

**COMMUNITY AFFAIRS LEGISLATION COMMITTEE SOCIAL SERVICES PORTFOLIO 2021-22 BUDGET ESTIMATES - INDEX OF QUESTIONS ON NOTICE: 3 – 4 June 2021**

QoN No.	Department /Agency	Senator	Subject	Question	Hansard page / Written
DSS SQ21-000395	Department of Social Services	Helen Polley	Staff Development Contracts	<p>Senator POLLEY: I want to go to staff development contracts.</p> <p>Ms Campbell: We'll get the Chief Operating Officer back to the table and hopefully he'll be able to answer your questions. Staff development: are you talking about staff training?</p> <p>Senator POLLEY: This is in relation to contract numbers: CN-3546391, CN-3553641 and CN-3581578. I would like to know the total amount DSS will spend on staff development contracts for 2020-21. I want to know more detail regarding what these contracts are about and the costs.</p> <p>Mr Hudson: The first contract you asked about, CN-3546391, is a contract with the Queensland University of Technology, and the total value of the contract is \$170,000. I'll just find the other two and then work out what each of them are for.</p> <p>Senator POLLEY: That would be good—in terms of the nature of the staff development, how many people benefited and what the classification levels were of the staff who took part.</p> <p>[...]</p> <p>Mr Harvey: The second one is with the University of Canberra for education and training for \$450,000.</p> <p>Ms Campbell: We're going to get someone who knows more, but my recollection is that for the University of Technology Queensland, the UTQ, that was for a grad certificate or something in mid-management. Someone in our HR section who is furiously watching this is going to get us the exact details. As for the University of Canberra, my recollection is that that was our graduate program; not the year that the graduates started but the next year; after they had had their first year, they went and did a graduate certificate in public policy. That was to embed their learnings from their first graduate year in things such as management, financial management in particular, and broader strategic government objectives.</p> <p>Mr Hudson: Can I confirm the third contract number?</p> <p>Senator POLLEY: The third one was CN-3581578.</p> <p>[...]</p> <p>Mr Harvey: Do you have a name for that?</p> <p>Senator POLLEY: No, I don't, but I think the supplier was the Australian Public Service Commission.</p> <p>[...]</p> <p>Ms Campbell: We could take on notice for you some further details on those</p>	Page 25-26 3/06/2021

				<p>three contracts and give you a snapshot of what levels of people attended in the given year and what the names of the courses were.</p> <p>Senator POLLEY: Are any other contracts for staff development current?</p> <p>Ms Campbell: I expect that there will be. But unfortunately we haven't grouped them by that categorisation, so I don't know that we can readily get that information for you. While we're moving through other items, we can have a look and see whether we can get some more stuff on that. Somebody will have the spreadsheet and will be able to sort on it.</p> <p>Senator POLLEY: That would be good. I am obviously interested in the nature of that development to the staff. I don't think you gave me the numbers of people who took part in the courses of those three contracts.</p> <p>Mr Hudson: We'll take it on notice and aim to get it back to you today, if possible, in terms of numbers for each of those contracts. But if not, we'll take on notice the full detail around what each of those contracts was for, what training was provided and the nature of and sorts of employees engaged in those processes</p>	
DSS SQ21-000396	Department of Social Services	Helen Polley	Market Research - CN-3671883	<p>Senator POLLEY: Maybe we'll come back to that one. What about CN-3671883?</p> <p>Ms Campbell: Do you have the title of the contract?</p> <p>Senator POLLEY: All I have is Hall &amp; Partners.</p> <p>Mr Hudson: Yes, I have that one: CN-3671883, Hall &amp; Partners. What would you like to know in relation to that one?</p> <p>[...]</p> <p>Senator POLLEY: Minister, were you or your office involved? Did you request the research? Did you receive a report on that, or any formal briefings on that research and the findings?</p> <p>Senator Ruston: My answer is the same as the answer I gave earlier to Senator Gallagher.</p> <p>Senator POLLEY: Is it possible to get a copy of that research for the committee?</p> <p>Mr Hudson: I don't have that with me today, but I'll take it on notice.</p>	Page 26-27 3/06/2021
DSS SQ21-000397	Department of Social Services	Helen Polley	Stop it at the Start Campaign - Research	<p>Mr Hudson: In relation to Stop it at the Start, as you would likely be aware, this campaign was originally launched back in 2016. A number of phases of this campaign have occurred over the last five years. The campaign looks to support influences of people aged between 10 and 17 years old to develop respectful behaviours and attitudes, and to identify where disrespect occurs and to try and curb that behaviour. Research has been undertaken after a number of the phases. Would it be helpful if I talked about the current phase or do you want me to talk about all three phases?</p> <p>Senator POLLEY: The current one would be good. Maybe you could come back to us on notice with the previous—that would be good.</p>	Page 29 3/06/2021

				Mr Hudson: Yes, I will provide it on notice. We may well have provided it on notice previously, but I'm happy to provide on notice phases 1 and 2	
DSS SQ21-000398	Department of Social Services	Helen Polley	Labour Hire Staff	<p>Senator POLLEY: In relation to the contractors and the labour hire staff that you bring in, are there occasions when you bring in expert advice or is it basically just levels 4, 5 and 6? There has to be other times when you bring in people with additional experience or expertise.</p> <p>Mr Hudson: Correct. There will be times, when particular skill sets are hard to attract in the labour market, for example, when we might do that. I don't have a breakdown of the numbers we have in that category. But the contractors working in our organisation are predominantly in those more direct service delivery administrative type roles. But you are absolutely right; there would be from time to time smaller numbers of people we bring in for specialist skill sets. We might need some specialist legal skill sets or some specialist financial skill sets or something of that nature. I have no doubt that in our numbers there may be a small number of those. But that is not the predominant reason we use contractors.</p> <p>Senator POLLEY: Perhaps you could take that on notice. That would be useful information.</p>	Page 34 3/06/2021
DSS SQ21-000399	Department of Social Services	Helen Polley	Staffing Level Breakdown	<p>Senator POLLEY: Perhaps you could take on notice the breakdown of the APS level of those permanent employees.</p> <p>Mr Hudson: In terms of the permanent APS employees? I think I have that with me, Senator.</p> <p>[...]</p> <p>Mr Hudson: [...] I apologise; I may have spoken too soon about having the breakdown by classification.</p> <p>Senator POLLEY: I am happy for you to take that on notice.</p> <p>Mr Hudson: It will be easier to take it on notice. It is data we regularly produce.</p>	Page 34 3/06/2021
DSS SQ21-000400	Department of Social Services	Helen Polley	Contractors	<p>Senator POLLEY: How many labour hire employees have been at DSS for more than a year, for more than two years or for more than three years? That would be interesting data.</p> <p>Mr Hudson: I don't have the breakdown of the contractors with me but I think what you are asking for is: of the current contractors who are working for us, how many of those have been with us—</p> <p>Senator POLLEY: For one year, two years, or three years—and whether there is anyone who would be the longest serving, so someone you brought in who is still in the labour hire but has been there on an ongoing basis.</p> <p>Mr Hudson: Perhaps I can add a fourth category in that question: anyone above three years.</p>	Page 34-35 3/06/2021

				<p>Senator POLLEY: Yes, that would be good.</p> <p>Mr Hudson: I will need to take that on notice, but I should be able to provide that information on notice.</p> <p>Ms Campbell: I would note from my engagement with staff, particularly in the regions, that some people come in on contract and then apply for roles and are successful in that. We have been running a number of selection processes for staff right across the country and we have seen people convert from contractor to staff member.</p> <p>Senator POLLEY: It would be good to get some of that information on notice.</p> <p>Mr Hudson: While I am looking at the previous question I will see whether we have any data on that as well, and if we do I will provide that on notice with the other information you have requested.</p>	
DSS SQ21-000401	Department of Social Services	Helen Polley	Labour Hire Contract - CN-3726192 A1	<p>Senator POLLEY: Thank you. I would like to talk to you in relation to contract CN-3726192 A1.</p> <p>Mr Hudson: Do you know who that is for?</p> <p>Senator POLLEY: It is the Department of Social Services, a temporary employee's contract, Hudson Global Resources.</p> <p>Mr Hudson: That sounds like one of our labour hire providers.</p> <p>Mr Harvey: To clarify, that contract is Hudson Global. It is 417,150 in our communications area.</p> <p>Senator POLLEY: This contract indicates a labour hire arrangement for two years. Have any of the people under this contract previously been employed by DSS?</p> <p>Mr Hudson: I'd have to take on notice which of our labour hire staff in that branch have been employed under that particular contract and then track back to see whether or not they've previously worked—is that your question—for DSS.</p> <p>Senator POLLEY: Yes, as contractors or permanent employees.</p> <p>Mr Hudson: Or as employees. I will take that on notice and get back to you.</p>	Page 35 3/06/2021
DSS SQ21-000402	Department of Social Services	Helen Polley	Contractor numbers - Communication Services Branch	<p>Mr Hudson: [...] In relation to our communication services branch, this is the area we talked about prior to the break; a number of our campaigns are run out of there. From time to time—and I can give you some exact figures on the contractor numbers in that branch—we do need to bring in additional supports to work on those campaigns. We have nine contractors currently working in the branch on—</p> <p>Senator POLLEY: How many employees is that?</p> <p>Mr Hudson: In terms of employees in the total branch? Unlike the previous figures, where I had a headcount, I only have an FTE figure for this one.</p> <p>Senator POLLEY: No, sorry; you said you have nine contractors. The number of</p>	Page 35 3/06/2021

				<p>workers under those contracts—have you got that figure?</p> <p>Mr Hudson: Under the Hudson contracts?</p> <p>Senator POLLEY: Yes.</p> <p>Mr Hudson: I understand, from what the CFO has said, that that is likely the number of people under that contract, but I'll have to take it on notice to confirm that. Based on the dollar value and the number of contractors, I'm pretty confident that it is that, but I will confirm it on notice in relation to your other questions about that particular contract.</p>	
DSS SQ21-000403	Department of Social Services	Matthew Canavan	Assistance for Isolated Children (AIC)	Why is the Assistance for Isolated Children (AIC) not available for geographically isolated families whose children are completing a distance education early learning program because they have no access to a face to face program due to where they reside?	Written
DSS SQ21-000405	Department of Social Services	Matthew Canavan	Assistance for Isolated Children (AIC)	What is the percentage of Geographically Isolated students receiving the AIC allowance within each payment type ie Boarding and Additional Boarding Allowance; Second Home Allowance; Distance Education Allowance; Pensioner Education Supplement?	Written
DSS SQ21-000406	Department of Social Services	Nick McKim	Review of Financial Counselling Services – Support for people in financial hardship beyond the coronavirus pandemic	<p>The Government's response to Recommendation 2B of the Review of Financial Counselling Services was a commitment to "introduce an industry funding model following consultations with industry".</p> <p>1. What progress has been made on this commitment? Has formal consultation commenced?</p> <p>2. What is the projected implementation date of the industry funding model?</p>	Written
DSS SQ21-000407	Department of Social Services	Larissa Waters	Pension Loans Scheme	The Pensioner Loan Scheme (PLS) allows Aged Pensioners to borrow against their home to augment their income. While the majority of Aged Pensioners are women, there are far more male homeowners than female homeowners. Has Treasury measured the gendered uptake of the PLS to date?	Written
DSS SQ21-000422	Department of Social Services	Larissa Waters	Support for Migrant and Refugee FDV survivors	Is DSS working with DFAT on reforms to allow a change of visa status for women on partner visas who escape their abusive sponsor?	Written
DSS SQ21-000423	Department of Social Services	Larissa Waters	Primary Prevention and Men's Behaviour Change programs	Have any stipulations been placed on additional funding to No to Violence and OurWatch regarding priorities and outputs?	Written
DSS SQ21-000424	Department of Social Services	Larissa Waters	Primary Prevention and Men's Behaviour Change programs	<p>Some Men's Behaviour Change programs are oversubscribed and perpetrators are waiting several months to start the course.</p> <ul style="list-style-type: none"> <li>o Was analysis done of the funding required to reduce those timeframes and ensure eligible perpetrators could get into programs quickly?</li> <li>o How does the amount allocated in the Budget compare with that amount?</li> </ul>	Written

				o Will the additional funding expand the number of services / locations offering MBC programs, or simply allow existing services to reduce wait times?	
DSS SQ21-000425	Department of Social Services	Larissa Waters	Primary Prevention and Men's Behaviour Change programs	Best practice standards for such programs in NSW and Victoria require 20 week programs, with a male and female facilitator, an observer and ongoing partner contact work. o Is current funding adequate to meet that standard in all locations? o Are services currently required to supplement funding with State funding?	Written
DSS SQ21-000426	Department of Social Services	Larissa Waters	ANROWS / AIHW funding	We have been advised that ANROWS' research outputs are increasingly aimed at policy makers, rather than practitioners. In particular, summaries of practical lessons for practitioners are no longer published. o Is that a formal change in approach that has been discussed with DSS? o Is it an approach you support?	Written
DSS SQ21-000427	Department of Social Services	Larissa Waters	ANROWS / AIHW funding	Has DSS nominated any research priorities for the coming four years?	Written
DSS SQ21-000428	Department of Social Services	Larissa Waters	ANROWS / AIHW funding	The Budget allocated \$18.9M over four years to allow AIHW to create a nationally consistent dataset of sexual, family and domestic violence data. Will this assist in establishing a real time toll of women killed by violence in future?	Written
DSS SQ21-000429	Department of Social Services	Larissa Waters	Survivor Grants	What eligibility criteria will apply for the Survivor Grants funded in the Budget?	Written
DSS SQ21-000430	Department of Social Services	Larissa Waters	Survivor Grants	The grants comprise \$1,500 cash payments and \$3,500 in-kind support. How will the in-kind support be provided? What evidence will need to be provided as to costs (e.g bond or school fees invoice)?	Written
DSS SQ21-000431	Department of Social Services	Larissa Waters	Survivor Grants	Will the Survivor Grants be tax-free?	Written
DSS SQ21-000432	Department of Social Services	Larissa Waters	Survivor Grants	What has been the take up of the No Interest Loans Scheme for survivors of Family and Domestic Violence? What has the repayment rate been like?	Written
DSS SQ21-000433	Department of Social Services	Larissa Waters	1800 RESPECT – financial abuse	What percentage of calls to 1800 RESPECT relate to financial / economic abuse?	Written
DSS SQ21-000434	Department of Social Services	Larissa Waters	1800 RESPECT – financial abuse	Do staff of 1800 RESPECT receive any training regarding identifying or addressing financial / economic abuse?	Written

DSS SQ21-000435	Department of Social Services	Larissa Waters	1800 RESPECT – financial abuse	What services are victims of financial / economic abuse who contact 1800 RESPECT referred to?	Written
DSS SQ21-000436	Department of Social Services	Larissa Waters	CEASE funding	<p>The Budget also allocates \$4.1M to Coordinated Enforcement and Support to Eliminate (CEASE) DV trial to "gather data on perpetrators' use of violence and focus on deterrence."</p> <ul style="list-style-type: none"> <li>• Where will the trial occur? What is the timeframe for commencement?</li> <li>• Will the results inform efforts towards a national approach to deterrence? Will the Meeting of Attorneys-General receive updates on the trial to inform their work on national criminal justice responses?</li> <li>• Recent AIC reports look at these issues and recommend exploring deterrence approaches. What further work will this trial do?</li> </ul>	Written
DSS SQ21-000437	Department of Social Services	Kristina Keneally	Ministerial functions	<p>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; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021, can the following be provided:</p> <ol style="list-style-type: none"> <li>a. List of functions.</li> <li>b. List of all attendees.</li> <li>c. Function venue.</li> <li>d. Itemised list of costs (GST inclusive).</li> <li>e. Details of any food served.</li> <li>f. Details of any wines or champagnes served including brand and vintage.</li> <li>g. Any available photographs of the function.</li> <li>h. Details of any entertainment provided.</li> </ol>	Written
DSS SQ21-000438	Department of Social Services	Kristina Keneally	Ministerial meals	<p>In relation to any breakfasts, luncheons, dinners or other meals 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; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021 , can the following be provided:</p> <ol style="list-style-type: none"> <li>a. List of dates and types of meals.</li> <li>b. List of all attendees.</li> <li>c. Function venue.</li> <li>d. Itemised list of costs (GST inclusive).</li> <li>e. Details of any food served.</li> <li>f. Details of any wines or champagnes served including brand and vintage.</li> <li>g. Any available photographs of the function.</li> <li>h. Details of any entertainment provided.</li> </ol>	Written

DSS SQ21-000439	Department of Social Services	Kristina Keneally	Executive office upgrades	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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021. If so, can an itemised list of costs please be provided (GST inclusive).	Written
DSS SQ21-000440	Department of Social Services	Kristina Keneally	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; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021.	Written
DSS SQ21-000441	Department of Social Services	Kristina Keneally	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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.	Written
DSS SQ21-000442	Department of Social Services	Kristina Keneally	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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021 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 SQ21-000443	Department of Social Services	Kristina Keneally	Briefings	Has the Department/agency or the Minister's office provided briefings to independents/minor parties in the Senate or House of Representatives. If so, can the following be provided: a. The subject matter of the briefing. b. The location and date of the briefing. c. Who proposed the briefing. d. Attendees of the briefing by level/position	Written
DSS SQ21-000444	Department of Social Services	Kristina Keneally	Acting Minister arrangements	1. Can the Department provide all leave periods of the portfolio Minister from 24 August 2018 to 30 May 2021.	Written

				2. Can the Department further provide acting Minister arrangements for each leave period.	
DSS SQ21-000445	Department of Social Services	Kristina Keneally	Departmental staff allowances	Can a list of Departmental/agency allowances and reimbursements available to employees be provided.	Written
DSS SQ21-000446	Department of Social Services	Kristina Keneally	Market research	<ol style="list-style-type: none"> <li>1. Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies.</li> <li>2. If so, can the Department provide an itemised list of: <ol style="list-style-type: none"> <li>a. Subject matter</li> <li>b. Company</li> <li>c. Costs each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021.</li> <li>d. Contract date period</li> </ol> </li> <li>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.</li> </ol>	Written
DSS SQ21-000447	Department of Social Services	Kristina Keneally	Advertising and information campaigns	<ol style="list-style-type: none"> <li>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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</li> <li>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"> <li>a. When approval was first sought.</li> <li>b. The date of approval, including whether the advertising went through the Independent Campaign Committee process.</li> <li>c. the timeline for each campaign, including any variation to the original proposed timeline.</li> </ol> </li> <li>3. Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided.</li> </ol>	Written
DSS SQ21-000448	Department of Social Services	Kristina Keneally	Promotional merchandise	<ol style="list-style-type: none"> <li>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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</li> <li>2. Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided.</li> <li>3. Can photographs or samples of relevant promotional merchandise please be provided.</li> </ol>	Written

DSS SQ21-000449	Department of Social Services	Kristina Keneally	Collateral materials	<p>1. What was the Department/agency's total expenditure on collateral materials, including banners, publications, maps, charts and high visibility or protective clothing for events, functions, conferences, meetings, press conferences and site visits, including Ministerial events, functions, conferences, meetings, press conferences and site visits for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</p> <p>2. For each event or function where the Department/agency expended funds on collateral materials, provide details of the event, including the date and location of each event, and details of the types of materials.</p>	Written
DSS SQ21-000450	Department of Social Services	Kristina Keneally	Social media influencers	<p>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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</p> <p>2. What advertising or information campaigns did the Department/agency use social media influencers to promote.</p> <p>3. Can a copy of all relevant social media influencer posts please be provided.</p> <p>4. Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided.</p>	Written
DSS SQ21-000451	Department of Social Services	Kristina Keneally	Departmental equipment	<p>What was the estimated value of all Departmental equipment that was lost, damaged, stolen or written off during each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</p>	Written
DSS SQ21-000452	Department of Social Services	Kristina Keneally	Commissioned reports and reviews	<p>1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021, how many Reports or Reviews have been commissioned. Please provide details of each report including:</p> <ol style="list-style-type: none"> <li>Date commissioned.</li> <li>Date report handed to Government.</li> <li>Date of public release.</li> <li>Terms of Reference.</li> <li>Committee members and/or Reviewers.</li> </ol> <p>2. How much did each report cost/or is estimated to cost.</p> <p>3. The background and credentials of the Review personnel.</p> <p>4. The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel.</p> <p>5. The cost of any travel attached to the conduct of the Review.</p> <p>6. How many departmental staff were involved in each report and at what level.</p>	Written

				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 SQ21-000453	Department of Social Services	Kristina Keneally	Board appointments	<ol style="list-style-type: none"> <li>1. Provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members.</li> <li>2. What is the gender ratio on each board and across the portfolio.</li> <li>3. Please detail any board appointments made from 30 June 2020 to 31 May 2021.</li> <li>4. What has been the total value of all Board Director fees and disbursements paid.</li> <li>5. What is the value of all domestic travel by Board Directors.</li> <li>6. What is the value of all international travel by Board Directors.</li> </ol>	Written
DSS SQ21-000454	Department of Social Services	Kristina Keneally	Appointments - briefs prepared	<ol style="list-style-type: none"> <li>1. How many times has the Department prepared a brief for statutory authorities, executive agencies, advisory boards, government business enterprises or any other Commonwealth body which includes a reference to a former Liberal or National member of parliament at a state, territory or federal level.</li> <li>2. For each brief prepared, can the Department advise: <ol style="list-style-type: none"> <li>a. The former member.</li> <li>b. The board or entity.</li> <li>c. Whether the request originated from the Minister's office.</li> <li>d. Whether the appointment was made.</li> </ol> </li> </ol>	Written
DSS SQ21-000455	Department of Social Services	Kristina Keneally	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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.	Written
DSS SQ21-000456	Department of Social Services	Kristina Keneally	FOI	<ol style="list-style-type: none"> <li>1. Please list the number of Freedom of Information Act requests ('FOI requests') received by the Department for the following years: <ol style="list-style-type: none"> <li>a. 2013-14;</li> <li>b. 2014-15;</li> <li>c. 2015-16;</li> <li>d. 2016-17;</li> <li>e. 2018-19; 2019-20, and;</li> <li>f. 2020-21 to date.</li> </ol> </li> <li>2. For each year above, please provide: <ol style="list-style-type: none"> <li>a. The number of FOI requests the Department granted in full;</li> <li>b. The number of FOI requests the Department granted in part;</li> <li>c. The number of FOI requests the Department refused in full; and</li> <li>d. The number of FOI requests the Department refused for practical reasons</li> </ol> </li> </ol>	Written

			<p>under the Freedom of Information Act.</p> <p>3. For each year above, please also provide:</p> <ul style="list-style-type: none"><li>a. The number of times the Department failed to make any decision on a FOI request within the 30 day statutory period; and</li><li>b. The number of times a request to the Department resulted in a practical refusal (i.e. no decision was made on the request).</li></ul> <p>4. For each year above, please also provide:</p> <ul style="list-style-type: none"><li>a. The number of times the Department's FOI decisions have been appealed to the OAIC; and</li><li>b. The number of times has the OAIC overturned " in whole or in part " the Department's decision to refuse access to material.</li></ul> <p>5. Please provide the staffing (both ASL and headcount) of staff at the Department who work exclusively on FOI requests, broken down by APS level (e.g. three EL1s, four APS6s, one SES) for each of the following years:</p> <ul style="list-style-type: none"><li>a. 2013-14;</li><li>b. 2014-15;</li><li>c. 2015-16;</li><li>d. 2016-17;</li><li>e. 2018-19;</li><li>f. 2019-20, and;</li><li>g. 2020-21 to date.</li></ul> <p>6. For each of the years above, please also list the number of officers who are designated decision makers under the Freedom of Information Act 1982 within the Department.</p> <p>7. In the past 12 months, has the Department seconded additional resources to processing Freedom of Information requests? If so, please detail those resources by APS level.</p> <p>8. Please provide the number of officers who are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office.</p> <p>9. Please provide the number of FOI requests currently under consideration by the Department. Please also provide the number of these requests that are currently overdue in response.</p> <p>10. Does the department consult or inform the Minister when it receives Freedom of Information requests? If so:</p> <ul style="list-style-type: none"><li>a. How many times has this occurred in the past twelve months; and</li><li>b. Please outline the process by which the Department consults the Minister.</li></ul> <p>11. Has the Department consulted or informed another Department or agency about any FOI request in the past twelve months. If so, please provide the legal</p>	
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				basis on which that consultation occurred (e.g. third party consultation, transfer of request).	
DSS SQ21-000457	Department of Social Services	Kristina Keneally	Media monitoring	<p>1. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to each Minister's office for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</p> <p>a. Which agency or agencies provided these services.</p> <p>b. Can an itemised list of Austender Contract notice numbers for any media monitoring contracts in each period please be provided</p> <p>c. What is the estimated budget to provide these services for the year FY 2020-21.</p> <p>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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</p> <p>a. Which agency or agencies provided these services.</p> <p>b. Can an itemised list of Austender Contract Notice numbers for any media monitoring contracts in each period please be provided</p> <p>c. What is the estimated budget to provide these services for the year FY 2020-21.</p>	Written
DSS SQ21-000458	Department of Social Services	Kristina Keneally	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 SQ21-000459	Department of Social Services	Kristina Keneally	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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021?</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>	Written

				<p>b. The date payment was made</p> <p>c. The decision maker.</p>	
DSS SQ21-000460	Department of Social Services	Kristina Keneally	Congestion busting	<p>1. Can the Department/agency advise how it is "congestion busting" in relation to bureaucratic bottlenecks and regulatory bottlenecks.</p> <p>2. Have any additional resources been allocated within the Department to achieve "congestion busting" within the department.</p>	Written
DSS SQ21-000461	Department of Social Services	Kristina Keneally	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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</p> <p>2. Which services were utilised. Can an itemised list be provided.</p>	Written
DSS SQ21-000462	Department of Social Services	Kristina Keneally	Staffing	<p>1. How many full-time equivalent staff are engaged at each of 30 June 2019 and 30 June 2020 , 31 May 2021.</p> <p>2. How many of these positions are (a) on-going and (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; 1 July 2020-31 December 2020, and and 1 January 2021-31 May 2021. 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> <p>6. How much overtime or equivalent has been paid to staff in each of the 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</p>	Written
DSS SQ21-000463	Department of Social Services	Kristina Keneally	Comcare	<p>1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021 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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021.</p>	Written

