

**SENATE COMMUNITY AFFAIRS LEGISLATION COMMITTEE
SUPPLEMENTARY BUDGET ESTIMATES –
24 OCTOBER 2019 AND 11 NOVEMBER 2019
QUESTIONS ON NOTICE
GOVERNMENT SERVICES PORTFOLIO**

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
1	Unpaused debts	Siewert and Brown	<p>a) Mr Storen: On 30 April there were 10,000. Ten thousand were un-paused, and then re-paused within two days. We continued our service recovery work on those, and have been continuing since then. As of last week we are down to 400, which haven't been through a service recovery process, which involves outbound phone calls, SMSs, looking for updated addresses for customers, manually interrogating the review that occurred under OCI, checking the data and then coming to a conclusion on the outcome of the review with the customer.</p> <p>Senator SIEWERT: And you've got—</p> <p>Senator CAROL BROWN: How many of those 9,600 have you proceeded with?</p> <p>Ms Leon: I beg your pardon?</p> <p>Senator CAROL BROWN: You sent 9,600 letters out, and now you've gone through a process of interrogating that information. How many have you proceeded with?</p> <p>Ms Leon: Just to clarify, I think we said we sent out 10,000.</p> <p>Senator CAROL BROWN: Yes, but you've got 400 you're still working on, from what I just heard.</p> <p>Senator SIEWERT: In other words, how many of the 9,600 was the debt confirmed for the full amount?</p> <p>Ms Musolino: I think we'll have to take that on notice. We don't have those figures here.</p> <p>b) Senator SIEWERT: What was the total value of the 9,600 that have now been processed?</p> <p>Mr Storen: We'd have to take that on notice. (page 118)</p>	Services Australia
2	Unpaused debts - Reviews	Siewert	<p>Senator SIEWERT: Can you take on notice how much was the value of the debt for all those, originally? How much was the debt, subsequent to the review process? How many were the same? How many were increased through the process, because I've heard you tell me that before? How many went to zero? How many were reduced? How many were appealed?</p> <p>Ms Musolino: Can I just clarify: when you talk about the original, are you talking about the 10,000?</p> <p>Senator SIEWERT: The 10,000. How many had their debt reduced? Also how many were reviewed and reassessed? How many went through the full process? You know how you can go for a reassessment and then you can go for an RO—sorry, I'll use the proper words—</p> <p>Mr Storen: You want to know what the current outcome of the 10,000 are, in particular the 9,600 that we've resolved up to last week?</p> <p>Senator SIEWERT: Yes. Does 'resolve' include those you couldn't end up contacting?</p> <p>Mr Storen: If we've come to an impasse and we are unable to get in contact, we will make a number of calls. One call could be to waive the debt, because it's just not efficient for us to continue to try to find somebody who, after 12 months, we can't find.</p> <p>Ms Leon: We'll take it on notice, but I don't know whether we separately keep a track of that 10,000.</p>	Services Australia

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			<p>We will take it on notice to see what we can find, but they were just the tail end of a whole lot of people under the original OCI regime. It's not as though we have a separate database that we manage. There only happened to be 10,000 at a particular point, because there happened to be 10,000 at that point.</p> <p>Senator SIEWERT: That was what was left.</p> <p>Ms Leon: We'll take on notice what we can get for you, but I am not certain that we have a discrete package of numbers for that 10,000. We'll see what we can do. (page 119)</p>	
3	Unpaused Debts - Townsville	Siewert	<p>Senator SIEWERT: You know how we had all the discussion around Townsville, were any of the letters related to Townsville, and that's how people potentially got a letter?</p> <p>Ms Musolino: I think we can take that on notice as part of the review we're going to do.</p> <p>Senator SIEWERT: Can you take that on notice, because it occurred to me that that—</p> <p>Mr Storen: And if there are 10,000 letters across the country, there is a chance that there would be some in Townsville. (page 119)</p>	Services Australia
4	Unpaused Debts - Briefing	McCarthy, Siewert	<p>Senator McCARTHY: Were Ministers Robert and Ruston unaware of the unpauses, which may have led to flood ravaged Townsville receiving—</p> <p>Ms Leon: It was during the caretaker period, so neither Minister Robert nor Minister Ruston were the minister at the time.</p> <p>Senator SIEWERT: But, then, when they were answering questions in the chamber—</p> <p>Ms Leon: Minister Keenan was still the minister during caretaker.</p> <p>Senator SIEWERT: But when Minister Ruston was answering questions in the chamber about this after the election, would she have known?</p> <p>Ms Leon: I don't know. I'd have to take on notice whether it was something that she'd been briefed about.</p> <p>...</p> <p>Senator CAROL BROWN: So you're taking on notice what advice was provided?</p> <p>Ms Leon: We're taking on notice whether there was a relevant briefing provided to Minister Ruston or Minister Robert. (page 121-122)</p>	Services Australia
5	Townsville Debt Recovery	Kitching	<p>Senator KITCHING: What I want to know is how many of the recipients have entered into payment plans or have paid the notices and how much money has been recouped so far. I want this data for Townsville. (page 122)</p>	Services Australia
6	Unpaused Debts	Kitching	<p>Senator KITCHING: Then I would like to know on notice: for the unpaused, or the notices that should have been paused or had the pause extended, could I have the financial year breakdown of historical entitlement periods affected, how many of these debts related to current versus former customers, and how many of these debts were previously recalled from private debt collectors in early 2017?</p> <p>Ms Leon: I can tell you they were all non-current customers.</p> <p>Mr Storen: Sorry, Secretary; 9,400 were non-current customers. But we'll answer the question more fully. We'll look at it.</p> <p>....</p> <p>Ms Musolino: Senator, you talked about 'financial historical years'. Could I get a bit of clarity there?</p> <p>Senator KITCHING: Maybe I could have 2017-18, 2018-19, 2019-20. Oh, you won't have done 2019-20 yet.</p>	Services Australia

