred in each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020. How many were:</p> <p>a. voluntary</p> <p>b. involuntary.</p> <p>4. How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies.</p> <p>5. What was the total value in dollar terms of all termination payments paid to exiting staff.</p>	Written

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			<p>6. How much overtime or equivalent has been paid to staff in each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020.</p> <p>7. How many section 37 notices under the Public Service Act 1999 have been offered in each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020.</p>	
DSS SQ20-001137	Kitching, Kimberley	DSS - Comcare	<p>1. For each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020, can the Department advise whether it has been the subject of any investigations involving Comcare. If yes, please provide details of the circumstances and the status.</p> <p>2. Can the Department advise the number of sanctions it has received from Comcare in the each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020.</p>	Written
DSS SQ20-001138	Kitching, Kimberley	DSS - Fair Work Commission	For each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020-30 September 2020, how many references have been made to the Fair Work Commission within the Department or agency.	Written
DSS SQ20-001139	Kitching, Kimberley	DSS - Fair Work Ombudsman	For each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020, how many references have been made to the Fair Work Ombudsman within the Department or agency.	Written
DSS SQ20-001140	Kitching, Kimberley	DSS - Office of the Merit Protection Commissioner	For each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency.	Written
DSS SQ20-001141	Kitching, Kimberley	DSS - Public Interest Disclosures (PIDs)	For each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020, how many public interest disclosures have been received.	Written
DSS SQ20-001142	McAllister, Jenny	DSS - No Interest Loan Scheme (NILS)	<p>Regarding the \$20 million No Interest Loan Scheme for women experiencing domestic violence announced on International Women's Day 2020:</p> <p>1. How many applications have been received? Please provide a breakdown by state and territory.</p> <p>2. How many applications have been approved? Please provide a breakdown by state and territory.</p> <p>3. What is the average loan amount granted? Please provide a breakdown by state and territory.</p> <p>4. What evaluation has or will be undertaken in relation this scheme? If no evaluation has been undertaken, why not?</p>	Written

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DSS SQ20-001148	McAllister, Jenny	DSS - National Partnership on COVID-19 Family and Domestic Violence Responses - November reports	Can the Office for Women provide the state and territory government November reports on expenditure referred to in Department of Social Services Question on Notice SQ20-000595? If no, why not?	Written
DSS SQ20-001198	McAllister, Jenny	DSS - National Plan to Reduce Violence against Women and their Children	Has the Government started an evaluation of the National Plan to Reduce Violence against Women and their Children (2010-2021)? If yes, how much funding has been provided for the evaluation and from what funding stream will be used for the evaluation? Can Office for Women confirm if the evaluation will be made public? If yes, when will the evaluation be made public. If no, why won't the evaluation be made public.	Written
DSS SQ20-001199	McAllister, Jenny	DSS - Fourth Action Plan to Reduce Violence Against Women and Their Children	Regarding the Fourth Action Plan to Reduce Violence Against Women and Their Children: Please provide the funding under the plan as a total and for each year. Please include the recipients of funds already distributed, the measures that are yet to be implemented and the responsible agency.	Written
DSS SQ20-01143	McAllister, Jenny	DSS - 1800RESPECT	Regarding 1800RESPECT: 1. Please provide an update on the contract tender including the number of expressions of interests received and the number of tender applications received. 2. Please provide the reason(s) why the 1800RESPECT contract tender delayed? 3. When will the successful tender be announced? 4. Will the successful provider be in place before the Christmas 1800RESPECT campaign flagged in the 2020-21 budget? If no, why not?	Written
DSS SQ20-000908	McCarthy, Malarndirri	DSS - Independent Assessments	1. When was the decision taken to introduce mandatory independent assessments to all NDIS participants? 2. Who was consulted before this date, about the decision to introduce mandatory independent assessments to the NDIS? Could a list of every group or individual consulted be provided.	Written
DSS SQ20-000909	McCarthy, Malarndirri	DSS - NDIS / Commission budget	Page 156 of Budget Paper 2 allocates \$798 million to the NDIS over four years: a. Specifically what will this funding be used for? b. Will part of this measure be used to resource IA or has that funding already been accounted for in Agency resourcing? c. [If yes, noting tender costing is sensitive] So we could say, IA will cost up to \$798.8 million, is that correct?	Written

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DSS SQ20- 000913	McCarthy, Malarndirri	DSS - Redress Branch Staff	How many staff in the Redress Branch are consultants employed by EY, or another labour hire/consulting firm? How many are permanent APS appointment and how many are temporary APS appointments?	Written
DSS SQ20- 000914	McCarthy, Malarndirri	DSS - Increasing maximum payment under the Scheme	Has the Redress Board ever considered increasing the maximum payment under the Scheme to \$200,000? If so, on what date? And what was the outcome of the deliberation?	Written
DSS SQ20- 000915	McCarthy, Malarndirri	DSS - Decision Making Framework (the 'matrix')	Has the Redress Board ever considered changes to the decision making framework (the 'matrix')? If so, on what date? And what was the outcome of the deliberation?	Written
DSS SQ20- 000916	McCarthy, Malarndirri	DSS - Counselling Sessions	In each jurisdiction, what is the maximum number of counselling sessions provided to an individual who is eligible for a Redress payment?	Written
DSS SQ20- 000917	McCarthy, Malarndirri	DSS - Safe Places applications	Were any grants issued under the Safer Places program unsolicited? Or initiated by the Department rather than an applicant? If so, which ones?	Written
DSS SQ20- 000918	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) working group	At Senate estimates the Department confirmed that a Cashless Debit Card technology working group had been established which included some large banks, supermarkets and Australia Post. In relation to this working group: 1. Provide the full list of members, along with when the working group was established and each date it has met. 2. Indicate which institutions have trialed merchant or product level blocking, where those trials have taken place and what each trial found. 3. Have any organisations been paid for trialing merchant level or product level blocking? If so, which organisations have been paid, how much and when?	Written
DSS SQ20- 000919	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) permanent sites	1. Provide a list of all organisations consulted on the proposal to make the Cashless Debit Card permanent in the four trial sites? Providing dates when consultation on permanency was undertaken. 2. How many extra people will be placed on income management (Cashless Debit Card) in each year of the forward estimates because the legislation to expand the Cashless Debit Card to the NT, which is before the Parliament, removes the disengaged youth and long-term-unemployed triggers?	Written

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DSS SQ20-000920	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) retailers	<p>1. How many retailers have reported technical issues with the Cashless Debit Card in the last year? e.g. cases terminals to freeze, routinely declined payments etc.</p> <p>2. In relation to the Cashless Debit Card:</p> <p>a) What is the maximum balance of a cashless debit card account?</p> <p>b) How much interest has been paid to Cashless Debit Card account holders? Who funds this - the Department or Indue?</p>	Written
DSS SQ20-000921	McCarthy, Malarndirri	DSS - Australian Securities and Investments Commission (ASIC) advice on Cashless Debit Card (CDC)	<p>Did ASIC provide DSS (or another government entity) with a letter of comfort indicating that the Cashless Debit Card trials would not breach legislation that prevents the unsolicited issue of debit cards? Please provide this letter and any related documents from ASIC.</p> <p>If relevant - has ASIC provided similar assurances in relation to the Government's proposals to make the CDC permanent in the NT and the four trial sites?</p>	Written
DSS SQ20-000922	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) post suspension of processing new participants	How many people will be placed onto a Cashless Debit Card when the current pandemic-related suspension of processing new participants come to an end? Please break down by trial site.	Written
DSS SQ20-000923	McCarthy, Malarndirri	DSS - Cashless Debit Card (CDC) expenditure	<p>1. What is the total expenditure on the Cashless Debit Card program in each year to date?</p> <p>2. If the Government's proposed expansion of the CDC passes the Parliament, how much will be spent on the CDC program in each year of the forward estimates?</p>	Written
DSS SQ20-000924	McCarthy, Malarndirri	DSS - Payment forward projections	Which payment forward projections were impacted by the reductions in birth rates factors into the budget? Over the forward estimates what impact - in number of recipients and expenditure - has the projection of a reduced birth rate had on each payment type?	Written
DSS SQ20-000928	McCarthy, Malarndirri	DSS - Evaluation of Cashless Debit Card (CDC)	On what dates did the Department and/or the Minister's Office receive draft and final copies of the Cashless Debit Card evaluation conducted by University of Adelaide?	Written
DSS SQ20-000931	McCarthy, Malarndirri	DSS - Expected numbers of people on unemployment benefits	<p>During estimates, the Department indicated the number of people expected to be receiving unemployment payments (JobSeeker and YA - other) in each year of the forward estimates. In relation to this, please provide in writing:</p> <p>The average number of people expected to be receiving unemployment payments in each year, broken down by:</p> <ol style="list-style-type: none"> 1. Gender 2. Age 3. State/territory 	Written

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DSS SQ20- 000932	McCarthy, Malarndirri	DSS - Stillborn baby payment forward estimates	How many people in each year of the forward estimates are expected to access each payment that is available in relation to stillborn children? (Assuming the changes in the Coronavirus and Other Measures Bill pass the Parliament)	Written
DSS SQ20- 000981	McCarthy, Malarndirri	DSS - Safe Places organisations	1. How many of the organisations receiving a grant under the Safe Places program have now received their funding? 2. How many of these organisations have commenced construction on these urgently needed safe places?	Written
DSS SQ20- 000982	McCarthy, Malarndirri	DSS - Safe Places support to date	Safe Places will aim to build 450 new or expanded emergency and crisis safe places for up to 6,500 women and children experiencing domestic and family violence. How many of these women and children experiencing domestic and family violence have been supported by this program to date?	Written
DSS SQ20- 000983	McCarthy, Malarndirri	DSS - Safe Places organisations by electorate	Please provide information on which organisations have been granted funding under the program and provide a breakdown by federal electorate?	Written
DSS SQ20- 000984	McCarthy, Malarndirri	DSS - Safe Places additional support for organisations	What, if any, additional support will be available to the 40 organisations granted funding under the program?	Written
DSS SQ20- 000985	McCarthy, Malarndirri	DSS - National Rental Affordability Scheme (NRAS) properties by electorate	Please provide data broken down by Federal electorates for the number of NRAS properties and when they will expire from the NRAS scheme by financial year?	Written
DSS SQ20- 000986	McCarthy, Malarndirri	DSS - National Rental Affordability Scheme (NRAS) ending and expired incentives	1. How many incentives ended in the last six months? 2. How many incentives will end in the next six months?	Written
DSS SQ20- 000987	McCarthy, Malarndirri	DSS - National Rental Affordability Scheme (NRAS) incentives possibility of extension	Is there any consideration by the Government of extending NRAS incentives to alleviate the financial hardship caused by the COVID crisis?	Written
DSS SQ20- 000991	McCarthy, Malarndirri	DSS - Family Tax Benefit (FTB) Part A and FTB Part B recipients	Provide a breakdown of how many people receiving an income support payment also receive FTB A and FTB B.	Written

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DSS SQ20- 000992	McCarthy, Malarndirri	DSS - Paid Parental Leave (PPL) eligibility	<p>1. The Budget Papers indicate that some people who will benefit from temporary changes to Paid Parental Leave eligibility rules associated with the pandemic might incur Family Tax Benefit debts as a result. How many families will have family tax benefits because of the temporary changes to Paid Parental Leave eligibility rules announced in the Budget?</p> <p>2. How many families will benefit from the temporary changes to Paid Parental Leave eligibility rules announced in the Budget?</p>	Written
DSS SQ20- 001001	McCarthy, Malarndirri	DSS - Younger People in Residential Aged Care (YPIRAC)	<p>1. How many people under the age of 65 with a disability are currently in residential aged care who are not receiving services under the NDIS?</p> <p>2. Has the Commonwealth explored if there are any opportunities to co-fund step down facilities where people can access rehabilitation as well as disability support while they find long term housing in the community?</p>	Written
DSS SQ20- 001002	McCarthy, Malarndirri	DSS - Pensioner assets	<p>1. What is the average value of assets held by Age Pensioners, Disability Support Pensioners and Carer Payment recipients? How has this changed over the last year?</p> <p>2. Provide the distribution of assets held by recipients broken down by the number of pensioners for each \$20,000 increment in assets (or similar).</p>	Written
DSS SQ20- 001006	McCarthy, Malarndirri	DSS - Younger People in Residential Aged Care (YPIRAC)	<p>1. Has the Commonwealth had any discussions with states and territories about interim or transitional accommodation services for those people under the age of 65 with a disability who cannot return home and who cannot go to Residential Aged Care under the new guidelines? Could details of these discussions be provided.</p> <p>2. Does the NDIS or the Commonwealth have any plans to develop specific responses for people under the age of 65 with a disability needing interim accommodation?</p>	Written
DSS SQ20- 001028	McCarthy, Malarndirri	DSS - Data Breakdown of Participants on Supplementary Payments	<p>Provide a break-down by payment type, showing the type and amount of supplementary payment received (similar to SQ19-000346). E.g. Show the number of people on DSP, JobSeeker, Parenting Payment Single, Youth Allowance (other) etc. who receive a supplementary payment e.g. rent assistance, energy supplement etc.</p> <p>a. Please provide comparison data from before the pandemic e.g. data from the latest available month and from December 2019.</p>	Written
DSS SQ20- 001033	McCarthy, Malarndirri	DSS - Data Breakdown of JobSeeker and Youth Allowance Recipients	<p>The now-abolished Labour Market and Related Payments publication included a breakdown of Newstart and Youth Allowance (Other) recipients by whether they were considered 'job seekers' (i.e. had job search requirements) including a further breakdown of this job seeker group detailing if they were undertaking approved voluntary or part-time work, undertaking other activities without job search, are incapacitated, or had other/temporary exemptions from job</p>	Written