DSS SQ21-000464	Department of Social Services	Kristina Keneally	Public Interest Disclosures	For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021, how many public interest disclosures have been received.	Written
DSS SQ21-000465	Department of Social Services	Kristina Keneally	Travel and expense claim policy	1. Please produce a copy of all travel and expense claim policies. 2. Please produce a copy of all claim forms. If the forms are digital, please provide a screen shot of each section, including all dropdown options.	Written
DSS SQ21-000466	Department of Social Services	Kristina Keneally	Declarations of Interest	1. Please produce a copy of all relevant policies. 2. Please produce a copy of the register of declarations of interest as at 31 May 2021.	Written
DSS SQ21-000467	Department of Social Services	Kristina Keneally	Declarations of gifts and hospitality	1. Please produce a copy of all relevant policies. 2. Please produce a copy of the register of declarations of gifts as at 31 May 2021.	Written
DSS SQ21-000477	Department of Social Services	Matthew Canavan	Rural Hardship Education Fund	What is the progress of the motion passed in the Senate on 17 October 2019 “to consider putting in place a Rural Hardship Education Fund or other options to assist geographically isolated students and their families with educational expenses during times of rural hardship to ensure their education can continue unchanged.”	Written
DSS SQ21-000478	Department of Social Services	Kim Carr	Respect@Work	Please provide a breakdown over the forward estimates and by purpose of the \$5.3 million in the 2021 Budget to “build evidence and further develop primary prevention initiatives.”	Written
DSS SQ21-000479	Department of Social Services	Kim Carr	Respect@Work	How much funding will be provided to ANROWs to deliver research projects into sexual harassment, over how many years?	Written
DSS SQ21-000480	Department of Social Services	Nita Green	Redress Scheme Payments	Senator GREEN: Okay. But, in terms of the people that haven't had prior payments, what's the smallest number? Ms McGuirk: If you're not taking prior payments into account, it could be \$10,000, but I think I'd better take that on notice to make sure I give you the appropriate information. Senator GREEN: So, not taking into account prior payments, the smallest number— Ms McGuirk: There have been payments of less than that, but that's where prior payments have come into place and reduced the amount. Ms Hefren-Webb: The payments are made up at the matrix, which I'm sure you're aware of. I think what Ms McGuirk is saying is that the smallest possible payment is \$10,000. Ms McGuirk: It is technically \$5,000, but, as we've provided in evidence before, to date nobody has received that amount. Senator GREEN: Nobody has received a payment under \$5,000 without receiving	Page 83-84 3/06/2021

				<p>a prior payment that would offset—  Ms Hefren-Webb: I think she said \$10,000.  Ms McGuirk: \$10,000.  Ms Hefren-Webb: Nobody has received a payment under \$10,000.  Ms McGuirk: That was last time we checked and provided an answer, I think, to your question on notice. But I'll take it on notice and refresh that information for you.  Senator GREEN: Yes, if you could. How many payments were reduced to zero by taking into account other, prior payments?  Ms McGuirk: I don't have anything with me that talks about what was reduced to zero, but I'll take that on notice.  Senator GREEN: Okay. You might also need to take this on notice if you've got it—the smallest non-zero payment, even if it's under or over \$10,000; I know that there's a threshold there. I just want to know what the smallest payment amount has been.  Ms McGuirk: I'll take it on notice. However, because that is a payment that's been made to an individual, we may not be able to answer that because it will represent one person's amount.  Senator Ruston: It may be the scope, let's say, between this and this, so you get a pretty good idea.  Ms McGuirk: We have provided information before in bands to avoid that very problem.  [...]  Senator GREEN: If you could also take on notice, taking into account prior payments, I would like to know how many payments there have been under \$500, if any. Some of them will be \$0, so that would be helpful.  Ms McGuirk: Again, referring back to our previous discussion, I will get what we can.</p>	
DSS SQ21-000481	Department of Social Services	Nita Green	Redress Scheme Payments	<p>Senator GREEN: Taking into account prior payments, without going into how that process of determining that works, are people fully aware when they start the process that if they have received a prior payment, their payment from the Redress Scheme may be zero or very little?  Ms Hefren-Webb: There's extensive information on all our materials about that.  Senator GREEN: I can imagine it would be a very invasive and, as you say, Minister, quite traumatising process to go through, reliving experiences, only to get a \$0 payment. And some people may want to do it anyway, just to record their information, and I respect that. But there would be a balance for individuals. So I really would like to understand how informed people are before</p>	Page 84 3/06/2021

				<p>they start the process that they could end up getting no payment at all.</p> <p>Ms Hefren-Webb: What might be helpful is if we provide on notice detail of where this information is clearly stated on our materials, on our application form, on the materials that support services, et cetera, are using. So yes.</p> <p>Senator GREEN: And to be clear, I wouldn't want to stop anyone from accessing the Redress Scheme, because part of it, I imagine, isn't about money; it's about registering and making real the experience that people have had. But I would like to know what the department does to inform people actively, not just on a fact sheet or on the website. Is there a step in the process where there is an active conversation with a survivor to say: 'You've received a prior payment. This means it may be likely that you will receive no funds from this scheme'?</p> <p>Ms McGuirk: On notice, we will provide you all of that material, including what interactions we have with an applicant on the way through the application progression process.</p>	
DSS SQ21-000482	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>Ms Rule: All of the procurement under this contract was done within the Commonwealth Procurement Rules, so it's not uncommon—</p> <p>Senator GALLAGHER: How do we know?</p> <p>Ms Rule: to add additional work into these kinds of contracts and, as I said, it's entirely in accordance with the Commonwealth Procurement Rules.</p> <p>Senator GALLAGHER: How do we know, because we don't know what the research is about, other than what Mr Flavel has just said? If you look at the area under the Commonwealth Procurement Rules around contract variations, it is clear where it says, 'Entities should not seek or allow contract variation where it would amount to a significant change to the underlying contract or significantly vary the scope of the contract'. In this case, it essentially doubles the price of the contract.</p> <p>Ms Rule: We sought procurement advice on whether that was a proper use of that contract, and the procurement advice was that it was.</p> <p>Senator GALLAGHER: From whom?</p> <p>Ms Rule: The procurement areas within the department, who are the experts in this matter.</p> <p>Senator GALLAGHER: Can you provide that procurement advice?</p> <p>Ms Rule: We'll take that on notice. I don't have that with me.</p>	Page 15-16 3/06/2021
DSS SQ21-000483	Department of Social Services	Nita Green	Redress Scheme Payments	<p>Senator GREEN: I have a couple of questions you might need to take on notice. How many redress offers have been reduced because of prior payments? Do you have that figure?</p> <p>Ms McGuirk: I don't have that. I can provide up-to-date information. We have provided that on notice before, but I will refresh that information on notice.</p>	Page 84 3/06/2021

DSS SQ21-000484	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>Senator GALLAGHER: Do you ever go outside the department to take advice, such as Finance, who are in charge of the Procurement Rules?</p> <p>Ms Rule: I will take it on notice, but I don't think we did on this occasion—I am sure that we have done that from time to time—as there was no need to, because it was within the rules.</p> <p>Senator GALLAGHER: You are very confident, Ms Rule, so I need to be assured that what you have done here is not only in line with the Procurement Rules but also appropriate.</p> <p>Ms Rule: I understand that, and we can provide that advice to you on notice. We don't have it here with us.</p>	Page 17 3/06/2021
DSS SQ21-000485	Department of Social Services	Helen Polley	Income test - JobSeeker Payment and Youth Allowance (other)	<p>Senator POLLEY: Regarding outcome 1, in relation to the end of the coronavirus support and new income assessment model, how many people who were getting an above-zero rate lost eligibility or had their payment reduced to zero because of the changes to the income test in April 2021 for JobSeeker payment and youth allowance (other)?</p> <p>Mr Flavel: There are probably two parts to that question. First, we do know that, during the period of those temporary measures, there was the waiver of the newly arrived residents waiting period, which we've covered before in this committee. There were around 16,700 people on JobSeeker payment who were benefiting from that waiver who went off payment at the conclusion of that waiver. In terms of the income-testing arrangements, it's actually much harder to disentangle or provide more granularity, if you like, about how many people no longer qualified due to the changes in those income-testing arrangements.</p> <p>Senator POLLEY: Can you take that on notice and see what you can do?</p> <p>Mr Flavel: I'm happy to take it on notice. The reason for being a bit cautious is that there wouldn't be a presumption that somebody had, for instance, exactly the same income on, say, 31 March as on the next fortnightly reporting period. They may have got a job, their partner may be earning more, or they may be earning more. So it's a little bit hard, after the event, to go back and reconstruct, if you like, what the impact would have been.</p> <p>Senator POLLEY: What about the youth allowance (other)?</p> <p>Mr Flavel: It's the same category. The same principle applies to both those payments: JobSeeker and youth allowance (other).</p>	Page 96 3/06/2021
DSS SQ21-000486	Department of Social Services	Helen Polley	Partner Income Test	<p>Senator POLLEY: How many people lost access to the payment or had their payment rate reduced in April 2021 because the partner income test was tightened?</p> <p>Mr Flavel: I give the same response as to the last question, which is that it's hard to disentangle that.</p>	Page 96 3/06/2021

				<p>Senator POLLEY: Will you take that on notice and see what you can do for us?</p> <p>Mr Flavel: Yes, I'm happy to take that on notice.</p>	
DSS SQ21-000487	Department of Social Services	Helen Polley	Newly Arrived Resident's Waiting Period Suspension	<p>Senator POLLEY: [...] How many people lost eligibility for the payment because of the end of the newly arrived residents waiting period suspension in April 2021 and how many children—broken down by main payment types like JobSeeker payment, family tax benefit, paid parental leave and carer payment? Can you give us those figures?</p> <p>Mr Flavel: That was the number I mentioned before. Across all payments, there were 24,000 recipients who were benefiting from that waiver at the time that that ended on 31 March, of whom 16,700 were JobSeeker payment recipients.</p> <p>Senator POLLEY: And you can't separate out the numbers for family tax benefit or paid parental leave or carer payment?</p> <p>Mr Flavel: I can take that on notice. I don't have that figure here with me; I've just got the total and the JobSeeker component.</p> <p>Senator Ruston: Senator, we should also say paid parental leave wouldn't be considered in these figures. You're probably talking about parenting payment, are you?</p> <p>Senator POLLEY: It's paid parental leave that I've got here and then carer allowance as well, if we can add that on as well. Thank you.</p>	Page 96 3/06/2021
DSS SQ21-000488	Department of Social Services	Katy Gallagher	Unemployment Payments	<p>Senator GALLAGHER: Can we get exactly what Boston Consulting Group was asked to do in relation to the research component of this?</p> <p>Ms Campbell: We'll take that on notice</p>	Page 17 3/06/2021
DSS SQ21-000489	Department of Social Services	Nita Green	Unemployment Payments	<p>Senator GREEN: In terms of long-term unemployment, which is a different scenario, how many people have been receiving JobSeeker payments, youth allowance or other payments related to unemployment under one year? And how many people have been receiving it for longer than a year?</p> <p>Mr Flavel: I think we have that figure, but I don't have it in front of me at the moment. I'll come back to you shortly, if that's alright?</p> <p>[...]</p> <p>Senator GREEN: [...] I'm after one year; between one and two years; two to five years; five to 10 years; and people who are 10 years-plus. [...]</p> <p>Mr Flavel:[...] On the latest data we have—and, just for the sake of clarity: obviously, the traditional definition of long-term unemployment is 12 months or more—</p> <p>Senator GREEN: Yes.</p> <p>Mr Flavel: For pretty obvious reasons, those numbers look a bit different at the moment, given what we've gone through over the last 12 to 18 months, compared to an ordinary period.</p>	Page 98-99 3/06/2021

				<p>Senator GREEN: I understand that; but people are still unemployed, so can we have those figures?</p> <p>Mr Flavel: Yes. Are you after percentages?</p> <p>Senator GREEN: I'd like to know how many people.</p> <p>Mr Flavel: I have percentages here; I can give you those. The proportion on less than one year is 21 per cent.</p> <p>[...]</p> <p>Mr Flavel: [...] Twenty-one per cent, less than one year; one year to two years, 31 per cent; two years to less than five years, 19 per cent; and five or more years, 30 per cent.</p> <p>Senator GREEN: Five or more years, 30 per cent of people. Is there a percentage or a figure that you keep that is anyone who may have been on that type of payment for more than 10 years?</p> <p>Mr Flavel: I don't have that figure, sorry. I can take it on notice.</p>	
DSS SQ21-000490	Department of Social Services	Nita Green	Jobseeker Payment and Youth Allowance	<p>Senator GREEN: What's the average duration of payment for JobSeeker payment and youth allowance?</p> <p>Mr Flavel: I might need to take that on notice. I don't think I've got that figure here.</p>	Page 99 3/06/2021
DSS SQ21-000491	Department of Social Services	Malarndirri McCarthy	Indue Contract	<p>Senator McCARTHY: The Commonwealth procurement guidelines require provisions to be included in confidential contracts that alert suppliers to the potential disclosure of information to parliament and its committees. Has such a clause been included in the Indue contract?</p> <p>Mr Peoples: I don't have the contract before me, but I believe it is. I'll take that on notice.</p> <p>Senator McCARTHY: Again, just referring to the Commonwealth's procurement guidelines, they do require a clause in confidential contracts that enables the Audit Office to access contractors' records and premises. Has such a clause been included?</p> <p>Mr Peoples: Again, yes, I'm aware that clause is in there, but I'm happy to take it on notice, and we can follow that up.</p> <p>Senator McCARTHY: Who made the decision that this particular contract would be confidential?</p> <p>Ms Hefren-Webb: The initial negotiation with Indue was, as Ms Campbell has said, done in 2015-16; so neither Mr Peoples nor I was involved. But as for Indue stating that they felt that certain aspects of their commercial operations could be damaging to their competitiveness, if publicly available, I assume that may have been raised in that context.</p> <p>Ms Campbell: I wasn't here either; so we'll seek to determine throughout the</p>	Page 23-24 3/06/2021

				<p>next little while whether or not that is the case.</p> <p>Senator Ruston: I was just going to say that, if there is particular information that you are seeking, I'm sure that we'd be more than happy to look to see whether we could provide it to you. Obviously what the officials are saying is that we just can't provide you with the whole contract, for the reasons that have been outlined by the officials. But if there was some thing or things particularly that you would be seeking to have information about, we'd be more than happy to see whether we are able to provide that for you.</p> <p>Senator McCARTHY: Thank you, Minister. I do hear what you're saying in terms of Indue perhaps seeking aspects to be confidential. But I do want to understand, from speaking to the government, who actually made the decision for it to be confidential and to agree to that. Was the minister's office or a previous minister's office involved in that decision at all?</p> <p>Ms Campbell: We'll take that on notice. Unfortunately we don't have anyone at the table who is aware of it.</p> <p>Senator McCARTHY: Did Indue make any requests about confidentiality straight away?</p> <p>Ms Campbell: Again, I think we'll just have to take that on notice and see whether we can find either material or someone who was around when the contract was first let.</p> <p>Senator McCARTHY: When and in relation to what were they granted? Could you take that too, Ms Campbell?</p> <p>Ms Campbell: Yes, we'll take that on notice. I think we just don't have anyone here at the moment who can answer those questions for you.</p>	
DSS SQ21-000492	Department of Social Services	Nita Green	Unemployment Payments	<p>Senator GREEN: I understand that I may have not asked the correct question when I was asking for forward estimates of unemployment—of people who may be accessing payments. I think what I'm asking for is the UBR numbers. That's any data or forecasts around numbers of people on unemployment payments and the work that has been done by the department to understand that.</p> <p>Mr Flavel: The unemployment rate figure and the unemployment benefit recipients figure are Treasury's.</p> <p>Senator GREEN: But you work with Treasury, Ms Campbell, to understand the UBR figures and how they will impact the level of recipients that you'll need to support.</p> <p>Ms Campbell: Treasury is responsible for the UBR figures.</p> <p>[...]</p> <p>Senator GREEN: Ms Campbell, we asked you about this at a previous estimates, and Mr Bennett was able to give us the figures out to 2023-24. Can we have</p>	Page 100-101 3/06/2021

				<p>those again? Ms Campbell: No. We don't have those at this time. We can take that on notice.</p>	
DSS SQ21-000493	Department of Social Services	Rachel Siewert	Unemployment Payments	<p>Senator SIEWERT: I want to go back to the length of time people have been on a payment. I think you took on notice to provide the actual numbers, didn't you, and the date they're from? You've already taken on notice to provide the numbers— Mr Flavel: Yes. Senator SIEWERT: and you've taken on notice the date. Which date are these from—what point in time? Mr Flavel: As at 30 April 2021. Senator SIEWERT: I'm interested in all of what I'm about to ask, but I specifically want now, if possible, a demographic breakdown. So there are percentages: 21, 31, 19, 30. Are you able to provide a demographic breakdown for all of those? In other words, obviously I'm trying to find out if there is a pattern in the long-term unemployment. We know, for example, that those people over a certain age—it's starting to be 45—were starting to be those who were longer-term unemployed. I want to see what the trend is. Mr Flavel: Yes, we can provide a gender split-up— Senator SIEWERT: Sorry? Mr Flavel: I'm pretty sure we can provide that information, split by gender. Senator SIEWERT: Well, I want that by age, and I want it by gender, please, state by state, and in particular looking at what percentage of those are First Nations. I'm sure I've left out a category. Are you also able to provide us with partial capacity to work? Mr Flavel: Yes. Senator SIEWERT: And principal carer? Mr Flavel: So, just for clarity: you're talking about both duration categories, then broken down by gender, by age, by— Senator SIEWERT: Date, First Nations and partial capacity to work. I've been after this data since the last estimates and haven't been able to get it because of the changeover to JobSeeker, but it sounds like you can now provide it so I'm keen to get that information. Does that make sense? Mr Flavel: We'll provide it on notice. One thing we will need to check is that sometimes people can go between income support payments. We were often talking about the duration on income support, not always duration on Newstart—now, JobSeeker. So we'll just need to make that clear in the response. Senator SIEWERT: See what you can do, because obviously I'm keen to know if</p>	Page 102 3/06/2021

				they're still on income support. I know that people move to carers payment, for example. We know that carers have trouble finding work after they come off carers payment as well, so that would be useful to know.	
DSS SQ21-000494	Department of Social Services	Malarndirri McCarthy	Indue Contract	<p>Senator McCARTHY: Could I go back to Mr Peoples? I think we were talking about staffing. I know you were going to get some figures in terms of the department. I'd like to ask how many Indue staff—</p> <p>Mr Hudson: Do you want the departmental staffing figures, Senator McCarthy?</p> <p>Senator McCARTHY: No. I was asking how many Indue staff working on the CDC are First Nations people.</p> <p>Mr Hudson: First Nations people who work for the provider Indue.</p> <p>Ms Campbell: We will see whether we were able to get that in the break; otherwise we'll have to take it on notice.</p> <p>Ms Hefren-Webb: We do not have that information, so we will have to take that question on notice and seek that information from Indue.</p>	Page 29-30 3/06/2021
DSS SQ21-000495	Department of Social Services	Rachel Siewert	Third-party Verification Measure	<p>Senator SIEWERT: [...] Can I go to the very welcomed axing of the third-party verification measure. That was a money-saving exercise. How much money was in fact recouped from that third-party verification process from single parents?</p> <p>Mr Flavel: I think all we've got is that this was a budget measure, from memory, in the 2017-2018 budget, maybe? I think we've got those figures; I don't think we've got the actual amount saved.</p> <p>Senator SIEWERT: What do you mean you've got the figures?</p> <p>Ms Campbell: Do we have the budget measure cost in BP 2?</p> <p>Mr Flavel: That's the foregone—</p> <p>Ms Campbell: That's the foregone? I think that's the best that we can give.</p> <p>Senator SIEWERT: What I'm after is how much you made from that money-saving measure and how much it cost to carry out. Of course, you can't cost the misery it caused so many single parents, but we'll do it in actual monetary value. Sorry—that was a disgusting measure, and I'm glad it's gone.</p> <p>Mr Flavel: We'll take that on notice.</p>	Page 102 3/06/2021
DSS SQ21-000496	Department of Social Services	Rachel Siewert	Impairment Tables	<p>Senator SIEWERT: Okay. Going back to our earlier conversation about the tables and the fundamental review that was taken last time, are you focusing most on functionality?</p> <p>Mr Sloan: The issue is that the tables will remain functional—</p> <p>Mr Flavel: They'll remain functional, yes.</p> <p>Mr Sloan: absolutely, yes. That's the intent.</p> <p>Senator SIEWERT: Okay. As part of the process after the consultation, will you engage as well with people with expertise in the area?</p> <p>Mr Sloan: When you say 'expertise', I suppose the way I would answer that is that</p>	Page 105 3/06/2021

				<p>we will be consulting, as Mr Flavel said, a range of stakeholders, disability stakeholders, but we'll also be talking to medical experts. We'll be talking to medical experts, absolutely.</p> <p>Senator SIEWERT: Yes. Is there any possibility of reconsidering the issue of the advisory committee? It's something that the sector have said to me that they would like to see.</p> <p>Senator Ruston: I'm happy to take that on notice, Senator.</p>	
DSS SQ21-000497	Department of Social Services	Malarndirri McCarthy	Indue Contract	<p>Senator McCARTHY: Are there any requirements about cultural competency training or knowledge?</p> <p>Mr Peoples: We've worked with Indue, and there have been particular outcomes that have been delivered under the contract regarding cultural competency training, and Indue have a regular cultural competency program that staff undertake.</p> <p>Senator McCARTHY: How regular is that, Mr Peoples?</p> <p>Mr Peoples: I'd have to check with Indue. From recollection, it's on a yearly or twice-yearly basis.</p>	Page 30 3/06/2021
DSS SQ21-000498	Department of Social Services	Rachel Siewert	Coronavirus Supplement	<p>Senator SIEWERT: [...] Can I go to the coronavirus supplement. Minister, if you remember, we had a discussion way back when, when we were talking about the number of people who might try to jump from DSP to JobSeeker, with the coronavirus supplement, because it was higher than DSP. Have you checked to see if that, in fact, happened?</p> <p>Mr Flavel: I'm not aware of that. I've heard that as a proposition, but I'm not aware of it. I'm happy to look at it, noting of course when you say that somebody 'jumped' they would then have to go back to disability support—</p> <p>Senator SIEWERT: This is why we were strongly discouraging people from doing that and why we were lobbying for the coronavirus supplement for people on DSP. It was not something that was encouraged, but people were talking about doing it. So I'm trying to see if it actually happened.</p> <p>Ms Campbell: We haven't got the numbers here. We'll take it on notice and work with our colleagues to get the numbers.</p>	Page 105 3/06/2021
DSS SQ21-000499	Department of Social Services	Malarndirri McCarthy	Indue Contract	<p>Senator McCARTHY: Where is the personal data of card users stored?</p> <p>Ms Hefren-Webb: The data of cashless debit card users is stored by Indue in accordance with their obligations as a deposit-taking institution. It's held as customer data and is subject to all the privacy provisions that that entails. They do share customer data with us on occasions when we need to resolve service delivery issues for customers, but they maintain the storage of the data and provide us regular reports. We can provide you maybe on notice with details about the obligations that they have in relation to security and confidentiality of</p>	Page 30 3/06/2021

				<p>that data.</p> <p>Senator McCARTHY: They would store that data here in Australia, wouldn't they?</p> <p>Ms Hefren-Webb: That would be my understanding, but I will just confirm that for you on notice.</p>	
DSS SQ21-000500	Department of Social Services	Nita Green	Newly Arrived Resident's Waiting Period	<p>Senator GREEN: I have some questions about one of the payment measures in the budget—the four-year newly arrived resident's waiting period. This is a measure that covers a number of departments and agencies, but most of the measure is covered by Social Services. I'm interested in the total figures. How many adults will be impacted by this measure across the forward estimates?</p> <p>Mr Sloan: When we get to the final out-year of the forward estimates, because this will grow over time—</p> <p>Senator GREEN: It's not going to be fully implemented in January—</p> <p>Mr Sloan: No.</p> <p>Senator GREEN: but across the forward estimates, until 2026.</p> <p>Mr Sloan: Yes. In 2024-25, which is the last year of the forward estimates, we have around 45,000 families for tax benefit and 13,200 individuals for the other payments that will go to four years.</p> <p>Senator GREEN: When you say 'other payments', which payments do you mean?</p> <p>Mr Sloan: We're talking about the carers payment, which goes from two years to four years; the carer allowance, which goes from one year to four years; family tax benefit part A, which goes from one year to four years; family tax benefit part B, which goes from nil to four years; parental leave pay, which goes from two years to four years; and dad and partner pay, which goes from two years to four years. It's important to note that all the exemptions currently in place for things such as permanent and humanitarian visas remain—so all the current exemptions remain.</p> <p>Senator GREEN: Yes, I understand that. Could you provide a breakdown of the impact per payment?</p> <p>Mr Sloan: We will have to take that on notice and see what we can get you.</p> <p>Senator GREEN: And the cost saved under each payment type?</p> <p>Mr Sloan: Again, we will have to take that on notice and see what we can get you.</p> <p>Senator GREEN: So the numbers of people and then the saving across to calendar year 2026.</p> <p>Mr Sloan: We can see what we can get you.</p> <p>Senator GREEN: Whatever's in the forward estimates—whatever has contributed to that figure in the budget. You mentioned individuals, and we've talked about</p>	Page 107 3/06/2021

				<p>families. What about children?</p> <p>Mr Sloan: Children don't receive these payments.</p> <p>Senator GREEN: No, but under family tax benefit A and B—</p> <p>Mr Sloan: We're talking about families; that number is families. We don't have a number for children.</p> <p>Senator GREEN: I know. I'm asking: do you know how many children?</p> <p>Mr Sloan: I haven't got it here on me. We will have to take that on notice and see what we can get you.</p>	
DSS SQ21-000501	Department of Social Services	Malarndirri McCarthy	Indue Contract	<p>Senator McCARTHY: Who has ownership of the data that's collected through people using the CDC? Who owns it?</p> <p>Mr Peoples: The data ownership, rights and responsibilities are consistent with arrangements for any bank or authorised deposit-taking institution. I think we could provide some information on notice about exactly the legislative responsibilities for that. But Indue would hold some of that data and have ownership of some of that data but only consistent with our other financial institutions that store data.</p> <p>Senator McCARTHY: You really need to find out, don't you, Mr Peoples, who actually owns it?</p> <p>Mr Peoples: We can come back to you.</p> <p>Senator McCARTHY: You say Indue has rights to it. Doesn't it belong to the Commonwealth?</p> <p>Ms Hefren-Webb: I think what Mr Peoples said was that Indue's responsibility for the data parallels that of other deposit-taking institutions for their customer data. The Commonwealth has responsibility for the client-level data. So we are custodian in terms of the people's social security payments et cetera and we have a relationship with Indue that we can obtain data about their cashless debit card transactions to assist clients who might have particular issues et cetera.</p>	Page 30-31 3/06/2021
DSS SQ21-000502	Department of Social Services	Malarndirri McCarthy	Cashless Debit Card	<p>Senator McCARTHY: What's the total number of people who have been on CDC?</p> <p>Ms Hefren-Webb: Been on it over time?</p> <p>Senator McCARTHY: That's correct.</p> <p>Ms Hefren-Webb: I think we can give you numbers currently on it. I am not sure we've got numbers of ever being on it.</p> <p>Mr Peoples: We don't have over time numbers with us.</p> <p>Ms Hefren-Webb: We can take that on notice. Do you want Mr Peoples to just run through the numbers currently on it?</p> <p>Senator McCARTHY: Over time and currently.</p> <p>Mr Peoples: We don't seem to have the over time numbers.</p> <p>Senator McCARTHY: At all?</p>	Page 32 3/06/2021