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			<p>Ms Musolino: No. Do you mean the debt was issued in those years or the debt related to a recipient's benefit in those years? If it's the latter, we may not be able to do that.</p> <p>...</p> <p>Senator KITCHING: So what's the first option you gave me?</p> <p>Mr Storen: I'm talking about the 30 April paused reviews. If the review was undertaken in the OCI system at the end of 2016, the customer's record may have had data discrepancies relating to the 2012-13 earnings year—</p> <p>Senator KITCHING: I don't want to go back that far. I'll take the first option.</p> <p>Ms Leon: The year in which the review was undertaken?</p> <p>Senator KITCHING: Yes. (pages 123-124)</p>	
7	Automated Data Matching – Deceased Recipients	Kitching	<p>a) Senator KITCHING: Yes. I might come back to ask you about the 2012-13 one though, but I will put that on notice. As you know, I put some QONs to you. I'm going to refer to Nos 475, 476, 477 and 478. I will give you a synopsis of those. No. 475 was effectively: on how many occasions between January and July 2019 did the department pursue an automated data-matching system notice recipient to later discover that the recipient was deceased? No. 476 was: on how many occasions in 2018 did the department pursue a notice recipient to later discover the recipient was deceased? No 477 was about where you pursued someone in 2017 and they were dead and No. 478 was about where you pursued someone in 2016 and they were dead. They are the ones I am referring to—and your responses. What was the total value of the 169 robo-debts over the three years?</p> <p>Ms Musolino: We'll have to take that on notice. We don't have that information with us.</p> <p>b) Senator KITCHING: No, let me—let's go to QON 475. That's between January and July 2019, so only a few months ago. In part (a) of your response you said: The Department has identified 28 customers who were already deceased ... In the last paragraph of part (b) you said: Of the 515 instances, 442 were permanently written off due to insufficient funds in the estates and 73 were recovered.</p> <p>Ms Leon: So it's the 73 that you want?</p> <p>Senator KITCHING: I would like you to tell me what the total value of the robo-debts over the three years was.</p> <p>Ms Leon: In relation to that number of cases in each of the QONs?</p> <p>Senator KITCHING: Yes. Where you pursued them. Obviously, if they were permanently written off, Ms Leon, you didn't get any money. Where you recovered money from deceased estates, I would like that figure for each year....</p> <p>Ms Leon: That is the 73. The 73 are in a different category, because they are people for whom a debt had already been determined. In relation to those, where there's already a debt, under social security law that can be pursued against the estate.</p> <p>Senator KITCHING: Yes, I understand that. Of the 73, you're going to give me a dollar figure?</p> <p>Mr Storen: Correct.</p> <p>...</p> <p>Senator KITCHING: Ms Leon, I want you to answer about the 73, if you could do that. I'm not sure</p>	Services Australia

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			<p>what Senator Hughes was asking about. If you could tell me the 73 from the first half of this year— Ms Leon: And comparable numbers in each of the other QONs? Senator KITCHING: Yes. You'll see the numbers in your responses to your QONs. c) Senator KITCHING: Because we are running out of time: how many of these debts went through their ARO process? Ms Musolino: We'll take that on notice. (pages 124-125)</p>	
8	Automated Data Matching – Deceased Recipients - Comparison	Hughes	<p>Senator HUGHES: On the back of Senator Kitching's question: in 2009 and 2008 there were a number of cheques for \$900 sent to people who were also deceased. I think they were sent to about 16,000 people. Perhaps we could get a comparative figure of the 73 people who were deceased but had a debt that was brought up versus the number of the 16,000 cheques for \$900 that were sent to people that were ultimately cashed. Ms Leon: We'll see what we can find. (page 125)</p>	Services Australia
9	Deceased Recipients Protocol	Kitching	<p>Senator KITCHING: Is there a protocol not to pursue debts where you know the debtor is dead? I think this is in one of your QON answers. Ms Musolino: Our process is that, if a debt has already arisen and subsequently we become aware that the person is deceased, there is a period where we won't contact the executor, the next of kin or anyone. There's a period where we don't make any contact. Senator KITCHING: What is that period? Ms Musolino: Four weeks. CHAIR: Senator Kitching, I am conscious of the time, so we will wind this up. Senator KITCHING: You are going to take that on notice and come back to me? If you've got a policy document about the pursuit of debts that are now in deceased estates, that would be good as well. Ms Leon: Senator, I should just say it's not a policy of the department; it's the law. It's the law of the parliament that we're operating under. We haven't got a policy of pursuing debts against deceased estates; we are complying with the law. Senator KITCHING: I am asking about your policy of waiting for four weeks. Is that your policy, to wait for four weeks? (page 126)</p>	Services Australia
10	Debt Repayments – Age Pensioners	Siewert	<p>Senator SIEWERT: Could you take on notice how many people on the age pension are under agreement to repay out of their pension or are repaying? Mr Storen: We may already have that in an answer to a question. I think we've done a demographic breakdown of reviews under this initiative by payment type, and I suspect the age pension is there, but we'll take the question on notice. We'll either draw your attention to where we've already provided it or provide it. (page 127)</p>	Services Australia
11	Compliance Activities and Vulnerability Indicators	Siewert	<p>Senator SIEWERT: But, for those that are no longer in the system—in other words, they've left the system—do the vulnerability flags that were previously on their files hold? Mr J McNamara: I'd have to take that on notice. Ms Rule: The decision to apply or remove a vulnerability indicator from a customer record sits outside of the debt and compliance regime. Senator SIEWERT: I understand that. That wasn't the question. The question was: for those who have left the system—so they're working enough to have left the system or, as TCF shows, there are people dropping out of the system—do the flags stay with them? Are they still classed as vulnerable if</p>	Services Australia