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			<p>search requirements (see Table 2 for example). Data was also provided on how many were undertaking training or education. This publication ceased in February 2020 (ostensibly replaced by the monthly JobSeeker and Youth Allowance (Other) reports on data.gov.au). However, the new reports do not include information regarding which JobSeeker Payment recipients are actually considered 'job seekers'.</p> <p>1. Provide a breakdown of JobSeeker Payment and Youth Allowance (other) recipients showing those who are considered jobs seekers and have job search requirements, those who do not have job search requirements because they are incapacitated or have a partial work capacity, are undertaking voluntary work etc - equivalent to the data set discontinued in February 2020.</p>	
DSS SQ20-001035	McCarthy, Malarndirri	DSS - Pension Reduction	<p>1. How many pensioners (broken down by pension type) have their pension reduced because of deemed income?</p> <p>2. How many of these pensioners have only the lower deeming rate applied to their assets?</p> <p>3. How many of these pensioners have the lower and the upper deeming rate applied to their assets?</p>	Written
DSS SQ20-001109	McCarthy, Malarndirri	DSS - Young people in detention - access to NDIA	Can young people in detention access services through the National Disability Insurance Scheme?	Written
DSS SQ20-000852	McKim, Nick	DSS - Special Category Visa New Zealanders receiving JobSeeker	How many Special Category Visa New Zealanders received JobSeeker payments during the COVID-19 crisis?	Written
DSS SQ20-001098	McKim, Nick	DSS - Safety nets for Special Category Visa New Zealanders	How many Special Category Visa New Zealanders became unemployed due to the Covid-19 crisis?	Written
DSS SQ20-000633	Polley, Helen	DSS - National Disability Insurance Scheme (NDIS) reserve fund	<p>In a question asked in the March Estimates round, you asked what the process was for establishing the \$1.6 Billion dollar reserve fund.</p> <p>Bilateral National Disability Insurance Scheme (NDIS) agreements signed between the Australian Government and all states and territories, except Western Australia, specify that the Reserve Fund will be built from accumulated cash in the NDIS. Cash accumulated to 30 June 2019 in relation to those jurisdictions now operating under full scheme agreements exceeds currently estimated liabilities for the period to 30 June 2019 for the scheme in those jurisdictions by \$1 billion.</p> <p>- Can you give me a state breakdown of how much has been contributed to the reserve fund?</p> <p>- As an allegedly demand driven system, are these savings, which are being contributed to the</p>	Written

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			<p>reserve fund representative of a bottle neck of people not being able to receive their plans? This is considering that the number of participants are less than originally planned. Do you speculate this is because of poor access to information?</p> <ul style="list-style-type: none"> - Is any of the money accumulated in the reserve fund going to be contributed to ensuring that the watch dog has the power to effectively ensure providers are giving adequate care? - Is there a plan of how the money in the reserve fund will be spent? If so, what is it? - Can you give me an updated on the total of the reserve fund? 	
DSS SQ20-000634	Polley, Helen	DSS - 2018-19 Community Grants Round	<p>For the 2018-19 Community Grants Round, The Department of Social Services agreed to allocate up to \$142,000 per electorate. Ninety-five electorates had applications with a total value of more than \$142,000. The remaining 55 electorates did not have enough applications to reach this cap. In March 2019, Minister Fletcher agreed to increase the funding available per electorate to \$147,000. Only a total of \$92,842 was spent in the electorate of Bass.</p> <ul style="list-style-type: none"> - What was done with the left-over funds in the electorate of Bass? Were there organisations, which didn't receive funding? - Do you have a list of unsuccessful applicants by electorate? 	Written
DSS SQ20-000635	Polley, Helen	DSS - Safe Places and COVID-19 funding for Family and Domestic Violence (FDV) services	<p>In February 2019, there was an announcement for a \$60m investment in emergency accommodation. Almost 20 months later, On the 28th September 2020, Families and Social Services Minister Anne Ruston unveiled the 40 projects, which are expected to help 6000 vulnerable Australians a year, by providing around 700 new safe places across the country. This is part of the \$78 million package, which includes \$18 million to continue the Keeping Women Safe in their Homes initiative funded under the federal government's Safe Places Emergency. There will be an even split of accommodation across regional areas and capital cities. The safe housing program forms part of the \$340m federal government investment in the National Action Plan to reduce violence against women and children. In response to the COVID-19 pandemic and a spike in demand for support services, an additional \$150 million was announced for victims of Domestic Violence. The Federal Government has used \$20 million to boost services to 1800RESPECT and MensLine and establish the Help is Here information campaign.</p> <ul style="list-style-type: none"> - How was the location for the projects determined? What is the allocation for Tasmania? - When this program was originally announced, it said that it will assist up to 6500 women and children escaping domestic and family violence per year. Why has this been reduced while reports of domestic and family violence have reached 30-year highs? - Why was the announcement of successful applicants announced almost 20 months after the 	Written

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			<p>initial announcement of the program? What was the reason for the delay?</p> <p>- How much of the remaining \$130 million from the support package for Victims of domestic violence been spent? Can you please provide a state breakdown of where this spending went?</p>	
DSS SQ20- 000636	Polley, Helen	DSS - National Redress Scheme and Aboriginal and Torres Strait Islander survivors	<p>Most submissions published by the Joint Select Committee reflect the views of non-Indigenous survivors, or the interests of the institutions. Despite this, 14.3 per cent of survivors are Aboriginal and Torres Strait Islander people. Taking into account the impact on each victim's parents and siblings, and later, on their partners and children, it is conservatively estimated that over 45,000 people would be directly affected. It is uncertain what is being done to ensure the experiences of Aboriginal and Torres Strait Islander survivors are considered as part of the review and the National Redress Scheme.</p> <p>Members of the Stolen Generations, who are still alive today experience higher levels of adversity in relation to almost all of 38 key health and welfare outcomes.</p> <p>1. Unaddressed intergenerational trauma is a driver of some of the most serious social and wellbeing issues facing Aboriginal and Torres Strait Islander communities today, including drug and alcohol addiction, criminal behaviour, violence and suicide.</p> <p>a. Are there additional resources being employed to ensure tailored and culturally safe responses are being done for those with complex needs? If so, what are they? Aboriginal and Torres Strait Islander people, who are overrepresented should be included in this scheme.</p> <p>b. Do you admit that a key weakness of the scheme is the response to Aboriginal and Torres Strait Islander survivors when engaging in formal agencies? If yes, What is being done to address this?</p> <p>c. The importance of connecting to culture is known to aid in supporting the resilience and healing of victims of child sexual abuse. Has there been alternative methods explored in order to accommodate for groups from culturally or linguistically diverse backgrounds as well as people with a disability?</p> <p>2. Noting the disproportionate impact on Indigenous and Torres Strait Islander people, has there been a map made of the existing capacity of healing services and resources available within Aboriginal and Torres Strait Islander communities? Are these adequate?</p>	Written
DSS SQ20- 000637	Polley, Helen	DSS - Addressing violence against women and children	<p>1. \$25.4 million for a range of community programs, information campaigns, resources, and awareness-raising initiatives focused on addressing the social behaviours and attitudes that lead to violence against women and children.</p> <p>a. Has the information about the remaining funding for the expansion of specialised family violence services been announced? If so, what does it entail? What program was not funded as a</p>	Written

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			<p>result of funding the men's behaviour change programs?</p> <p>b. Why was the \$2.4million for men's behaviour change programs only allocated to NSW, Queensland and Western Australia? Why not to other states and territories?</p> <p>c. Has the DSS finalised the new performance monitoring and reporting framework - including new performance measures and data?</p> <p>d. Why has no work been completed on the Primary Prevention Hub?</p> <p>e. What has been done to meet increasing demand as a result of the COVID-19 pandemic to ensure that 1800RESPECT meets the needs of the community?</p> <p>2. Why have you gone to the open market? How does this ensure the most effective model to deliver the service to users? What is the cost to the taxpayer for this program on an annual basis?</p>	
DSS SQ20-000911	Siewert, Rachel	DSS - Boston Consulting Group (BCG) on the Disability Employment Services (DES) program	<p>In regards to the work undertaken with Boston Consulting Group on the DES Program:</p> <p>a) What did the review find about the effectiveness of the DES Program?</p> <p>b) What did the review find about the number of people who moved into work through the DES Program and the number of jobs created through the program?</p> <p>c) What did the review find about the flaws of the DES Program?</p>	Written
DSS SQ20-000946	Siewert, Rachel	DSS - Liquid Assets Waiting Period (LAWP)	<p>1. How many new recipients of income support payments have had to serve a liquid assets waiting period since 25 September 2020?</p> <p>2. Please provide a breakdown of the people serving a Liquid Assets Waiting Period by age, payment type, and length of waiting period to be served.</p>	Written
DSS SQ20-000949	Siewert, Rachel	DSS - Coronavirus Supplement	<p>1. What scenarios were modelled in relation to the short, medium and long term economic impacts of continuing the \$550 Coronavirus supplement beyond 25 September 2020? What did this modelling show?</p> <p>2. What scenarios have been modelled in relation to the short, medium and long term economic impacts of continuing the \$250 Coronavirus supplement beyond 31 December 2020? What did this modelling show?</p>	Written
DSS SQ20-000950	Siewert, Rachel	DSS - Income support payment receiving households including children	How many households in which at least one parent is receiving an income support payment include children, and how many children are in these households?	Written
DSS SQ20-000951	Siewert, Rachel	DSS - Jobseeker Program of Support	Can the number of people on Jobseeker who have been granted DSP following completion of a Program of Support be broken down by impairment type?	Written

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DSS SQ20-000980	Siewert, Rachel	DSS - National Consumer Protection Framework	The National Consumer Protection Framework is scheduled for its 3 year review in February 2021. Have you started planning for this, and what this review will look like?	Written
DSS SQ20-001004	Siewert, Rachel	DSS - Gambling, tobacco and alcohol reduction campaigns	<ol style="list-style-type: none"> 1. How is the Department assisting and supporting people who have decided to use the lockdowns as an opportunity to stop gambling? 2. What early intervention and harm reduction work has the Department undertaken in relation to harmful gambling behaviour? 3. Has the Government considered drawing on and implementing key learnings from tobacco and alcohol harm reduction campaigns? 4. Has any of this work specifically targeted young men, who are statistically more likely to use online gambling services? 	Written
DSS SQ20-001071	Siewert, Rachel	DSS - Staff trauma training	Please outline what type of trauma training Centrelink staff receive, including the type of training provided to staff so that they can interact appropriate with victims of institutional child sexual abuse?	Written
DSS SQ20-001082	Siewert, Rachel	DSS - JobSeeker payment recipients	<p>Please provide the number of people receiving JobSeeker Payment, broken down by their housing type, including:</p> <ol style="list-style-type: none"> a) Private Rental b) Owner/occupier (mortgage) c) Owner/occupier (no mortgage) d) Social Housing e) Homeless 	Written
DSS SQ20-001089	Siewert, Rachel	DSS - People with a disability on JobSeeker	<p>In regards to people with a disability on Jobseeker Payment, please provide the following data for the financial year 2019-20, broken down by quarter, and for the first quarter of 2020-21:</p> <ol style="list-style-type: none"> 1. For people receiving JobSeeker Payment as at 30 September 2020 with an assessed capacity of 8-14 and 15-29 hours per week on Job Seeker, please provide a breakdown by: <ol style="list-style-type: none"> a) Impairment type b) State and Territory c) Gender d) Age e) Duration on payment by impairment type f) By earnings g) Indigenous/non-Indigenous. 2. How many people on Job Seeker as at 30 September 2020 with an assessed capacity of 	Written

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			<p>between 8-14 and 15-29 hours had been exempted from their mutual obligation requirements? Is there data available regarding the reasons for exemption? Can this data be broken down by impairment type?</p> <p>3. How many people on JobSeeker with an assessed capacity of between 8-14 and 15-29 hours are registered with JobActive providers and DES providers? Can this be broken down by impairment type?</p>	
DSS SQ20-001090	Siewert, Rachel	DSS - Recipients of JobSeeker / Newstart and Youth Allowance (other) - duration of support	<p>1. Among recipients of Jobseeker/Newstart and Youth Allowance (Other) in January 2020, what proportion were off income support:</p> <p>a) three months later b) six months later</p> <p>2. Please break this down by current income support duration (< 1 year and 1 year+).</p> <p>3. Please provide the same data as above for exits after three months, for current recipients (by duration) in January, February, March, April and May 2020.</p>	Written
DSS SQ20-001092	Siewert, Rachel	DSS - Jobseeker and Youth Allowance recipient numbers	<p>1. Please provide the number of recipients of Jobseeker Payment and Youth Allowance (Other) for September 2020, broken down by:</p> <p>a) age (Under 25, 25-34, 35-54, 55+ years) b) gender c) duration of income support (<6 months, 6 months-1 year, 1-2 years, 2-5 years, 5 years +) d) State/Territory e) partial work capacity f) principal carer g) Indigenous status</p> <p>2. Please provide the same breakdowns for September 2020 for :</p> <p>a) people under 25 years on income support for 6 months + b) people 25 years + on income support for 12 months +</p>	Written
DSS SQ20-001093	Siewert, Rachel	DSS - JobSeeker supplementary payments	<p>Please provide the number of people on JobSeeker receiving Supplementary Payments, broken down by supplementary payment type, including:</p> <p>a) Rent Assistance b) Family Tax Benefit c) Other supplements, and their amount.</p>	Written
DSS SQ20-001110	Siewert, Rachel	DSS - Crisis Payment	<p>For how long will the new category of crisis payment that was introduced around the national health emergency be available for people to access?</p>	Written

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DSS SQ20- 001111	Siewert, Rachel	DSS - Income Support Payment mutual obligations	If a person on an income support payment accepts short term work to fulfil mutual obligations requirements can they lose eligibility for their payment and subsequently be subject to the seasonal work waiting period?	Written
DSS SQ20- 000714	Waters, Larissa	DSS - Safe Places successful applicants	Can you provide a list of all the successful applicants and projects for Safe Places Emergency Accommodation grants?	Written
DSS SQ20- 000719	Waters, Larissa	DSS - Grant extensions due to COVID-19	How many grants and other funding agreements managed by the Department were given a 9-month extension as a result of COVID-19? How many of these organisations or projects were refunded in the Budget?	Written
DSS SQ20- 000809	Waters, Larissa	DSS - National Approach to Reporting	Please outline work being undertaken by the Department towards a more harmonised national approach to reporting sexual assault and domestic and family violence data?	Written
DSS SQ20- 000811	Waters, Larissa	DSS - Assessing early intervention and behavioural change programs	What work is the Department undertaking (with the Australian Institute of Health and Welfare or otherwise) to assess the success of early intervention and behaviour change programs?	Written
DSS SQ20- 000813	Waters, Larissa	DSS - Implementation of Respectful Relationships	Has the Department been involved in any consultation with the Department of Education and Employment regarding the implementation of Respectful Relationships programs in schools, including in relation to the Respect Matters funding?	Written
DSS SQ20- 000814	Waters, Larissa	DSS - Consultation for Fifth Action Plan under the National Plan to Reduce Violence against Women and their Children	When will consultation commence to develop a Fifth Action Plan for the National Plan for the Reduction of Violence Against Women and Their Children? Please outline any consultation plans, including who will be consulted, the role of the women's alliances in the consultation, and general timeframes.	Written
DSS SQ20- 000815	Waters, Larissa	DSS - Respect@Work recommendations	What interaction does the Department expect to have with the new Respect@Work Council regarding implementation of the Respect@Work recommendations?	Written
DTA SQ20- 000011	McCarthy, Malarndirri	DTA - COVIDSafe	1. Can the Agency please provide an update on user numbers for the COVIDSafe app? a. How many total registrations have there been? b. How many total downloads have there been? c. How many Australian users have downloaded the most current version on the app? Please provide a total as well as breakdown by iPhone & Android devices.	Written