				Mr Peoples: We can take that on notice, but as at 30 April there were 13,396 participants who were on the cashless debit card.	
DSS SQ21-000503	Department of Social Services	Malarndirri McCarthy	Cashless Debit Card	Senator McCARTHY: Can I just ask: in total how much is sitting in people's CDC accounts and what is the average balance? Mr Peoples: I would have to take that on notice.	Page 32 3/06/2021
DSS SQ21-000504	Department of Social Services	Nita Green	Newly Arrived Resident's Waiting Period	Senator GREEN: How long could someone be in Australia before the waiting period begins? They could be here on another type of visa before the temporary visa. [...] Mr Sloan: It could be any length of time. Again, how long people stay on temporary visas in Australia I don't know. Senator GREEN: That is a question for Home Affairs. It depends on wait times and how long the processing takes. We know there can be delays. There's another inquiry about that at the moment, because of all the delays. So that technically means that someone could be living in Australia for a few years before the wait period even commences. Mr Sloan: Sorry, I don't— Senator Ruston: Some people never seek to become permanent residents, so it would depend on the type of visa and what their intentions were in relation to permanent residency and subsequent citizenship. Senator GREEN: How many temporary visas count towards the waiting period? How many people on temporary visas use that period of time to count towards the waiting period? Mr Sloan: I'd have to take that on notice, but, as I said, currently I think there is only one visa class, that being temporary partner, for which that happens.	Page 108 3/06/2021
DSS SQ21-000505	Department of Social Services	Jenny McAllister	Nous Review and Our Watch	Senator McALLISTER: Is it correct that the Nous review concluded that The Line content is relevant and engaging for young people aligned to the evidence base and is age and stage appropriate? Ms Hefren-Webb: I don't know whether the Nous review concluded that exact wording. I will ask Mr Bennett. No, he doesn't have that here. We'll have to take that on notice. Senator McALLISTER: That's what the spokesperson for Our Watch told the Saturday Paper. Ms Hefren-Webb: Our Watch commissioned their own review, then we commissioned the Nous review. I want to make sure that I'm providing you with accurate advice as to where that statement comes from. Senator McALLISTER: The Nous Group: are they experts? Ms Hefren-Webb: That's why I want to check that comment because Nous were	Page 39-40 3/06/2021

				<p>asked to look not so much at whether the content was appropriate as to the processes that Our Watch had in place to manage linkages and the material. It was more of a review of their practices: before a new page goes live, what are the checks they've got in place to make sure the content's appropriate? We funded Nous to do that piece of work with Our Watch. Nous made a number of recommendations on improvements that Our Watch could make to provide that reassurance. They weren't asked to provide detailed advice on the appropriateness of the content, so I want to check whether that's a statement from them.</p> <p>Senator McALLISTER: May the Nous review please be tabled?</p> <p>Ms Hefren-Webb: I'll take that on notice, Senator.</p> <p>Senator McALLISTER: May the other piece of evaluation that you referred to earlier that had been commissioned by Our Watch be tabled?</p> <p>Ms Hefren-Webb: We'll have to check with Our Watch because they commissioned that document. We will take that on notice.</p>	
DSS SQ21-000506	Department of Social Services	Nita Green	Newly Arrived Resident's Waiting Period	<p>Senator GREEN: [...] Could you take on notice—unless you have got it with you—the main countries for migrants who will be impacted by this measure? We would like a breakdown of that.</p> <p>Mr Sloan: I'll have to take that on notice and see what we can get.</p> <p>[...]</p> <p>Senator GREEN: On top of the countries that people are coming from we would like to understand the main class of visas, which is what we're getting at with the temporary versus permanent. We would like the types of visas that people have been granted that will be affected by this measure. The main countries of origin would be helpful.</p>	Page 109 3/06/2021
DSS SQ21-000507	Department of Social Services	Larissa Waters	The Line website	<p>Senator WATERS: Just sticking with those questions about The Line—my apologies, I dropped out before— I have heard most of those just now. Just following on from some of the information given, the officials stated that advice was provided and that the minister had asked for a second provision of advice which we learned was about the age cohort involved. Can I just get some dates on the provision of each of those sets of advice, please?</p> <p>Ms Hefren-Webb: I'll take that on notice. It was this current year definitely that we provided advice to the minister. I'll take on notice the date.</p>	Page 41 3/06/2021
DSS SQ21-000508	Department of Social Services	Larissa Waters	The Line website	<p>Senator WATERS: I understood they did that, and that was completed and you did a review of that in November 2020, according to the Saturday Paper article. You've said you in fact provided advice to the minister this calendar year. You took on notice the dates that the minister then asked for further advice. We don't have a time frame on when to provide that further advice. I'm still entirely</p>	Page 43-44 3/06/2021

				<p>unclear as to the time frame for when 12- to 14-year olds will be able to have an educational resource that's provided to them. If anyone can answer that specific question that would be great; otherwise I'll move on.</p> <p>Senator Ruston: Please move on, and we'll take as much of what you've asked on notice and provide you as much additional information as we possibly can. But I just want to make very clear that we are referring to the provision of information to 12- to 14-year-olds as it relates to one product, which is The Line; it is not that there are no products available for 12- to 14-year-olds. We're just talking about that one. But we'll take that on notice and we'll get you as much information as possible.</p> <p>.....</p> <p>Senator WATERS: There doesn't seem to be a great sense of urgency, given that 18-month delay and then the lack of clarity about when the next deliverables will be delivered. That is deeply unacceptable; kids of all ages need guidance and consent education. But that is a matter for the minister and the government—I have no issue with the public servants there.</p> <p>Senator Ruston: Just to put it on the record before we finish this segment: the government takes on the responsibility for, and the role of, providing appropriate information to people about respectful relationships. We take that seriously; we are working with a level of urgency to make sure that appropriate material is available. You are only referring to one piece of material, but I will take on notice much of what you have asked for and provide you with more information around all the things that are happening in this space to, hopefully, allay your concerns that there isn't material available.</p> <p>Senator WATERS: Thanks, Minister.</p>	
DSS SQ21-000509	Department of Social Services	Nita Green	Newly Arrived Resident's Waiting Period	<p>Senator GREEN: I accept that the borders are closed. Cairns had a designated area migration agreement before COVID, so these skills shortages were being talked about long before COVID. It's obviously exacerbated the issue. But the question that I still don't think I've got an answer to is: did the department do any analysis about whether there could be a negative effect on skilled migration from this measure?</p> <p>Senator Ruston: I'm happy to take that on notice, because many of the officials that are at the table may also not have been here when this proposal was developed and put before the parliament.</p> <p>Senator GREEN: That is an answer to my question.</p> <p>Ms Campbell: And there were some changes made in that previous, and there was no discernible drop-off in migration after that.</p> <p>Senator GREEN: But it's in the budget now.</p>	Page 112 3/06/2021

				<p>Senator Ruston: We'll take that on notice and come back to you with anything that we have in relation to—</p> <p>Senator GREEN: And you reassess, given the current situation of measures—</p> <p>Senator Ruston: The current situation is quite unique—I will concede that—because of the borders being closed. But, as I say, we will go back and we will provide you with any information we can in relation to the underpinning rationale behind the decision to do this.</p>	
DSS SQ21-000510	Department of Social Services	Nita Green	Social Services Legislation Amendment (Better Targeting Student Payments) Bill 2019	<p>Senator GREEN: Did the department amend the savings profile for the measures in the 2021-22 budget around student payments?</p> <p>Ms Paton: Are you asking whether there was an estimates variation in the expenditure on student payments?</p> <p>Senator GREEN: Yes. We're a bit out of whack because of the October budget.</p> <p>Ms Campbell: Is your question in reference to something in the budget documentation?</p> <p>Senator GREEN: The Social Services Legislation Amendment (Better Targeting Student Payments) Bill 2019.</p> <p>Ms Campbell: That's the one that's not yet through?</p> <p>Senator Ruston: It is not being progressed at the moment. It remains on the Notice Paper. It is still government policy but it is not being pursued.</p> <p>Senator GREEN: So the legislation is still government policy—to find efficiencies by targeting social security payments</p> <p>Senator Ruston: Yes. But, as I said, we are not pursuing those measures at the moment.</p> <p>Senator GREEN: So that legislation isn't going to be brought forward?</p> <p>Senator Ruston: No.</p> <p>Senator GREEN: Based on that, was there a change to the estimates?</p> <p>Ms Campbell: We change those estimates every time we have an opportunity to. If legislation doesn't pass, we set it and say, 'It's not going to get through by that date,' so it's adjusted and there's a change in the estimates on every occasion of estimates—what we call an estimates update.</p> <p>Senator GREEN: What was the last change to those estimate updates, Ms Paton?</p> <p>Ms Paton: Sorry, I don't have that on me. I will have to take it on notice, for that particular measure.</p> <p>Senator GREEN: You don't have the savings from the measure, or the change in estimates?</p> <p>Ms Campbell: We would have said we're not going to get the savings because—</p> <p>Senator GREEN: That's what I mean. I want to know what that figure is.</p> <p>Ms Campbell: We'll take that on notice.</p>	Page 112-113 3/06/2021

DSS SQ21-000511	Department of Social Services	Rachel Siewert	BasicsCard	<p>Senator SIEWERT: Thank you. First, I want to go to exits from the card. According to my calculations, of those lodged, 20 per cent have been approved, 40 per cent have not been approved, and there are still some in the process of being assessed. How many do you have on the books right now being assessed?</p> <p>Ms Hefren-Webb: Services Australia manage the exit process now, so I would need to obtain the information from them or have them answer the question for you.</p>	Page 52 3/06/2021
DSS SQ21-000512	Department of Social Services	Nita Green	Seasonal work incentive	<p>Senator GREEN: On another issue: we spoke about the skill shortages. I think there's a measure about encouraging young Australians to undertake seasonal work. It was a budget measure last year, in the 2020-21 budget: Incentives to encourage young Australians to undertake seasonal work</p> <p>Mr Flavel: Yes.</p> <p>Senator GREEN: How many youth allowance or ABSTUDY recipients have taken up this incentive?</p> <p>[...]</p> <p>Senator Ruston: Can I just be clear? This is the one about being able to qualify for independent status, as part of your gap year, this year. Is that the measure you're referring to?</p> <p>Senator GREEN: They'll be considered independent if they meet two criteria, earning \$15,000 through employment in agriculture or industry.</p> <p>Senator Ruston: Yes. It would be difficult for us, probably, to give you any meaningful data, because they would be doing it this year and we would be expecting to see them when they start studying next year. They would become eligible, because of their work activity this year, to go onto payment as students next year. I'm not sure whether that's how it would work?</p> <p>Mr Flavel: That's correct, yes. There is a qualifying period, if you want to call it that, from 30 November 2020 to 31 December this year, which means that there'll be a delay or lag when people earn the requisite amount that enables them to qualify as independent for youth allowance.</p> <p>Senator GREEN: But what's the progress update so far? Has anyone taken advantage of that measure?</p> <p>Mr Flavel: I'll have to take that on notice because it's in flight, so to speak.</p> <p>Senator Ruston: The point was, Senator—</p> <p>Senator GREEN: I understand that. I'm just wondering if anyone has managed to do it because, maybe, over the summer period they worked enough hours to reach that figure.</p> <p>Senator Ruston: We're happy to take that on notice. We were not expecting to</p>	Page 115 3/06/2021

				see the significant impact of this measure until next year, but we're certainly happy to get that information for you.	
DSS SQ21-000513	Department of Social Services	Rachel Siewert	Exit Process Evaluation	<p>Senator SIEWERT: Could you also get back to the committee about potential time lines for evaluation?</p> <p>Ms Campbell: We'll take that on notice.</p>	Page 54 3/06/2021
DSS SQ21-000514	Department of Social Services	Jenny McAllister; Nita Green	Women's Safety Package	<p>Senator McALLISTER: Are there any initiatives that support trans women? I see that there is an initiative broadly around supporting diverse communities. Are there any responses that would support trans women in particular?</p> <p>Senator Ruston: As Ms Hefren-Webb said, we don't discriminate against women who are seeking to escape violence. We seek to make sure that all our programs and the people that work on them are appropriately trained to understand the diversity of the community they're supporting, whether that be people from diverse gender backgrounds or cultural backgrounds—or, particularly, Indigenous women, understanding that they often face different challenges particularly because of the isolation and the remoteness of the communities that many of them live in. So we certainly make sure that the staff and the people that we contract to undertake the provision of services on our behalf all have appropriate diversity and understanding of the people that they're seeking to help.</p> <p>Ms Hefren-Webb: Under the fourth action plan, we've funded some research work on sexual assault and domestic violence in LGBTIQ populations, and I would be happy to provide on notice some more detail about what work we've done to date. But there are activities currently ongoing on that, and we would expect this to be an issue that comes up through the summit and in the context of our consultations on the next national plan.</p> <p>Senator GREEN: Is that research around the prevalence or characteristics of domestic violence in same-sex relationships? Is that what it's aiming to do? With respect, that won't necessarily cover—</p> <p>Ms Hefren-Webb: Yes. I will just have to check the extent to which the issues for trans—</p> <p>Senator GREEN: All of the diverse queer community.</p> <p>Ms Hefren-Webb: Yes. I will have to check whether the specific trans issues were highlighted in that.</p> <p>Senator GREEN: Thank you for that.</p> <p>Senator McALLISTER: The reason that I'm asking about this in particular is that there are obviously many calls from within the LGBTIQ community for there to be specific services. We hear regularly from women in those communities that generalist services aren't always responsive to the needs of women from diverse backgrounds. I was just wondering, Minister, whether</p>	Page 60 3/06/2021

				<p>there was anything in the budget that specifically went to that.</p> <p>Senator Ruston: There is in the sense that there are specific measures that go to different multicultural backgrounds, there are specific measures that go to Indigenous Australians and there are specific issues that go to the LGBTIQ community as well. Part of the service provision is making sure that we have people who are providing these services who are appropriately and adequately trained to be able to understand the diversity of needs of people from different cohorts in our society.</p> <p>Ms Hefren-Webb: I might also add to that that the funding that was provided to the states and territories—the \$130 million—I know in some cases was used for specific LGBTIQ services as well. I'm sorry that I don't have the detail here, but we can provide you on notice some of the activities that have been funded and supported.</p>	
DSS SQ21-000515	Department of Social Services	Hollie Hughes	eSafety Commissioner	<p>Senator HUGHES: What sort of work is being done with Ms Inman Grant, the eSafety Commissioner? [...] So what kind of outreach is happening for women at home and young children—who don't have direct access to the eSafety Commissioner—people who find themselves targeted in those campaigns and don't have a staff member to help shield them?</p> <p>Senator Ruston: [...] But I don't know whether we have got any specific information about the e-safety measures that were contained in the office for child safety package. We can certainly get it for you.</p> <p>Ms Hefren-Webb: We can certainly provide it on notice.</p>	Page 62 3/06/2021
DSS SQ21-000516	Department of Social Services	Rachel Siewert	Cashless Debit Card	<p>Senator SIEWERT: At last estimates you may or may not recall I was asking about unsolicited cards and all that sort of thing. Can you provide the correspondence, if you've had any, between DSS and ASIC in relation to the application under the act?</p> <p>Senator Ruston: Senator, as you'd be aware, the fact that we've gone to a voluntary scheme negates anything that was raised in the original ASIC commentary that we were aware of. However, I think—and I'm not sure whether Ms Hefren-Webb or Ms Campbell might have it—there was actually no issue. However, the fact there was no issue has now been completely superseded by the fact that it's voluntary anyway.</p> <p>Ms Hefren-Webb: I think we may have provided that letter on notice. I'm just asking Mr Peoples to—</p> <p>Mr Peoples: I'm just getting the QON number from the last estimates.</p> <p>Senator SIEWERT: Can you? That was the original letter.</p> <p>Ms Campbell: You're looking for letter that says there's no issue with the cashless debit card?</p>	Page 67 3/06/2021

				<p>Ms Hefren-Webb: That letter was issued after the legislation passed in December. There hasn't been a subsequent letter.</p> <p>Ms Campbell: We can provide that.</p> <p>Senator SIEWERT: There was one from quite a while back?</p> <p>Ms Hefren-Webb: Yes, and then we went back to confirm the ASIC position and they came back with a letter, and I believe we've tabled it.</p> <p>Senator SIEWERT: Have you? In that case that slipped through our net.</p> <p>Ms Hefren-Webb: We'll provide it again.</p>	
DSS SQ21-000517	Department of Social Services	Rachel Siewert	Cashless Debit Card	<p>Senator SIEWERT: If you look at the Goldfields, it's 132 First Nations people and 14 per cent approved Indigenous.</p> <p>Mr Peoples: So 132 approved from the Goldfields region—</p> <p>Senator SIEWERT: And 14 per cent.</p> <p>Mr Peoples: Yes. I don't have the data with me about the rate of total applications that have come through in different periods of time, but it's something that we can look at.</p> <p>Senator SIEWERT: Could you take that on notice, then, please.</p> <p>Mr Peoples: Yes.</p> <p>Senator SIEWERT: That would be appreciated so we can get not just a snapshot but actually the proportion.</p>	Page 68 3/06/2021
DSS SQ21-000518	Department of Social Services	Jenny McAllister	Family Violence Prevention Legal Services	<p>Senator McALLISTER: Okay. I understand that the \$26 million which is allocated to better support ATSI women and children that is to be provided to the National Indigenous Advancement Agency is being provided to family violence prevention legal services—is that correct?</p> <p>Ms Hefren-Webb: Family violence legal prevention services are certainly part of the funding, but I don't know whether that's the entirety of the funding. My understanding was that it continues funding for some other services that have received funding in the past. We would have to consult with our colleagues and get you some specific information on that one.</p> <p>Senator McALLISTER: I'm just trying to map what's in Budget Paper No. 2 with what's in the Women's Budget Statement. So on page 23 of the Women's Budget Statement it says:</p> <p>To expand service delivery and address gaps, the Government is investing \$26.0 million over four years for the Family Violence Prevention Legal Services program.</p> <p>That happens to be the same amount of money that is listed in BP 2 in the women's safety measure. I'm just trying to understand if it's all talking about the same thing.</p>	Page 71 3/06/2021

DSS SQ21-000519	Department of Social Services	Jenny McAllister	Aboriginal and Torres Strait Islander survey on safety and violence	<p>Senator McALLISTER: Who is conducting the survey, and what steps are the department taking to ensure that it is representative of the diverse experiences of First Nations women?</p> <p>Ms Hefren-Webb: The ABS will be conducting the survey. The reason that the funding is over four years is essentially that there is a lot of groundwork to do to build up the methodology and make sure it does represent the diversity of Aboriginal and Torres Strait Islander women and children in Australia. We can provide you more detail on notice about the range of steps that the ABS have committed to undertake, but they will be leading that process.</p> <p>Senator McALLISTER: Actually, that would be terrific.</p>	Page 78 3/06/2021
DSS SQ21-000520	Department of Social Services	Jenny McAllister	Temporary Visa Holders Payment Pilot funding	<p>Senator McALLISTER: The meeting communique from that women's safety ministers meeting says that the funding will be delivered by the Red Cross—is that correct?</p> <p>Senator Ruston: Yes.</p> <p>Senator McALLISTER: That remains correct?</p> <p>Senator Ruston: Yes.</p> <p>Senator McALLISTER: I couldn't find a mention of that on the Community Grants Hub. Has a direct tender or grant opportunity statement gone up?</p> <p>Ms Hefren-Webb: I know our commitment is to put it up in 28 days. We may not have hit the 28-day mark, but I can confirm that there has been a grant entered into with the Red Cross. I will follow up as to whether it's been committed. It may be that it's a variation of—</p> <p>Mr Bennett: Existing—I'd just need to check that.</p> <p>Senator McALLISTER: When do you expect the first payments to be made, Mr Bennett?</p> <p>Mr Bennett: The process with the Red Cross has started. We understand that they are, as we speak, in the process of receiving applications and doing assessments. What I don't have for you at the moment—and I can take it on notice—is actual data reflecting where they've got to with that. But it has commenced.</p>	Page 78-79 3/06/2021
DSS SQ21-000521	Department of Social Services	Rachel Siewert	Gambling advertisements	<p>Senator SIEWERT: Okay. I have a couple of questions about gambling. I'll put one on notice because it's an update. But I've been asking various agencies about whether they've been monitoring the volume and nature of gambling advertisements—particularly the ones on TV, around sport.</p> <p>Ms Hefren-Webb: I don't think we've been monitoring advertisements per se. As you know, there have been a couple of surveys about patterns of gambling expenditure. We've been talking to the states and territories about what they're experiencing. But I don't believe we've monitored advertisements.</p>	Page 82 3/06/2021

				<p>Senator SIEWERT: There's some evidence that links engagement with gambling with the intensity of the ads. I asked the department of communications and I've been chasing other parts of the regulatory responsibility for gambling. No-one seems to be doing this on a regular basis.</p> <p>Senator Ruston: Even though we've said we probably don't, I'll take it on notice and see if I can find out where that would be, if it's at all available.</p>	
DSS SQ21-000522	Department of Social Services	Rachel Siewert	DSS Legal Fees - Robodebt	<p>Senator SIEWERT: I want to follow-up the one around legal fees spent by the department on robodebt.</p> <p>Ms Campbell: We did have a quick look yesterday. We think the majority of it is with Services Australia, but we want to have some more time to go through every invoice in order to make sure that our answer is completely accurate. We will take that on notice.</p>	Page 4 4/06/2021
DSS SQ21-000523	Department of Social Services	Nita Green	DSS staff seconded to Health	<p>Senator GREEN: I'm interested in how your department is providing assistance, if any, to make sure that people who have no fixed address, specifically, are being vaccinated. Is your evidence that it's not being dealt with by your department at all?</p> <p>Ms Campbell: My evidence is that this is the responsibility of the health department. My evidence also is that DSS has seconded a number of staff into the health department in order to assist with the vaccine process. We will see if we can get information for you on the number of staff we have seconded over the last little while. Ms Blewitt is the general manager who has gone over there at the moment, but we've had a number of SES officers and staff helping Health with the rollout.</p>	Page 5 4/06/2021
DSS SQ21-000524	Department of Social Services	Nita Green	Social and Community Services Funding	<p>Senator GREEN: During additional estimates in March we asked you, Minister, whether you had been contacted by homelessness organisations in regard to social and community services. In an answer to a question on notice it was confirmed that you had received a few pieces of correspondence—</p> <p>Senator Ruston: Is this in relation to ERO?</p> <p>Senator GREEN: Yes. The answer we got says that 'table 1 below shows Minister Ruston and Minister Sukkar have been contacted regarding social and community services funding'.</p> <p>Senator Ruston: Yes.</p> <p>Senator GREEN: You can come back to me on this. I'm trying to understand whether that was correspondence received by both of you, or jointly, and whether those organisations are approaching you, as the minister for social services, on this issue or going directly to Minister Sukkar.</p> <p>Senator Ruston: It most likely would have been both. In terms of the specific correspondence, I'd have to take that on notice and come back to you.</p>	Page 10 4/06/2021

				<p>Senator GREEN: Sure. That's letters that have been sent. It's also fair to say that many of the homelessness organisations that have sent correspondence to you or contacted you have requested a meeting as well? We also asked you about whether you or any representative in your office had met with these homelessness organisations. At the time, you said you were going to take it on notice because you meet with people all the time. But the answer we got back in the QON was: 'Minister Ruston meets regularly with a range of stakeholders to discuss a range of issues, including homelessness services stakeholders.' Why weren't we able to get a more direct answer on whether you had met with homelessness organisations? We would have expected that given you had taken on notice a list, at the very least, of the organisations that you had met with?</p> <p>Senator Ruston: I'm more than happy to provide you with additional information. The matter that you were referring to as subsequently been resolved. Obviously, Minister Sukkar is the person who has the frontline responsibility for this, but I'm more than happy to provide you with additional information if you'd like to let me know what additional information it is that you'd like.</p> <p>Senator GREEN: We actually asked you whether you'd met homelessness services about the about the SACS issue, and your very vague response makes it unclear whether anyone had met you about that issue or if you had even met with any homelessness stakeholders at all about this.</p> <p>Senator Ruston: Sure. I'm happy to go back, have a look and provide you with more detail. Clearly it was an issue at the time. It was an issue that I was working through with Minister Sukkar. It's subsequently been resolved to the satisfaction of the sector.</p> <p>Senator GREEN: I understand that. That's not the issue that I'm asking about. There are two issues that I'm raising: whether you actually met with homelessness organisations with regard to social and community services funding, That, in my mind, remains unanswered, because this QON doesn't go close to it.</p> <p>Senator Ruston: The answer is yes, I do.</p> <p>Senator GREEN: Who did you meet with?</p> <p>Senator Ruston: I'm happy to take that and come back to you with the specifics.</p>	
DSS SQ21-000525	Department of Social Services	Nita Green	National Shelter Group	<p>Senator GREEN: Do you know whether Minister Sukkar has actually met with the National Shelter?</p> <p>Senator Ruston: That's what I mean. I have no information apart from what I've just skim read. I would seek the opportunity to—</p> <p>Senator GREEN: Does anyone in the department have that information? After them complaining to the Prime Minister, did the minister actually meet with this</p>	Page 11-12 4/06/2021

				<p>organisation?</p> <p>Ms Campbell: I'm not across this matter, but we can take it on notice and get back to you.</p>	
DSS SQ21-000526	Department of Social Services	Jenny McAllister	Safe Places	<p>Senator McALLISTER: I understand that. The ranking that the project was provided, though wouldn't reveal anything about the co-investment. If it is given a number between one and 66, that is not going to reveal any commercially sensitive information, is it?</p> <p>Mr Sloan: Criteria 3 talked about outlying costs to the Commonwealth. In that ranking we would take into account the amount of co-investment that a proponent was bringing because naturally, if they bring more, it's better value for money for the Commonwealth.</p> <p>Senator McALLISTER: So you couldn't give me any specific information about how they met or didn't meet criteria 3. But how is the overall ranking that is provided to the project commercial-in-confidence?</p> <p>Mr Sloan: I think we have said that we'll take that on notice.</p> <p>Senator McALLISTER: Mr Sloan, you haven't actually said that you will take that on notice. This is a specific question. Does the overall ranking reveal information that is commercial-in-confidence?</p> <p>Mr Sloan: Yes.</p> <p>Senator McALLISTER: You must have thought about it, because you have answered my question on notice with a non-answer already. I would like an explanation.</p> <p>Mr Sloan: It certainly reveals where one proponent rates to another proponent; so to that extent it does disclose some information relative to the proposal of the operations that a provider is putting forward. Certainly from that perspective it does reveal information about a provider.</p> <p>Senator McALLISTER: When you made the announcement that some projects were going to be funded and others weren't, did that reveal commercial-in-confidence information?</p> <p>(....)</p> <p>Senator McALLISTER: I have asked a pretty straightforward question. If you can help, it would be great, because I think this is a weirdly obstructive answer.</p> <p>Senator Ruston: I am hearing what Mr Sloan is saying, but I am also hearing what you are saying. You just want to know the names of the proponents and how they were assessed. The information that I received didn't have a ranking from one to 66; it had 'highly suitable', 'suitable', and then other categories.</p> <p>Senator McALLISTER: Okay.</p> <p>Senator Ruston: They were in bands. I would need to make sure that there</p>	Page 16-17 4/06/2021