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			<p>they've left the system?</p> <p>Ms Rule: A vulnerability indicator is an assessment at a point in time, and it will stay on a customer record until such time as our staff make a judgement to remove it.</p> <p>Senator SIEWERT: Even if you're no longer receiving income support, for example?</p> <p>Ms Rule: Yes. You'd be in our system historically, but we would reassess your circumstances when you came back into our system, and staff would make a decision then about whether a vulnerability indicator should be applied.</p> <p>Senator SIEWERT: Okay. I'm still focused on the debt side of it. I want to do the other vulnerability stuff a bit later.</p> <p>Mr J McNamara: I'd have to take that on notice. But my understanding of what we're doing is, if the vulnerability indicator is still there, even though it's historical, we don't send you a review. (page 128)</p>	
12	Income Compliance Legislation	Kitching	<p>a) Senator KITCHING: What is the exact section of the Social Services Act that provides for the income compliance program that is colloquially known as robo-debt?</p> <p>...</p> <p>I'm not asking you that. I'm asking you where is the basis for the income compliance program? What section of the act is it based on? If you can't give me a section, there must be something you're referring to in order to have the program that is also known as robo-debt. I want to know what the basis for it is.</p> <p>Ms Musolino: We'll take that on notice and provide those sections.</p> <p>b) Ms Leon: I'm happy to take the sections on notice. The legislative scheme is that the department pays people. We are required to pay people based on the information they provided. If other information comes to us, which can come to us from third-party data sources, from our tip-off line and from employers, we have to take that into account to make sure that the person is paid accurately. That may cause us to reassess their payment.</p> <p>Senator KITCHING: I'm not asking you about that.</p> <p>Ms Leon: But that's the legislative scheme.</p> <p>Senator KITCHING: I would like you to take this on notice. For everything that Ms Leon has just outlined I would like you to come back to me with a section of the act—</p> <p>Ms Leon: Certainly.</p> <p>Senator KITCHING: I would also like you to give to me any subsidiary legislation.</p> <p>Ms Leon: Certainly. ...</p> <p>c) Senator KITCHING: Could I ask now for the section which provides for the reverse onus component where the customer must find the relevant information to dispute a debt.</p> <p>Ms Musolino: I don't accept that characterisation. That is not what we're doing here, Senator. We are asking people to assist us to explain a discrepancy.</p> <p>Senator KITCHING: Where's that section?</p> <p>Ms Musolino: That is what we've always done in terms of compliance. We have always asked customers to report their income—</p> <p>Senator KITCHING: I understand you want to call it something else.</p>	Services Australia

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			<p>Ms Musolino: and help us to explain a discrepancy. Senator KITCHING: I understand you want to call it something else. Where's the section in the act that provides the basis for what you're describing. Ms Musolino: I'm happy to take that on—we had taken it on notice. We'll come back to you with the relevant legislative provisions. ...</p> <p>d) Senator KITCHING: What I'm asking you actually is: what is the section where the customer wishes to dispute the finding that you have made of the monetary amount? Ms Musolino: Do you mean the right to seek review of the decision? Senator KITCHING: Yes. (pages 134-137)</p>	
13	Vulnerable Cohorts	Siewert	<p>Senator SIEWERT: While you're taking something on notice: you know how you said you've taken off to the side those cohorts that you're not sending debts to at the moment? Ms Leon: We're not initiating reviews. Senator SIEWERT: Sorry; you're not initiating reviews— Ms Leon: or sending debts. Senator SIEWERT: Anyway, do you have a value for how much those are? Ms Leon: No, because we haven't initiated a review. We wouldn't arrive at a value until we have initiated a review. Senator SIEWERT: You've just discovered a discrepancy— Ms Leon: That's right. Senator SIEWERT: I'll rephrase it. I take your point. How many have you got? How many of those are sitting there that you've identified but for which you have not initiated a review? Ms Leon: We'll have to take that on notice. (pages 137-138)</p>	Services Australia
14	Compliance Time Limit	Brown	<p>Senator CAROL BROWN: But what is your policy? How long are people supposed to be keeping these records? What is it? What's your policy? You must have a policy. You're getting to hundreds of thousands of people being— Ms Musolino: Our current position is we only go back seven years from initiation. The records that we require are things that generally people can readily obtain. It's either payslips, and if they can't obtain them it's bank statements. If they can't obtain either what we ask is that they contact us so that we can provide assistance. Senator CAROL BROWN: Has that always been the case, that you've required seven years, or has that changed? Ms Leon: It is not that they are required to keep records. There isn't a legislative obligation to keep records. It's that we only go back seven years for the reviews. Mr Storen: There was a recent legislative change within the last few years. My understanding is that it provided us the legislative authority to go back as far as we wanted to. We can take on notice the reference to that legislation. But, as the Secretary and Ms Musolino has said, for the purposes of the compliance reviews our approach has been seven years. (page 139)</p>	Services Australia
15	Stream Income	Brown	<p>Senator CAROL BROWN: There was that case in August where the Department of Human Services apologised over a letter chasing a pensioner for a 25-year-old debt. Do you remember that?</p>	Services Australia

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	Review		<p>Senator KITCHING: But it was a debt compliance.</p> <p>Senator CAROL BROWN: It was debt compliance.</p> <p>Mr Storen: It was debt, but it wasn't part of the income compliance program that we're talking about.</p> <p>Senator KITCHING: It was another compliance—</p> <p>Mr Storen: I can't quite remember the details of that one.</p> <p>CHAIR: You might need to take it on notice.</p> <p>Ms Leon: We'll take it on notice.</p> <p>Senator KITCHING: The article was written by Sally Whyte and it's entitled, 'Department of Human Services apologises over letter chasing pensioner for 25-year-old debt'.</p> <p>Ms Leon: We'll take that on notice and will provide you with the circumstances of that, Senator, but it wasn't, as Mr Storen said, in the income compliance program. (pages 142-143)</p>	
16	Income Compliance Process	Siewert	<p>Senator SIEWERT: Can I go back to where I left off? If I have opened the letter—I've got it and I've opened it but I've taken no action—just clarify for me: you can proceed with a non-response? You know they've opened it and you will proceed with other means to potentially raise a debt?</p> <p>Mr Storen: Correct, Senator. Do you want me to work through how that happens? It's possibly in the submission.</p> <p>Senator SIEWERT: Yes. I just wanted to clarify that. Could you take it on notice? (page 143)</p>	Services Australia
17	Farm Household Allowance	Kitching	<p>Senator KITCHING: On notice, could the department provide how many Queenslanders' payments under the farm household allowance have been cut off and the full dataset for the national figure, and a further state and territory breakdown for the financial years of 2014-15, 2015-16, 2016-17, 2017-18 and 2018-19.</p> <p>Ms Leon: Senator, could I clarify: did you mean they were cut off because they reached the expiry period or they were cut off because they became no longer eligible?</p> <p>Senator KITCHING: Both of those instances. Can the department explain how and when it communicated the discontinuation of the payments? (page 144)</p>	Services Australia
18	Social Security Payments Access – Temporary Visa Holders	Faruqi	Is it correct that the majority of women on temporary visas are not eligible to access social security payments through Centrelink?	Services Australia
19	Temporary Visa Holders	Faruqi	Is the Department increasing its capacity to respond to women on temporary visas experiencing family violence, and if so, how?	Services Australia
20	Cashless Debit Card	Faruqi	Can the Department provide information on how many women who are subject to the cashless debit card trial have experienced family violence and/or were seeking other payments such as crisis payment to escape family violence situations?	Services Australia
21	Family Violence Protocol and Support	Faruqi	<p>What are the protocols related to the identification and disclosure of family violence?</p> <p>a. For example, when a client discloses that they are experiencing family violence, what steps or protocol are initiated to respond to the client's needs and ensure their safety?</p> <p>b. What are the "red flags" that may signal family violence that Centrelink workers will follow up on when speaking to clients?</p>	Services Australia