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			<p>2. How much has COVIDSafe App cost so far?</p> <p>a. Can you provide a breakdown of expenditure, including external consultants and ongoing storage costs?</p> <p>b. Is the app still being actively advertised anywhere? If yes, where?</p>	
DTA SQ20- 000012	McCarthy, Malarndirri	DTA - Vulnerability Disclosure Policies	<p>1. The second principle of the ACSC's Securing the Internet of Things for Consumers Code of Practice is that developers "Implement a vulnerability disclosure policy" ... "a public point of contact as part of a vulnerability disclosure policy in order for security researchers and others to report issues" and that "Disclosed vulnerabilities should be acted on in a timely manner." ACSC's IoT Code of Practice: Guidance for Manufacturers also provides a series of examples of good implementation of this principle including that.</p> <p>A clear and detailed vulnerability disclosure policy is readily available on the manufacturer's website advising that lawyers won't be used to silence or prosecute people who report vulnerabilities in good faith.</p> <p>A point of contact specifically for reporting vulnerabilities is clearly identified.</p> <p>Vulnerabilities that are reported are acknowledged and responded to by the manufacturer.</p> <p>The manufacturer has an appropriately timely deadline for development and distribution of updates once vulnerabilities are identified.</p> <p>The manufacturer has a bug bounty program to encourage users to report vulnerabilities.</p> <p>This principle is so important that this guidance note states that "the Australian Government recommends industry prioritise .. vulnerability disclosure (as it) .. will bring the largest security benefits in the short term."</p> <p>Given this, why does DTA not follow this best practice security advice in the IT services that it offers to Australian citizens?</p> <p>To take just one representative example, there was no vulnerability disclosure policy published for the CovidSAFE app. Not point of contact identified for reporting. Very patchy and long delayed acknowledgement and responses to disclosed vulnerabilities.</p> <p>Is this a case of the government telling manufacturers to do as I say, not as I do on Cyber Security?</p> <p>2. The IoT Code further suggests that "Implementing a bug bounty program encourages and rewards the cyber security community for identifying and reporting vulnerabilities, thereby facilitating the responsible and coordinated disclosure and remediation of vulnerabilities." Has DTA ever run a bug bounty program?</p> <p>3. Has the DTA ever sought advice about implementing a bug bounty program?</p>	Written

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			<p>4. Is DTA aware that since August 2019, the United Kingdom's National Cyber Security Centre has operated a vulnerability disclosure platform of last resort for UK government entities on the HackerOne platform?</p> <p>5. Why has DTA not implemented a similar vulnerability disclosure of last resort platform to supplement the cyber security posture of Commonwealth entities?</p> <p>6. Since 2016, more than 10,000 vulnerabilities have been discovered as security researchers were invited to US government bug bounties including: Hack the Pentagon, Hack the Army, Hack the Air Force, Have the Marine Corp and Hack the Defence Travel System. Why has the Australian government not implemented similar bug bounty programs to supplement the cyber security posture of Commonwealth entities?</p> <p>7. Why does the Commonwealth believe that it's more important for an internet connected fridge to be protected by a vulnerability disclosure process and bug bounties than the CovidSafe App? Or MyGov? Or any other Commonwealth IT service?</p>	
DTA SQ20-000009	McKim, Nick	DTA - COVIDSafe	<p>1. How many people in Australia have downloaded COVIDSafe?</p> <p>a. How many of these people are "active users"?</p> <p>2. How many contracts have been attached to COVIDSafe, and for how much?</p> <p>a. Please break down by individual contractors (e.g. Boston Consulting Group, Amazon Web Services, Shine Solutions and Ionize), and by individual contracts, where held by a single contractor (e.g. Boston Consulting Group has had numerous contracts), and including extensions to existing contracts.</p> <p>3. What progress has the Government made on fixing the problem regarding Bluetooth handshakes not timing out?</p> <p>4. How many people diagnosed with COVID-19 have had COVIDSafe downloaded on their smartphones?</p> <p>5. Which states have downloaded data from an infected person, and for how many COVID-19-diagnosed app users?</p> <p>6. How many COVID-19 infections have been traced through COVIDSafe that weren't found through manual tracing?</p> <p>7. How many version updates have there been to COVIDSafe?</p> <p>a. Please provide dates and details of features and bug fixes for each vision update.</p>	Written
DTA SQ20-000010	McKim, Nick	DTA - Digital Identity	<p>\$256.6 million has been allocated over two years from 2020-21 to continue development and expansion of Digital Identity, including completion of biometric verification and the integration of myGov.</p>	Written

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			<ol style="list-style-type: none"> 1. What considerations are being given to barriers to entry that will be created by the expansion of Digital Identity? 2. What safeguards are being put in place to ensure that people, already dealing with unprecedented worries and stress, can access necessary public services without providing biometric data? 3. As biometric technology is being rolled out to, and trialled on, increasing numbers of government service providers and customer, what protections are being put in place to safeguard the increasing amounts and of biometric information that is being stored in databases that are vulnerable to hacking or misuse? 4. Amazon and Microsoft have stopped selling facial recognition to law enforcement over concerns regarding racial bias and potential for misuse, Google/Alphabet have called for a temporary ban on facial recognition technology, and IBM has said it was pulling out of the facial recognition business. What protections will be put in place to safeguard against the known problems and biases of facial recognition technology? 5. What government and private systems will facial recognition biometrics collected by Digital Identity be used for? <ol style="list-style-type: none"> a. What safeguards will be put in place to ensure facial recognition biometrics collected by Digital Identity will not be used by or for other agencies and uses? 	
DTA SQ20- 000008	Thorpe, Lidia	DTA - Facial recognition technology	<ol style="list-style-type: none"> 1. Will the proposed facial recognition technology scheme be mandatory for people accessing welfare? 2. The world's biggest tech firms, including Amazon, Google and Microsoft, are shunning facial recognition technology because it poses such a fundamental threat to democracies and human rights: facial recognition technology threatens our right to live free of government surveillance. Why, then, does the Government think it's appropriate to deploy this technology against vulnerable Australians, already doing it tough on welfare in the midst of a recession? 3. Is the cost of the project proportionate to the benefit and ease of use which it seeks to provide? How has this been calculated? 4. What is the expected error rate for people of colour? How has this known flaw to facial recognition been mitigated in the program? 	Written
HA SQ20- 001034	Siewert, Rachel	HA - Children with hearing loss	<p>Of the children where the Health system contacted Hearing Australia in 2019, following a child aged less than 7 being diagnosed with hearing loss:</p> <ol style="list-style-type: none"> a) What percentage had a Hearing Australia initial appointment within 2 months of notification?; b) What percentage had a Hearing Australia initial appointment after 2 months but before 6 	Written

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			<p>months following notification?;</p> <p>c) What percentage were still actively engaged with Hearing Australia as at the end of June 2020; and</p> <p>d) For the children that dropped off (either not getting an initial appointment within 6 months, or not being engaged as at the end of June) what were the main reasons for the drop off (with the percentage of children for each, including 'not known' in the percentages)?</p>	
HA SQ20- 001040	Siewert, Rachel	HA - Children first appointment changes 2020	<p>For the first 6 months of 2020 and for children aged less than 7:</p> <p>What changes have occurred in January to March and then in April to June 2020 (versus the same times in 2019) in the number of children seen for the first time, by age?</p>	Written
NDIA SQ20- 000375	Gallagher, Katy	NDIA - SES Employees	<p>In relation to the 21 Senior Executive Service Officers engaged through labour hire arrangements:</p> <p>1. Please provide a list of all current Austender contract notices for these engagements.</p> <p>2. How many of these officers receive remuneration in excess of the notional amount prescribed under the APSC's SES Remuneration Policy?</p>	Written
NDIA SQ20- 000310	Griff, Stirling	NDIA - Legal Costs	<p>1. How much has the NDIA spent on legal costs over the 2019-20 reporting period?</p> <p>2. Have external legal firms and counsel been engaged by NDIA and, if so, how much has been spent on the use of external legal services over the same reporting period?</p>	Written
NDIA SQ20- 000311	Griff, Stirling	NDIA - AAT Cases	<p>3. In the annual report for the NDIA it states that over the 2019-20 reporting period 1,744 applications for review were received - what percentage does that represent of the overall number of plans issued?</p> <p>4. The report goes on to state that the majority were finalised without a substantive hearing required yet as at 30 June 2020, 960 matters remained open.</p> <p>(a) How many matters currently remain open?</p> <p>(b) Exactly how many were finalised without a substantive hearing over the 2019-20 reporting period?</p> <p>(c) How long does it take for a review of a plan to be considered in how many cases are the timeframes not being met?</p>	Written
NDIA SQ20- 000312	Griff, Stirling	NDIA - AAT cases	<p>5. How many NDIA decisions required a merit review by the AAT in the last reporting period?</p> <p>6. How many NDIA decisions are still awaiting the outcome of a merit review at the AAT?</p>	Written
NDIA SQ20- 000313	Griff, Stirling	NDIA - Reference Groups	<p>7. The NDIA has a number of reference groups and advisory groups. These groups have clear terms of reference and deliverables linked to the NDIA Corporate Plan.</p> <p>What are these clear terms of reference and deliverables?</p>	Written

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NDIA SQ20- 000314	Griff, Stirling	NDIA - Autism Advisory Group	<p>8. One of the advisory groups includes the Autism Advisory Group (AAG). The AAG met five times during the 2019-20 reporting period.</p> <p>9. However, communiques posted on the NDIS website for the AAG only exist for July 2018 and August 2019.</p> <p>(a) are communiques publicly available of the other AAG meetings and, if not, why not?</p> <p>(b) What recommendations has the AAG made over the 2019-20 reporting period? And</p> <p>(c) Has the NDIA acted on those recommendations?</p>	Written
NDIA SQ20- 000319	Griff, Stirling	NDIA - 10% COVID-19 price loading	<p>9(d). A temporary 10 per cent COVID-19 price loading on some supports was added for three months (25 March 2020 to 30 June 2020) to help providers better cover the additional costs associated with operating during the pandemic. What supports were subjected to the 10% price loading and how was it determined which supports would be subjected to the additional 10% loading?</p>	Written
NDIA SQ20- 000337	McCarthy, Malarndirri	NDIA - Fast Pathway Approach	<p>1. Could all NDIS documents in relation to the 'Fast Pathway' or 'Fast Flow' process be provided, including the 'decision tree' referred to by Scott McNaughton on 29 October.</p> <p>2. In relation to 'Fast Pathway' process:</p> <p>a. When was Fast Pathway first used? Is it still in use?</p> <p>b. Who was involved in the development of Fast Pathway?</p> <p>c. Was Fast Pathway one of the methods used by case officers in order to get on top of internal review backlogs and wait times?</p> <p>d. On what grounds did the NDIA create a process that did not adhere to s34 of the NDIS Act?</p> <p>e. How many plans were subject to Fast Pathway over the period it was in place? What is the total value of NDIS funds associated with these packages?</p> <p>f. Did NDIS participants receive funding under Fast Pathway that they are not entitled to under s34 of the NDIS Act?</p> <p>a. Will those participants have section 34 applied at a subsequent plan review, and have those supports cut?</p> <p>g. Were participants whose plan review decisions were subject to Fast Pathway informed about the different process that was being used to consider their internal review application?</p> <p>h. Why have the 14 items listed as exceptions in the 'Fast Pathway Exceptions List' been selected over others?</p> <p>a. Could any internal communication about the decision to include these 14 items be provided?</p> <p>i. Was the Scheme Actuary asked to provide analysis on the pre-Fast Flow cases?</p>	Written

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			<p>i. Did this include advice on the sustainability of the funding being approved via the fast flow model?</p> <p>j. Was there a degree of inflation in plan review outcomes that the NDIA was prepared to absorb while 'Fast Pathway' was in place?</p> <p>ii. Could any modelling or other workings by the NDIA on this be provided?</p> <p>iii. What were the actual package outcomes of plans subject to Fast Pathway? Could data on plan funding be provided through internal reviews that used Fast Pathway be provided?</p> <p>iv. Could data on plan funding be provided for internal reviews prior to Fast Pathway?</p>	
NDIA SQ20-000338	McCarthy, Malarndirri	NDIA - Fast Pathway Approach	<p>3. Who was responsible for developing the 'Fast Pathway' process?</p> <p>a. Was Mr Hoffman personally involved in the development of Fast Pathway?</p> <p>b. Was Minister Robert directly involved in the development of the Fast Flow method?</p> <p>i. If not - on what date did he become aware that Fast Flow was in place?</p> <p>a. Did the NDIA Board oversee the use of the Fast Pathway process?</p>	Written
NDIA SQ20-000339	McCarthy, Malarndirri	NDIA - Independent Assessments	<p>3. In relation to all participants on the NDIS:</p> <p>a. How many NDIS participants are over the age of 25?</p> <p>b. How many are over the age of 14?</p> <p>4. In relation to all participants receiving SIL supports on the NDIS:</p> <p>a. How many participants are over the age of 25?</p> <p>b. How many are over the age of 14?</p>	Written
NDIA SQ20-000340	McCarthy, Malarndirri	NDIA - Independent Assessments	<p>5. On what date will the second pilot be completed?</p> <p>a. Will there be a formal, independent evaluation of the second pilot before IA is rolled out to all participants on the NDIS?</p>	Written
NDIA SQ20-000341	McCarthy, Malarndirri	NDIA - Independent Assessments	<p>6. How many people were approached to participate in the first NDIS Independent Assessments pilot?</p> <p>7. How many NDIS participants volunteered for the first NDIS Independent Assessments pilot?</p>	Written
NDIA SQ20-000342	McCarthy, Malarndirri	NDIA - Independent Assessments	<p>8. How many NDIS participants have been approached to participate in the the second pilot since the decision was taken to relaunch it?</p> <p>a. Could a breakdown of these participants' responses be provided in relation to:</p> <p>i. The number of participants who accepted the invitation;</p> <p>ii. The number of participants who declined; and</p> <p>iii. The number of participants who did not respond.</p>	Written