				<p>weren't any problems with the proponents, but we are more than happy to provide you with 'these are the ones that were considered to be highly suitable, these were considered suitable, and these weren't'. I am happy to reconsider the provision of that simple piece of information if that would be of assistance to you.</p> <p>Senator McALLISTER: That is exactly what I am after.</p>	
DSS SQ21-000527	Department of Social Services	Jenny McAllister	Safe Places	<p>Senator McALLISTER: I imagine that you will take this on notice, given the advice that you provided me earlier, Minister. But, for each of the 24 projects that were not selected by the minister, can you please provide the SA4 that those projects were serving and the category that that project was assigned in that first round of recommendations?</p> <p>Mr Sloan: We can take that on notice, but can we net off the five that were subsequently announced by the minister after this budget?</p> <p>[...]</p> <p>Senator McALLISTER: Regarding the 24 of the 66 that were not selected by the assistant minister in that first round, can you please provide an indication of the SA4s that they were serving and the ranking that they had received from the department?</p> <p>Mr Sloan: Yes.</p> <p>Senator McALLISTER: You're taking that on notice?</p> <p>Mr Sloan: Yes. I was asking for clarity, because five of those—</p> <p>Senator McALLISTER: Have subsequently been funded.</p> <p>Mr Sloan: Do you want them, or are you happy—</p> <p>Ms Campbell: We'll just indicate that when we do our consideration.</p> <p>Senator McALLISTER: [...] Can I just indicate that I would prefer to receive the names of the applicants. If it turns out that, for some odd reason, that is commercial-in-confidence, I would be happy with a de-identified list which says project A was in SA4 et cetera and it was ranked as 'suitable' or 'highly suitable'. That would also be fine. But my strong preference would be for the name of the applicant. [...]</p>	Page 17-19 4/06/2021
DSS SQ21-000528	Department of Social Services	Helen Polley	Carer Gateway	<p>Senator POLLEY: We're hearing reports of significant underspending in service delivery through the gateway. Can you advise what percentage of the budget funds are expected to be spent in 2020-21?</p> <p>Mr Mansfield: I might have to take the detail on notice.</p>	Page 20 4/06/2021
DSS SQ21-000529	Department of Social Services	Helen Polley	Carer Gateway	<p>Senator POLLEY: How did you initially promote the gateway; what has been successful with that marketing, and what's your model for increasing that? Do you have a document that you can table for us? Are you going to the level of more social media? Are you going to use newspapers? How are you going to</p>	Page 20 4/06/2021

				<p>increase that communication?</p> <p>Ms Rule: We are just working through with government right now what that kind of promotional activity could look like. I'm happy to share that with the committee, once government has taken decisions on that matter.</p>	
DSS SQ21-000530	Department of Social Services	Helen Polley	Carer Gateway	<p>Senator POLLEY: That leads me to ask whether any lead organisations or partnerships that you've had have withdrawn the provision of services since the operation commenced.</p> <p>Mr Mansfield: I'm not aware of that, but I will double-check that on notice, or during the course of this hearing I'll be able to confirm that. I'm not aware of that.</p> <p>[...]</p> <p>Senator POLLEY: Who are consortia partners?</p> <p>Mr Mansfield: I'll find that information. There's a range of partners; I'll go through them: Carers ACT, the Benevolent Society, Wellways Australia, LiveBetter Services Ltd, Carers NSW Ltd, Carers NT Ltd, Carers Association of SA Inc., Carers Tasmania Inc., Merri Community Health Services Ltd, and Carers WA. There's also a range of consortia partners that work with those 10 lead providers.</p> <p>Senator POLLEY: You will come back to us, hopefully later today, and advise whether or not any lead organisations or consortia partners have withdrawn?</p> <p>Mr Mansfield: Yes.</p>	Page 20-21 3/06/2021
DSS SQ21-000531	Department of Social Services	Helen Polley	Carer Gateway	<p>Senator POLLEY: The lead organisation for Queensland, Wellways Australia, is to repay more than \$1.5 million backpay to staff after entering into an enforceable undertaking with the Fair Work Ombudsman. Were any of the affected staff engaged in providing services through the gateway? I can table this media coverage, if that will help.</p> <p>Mr Mansfield: Thank you, Senator.</p> <p>Ms Rule: Without having seen the media coverage—I don't have it in front of me—we might have to take that question on notice. Clearly, how those lead organisations choose to staff their operations and the relationship between that lead organisation and its staff is a matter for that organisation. We don't employ the staff; the organisations do.</p> <p>[...]</p> <p>Senator POLLEY: But you will take that on notice, and hopefully come back today, in relation to any information about staff being affected through their services—</p> <p>Ms Rule: We can take on notice to see what we know about the Wellways staffing issues. As I said, we may not have a great deal of detail on that, as it is a matter for Wellways.</p> <p>Senator POLLEY: You'll still get a copy of this. If there's anything, once you get it,</p>	Page 21 4/06/2021

				<p>we would appreciate it. Ms Rule: Of course.</p>	
DSS SQ21-000532	Department of Social Services	Helen Polley	Carer Gateway	<p>Senator POLLEY: What steps are normally taken by the department to ensure that gateway service providers are fully compliant with the relevant awards? Is that something that you do, in terms of benchmarking any relationships that you have with organisations, to ensure that they are compliant?</p> <p>Ms Rule: Again, I don't have the detail of the individual grant arrangements for Wellways or for this particular program in front of me. But, as a general rule, our grant guidelines require grant recipients to act in accordance with the law, and that includes employment law.</p> <p>Senator POLLEY: Considering that underpayment across the country has been highly publicised and that organisations and businesses have been exposed far too often about underpayment of staff, if you have anything further that you can add to that, it would be very much appreciated.</p> <p>Ms Rule: Typically, where an organisation is engaging in conduct that is unlawful, we would look at what compliance options we have available to us under our grant agreements. As I said, I don't have the details of this particular grant agreement in front of me, and we're happy to take that on notice. But, as I said, where people are found to be in breach of the law, we would typically look at compliance options. Having said that, our preference is to help organisations comply with the law rather than to be punitive, because we want them to continue to provide this important service.</p>	Page 21 4/06/2021
DSS SQ21-000533	Department of Social Services	Rachel Siewert	Boston Consulting Group Report	<p>Senator SIEWERT: [...] One is: are some providers tending to use education outcomes more than others? Are there different patterns of usage?</p> <p>Ms Rule: Absolutely. We've done some internal data analysis about what that looks like. Clearly, we are following up those where we think there seems to be a disproportionately high range of education outcomes or some activity that we might think is not within the intent of the policy or the grant agreements. In some instances, where we think providers have actually done things that are clearly outside the rules, we have taken compliance action.</p> <p>Senator SIEWERT: I was about to ask whether you could take this on notice but you might be able to tell me this now. How many compliance actions have you taken—let's go overall but then specifically on education?</p> <p>Ms Rule: I will have to take that on notice, I'm sorry.</p>	Page 23 4/06/2021
DSS SQ21-000534	Department of Social Services	Rachel Siewert	Boston Consulting Group Report	<p>Senator SIEWERT: Where are the recommendations around the immediate steps at—for example, the review of ESATs and the redesign of compliance and assurance procedures for implementation by 1 January this year?</p> <p>Ms Rule: [...] but there are some things we are not going to do now.</p>	Page 24-25 4/06/2021

				<p>Senator SIEWERT: Can you articulate those? [...]</p> <p>Senator SIEWERT: Why don't we do the top-line ones? I am interested in a couple of those. Then I'll ask you to take on notice some of the other more detailed ones.</p> <p>Ms Rule: Yes. For example, recommendation No. 4 says reduce the age cut-off at 60. We are not going to do that now because, as you would appreciate, it's a bigger issue than just access to DES. It flows through access to other programs and services provided by the government, so it needs to be looked at in a whole-of-government context. You would need to think about that seriously and about whether it is even good policy. It would no doubt bring down the cost of DES, but that is not the policy outcome we are seeking. That one needs much further consideration. We would only ever think about that in a redesign of DES later on; it is not something we're going to do now. Likewise, around school age participants—it goes to much broader programs delivered by government and interacts with services already delivered in the NDIA, so there is a much more substantial piece of design needed there to think those through. Some are slow burn and we'll think about them later, but we can talk about some of the specific ones around compliance and ESATs, if you like.</p> <p>Senator SIEWERT: Yes, if we could. You obviously have a table there that you are reading from; I presume you cannot table that, or can you?</p> <p>Ms Rule: Some of it goes to the nature of advice to government. However, I am happy to take on notice to give you an assessment, recommendation by recommendation, of what we are doing in response.</p> <p>Senator SIEWERT: That is what I am after. That would be much appreciated; thank you.</p>	
DSS SQ21-000539	Department of Social Services	Rachel Siewert	Jobseeker and Youth Allowance	How many additional people were able to gain access to Jobseeker and Youth Allowance under the expanded eligibility criteria relating to stood-down permanent employees, and sole traders, casuals and contract workers with reduced work?	Written
DSS SQ21-000540	Department of Social Services	Rachel Siewert	JobSeeker	What is the percentage of people receiving JobSeeker Payment who only receive it and the Energy Supplement (and no other supplementary payments)?	Written
DSS SQ21-000541	Department of Social Services	Rachel Siewert	Jobseeker and Youth Allowance	<p>Please provide the number of recipients of Jobseeker/Youth Allowance Other payments on income support for less than 12 months, at the latest available date, broken down by:</p> <p>a) age (Under 25, 25-34, 35-54, 55+ years)</p> <p>b) gender</p>	Written

				<p>c) State/Territory  d) partial work capacity  e) principal carer  f) Indigenous status  g) and proportion of each group off income support by the end of December 2020</p>	
DSS SQ21-000542	Department of Social Services	Rachel Siewert	JobActive and Disability Employment Services	<p>Please provide the number of disabled people on jobactive and DES, broken down by:</p> <p>a) people with less than 15 hours capacity in jobactive &amp; other programs  b) people with partial work capacity in jobactive  c) People undertaking a POS in all programs  d) Numbers at a point in time, and outcomes (employment, training, transfers to DSP)</p>	Written
DSS SQ21-000543	Department of Social Services	Rachel Siewert	Rent Assistance	Please provide a breakdown of recipients of Commonwealth Rent Assistance by gender and age.	Written
DSS SQ21-000544	Department of Social Services	Rachel Siewert	Family Tax Benefit	Please provide a breakdown of Family Tax Benefit recipients by gender.	Written
DSS SQ21-000546	Department of Social Services	Rachel Siewert	Newly Arrived Resident's Waiting Period Waiver	Regarding people whose Special Benefit was cancelled from 1 April solely because of the end of the NARWP waiver: How many were cancelled? How many of these people reclaimed Special Benefit? How many were granted SpB from 1 April upon reclaiming (and satisfying the "substantial change" criteria)? How many of the people whose SpB was rejected appealed?	
DSS SQ21-000547	Department of Social Services	Rachel Siewert	Newly Arrived Resident's Waiting Period Waiver	Regarding people whose JobSeeker or Parenting Payment (for example) was cancelled from 1 April solely because of the end of the NARWP waiver: How many were cancelled? How many of these people claimed Special Benefit? How many of these people were granted Special Benefit? How many of these people appealed against refusal of Special Benefit?	Written
DSS SQ21-000548	Department of Social Services	Rachel Siewert	Newly Arrived Resident's Waiting Period Waiver	Regarding people with dependent children: Of the people whose income support payments were cancelled from 1 April due to the end of the NARWP waiver, how many were in receipt of Family Tax Benefit? How many of these people had subsequent claims for Special Benefit rejected?	Written
DSS SQ21-000549	Department of Social Services	Rachel Siewert	National Disability and Carers Council	What is the purpose of the current National Disability and Carers Council? Can the Department provide an update on the status of the Disability and Carers Council? Is the Department open to a discussion with community on a more targeted model of lived experience representation into DSS?	Written

DSS SQ21-000550	Department of Social Services	Rachel Siewert	ANAO's Disability Support Pension - Follow on Audit	Can the Department provide an update on the work that has been carried out to implement and report on Recommendation 3 under the ANAO's Disability Support Pension — Follow-on Audit?	Written
DSS SQ21-000551	Department of Social Services	Rachel Siewert	ANAO's Disability Support Pension - Follow on Audit	The ANAO's Disability Support Pension — Follow-on Audit noted that two DSP reports are provided quarterly on the Social Services intranet including DSP Health of Program reports and DSP Factsheets. Can the Department provide these reports for 2020 and 2021?	Written
DSS SQ21-000552	Department of Social Services	Rachel Siewert	Program of Support	How many people who have applied for DSP are currently serving a Program of Support?	Written
DSS SQ21-000553	Department of Social Services	Rachel Siewert	Program of Support	Since the Program of Support was put in place, how many people were approved for the Disability Support Pension after completing a program of support?	Written
DSS SQ21-000554	Department of Social Services	Rachel Siewert	Program of Support	Since the Program of Support was put in place, how many people were rejected from the Disability Support Pension after completing a program of support?	Written
DSS SQ21-000555	Department of Social Services	Rachel Siewert	Income Management and the Cashless Debit Card	What resources are available to assist people to compare IM and the CDC program, if considering transitioning to the CDC? Are easy English and translated factsheets available to assist people in making an informed decision?	
DSS SQ21-000556	Department of Social Services	Rachel Siewert	Income Management and the Cashless Debit Card	Are people given information outlining the differences between IM and the CDC program, including exemption and exit criteria, and differences in using the BasicsCard and the CDC?	Written
DSS SQ21-000557	Department of Social Services	Rachel Siewert	Transitioning from Income Management to the Cashless Debit Card	Are easy English and translated factsheets, with audio in community languages, available to assist people in making an informed decision?	Written
DSS SQ21-000559	Department of Social Services	Rachel Siewert	Cashless Debit Card	How is DSS and Services Australia ensuring that communities are able to lead in the provision of balanced information regarding the CDC program at a local level?	Written
DSS SQ21-000560	Department of Social Services	Rachel Siewert	Cashless Debit Card Funding	Is Services Australia intending to make funding available to communities to develop their own information resources about the CDC program? If this hasn't been considered yet, will SA consider this as a matter of urgency?	Written
DSS SQ21-000562	Department of Social Services	Rachel Siewert	Withdrawal from Cashless Debit Card	What is the process for a voluntary CDC program participant to withdraw from the program in the NT? Are voluntary participants given easy English instructions re how to withdraw when they transition?	Written
DSS SQ21-000563	Department of Social Services	Rachel Siewert	Income Management and the Cashless Debit Card	Will programs funded under the \$17.5 million package only be accessible to people in the NT who volunteer for the CDC or transition to the CDC from IM?	Written

				For example, if there's an AOD rehabilitation program funded under the package, would people in the NT who remain on the IM basics card be able to access it?	
DSS SQ21-000564	Department of Social Services	Rachel Siewert	Cashless Debit Card	10. In terms of exiting the Cashless Debit Card a) What information resources are available for exit applicants other than on the Services Australia and Social Services websites? Have accessible information resources regarding exiting been developed for people in remote Aboriginal communities? b) Will community legal centres and other community services be funded to enhance capacity to provide independent assistance and support to people seeking to exit the CDC program? c) Will processing of exit applications, and administrative review of exit decisions, be monitored for quality assurance and to ensure that barriers to accessing administrative review are identified and addressed?	Written
DSS SQ21-000565	Department of Social Services	Rachel Siewert	Disability Employment Services and JobActive	Is Government considering consolidating oversight of DES and jobactive under a single Department (recommendation 58 of the DES Review)?	Written
DSS SQ21-000566	Department of Social Services	Rachel Siewert	Disability Employment Services	Are you considering revising the mutual obligation requirements for DES participants?	Written
DSS SQ21-000567	Department of Social Services	Rachel Siewert	Disability Employment Services	Are you considering revising who is responsible for administering mutual obligations under DES following recommendation 56 "The Department should assess options for the DES provider role in mutual obligations oversight to be minimised, and replaced with oversight by either Services Australia or a third-party provider"?	Written
DSS SQ21-000568	Department of Social Services	Rachel Siewert	Disability Employment Services	Are you concerned by the findings that 28% of DES providers had boosted their revenue by more than double and the largest providers increased their overall market share, yet employment outcomes for participants remained flat?	Written
DSS SQ21-000569	Department of Social Services	Rachel Siewert	Disability Employment Services	Do you think it's appropriate that DES providers boosted their revenue and were able to increase investment in marketing activities, as opposed to helping participants find work?	Written
DSS SQ21-000570	Department of Social Services	Rachel Siewert	Disability Employment Services	Participants reported feeling that: support is not individualised, poor quality job matches lead to high turnover, overwhelmed by the complexity of the DES program, and not equipped to make informed choices. What are you doing to reform these shortcomings to ensure participants are better serviced by the DES program?	Written
DSS SQ21-000577	Department of Social Services	Helen Polley	Vaccinations for workers and residents in	Senator POLLEY: Can I ask some questions now? Hopefully we will get some answers to the questions that I ask because we have very limited time. In total how many residential disability facilities have had workers and residents fully	Page 65 3/06/2021

			residential disability facilities	<p>vaccinated?</p> <p>Ms Campbell: Senator Polley, we've given you the number of residents who have had two doses. You're now looking for the number of facilities?</p> <p>Senator POLLEY: That's what I just asked.</p> <p>Ms Campbell: Have we got that?</p> <p>Ms Rule: I don't have that information because the data is constructed around individual participants rather than facilities but we can take it on notice.</p> <p>Senator POLLEY: If I could get that back today, that would be good. And also—</p> <p>Ms Rule: We won't be able to get it to you today because it relies on data matching and we don't have that data here today.</p>	
DSS SQ21-000578	Department of Social Services	Helen Polley	Partial vaccinations for workers and residents in residential disability facilities	<p>Senator POLLEY: If I can add another question—which I'm sure you won't be able to answer either today—in total how many residential disability facilities have had workers and residents partially vaccinated? If you could take that on notice.</p> <p>Ms Campbell: We will take that on notice.</p>	Page 65 3/06/2021
DSS SQ21-000579	Department of Social Services	Helen Polley	Vaccinations for NDIS Specialist Disability Accommodation site workers	<p>Senator POLLEY: Thank you. How many NDIS Specialist Disability Accommodation site workers and residents have been fully vaccinated with either their first or second dose?</p> <p>Ms Campbell: We will take that on notice.</p>	Page 65 3/06/2021
DSS SQ21-000580	Department of Social Services	Helen Polley	Partial vaccinations for NDIS Specialty Disability Accommodation site workers	<p>Senator POLLEY: How many NDIS Specialty Disability Accommodation sites have workers had just partial vaccinations, as in one dose?</p> <p>Ms Campbell: We discussed earlier the challenges with tracking workers rather than actually going out and asking them because of the AIR. We don't have profession in the Immunisation Register. But we will see what we can find and get back to you.</p>	Page 65-66 3/06/2021
DSS SQ21-000581	Department of Social Services	Nita Green	Cashless Debit Card	Why are Cashless Debit Card participants in the Cape York region excluded from both wellbeing exemption and exit provisions in the legislation, and what exemption and exit processes exist for such participants?	Written
DSS SQ21-000582	Department of Social Services	Nita Green	Data Improvement Plan	Please advise what data, both existing and additional, will be collected under the new Data Improvement Plan.	Written
DSS SQ21-000583	Department of Social Services	Nita Green	Data Improvement Plan	Please provide any a copy of the data that has already been collected under the new Data Improvement Plan.	Written
DSS SQ21-000584	Department of Social Services	Nita Green	Housing and Homelessness Data	Please advise how often does the Federal Government will collect additional housing and homelessness data?	Written

DSS SQ21-000585	Department of Social Services	Nita Green	Housing and Homelessness Data	What mechanisms are in place to ensure state and territory governments provide housing and homelessness data to the Federal Government?	Written
DSS SQ21-000586	Department of Social Services	Nita Green	Data Improvement Plan	Minister Sukkar recently stated that there are 'inadequate lines of oversight' in the National Housing and Homelessness Agreement. Please advise what additional measures have been included in the new Data Improvement Plan to better address the Ministers concerns?	Written
DSS SQ21-000587	Department of Social Services	Nita Green	Disability Employment Services	The Department has recently set up a reference group to undertake reform of the current DES program which is due to expire on 30 June 2023. What are the parameters and timeframes of this reference group in terms of designing an improved DES program?	Written
DSS SQ21-000588	Department of Social Services	Nita Green	Disability Employment Services	What are the time frames for implementation of the improved DES? When do final decisions about design need to be made?	Written
DSS SQ21-000589	Department of Social Services	Nita Green	Disability Employment Services	The Government recently consulted around the National Disability Employment Strategy. How will these findings feed into the new DES 2023?	Written
DSS SQ21-000590	Department of Social Services	Nita Green	Disability Employment Services	Does the government have details on how many people with disability will be affected by the recently announced Budget initiative for DES participants to opt for Digital Servicing via the New Employment Services Model? What will be the impact on employment outcomes for people with disability who choose to opt into digital servicing rather than the DES program?	Written
DSS SQ21-000591	Department of Social Services	Nita Green	Disability Employment Services	How is the Department improving opportunities to increase employer demand by addressing common employer concerns associated with hiring someone with a disability?	Written
DSS SQ21-000592	Department of Social Services	Nita Green	Disability Employment Services	The Department recently engaged consulting firm Taylor Fry to review the DES Star Ratings and Performance Framework methodology. In this report, they identified a number of errors with the existing methodology and made recommendations for future star ratings. How will DSS use the DES star ratings in terms of performance assessment into the future and considering the current contract will cease in June 2023?	Written
DSS SQ21-000594	Department of Social Services	Nita Green	Employment Strategy	How will this Participant Employment Strategy goals be incorporated into the development of DES 2023?	Written
DSS SQ21-000595	Department of Social Services	Nita Green	Disability Employment Services	How is the Department developing opportunities to work with the NDIA to develop a participant-centred approach to support people with disability into employment?	Written

DSS SQ21-000596	Department of Social Services	Nita Green	Boston Consulting Group	What was the total amount paid by DSS to the Boston Consulting Group for the review of the DES program?	Written
DSS SQ21-000597	Department of Social Services	Nita Green	Boston Consulting Group	What was the total amount paid by DSS to the Boston Consulting Group for the review of the ESAt process?	Written
DSS SQ21-000598	Department of Social Services	Nita Green	Boston Consulting Group	The BCG report makes the following Recommendation (number 59): Government should decide whether to consolidate jobactive and DES into a single program, or whether to maintain separate programs, based on the target state design of the new DES model. Does the Department support this recommendation?	Written
DSS SQ21-000599	Department of Social Services	Nita Green	Boston Consulting Group	The Department recently release the BCG review of the DES program. The review makes a recommendation about People with Disability aged over 60 – being cut off from the DES program. Will the Government be implementing Recommendation 4: The Department should explore reducing the DES age cut-off to 60, and improving alignment with participation requirements for this segment?	Written
DSS SQ21-000600	Department of Social Services	Nita Green	Boston Consulting Group	The BCG report makes recommendations about improving provider productivity via plans to integrate assurance activities with Single Touch Payroll. Is there a time frame for this implementation?	Written
DSS SQ21-000601	Department of Social Services	Nita Green	National Disability Advocacy Program and NDIS Appeals Program	What is the total amount of funding allocated to each of these programs for each financial year since 2013?	Written
DSS SQ21-000602	Department of Social Services	Nita Green	National Disability Advocacy Program and NDIS Appeals Program	Could a breakdown be provided of NDIS internal review decisions that received support from each of these programs, that have been: <ul style="list-style-type: none"> <li>o Affirmed,</li> <li>o Changed,</li> <li>o Or both affirmed or changed?</li> </ul>	Written
DSS SQ21-000603	Department of Social Services	Nita Green	National Disability Advocacy Program and NDIS Appeals Program	For each financial year, what is the average percentage increase in NDIS participant plans for successful internal review outcomes that receive support from each of these programs?	Written
DSS SQ21-000604	Department of Social Services	Nita Green	Community Support Package	During Budget Estimates, in response to a question about what support the Federal Government is currently providing homelessness agencies to help coordinate the vaccine rollout, Minister Ruston said:  We provided \$200 million to these providers for the duration of the pandemic, of which there is still some left. They can access that funding as required. a. Please advise how much of the \$200 million announced on 29 March 2020	Written

				through the Federal Government's Community Support Package, to support charities and other community organisations in responding to the coronavirus outbreak, is available to homelessness agencies.	
DSS SQ21-000606	Department of Social Services	Nita Green	Cashless Debit Card	Since the commencement of the Cashless Debit Card: a. How many DSP recipients have been put on the Cashless Debit Card? b. How many Carer Payment recipients have been put on the Cashless Debit Card? c. How many Parenting Payment (single) recipients have been put on the Cashless Debit Card?	Written
DSS SQ21-000607	Department of Social Services	Nita Green	Cashless Debit Card	Since the commencement of the Cashless Debit Card, how many Age Pension recipients have used the Cashless Debit Card?	Written
DSS SQ21-000608	Department of Social Services	Nita Green	Cashless Debit Card	How many people in the NT are on the Cashless Debit Card?	Written
DSS SQ21-000609	Department of Social Services	Nita Green	Cashless Debit Card	How many Age Pension recipients are currently on the Cashless Debit Card?	Written
DSS SQ21-000610	Department of Social Services	Nita Green	Cashless Debit Card	Since the commencement of the Cashless Debit Card, how many times has Indue or the Department been notified that the Card has prevented people paying rent or bills on time?	Written
DSS SQ21-000611	Department of Social Services	Nita Green	Paid Parental Leave	How many people have benefited from the relaxation of the PPL work test, associated with the Coronavirus response measures?	Written
DSS SQ21-000612	Department of Social Services	Nita Green	Cashless Debit Card	How many people have moved away from a trial site, after being put on the Cashless Debit Card?	Written
DSS SQ21-000613	Department of Social Services	Nita Green	Cashless Debit Card	How many Cashless Debit Card recipients live in each Commonwealth Electoral Division?	Written
DSS SQ21-000614	Department of Social Services	Nita Green	Cashless Debit Card	What is the total cost of the Cashless Debit Card to date, including previous and currently committed contracts with Indue?	Written
DSS SQ21-000618	Department of Social Services	Nita Green	Cashless Debit Card	Since the commencement of the Cashless Debit Card, how many technology outages have there been?	Written

DSS SQ21-000619	Department of Social Services	Nita Green	JobSeeker	How many people were receiving an above-zero rate of JobSeeker Payment at the end of March 2021, who lost eligibility or had their payment rate reduced to zero in April 2021 due to the income test?	Written
DSS SQ21-000620	Department of Social Services	Nita Green	Youth Allowance	How many people were receiving an above-zero rate of Youth Allowance (Other) at the end of March 2021, who lost eligibility or had their payment rate reduced to zero in April 2021 due to the income test?	Written
DSS SQ21-000621	Department of Social Services	Nita Green	Newly Arrived Resident's Waiting Period	How many people stopped receiving income support due to the end of the Newly Arrived Residents Waiting Period waiver (broken down by payment category)?	Written
DSS SQ21-000622	Department of Social Services	Nita Green	Duration of Income Support	Please provide information on duration on income support by payment type (as provided in the DSS Demographics publication) by gender and by age bracket (i.e. show recipients by gender/age on income support for less than 1 year; 1-<2 year; 2-<5 years; 5-<10 years; 10 years+ and average duration).	Written
DSS SQ21-000623	Department of Social Services	Nita Green	Jobseeker and Youth Allowance	While the number of unemployed (as measured by the ABS) has declined to close to pre-COVID-19 levels, the number of people on JobSeeker and Youth Allowance (Other) remains much higher than pre-COVID-19. What are the reasons for the slow decline in income support receipt compared to other labour market measures?	Written
DSS SQ21-000624	Department of Social Services	Nita Green	Newly Arrived Resident's Waiting Period	In relation to the 2021–22 Budget's proposed changes to the Newly Arrived Residents Waiting Period for family and carer payments: a. What is the estimated number of people affected, broken down by payment type? b. What are the savings associated with the measure, by payment type? c. How many children will be impacted by this measure, broken down by payment type? d. Which visa categories will be impacted by the change? And how many people from each visa category will be impacted? e. When this measure is fully implements, what will the annual savings be?	Written
DSS SQ21-000625	Department of Social Services	Nita Green	Supplementary Payments	Please update DSS SQ20-001028 from the 2020 Budget Estimates (providing a breakdown of supplementary payments received by income support payment recipients) with the latest available data.	Written
DSS SQ21-000626	Department of Social Services	Nita Green	JobSeeker and Youth Allowance (Other)	Please update DSS SQ20-001033 from the 2020 Budget Estimates (providing a breakdown of JobSeeker and Youth Allowance (Other) by their activity test requirement or activity test exemption category) with the latest available data.	Written
DSS SQ21-000627	Department of Social Services	Nita Green	Income Assessment	In relation to the new employment income assessment model: a. Are all/most payment recipients having employment income reports pre-filled using Single Touch Payroll data? b. What proportion of payment recipients are covered by the STP system?	Written