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23	Staff Training – Family violence and Cultural training	Faruqi	Are staff at the Department of Human Services trained on the nature and dynamics of sexual, domestic and family violence, the barriers to support for people on temporary visas experiencing violence, and how to respond in a culturally safe and trauma-informed way?	Services Australia
24	Translating Services	Faruqi	How is the Australian Government ensuring immediate and ongoing free access to quality interpreting and translating services for people experiencing sexual, domestic and family violence in order to access social and health services?	Services Australia
25	Cultural Policies	Faruqi	What structures, processes or mechanisms are in place to enable Aboriginal and Torres Strait Islander Peoples to lead change to end violence against Aboriginal and Torres Strait Islander women and children in Australia?	Services Australia
26	Healthcare Access – Temporary Visa Holders	Faruqi	How is the Australian Government ensuring that people on temporary visas experiencing violence, including children, can access healthcare including counselling and case management?	Services Australia
27	Specialised and Cultural Support	Faruqi	What is the Australian Government doing to ensure Aboriginal and Torres Strait Islander and culturally linguistically diverse women, women with disability and lesbian, gay, bisexual, trans, intersex and queer people who are experiencing violence can access specialist and culturally safe support?	Services Australia
29	Child Support Deaths	Roberts	Is there a record of cause of deaths of payers of child support?	Services Australia
30	Child Support Arrangements	Roberts	What is the number of children who receive child support payments who spend no nights with the paying parent?	Services Australia
31	Child Support Appeals	Roberts	How many child support change of assessment applications are appealed to the AAT each year? Can you please provide details over the last 5 years?	Services Australia
32	Child Support Payments	Roberts	How many homes have been seized by Child Support and sold for non-payment of child support each year?	Services Australia
33	Child Support Payments	Roberts	a) Does Child Support access and empty payer parent bank accounts leaving payer parents with no money? b) How many accounts does it empty each year?	Services Australia
34	Child Support Timeframes	Roberts	What is the average timeframe from date of lodgement of an application for a change of assessment, until receiving the decision?	Services Australia
35	Child Support Payments	Roberts	How often are child support payments made based on capacity to earn, rather than actual income?	Services Australia
36	Child Care Subsidy Debt notices	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> How many child care subsidy debt notices have been sent to families since 1 July 2019 (both the numerical figure and percentage of families reconciled)?	Services Australia

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37	Child Care Subsidy Debt Comparison	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> What was the percentage of families owing debt under the previous child care system?	Services Australia
38	Child Care Subsidy Debt Total	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> What is the total dollar amount of child care subsidy debt owed to the Government (including those debts already paid)?	Services Australia
39	Child Care Subsidy Debt Breakdown	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> Can the Department please provide a breakdown child care subsidy debt notices by: a) State and Territory; b) CCS income bands; c) Amount of debt owed (in appropriate dollar ranges)?	Services Australia
40	Child Care Subsidy Debt	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> Can the Department please confirm the largest child care debt owed by a family?	Services Australia
41	Child Care Subsidy - Overturned Debts	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> Overturned debts: a) How many child care subsidy debts have been overturned once a family has appealed or questioned their debt notice with Centrelink? b) Please provide a breakdown of the reasons for the debts being overturned.	Services Australia
42	Child Care Subsidy Debt reconciliation	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> During Senate Estimates, the Department of Education said 574,000 families have undergone their child care subsidy reconciliation. Can the Department please: a) Confirm how many families remain to be reconciled?; and b) How long the reconciliation process is expected to take?	Services Australia
43	Child Care Subsidy Debt Reasons	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> Can the Department please provide a breakdown of the reasons behind the debts notices, including:- a) Incorrect estimation of income;	Services Australia

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			b) Incorrect reporting of activity; c) Other.	
44	Call Wait Times - Child Care Subsidy	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> Many families are spending hours on hold waiting to speak to Centrelink to discuss their debt notice. a) What is the average wait time for families who call Centrelink? b) How many, if any, extra staff have been put on to handle child care subsidy debt enquiries?	Services Australia
45	Child Care Subsidy – Staff Training	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> When people manage to get through to Centrelink on the phone, families say Centrelink staff often don't know any of the details as to how the debt was calculated. a) Are there any Centrelink staff who are specifically tasked with handling child care subsidy enquiries? If so, how many? b) Have Centrelink staff been issued with instructions and details on each debt notice?	Services Australia
46	Child Care Subsidy	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> Centrelink has withheld 5 per cent of every family's child care subsidy throughout the year. a) How can a family find out how much their 5 per cent withholding amounted to? b) For families accused of having a debt, how can a family find out whether their 5 per cent withholding has already been taken off their debt?	Services Australia
47	Child Care Subsidy – Incorrect Notices	McCarthy	<i>Please note – all questions refer to the reconciliation of 2018-19 financial year only.</i> We are receiving reports that many families are incurring debts because the Centrelink system is wiping their details, particularly their reported activity hours. Can the Department please confirm:- a) If they are aware of this issue? b) If so, what is being done to fix the glitch? c) How many families they are aware have been impacted by this system glitch?	Services Australia
48	Additional Child Care Subsidy - Timeframes	McCarthy	How many Additional Child Care Subsidy applications have taken longer than 28 days to resolve?	Services Australia
49	Additional Child Care Subsidy - Processes	McCarthy	What processes are in place to ensure such claims are dealt with quickly?	Services Australia