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<p>NDIA SQ20- 000343</p>	<p>McCarthy, Malarndirri</p>	<p>NDIA - Independent Assessments</p>	<p>In relation to the document titled 'PB Independent Assessment Pilot Evaluation findings' located at https://www.ndis.gov.au/participants/independent-assessments/independent-assessment-pilot:</p> <p>9. Page (i) of the document states 'Ongoing evaluation will be a part of the national rollout to ensure continuous improvement is part of the approach from the outset.'</p> <p>a. Was the first pilot formally evaluated?</p> <p>b. Could the satisfaction survey used to assess the results from the first pilot be provided, including any other related documents such as instructions to assessors and NDIA staff?</p> <p>c. How many participants in the pilot did not complete the evaluation/satisfaction survey?</p> <p>i. How was this data treated? Was it excluded?</p> <p>10. Appendix B on page 23 shows that only 16% of people who participated in the first pilot were over the age of 25, and 60% were under 14 years.</p> <p>a. Given this is not a representative sample of participants, on what basis did the NDIA proceed with the decision to introduce assessments to participants of all ages?</p> <p>11. Page 16 states that 81% of people agreed that the assessor understood their challenges.</p> <p>a. Could a breakdown of these results be provided for each disability type, age, location and any other available information.</p> <p>12. Page 16 states that only 71% agreed the assessor was familiar with their disability.</p> <p>a. Could a breakdown of these results be provided for each disability type, age, location and any other available information?</p> <p>13. Page 16 shows that only 63% were satisfied with the NDIA's decision to select the assessor for them.</p> <p>a. Did participants have this aspect explained to them at the beginning of the pilot?</p> <p>b. Could a breakdown of these results be provided for each disability type, age, location and any other available information?</p>	<p>Written</p>
<p>NDIA SQ20- 000344</p>	<p>McCarthy, Malarndirri</p>	<p>NDIA - Independent Assessments</p>	<p>14. Did the NDIS independent assessment pilot test the process to build a participant plan using the IA?</p> <p>a. Was there a 'control group' or some form of blind comparison for this component? E.g a participant's plan created both with and without IA?</p> <p>b. What were the outcomes that were recorded?</p> <p>c. Did the use of IA reduce plan size? Could these results be provided.</p>	<p>Written</p>

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<p>NDIA SQ20- 000345</p>	<p>McCarthy, Malarndirri</p>	<p>NDIA - Independent Assessments</p>	<p>In relation to the document titled 'PB Independent Assessment Pilot Evaluation findings' located at https://www.ndis.gov.au/participants/independent-assessments/independent-assessment-pilot</p> <p>15. Page 16 lists a total of three benefits of IA that were reported, the first 'being increased accuracy and confidence in decision-making'</p> <p>a. How is accuracy measured when referred to in this context?</p> <p>b. The second refers to 'plan values more closely aligning with reference packages'. Does this mean IA will be linked to Typical Support Packages? Could any NDIA policy or actuarial reports referencing the link between TSPs and IA be provided.</p> <p>16. Page 17 states 'the NDIA will continuously evaluate the rollout of IAs to continuously learn and ensure a positive experience and outcomes for people with disability and the NDIS':</p> <p>a. How will the NDIA respond to any future evaluation that shows IA does not work well for adult participants, or those with complex disabilities?</p> <p>b. Will the NDIA stop the rollout if the evidence shows it will not have positive outcomes? [the current evidence does not suggest they will be overwhelmingly positive]</p> <p>c. Will you reverse the mandatory component?</p> <p>d. Did you not consider that would be a possibility when you announced IA without testing it for the whole scheme?</p> <p>17. In relation to Figure 4 'Prevalence of NDIS participation and average annual plan budgets by socioeconomic status, on page 5:</p> <p>a. Is it correct that this graph shows that people with lower score in the Index of Education and Occupation are more likely to be on the NDIS than those with a higher socioeconomic status? [1=1.72 and 10=.63]?</p> <p>i. Does this demonstrate that families with lower socioeconomic status are more likely to receive support from the NDIS?</p> <p>b. Does Figure 4 confirm that plan budgets increase over time for those with higher socioeconomic status, already on the NDIS?</p> <p>i. Does the NDIA have evidence that this is caused by participants 'shopping around' for the most favourable Allied Health reports?</p> <p>ii. Does the NDIA have evidence that this is caused by a 'sympathy factor' from participants' own allied health professionals?</p> <p>iii. How will independent assessments fix the problem people with lower socioeconomic status experience at plans reviews, demonstrated by Figure 4?</p>	<p>Written</p>
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NDIA SQ20- 000346	McCarthy, Malarndirri	NDIA - Independent Assessments	<p>18. How will the NDIS planning process treat information about someone's functional capacity other than IA, such as a participants own allied health reports?</p> <p>a. Was a 'weighting process' or hierarchy of evidence tested in the pilot program?</p> <p>b. How is the NDIA going to address skewing of particular outcomes that may occur if other evidence is considered alongside IA?</p> <p>19. What evidence is the NDIA relying on showing that problems with consistency in the NDIS originate from a person's assessments?</p> <p>a. Did the NDIA consider other options besides IA to address issues with consistency and fairness?</p> <p>i. Could a list of all other options considered be provided?</p>	Written
NDIA SQ20- 000347	McCarthy, Malarndirri	NDIA - Independent Assessments	<p>20. In relation to the decision to introduce IA to existing participants:</p> <p>a. Did the NDIA rely on evidence to inform this decision?</p> <p>b. Will the NDIA be able to refer anyone to an IA, at any time?</p> <p>c. Will there be a limit to the number of times a person can be assessed over a particular time period or plan cycle?</p> <p>d. What checks and balances will be in place to stop participants from being constantly assessed?</p> <p>e. Has there been any analysis conducted into how many participants will lose access to support?</p>	Written
NDIA SQ20- 000348	McCarthy, Malarndirri	NDIA - Eligibility Reassessment	<p>21. Is the NDIA currently reassessing existing NDIS participants?</p> <p>a. Could details of the decision to reassess existing participants be provided, including any internal correspondence or briefing documents to NDIA staff?</p> <p>b. How many participants have been reassessed?</p> <p>c. How many participants is the NDIA planning to reassess before 1 January 2021?</p> <p>d. What are their disability types?</p> <p>e. How long have these participants been receiving support under the NDIS?</p> <p>f. How long did these participants wait to receive supports in a plan from when their original access request was lodged?</p> <p>g. How many of these participants were 'deemed' eligible from state disability systems?</p> <p>h. How many of these participants made multiple applications to the NDIS?</p>	Written
NDIA SQ20- 000349	McCarthy, Malarndirri	NDIA - Independent Assessments	<p>22. Has the scheme actuary undertaken an analysis of the impact of NDIS Independent Assessments?</p> <p>a. Could any documents or internal correspondence relating to the original request for this analysis be provided?</p> <p>b. Could any analysis showing the financial impacts of IA be provided?</p>	Written

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			<p>c. Could any analysis showing the numbers of participants likely to be impacted by IA be provided?</p> <p>23. What evidence has the NDIA relied on that independent assessments will make the NDIS more sustainable?</p> <p>24. What other options were considered by the NDIA other than Independent Assessments to address scheme sustainability?</p> <p>a. Did the NDIA consult on possible options to address scheme sustainability?</p> <p>b. Could a list of all individuals and groups consulted on this issue be provided?</p>	
NDIA SQ20-000350	McCarthy, Malarndirri	NDIA - Independent Assessments	<p>25. How much is it estimated that assessments are currently costing people applying for the NDIS?</p> <p>a. How was this estimate generated? Could it be broken down further?</p> <p>27. Is the NDIA confident that the savings generated by IA (by reducing numbers of participants and plan size) will be greater than its cost?</p>	Written
NDIA SQ20-000351	McCarthy, Malarndirri	NDIA - Younger people in residential aged care (YPIRAC)	<p>2. How many people under 65 with a disability have applied and been denied access to the NDIS since June 2020?</p> <p>a. What were the reasons they were denied access?</p> <p>b. Are these people referred anywhere for advocacy and support to locate alternatives, or to make another NDIS access request?</p>	Written
NDIA SQ20-000352	McCarthy, Malarndirri	NDIA - Specialist Disability Accommodation	<p>11. What were the projections for the Specialist Disability Accommodation (SDA) spend in the NDIS by 2020?</p> <p>12. How much funding has been allocated for SDA for the last year?</p> <p>a. How does this compare with the allocation in previous years?</p> <p>13. How much of the SDA in participant plans has been spent?</p>	Written
NDIA SQ20-000353	McCarthy, Malarndirri	NDIA - Specialist Disability Accommodation	<p>14. Page 34 of the NDIS annual report notes there has been '37.5 per cent growth in the year to June 2019 in enrolled dwellings, and 150 per cent growth in new SDA builds.'</p> <p>a. How many additional participants are actually in SDA dwellings for that period?</p>	Written
NDIA SQ20-000354	McCarthy, Malarndirri	NDIA - Specialist Disability Accommodation	<p>15. How many SDA packages are attached to Supported Independent Living (SIL) funding?</p>	Written
NDIA SQ20-000355	McCarthy, Malarndirri	NDIA - Specialist Disability Accommodation	<p>16. What is the NDIS 'concierge model' referred to at https://www.ndis.gov.au/about-us/operational-guidelines/specialist-disability-accommodation-operational-guideline/if-youre-eligible-how-do-we-decide-what-sda-fund ?</p> <p>a. Is the 'concierge model' an official part of NDIS policy, provided for in legislation or another</p>	Written

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			<p>instrument?</p> <p>b. Has the concierge model been piloted? Has it been adopted based on evidence?</p> <p>c. How many participants are currently in SDA housing under concierge?</p> <p>d. How many participants request the concierge model?</p> <p>e. How many participants have applied for SIL and have been offered concierge instead?</p> <p>f. What are the savings provided for under the 'concierge model' roster of care compared with SIL in SDA?</p> <p>g. If participants are still using core supports for what is effectively SIL on top of the concierge, how is this cost effective?</p> <p>h. Could any modelling or analysis undertaken on the use of concierge be provided?</p>	
NDIA SQ20- 000320	Polley, Helen	NDIA - SES employees	<p>1. How many SES employees were made redundant in the Agency in FY 2019/20?</p> <p>2. Were there any SES employees reduced to EL2 because of this redundancy program, and if so, why did this occur when the SES employee numbers were below the SES Cap?</p> <p>3. It is understood an SES redundancy program was conducted in February 2020 and March 2020 so why then did the Agency advertise on 6 April 2020 for 20 new SES roles to be filled?</p> <p>4. How many roles have been filled through the 6 April 2020 SES recruitment process and how many were filled by previous labour hire workers?</p> <p>5. What was the cost of the advertising of the 20 new roles through Derwent recruitment?</p> <p>6. Why were these SES employees made redundant when there were more positions available than SES employees to fill them, and the SES employee numbers were below the SES Cap, and the Agency advertised for 20 new SES roles on 6 April 2020?</p> <p>7. Why weren't the 30 plus labour hire workers filling SES roles first ceased before undertaking an SES redundancy program specifically when on Minister Cormann's evidence they were only sourced for short term needs?</p>	Written
NDIA SQ20- 000321	Polley, Helen	NDIA - EL Employees	<p>8. Given the evidence before the Senate, what occurred with SES employees, and the 214 labour hire workers in the EL roles, is there a process being undertaken to remove APS/EL employees, and continue to employ labour hire workers in EL roles in the Agency?</p> <p>9. Why weren't these 214 EL labour hire worker positions advertised for filling by APS staff?</p>	Written
NDIA SQ20- 000322	Polley, Helen	NDIA - EL Employees	<p>10. How many EL positions were advertised through an APS gazettal process for filling in FY 2019/20 by way of a merit based APS selection exercise?</p>	Written

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NDIA SQ20- 000323	Polley, Helen	NDIA - Legal costs	11. What have been the legal costs for the fair work commission processes and court proceedings underway in the Federal Circuit Court against the Agency by one of its former SES officers?	Written
NDIA SQ20- 000324	Sheldon, Tony	NDIA - NDIS Providers	1. Does the NDIA have a policy regarding the promotion of NDIS service providers? a. If so, can the NDIA please provide a copy of that policy? b. When was this policy finalised? c. Is this policy regularly reviewed? d. When was it last reviewed? e. When is it next up for review? f. What is the process of a review of this policy?	Written
NDIA SQ20- 000325	Sheldon, Tony	NDIA - Support Worker Platforms	2. Can the NDIA provide an outline of how the decision was made for 15 'matching platform' service providers to be included in the section "Finding Support Workers" under the NDIA website heading of "Covid-19 Information and Support"?	Written
NDIA SQ20- 000326	Sheldon, Tony	NDIA - Support Worker Platforms	3. Can the NDIA provide a full list of service providers that have been included, at any time, under the "Finding Support Workers" section under their website heading of "Covid-19 Information and Support"? a. Have any service providers been removed from this section of the website? b. If so, when were they removed? c. If so, how many have been removed? d. If so, for what reasons were any service providers removed?	Written
NDIA SQ20- 000327	Sheldon, Tony	NDIA - Support Worker Platforms	4. Has the NDIA been approached by any NDIS service providers to be included on their "Finding Support Workers" section under their website heading of "Covid-19 Information and Support"? a. If so, can you provide a list of providers who contacted the NDIA and the dates in which those approaches occurred? 5. Did the NDIA approach or inform any NDIS providers about being included on the "Finding Support Workers" section under their website heading of "Covid-19 Information and Support"? a. If so, can you provide a list of which services providers were contacted by the NIDA and on what dates they were contacted?	Written
NDIA SQ20- 000328	Sheldon, Tony	NDIA - Support Worker Platforms	6. What feedback did the sector provide to the NDIA that lead to the listing of service providers under the section under on their website heading of "Covid-19 Information and Support"?	Written

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NDIA SQ20- 000329	Sheldon, Tony	NDIA - Support Worker Platforms	7. How did the NDIA decide on the order in which service providers were listed on the "Finding Support Workers" section under their website heading of "Covid-19 Information and Support"?	Written
NDIA SQ20- 000330	Sheldon, Tony	NDIA - Support Worker Platforms	8. Did the NDIA email out a link to the "Finding Support Workers" section under their website heading of "Covid-19 Information and Support" to any mailing list or list or providers or users? a. If so, when did was this link sent out? b. How many people was it sent out to?	Written
NDIA SQ20- 000331	Sheldon, Tony	NDIA - Support Worker Platforms	9. How many people have visited the section under their website heading of "Covid-19 Information and Support" since it was published? a. Can you provide a breakdown of online visits to this section of their website by month from March to November?	Written
NDIA SQ20- 000332	Sheldon, Tony	NDIA - Support Worker Platforms	10. How many of the service providers listed under the "Finding Support Workers" section under their website heading of "Covid-19 Information and Support" are for-profit providers and how many are not-for-profit providers?	Written
NDIA SQ20- 000333	Sheldon, Tony	NDIA - Industrial Obligations	11. Did the NDIA do any assessment of the rates of pay or conditions available to disability workers at the fifteen service providers listed under the "Finding Support Workers" section under of their website heading of "Covid-19 Information and Support" are for profit providers? a. If so, can you please provide a copy of this assessment? b. Did this assessment include contact with the Fair Work Ombudsman? i. If so, can you please provide a copy of any correspondence with the Fair Work Ombudsman regarding this? c. Did this assessment include contact with any union with coverage of disability workers?	Written
NDIA SQ20- 000334	Sheldon, Tony	NDIA - Promotion of NDIS Service Providers	12. Is it the view of the NDIA that the NDIS Quality and Safeguard Commission is responsible for ensuring that NDIS service providers meet their industrial obligations?	Written
NDIA SQ20- 000335	Sheldon, Tony	NDIA - Promotion of NDIS Service Providers	13. Is the NDIA aware if any of the service providers listed under the "Finding Support Workers" section under their website heading of "Covid-19 Information and Support" are required to provide accredited training to their workers in the NDIS code of Conduct or infection control? a. If so, can you please provide a list.	Written
NDIA SQ20- 000336	Sheldon, Tony	NDIA - Promotion of NDIS Service Providers	14. Is the NDIA aware of any underpayment claims in the past five years concerning any of the service providers listed under the "Finding Support Workers" section under of their website heading of "Covid-19 Information and Support"?	Written