				<p>c. Has payment accuracy improved – by how much?</p> <p>d. What savings have currently been realised by the new employment income assessment model? How does this compare to the savings predicted by the Random Sample Survey? (\$2.1 billion in savings was estimated from improved payment accuracy based on the Random Sample Survey)</p>	
DSS SQ21-000628	Department of Social Services	Nita Green	Better Targeting Student Payments	<p>In relation to the Social Services Legislation Amendment (Better Targeting Student Payments) Bill 2019:</p> <p>a. What start date for the measures is assumed in the Budget?</p> <p>b. For the Bill as a whole, what savings are assumed in the Budget over the forward estimates?</p> <p>c. How many people will be impacted by Schedule 1 – Relocation scholarship payment, over the forward estimates?</p> <p>d. What savings are associated with Schedule 1 – Relocation scholarship payment, over the forward estimates?</p> <p>e. How many people will be impacted by Schedule 2 – Education entry payment, over the forward estimates, and how many people on each base payment will be impacted?</p> <p>f. What savings are associated with Schedule 2 – Education entry payment, over the forward estimates?</p> <p>g. How many people will be impacted by Schedule 3 – Pensioner education supplement, over the forward estimates, and how many people on each base payment will be impacted?</p> <p>h. What savings are associated with Schedule 3 – Pensioner education supplement, over the forward estimates?</p>	Written
DSS SQ21-000629	Department of Social Services	Nita Green	Payment Integrity Bill	<p>In relation to the Social Services Legislation Amendment (Payment Integrity) Bill 2019:</p> <p>a. What start date for the measures is assumed in the Budget – and is the start date the same, or different for each schedule?</p> <p>b. For the Bill as a whole, what savings are assumed in the Budget over the forward estimates?</p> <p>c. How many people will be impacted by Schedule 1 – Enhanced residency requirements for pensioners, by payment type, over the forward estimates?</p> <p>d. What savings are associated with Schedule 1 – Enhanced residency requirements for pensioners, over the forward estimates?</p> <p>e. How many people will be impacted by Schedule 2 – Stopping the payment of pension supplement after six weeks overseas, over the forward estimates, and how many people on each base payment will be impacted?</p> <p>f. What savings are associated with Schedule 2 – Stopping the payment of</p>	Written

				<p>pension supplement after six weeks overseas, over the forward estimates?</p> <p>g. How many people will be impacted by Schedule 3 – Liquid assets waiting period, over the forward estimates, and how many people on each base payment will be impacted?</p> <p>h. What savings are associated with Schedule 3 – Liquid assets waiting period, over the forward estimates?</p>	
DSS SQ21-000630	Department of Social Services	Nita Green	Drug Testing Trial	<p>In relation to the Social Services Legislation Amendment (Drug Testing Trial) Bill 2019:</p> <p>a. What start date does the budget assume for the measures in this Bill?</p> <p>b. What is the financial impact of this Bill, over the forward estimates?</p>	Written
DSS SQ21-000631	Department of Social Services	Nita Green	Drug Testing Trial	<p>In relation to the procurement of drug testing services for the Social Services Legislation Amendment (Drug Testing Trial) Bill 2019:</p> <p>a. Has a procurement process been commenced and what stage is it up to?</p> <p>b. What method of procurement is being/will be used – open tender, panel etc?</p> <p>c. What are the technical specifications potential providers will have to meet?</p> <p>d. What level of false positive results will be will be considered acceptable?</p> <p>e. What level of false negatives will be considered acceptable?</p>	Written
DSS SQ21-000632	Department of Social Services	Nita Green	Cashless Debit Card	<p>In 2020 and 2021, please list each Cashless Debit Card technology outage, including the duration of the outage, the number of people impacted, and the cause of the outage.</p>	Written
DSS SQ21-000633	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>In its response to DSS SQ21-000183, the Department indicated that no statement of Requirement was provided to Boston Consulting Group for research which ultimately cost \$1.76 million.</p> <p>a) How did Boston Consulting Group know what it was to do under the contract?</p> <p>b) Did the original contract include any material that detailed the research that Boston Consulting Group was to undertake for the initial tranche of research costing \$880,000?</p> <p>c) Did the contract variation for the second tranche of research costing \$880,000 include any material detailing research that was to be undertaken by Boston Consulting Group?</p> <p>d) If the answer to either (b) or (c) is yes, please provide an exact copy of that material.</p>	Written
DSS SQ21-000634	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>In its response to DSS SQ20-000910, the Department did not identify any reports or project deliverables from the \$1.76 million of research undertaken by Boston Consulting Group.</p> <p>a) How were the results of the research communicated to the Department?</p> <p>b) What additional material is in the Department's possession as a result of the research?</p>	Written

				c) How is the Department able to access these materials to obtain information to inform advice to the minister?	
DSS SQ21-000635	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>In its response to DSS SQ21-000182, the Department indicated “Boston Consulting Group assisted with data analysis on areas of interest identified by the Department of Social Services (the department), including the impact of COVID-19 on income support recipient populations and demographics, including people with disability.”</p> <p>a) The Department avoided answering parts (b) and (c) of the question. Please provide a ‘yes’ or ‘no’ answer to each of the following questions.</p> <p>i. Did the research consider the issue of the rate of income support?</p> <p>ii. Did the research consider the issue of the rate of jobseeker payment?</p> <p>iii. Did the research consider the financial circumstances of jobseekers?</p> <p>iv. Did the research examine actual or potential increases of people in receipt of jobseeker payment due to COVID-19?</p> <p>v. Did the research examine the expenditure implications associated with increased unemployment due to COVID-19?</p> <p>vi. Was the research relevant to compliance activity for jobseeker payment?</p> <p>vii. Was the research relevant to the compliance activity that is known publicly as ‘Robodebt’?</p> <p>b) Please list the income support populations that were included in the scope of the research.</p> <p>c) Please list the demographic characteristics that were included in the scope of the research.</p>	Written
DSS SQ21-000636	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>In the Community Affairs Legislation Committee hearing of 3 June 2021, Mr Flavel indicated “There was some research undertaken in relation to particular cohorts - for instance, those with a partial capacity to work under the jobseeker payment - ...”. Please identify all the particular cohorts that were the subject of the research.</p>	Written
DSS SQ21-000637	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>In the Community Affairs Legislation Committee hearing of 3 June 2021, Mr Flavel indicated that the research “helped inform the department’s policy advice to the minister”. What were the subject titles and dates of briefs which contained this policy advice to the minister?</p>	Written
DSS SQ21-000638	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>In the Community Affairs Legislation Committee hearing of 3 June 2021, Mr Flavel indicated that “there wasn’t a report as such produced by Boston Consulting in relation to that work”.</p> <p>a) What was produced in relation to that work?</p> <p>b) Did the work involve analysis of unit record data on income support recipients held by the Department?</p>	Written

				<p>c) Which of the two following statements is true?</p> <p>i. The work was produced on the premises of the Department or using its information technology systems.</p> <p>ii. The work was produced on the premises of Boston Consulting Group or using its information technology systems.</p> <p>d) If (c)(i) is true, how many person hours did Boston Consulting Group take to perform the work? What skills did the people undertaking the work have that were not available at that time using the Department's own workforce? At other times, does the Department have people with these skills?</p> <p>e) If (c)(ii) is true, how were the results of the work provided to the Department?</p> <p>f) If the response to (b) is yes and (c)(ii) is true, what steps were taken to ensure that the privacy of income support recipients was protected?</p>	
DSS SQ21-000639	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>In the Community Affairs Legislation Committee hearing of 3 June 2021, Mr Flavel stated "That's not what I said. I said they did a range of analysis and data modelling and other things." Please provide a detailed description of each of the following:</p> <p>a) the analysis that was undertaken</p> <p>b) the data modelling that was undertaken</p> <p>c) the other things that were done.</p>	Written
DSS SQ21-000640	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>In the Community Affairs Legislation Committee hearing of 3 June 2021, Senator Ruston stated "We were seeking information around the various cohorts that were impacted by the once in a century pandemic." [Community Affairs Legislation Committee, Thursday, 3 June 2021, page 15]</p> <p>a) What information was being sought?</p> <p>b) To which cohorts was the information to relate?</p>	Written
DSS SQ21-000641	Department of Social Services	Katy Gallagher	Boston Consulting Group	<p>In the Community Affairs Legislation Committee hearing of 3 June 2021, Ms Rule stated "We sought procurement advice on whether that was a proper use of that contract, and the procurement advice was that it was."</p> <p>Please provide a copy of this advice on the procurement to the Committee.</p>	Written
DSS SQ21-000642	Department of Social Services	Malarndirri McCarthy	Contracts	<p>Senator McCARTHY: How many contracts does DSS have in total currently?</p> <p>Ms Campbell: I'll just ask someone to come to the table who's across the number of contracts.</p> <p>Mr Harvey: I'll just see whether I can tell you how many contracts we have. It would be over 1,000.</p> <p>Ms Campbell: We do have a long list, but I'm not sure that we've totalled the number at the end.</p> <p>Mr Harvey: That's what I'm just double-checking. No, I didn't total it.</p>	Page 22 3/06/2021

				Ms Campbell: We can get that for you. Someone will be running an account on the spreadsheet, and we'll be able to get that for you shortly.	
DSS SQ21-000748	Department of Social Services	Nita Green	National Shelter Group	<p>Senator GREEN: Minister, homelessness organisations obviously seek to meet with you and Minister Sukkar regularly around issues around homeless. In May, the National Shelter group wrote to the Prime Minister to make a complaint that the Minister for Homelessness, Michael Sukkar, had refused to meet with them. The letter from the National Shelter stated that the organisation has 'been unable to secure a meeting with the minister himself despite repeated requests'. I've got some copies of the letter here. To be fair to the organisation, they actually do acknowledge that ministers' schedules are crowded and no-one is guaranteed access; however, with low-income household growth due to rising unemployment, there is a higher need for social and affordable housing during a time when production of social housing and affordable housing is declining. They have felt the need to write directly to the Prime Minister about this and to ask the Prime Minister essentially to get his minister to do his job.</p> <p>(...)</p> <p>Senator GREEN: Adrian Pisarski, the executive officer, has signed it, but there's no other information. Why is a national shelter organisation forced to write to the Prime Minister just to get a meeting with the minister for homelessness and housing?</p> <p>Senator Ruston: You're asking me a question in relation to another minister. I'm more than happy, now that I've got this—</p> <p>Senator GREEN: You are here representing the minister for housing and homelessness.</p> <p>Senator Ruston: Yes. I'm more than happy to take this letter and get a response, but this is the only information I have before me. I don't know whether there are other circumstances around this, so you will need to let me get a response to this. I can't—</p>	Page 11 4/06/2021
DSS SQ21-000749	Department of Social Services	Nita Green	Homelessness Organisations	<p>Senator GREEN: What is the government going to do to ensure that Minister Sukkar starts to do his job and meets with homelessness organisations?</p> <p>Senator Ruston: First and foremost, I'm taking your word for it, and I'm more than happy to follow up and respond to you. There may be a perfectly reasonable explanation why Minister Sukkar has not been able to meet with this particular organisation. I don't know that. I will take that on notice. Subsequent to that, I've also agreed that I will check to see what the process is in place, but I'm more than happy to meet with National Shelter, which I will do. Yes, I take very seriously my role in relation to social services and the policy that I</p>	Page 13 4/06/2021

				administer, and I will make sure that, if there are any issues that come out of this particular correspondence, they're dealt with.	
DSS SQ21-000750	Department of Social Services	Nita Green	Remote Housing	<p>Senator GREEN: Yesterday, I met with the Torres Cape Indigenous Alliance, which is a collection of mayors from the Torres Strait and Cape York. I meet with them regularly. The central issue of the social and economic issues that they speak to me about comes back to Indigenous and remote housing. They were here again yesterday, asking the government to help. Minister, on page 52 of Budget Paper No. 3, Federal Financial Relations, is a table that shows the government's investment in remote housing in Queensland. There is a figure there for last year's budget—which is helpful because it shows the difference—of \$100 million in funding to Queensland. How many houses have been built so far with that funding?</p> <p>Senator Ruston: I am not sure. Is this in our portfolio, or in NIAA?</p> <p>Senator GREEN: It's remote housing—</p> <p>Senator Ruston: I think that comes under NIAA, not us.</p> <p>Ms Campbell: My understanding is that it is with the National Indigenous Australians Agency; they will be best placed to answer questions on this matter.</p> <p>Senator Ruston: They have already been up. I am more than happy to take it on notice and get that answer for you.</p> <p>Senator GREEN: I appreciate that, Minister. I think, under the current estimates arrangements, there is an appropriate time for cross-portfolio Indigenous matters to be raised. There are so many fundamental issues across so many different portfolios that including all of the relevant issues in that one session is difficult. So being able to address this in the wider scope of a portfolio's remit is necessary. Mr Sloan, do you have any information about the remote housing package?</p> <p>Mr Sloan: I think the answer has been given: it is NIAA's responsibility. We work closely with NIAA, but it is their program and they are the owner.</p> <p>Senator Ruston: Yes. Your question was specifically around the number of houses. We would have to take that on notice. We don't have that information.</p> <p>Senator GREEN: The mayors I met with yesterday explained to me that not a single house has been built with that funding from last year's budget. If that is the case, I have a general question, Minister. The table is clear. It shows that this financial year there won't be any money going to Queensland for remote housing; next financial year there won't be any money going to Queensland for remote housing; in 2023-24 there won't be any money going to Queensland for remote housing; and in 2025 there won't be any money going to Queensland for remote housing. Why has the government walked away from funding remote</p>	Page 15-16 4/06/2021

				<p>housing in the Torres Strait and Cape York? (....) Senator Ruston: I seek to have the opportunity to speak to my colleague Minister Wyatt and also to the NIAA to get an understanding of whether that program has been moved somewhere else— Senator GREEN: It hasn't. Senator Ruston: I don't know, Senator, and you're asking me about something about which I don't have background knowledge. I am more than happy to take your question and provide you with additional information. Senator GREEN: This table is clear: the government is not investing any money going forward into Indigenous housing. Senator Ruston: I have agreed that I will provide you with more information. On face value, you have made an interpretation of that. I am not willing to accept that interpretation— Senator GREEN: I have two questions to put on notice. I want to know whether it appears anywhere else. The answer is no, but please take it on notice, because I would love to know if there is a different answer. And I want to know why the government is walking away from funding Indigenous remote housing. Senator Ruston: I am not necessarily accepting the premise that we are walking away from funding Indigenous— Senator GREEN: You have agreed to take those questions on notice. Senator Ruston: And I will do that.</p>	
DSS SQ21-000752	Department of Social Services	Rachel Siewert	Disaster Payment	<p>Senator SIEWERT: I understand that this is Home Affairs, but unfortunately they were on last week and we can't ask them questions. But were there criteria used to decide on the seven days, or did you just pull the number out of a hat? Senator Ruston: I'm happy to take on notice the seven days, but I would refer you to the press conference from the Prime Minister and the Treasurer today, where they were very clear about the delineation of responsibility between the states and territories and the federal government, and the commitment today that the states and territories would accept responsibility for the first seven days of any lockdown, and that this particular measure that was announced today is enacted when the seven day mark is reached. Senator SIEWERT: That doesn't take away from the fact that there must have been some criteria used to see who accepts what responsibility. I will go on to the next question in a minute. So if you could take that on notice then: what criteria is used to decide that seven day period? And does the Commonwealth expect the states and territories to make a similar sort of disaster payment for the first seven days? The point is there are still people who will have lost their</p>	Page 92 3/06/2021

				jobs, particularly casuals, and they won't be getting paid for the first seven days. They literally live hand to mouth.	
DSS SQ21-000753	Department of Social Services	Jenny McAllister	Flexible Support Packages	<p>Senator McALLISTER: Did you assume that all of the people who were in those circumstances would require financial assistance to establish a new residence, or did you make some assumption that not all of them would need to?</p> <p>Ms Hefren-Webb: I think we made an assumption that the majority would but that there would be some people who are not in financial crisis but still need to establish a new residence. I think we made some assumptions about the financials.</p> <p>Mr Bennett: We'd have to take that on notice. We focused on the 5,000. I think you're talking about what we assumed would be a maximum of 1,500, but I just don't have that answer.</p> <p>.....</p> <p>Senator McALLISTER: ....I would like to know what percentage of those women leaving a violent relationship and establishing a new residence you think would require financial assistance.</p>	Page 69-70 3/06/2021
DSS SQ21-000754	Department of Social Services	Jenny McAllister	Domestic Violence Services	<p>Senator McALLISTER: Will the department have any role in determining which communities receive support under this particular program?</p> <p>Senator Ruston: As in the Home Affairs program?</p> <p>Senator McALLISTER: Yes—spatially. Is there going to be one in Brisbane or Ballarat?</p> <p>Senator Ruston: I am happy to take it on notice. One thing that we always attempt to do in the programs that we run through DSS is to make sure that we have accessibility to the programs for all the people that are likely to need them. But I'm more than happy to take the specific details of the question you just asked and provide you with an answer.</p>	Page 71 3/06/2021
DSS SQ21-000762	Department of Social Services	Malarndirri McCarthy	Payments to Indue	<p>Ms Campbell: I think the senator was asking about payments to Indue.</p> <p>Mr Peoples: Apologies. We paid, based on a range of milestones and outputs based on the contract that has been agreed.</p> <p>Senator McCARTHY: What are the milestones?</p> <p>Mr Peoples: Indue receives regular monthly fees in that it is required to meet certain standards for the delivery of those payments. In addition, payments are made to Indue to improve the operation of the card and a range of card enhancement projects that we've worked with Indue on that we've made particular payments for that involve quotes or change requests, as we call them, with Indue and then payments on the delivery of those projects as well.</p> <p>Senator McCARTHY: Are you able to identify those milestones?</p> <p>Ms Hefren-Webb: It would be around maintenance of a certain number of</p>	Page 24-25 4/06/2021

				<p>accounts; so it would be on a volume basis. It would be on performance against call centre, answering any calls to their inquiry line within a timely fashion. It would be around making sure that they meet timeliness requirements, if people ring and seek a change to their deduction. Someone might ring and seek to have a housing payment deducted regularly. We have benchmarks with Indue about the timeliness with which they respond to that kind of request. So there would be a series of milestones, but we could provide on notice more detail.</p> <p>Senator McCARTHY: Could you table those?</p> <p>Ms Hefren-Webb: Yes. We'll table them insofar as we can relating to the confidentiality issues. We will do our best to table what we can.</p>	
DSS SQ21-000764	Department of Social Services	Katy Gallagher	Police Investigation	<p>Senator GALLAGHER: Can you confirm you've made a successful application for legal assistance from the government in connection with an Australian Federal Police investigation?</p> <p>Senator Reynolds: I have.</p> <p>Senator GALLAGHER: Can you confirm the application relates to your response to the alleged sexual assault of Ms Brittany Higgins in your ministerial office on 23 March 2019?</p> <p>Senator Reynolds: Does it relate to the AFP investigation into that matter? Yes.</p> <p>Senator GALLAGHER: Why did you make the application?</p> <p>Senator Reynolds: I made the application because I was her employer and I'm an employee of the Commonwealth and this is standard practice when you've got a matter such as this. It was important that I get the statement done correctly and appropriately—</p> <p>...</p> <p>Senator GALLAGHER: The application was made within the portfolio responsibility she has, and this is the only place I can ask these questions.</p> <p>...</p> <p>Senator GALLAGHER: I'm asking the minister responsible for government services about an application for legal assistance, which is financial assistance, that is being made under her portfolio. So, it's entirely—</p> <p>...</p> <p>Senator Reynolds: It was actually my previous capacity.</p> <p>Senator GALLAGHER: I'm getting to that. It was approved on 30 April, which was a month after your appointment in this portfolio.</p> <p>Senator Reynolds: I don't have the dates here with me, but that sounds about right. What I'll do is I can take that on notice, Senator Gallagher, and make sure I've got the dates right.</p> <p>...</p>	Page 76-77 4/06/2021

				<p>Senator Reynolds: I would defer to the Attorney-General's statement in terms of the detail.</p> <p>Senator GALLAGHER: This goes to my point, because it was made a month after your appointment to this portfolio. You are the only person that can answer these questions. I've been following it through a number of committees where a number of ministers have answered questions on this, so it seems to me entirely reasonable that Senator Reynolds is able to—</p> <p>...</p> <p>Senator GALLAGHER: Thank you. Are you aware of whether there's a limit or a cap on the legal assistance?</p> <p>Senator Reynolds: Senator Gallagher, no, I'm not. But, again, I can take that on notice, or you might want to ask the Attorney-General, with whom responsibility for this falls. This is still an ongoing process. I'm still in contact with the AFP, so the matter has not yet concluded.</p> <p>Senator GALLAGHER: I understand that. But, in terms of the approval of your application, you weren't given a limit as to what that assistance would be?</p> <p>Senator Reynolds: Not that I'm aware, Senator Gallagher. If you want to share the Attorney-General's statement on this matter—</p> <p>Senator GALLAGHER: It just says the date; it doesn't say whether there was a limit, which is my question. The date of approval was 30 April.</p> <p>Senator Reynolds: Unfortunately you've got me at a disadvantage. At this time of the day, I don't have the details with me. I'm happy to take that on notice, and, if there's anything that's not in the statement that was tabled by the Attorney-General, I'd be happy to provide that.</p>	
HA SQ21-000571	Hearing Australia	Rachel Siewert	Universal Newborn Hearing Screening Program	<ol style="list-style-type: none"> <li>1. How many children were screened under the Universal Newborn Hearing Screening Programs? (number and % of live births)</li> <li>2. Of those screened how many were identified with a hearing loss (% and number)?</li> <li>3. Of those children identified, how many had a diagnostic hearing test? And what was the time lapse between the screening and hearing diagnostic test? How are those who do not attend followed up?</li> <li>4. Of those for whom the diagnostic test identified a hearing loss, how many have seen Hearing Australia? What was the time between diagnosis and first appointment?</li> <li>5. What % of people provided with an appointment with Hearing Australia attended? How were the others followed up?</li> <li>6. Post their Hearing Australia fitting, how many landed with a specialist provider under the NDIS?</li> </ol>	Written

NDIA SQ21-000091	National Disability Insurance Agency	Jenny McAllister	Privacy breach	<p>Senator McALLISTER: Thanks very much. Minister, I'd like to ask you about a media report today which reports an egregious breach of privacy by the NDIA committed against a woman who had experienced domestic violence. The report indicates that the NDIA had given the private details of a woman and her children, who had experienced domestic violence, to a perpetrator, who's been given the location, the school and the names of professionals working with one of her children. This is a man who has recently been released from jail, having been imprisoned for violence against her. You're familiar with that story?</p> <p>....</p> <p>Senator McALLISTER: Mr Hoffman, how many similar breaches have been escalated to the privacy team?</p> <p>Mr Hoffman: I'm not aware of any similar breaches of this type. There are privacy concerns raised through the privacy reporting channel. I can take on notice the number of those sorts of things; I might be able to provide that in the hearing later today.</p> <p>Senator McALLISTER: What processes does the NDIA have in place more generally to prevent systems abuse by perpetrators?</p> <p>....</p> <p>Mr Hoffman: Yes, we have very clear approaches in terms of the identification requirements and approval requirements for people to gain access to information about participants and their plans through both the national contact centre and our branch staff. That's a key part of the controls to prevent that sort of issue.</p> <p>This is, as you're well aware, a very complicated area. There are often disputes; claims and counterclaims are made, and timing of receipt of court orders, intervention orders et cetera goes to this. But this is an area on which we do have policy and process, to try and maintain security of that information. I'd be happy to take on notice and provide further written detail about those policies and approaches.</p>	Page 26-31 4/06/2021
NDIA SQ21-000092	National Disability Insurance Agency	Kimberley Kitching	Support coordinators	<p>Senator KITCHING: Typically, on average, how many people does one support coordinator assist?</p> <p>Mr McNaughton: I would have to take it on notice and get that data on notice for you. There are levels of support coordinators. We have support connection; people might need more of a light-touch connection. Support coordination funding ranges in the amount of funding we put into a plan based on the number of hours per week or fortnight that a participant might need. We also have a higher level of funding called 'specialist support coordination', where a person may have a whole range of other complexities or vulnerabilities. We fund that at</p>	Page 35-36 4/06/2021

				<p>a higher level. That support coordinator has more specialist skills. It is at a higher rate in the plan, and they will do more engagement with the participant, as required.</p> <p>Senator KITCHING: Thank you for that explanation. I would like to know how many people a support coordinator assists on average. I would also like to know the smallest number of people assisted and the largest number of people assisted.</p> <p>Mr McNaughton: I will have to take that on notice.</p> <p>Mr Hoffman: We will take that on notice and provide what we can. The support coordination is a funded support within their plan, so we may not have the data about the caseload of any particular support coordinator or support coordinators in general, but we'll look at that.</p> <p>Senator KITCHING: So you don't keep that data already?</p> <p>Mr Hoffman: Not necessarily. I am just foreshadowing that, but we're happy to take it on notice.</p> <p>Senator KITCHING: I am trying to understand whether the workload of support coordinators is appropriate for the number of hours they work. Are they overloaded? Can you get that for me today?</p> <p>Mr Hoffman: I don't think so, no.</p> <p>Senator KITCHING: Next week?</p> <p>Mr Hoffman: We will take the question on notice.</p>	
NDIA SQ21-000093	National Disability Insurance Agency	Kimberley Kitching	Mr David Harris	<p>Senator KITCHING: Thanks. Is it correct that when Mr David Harris transitioned over to the NDIS in 2019, having previously had care provided by community mental health teams, he was expected to advocate for himself, including scheduling support visits?</p> <p>...</p> <p>Senator KITCHING: ...I'm asking Mr Hoffman if he's waiting for the New South Wales Coroner's Court to do an inquiry, to do an inquest—or perhaps they might have done something internally. I'm asking Mr Hoffman whether or not they did not.</p> <p>...</p> <p>Senator KITCHING: Mr Hoffman, have you done a review internally?</p> <p>Mr Hoffman: Yes.</p> <p>Senator KITCHING: What did it say?</p> <p>Mr Hoffman: It was a detailed review of the circumstances and it led to changes in our approach to the ending of plans and the continuation of plans. It led to, and has contributed to, changes we've made around our check-in process with participants and the work we've done to increase our risk assessment or risk</p>	Page 35-36 4/06/2021