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50	Additional Child Care Subsidy - Claims	McCarthy	How many Additional Child Care Subsidy claims in the last year have had a deemed refusal because the 28 day period had expired?	Services Australia
51	Department Administration	McCarthy	On what basis does Department of Human Services (DHS) administer the work of Centrelink and Medicare?	Services Australia
53	Departmental Rebrand	McCarthy	Regarding the project to rebrand DHS into Services Australia, can the department provide all contract notices relating to the project and details including: a. Total cost to the budget at 31 October 2019. b. A recruitment profile of staff at Services Australia, DHS and any other related agencies. c. Any outcomes or work projects have been set for completion, noting any projects specifically relating to Centrelink and their relevant completion dates.	Services Australia
54	Services Australia - Briefings	McCarthy	Can the department provide an update on the frequency the Minister is briefed on Services Australia projects?	Services Australia
55	Services Australia - Marketing	McCarthy	What is the total cost of marketing and social media for Services Australia? i. Provide details of any contract notices.	Services Australia
56	Services Australia - Branding	McCarthy	What is the total amount that that been spent on logos and branding work for Services Australia? i. Can the Department table any logos or other branding materials, and ii. Provide details of any contract notices.	Services Australia
57	Services Australia – External Consultants	McCarthy	Can the Department indicate if there are any external consultants advising on Services Australia? i. Provide details of any contract notices.	Services Australia
58	Services Australia - Plans	McCarthy	Can the Department provide details of any plans to reduce expenditure on professional services in the new agency, including but not limited to provisions for: i. Social Workers, ii. Clinical Psychologists, and iii. Financial Information Services Officers?	Services Australia
59	Services Australia - Structure	McCarthy	Can the Department provide details of the proposed agency structure, including any other government bodies that will be absorbed, such as Medicare or the National Disability Insurance Agency?	Services Australia
60	Services Australia - Taskforce	McCarthy	Regarding former CEO Martin Hoffman who led the recent strategic planning taskforce to set up Services Australia from April 2019 until his commencement as CEO of NDIA: i. Is the work of the strategic planning taskforce complete? ii. If not, who is the new head of the strategic planning taskforce? iii. If the taskforce has been disbanded, who is the responsible head of the transition to Services Australia?	Services Australia
61	Income Compliance	McCarthy	Reports in The Guardian that cabinet documents prepared for Minister Robert reveal the Morrison	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	– Vulnerable Cohorts		<p>Government is actively considering plans to expand its robodebt scheme to groups including “older Australians, people living in remote areas and those considered vulnerable.”</p> <ol style="list-style-type: none"> a. How many times has the Minister been briefed on this proposal? <ol style="list-style-type: none"> i. In total ii. Since 23 August? b. Has the plan been approved or denied, or have there been suggested changes incorporated? c. Can any documents relating to this plan be tabled? d. This expanded Robodebt program was reportedly developed with the aim of saving an additional \$2.1 billion that the scheme is behind on recouping, and the government is depending on to deliver their budget surplus. <ol style="list-style-type: none"> i. Is there an update on total Budget savings the department this proposal will deliver? e. Are there have any plans to conduct a trial or pilot of income reviews for people aged 65 to 74 as outlined in the document prepared for Minister Robert? f. How many pensioners would be affected? 	
62	Vulnerability Indicators	McCarthy	<p>Regarding categorisation of Centrelink customers as ‘vulnerable’ or sensitive:</p> <ol style="list-style-type: none"> a. Can the Department confirm if ‘vulnerability’ is linked to mutual obligation requirements – rather than recording inherent vulnerabilities as a separate issue? b. What steps are being taken to ensure that all customers who are experiencing permanent or temporary vulnerability are appropriately flagged in the systems with prominent flags visible to all customer-facing staff and contractors? c. What steps have been taken to develop a policy and training document regarding the detection and management of vulnerabilities with respect to a customer’s capacity to engage with the Department so as to ensure proper referrals to Centrelink Social Workers for support – including in relation RoboDebt compliance and debt recovery matters? 	Services Australia
63	Compliance – Debt Collectors	McCarthy	<p>Has the department briefed the Minister on the AUSTRALIAN COMPETITION AND CONSUMER COMMISSION v. PANTHERA FINANCE PTY LTD ACN 147 634 482?</p> <ol style="list-style-type: none"> a. On how many occasions have briefings occurred? b. Can details be provided of any briefings? 	Services Australia
64	Compliance – Debt Collectors	McCarthy	<p>Did the Department’s ‘competitive tender process’ to secure Contract notice CN3614676 consider the conduct of the company and if any conduct would be subject to an ACCC investigation?</p>	Services Australia
65	Compliance – Debt Collectors	McCarthy	<p>Did the Department’s tender criteria refer to best practice debt collection or any similar principles?</p>	Services Australia
66	Compliance – Debt Collection Policy	McCarthy	<p>Does the department have a policy that refers to best practice debt collection, and could this be provided?</p>	Services Australia
67	Compliance – Debt	McCarthy	<p>Can the department say that this company has definitely not engaged in the conduct parent company</p>	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Collectors		<p>Panthera is being sued for, being:</p> <p>‘undue harassment and coercion, unconscionable conduct, and a false and misleading representation by the Respondent (Panthera), a debt collection agency, in its pursuit of payments from certain consumers.’</p> <p>a. Is the Department taking responsibility for any action taken by AGL that falls within the above conduct?</p>	
68	Compliance – Debt Collectors	McCarthy	What advice has been received in relation to internal compliance and debt recovery issues potentially conflicting with the Department’s obligations under the ACCC Debt collection guideline for collectors & creditors?	Services Australia
69	Compliance – Communication	McCarthy	Can the Department provide the specific date that communications to online compliance recipients changed that an Account Payable notice was only a ‘provisional’ debt?	Services Australia
70	Compliance – Record Keeping	McCarthy	How many debts relating to payment periods older than 7 years are currently being pursued by the department?	Services Australia
71	Compliance – Record Keeping	McCarthy	What is the value of these debts?	Services Australia
72	Annual Report – Processing Claims	McCarthy	<p>The breakdown of payment types in notes and definitions on p. 190-192 Annual report includes ‘standards’ or targets ranging up to 49 days. This year records a 14.1% decrease on meeting standards. Can the department provide a representation of this data in the number of days a claim took to process, for each payment type:</p> <ol style="list-style-type: none"> i. For 2016-17 ii. For 2017-18 iii. For 2018-19? 	Services Australia
73	Annual Report – Internal Review	McCarthy	<p>Noting the annual report provides that an ‘internal review’ includes a ‘reassessment’, a subject matter quality check and an ARO review, and that the ability to meet processing time targets has decreased by 12.5%:</p> <ol style="list-style-type: none"> a. Can the Department explain why internal review processing times have gone up? b. Can the increased wait times internal review increasing number of online compliance program debts, and a corresponding increase in requests for internal reviews? c. Is it due to increasing applications to the AAT? [ARO review is needed before AAT can consider a decision] 	Services Australia
74	Community Awareness regarding Online Compliance	McCarthy	Does the Department agree that growing community awareness and sentiment against online compliance is another cause of this spike?	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
75	Online Compliance – applications for review	McCarthy	Can the department provide a breakdown of the number of applications for review: <ul style="list-style-type: none"> a. For a reassessment b. For a subject matter expert c. For an ARO 	Services Australia
76	Online Compliance – applications for review	McCarthy	Can the answer to (3) [HS 75] (a)-(c)above be provided for the financial years: <ul style="list-style-type: none"> a. 2014-15 b. 2015-16 c. 2016-17 d. 2017-18 e. 2018-19? 	Services Australia
77	Online Compliance – applications for review	McCarthy	Can a breakdown of the number of outcomes in the answer to (4) [HS 76] (a)-(e) be provided in relation to: <ul style="list-style-type: none"> a. Decisions that were waived b. Decisions that were altered c. Decisions that were unchanged? 	Services Australia
78	Annual Report – Formal internal reviews	McCarthy	Regarding the table on page 299 of the annual report: <ul style="list-style-type: none"> a. Why are reviews finalised by a subject-matter expert no longer considered to be formal internal reviews? b. Why is a 'check' by a subject matter expert included in the notes and definitions of a formal review on page 193? 	Services Australia
79	Online Compliance Program – Amount of Debt notices Issued	McCarthy	Can the Department provide updated data for the Online Compliance Program including: <ul style="list-style-type: none"> a. How many debt notices have been issued and for what total amount? 	Services Australia
80	CUPI request for Information letters	McCarthy	How many CUPI request for information letters have been : <ul style="list-style-type: none"> a. Sent b. Received per registered post and online read receipt? 	Services Australia
81	Debt Notices -payed back in full	McCarthy	How many debt notices have been paid back in full and what is the total value of these notices?	Services Australia
82	Debt Notices - subject to a re-payment plan	McCarthy	How many debt notices have been the subject of a re-payment plan and <ul style="list-style-type: none"> a. How much has been collected? b. How much is yet to be collected? 	Services Australia
83	Debt Notices – Issued no reply	McCarthy	How many debt notices have been issued and not responded to by customers and what is the total value of those notices?	Services Australia
84	Debt Notices –	McCarthy	How many debt notices are currently being pursued by third-party debt collectors on behalf of	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	pursued by third-party debt collectors		Centrelink?	
85	Debt Notices – recouped by third-party debt collectors	McCarthy	How many debt notices have been fully recouped by third-party debt collectors on behalf of Centrelink?	Services Australia
86	Debt Notices – issued under old programme	McCarthy	How many debt notices issued under the programme had debt amounts amended at least once as a result of any review conducted by a Centrelink officer or contractor (being any of an internal review, ARO review or any other form review directed or commissioned by Centrelink, however described)?	Services Australia
87	CUPI – Further Breakdowns	McCarthy	Can the answer to (2) [HS 80] be provided as: <ul style="list-style-type: none"> a. A quarterly breakdown from Jan – April 2016 to date, quarter by quarter, on the number of reviews conducted by Centrelink; b. Debt amounts that were amended resulting from those reviews; c. How many amendments resulted in an increase of the debt alleged? d. How many amendments resulted in a decrease of the debt alleged by: <ul style="list-style-type: none"> i. More than \$10,000 ii. Between \$5,000 and \$10,000 iii. Between \$2,500 and \$5,000 iv. Between \$1,000 and \$2,500 v. Between \$100 and \$1,000 vi. Between \$50 and \$100 vii. Between \$0 and \$50 e. How many alleged debts remained of the same value (within \$1.00 of the initial alleged debt amount)? f. What is the net overall value of all amendments? Did total amendments lead to a net refund to customers/ or a larger overall debt amount with respect to the notices, and by how much, in both dollar terms and percentage terms? g. What is the breakdown between amendments that have been customer initiated, compared to changes that have been made on the initiation of Centrelink? 	Services Australia
88	Debt Notices – Changed or amended more than once	McCarthy	What percentage of the debt notices issued under the Scheme were amended/ changed more than once as a result of a Centrelink review?	Services Australia
89	Tax Return Garnishee	McCarthy	How many people have had their tax return garnisheed? What has been total amount of money delivered to the Commonwealth as a result of tax garnishees?	Services Australia
90	AAT Records	McCarthy	In the last hearing, Services Australia provided that Centrelink had used their powers to directly obtain employment records 1,000 times to verify alleged debt against customers. <ul style="list-style-type: none"> a. What is the total number of times the AAT have directly obtained employment records to verify an alleged debt? 	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency																																												
			b. What percentage of debts raised under the Scheme in total have Centrelink used their powers to obtain employment records?																																													
91	myGov July Outages	McCarthy	Can the Department provide the Major Incident Review reports for the MyGov outages on 12, 13 and 20 July 2019, including tabling the reports, for the Service Manager Incident numbers: a. IM407052 (12 July) b. IM408479 (13 July) c. IM417963 (20 July)	Services Australia																																												
92	myGov July Outages - Causes	McCarthy	What was the underlying cause of each outage for these incident reports?	Services Australia																																												
93	myGov July Outages	McCarthy	What Impact/Urgency/Priority were these outages? a. Were they "major incidents"? b. What are the criteria for assigning Priority 1 or 2 to an Incident? c. What are the criteria for classifying an incident as a "Major Incident"? d. What is the difference between a Priority 1 incident, compared to a P2/Major?	Services Australia																																												
94	myGov Outages - Other	McCarthy	Is the department familiar with the website 'Down Detector? This site additionally reported outages of varying duration and impact for the following dates: June 03, June 28, July 04, July 16, and September 23. Can the Agency provide Incident Reviews or Outage Reports for those additional events?	Services Australia																																												
95	myGov Outages - Recommendations	McCarthy	What recommendations from any incident reports have been implemented or are in the process of being implemented? What fixes have been added to prevent this from occurring again? Have the changes/fixes been tested and rehearsed to prove that they have been effective, especially in providing High Availability services for myGov?	Services Australia																																												
96	AAT Reviews	McCarthy	Can the department provide an update to the below table: <table border="1" data-bbox="638 1098 1848 1447"> <thead> <tr> <th rowspan="2">Jurisdiction AAT first review</th> <th colspan="4">Financial Year of Application</th> </tr> <tr> <th>2016-17</th> <th>2017-18</th> <th>2018-19</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Appeal Decision Outcome</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Affirmed</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dismissed</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Set Aside</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Set Aside and Remitted</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Varied</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Withdrawn</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Jurisdiction AAT first review	Financial Year of Application				2016-17	2017-18	2018-19	Total	Appeal Decision Outcome					Affirmed					Dismissed					Set Aside					Set Aside and Remitted					Varied					Withdrawn					Services Australia
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97	Privacy Incidents	McCarthy	<p>With respect to the misprint noted on page 309 of Services Australia's 2018-19 annual report, can the department provide a breakdown of the incidents included in this 998 figure?</p> <ol style="list-style-type: none"> Were there any personal documents released incorrectly? Is this due to a potential number of duplicate CRNs? What was the cause of the 998 incidents? What were the privacy implications for individuals affected? 	Services Australia																																													
98	Privacy Incidents – Compliance Activities	McCarthy	<p>What number and proportion of the 998 customers affected involved compliance and debt recovery processes?</p> <ol style="list-style-type: none"> How many individual complaints have been received advising of debts raised with an identity mismatching error component in relation to the ATO PAYG match data? <ol style="list-style-type: none"> What were the initial alleged debt values in each of these cases? How many of these identity mismatches arose due to: <ol style="list-style-type: none"> Strangers with similar names? Relatives living at the same or different address? Incorrect addresses? Unknown employers? 	Services Australia																																													
99	Child Care Subsidy – Debt Notices	McCarthy	Can the Department confirm how many child care subsidy debt notices have been sent to families since 1 July 2019?	Services Australia																																													
100	Child Care Subsidy – Debt Notices	McCarthy	Can the Department confirm how many of these debt notices have been issued based on incorrect income levels, and how many are due to incorrect activity levels?	Services Australia																																													
101	Child Care Subsidy – Debt Notices	McCarthy	A lot of families have been sent debt notices by Centrelink which simply state the family is in arrears and they owe the government money. Why don't these letters contain more detail so families can work out how they incurred a debt and test the claim with Centrelink?	Services Australia																																													