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NDIA SQ20- 000373	Siewert, Rachel	NDIA - Children with hearing loss	<p>Of the children who received their first NDIS plan in 2019, aged less than 7 with the primary disability being hearing loss:</p> <ol style="list-style-type: none"> 1. What was the percentage of children who were referred from Hearing Australia who are not engaged with a specialist early intervention provider? Who looks after those children? What initiatives are in the budget to address the gap? 2. What percentage of children had (or have) a Service Booking with an early intervention therapy provider that specialises in hearing loss (one where a main activity is the provision of early intervention for children with hearing loss)? 3. In these children, what percentage of the Capacity Building funds were allocated to that specialist provider? 4. In these children, and where the Service Booking has been finished, what percentage of the Service Booking was actually utilised? 	Written
NDIA SQ20- 000374	Siewert, Rachel	NDIA - Children with hearing loss trends	<p>For children receiving their first plan for hearing loss over the last 12 months:</p> <ol style="list-style-type: none"> 1. What changes in trends or numbers have occurred in the referrals from Hearing Australia to the NDIS after the onset of COVID-19? How has the budget been structured to cater for any correction in these changes? 	Written
NDIA SQ20- 000356	Steele- John, Jordon	NDIA - Young People in Residential Aged Care	<p>Senate Estimates answer SQ19-000279 reports that as at 30/09/19, 252 YPIRAC were deemed ineligible - 74% of these because they had failed the disability criteria. The NDIA states that it is improving its data collection for 'more structured' reporting on this issue.</p> <ol style="list-style-type: none"> 1. Please provide deidentified information on the reasons for ineligibility of all YPIRAC applicants who have been deemed ineligible on the grounds of not meeting disability criteria. 2. What are the latest figures on NDIS access (eligible vs ineligible) for YPIRAC, broken down by age (0-24; 25-34; 35-44; 45-54; 55-64) and gender? 	Written
NDIA SQ20- 000357	Steele- John, Jordon	NDIA - Young People in Residential Aged Care	<ol style="list-style-type: none"> 2. What is the number of YPIRAC NDIS participants per disability group/type (Acquired brain injury, Stroke, Multiple Sclerosis, Cerebral Palsy, Intellectual Disability, Spinal Cord Injury, Other Neurological, and other disabilities), and broken down by: geographical remoteness and age (0-44; 45-54; 55-64)? 3. What is the number of NDIS participants who have exited RAC per disability group/type (Acquired brain injury, Stroke, Multiple Sclerosis, Cerebral Palsy, Intellectual Disability, Spinal Cord Injury, Other Neurological, and other disabilities) broken down by: geographical remoteness and age (0-44; 45-54; 55-64)? 	Written

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DSS SQ20- 001025	Steele- John, Jordon	DSS - Young People in Residential Aged Care	<p>We understand that on 1 December 2020 all aged care providers who are providing services to NDIS participants will be required to register as NDIS providers. We are hearing that aged care providers have had little to no communication about their obligations and what they need to do to be prepared. Because of this uncertainty there is a risk that young people in residential aged care will be relinquished to hospital emergency departments by providers who are not adequately prepared to meet their obligations.</p> <ol style="list-style-type: none"> 1. What is the government doing to ensure a smooth transition and protect young people in residential aged care as the transition deadline looms? 2. What is the government doing to ensure a smooth transition for providers? 3. What will happen to NDIS participants in Residential Aged Care where the aged care provider does not want to become a NDIS provider? 4. What is the NDIA doing to support NDIS participants who want to move out of RAC prior to the transition, particularly where providers have indicated they do not want to be a NDIS provider? 	Written
NDIA SQ20- 000359	Steele- John, Jordon	NDIA - Young People in Residential Aged Care	<ol style="list-style-type: none"> 1. The NDIS Q4 Quarterly report states that it is improving the way it collects data. What data has been collected and what new indicators can now be reported on? 2. What are the latest figures for YPIRAC NDIS participants with: <ol style="list-style-type: none"> a. Approved plans, broken down by age, disability group, sex/gender, and remoteness? b. Home modification support in their plans, broken down by age, disability group, sex/gender, and remoteness? c. Medium term accommodation supports in their plans, broken down by age, disability group, sex/gender, and remoteness? d. Assistive technology support in their plans, broken down by age, disability group, sex/gender, and remoteness? 	Written
NDIA SQ20- 000360	Steele- John, Jordon	NDIA - Young People in Residential Aged Care	<p>Please provide answers to the following questions on a state and territory breakdown:</p> <ol style="list-style-type: none"> 1. The value (mean, median and range) of funding packages being provided to YPIRAC? 2. What is the plan utilisation rate overall and for each of the different types of supports (core, capacity building and capital supports)? 3. How many YPIRAC have had access to dedicated planners to support them to find alternative accommodation? 	Written
NDIA SQ20- 000361	Steele- John, Jordon	NDIA - Young People in Residential Aged Care	<p>Previous Senate Estimate answer (SQ19-000279) reports that as at 300919 all YPIRAC have support coordination in their plans, with an average funding of \$13,092.</p> <ol style="list-style-type: none"> 1. How many participants in RAC have support coordination funded in their plan, and what is the average number of hours for this SC allocation? 	Written

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			<p>2. What is the breakdown of support coordination approved in plans at levels 2 & 3 for YPIRAC?</p> <p>3. What is the plan utilisation rate for support coordination (either as capacity building or as core support) for YPIRAC? What is the average amount of funding for Support Coordination for YPIRAC?</p>	
NDIA SQ20-000362	Steele-John, Jordon	NDIA - Young People in Residential Aged Care	<p>In a Senate Estimate answer SQ20-000079 the NDIA reported that since March 2020 it has been collecting data on exits from RAC. Given that its file reviews of the records of all participants who have lived in RAC at some point was due to be completed by June, 2020, can the NDIA now report on the numbers of participants who have left to exit to the community and the type of accommodation they are living in now?</p> <p>1. What is the mean, range and standard deviation of completed length of stay for YPIRAC who exited RAC in 2019-20?</p> <p>2. How many YPIRAC have identified moving out of RAC as a goal? What is the age breakdown/disability group/ sex/gender and remoteness of YPIRAC who have 'where I live' as a goal in their plans?</p> <p>3. How many YPIRAC who became NDIS participants while living in RAC, have since left RAC?</p> <p>4. What is the annual cost of the RAC fees to the NDIS?</p> <p>5. How many NDIS participants who were living in RAC have successfully moved out and are now living in SDA?</p>	Written
NDIA SQ20-000363	Steele-John, Jordon	NDIA - Young People in Residential Aged Care	<p>1. How many dwellings are owned by each state/territory government?</p> <p>2. How many NDIS participants are housed in state/territory owned dwellings?</p> <p>3. How are state/territory owned dwellings currently being managed? E.g. leased to Supported Independent Living (SIL) provider or community housing provider?</p> <p>4. Are state/territory owned dwellings registered as SDA and therefore included in the NDIA data about SDA or provided "in-kind" by state governments?</p> <p>5. What are the Locations, Types of dwellings, Number of residents for any "in-kind" SDA?</p>	Written
NDIA SQ20-000364	Steele-John, Jordon	NDIA - NDIS and hospital discharge	<p>How many participants in hospital have been allocated a short plan (e.g. 3-6 months in length) to facilitate their exit from hospital & avoid entering RAC? Please also describe the types of supports that are being funded in these plans and the plan utilisation rate for each of the different types of support (core, capacity building and capital supports) for people in hospital with short-term plans?</p>	Written
NDIA SQ20-000365	Steele-John, Jordon	NDIA - NDIS and hospital discharge	<p>How many people <65 go from hospital directly to Permanent Residential Aged Care, Transitional Aged Care and Respite Aged care. What proportion of these have had an urgent NDIA request</p>	Written

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			completed before leaving the hospital. What proportion of those who had an urgent NDIA request were told to complete an ACAT instead?	
NDIA SQ20-000366	Steele-John, Jordon	NDIA - Young People in Residential Aged Care	The NDIS Q4 Quarterly report says that the NDIA is working with the Department of Health to investigate reasons for admission to RAC. What are the reasons identified in this investigation?	Written
NDIA SQ20-000367	Steele-John, Jordon	NDIA - Young People in Residential Aged Care - Specialist Disability Accommodation	<ol style="list-style-type: none"> 1. What is the KPI for the timeframe from when the NDIA Local Planner receives evidence for SDA, to an SDA decision being communicated to the participant, in general?? 2. We know the NDIA have said that people in hospital or in aged care will be prioritised by the SDA Panel- what is the KPI for the timeframe from NDIA Local Planner or Complex Planner receiving evidence for SDA, to an SDA decision being communicated to the participant, for people in those 2 priority groups?? 	Written
NDIA SQ20-000368	Steele-John, Jordon	NDIA - Young People in Residential Aged Care - Medium Term Accommodation	<p>Case Study: A woman, who is under 65, was recently discharged from hospital to RAC inappropriately during COVID. Her support coordinator had completed all planning and preparation for support provider, roster of care, equipment hires, liaison with service apartment for exit from RAC. The support coordinator sent all relevant information and evidence to NDIA on 5 August 2020 requesting urgent MTA funding and SDA funding. The NDIA response was that no MTA will be provided, and SDA decision will take 6 weeks.</p> <p>It has now been 9 weeks with no response from the NDIA. The MTS will be lost if it is not confirmed in the next week. At this point, the younger person with disability is stuck in RAC as the NDIA will not fund \$12,000 of MTA funding. Question related to case study:</p> <ol style="list-style-type: none"> 1. Why are some NDIS participants stuck in hospital or in aged care provided with MTA funding to be discharged without any long term housing plan in place, and others are rejected for MTA with the reason being that a long term housing plan is not in place? 2. What criteria/operational guideline/policy is resulting in these different decisions and how is this being communicated publicly? 	Written
NDIA SQ20-000369	Steele-John, Jordon	NDIA - Young People in Residential Aged Care - Specialist Disability Accommodation	<p>Senate Estimate answer to questions on notice (SQ19-000281) reports that as at 300919, 88 YPIRAC had SDA funding in their plans, but no data was available on the type of SDA. The NDIS stated in the Senate Estimate answer (SQ20-000088) that the business system was being enhanced to capture the data on types and levels of SDA funding by the end of 2019- 2020. What is the latest data, broken down by state and territory, on SDA in people's plans, including:</p> <ol style="list-style-type: none"> 1. a breakdown of SDA supports in their plans, by age, disability group (Acquired Brain Injury, Stroke, Multiple Sclerosis, Cerebral Palsy, Intellectual Disability, Spinal Cord Injury, Other Neurological, and other disabilities), sex/gender, and remoteness? 	Written

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			<p>2. a breakdown of the level /type of SDA approved in plans?</p> <p>3. the amount of funding that has been a) allocated and b) spent in people's plans for SDA?</p> <p>4. the number of people with SDA in their plans who did not previously live in SDA.</p>	
NDIA SQ20- 000370	Steele- John, Jordon	NDIA - Specialist Disability Accommodation	<p>What is the latest data info on:</p> <p>1. the number of SDA requests that were reviewed by the panel in the last three months?</p> <p>2. the average time that it takes to complete SDA panel recommendations. In the Senate Estimate answer SQ20-000081, the average time had been reduced to 41 days by December 2019, and the NDIS was working to reduce this further.</p> <p>3. how many people who have applied in the last 3 months have a) been approved b) had their request for SDA declined?</p> <p>4. how many Participants have received a planning decision with SDA in their plan while in hospital?</p> <p>5. how many Participants have received a planning decision with STA in their plan while in hospital?</p> <p>6. What is the process for handling SDA requests when they are received at a planning meeting? We are hearing from advocates that SDA is being rejected by planners before they get to the panel?</p> <p>7. What is the average length of time for a person from when they apply for SIL in a concierge model, to being approved? Summer Foundation is working with participants who have SDA supports, and have been offered SDA properties 18 months ago who are still waiting on SIL approvals.</p>	Written
NDIA SQ20- 000371	Steele- John, Jordon	NDIA - Eligibility reassessments	<p>1. Who within the Agency are responsible for filling out eligibility reassessment checklists?</p> <p>2. Question 5 of the checklist is "Is the primary disability a health condition?" and lists examples such as Cancer, Osteoarthritis, Chronic Pain. What qualifications do the people filling out these checklists have for them to make this assessment?</p> <p>3. Question 8 of the checklist is "Are there any clinical, medical or other treatments that would likely reduce, or eliminate, disability related functional impact?". This then lists some treatments such as Surgery, rehabilitation, medication. It also states "Conditions such as Fibromyalgia, Chronic Fatigue Syndrome, Chronic Pain, Depression, Anxiety, PTSD, Obesity, Osteoarthritis would be unlikely to meet this criteria." Again, what medical qualifications do the people filling out these checklists have for them to make this assessment? Why is the NDIS targeting conditions like Chronic Fatigue Syndrome which has been proven to cause significant disability with some being housebound or bedridden?</p>	Written