				<p>profiling of vulnerability of participants. While respecting the coroner's process—your original question—we've not waited for that. We have looked at this closely and there have been significant changes and improvements made to a range of systems as a result of that review.</p> <p>Senator KITCHING: Are you going to give the family a copy of the review?</p> <p>Mr Hoffman: We have communicated with the family—</p> <p>Senator KITCHING: They don't have a copy of the review, Mr Hoffman.</p> <p>Mr Hoffman: They do not have a copy of the full review, no.</p> <p>Senator KITCHING: Can you table the review?</p>	
NDIA SQ21-000095	National Disability Insurance Agency	Jordon Steele-John	Personalised budget process - weighting	<p>Senator STEELE-JOHN: Minister, one of the things that is not present within this document is detail as to the weighting that will be assigned to the questions that are answered as part of your assessment. Ms Johnson, how has a weighting for each of these questions been assigned?</p> <p>Ms Johnson: In terms of where we are up to with the personalised budget process, we are still building it. We are using a number of different data sources to build the personalised budget, one of which is the information that is starting to come in, in the independent assessment pilot, to understand the different drivers of the support that people get now, in terms of understanding that huge gamut of questions that we get. As you know, there is a lot of assessment information in the independent assessment and there is also a lot of additional information that we collect around a person's circumstances. We are looking at all of that information to best come up with how we put together the right individual plans for people. We have also done a lot of work internally with our staff, our expert planners, to look at the functional scores across the different tools and look to at coming up with different budgets based on those different scores. We recognise, though, that that is only a starting point, and we need to understand more about the environmental factors to be able to determine the weightings. That is something we are progressively building, and we are committed to being transparent about that process and sharing that as we do it.</p> <p>Senator STEELE-JOHN: So you have not yet decided what weighting will be applied to people's functionality scores?</p> <p>Ms Johnson: None of that work has been finalised yet, no.</p> <p>Senator STEELE-JOHN: What is the time line for the completion of that work?</p> <p>Ms Johnson: We are looking to build over the coming months. I can get back to you on a more detailed time line.</p> <p>...</p> <p>Senator STEELE-JOHN: My concern is that the end of August has been flagged as the introduction date for the legislation enabling this process. Minister, what will</p>	Page 44-45 4/06/2021

				<p>be needed for that information? That's critical. The agency has made it clear that the inputs from IAs will be taken as a significant input into somebody's personalised budget. The question of how your answers to those questions are weighted is critical and will need to be examined thoroughly before the question of whether personalised budgets work for disabled people can be answered. When will we have that information?</p> <p>Senator Reynolds: I am in the hands of the actuary. Ms Johnson has just said it will be about the next month. But we'll take that on notice and provide some further, more detailed information. ...</p>	
NDIA SQ21-000096	National Disability Insurance Agency	Kimberley Kitching	Mr David Harris	<p>Senator KITCHING: Are you able to take on notice what would have been the cost of Mr Harris's NDIS supports between the date that he was cut off from the plan and when he was discovered by police?</p> <p>Mr Hoffman: Yes, Senator.</p>	Page 51 4/06/2021
NDIA SQ21-000097	National Disability Insurance Agency	Jordon Steele-John	State based supports	<p>Senator STEELE-JOHN: Just for your information, Chair, because I seek to cause no mischief in this line of questioning, my line of questioning is very simple. I do not assert causation, nor have you heard in my line of questioning an assertion of causation. I am simply asking the exclusive question of whether, given that the evidence given by the CEO as of 5 March 2020 was that over 1,000 people passed away between being assessed as eligible and receiving NDIS support in a tangible way, this is an issue that the agency considers should be the subject of an internal inquiry. You can answer no. That's within your rights. I make no assertion as to causation. I am simply asking you whether this is an issue which you have considered or are currently inquiring into. That's the question.</p> <p>Mr Hoffman: Thank you, Senator. Because of the reason I was giving, which was that these people continued to receive support and that lifesaving activity is the health system's responsibility, I do not believe an inquiry into this issue is an appropriate use of resources at this point in time. What was clear at that time was that the delay or the time taken from access decision to first plan was too long—that was acknowledged—and that was why the government first spoke about the participant service guarantee, and then we undertook significant effort to reduce the time period, as we have successfully done, between access decision and first plan. So, that key issue of that delay period has been addressed. While again repeating that the responsibility for lifesaving care is the health system and the responsibility for disability support continued at all times, I would just also note—</p> <p>Senator STEELE-JOHN: How do you know that, Mr Hoffman? How do you know that that occurred? It's not always the case that a participant is receiving state based support before they apply to become a participant, so how do you know</p>	Page 59-60 4/06/2021

				<p>they were receiving that care and support?  Senator Reynolds: Because they were in state schemes.</p> <p>....</p> <p>Senator STEELE-JOHN: To clarify, it's your assertion that all 1,279 people were receiving state based supports at the time?  Mr Hoffman: I'll take that question on notice, but that would not be my assertion. As I said, the overwhelming focus at the time was the transition—  Senator STEELE-JOHN: Yes, that's what I thought you said.</p>	
NDIA SQ21-000098	National Disability Insurance Agency	Dean Smith	Deaths prior to access	<p>Senator DEAN SMITH: My questions go to just getting some depth and context around the 1,279 deaths and, absolutely, the comments of Mr Hoffman in regard to the fact that every death is a tragedy and causes lots of sadness for family and friends; that's a given. But I was wondering whether or not you are in a position or officials might be in a position to provide some context around those 1,279. That context might include, for example, a breakdown of the 1,279 for the financial years 1 July 2016 to 30 June 2017, 1 July 2017 to 30 June 2018 and 1 July 2018 to 30 June 2019, and then the remaining period to 30 September 2019; whether or not you can provide any context in regard to which jurisdictions those unfortunate deaths happened in over that same time period; whether or not you might be able to provide some context in regard to the age of those individuals; whether or not—and this may not be possible—you might have had any information in regard to relevant comorbidities; and I'm curious to know whether or not there have been any coronial inquiries requested into any of those 1,279 across any of the jurisdictions.</p> <p>Mr Hoffman: Certainly, some of that information will be available. I'll see if we can assemble some of the more statistical early parts of your questions before we finish. Others, the more analytical ones, we'll take on notice.</p>	Page 61 4/06/2021
NDIA SQ21-000099	National Disability Insurance Agency	Anthony Sheldon	Matching Platforms	<p>Senator SHELDON: I just want to follow up some responses from the NDIA to questions on notice. Firstly, in question on notice SQ21-000062, I asked whether any registered organisations were consulted around the promotion of the 15 gig platforms on the NDIA 'Finding support workers' webpage. The answer was brief: yes. But I'm wondering which registered organisations were consulted.</p> <p>Mr Hoffman: Could I ask you to read the question on notice? I think you said we just gave a short answer.</p> <p>Senator SHELDON: It was SQ21-000062. You've given an answer that, yes, there were registered organisations that were consulted. In an answer to a later question you pointed out that unions weren't consulted. I just want to know what registered organisations were consulted.</p> <p>Dr Studdert: It's very frustrating, I know, but I will have to take that on notice and</p>	Page 67-68 4/06/2021

				see if I can get that information for you in the next little while, while the other questions are proceeding.	
NDIA SQ21-000100	National Disability Insurance Agency	Anthony Sheldon	Matching platforms	<p>Mr Hoffman: When it's stood up, we draw someone from our People and Culture, or HR, area; someone from the risk area; and someone from the service delivery or key operations area. Those are the core functions. As I said, it is chaired by Chris Faulkner.</p> <p>Senator SHELDON: I may want to ask for the names, but not at this point. Is that a rotating team that comes in? There are various people who play those roles—</p> <p>Mr Hoffman: Those people hold substantive roles, as it were, or normal roles. When there is an emergency— and it might be fire or flood in a particular part of the country; in this case, it was the national pandemic—that committee is stood up as a way of focusing and coordinating the various interactions within the agency and then within the wider government. People do stay with it—in this case, the membership stayed constant through that year, because the pandemic was an ongoing thing, rather than a flood, which is typically shorter in duration. So, for the rest of 2020, the membership remained, at that senior level, more consistent. I should just add that the fourth area after risk and HR operations would be security area.</p> <p>Senator SHELDON: Thank you. Which member proposed those five platforms?</p> <p>Mr Hoffman: That I'm not sure of.</p> <p>Senator SHELDON: Are you able to take that on notice?</p> <p>Mr Hoffman: Yes, I'm happy to.</p> <p>Senator SHELDON: Were the five platforms proposed by the same member of the team?</p> <p>Mr Hoffman: I think that's part of the—</p> <p>Senator SHELDON: You will take that on notice?</p> <p>Mr Hoffman: I will take that on notice and come back to you.</p> <p>Senator SHELDON: There isn't somebody here who would know those answers?</p> <p>Mr Hoffman: None of those officers are here at present. They may be watching. Chris Faulkner will not be, because she is now, for her sins, attached to the Department of Health and working on the vaccine rollout. I know she is very busy doing that. If others are, we might get some texts, but I wouldn't think so in the next period of time.</p> <p>...</p> <p>Senator SHELDON: Was there a meeting at which those five platforms were agreed upon?</p> <p>Mr Hoffman: I would just say, again, this was in the late March period of the pandemic. There was a lot of activity going on. There were daily discussions</p>	Page 68-69 4/06/2021

				<p>within the agency, of this committee, of senior executive staff, with the department and with the minister and his office. So we were seeking to take action in a rapidly changing and highly concerning environment. I won't have a record of a particular meeting where the decision to do that was first taken. We then did document a series of initial steps or initial actions that the agency would take in response to providing support to participants and to the sector, and the decision to establish this was documented in that way.</p> <p>Senator SHELDON: Are we able to get minutes of the meeting or meetings where the decision was made for one or a combination of the five?</p> <p>Mr Hoffman: I will take that on notice, yes.</p>	
NDIA SQ21-000101	National Disability Insurance Agency	Anthony Sheldon	Matching platforms	<p>Senator SHELDON: Did the then Minister for the NDIS, Stuart Robert, have any oversight of, input into or awareness of the selection of these five platforms?</p> <p>Mr Hoffman: The minister did not have oversight of or input into the selection. The minister was aware of the concept of promoting surge workforce capacity via these platforms, as one of the steps the agency would take, as I said, in the face of the pandemic.</p> <p>Senator SHELDON: You say the minister was aware. Was the minister aware of the proposed platforms prior to them being selected?</p> <p>Mr Hoffman: I don't believe so, no.</p> <p>Senator SHELDON: Can you also take that on notice?</p> <p>Mr Hoffman: To confirm, yes, I'm happy to.</p>	Page 69 4/06/2021
NDIA SQ21-000102	National Disability Insurance Agency	Anthony Sheldon	Matching platforms	<p>Senator SHELDON: Following the decision of the five platforms being engaged, did Minister Robert, after he became informed of what those five were—and when did he become informed?</p> <p>Mr Hoffman: From memory, I don't have the date of that, but I'm happy to take that on notice and look at the briefing record.</p> <p>Senator SHELDON: Thank you, if you could. Did he say that he had any potential conflicts of interest with any of those companies?</p> <p>Mr Hoffman: I will take that on notice, but it's not my recollection, because, as I said, he was not involved, nor were his staff involved, in the selection of those companies.</p>	Page 69 4/06/2021
NDIA SQ21-000103	National Disability Insurance Agency	Jordon Steele-John	Second independent assessment pilot	<p>Senator STEELE-JOHN: So the data you will now be analysing, the vast majority of that input comes from the experience of people who are not, themselves, the NDIS participant upon which the assessment was carried out?</p> <p>Mr Bladek: As you know, Senator, the assessment requires a support person to be there, and when we send the survey out, it is inferred that the person who completes the survey is part of the assessment and can speak to the experience of it. As you know, we're also doing this assessment with children under the age</p>	Page 75 4/06/2021

				<p>of seven, at which point they aren't able to complete the survey. So it would be natural for their parents to complete it.</p> <p>Senator STEELE-JOHN: How many of the 3,762 that participated in the second trial were below the age of 16?</p> <p>Mr Bladek: That's a question on notice, for that specific age bracket.</p> <p>Senator STEELE-JOHN: Have you got any age breakdowns you can give us?</p> <p>Mr Bladek: I think what we were targeting was that at 4,000, we would have 2,000 above the age of 18, and then the remainder would be under 18. We'll provide the precise figures on notice quickly.</p>	
NDIA SQ21-000104	National Disability Insurance Agency	Jordon Steele-John	Independent assessment pilots - risk assessment	<p>Senator STEELE-JOHN: This is a significant undertaking then. The best part of about 4,500 people between 2018 and now have been subjected to independent assessments through the trial process. Is that around about the right figure?</p> <p>Senator Reynolds: Maybe 'volunteered' would be better, because it wasn't compulsory.</p> <p>Senator STEELE-JOHN: They have experienced the process: that was my point. Before you undertook this process in 2018 what risk assessment did the agency undertake?</p> <p>Mr Bladek: Are you asking in 2017-18 what risk assessment we undertook?</p> <p>Senator STEELE-JOHN: Before you subjected somebody to this, before they participated in it, what risk assessment did the agency perform?</p> <p>Mr Bladek: That's not information I have on hand. I'm happy to take it on notice.</p> <p>Senator STEELE-JOHN: Before the commencement of the second trial what risk assessment did the agency perform?</p> <p>Mr Bladek: That will also be on notice.</p>	Page 75 4/06/2021
NDIA SQ21-000105	National Disability Insurance Agency	Jordon Steele-John	Independent assessment pilots - ethics approval	<p>Senator STEELE-JOHN: Alright. Before undertaking the second trial what work did the agency do to obtain external ethics approval for the research it was about to undertake?</p> <p>Mr Bladek: Ethics approval for the research?</p> <p>Senator STEELE-JOHN: You were about to invite people to participate in this process. Did you seek external ethics approval, as would a university student who wanted to engage with disabled people as part of their master's degree? They would have to get ethics approval for that. I want to know what external ethics approval you obtained before you subjected 3,762 disabled people to this process.</p> <p>Mr Bladek: I can take on notice what specific ethics approval and whether we sought that. Again, the branch manager for the NDIA and a number of members who were running the assessment are PhDs and have or previously held academic appointments. They've engaged with multiple external parties to test</p>	Page 75-76 4/06/2021

				<p>and understand the appropriateness of the survey. We are using the University of Sydney to ensure that the findings we find are appropriate and valid.</p> <p>Senator STEELE-JOHN: That's to do with the survey.</p> <p>Mr Bladek: Correct.</p> <p>Senator STEELE-JOHN: That's not my question, Mr Bladek. My question is about the process itself. Before you subjected people to this process what ethics approval did you seek?</p> <p>Mr Bladek: As I said at the start of the response, we'll take that on notice.</p> <p>....</p> <p>Senator STEELE-JOHN: But that's not an external ethics approval—</p> <p>Senator Reynolds: I understand. What I'm saying, Senator Steele-John, is that the question will be answered. Mr Bladek, did you say that it didn't happen? Did you say you didn't do one?</p> <p>Mr Bladek: I need to confirm the process we took.</p> <p>Senator STEELE-JOHN: The ethics approval process and the risk assessment, please.</p> <p>Mr Bladek: Yes.</p> <p>Senator STEELE-JOHN: If you could really expedite that, that would be good.</p>	
NDIA SQ21-000107	National Disability Insurance Agency	Anthony Sheldon	Matching platforms	<p>Senator SHELDON: Thank you. Is there a formal policy or new current practice that would describe how you came to that decision about taking it off the page, because I'm also mindful about what the decision would be then?</p> <p>Mr Hoffman: As I said, it was a COVID action. We have regularly reviewed many of our COVID actions to be deceased or continued or extended. This was the normal process of doing that. We came to a decision, particularly looking at the decline in page views of the page, that its usefulness to the sector had been completed and it was appropriate, given that was a COVID special action, to remove them.</p> <p>Senator SHELDON: Are you aware that Mable consistently gets poor ratings from NDIS participants? Was that a factor that the site was taken down?</p> <p>Mr Hoffman: No, it was not.</p> <p>Senator SHELDON: In productreview.com.au, they have an average rating of 1.8 stars out of five. Are you aware of that?</p> <p>Mr Hoffman: No, I was not.</p> <p>Senator SHELDON: Can you provide on notice any correspondence to or from any of those 15 platforms regarding the page being taken down?</p> <p>Mr Hoffman: Yes.</p> <p>Senator SHELDON: And between the department and from those organisations.</p> <p>Mr Hoffman: When you say the department, do you mean the agency or the</p>	Page 83 4/06/2021

				department? I think you mean the agency. Senator SHELDON: Yes, the agency. Thanks for clarifying that.	
NDIA SQ21-000108	National Disability Insurance Agency	Jordon Steele-John	Personalised budgets - development of profiles (personas)	In section 4 of the Personalised Budgets Technical Information paper (the paper) it is acknowledged that “each participant is an individual and may not match perfectly to one individual profile”. a. Will participants be given the opportunity to challenge the persona or profile they are matched with? i. What is the process for doing this if so? b. Will participants be able to alter the funding they are given if their persona or profile does not accurately match their impairment and support needs? c. How much flexibility will there be for participants to alter their funding after they are matched with a persona or profile?	Written
NDIA SQ21-000109	National Disability Insurance Agency	Jordon Steele-John	Personalised budgets - development of profiles (personas)	These profiles were developed by “allied health professionals and expert planners” outlined throughout the paper from data collected via the IA trials and also on general info from participants. a. Can you tell me who these people are? What is their background and experience with disability? b. Are any of the “experts” disabled people themselves? Were disabled people actively involved in this process? i. [IF NO] Why not?	Written
NDIA SQ21-000110	National Disability Insurance Agency	Jordon Steele-John	Personalised budgets - development of profiles (personas)	The paper goes on to explain that these experts “were asked to estimate a budget for each profile” and that “an explanation of each funding decision was provided by the planners, including detailed notes on the assumptions they made in order to estimate a budget.” a. Along with each of the 400 profiles, can you provide me with the assumptions that these “experts” came up with to estimate funding for each? i. [IF NO] Why not? b. What expertise did these people have to estimate funding for these 400 profiles, aside from being planners or allied health professionals?	Written
NDIA SQ21-000111	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	When requesting a section 100 review, it is expected that the person requesting the s 100 informs the review by providing accurate information and facts about the decision which is to be reviewed, specifically about who made the decision and their authority to do so. If a purported decision was made, for example, without authority delegated by the CEO then it is not a valid matter for s 100 review having regard to the provisions of s 99 and s 202(a) of the NDIS Act. The availability of this information is relevant to decisions makers’ compliance with s 100(1) of the NDIS Act: (1) The decision-maker of a reviewable decision must give written notice of the	Written

				<p>reviewable decision to each person directly affected by the reviewable decision. A lack of clarity on who the decision maker is and their authority to make the decision can lead to inaccurate information being included in further external proceedings and therefore could impact the outcome of the external proceedings (including AAT).</p> <p>a. Who is the decision maker for an SDA determination (i.e. Home and Living Panel or NDIS planner or other)? And what is their authority for making this decision, in line with the NDIS Act and SDA Rules.</p>	
NDIA SQ21-000112	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	<p>Senate Estimates answer NDIA SQ21-000053 states that ‘The NDIA is currently implementing a range of initiatives to support growth and confidence in the SDA market, including ... Process improvements, including the establishment of a new, centralised Housing Operations team, which will have the ability to make end-to-end decisions about housing and other related supports for participants to reduce timeframes and increase decision-making consistency.’</p> <p>a. Will the Housing Operations team have the sole authority to determine SDA eligibility and funding, rather than the Home and Living Panel? If yes, please explain their authority for making these decisions, in line with the NDIS Act and SDA Rules.</p> <p>b. Does the Housing Operations team also have sole authority for determining SIL and ILO supports?</p>	Written
NDIA SQ21-000113	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	<p>Regarding the Home and Living Panel and the SDA Rules:</p> <p>a. What weight is given to a participant’s goal to live alone, and how are the criteria of ‘reasonable and necessary’ and ‘value for money’ (s 16) understood in relation to this preference?</p> <p>b. Under what circumstances would a participant’s goal to live alone be granted?</p> <p>c. Are SDA eligibility determinations on Building Type made by ranking (or similar) the criteria listed in s 16(a-m)?</p> <p>d. Can the NDIA make public the criteria that the Home and Living Panel uses, to aid participant transparency on SDA determinations?</p>	Written
NDIA SQ21-000114	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	<p>Senate Estimates answer NDIA SQ21-000050 states that from 1 January 2021 to 31 March 2021 the Home and Living Panel found 608 participants eligible for SDA.</p> <p>a. Of these 608, how many were funded to live alone?</p> <p>b. Of these 608, how many received determinations on occupancy level that did not align with their preferences (e.g. participant applied for single-occupancy, but were funded to live in a shared dwelling)?</p> <p>c. From 1 January 2020 to 31 December 2020 how many participants were funded to live alone, and how many applied to live alone?</p>	Written

NDIA SQ21-000115	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	<p>Regarding the supply and demand for SDA:</p> <p>a. Does the government contend that the SDA market is undersupplied, at equilibrium, or oversupplied, in relation to demand?</p> <p>b. Please comment on how the following build types and design categories are perceived by the NDIA (undersupplied, at equilibrium, oversupplied), broken down by SA3, and Design Category:</p> <ul style="list-style-type: none"> <li>o Apartment, 1 bedroom, 1 resident</li> <li>o Apartment, 2 bedrooms, 1 resident</li> <li>o Apartment, 2 bedrooms, 2 residents</li> <li>o Apartment, 3 bedrooms, 2 residents</li> <li>o Villa/duplex/townhouse, 1 resident</li> <li>o Villa/duplex/townhouse, 2 residents</li> <li>o Villa/duplex/townhouse, 3 residents</li> <li>o House, 2 residents</li> <li>o House, 3 residents</li> <li>o Group Home, 4 residents</li> <li>o Group Home, 5 residents</li> </ul> <p>c. If the NDIA were to observe or suspect an oversupply of a particular Build Type or Design Category, how would it signal this information to the market?</p>	Written
NDIA SQ21-000116	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	<p>The SDA Provider and Investor Brief estimates that 28,000 NDIS participants are eligible for SDA funding; however, only 15,842 currently have that funding in their plans. Estimate's answer NDIA SQ21-000052 states that the NDIA 'is undertaking a number of initiatives to continue to improve the quality information' for the SDA market, including 'the release of new detailed participant demand data in the NDIA's Quarterly Reports, to the Statistical Area 3 level, the upcoming release of an SDA Market Statement ... the appointment of a new SDA Reference Group, and the development of a SDA Finder web application.'</p> <p>a. Is the NDIA confident that the figure of 28,000 is still an accurate reflection of the real demand for SDA?</p> <p>b. What steps is the government taking to activate SDA demand (rather than releasing demand data) and identify the missing 12,000 participants with anticipated SDA need?</p> <p>c. In addition to the Home and Living page on the NDIS website, how is the NDIA informing these participants of their housing options, and opportunities to apply for SDA funding?</p> <p>d. What other steps is the NDIA taking to help participants with a need for SDA exercise their choice and control over their living situations?</p>	Written

NDIA SQ21-000117	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	<p>The SDA Price Guide assumes a vacancy rate of 3-7% for SDA dwellings.</p> <p>a. Is the government confident that this rate accurately reflects the current SDA market?</p> <p>b. Is the NDIA observing or learning of vacancy rates for some Build Types and Design Categories exceeding the assumed rate? If yes, in which Types and Categories is this rate higher than 7%?</p> <p>c. What steps is the government taking to ensure the assumptions of the Price Guide reflect real market conditions?</p>	Written
NDIA SQ21-000118	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	<p>The NDIA expects SDA funding to be around \$700 million per annum at full Scheme, yet only \$197.5 million is currently allocated in participants' plans.</p> <p>a. Is the NDIA adopting cost-cutting measures by reducing the number of SDA approvals?</p> <p>b. When does the government expect the budgeted amount to be allocated in plans?</p>	Written
NDIA SQ21-000119	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	<p>Regarding reviews of SDA eligibility in participants' plans (SDA determinations in the last 12 months, 6 months, and 3 months):</p> <p>a. How many internal reviews have been requested by participants in total?</p> <p>b. How many of these reviews have been decided in favour of the participant seeking the review?</p> <p>c. How many of the unsuccessful internal reviews were then applied to be reviewed by the AAT?</p> <p>d. How many of these applications for AAT review were settled by the NDIA before they reached the AAT?</p>	Written
NDIA SQ21-000120	National Disability Insurance Agency	Jordon Steele-John	Specialist Disability Accommodation Market	<p>Regarding the Robust Design SDA category:</p> <p>a. Market data signals that the Robust category of housing is not attracting an adequate supply response under SDA, what plans does the NDIA have in resolving the supply issues for this design category?</p> <p>b. What is the percentage of participants that received a vacancy offer by design category at the time they were assessed by the SDA Panel?</p> <p>c. For participants with complex Robust housing needs, a minimum design standard is not sufficient. What plans does the NDIA have in developing an approach that captures the need for Robust individualised design options?</p> <p>d. By building type, how many NDIS participants have Robust design allocated in their plan?</p>	Written
NDIA SQ21-000121	National Disability Insurance Agency	Kimberley Kitching	Vulnerable people - changes in processes	<p>Mr Hoffman: I will take that on notice, particularly in the context of the other work that is going on.</p> <p>Senator KITCHING: I don't want to breach any privacy, but I would like to have an understanding of the processes you had in place and how the processes changed</p>	Page 38-48 4/06/2021

				<p>after Mr Harris's death. I'll be continuing with this, Chair.</p> <p>.....</p> <p>Senator KITCHING: While the New South Wales coroner's court hasn't held an inquest yet, it would seem that neglect was one of the factors in Mr Harris's death. The reason I'm interested in the changes you've made to your processes is, firstly, obviously, that it doesn't happen again that someone dies and is found two months later, but also, secondly, to understand what you have done to ensure that that doesn't happen again. So I would like, if possible, for you to table the changes to the processes.</p> <p>Mr Hoffman: Yes. As I said, I think that was a question from before lunch and we'll take that on notice.</p> <p>Senator KITCHING: I can't have it now? You don't have that in a document?</p> <p>Mr Hoffman: No, not in a standalone document available now.</p> <p>Senator KITCHING: But you've discussed within the agency that there should be a process of checks for vulnerable people—Minister?</p>	
NDIA SQ21-000122	National Disability Insurance Agency	Nita Green	Independent assessment tools	Have any of the 6 Independent Assessment tools been developed specifically for First Nations people?	Written
NDIA SQ21-000123	National Disability Insurance Agency	Nita Green	Independent assessment tools	What First Nations organisations or experts had input into the design of any of the IA tools?	Written
NDIA SQ21-000124	National Disability Insurance Agency	Nita Green	Independent Assessment Tools - First Nations Participants	What engagement has there been with First Nations people and organisations in the selection and development of the IA tools?	Written
NDIA SQ21-000125	National Disability Insurance Agency	Nita Green	Independent Assessment Pilots - First Nations Participants	What was the level of participation of First Nations people in the pilots for the Independent Assessments?	Written
NDIA SQ21-000126	National Disability Insurance Agency	Nita Green	Independent Assessments	Has any assessment been done on the cultural safety of the Independent Assessments? Pls provide details	Written
NDIA SQ21-000127	National Disability	Nita Green	Independent Assessment Pilots	Have the Independent Assessment approaches and tools been tested in a remote community context? Pls provide details	Written