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
102	Call Wait Times	McCarthy	There are reports from families they are spending hours on hold waiting to speak to Centrelink to discuss their debt notice. What is the average wait time for families who call Centrelink?	Services Australia
103	Child Care Subsidy Debts - Staff	McCarthy	When people manage to get through to Centrelink and speak to someone, Centrelink staff don't know any of the details as to how the debt was calculated. Have Centrelink staff been provided with instructions and details on each debt notice? Why can't Centrelink staff answer what should be basic questions?	Services Australia
104	Child Care Subsidy – Debt Notices	McCarthy	Is the Department aware that some families seem to be incurring debts because the Centrelink system is wiping their details and history in the system when they make updates?	Services Australia
105	Child Care Subsidy – Tax Returns	McCarthy	Does the Department have data on the average time it has taken for the ATO to balance people's tax returns with their child care subsidy outcome? A lot of families are saying they lodged their tax return in July and still haven't received an outcome. These returns are important to families.	Services Australia
106	Child Care Subsidy – Appeals	McCarthy	Does the Department have any preliminary data on how many debt notices have been overturned once the family has appealed or questioned their debt notice with Centrelink? If not, why not? Shouldn't this be something the Department is monitoring?	Services Australia
107	Child Care Subsidy- Tax Garnishees	McCarthy	How many tax returns have been garnisheed by child care subsidy debts for financial year: a. 2014-15 b. 2015-16 c. 2016-17 d. 2017-18 e. 2018-19?	Services Australia
123	Child Care Subsidy Claims	McCarthy	Please provide Child Care Subsidy recipients by activity test result and exemption category, broken down by single and couple parent families, by quarter since CCS introduced a. Please provide the information by state/territory if possible	Services Australia
124	Australian Government Guidelines on the recognition of sex and gender	Rice	Please provide an update to QoN SQ18-000072 . In particular, is the Department compliant with the Australian Government Guidelines on the Recognition of Sex and Gender? Are any portfolio agencies besides Australian Hearing compliant?	Services Australia
125	External consultants	Gallagher	In relation to the use of all external consultants in the Department or agencies within the portfolio, can the following be provided. a. For each of the last six financial years from 2013-14 to 2018-19, the total amount spent on	Services Australia and Digital Transformation