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NDIA SQ20- 000372	Steele- John, Jordon	NDIA - Eligibility reassessments	<p>1. We understand that the agency initiated eligibility reviews for participants during Melbourne's lockdown. Can you confirm how many you initiated and what the agency processes were for determining the appropriateness of initiating these for a group of people already experiencing distress from the COVID-19 pandemic?</p> <p>2. People who have received these reviews have tried to contact the NDIS to find out why they have been targeted. One person left two messages through the call centre and had her LAC escalate, yet received no response. This person had an AAT decision stating that she met all of the criteria for access to the NDIS, which was made less than 18 months previously. When finally contacted by the NAT with a decision on the review, she found out that the review was triggered in error and should never have happened. This person went through considerable distress over the prospect of losing her services, whilst also being in lockdown in Victoria. Other people who were initially contacted about the review for eligibility were told by the NDIS representative that they were not able to tell them the reason why the review was triggered. Why is the NDIS not communicating the reasons behind the review being triggered with participants?</p> <p>3. Extensions during lockdown for extra time have also been refused or only two weeks added to the 28 days given to respond to the request for documentation to prove their eligibility. Given that Australia Post has had considerable delays during the Covid-19 crisis, and some people have not received the letter until two weeks into that 28 period, why would the NDIS not give considerable extensions, especially to those who are in lockdown?</p>	Written
NDISQSC SQ20- 000092	Griff, Stirling	NDISQSC - Infringement Notices	<p>1. In September it was reported that only one fine was issued by the Commission despite more than 8,000 complaints being lodged in the past two years.</p> <p>That solitary infringement notice of \$12,600 was issued to Integrity Care SA on 12 May and only after the appalling neglect that led to the death of Anne-Marie Smith at the hands of her carer, who employed by Integrity Care SA, became public.</p> <p>The fine was issued for failure to notify the Commission of the death of Ms Smith within the required five days of the fatality.</p> <p>On more than 200 occasions providers failed to notify the Commission of a death within the required five days.</p> <p>Why did these other providers not receive an infringement notice for the same failure in reporting deaths on those 200 occasions?</p>	Written
NDISQSC SQ20- 000093	Griff, Stirling	NDISQSC - Integrity Care SA - Contraventions of the NDIS Act	<p>When the Commission announced that Integrity Care SA had its registration revoked and has been issued with a banning order from operating by the NDIS Quality and Safeguards Commission it was for "a number of contraventions of the NDIS Act".</p>	Written

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			(a) What were those multiple contraventions of the Act; and (b) Why did Integrity Care SA only receive the one infringement notice for failure to report the death of Smith within the required time?	
NDISQSC SQ20- 000094	Griff, Stirling	NDISQSC - Investigation into Integrity Care	Has the Commission concluded its investigation into Integrity Care SA and will it release its own report, if not, why not?	Written
NDISQSC SQ20- 000095	Griff, Stirling	NDISQSC - Robertson Review	The independent review into the circumstance's death of Ms Smith by Alan Robertson SC made 10 recommendations to improve the quality and safeguards for NDIS participants. What action to-date has been taken on each of these recommendations?	Written
NDISQSC SQ20- 000096	Griff, Stirling	NDISQSC - In-scope complaints	In the 2019-20 reporting period the Commission received 4,469 in-scope complaints. (a) How many of these are subject to formal legal proceedings? (b) How many of these complaints relate to neglect? (c) How many of these complaints relate to theft? (d) How many of these complaints relate to alleged sexual assaults or indecent assaults?	Written
NDISQSC SQ20- 000097	McCarthy, Malarndirri	NDISQSC - Residential Aged Care Providers - YPIRAC Targets	How will the regulation change requiring residential Aged Care (RAC) providers with NDIS participants to be automatically registered with the NDIS contribute to achieving the Young People in Residential Aged Care (YPIRAC) targets? a. Has work been undertaken to communicate these changes to the aged care industry since the decision was made to implement this regulatory change? - Was the effectiveness of this communication evaluated? b. What advice was relied upon to delay the implementation of the regulatory changes when it was pushed out by 5 months to December 1 2020? Was any advice received to delay for longer? c. If aged care providers are unhappy about the prospect of having to comply with a second regulatory regime is there a contingency plan if providers refuse to participate industry wide? d. Is the Commonwealth aware of the costs of compliance for RAC providers with these new regulations? Are providers being supported with this, particularly those with only one NDIS eligible resident? e. What training is being provided to RAC providers?	Written
NDISQSC SQ20- 000098	McCarthy, Malarndirri	NDISQSC - Restrictive practices definition	1. What differences are there in the definition of restrictive practices between disability and aged care providers? a. How are these being mediated by Commonwealth?	Written

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NDISQSC SQ20- 000099	McCarthy, Malarndirri	NDISQSC - Restrictive practices in Residential Aged Care	Many RAC facilities have locked doors. If a younger resident is not at risk by having free entry and exit from the facility but is restricted by the fact of the locked door, is this considered a restrictive practice?	Written
NDISQSC SQ20- 000100	McCarthy, Malarndirri	NDISQSC - Electric wheelchairs in Residential Aged Care	Is the non-use of electric wheelchairs inside RAC facilities because of safety concerns seen by providers considered a restrictive practice by the NDIS Commission?	Written
NDISQSC SQ20- 000101	McCarthy, Malarndirri	NDISQSC - Residential Aged Care Providers relinquishing NDIS participants	Has the Commonwealth addressed the risk that RAC providers may relinquish NDIS funded residents so that they are not obliged to be registered with the NDIS?	Written
NDISQSC SQ20- 000102	McCarthy, Malarndirri	NDISQSC - Response to the Robertson Review	In relation to the Independent review into circumstances relating to the death of Ann-Marie Smith Hon. Alan Robertson SC: a. As at 29 September 2020, what work has been done by the NDIS Commission to implement the recommendations of the review? b. Has the Commission made preparations for the Government to formally respond to the review? c. Why has the Government not formally responded to the recommendations of the Robertson Review? d. Who has been consulted on the Government response so far? e. Is there a timeframe for implementation of the Robertson recommendations? Could this be provided?	Written
Portfolio SQ20- 000955	Gallagher, Katy	Portfolio - Labour hire expenditure	1. Please provide the following figures: a. Expenditure on all contractors for 2019-20 b. Expenditure on all contracts with labour hire firms for 2019-20 c. Headcount of staff engaged through labour hire arrangements as at 30 June 2020 i. In total ii. As a percentage of total staff headcount d. As a percentage mark-up on the cost of the contractor, the maximum and minimum fees paid to labour hire firms in 2019-20	Written
Portfolio SQ20- 000960	Gallagher, Katy	Portfolio - Contractors for market research	In relation to contracts for market research: a. How much has been spent to date since 1 January 2020? b. How much has been spent since 24 August 2018? c. Please provide a table with all contracts entered into since 1 January 2020 along with the following information:	Written

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Portfolio SQ20-000963	Gallagher, Katy	Portfolio - Cost analysis of staff	Has the agency performed any analysis on whether it costs more to engage staff as contractors compared with hiring staff as employees? If yes, please provide this analysis.	Written
Portfolio SQ20-000967	Gallagher, Katy	Portfolio - SES on contract / labour hire	Has the agency engaged any Senior Executive Service or equivalent positions on a contract/labour hire basis? If yes, please provide details.	Written
Portfolio SQ20-001113	Kitching, Kimberley	Portfolio - Executive Management	<p>1. In relation to executive management for the Department and its agencies, can the following be provided for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020-30 September 2020:</p> <p>a. The total number of executive management positions</p> <p>b. The aggregate total remuneration payable for all executive management positions.</p> <p>c. The change in the number of executive manager positions.</p> <p>d. The change in aggregate total remuneration payable for all executive management positions.</p>	Written
Portfolio SQ20-001115	Kitching, Kimberley	Portfolio - Departmental functions	<p>1. In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020, can the following be provided:</p> <p>a. List of functions.</p> <p>b. List of all attendees.</p> <p>c. Function venue.</p> <p>d. Itemised list of costs (GST inclusive).</p> <p>e. Details of any food served.</p> <p>f. Details of any wines or champagnes served including brand and vintage.</p> <p>g. Any available photographs of the function.</p> <p>h. Details of any entertainment provided.</p>	Written
Portfolio SQ20-001118	Kitching, Kimberley	Portfolio - Facilities upgrades	<p>1. Were there any upgrades to facility premises at any of the Departments or agencies for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020. This includes but is not limited to: staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment.</p> <p>2. If so, can a detailed description of the relevant facilities upgrades be provided together with an</p>	Written

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			<p>itemised list of costs (GST inclusive).</p> <p>3. If so, can any photographs of the upgraded facilities be provided.</p>	
Portfolio SQ20-001126	Kitching, Kimberley	Portfolio - Ministerial overseas travel	<p>1. Can an itemised list of the costs met by the department or agency for all international travel undertaken by Ministers or Assistant Ministers in the portfolio for each of the periods 1 July 2019 - 31 December 2019; 1 January 2020 - 30 June 2020 and 1 July 2020 - 30 September 2020 please be provided including:</p> <p>a. Flights for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, together with the airline and class of travel.</p> <p>b. 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.</p> <p>c. 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.</p> <p>d. 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.</p> <p>e. Any available photographs documenting the Minister's travel should also be provided.</p>	Written
Portfolio SQ20-000680	McKenzie, Bridget	Portfolio - Productivity	How has the Department measured increased, static or declining productivity and what are the conclusions from that measure?	Written
Portfolio SQ20-000640	McKenzie, Bridget	Portfolio - Departmental staff working from home	<p>1. What is the number of public servants working from home for each month from the Department?</p> <p>2. What is the number of sick days from the Department with a work-from-home workforce for each month of the lockdown and the corresponding sick days for the corresponding months in 2019?</p>	Written
SA SQ20-000412	Farrell, Don	SA - Pandemic Leave Disaster Payment	Please provide up to date figures on the number of workers who have accessed the Government's paid sick leave provisions.	Written
SA SQ20-000364	Faruqi, Mehreen	SA Parenting Payment & CCS	1. How many Parenting Payment recipients are also receiving a Child Care Subsidy payment?	Written

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SA SQ20- 000365	Faruqi, Mehreen	SA Parenting Payment & ACCS	How many Parenting Payment recipients received ACCS (Temporary Financial Hardship) between 13 July and 31 August 2020?	Written
SA SQ20- 000366	Faruqi, Mehreen	SA ACCS (Transition to Work)	How many families began receiving ACCS (Transition to Work) between 13 July and 31 August 2020?	Written
SA SQ20- 000367	Faruqi, Mehreen	SA Move from ACCS (Temporary Financial Hardship) to ACCS (Transition to Work)	a) Are families encouraged or supported to move from ACCS (Temporary Financial Hardship) to ACCS (Transition to Work) when their assistance expires? b) Is any part of that process automated for families or do they have to apply?	Written
SA SQ20- 000368	Faruqi, Mehreen	SA Changes to mutual obligation and job plan requirements - ACCS	What impact has the changes to mutual obligation and job plan requirements had on ACCS (Transition to Work) eligibility and uptake?	Written
SA SQ20- 000369	Faruqi, Mehreen	SA ACCS eligibility	a) How many families became eligible for ACCS (Temporary Financial Hardship) between 13 July and 31 August 2020? b) How many of those families were approved for an additional period of ACCS (Temporary Financial Hardship) after 13 weeks?	Written
SA SQ20- 000370	Faruqi, Mehreen	SA ACCS applications	a) How many families applied for ACCS (Temporary Financial Hardship) since June 1 2020? b) How many were rejected and how many were approved?	Written
SA SQ20- 000371	Faruqi, Mehreen	SA ACCS (child wellbeing)	How many children were approved for ACCS (Child Wellbeing) in each quarter since July 1 2018?	Written
SA SQ20- 000372	Faruqi, Mehreen	SA - ACCS (child wellbeing) - data	Please provide a breakdown of how long children receive ACCS (Child Wellbeing) by number of months.	Written
SA SQ20- 000223	McCarthy, Malarndirri	SA - Services Australia Service Centres - data	1. How many Services Australia service centres are there across Australia? 2. Could a full list be provided with the following data on each: a. Street address of premises; b. Services provided; c. Average number of weekly contacts with community members;	Written

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			d. Number of full-time equivalent staff; e. Premises lease expiry date	
SA SQ20- 000225	McCarthy, Malarndirri	SA Services Australia Service Centres - plans	Does the government currently have a plan to close any further Services Australia service centres?	Written
SA SQ20- 000226	McCarthy, Malarndirri	SA - Services Australia Service Centres - expiring leases	Are there any Services Australia shopfronts or service centres with leases expiring in the upcoming 12 months? Could you provide a list?	Written
SA SQ20- 000227	McCarthy, Malarndirri	SA Services Australia Service Centres - lease extension process	Can you tell us the arrangements for negotiating extensions to current leases? How does this process work?	Written
SA SQ20- 000228	McCarthy, Malarndirri	SA Newcastle co-location	In November last year, the Minister announced his intention to co-locate five Services Australia offices, including two frontline Centrelink offices, into one existing building in Newcastle. a) Can you provide a list of the locations to be consolidated and the current number of individual staff and FTEs (Full-Time Equivalents) at each location. b) What changes, if any, have been the Government's plans in light of the pandemic? Will the new site be required to have enough space to be COVID-safe? c) What is the total number of employees that will be located at the new Services Australia site following consolidation of these 5 worksites? d. How many car spaces will be available for staff to use in the new location?	Written
SA SQ20- 000229	McCarthy, Malarndirri	SA Mayfield and King Street Service Centres	a) On average, how many people visited Mayfield Service Centre in person each month in 2019? b) On average, how many people visited Newcastle King Street Service Centre in person each month in 2019? c) On average, how many people visited Wallsend Service Centre in person each month in 2019? d) Can you provide the number of staff hours dedicated to face-to-face service delivery in both Mayfield and King Street offices each week?	Written
SA SQ20- 000230	McCarthy, Malarndirri	SA Newcastle co-location - outcomes	a) Can you guarantee that there will be no reduction in the number of weekly staff hours allocated face-to-face service as a result of any consolidation? b) What consultations have been undertaken with local businesses that that will be impacted by the closure of the five Services Australia sites in Newcastle? c) What discussion was had with staff prior to making the decision to consolidate Services Australia premises and going out to tender? Workers have cited concerns about inadequate public transport, lack of parking and safety concerns. What has Services Australia done to	Written

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			<p>address or mitigate these concerns?</p> <p>d) Services Australia has said there will be no job losses as a result of the consolidation of five offices in Newcastle. This does not take into consideration that working in Newcastle will not be feasible for all workers, especially those in Wallsend, due to public transport times or caring duties. If people are unable to work from a different location what options will they have to retain their jobs? Will there be any voluntary redundancies available?</p> <p>e) What has Services Australia done so far to communicate with and support the mental health of staff during this process?</p> <p>f) Is it the Government's intention to consolidate or co-locate new or existing Services Australia site with Services NSW and/or other Commonwealth services, such as the National Disability Insurance Agency or ATO?</p>	
SA SQ20-000231	McCarthy, Malarndirri	SA - Mornington Service Centre - decision and consultations	<p>a) The Mornington Service Centre closure was announced to the public in early 2020. Could you tell us who made this decision and on what date it was made?</p> <p>b) On what date was the Minister for Government Services informed of a recommendation on the closure of Mornington Service Centre?</p> <p>c) On what date was the local MP and Minister for Health consulted and/or advised of the closure?</p>	Written
SA SQ20-000232	McCarthy, Malarndirri	SA Mornington Service Centre - lease	<p>a) What steps were taken to negotiation a lease renewal in Mornington prior to any decision being made to close it?</p> <p>b) What meetings took place and who was present for them?</p>	Written
SA SQ20-000233	McCarthy, Malarndirri	SA - Mornington Service Centre - Agent Service	Who was the recipient of the 'agent service' contract that was put in place to replace Centrelink services in Mornington?	Written
SA SQ20-000234	McCarthy, Malarndirri	SA Mornington Service Centre - lease renewal	What discussions (if any) are currently taking place regarding the lease renewal for the premises past March 2021?	Written
SA SQ20-000235	McCarthy, Malarndirri	SA Mornington Service Centre - staffing	<p>a) How many full time equivalent staff work at the Mornington Service Centre?</p> <p>b) What has Services Australia done so far to communicate with and support the mental health of staff during this process?</p> <p>c) Will staff be offered redeployment to another Services Australia Service Centre?</p>	Written
SA SQ20-000236	McCarthy, Malarndirri	SA Mornington Service Centre - weekly contacts	How many average weekly contacts with members of the community does the Mornington Service Centre have?	Written