	Insurance Agency				
NDIA SQ21-000128	National Disability Insurance Agency	Nita Green	Independent Assessment Tools - First Nations Participants	Is Vineland still being used as an IA tool for First Nations people? Please provide justification for this and details of where in use.	Written
NDIA SQ21-000129	National Disability Insurance Agency	Nita Green	Independent Assessment Tools - First Nations Participants	What culturally appropriate and fit for purpose IA tools are being developed for First Nations NDIS applicants?	Written
NDIA SQ21-000130	National Disability Insurance Agency	Nita Green	First Nations Participants	Given the serious concerns raised in evidence to the Joint Standing Committee about the NDIS and Independent Assessments, the already severe underspend in remote regions, the difficulties with service provision, are there concerns the NDIS is failing First Nations people, especially those who live in remote communities?	Written
NDIA SQ21-000131	National Disability Insurance Agency	Nita Green	First Nations Participants	Given the issues raised with Independent Assessments and the suitability of the tools for First Nations people, how confident is the agency that the current way of implementing IAs will not further embed systemic racism into the system and further disadvantage First Nations people with disabilities? What measures are being put in place to prevent First Nations people with disabilities from being further disadvantaged?	Written
NDIA SQ21-000132	National Disability Insurance Agency	Nita Green	NDIS Participant Employment Strategy	The NDIS Participant Employment Strategy has recently been updated with 12 targeted actions that sit under 6 priority areas. The Government has a stated a goal to have 30 per cent of participants of a working age in meaningful employment by 30 June 2023. How is the Strategy progressing in terms of the 12 identified actions and what has been achieved?	Written
NDIA SQ21-000133	National Disability Insurance Agency	Nita Green	Hospital Discharge	Does the Federal Government receive data from the States and territories about the number of people who are awaiting discharge from hospital or aged care facilities, who may be eligible for the NDIS or are awaiting assessment to apply for the scheme, but for some reason are unable to leave?	Written
NDIA SQ21-000134	National Disability Insurance Agency	Nita Green	Hospital Discharge	How many people who are eligible for the NDIS or have received an NDIS package are currently in hospital beds, even though they are ready to leave? a. What is the combined number of days these people spent in hospital after they were clinically ready for discharge?	Written
NDIA SQ21-000135	National Disability Insurance Agency	Nita Green	Hospital Discharge	How many people who are eligible for the NDIS or have received an NDIS package are currently in residential aged care, even though they are ready for discharge?	Written

				a. What is the combined number of days these people spent in residential aged care after they were clinically ready for discharge?	
NDIA SQ21-000136	National Disability Insurance Agency	Nita Green	Hospital Discharge	Has there been any work done to estimate the cost of NDIS-related exit blocks on other systems?	Written
NDIA SQ21-000137	National Disability Insurance Agency	Jacqui Lambie	Assistance Animals - Legislation	Senator LAMBIE: Why don't you just do the legislation for both of them? There wouldn't be much difference. ... Senator Reynolds: Senator Lambie, you raise a good point. How about I get some separate material through to your office about the differences in legislation? That is one of the things, no doubt, we will be talking about over coming months. There are some issues there, and I think a sensible discussion would be a good thing. I will take that on notice and we'll get you something on that.	Page 34 4/06/2021
NDIA SQ21-000138	National Disability Insurance Agency	Nita Green	Independent assessments – personalised budgeting tool	Has the Commonwealth done any modelling on the cost pressures on health and aged care that will result from NDIS plan size reduction and people being found to be ineligible for the NDIS as a result of Independent Assessments and the introduction of the new Personalised Budgeting tool?	Written
Portfolio SQ21-000468	Department of Social Services	Kristina Keneally	Executive management	In relation to executive management for the Department and its agencies, can the following be provided for 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021: a. The total number of executive management positions b. The aggregate total remuneration payable for all executive management positions. c. The change in the number of executive manager positions. d. The change in aggregate total remuneration payable for all executive management positions.	Written
Portfolio SQ21-000469	Department of Social Services	Kristina Keneally	Departmental functions	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; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021 can the following be provided: 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.	Written

				g. Any available photographs of the function. h. Details of any entertainment provided.	
Portfolio SQ21-000470	Department of Social Services	Kristina Keneally	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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021. 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 itemised list of costs (GST inclusive).</p> <p>3. If so, can any photographs of the upgraded facilities be provided.</p>	Written
Portfolio SQ21-000471	Department of Social Services	Kristina Keneally	Ministerial overseas travel	<p>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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021, 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 SQ21-000472	Department of Social Services	Kristina Keneally	Ministerial domestic travel	<p>Can an itemised list of the costs met by the department or agency for all domestic 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; 1 July 2020-31 December 2020 and 1 January 2021-31 May 2021, please be provided including:</p> <p>a. Flights for the Minister and any accompanying members of the Minister's</p>	Written

				<p>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>	
Portfolio SQ21-000473	Department of Social Services	Kristina Keneally	Communications staff	<ol style="list-style-type: none"> <li>1. For all departments and agencies, please provide - in relation to all public relations, communications and media staff - the following:</li> <li>2. By Department or agency: <ol style="list-style-type: none"> <li>a. How many ongoing staff, the classification, the type of work they undertake and their location.</li> <li>b. How many non-ongoing staff, their classification, type of work they undertake and their location.</li> <li>c. How many contractors, their classification, type of work they undertake and their location.</li> <li>d. How many are graphic designers.</li> <li>e. How many are media managers.</li> <li>f. How many organise events.</li> </ol> </li> <li>3. Do any departments/agencies have independent media studios. <ol style="list-style-type: none"> <li>a. If yes, why.</li> <li>b. When was it established.</li> <li>c. What is the set up cost.</li> <li>d. What is the ongoing cost.</li> <li>e. How many staff work there and what are their classifications.</li> </ol> </li> </ol>	Written
Portfolio SQ21-000474	Department of Social Services	Kristina Keneally	Fair Work Commission	For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021, how many references have been made to the Fair Work Commission within the Department or agency.	Written

Portfolio SQ21-000475	Department of Social Services	Kristina Keneally	Fair Work Ombudsman	For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021, how many references have been made to the Fair Work Ombudsman within the Department or agency.	Written
Portfolio SQ21-000476	Department of Social Services	Kristina Keneally	Office of the Merit Protection Commissioner	For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020; 1 July 2020-31 December 2020, and 1 January 2021-31 May 2021, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency.	Written
QSC SQ21-000082	NDIS Quality and Safeguards Commission	Jacqui Lambie	Total number of complaints since commencement	<p>Senator LAMBIE: How many complaints has the commission dealt with so far? How many complaints from each state and territory, please?</p> <p>Mr Head: In the total operating period?</p> <p>Senator LAMBIE: Yes.</p> <p>Mr Head: We can put that together for you quite quickly. We do publish an activity report each year. I can tell you very quickly that, in the first six months of this financial year, we had received 3,731 reports. That reflects, in the first half of this financial year, a general increase in the rate at which complaints are coming in to the commission. I can give you jurisdiction by jurisdiction since we started operating, but not off the top of my head.</p>	Page 39 4/06/2021
QSC SQ21-000083	NDIS Quality and Safeguards Commission	Jacqui Lambie	Total number of complaints since commencement and resolution timeframes	<p>Senator LAMBIE: Do you have a table that says right from the start, from 2018, let's say, 'In July we got two complaints,' and when they were resolved? Do you have anything like that? 'We have two complaints. This has been resolved'? Any average timings for how long these complaints, on average, are taking—anything like that?</p> <p>Mr Griew: We can put together a table which takes complaints over the whole period. It is illustrative, in terms of where you started here, that for complaints received in this financial year, 1 July 2020 through to 31 March 2021, which is the data I have, 30 per cent of those complaints were closed within 30 days, 49 per cent within 60 days and 63 per cent within 90 days. As the commissioner was saying, complaints vary in complexity, but it's certainly the case that they are being processed and closed, and closed appropriately. We have, as the commissioner said, been working hard on learning, from the first few years of operation, to strengthen the complaints-handling process.</p>	Page 40 4/06/2021
QSC SQ21-000084	NDIS Quality and	Jordon Steele-John	Data - complaints	Senator STEELE-JOHN: I'm just going to ask them for notice. Bang, bang, bang. From the commencement of the commission in 2018 until now, which was the original time frame Senator Lambie gave you, would you be able to give us a	Page 42 4/06/2021

	Safeguards Commission			breakdown of complaints—number of complaints, number of reportable incidents, broken down in the complaints fields by gender and in the reportable incident field by gender, by state and territory, by the type of reportable incident, by the number of referrals that resulted from either a complaint or a reportable incident to the relevant external authority such as the police, and the number of deregistration's the commission has actioned in that period, and the number of banning orders that it has implemented against either service providers or individuals? All on notice!	
QSC SQ21-000085	NDIS Quality and Safeguards Commission	Jordon Steele-John	Data - Reportable Incidents	Senator STEELE-JOHN: I'm just going to ask them for notice. Bang, bang, bang. From the commencement of the commission in 2018 until now, which was the original time frame Senator Lambie gave you, would you be able to give us a breakdown of complaints—number of complaints, number of reportable incidents, broken down in the complaints fields by gender and in the reportable incident field by gender, by state and territory, by the type of reportable incident, by the number of referrals that resulted from either a complaint or a reportable incident to the relevant external authority such as the police, and the number of deregistration's the commission has actioned in that period, and the number of banning orders that it has implemented against either service providers or individuals? All on notice!	Page 42 4/06/2021
QSC SQ21-000086	NDIS Quality and Safeguards Commission	Anthony Sheldon	Description of the distinctions - registered and unregistered matching platform providers	<p>Senator SHELDON: You're conflating issues here. There are registered ones and unregistered ones, both of which have some requirements. With the unregistered ones, the code applies specifically in more detail and is more regulatory—correct me if I'm wrong—on the individual than it does on the organisation?</p> <p>Ms Taylor: I will take the example of an unregistered provider, if you wouldn't mind, because the distinction can become a little confusing. The code applies at both an organisational level and a worker level. So an unregistered provider—a business that is not registered but is providing supports in the NDIS—is required to comply with aspects of the code. You're talking, I think, about making sure that the workers that are being offered to people with disability have the right level of skill and competence. Certainly, the code would go to that at a business level—absolutely.</p> <p>Senator SHELDON: Please say more about that afterwards if you wish, but in this case does this mean that an unregistered company like Mable is responsible for issues that might occur with one of their contractors?</p> <p>Ms Taylor: If the model of their business—I described three different alternatives before—meant that they were under the jurisdiction of the commission, then the code would apply at a business level. For example, if</p>	Page 72 4/06/2021

				<p>there were funds going through that organisation—I'm not precisely familiar with that model—which would require them to make sure that the workers who were supporting people had the right skills.</p> <p>CHAIR: Senator Sheldon, you only have one question left.</p> <p>Senator SHELDON: I'll have to come back to it.</p> <p>Ms Taylor: I can maybe provide on notice a description of the distinctions.</p> <p>Senator SHELDON: I'd be more than happy to have that.</p>	
QSC SQ21-000087	NDIS Quality and Safeguards Commission	Anthony Sheldon	Obligations of registered and unregistered providers and individual workers	<p>Senator SHELDON: There are a few questions that I'll put on notice, which will make it a little bit quicker, but I have a number of other questions. By all means take this on notice, but, if you can, please tell me whether this is capable of being done. I gather it will; that's why I'm asking the question. Are you able to give me a table of what obligations a registered organisation has, what an unregistered organisation's obligations are, where they overlap and then, regarding the code of practice, where it applies to both the registered and the unregistered organisations and then to individuals, whether they're a contractor or an employee?</p> <p>Ms Taylor: Absolutely. We can definitely provide you with that.</p>	Page 85 4/06/2021
QSC SQ21-000088	NDIS Quality and Safeguards Commission	Anthony Sheldon	NDIS Commission as a PCBU	<p>Senator SHELDON: Just going back to PCBUs, according to Safe Work Australia guidelines, government departments and agencies can also be PCBUs, as I'm sure you're aware. Have the commission or the NDIA ever given consideration as to whether they themselves are PCBUs? If so, what was your determination? Again, I'm asking this in the context of wanting to work through a series of questions on this. Some of the answers might be self-evident, but I want to be very clear.</p> <p>Mr Stott: We are aware and officers in the commission are aware that we are persons conducting a business or undertaking for the purposes of the relevant WHS leg.</p> <p>Senator SHELDON: I want to go back to the question I asked. Is there the responsibility of a PCBU regarding the commission in their relationship with the work that is carried out by people who are working as part of a registered or unregistered provider and those workers that are working for that unregistered or registered provider? Of course, they're two different categories, I appreciate that, so they may have different approaches. Has that been given consideration?</p> <p>Mr Stott: I'm not an expert in WHS law, but in general terms we in the commission, as persons conducting a business or undertaking, are responsible for our workforce. But I, within the context of the commission, couldn't extend that to employees or labour hire contractors in a context outside our organisation.</p>	Page 85 4/06/2021

				<p>Senator SHELDON: So it hasn't been considered until this moment, when I asked that question. Is that correct?</p> <p>Ms Campbell: I wonder if it might be better for the commission to take this on notice and seek further advice. There would have been consideration of some of these matters when the commission was first stood up, but I'm not sure we have all the officers with us here this evening.</p> <p>Senator SHELDON: Take it on notice. There are other questions that I'll be relating to this matter, but I'm happy to hand back to the chair before it comes back to me.</p> <p>Ms Campbell: Thank you.</p>	
QSC SQ21-000089	NDIS Quality and Safeguards Commission	Anthony Sheldon	Mable as a PCBU	<p>Senator SHELDON: Yes. Have you considered whether Mable is a PCBU?</p> <p>Mr Head: I think we'll include that in what we take on notice. We apply in respect of all providers the regulatory settings that are set out in the NDIS Act, which include for registered providers obligations about their suitability, which includes compliance with laws other than the laws that we administer, but I'm happy to look specifically at that issue in the response to the other question.</p> <p>Senator SHELDON: Does that mean that you don't have a view at this point on whether Mable are a PCBU?</p> <p>Mr Head: I would need to look at that.</p> <p>Senator SHELDON: [...] that's the business model that's been promoted by this government and this department by allowing Mable and these contractors to thrive in this industry, paying less wages [...] half the wages of what's paid to everybody else. They don't pay payroll tax in states. They don't pay the appropriate taxes in their state jurisdiction and they certainly don't pay income tax in our jurisdiction. And through these arrangements they still pay people less than the award. I'm deeply concerned about these matters that I've raised. I appreciate that I've had answers to previous questions I've asked. These are serious questions and they require serious consideration.</p> <p>Mr Head: And we will give them that serious consideration.</p>	Page 85-86 4/06/2021
QSC SQ21-000090	NDIS Quality and Safeguards Commission	Nita Green	Anti-Vaccination Communications	<p>1. In an article in The Australian on 26 May this year titled "Chef Pete Evans another traveller down the dark road of misinformation", it was noted that A NSW's Northern Rivers NDIS service provider recently emailed her clients, some with intellectual disabilities, telling them she would no longer offer her services if they have been vaccinated for Covid-19. Is the NDIS Quality and Safeguards Commission aware of this?</p> <p>a) If yes, when did the Commission become aware of this?</p>	

				<p>b) What action, if any has been taken against this provider?</p> <p>2. Does the Commission communicate with providers that they must advise their based on best medical and scientific practice and understanding?</p> <p>3. Is the Commission aware of any other service providers communicating with NDIS participants in this way?</p> <p>a) How many?</p> <p>b) How many has the Commission taken action against?</p> <p>c) How many have created service gaps for participants who have been forced to find a new service provider?</p> <p>4. Have any providers raised concerns with the Commission in relation to “viral shedding”, and could details be provided?</p>	
QSC SQ21-000091	NDIS Quality and Safeguards Commission	Nita Green	Complaints received about the NDIS Worker Screening Check	How many formal complaints have been received by the Commission in relation to the worker screening check?	Written
QSC SQ21-000092	NDIS Quality and Safeguards Commission	Nita Green	NDIS Worker Screening Check Statistics	<p>1. For the 2020-21 FY, what has been the average processing time for potential recruits receiving their online security check, and the average for the manual check?</p> <p>2. For the 2020-21 FY, how many online security checks have been completed?</p> <p>3. For the 2020-21 FY, how many manual checks have been completed?</p> <p>4. For the 2020-21 FY, how many checks have been rejected?</p> <p>5. What is the current backlog of checks currently waiting for a decision by the Commission?</p> <p>6. What are the main reasons a check is rejected?</p>	Written
QSC SQ21-000093	NDIS Quality and Safeguards Commission	Nita Green	2020-21 Budget Allocation	<p>1. In relation to the announcement made on 4 September 2020 for \$92.9 million in additional funding to the Commission, how much of the \$93 million has been spent?</p> <p>2. Was the Commission planning on adding a number of investigators to look into complaints against providers?</p> <p>3. What is the individual cost of each investigator?</p> <p>4. How many additional investigators are today working at the Commission as a result of this new funding?</p> <p>5. On what date did each of the Investigators start work?</p> <p>6. How many investigations have the new investigators carried out since the announcement on 4 September? could a breakdown be provided per investigator.</p> <p>7. What are the performance indicators for the Investigators – how many providers will each Investigator visit a month and what other indicators are in</p>	Written

				<p>place?</p> <p>8. How many fines have been issued by new Investigators since their appointment?</p> <p>9. Could a breakdown be provided all other areas the \$93 million has been spent on?</p>	
QSC SQ21-000094	NDIS Quality and Safeguards Commission	Jordon Steele-John	Specialist Disability Accommodation Market	<p>Regarding the separation of housing and support:</p> <p>a. What plans does the NDIS Commission have to ensure full separation between housing and support is achieved (SDA, SIL and Support Coordination)?</p> <p>b. How many SDA providers have been issued with a minor non-conformity notice and how many have been issued a major non-conformity notice by NDIS Commission Approved Quality Auditors, when undertaking the certification audit for the first time, relevant to the NDIS Practice Standards, SDA Module, Conflict of Interest outcome?</p> <p>c. There is an emerging market of closed setting SIL homes. What plans does the NDIS Commission have to implement a mechanism to separate service delivery and tenancy management?</p> <p>d. What plans does the NDIS Commission have in implementing a mechanism to ensure participants living in closed setting SIL homes are able to change providers without compromising housing security or suffering other adverse consequences?</p> <p>e. How many closed setting SIL homes are in operation?</p>	Written
SA SQ21-000131	Services Australia	Rachel Siewert	Legal fees - Victoria Legal Aid case	<p>Senator SIEWERT: I want to go to a couple of questions that I've been sent to you for first, if that's okay. I appreciate you may need to take this on notice, but are you able to tell us how much has been spent on legal fees in connection to the Gordon legal action and the Victoria Legal Aid challenge to robodebt.</p> <p>Ms Skinner: I understand that question was asked a bit earlier, and I might get Ms Musolino to answer. I don't think I can. I need to make sure I take appropriate advice here because there continue to be matters before courts here, but Ms Musolino might be able to add something to it.</p> <p>Ms Musolino: That's correct. The court matter is still on foot, so we would have to consider what we could provide to the committee without prejudicing those proceedings that are still before the Federal Court.</p> <p>Senator SIEWERT: I'm not a lawyer; I think I've articulated that on numerous occasions. I don't understand why telling us how much the government has spent on those two legal cases prejudices the case.</p> <p>Ms Musolino: We can take it on notice and come back with advice on that, but we're not in a position to provide that information. As I said, those matters are relevant to those ongoing proceedings and we would need to</p>	Page 86 4/06/2021

				<p>provide advice.</p> <p>Senator SIEWERT: Is there a short version of why?</p> <p>Ms Musolino: The proceedings are still on foot.</p> <p>Senator SIEWERT: I get that.</p> <p>Ms Musolino: The legal costs are still an issue that is relevant to those ongoing proceedings and it's still before the Federal Court.</p> <p>Senator SIEWERT: When do you expect that to be resolved?</p> <p>Ms Musolino: It's before the court. We're in the hands of the court now as to when a decision will be handed down on approving the settlement in that matter.</p> <p>Senator SIEWERT: It's running way behind.</p> <p>Ms Skinner: We will take that on notice now, and either as soon as we understand what we can provide or when we can provide it I think those are the two things.</p> <p>Senator SIEWERT: That would be appreciated, yes. If I can't have the first, I'll have the second.</p> <p>Ms Skinner: That's right. At some point we might be able to provide it, but at this point we are exercising caution.</p>	
SA SQ21-000132	Services Australia	Rachel Siewert	Victoria Lockdown JobSeeker payments	<p>Senator SIEWERT: Wouldn't people who are seeking JobSeeker because they've just lost their job in the pandemic, in lockdown, want their payment the next day?</p> <p>Ms Faichney: Yes, I'm sure they would, but I think it comes down to the purpose of the payment. For JobSeeker, if they think they're going to be unemployed longer than the lockdown, then they would obviously need to meet all the JobSeeker requirements, versus some of the other payments, which might be more short term.</p> <p>...</p> <p>Senator SIEWERT: If they've gone to JobSeeker, they could be waiting a week? Those 7,300 already approved do we know how many of them actually have money in their pocket?</p> <p>Ms Skinner: We can take that on notice, but I will say that we're not having people call back and complain that they haven't been paid. We're not seeing anything like that on social media. So, we've got no indication</p>	Page 87 4/06/2021
SA SQ21-000133	Services Australia	Rachel Siewert	Crisis payments to JobSeeker recipients	<p>Mr Moon: And Senator, just to give you a little bit more information, additional to what Ms Faichney said, often where the JobSeeker claim is granted the crisis payment is granted at the same time. So, the crisis payment will go out on the day of grant, and in the next instalment period the JobSeeker will go out.</p> <p>Senator SIEWERT: Oh okay: you're doing crisis payment. So, there's a crossover</p>	Page 88 4/06/2021

				<p>sorry; I didn't catch on as quickly as I should have some of those 16,700 will be a crisis payment</p> <p>Mr Moon: They may be, yes.</p> <p>Senator SIEWERT: and they may be crossing over then to JobSeeker.</p> <p>Mr Moon: Indeed.</p> <p>Senator SIEWERT: Can you take on notice how many, seeking a JobSeeker payment, appear in both well, how many of the JobSeekers appear with the crisis payment, count as a crisis payment as well?</p> <p>Mr Moon: We can do that</p>	
SA SQ21-000134	Services Australia	Rachel Siewert	Victoria Legal Aid case	<p>Senator SIEWERT: Can I very quickly go back to the legal case. The Victoria Legal Aid case has actually finished, hasn't it?</p> <p>Ms Musolino: I think you're referring to the Amato matter.</p> <p>Senator SIEWERT: Yes</p> <p>Ms Musolino: It has finished, but, as you'd appreciate, the legal issues that were involved in that matter are the same issues that are before the Federal Court as part of the settlement.</p> <p>Senator SIEWERT: But the issue of them prejudicing a case doesn't apply for that case. You've paid a set of legal fees for that case, so why can't you tell me how much that is? How does that prejudice the other case?</p> <p>Ms Musolino: As we've indicated, we'll take it on notice to look at the advice. We need to make sure that what we do doesn't prejudice the matters that are currently before the Federal Court. They're the same issues related to the same program.</p> <p>Senator SIEWERT: One case is finished; it's done and dusted. So it doesn't prejudice that case. To be clear, no matter how much of my limited time I use now, you're not going to tell me, I presume, are you?</p> <p>Ms Musolino: I don't have the information.</p> <p>Senator SIEWERT: To be clear, I'm asking for those two separately. I want the reasons specifically for both, but specifically why you can't tell me about the Victorian case when it's finished.</p> <p>Ms Musolino: Okay. Will do</p>	Page 88 4/06/2021
SA SQ21-000135	Services Australia	Rachel Siewert	Child Support protections from Family and Domestic Violence	<p>Senator SIEWERT: Do you describe it upfront when someone goes I must admit I haven't been on it for a while onto the online child support portal or website where you're seeking information? Is that front and centre so that people know? I'm worried people are going to be put off trying to seek child support if they don't know that there are protections for them in a family and domestic violence situation.</p> <p>Mr Halliday: There is information on there. I'm not 100 per cent sure at the</p>	Page 89-90 4/06/2021

				<p>moment of exactly what that is. We could definitely take that on notice.</p> <p>Senator SIEWERT: Could you take that on notice.</p> <p>Mr Halliday: Definitely.</p> <p>Senator SIEWERT: If it isn't prominent, could you also take on notice giving consideration to making it prominent. Given all the work and focus we're putting on family and domestic violence, we have to make sure that people subject to family and domestic violence are able to access the child support system quickly and effectively without being at risk and without being scared.</p> <p>Mr Halliday: Yes.</p> <p>Senator Reynolds: That's a very good point.</p> <p>Ms Skinner: Ms Faichney can go through that. We do have some measures so that partners can look at the website and have a quick exit if they feel that they're in a domestic violence situation, where they want to do some research and look at some information but they're worried about how to quickly get away from the website if they're caught or they're being observed. We've been putting in place a range of measures to support the people's ability to access information but also protect themselves in the process. We can take more of that on notice and provide you with that.</p> <p>Senator SIEWERT: It would be fantastic if you could. That would be really good.</p> <p>Mr Cahill: We also look at them as a customer as a whole. So, if they are engaged now in social security programs in other areas, we stand back, and that's where the social workers are quite pivotal to making sure that we case-manage the individual who is in that threatening position.</p> <p>Senator SIEWERT: Thank you. Any further information you could provide on notice would be appreciated.</p> <p>Ms Skinner: Yes, we can do that</p>	
SA SQ21-000136	Services Australia	Rachel Siewert	Debts repaid to incarcerated customers nominees	<p>Senator SIEWERT: Are those that are incarcerated separate to the 10,300 or you used another term that I missed</p> <p>Ms Lees: 'Manual exception' cases, where they couldn't be done in a more automated way, where we had to look at them with a staff member being involved. They are separate to the former 10,300.</p> <p>Senator SIEWERT: That's what I was interpreting but I thought I'd better double-check. How many are incarcerated, and why can't they get their money?</p> <p>Ms Lees: If they've got an appointed nominee, we're working through the payments. There is an element of not being able to contact them to get up-to-date bank details.</p> <p>...</p> <p>Senator SIEWERT: How many are in this category?</p>	Page 90-91 4/06/2021