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			<p>external consultants, including:</p> <ul style="list-style-type: none"> i. contracts tagged as a “consultancy”. ii. contracts not defined as a “consultancy”, but tagged as “business intelligence consulting services”, “information technology consultation services”, “management advisory services”, “management support services”, “organisational structure consultation”, “risk management consultation services” or “strategic planning consultation services” <ul style="list-style-type: none"> b. The total amount of full time equivalent hours (FTE’s) provided by external consultants in 2018-19. c. The total amount of variances granted to external consultant contracts (including those specified in 1(a)(i) above) in 2018-19. d. A breakdown by consultant, specifications and project completion for 2018-19. 	Agency
126	Information Technology Consultant Spend	Gallagher	<p>In relation to expenditure on information technology in the Department or agencies within the portfolio, can the following be provided.</p> <ul style="list-style-type: none"> a. For each of the last six financial years from 2013-14 to 2018-19, the total amount spent on information technology consultation services b. The total amount of full time equivalent hours (FTE’s) provided by information technology consultation services in 2018-19. c. The total amount contracted to information technology consultation services in 2018-19. d. The total amount of variances granted to information technology consultation services contracts in 2018-19. e. A breakdown by consultant, specifications and project completion for 2018-19. 	Services Australia and Digital Transformation Agency
127	External Contractors	Gallagher	<p>In relation to the use of all external contractors in the Department or agencies within the portfolio, can the following be provided:</p> <ul style="list-style-type: none"> a. The total amount spent on all contracts for Management and Business Professionals and Administrative Services for each of the last six financial years from 2013-14 to 2018-19. b. The total amount spent on all contracts tagged as “Temporary Personnel Services” for each of the last six financial years from 2013-14 to 2018-19. c. The total number of external contractors employed in 2018-19. d. The aggregate total remuneration payable for all external contractors employed in 2018-19. e. The total number of FTE hours provided by external contractors in 2018-19. 	Services Australia and Digital Transformation Agency
128	Information Technology Contractors	Gallagher	<p>In relation to the use of external information technology contractors in the Department or agencies within the portfolio, can the following be provided:</p> <ul style="list-style-type: none"> a. The total amount spent on external contractors for each of the last six financial years from 2013-14 to 2018-19. 	Services Australia and Digital Transformation