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SA SQ20- 000237	McCarthy, Malarndirri	SA - Frankston Service Centre - staffing	a) How many full time equivalent staff work at the Frankston Service Centre? b) How many additional staff could be redeployed to the Frankston Service Centre?	Written
SA SQ20- 000238	McCarthy, Malarndirri	SA Frankston Service Centre - weekly contacts	How many average weekly contacts with members of the community does the Frankston Service Centre have?	Written
SA SQ20- 000239	McCarthy, Malarndirri	SA Tweed Heads co- location	In November last year, the Minister announced his intention to co-locate three Services Australia offices, into one existing building in a yet to be determined location in Tweed Heads. These three offices are - The Tweed Heads South Centrelink Service Centre, the Tweed Heads South Centrelink Call Centre and the Tweed Heads Centrelink Administrative Office. a) Can you provide a list of the locations to be consolidated and the current number of individual staff and FTEs (Full-Time Equivalents) at each location. b) What changes, if any, have been the Government's plans in light of the pandemic? Will the new site be required to have enough space to be COVID-safe?	Written
SA SQ20- 000240	McCarthy, Malarndirri	SA Tweed Heads co- location - staffing	a) What is the total number of employees that will be located at the new Services Australia site following consolidation of these 3 worksites? b) Can you confirm that there will be no forced redundancies or cuts to current staff numbers at any of the three centres. Will there be any voluntary redundancies available?	Written
SA SQ20- 000241	McCarthy, Malarndirri	SA Tweed Heads co- location - outcomes	a) Can you confirm that there will be no adverse impacts on frontline customer contact? b) Can you confirm that there will be no adverse impacts on claim or payment processing times? c) Can you confirm that there will be no further decline in the delivery of services to the local Tweed community? d) Can you guarantee that there will be no reduction in the number of weekly staff hours allocated face-to-face service as a result of any consolidation?	Written
SA SQ20- 000242	McCarthy, Malarndirri	SA Tweed Heads co- location - consultations	a. What consultations have been undertaken with local businesses that will be impacted by the closure of the three Services Australia sites in Tweed Heads? b. What discussion was had with staff prior to making the decision to consolidate Services Australia premises and going out to tender? Workers have cited concerns about inadequate public transport, disability access, lack of parking and safety concerns. What has Services Australia done to address or mitigate these concerns? c. What has Services Australia done so far to communicate with and support the mental health of staff during this process?	Written

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SA SQ20- 000243	McCarthy, Malarndirri	SA Tweed Heads co- location - plans	<p>a) Is it the Government's intention to consolidate or co-locate new or existing Services Australia site with Services NSW and/or other Commonwealth services, such as the National Disability Insurance Agency or ATO?</p> <p>b) Can you guarantee that any new consolidated Service Centre will be located only in the postcodes of either 2485 or 2486?</p> <p>c) Can you guarantee that the new Service Centre will not be located on state significant land?</p> <p>d) Can you guarantee that any land sales or rental agreements entered into by the Commonwealth will undergo a full and transparent tender process?</p> <p>e) How far has the tender process progressed?</p> <p>f) When will the new consolidated site be announced?</p>	Written
SA SQ20- 000244	McCarthy, Malarndirri	SA Disaster Recovery Payment and Disaster Recovery Allowance	<p>1. How many payments this year to date were made of:</p> <p>a) Disaster Recovery Payment, and</p> <p>b) Disaster Recovery Allowance?</p>	Written
SA SQ20- 000245	McCarthy, Malarndirri	SA Disaster payments - claims total	<p>a) How many applications for each payment were received by Services Australia?</p> <p>b) How many have been approved?</p> <p>c) How many have been rejected?</p>	Written
SA SQ20- 000246	McCarthy, Malarndirri	SA Disaster payments - enquiries	Could the average time between the first call to enquire or apply until the first payment be provided broken down by state/territory and federal electorate, and each disaster affected area?	Written
SA SQ20- 000247	McCarthy, Malarndirri	SA Disaster payments - Ineligible customers	<p>a) Are there any people that applied for and successfully received a payment, to later find that their income is too high or they are not technically in a disaster affected area?</p> <p>b) Have they been issued with debt notices? Will they be?</p> <p>c) How much has been repaid back to Services Australia?</p>	Written
SA SQ20- 000248	McCarthy, Malarndirri	SA Disaster payments - staff counselling and support	<p>a) Have Services Australia staff in bushfire service and call centres been provided with trauma counselling?</p> <p>b) Has Centrelink recorded increased levels of distress in these work locations?</p> <p>c) What else is being done to support these workers?</p>	Written
SA SQ20- 000249	McCarthy, Malarndirri	SA Commonwealth's response to the Royal Commission	<p>a) Did the Services Australia contribute to the Commonwealth's response to the draft propositions from the Royal Commission?</p> <p>b) Were you asked to contribute?</p>	Written
SA SQ20- 000250	McCarthy, Malarndirri	SA Disaster Recovery Payment and Disaster	a) Has there been discussion within Services Australia about whether the DRP and DRA provide an appropriate level of financial assistance? Discussion with other departments or with the Minister for Social Services?	Written

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		Recovery Allowance - Advice on Effectiveness	b) Are there any existing mechanisms to measure whether the Disaster Recovery Payment and Disaster Recovery Allowance are effective?	
SA SQ20-000251	McCarthy, Malarndirri	SA Disaster Recovery Payment and Disaster Recovery Allowance - Reports	Have there been any reports prepared by the Services Australia on the effectiveness of the Disaster Recovery Payment and the Disaster Recovery Allowance? If so, please provide a copy.	Written
SA SQ20-000252	McCarthy, Malarndirri	SA Royal Commission Draft Proposition	In relation to one of the draft propositions regarding the establishment of a "single, scalable standing national body responsible for natural disaster recovery and resilience at the Australian government level. Among other things, this body should "embed a 'one stop shop' and 'no wrong door' principle in its programs". Would Services Australia be positioned to play this role within the Australian community? Has the Agency put itself forward or been approached to play this role?	Written
SA SQ20-000253	McCarthy, Malarndirri	SA Consultancy spend - 2019-2020	a) How much has the Agency spend on consultants in 2019-20? b) How many individual consultants were engaged under that spending? c) Which five firms received the biggest share of that spending? d) What work did they undertake for Services Australia - what part of the organisation was it related to?	Written
SA SQ20-000255	McCarthy, Malarndirri	SA Consultancy forecast spend - 2020-2021	How much does the Agency intend to spend on consultants in 2020-21?	Written
SA SQ20-000256	McCarthy, Malarndirri	SA Employment conditions	Could you describe the employment conditions for someone contracted at both a labour hire agency and those through a service delivery partner? Please include base pay rates and penalty rates in your response.	Written
SA SQ20-000260	McCarthy, Malarndirri	SA Pre-employment training	a) Could you describe the pre-employment training for someone contracted at a labour hire agency and those through a service delivery partner? b) How does this differ from someone directly employed by Service Australia?	Written
SA SQ20-000262	McCarthy, Malarndirri	SA Families and Parenting Line	What is the average wait time for the Families and Parenting line?	Written
SA SQ20-000263	McCarthy, Malarndirri	SA Redeployed staff	a) How many of the 11,898 staff redeployed or newly employed for the pandemic period are still working with Services Australia right now? b) When will the numbers of these staff begin to taper off? Can you provide a timeline?	Written

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SA SQ20- 000264	McCarthy, Malarndirri	SA Child Care Subsidy - debts	How many child care subsidy debts have been set aside or varied following internal or external review?	Written
SA SQ20- 000265	McCarthy, Malarndirri	SA Child Care Subsidy - debts	What is the amount of total debt raised as a result of the child care subsidy 2019/20 balancing and reconciliation process? Please also provide a breakdown by state and territory.	Written
SA SQ20- 000266	McCarthy, Malarndirri	SA Contracts- Service Delivery Partners and Labour Hire	Can you provide a list of contracts that Services Australia holds with any service delivery partners and labour hire agencies, along with their expiry dates?	Written
SA SQ20- 000267	McCarthy, Malarndirri	SA Child Care Subsidy - debts	Please provide a breakdown of child care subsidy recoverable debt notices by state and territory, income bands, and amount of debt owed, for 2019/20. What is the median and average subsidy debt amount?	Written
SA SQ20- 000269	McCarthy, Malarndirri	SA - Compensation clearance waiting times	1. How many claims for compensation are currently with Services Australia awaiting clearance certificates? a. What is the longest current waiting time for someone to receive their clearance certificate? b. What is the average waiting time for a claimant to receive their certificate? c. How does the average waiting time for certificates compare to this time last year? 2. What are the reasons behind these significant hold ups?	Written
SA SQ20- 000270	McCarthy, Malarndirri	SA Child Care Subsidy - debts	How many families have been assessed as a) having a debt and b) have received a recoverable debt notice for the 2019/20 financial year? (both as a total number and as a percentage of families reconciled).	Written
SA SQ20- 000419	McCarthy, Malarndirri	SA - Compensation clearance waiting times	The Australian Lawyers Alliance says it would cost the Commonwealth \$41m to include this group in with all others for the six month pandemic debt pause period - all of which could be recouped afterward. a. Why didn't the Minister's debt pause announced on 3 April extend to those awaiting compensation payouts? b. Was it considered by the Agency to include this cohort in the debt pause? c. Who made the decision not to include them?	Written
SA SQ20- 000273	McCarthy, Malarndirri	SA Child Care Subsidy	How many families have had their child care subsidy reconciliation completed for the 2019/20 financial year? (both as a total number and as a percentage of total number of families registered for the child care subsidy). Please also provide a breakdown by state and territory.	Written

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SA SQ20- 000274	McCarthy, Malarndirri	SA Cyber Security training	What other forms of cyber security training does the Department/Commonwealth Entity provide?	Written
SA SQ20- 000275	McCarthy, Malarndirri	SA - Cyber Security training	a) Has consideration been given to making cyber security training mandatory for users of the Department/Commonwealth Entity's Network? If so, what was the outcome of those considerations?	Written
SA SQ20- 000276	McCarthy, Malarndirri	SA Cyber Security training	Does the Department/Commonwealth Entity have a target for the proportion of active users of the Department/Commonwealth Entity's Network that have completed in-person cyber security training sessions?	Written
SA SQ20- 000277	McCarthy, Malarndirri	SA Compensation delivery network - staff	a) How many staff currently work in this department of Services Australia? b) How has this changed since 12 months ago? c) Was this department given more or less resources during the pandemic period?	Written
SA SQ20- 000279	McCarthy, Malarndirri	SA Services Australia - rebrand	Earlier this year, Services Australia was formally established in the place of the Department of Human Services. Can you take us through all the expenses associated with the rebrand?	Written
SA SQ20- 000280	McCarthy, Malarndirri	SA Cyber Security training	Who administers and conducts this training?	Written
SA SQ20- 000281	McCarthy, Malarndirri	SA Services Australia - design and graphics	a) Were any new design or graphics work required to be undertaken? b) How much was the cost of the logo?	Written
SA SQ20- 000282	McCarthy, Malarndirri	SA Cyber Security training	How many APS staff in the Department/Commonwealth Entity have attended in person cyber security training sessions?	Written
SA SQ20- 000283	McCarthy, Malarndirri	SA - Services Australia - stationery	How much was spent on new stationery, such as letterhead and business cards?	Written
SA SQ20- 000285	McCarthy, Malarndirri	SA Cyber Security training	Have APS staff in the Department/Commonwealth Entity received cyber security training?	Written

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SA SQ20- 000286	McCarthy, Malarndirri	SA Services Australia - signage	How much was spent on new shop signage?	Written
SA SQ20- 000287	McCarthy, Malarndirri	SA DMARC Implementation - phishing	The ACSC's "Malicious Email Mitigation Strategies" provides that "Socially engineered emails containing malicious attachments and embedded links are routinely used in targeted cyber intrusions against organisations." Is the Department/Commonwealth Entity concerned that the low levels of DMARC implementation within Commonwealth government departments revealed by Proofpoint leaves Australians unnecessarily vulnerable to phishing campaigns spoofing Commonwealth government agency domains?	Written
SA SQ20- 000288	McCarthy, Malarndirri	SA Services Australia - IT upgrades	How much was spent on IT upgrades, such as updates to email addresses?	Written
SA SQ20- 000290	McCarthy, Malarndirri	SA DMARC Implementation - emails	Does the Information Security Manual guidance for email gateways and servers recommend "DMARC records are configured for all domains such that emails are rejected if they fail SPF or DKIM checks"?	Written
SA SQ20- 000291	McCarthy, Malarndirri	SA DMARC Implementation - Appropriations	Has the Department/Commonwealth Entity received an appropriation for the implementation of DMARC?	Written
SA SQ20- 000292	McCarthy, Malarndirri	SA DMARC Implementation - Australian Cyber Security Centre	Has the Department/Commonwealth Entity worked with the Australian Cyber Security Centre to progress its implementation of DMARC?	Written
SA SQ20- 000293	McCarthy, Malarndirri	SA Services Australia - legal expenses	How much was spent on legal expenses and advice?	Written
SA SQ20- 000294	McCarthy, Malarndirri	SA DMARC Implementation - phishing	Does the full implementation of Domain-based Message Authentication, Reporting and Conformance (DMARC) provide the most effective email domain mitigation against the threat of phishing emails?	Written
SA SQ20- 000295	McCarthy, Malarndirri	SA Services Australia - consultants	a) Were any external agencies or consultants employed to advise or assist with any components of the changeover - including legal advice, human resources, brand design? b) Could you provide a list of the agencies contracted to do this work?	Written