				<p>Ms Lees: There were 1,326.</p> <p>Senator SIEWERT: How many have you paid through nominees?</p> <p>Ms Lees: I'll have to take that on notice in terms of how many we've paid through nominees, but we've refunded 630</p>	
SA SQ21-000137	Services Australia	Rachel Siewert	Value of debts to be paid to incarcerated customers	<p>Senator SIEWERT: So you've got about 400 still in prison. Do they know that they're due a refund? When you say 'not contacted', they don't even know that they're due a refund?</p> <p>Ms Lees: We would have sent a letter to their last known address, so they might have been communicated with through anyone who was at their last known address.</p> <p>Senator SIEWERT: What's the value of the remaining?</p> <p>Ms Lees: I may have to take that on notice.</p>	Page 91 4/06/2021
SA SQ21-000138	Services Australia	Rachel Siewert	JobKeeper debts	<p>Senator SIEWERT: Are you involved in the collection of any debts well, you would be connected to JobKeeper payments? How many debts</p> <p>Ms Skinner: Not JobKeeper.</p> <p>Senator SIEWERT: Sorry, it's in relation to where JobKeeper, going back to the issue again</p> <p>Ms Skinner: Where people have received an overpayment?</p> <p>Senator SIEWERT: Where they have received an overpayment because of the crossover between JobKeeper and JobSeeker.</p> <p>Ms Skinner: We are working through overpayments. Mr Birrer can deal with the detail there.</p> <p>...</p> <p>Senator SIEWERT: How many people have you identified where they had JobSeeker and a social security payment and you're doing debt collection on? Are you able to tell me that or will you need to take it on notice?</p> <p>Mr Birrer: We will take on notice the number of customers for whom we have completed the review and raised a debt against them as a result of overpayment.</p> <p>Senator SIEWERT: You can't tell me straightaway?</p> <p>Mr Birrer: No, we will take that on notice, because we are still working through the reviews</p>	Page 91 4/06/2021
SA SQ21-000139	Services Australia	Jenny McAllister	Number of cases of information released to customers ex-partners	<p>Senator McALLISTER: You indicated that there are other cases. How many cases involve your agency releasing information that breaches privacy of a Centrelink client and engages questions of safety?</p> <p>Ms Skinner: There are a very small number. I will take the number on notice. Some of them go to protecting people's privacy further, so I will take on notice. It's a small number.</p>	Page 92 4/06/2021

SA SQ21-000140	Services Australia	Jenny McAllister	Minister briefed in 2016 on WZ case	<p>Senator McALLISTER: I'm interested in understanding how the department came to contest this matter, which was an extended contested process in front of the Privacy Commissioner. Which minister was first briefed about the breach of privacy?</p> <p>Ms Skinner: I'd have to take that on notice. I'm not sure who the minister was in 2016.</p> <p>Ms Musolino: Perhaps I could clarify, Senator. As the CEO mentioned, matters come to our attentionsometimes through a complaint, and sometimes staff will raise an issue if they become aware of an issue and we'll take action to mitigate risks to the customer. In cases that are raised as a complaint through the Information Commissioner, the priority is safety first, so we'll do what we need to. We'll work hard to resolve the matter with the customer. Unfortunately, we can't always resolve the matter. We will try to work towards a resolution. Customers in that situation don't have to accept the resolution. They can proceed with the complaint.</p> <p>Senator McALLISTER: That is very interesting, but it is not responsive to my question. I asked which minister was first briefed about the breach of privacy. I can tell you that Minister Keenan was the minister in 2017. Minister Robert became the minister in 2019. Minister Reynolds became the minister in 2021. Which of those ministers first received the briefing about this breach of privacy?</p> <p>Ms Skinner: Certainly, Senator, we've briefed ministers as the issue has arisen into the public domain here. To the extent that the issues were briefed to other ministers during that journey, I'd have to take that on notice</p>	Page 93 4/06/2021
SA SQ21-000141	Services Australia	Jenny McAllister	Requests for extension to provide documents - WZ case	<p>Senator McALLISTER: Could you please provide on notice how many occasions the department sought extensions of deadlines for the provision of documents, submissions or other materials during the course of WZ's proceedings.</p> <p>Ms Skinner: Certainly, Senator</p>	Page 93 4/06/2021
SA SQ21-000142	Services Australia	Jenny McAllister	Social Security guidebook - using hospital/police records as evidence of cohabitation	<p>Senator McALLISTER: I'm talking about occasions where the department made determinations that a person was in a couple and relied on evidence that had been provided about violence to substantiate that information that had been gleaned from police records and hospital records as a consequence of the violence that that person was subjected to. Do you accept that using that against a woman's interests, in an AAT environment, is inappropriate?</p> <p>Ms Skinner: I support that your characterisation of it makes it not seem appropriate. I'd be wanting to look at the particular AAT matters. A member-of-a-couple assessment is a very complex part of the social security legislation. It is</p>	Page 95 4/06/2021

				<p>not a matter for me in terms of policy; it's about the delivery, and it is quite a challenge for staff in those assessments. We are seeking to adjust to the extent that we can within the bounds of the legislation, working with the policy agency more streamlined and simple and respectful ways to make those assessments without some of the intrusive requirements that are, as I understand Ms Musolino can correct me listed in the legislation. I'm happy to look at those individual AAT cases. With your characterisation there, it is a very difficult area and it is a concern that some of that information may have been used.</p> <p>Senator McALLISTER: The ANROWS report details numerous examples of this. One decision said: The frequency of the hospital admissions by the wife as a consequence of assault by her husband, the times of her admissions and the frequency of attendances by police all point to him being at those premises on many occasions. The issue is that someone is seeking safety, and then the record of that behaviour is being used against her to make an adverse finding.</p> <p>Ms Skinner: To make an assessment that they are a couple is, I think, what's occurring there.</p> <p>Senator McALLISTER: It is a finding with financial consequences for that person that are negative. Is it correct that there is nothing in the social security guidebook that stops a decision-maker from using hospital records or police records or evidence of cohabitation in this way?</p> <p>Ms Skinner: I'd have to take that on notice. We're not the policy experts</p>	
SA SQ21-000143	Services Australia	Jenny McAllister	Guidelines for use of Domestic Violence records	<p>Senator McALLISTER: ANROWS recommended in 2019 that strong guidelines be developed for the AAT's use of domestic violence records from police and hospitals. Do you know if that has happened?</p> <p>Ms Musolino: We'll take it on notice.</p> <p>Ms Skinner: I don't know what the AAT have done.</p> <p>Senator McALLISTER: Have similar guidelines been developed for primary decision-makers in the department?</p> <p>Ms Skinner: We have guidelines for primary decision-makers.</p> <p>Senator McALLISTER: Do they go to the use of information about domestic violence in making determinations?</p> <p>Ms Skinner: I'd have to take that on notice, unless one of my colleagues knows those guidelines. I don't think those here tonight will.</p>	Page 96 4/06/2021
SA SQ21-000144	Services Australia	Kimberley Kitching	Australian Immunisation	<p>Senator KITCHING: The Australian Immunisation Register provides Australians with an immunisation history statement. Have I got that right?</p>	Page 99 4/06/2021

			Register reporting mandate date	<p>Mr Howard: Yes.</p> <p>Senator KITCHING: Good. I just want to make sure I've got the terminology right. It displays all immunisations that an individual has had that are recorded on the AIR.</p> <p>Mr Howard: Just to clarify, they've got to be reported, and reporting was only mandated as of this year, so it's -</p> <p>Senator KITCHING: On which date?</p> <p>Mr Howard: February. I'll have to take on notice the exact date. But, looking at my immunisation history statement, it doesn't show any of my immunisations before February because it wasn't mandatory, but my flu vax is now on there because I've had that since February.</p>	
SA SQ21-000145	Services Australia	Kimberley Kitching	My Health Record updating from the Australian Immunisation Register	<p>Senator KITCHING: Vaccination providers can print an IHS on behalf of their patients. Is that correct?</p> <p>Mr Howard: Yes.</p> <p>Senator KITCHING: And immunisation information on My Health Record is updated via a daily feed from AIR data?</p> <p>Mr Howard: My Health Record does have vaccination information available, but I'd have to take on notice whether or not -</p> <p>Senator KITCHING: It's a daily</p> <p>Mr Howard: Yes.</p> <p>Senator KITCHING: Yes, if you don't mind.</p> <p>Ms Skinner: Yes, we can take that on notice</p>	Page 99 4/06/2021
SA SQ21-000146	Services Australia	Kimberley Kitching	Daily uploads to the Australian Immunisation Register	<p>Senator KITCHING: So 'the COVID-19 immunisation information uploaded to an individual's immunisation history statement' would be a correct description?</p> <p>Ms Skinner: Yes.</p> <p>Senator KITCHING: Thank you. Minister, in your letter in response to the Senate's order, you stated: As a part of recent legislative changes made to the Australian Immunisation Register Act 2015, known as the Australian Immunisation Register Amendment (Reporting) Rules 2021, it was made mandatory for all prescribed vaccinations administered in Australia to be reported to the AIR, within 24 hours where practicable to do so, or within 10 days if not. In the next paragraph you go on to say: As a result of this legislative change, once a patient has received any prescribed vaccination in Australia, and this information is reported to the AIR by the health provider as required under legislation, proof of vaccination is available for the patient, or customer to obtain immediately. It says it's 24 hours to 10 days and also immediately, so what's the time</p> <p>Senator Reynolds: As soon as practicable.</p>	Page 100 4/06/2021

				<p>Ms Skinner: As soon as it comes through from the provider.</p> <p>Senator KITCHING: And you're going to take on notice that it may not be a daily upload?</p> <p>Ms Skinner: Yes</p>	
SA SQ21-000147	Services Australia	Kimberley Kitching	Minister Robert transcripts removed from the website	<p>Senator KITCHING: Minister, I note that the Services Australia website has removed all the transcripts of the former government services minister, Stuart Robert. When were those transcripts removed?</p> <p>Senator Reynolds: We'll definitely have to take that on notice, Senator Kitching. I wasn't aware of that.</p> <p>Senator KITCHING: So maybe take on notice all of these questions: When were they removed? Why were these transcripts removed? Who directed them to be removed? What else I guess this is a bit of an open</p> <p>Ms Skinner: I think what I would say is: whatever we've taken down, it would just have been seen as a tidyup between ministers; nothing particular has gone on there. I can have a look at that and see if there is anything you would want. Maybe all of that material is actually over on Senator Roberts's side of the fence. I don't know. I'd have to check.</p> <p>Senator KITCHING: Maybe what I could have is all of the transcripts of Minister Roberts that were removed.</p> <p>Ms Skinner: The ones that have been removed? Yes, we can get those for you</p>	Page 102 4/06/2021
SA SQ21-000148	Services Australia	Nita Green	Completed Child Care Subsidy Reconciliations	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
SA SQ21-000149	Services Australia	Nita Green	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 SQ21-000150	Services Australia	Nita Green	Breakdown of 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 SQ21-000151	Services Australia	Nita Green	Total amount of 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 SQ21-000152	Services Australia	Nita Green	Child Care Subsidy debts set aside or varied	How many child care subsidy debts have been set aside or varied following internal or external review?	Written

SA SQ21-000153	Services Australia	Nita Green	Number of vaccination certificates on myGov	How many people have had their COVID-19 vaccination certificate added to myGov?	Written
SA SQ21-000154	Services Australia	Nita Green	Details of tender request REOI 1000809552	In relation to REOI 1000809552 published on May 13, 2021 please provide details of the purpose of this REOI a. Why is the agency looking at interest regarding the provision of access to cash options for Centrelink customers in limited circumstances? b. What are the limited circumstance referred to? c. Please give examples of cash options the agency is considering	Written
SA SQ21-000155	Services Australia	Nita Green	Vaccination Certificates	a) How many people have accessed their vaccine certificate? b) What is the average time from vaccination for this information to be available? c) What is the longest time that it has taken for this information to be uploaded? d) How many people have had to wait longer than 10 days for this information to be uploaded?	Written
SA SQ21-000156	Services Australia	Nita Green	Vaccination Certificates not available	How many people with online myGov or Medicare accounts have been fully vaccinated but not had their vaccine certificate available online?	
SA SQ21-000157	Services Australia	Nita Green	Discrepancies flagged with Services Australia by Health	a) On how many occasions have discrepancies been flagged with Services Australia by the Department of Health? b) Did Services Australia then follow up these discrepancies? c) Is there an official process that Services Australia must follow on these occasions? If yes, can this be provided?	Written
SA SQ21-000158	Services Australia	Nita Green	Information removed from Services Australia Website	a) When were the transcripts of former Government Services Minister Stuart Robert removed from the Services Australia website? b) Why were these transcripts removed? c) At whose direction were they removed? d) What else has been removed from the Services Australia website?	Written
SA SQ21-000159	Services Australia	Nita Green	Staffing Budget	1. The budgeted amount for employees for 2021-22 is \$330,931,000 less than 2021-22. (a) How will that be realised? (b) What kind of workers will be let go? (c) Can you guarantee it won't impact quality of service to the public? 2. That figure continues to reduce by tens of millions each year in the forward estimates (to 2024-2025). (a) On what basis is that projected as going down? (b) How will that reduction be realised? (c) What kind of work will no longer be performed?	Written

				(d) What kind of workers will be let go? (e) Can you guarantee it won't effect quality of service to the public?	
SA SQ21-000160	Services Australia	Nita Green	Average Staffing Level	The budget states the ASL – or mandated average staffing level – for Services Australia would go from 27,637 in 2020-21 to 26,838 in 2021-22. (a) What will happen to that work being done by the equivalent of 799 workers? (b) Where do you specifically expect it to come from? (c) Will some of the work being done by those 799 workers need to be contracted out? If so how much?	Written
SA SQ21-000161	Services Australia	Nita Green	Breakdown of staffing 2020-21	In relation to the number of APS employees for this financial year (2020-21) being 27,637. (a) What is the breakdown of that figure in terms of numbers of ongoing, non-ongoing and casual employees? (b) What is the number of labour hire staff for this financial year (2020-21)?	Written
SA SQ21-000162	Services Australia	Nita Green	Breakdown of staffing 2021-22	In relation to the number of APS employees for next financial year (2021-22) being 26,838 (a) What is the breakdown of that into numbers of ongoing, non-ongoing and casual employees? (b) What is the projected number of labour hire staff for next financial year (2021-2022)?	Written
SA SQ21-000163	Services Australia	Nita Green	Expenditure on contracts and contractors	What has been your expenditure on contractors, and contracted providers such as Stellar, Serco and Datacom (though not labour hire staff) for financial year 2020-2021? Please provide a breakdown by provider.	Written
SA SQ21-000164	Services Australia	Nita Green	Projected expenditure on contracts and contractors	What is your projected expenditure on contractors, and contracted providers such as Stellar, Serco and Datacom (though not labour hire staff) for financial year 2021-2022? Please provide a breakdown by provider.	Written
SA SQ21-000165	Services Australia	Nita Green	Senior executives that are labor hire or consultants	(a) How many, if any, Senior Executive Service members in Services Australia are currently labour hire or consultants? (b) Did you comply with the Public Service Commissioner's guidance for these hires? (c) The guidance states: "Before using an SES contractor to fill a role, agencies should satisfy themselves that there is a genuine operational requirement for an SES contractor." What was the genuine operational requirement in each of these cases that meant they could not be employees?	Written
SA SQ21-000166	Services Australia	Nita Green	Plan for increasing non-APS workforce	Is there an agency plan for increasing the proportion of the workforce that is privatised or non-employee?	Written
SA SQ21-000167	Services Australia	Nita Green	Departmental expenses reduction	In terms of Departmental expenses 'Services to the Community – Social Security and Welfare' is reduced by 33 per cent per annum at the end of the forward	Written

			over forward estimates	estimates. (a) How is this reduction of more than \$3b (\$3,047,359,000) going to be made? (b) What areas of work or serving the public will no longer require funding out of that more-than-\$3b cut?	
SA SQ21-000168	Services Australia	Nita Green	Customer Satisfaction	How do you measure customer satisfaction?	Written
SA SQ21-000169	Services Australia	Nita Green	Meeting Customer Satisfaction targets	Why do you think you are failing to meet your own customer satisfaction targets for Social Security and Welfare?	Written
SA SQ21-000170	Services Australia	Nita Green	Achievement of processing service level standards	In relation to the Child Support program performance criteria, there is a performance target for 'achievement of processing service level standards' set at greater than or equal to 82 per cent. (a) What is the processing level standard? (b) Is that a time cut off for processing payments? (c) What is that time cut off? (d) In 20-21 this target is forecast as 'Not on track'. What percentage is it at? (e) Why do you think you are failing to meet your own customer satisfaction targets for the Child Support program?	Written
SA SQ21-000171	Services Australia	Nita Green	myGov accounts	a) In relation to Question on Notice and Answer Reference No. SA SQ21-000086, with reference to the number of myGov accounts listed as registered across a three year period, is that figure the base figure? If so how do you explain it being slashed by more than half in one year from 3.1m users in 2019-20 to 1.15m for this financial year? If not what then is the number of current registered users? b) There is a note on that answer that individual users can have multiple myGov accounts. Can you explain why this is and how this works?	Written
SA SQ21-000172	Services Australia	Nita Green	myGov outages	In relation to Question on Notice Reference No. SA SQ21-000122. The answer given there as to one factor why some myGov users are prevented from asking questions online is "a specific outage with the myGov Digital Assistant platform at the time the customer is trying to log in." (a) How often does this platform experience outages? (b) And why? (c) How long do these outages typically last? (d) How often does the broader myGov platform experience outages? (e) How long do these outages typically last?	Written
SA SQ21-000173	Services Australia	Nita Green	Call wait times	In relation to Question on Notice and Answer Reference No. SA SQ21-000113 on call wait times. (a) What was the longest someone waited in that quarter? (b) How many people hang up before speaking to a human? (c) How is that category of hang ups recorded? Is the length of those calls added	Written

				to this data set or do you exclude them from the average? (d) Why does it take nearly nine minutes for Services Australia to answer these calls? Is it a lack of staff?	
SA SQ21-000174	Services Australia	Nita Green	Number of Centrelink shopfronts	How many Centrelink/Services Australia shopfronts currently exist nationally?	Written
SA SQ21-000175	Services Australia	Nita Green	List of Centrelink shopfronts	Can Services Australia provide a list of - (a) existing walk in shopfronts as at today; and (b) Those which have leases ending or needing renewal in the next 12 months	Written
SA SQ21-000176	Services Australia	Nita Green	Plans to reduce the number of shopfronts	Does Services Australia have a plan to reduce the number of Centrelink/Services Australia walk-in shopfronts across the nation?	Written
SA SQ21-000177	Services Australia	Nita Green	Lease renewals	Of the Centrelink walk-in shopfronts that have leases coming up for renewal in the next 12 months, (a) how many is Services Australia considering not renewing? (b) Which specific shopfronts? (Please provide a list)	Written
SA SQ21-000178	Services Australia	Nita Green	Guarantee of shopfront existence	Can Services Australia guarantee the continued existence of those shopfronts that currently exist? If not by location, can it guarantee the same net number of shopfronts open to the Australian public?	Written
SA SQ21-000179	Services Australia	Nita Green	Plans to merge or close shopfronts	How many shopfronts is Services Australia planning to merge or close?	Written
SA SQ21-000180	Services Australia	Nita Green	Five year plan for online services versus shopfronts	What is Services Australia's five year vision for online service versus in-person shopfront service?	Written
SA SQ21-000181	Services Australia	Nita Green	Ballarat Service Centre	We had a report of customers at Centrelink in Ballarat being turned away from walk-in service and told they had to book an appointment online. (a) Is this a broader program being rolled out? If so, what is the aim of it? (b) Do you accept it is disrespectful to veterans, to older Australians and vulnerable groups that they be refused walk-in service?	Written
SA SQ21-000182	Services Australia	Nita Green	Notifying communities of shopfront closures	What is the procedure by which Services Australia informs local communities that their local Centrelink shopfront will close and that they need to make other arrangements?	Written
SA SQ21-000183	Services Australia	Nita Green	Service Centre merging or closures	1. What is happening with the Mornington Centrelink? Are there plans to close or merge? 2. What is happening with the Newcastle Centrelink? Are there plans to close or merge? 3. What is happening with the Tweed Heads Centrelink? Are there plans to close or merge? 4. What is happening with the Yarra Service Centre? Are there plans to close or merge?	Written

				<p>5. What is happening with the Abbotsford Service Centre? Are there plans to close or merge?</p> <p>6. Have there been similar closures or mergers for Medicare outlets? Please specify locations.</p> <p>7. Do you think the reduction of these traditional walk-in services could be linked to Services Australia failing to meet its own customer service targets?</p>	
SA SQ21-000186	Services Australia	Nita Green	Total number of customers	How many Services Australia customers (including for Medicare) are there?	Written
SA SQ21-000187	Services Australia	Nita Green	Customers without a myGov account	How many Services Australia customers are not on myGov?	Written
SA SQ21-000188	Services Australia	Nita Green	Debt recovery procedure	Can the Department explain the current debt recovery procedure?	Written
SA SQ21-000189	Services Australia	Nita Green	Overpayment process	Once the Department has identified an overpayment or an individual reports a suspected overpayment, what happens?	Written
SA SQ21-000190	Services Australia	Nita Green	Debt notification	How is an individual initially notified they have an alleged debt? Can a copy of all template correspondence be produced?	Written
SA SQ21-000191	Services Australia	Nita Green	Debt recipient contacting the Agency	Upon the identification of a debt, in what time period is an individual now to make contact with the Agency?	Written
SA SQ21-000192	Services Australia	Nita Green	New debt processes since Income Compliance	<p>a) What new additional measures are in place to ensure a similar non-human Robodebt calamity won't happen again?</p> <p>b) Was legal advice sought as to whether those changes now make your debt recovery legal?</p>	Written
SA SQ21-000193	Services Australia	Nita Green	Debt notices since November 2019	<p>Since Robodebt was halted in November 2019 how many debt recovery notices have been issued by the Department?</p> <p>(a) How many of these notices have been deemed inaccurate?</p> <p>(b) How many have subsequently been reversed?</p> <p>(c) How many were issued to deceased individuals?</p>	Written
SA SQ21-000194	Services Australia	Nita Green	Contacting the Agency about debt concerns	If an individual is concerned about receiving a debt recovery notice, how can they contact the Department?	Written
SA SQ21-000195	Services Australia	Nita Green	Debts repaid	<p>(a) Of the more than \$1.5b the Government stole from innocent Australians, how much to date has been repaid to Robodebt victims?</p> <p>(b) What is the interest component of this amount?</p>	Written
SA SQ21-000196	Services Australia	Nita Green	Legal cost of Income Compliance Class Action	Can an update of legal expenses defending the Robodebt class action be provided?	Written
SA SQ21-000197	Services Australia	Nita Green	Services Australia's officers sanctioned	Have any officers of the Department or Agency been sanctioned over the architecture of an illegal program namely Robodebt?	

SA SQ21-000198	Services Australia	Nita Green	Specialised Services	<p>In relation to Question on Notice and Answer Reference No. SA SQ21-000115.</p> <p>(a) What sort of goods or services did Sound Technique Pty Ltd provide for Services Australia for \$825?</p> <p>(b) What was the Cyber War Games Reception?</p> <p>(c) How did it relate to Service Australia's core functions?</p>	Written
SA SQ21-000199	Services Australia	Nita Green	60 King William Street	<p>In relation to the premises at 60 King William Street, Adelaide.</p> <p>(a) How was the premises at 60 King William Street identified as a potential for the Department?</p> <p>(b) Who identified it as a potential premises?</p> <p>(d) When was that?</p> <p>(e) How many properties were suggested as potential tenancies for the Department?</p> <p>(f) How many premises were shortlisted?</p> <p>(g) Can you please tell me about the analysis and costings undertaken so that a final decision could be made?</p> <p>(h) When did Services Australia or its agent commence negotiations with the landlord?</p> <p>(i) Has a heads of agreement been entered into? [If yes] When was that?</p> <p>(j) Has a lease been entered into by the parties? [If yes]</p> <p>(i) What is the date of the lease?</p> <p>(ii) What is the commencement date of the lease?</p> <p>(iii) What is the termination date of the lease? [The lease was reported as being for a 10-year term]</p> <p>(iv) What is the date of possession?</p> <p>(k) What is the total rent to be paid for the premises over the 10-year lease?</p> <p>(l) Has the Commonwealth made an upfront payment with respect to this tenancy? [If yes] How much? Is this in addition to the rent to be paid?</p> <p>(m) Will the Commonwealth be making any other advance payments? [If yes] When will that be and how much?</p> <p>(n) Can you describe the outgoings and the corresponding cost for each over the 10-year lease?</p> <p>(o) Over the life of the lease, who will be responsible for tenancy maintenance?</p> <p>(p) I expect the landlord was pleased to have secured a Commonwealth Government Department as a long-term lessee. What goodwill - fit out, rent relief for example - was negotiated to be provided by the lessor?</p> <p>(q) Can a proposed fit out plan/floor plan for the Department's tenancy be provided?</p> <p>(r) In a joint release of Minister Birmingham and Minister Robert of 1 March</p>	Written

				<p>2021, a figure of 2,200 Department officers will be able to work from this new premises. Considering future expansion, what is the maximum capacity of officers to be able to work from this premises?</p> <p>(s) Which agencies of Services Australia will conduct face to face service at the premises?</p> <p>(t) How will face to face services be expanded at the new premises?</p> <p>(u) Once the premises at 60 King William Street is open, are existing service centres in the Adelaide CBD expected to close? [If yes] Which locations?</p>	
SA SQ21-000200	Department of Social Services	Rachel Siewert	DSP applications history	<p>1. Over the past 10 years, how many people have applied for the DSP? Please provide the above information in numbers, percentages and total where applicable?</p> <p>2. Over the past 10 years, how many people have been rejected for the DSP? Please provide the above information in numbers, percentages and total where applicable?</p> <p>3. Over the past 10 years, how many people were granted the DSP? Please provide the above information in numbers, percentages and total where applicable?</p>	Written
SA SQ21-000201	Services Australia	Rachel Siewert	DSP claims denied	<p>Between 1 Jan 2020 and 1 Jan 2021, how many people who applied for DSP had their claim denied?</p> <p>Of this number, how many in this group recorded a terminal illness in their claim?</p>	Written
SA SQ21-000202	Services Australia	Rachel Siewert	Vulnerability Indicator	Please provide a breakdown of the number of people who have a vulnerability indicator on their record, broken down by payment type, age and gender, and vulnerability indicator type.	Written
SA SQ21-000203	Services Australia	Rachel Siewert	Transition from Income Management to the Cashless Debit Card	What is the process for ensuring that only IM participants who have given informed consent to transition are transitioned, including for people with cognitive impairment affecting comprehension? What processes are in place for people who need an interpreter?	Written
SA SQ21-000204	Services Australia	Rachel Siewert	Transition from Income Management to the Cashless Debit Card	Has provision been made to ensure that people to have access to legal and financial advice as part of the process of informed consent? If this has not yet been considered, will SA consider this as a matter of urgency?	Written
SA SQ21-000205	Services Australia	Nita Green	Basics Card	What is the total cost of the operation of the Basics Card in each of 2016-17, 2017-18, 2018-19 and 2020-21, including the cost of contracted services provided by Indue and other providers?	Written
SA SQ21-000206	Services Australia	Nita Green	Basics Card	How many Age Pensioners are currently on or using the Basics Card?	Written

SA SQ21-000207	Services Australia	Nita Green	Basics Card	How many Disability Support Pensioners are currently on or using the Basics Card?	Written
SA SQ21-000208	Services Australia	Nita Green	Basics Card	How many Carer Payment recipients are currently on or using the Basics Card?	Written
SA SQ21-000216	Services Australia	Rachel Siewert	myGov incorrect vaccination record	Have any people had their MyGov record show that they have been vaccinated when they haven't? How many? What should people do in this situation?	Written
SA SQ21-000218	Services Australia	Matthew Canavan	Assistance for Isolated Children (AIC)	When will Services Australia implement an online and phone option for applications and renewals for the AIC allowance as an adjunct to the current paper-based system?	Written
SA SQ21-000219	Services Australia	Rachel Siewert	MyGP	In regards to the ICT system for MyGP: a. How will the government ensure this integrates with general practices' electronic clinical and administrative systems? b. What consultation will be undertaken with GPs to support the rollout of this ICT system? c. When will this ICT system be rolled out?	Written