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SA SQ20- 000297	McCarthy, Malarndirri	SA DMARC Implementation	Has the Department/Commonwealth Entity fully implemented Domain-based Message Authentication, Reporting and Conformance (DMARC) on its email domains?	Written
SA SQ20- 000298	McCarthy, Malarndirri	SA Cyber security - Prime Minister's Announcement	On Friday 19th June 2020 the Prime Minister held a press conference to tell the nation that a "sophisticated state-based cyber actor" was "targeting Australian organisations across a range of sectors including all levels of government, industry, political organisations, education, health, essential service providers and operators of other critical infrastructure." He further indicated that the purpose of this press conference was to "raise awareness of these specific risks and targeted activities and tell you how you can take action to protect yourself ... It is vital that Australian organisations are alert to this threat and take steps to enhance the resilience of their networks." What steps did the Department/Commonwealth Entity take 'to enhance the resilience of their networks' after the Prime Minister's warning?	Written
SA SQ20- 000299	McCarthy, Malarndirri	SA Cyber security - investment	On Tuesday 30th June 2020, the Government announced a \$1.35 billion 10-year investment in cyber security. Was any of this funding allocated to the Department/Commonwealth Entity in order to take steps to enhance the cyber resilience of its own networks in the face of the specific threats identified by the Prime Minister in his press conference on 19 June 2020?	Written
SA SQ20- 000300	McCarthy, Malarndirri	SA Cyber security - additional defences	The Prime Minister's media release about this state sponsored campaign encouraged organisations to "take expert advice and implement technical defences to thwart this malicious cyber activity." a. Were any additional technical defences implemented within the Department/Commonwealth Entity to enhance the resilience of its networks in the face of the specific threat identified by the Prime Minister?	Written
SA SQ20- 000302	McCarthy, Malarndirri	SA Cyber security - additional controls	Were any additional controls or mitigations implemented within the Department/Commonwealth Entity to enhance the resilience of its networks in the face of the specific threat identified by the Prime Minister?	Written
SA SQ20- 000303	McCarthy, Malarndirri	SA Cyber security - spending	Has the Department/Commonwealth Entity's total spend on cyber security increased proportionately to the increased threat identified in the Prime Minister's press conference?	Written
SA SQ20- 000304	McCarthy, Malarndirri	SA Cyber security - staff training	a) Was any new staff training initiated to enhance resilience against any phishing attacks targeting staff that may accompany this state sponsored campaign? If so, please provide them to the committee.	Written

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SA SQ20- 000305	McCarthy, Malarndirri	SA Cyber security - forecast spending	What is the Department/Commonwealth Entity's forecast total spend on the cyber security of its networks during the 2020-2021 financial year?	Written
SA SQ20- 000307	McCarthy, Malarndirri	SA Cyber security - internal communications	a) Were any internal communications prepared for staff about the threat of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference and what staff could do to maximise the cyber resilience of the Department/Commonwealth Entity's networks? b) If so, please provide them to the committee.	Written
SA SQ20- 000308	McCarthy, Malarndirri	SA Cyber security - funding	Was any additional funding allocated to support additional technical defences, controls, mitigations or training within the Department/Commonwealth Entity in response to the Prime Minister's press conference?	Written
SA SQ20- 000309	McCarthy, Malarndirri	SA Cyber security - Australian Signals Directorate (ASD) advice	Was advice sought from the Australian Signals Directorate about the cyber resilience of the Department/Commonwealth Entity's networks in the face of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference?	Written
SA SQ20- 000311	McCarthy, Malarndirri	SA Cyber security - briefings	Was the Minister briefed on the cyber resilience of the Department/Commonwealth Entity's networks in the face of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference?	Written
SA SQ20- 000312	McCarthy, Malarndirri	SA Cyber security - briefings	Was the Minister briefed on any additional steps to enhance the resilience of the Department/Commonwealth Entity's networks needed in the face of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference?	Written
SA SQ20- 000313	McCarthy, Malarndirri	SA Cyber security - Compliance	Is the Department/Commonwealth Entity compliant with the Australian Signals Directorate's 'Top Four' mitigations as mandated under the Protective Security Policy Framework?	Written
SA SQ20- 000314	McCarthy, Malarndirri	SA Cyber security - Compliance	Is the Department/Commonwealth Entity compliant with the Australian Signals Directorate's 'Essential Eight' mitigations as recommended under the Protective Security Policy Framework?	Written
SA SQ20- 000315	McCarthy, Malarndirri	SA Cyber security - spending	What was the Department/Commonwealth Entity's total spend on the cyber security of its networks during the 2019-2020 financial year?	Written
SA SQ20- 000316	McCarthy, Malarndirri	SA Cyber security - spending	What is the cyber security spend as a proportion of the Department/Commonwealth Entity's total IT spend?	Written

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SA SQ20- 000326	McCarthy, Malarndirri	SA Farm Household Allowance	Provide a state and electorate break-down of Farm Household Allowance recipients.	Written
SA SQ20- 000353	McCarthy, Malarndirri	SA - Pension Loans Scheme	In relation to the Pension Loans Scheme: a) What is the total value of assets in which the Government has an interest under the scheme? b) In how many properties does the Government hold an interest under the scheme? c) What is the average value of loans issued under the Scheme? d) Indicate the value of loans issued under the Scheme in \$10,000 increments.	Written
SA SQ20- 000354	McCarthy, Malarndirri	SA - Coronavirus Supplement	a) How many parents are receiving the Coronavirus Supplement in each state and electorate? b) Please break down by payment type, if possible.	Written
SA SQ20- 000357	McCarthy, Malarndirri	SA Paid Pandemic Leave	How many people have received paid pandemic leave in each eligible state/territory?	Written
SA SQ20- 000414	McCarthy, Malarndirri	SA - Pandemic Leave Disaster Payment - Care Workers	Can the Department provide the total number of aged care workers and a breakdown of residential and home care workers who received the Pandemic Leave Disaster Payment of \$1,500?	Written
SA SQ20- 000415	McCarthy, Malarndirri	SA - Older Australians in care - income and asset reassessments	Can the Department confirm how many older Australians accessing residential or aged care services have requested a re-assessment of their income and asset test during the COVID-19 pandemic? Please provide the number as a total and a breakdown by state and territory.	Written
SA SQ20- 000416	McCarthy, Malarndirri	SA - Older Australians in care - income and asset reassessments	1. Has the Department introduced any automated system of contact with older Australians receiving residential or home care that encourages them to request and/or a re-assessment of their income and asset test? If yes, please provide details about the automated system, the method of contacting older Australians, the number of older Australians contacted, the number of older Australians who responded and were re-assessed by state and territory. If no automated system was introduced, why not? 2. Has the Department initiated any contact with older Australians receiving residential or home care that encourages them to request and/or have a re-assessment of their income and asset test? If yes, please provide details about the method of contacting older Australians, the number of older Australians contacted, the number of older Australians who responded and were re-assessed by state and territory. If no contact was initiated, why not?	Written

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DSS SQ20- 001041	McCarthy, Malarndirri	DSS - Monthly Total of Commonwealth Senior Health Card Holders	How many Commonwealth Seniors Health Card holders have there been in each month of the last year?	Written
SA SQ20- 000413	McKim, Nick	SA - Additional Letters for Medicare - Requirements	Asylum seekers wishing or required to access or renew Medicare services, who are known by a pseudonym because their case for a protection visa or protection related bridging visa in accordance with s 91X of the Migration Act 1958 (Cth) are before the Federal or High Court, must provide an 'additional' (or accompanying) letter with their Court papers to Services Australia, to link their actual name with their Court assigned pseudonym. What are the requirements of the additional letter (e.g. who can complete it, and authorise it)?	Written
SA SQ20- 000373	Pratt, Louise	SA ACCS - Temporary Financial Hardship - rejections and approvals	How many families applied for ACCS-Temporary Financial Hardship since 1 June 2020? How many were rejected and how many were approved?	Written
SA SQ20- 000374	Pratt, Louise	SA ACCS (child wellbeing) - approvals	How many children exited and were approved for ACCS - Child Wellbeing in each quarter since 1 July 2018? How long on average do children receive ACCS - Child Wellbeing?	Written
SA SQ20- 000375	Pratt, Louise	SA - ACCS - Temporary Financial Hardship - bushfires	During the 2019-20 bushfires, how many families from bushfire affected local government areas applied for ACCS - TFH? How many applications were rejected, and how many were approved?	Written
SA SQ20- 000359	Rice, Janet	SA Australian Government Guidelines on the Recognition of Sex and Gender	Please provide an update to SQ19-000287 from the 2019-20 Supplementary Budget Estimates. In particular, is the Agency compliant with the Australian Government Guidelines on the Recognition of Sex and Gender?	Written
SA SQ20- 000195	Roberts, Malcolm	SA - Child Support payments ceased due to non-resident father passing	How many families ceased receiving payments through the child support agency because the non-resident father has died during the last financial year, and also during the time that the agency has been in existence? This information is held by the Agency as information of this type has previously been provided out of Estimates at Senate question 978 of 18 August 2005.	Written
SA SQ20- 000196	Roberts, Malcolm	SA - Research into non-resident fathers paying Child Support committing suicide	What research is being done by this agency to determine how many non-resident paying fathers committed suicide in the last financial year? If no research is being done in this area would it not be reasonable to do so?	Written
SA SQ20- 000197	Roberts, Malcolm	SA Support to non-resident fathers paying Child Support to prevent suicide	What support is offered with a view to preventing suicide of non-resident paying fathers?	Written

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SA SQ20- 000320	Siewert, Rachel	SA Disability Support Pension (DSP) data	<p>In regards to the Disability Support Pension, please provide the following data for the financial year 2019-20, broken down by quarter, and for the first quarter of 2020-21:</p> <ol style="list-style-type: none"> 1. How many Disability Support Pension claims were granted? 2. How many claims for Disability Support Pension were rejected? 3. What are the reasons people were denied? <ol style="list-style-type: none"> a) Rejection reason: less than 20 points under the Impairment Tables - impairments not "fully diagnosed, treated and stabilised". Numbers and broken down by impairment type b) Rejection reason: 20 points under the Impairment Tables but fails to meet Program of Support requirement. Numbers and broken down by impairment type. 4. How many people granted DSP scored 20 points across multiple tables, and how many scored 20 points in one table? 5. Number of claims for DSP over the period 1 July 2019 to 30 June 2020, broken down by Grants; Rejections; and Appeal/review decision pending. 6. Number of current DSP recipients (at, say, 30 September 2020) whose claim was granted: <ol style="list-style-type: none"> a) By original decision-maker, broken down by impairment type b) By Authorised Review Officer, broken down by impairment type c) By AAT (first level), broken down by impairment type d) By AAT General Division, broken down by impairment type. 	Written
SA SQ20- 000324	Siewert, Rachel	SA Domestic & Family Violence - Youth Allowance & Parenting Payment data	<p>Please provide any available data on:</p> <ol style="list-style-type: none"> a) Youth Allowance claimants/recipients reporting recent/ongoing DFV b) Parenting Payment claimants/recipients reporting recent/ongoing DFV c) Claimants/recipients for other payment types, including DSP and Age Pension, reporting recent/ongoing DFV 	Written
SA SQ20- 000325	Siewert, Rachel	SA Domestic & Family Violence - data	<p>During covid-19 many agencies have reported significant increases in the number of people reporting domestic and family violence.</p> <ol style="list-style-type: none"> a) Does Centrelink data also reflect such an increase for new claimants and/or ongoing recipients? b) What data does Centrelink collect to measure this? c) If a person contacting Centrelink is experiencing/fleeing DFV, is Centrelink able to highlight this on the person's record so that Centrelink officers dealing with the person in future are aware of their situation? If so, how is this captured and used by Centrelink staff? 	Written

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SA SQ20- 000331	Siewert, Rachel	SA Residency requirements	a) How many applications for income support have been denied because the person does not meet residency requirements since March 2020? b) How many of these applicants were New Zealand citizens?	Written
SA SQ20- 000339	Siewert, Rachel	SA Crisis Payment - severe financial hardship	How many people have claimed Crisis Payment since March 2020 because of severe financial hardship?	Written
SA SQ20- 000340	Siewert, Rachel	SA Social Workers	How many times have Centrelink social workers been accessed since March 2020?	Written
SA SQ20- 000341	Siewert, Rachel	SA Debt pause - tax return garnishing	What is the number of people who have had their income support payment reduced or tax return garnished in relation to a Centrelink debt during the debt pause period?	Written
SA SQ20- 000343	Siewert, Rachel	SA Debt Pause - debts collected	What is the value of debts collected during the debt pause and the number of people who have repaid all or part of a debt during the debt pause?	Written
SA SQ20- 000344	Siewert, Rachel	SA - Cashless Debit Card (CDC) - exit application appeals	a) What is the average time taken to process an appeal to an exit application decision? b) Please provide breakdowns for First Nations and First Nations people.	Written
SA SQ20- 000345	Siewert, Rachel	SA Cashless Debit Card (CDC) - exit application times	a) What is the average time taken to process an exit application in each of the trial sites? b) Please provide breakdowns for First Nations and non-First Nations people.	Written
SA SQ20- 000346	Siewert, Rachel	SA Australian Disability Enterprises - debts	How many other people working at an Australian Disability Enterprise have had debts raised against them?	Written
SA SQ20- 000347	Siewert, Rachel	SA Australian Disability Enterprises - pay information	How many Australian Disability Enterprises have a standing arrangement with Centrelink to send their workers' pay information to Centrelink offices on behalf of their clients?	Written
SA SQ20- 000348	Siewert, Rachel	SA WPIT - ongoing return to government	At its inception, the WPIT Programme aimed to achieve ongoing returns to government of \$312 million per annum. Is this figure still correct?	Written

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SA SQ20- 000349	Siewert, Rachel	SA WPIT - total spend	Can you provide a breakdown of the total amount spent by the government through implementation of the WPIT Programme to date?	Written
SA SQ20- 000350	Siewert, Rachel	SA WPIT - savings	Can you provide a breakdown of the total amount saved by the government through the WPIT Programme to date?	Written
SA SQ20- 000356	Siewert, Rachel	SA System Redevelopment - Managing Risks	Since the audit into System Redevelopment - Managing Risks While Planning Transition was undertaken, have you identified any risks that you weren't aware of, or risks that you were addressing that weren't actually risks?	Written
SA SQ20- 000361	Siewert, Rachel	SA Centrelink Approved Organisations - closures	How many Centrelink approved organisations are currently closed?	Written
SA SQ20- 000362	Siewert, Rachel	SA - Crisis Payment - Eligibility	Please outline the eligibility criteria for each of the five reasons a person can get access to crisis payments.	Written
SA SQ20- 000376	Siewert, Rachel	SA - System Redevelopment - Costs of the welfare payment system	a) Why didn't you monitor the cost of operating the welfare payment system? b) What risks does this pose for the delivery of our social security system? c) What risks does this pose for the advice that you provide to government about the broader cost of our social security system?	Written