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			<ul style="list-style-type: none"> b. The total number of external contractors employed in 2018-19. c. The aggregate total remuneration payable for all external contractors employed in 2018-19. d. The total number of FTE hours provided by external contractors in 2018-19. 	Agency
129	Grants	Gallagher	<p>Please provide, for all administered and discretionary grant programs administered by each department and agency within the portfolio:</p> <ul style="list-style-type: none"> a. Name of the administered or discretionary grant program. b. The recipient of the grant. c. The ABN or ACN of the grant recipient. d. The charitable status of the grant recipient. e. Who authorised the grant payment. f. For each year of the budget and forward estimates: <ul style="list-style-type: none"> i. What is the total funding budgeted for the program; ii. How much funding has been contracted and allocated; iii. How much funding has been contracted but not allocated; iv. How much funding has been committed but not contracted; v. How much funding is uncommitted, uncontracted and unallocated. 	Services Australia and Digital Transformation Agency
130	Cost of APS staff	Gallagher	The total cost of all staff employed under the Public Service Act for each of the last six financial years from 2013/14 to 2018/19.	Services Australia and Digital Transformation Agency
131	OCI	Siewert	Provide an update to HS27 (SQ19-000040), including percentages and totals.	Services Australia
132	OCI – 10% Debt Recovery Fee	Siewert	<ul style="list-style-type: none"> a) Since the start of the program, how many 10% debt recovery fees have been applied, for each year and to date? b) How many recovery fees have been appealed (at each level)? c) Provide details of the outcomes of any appeals. d) Provide details the total amount of money collected from these recovery fees for each financial year/part-year that the OCI has been in place? 	Services Australia
133	OCI	Siewert	Update SQ19-000032.	Services Australia
134	OCI	Siewert	Update SQ19-000027.	Services Australia
135	OCI – Age Groups	Siewert	Update HS 24 (SQ19-000037), including a breakdown by gender and percentages.	Services Australia
136	OCI – Debt Repayments without review	Siewert	Update HS 26 (SQ19-000039).	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
137	Private debt collection agencies	Siewert	Provide the names of the debt collections agencies with current contracts with the Department of Human Services/Services Australia. Provide details of: a) each agencies market share; b) the total amounts collected in 2017-18 and 2018-19; c) the amounts collected by each agency in 2017-18 and 2018-19; d) the amount of commissions received by each agency in 2017-18 and 2018-19; e) the number of debts collected by each agency in 2017-18 and 2018-19; f) the amount collected involving an Online Compliance Initiative debt, the number of debts involved and the amount of commissions obtained; and g) the number of complaints related to the operations of private debt collection agencies in 2017-18 and 2018-19.	Services Australia
138	OCI and s192	Siewert	The Department of Human Services has advised of 1,000 instances where it obtained employer records. Please advise if this includes instances where the AAT ordered them to do so by remitting it? How many times did a frontline compliance officer actually issue a s192 versus an Authorised Review Officer?	Services Australia
139	Crisis payment	Siewert	For 2018-19 (broken down by number and percentage): a. How many claims were made? b. How many claims were rejected? c. How many claims were successful?	Services Australia
140	Crisis payment	Siewert	Provide a breakdown by CP recipients (incl. percentages) for 2018-19 by: a. Payment type b. Age c. Gender d. Indigenous/non-Indigenous status e. State and Territory f. Crisis Payment recipient by reason for grant g. Total amount paid to Crisis Payment recipients	Services Australia
142	Mutual Obligation Requirements - Exemptions	Siewert	Update HS 56 (SQ19-000044) and provide a breakdown by Indigenous/non-Indigenous recipients.	Services Australia
146	Social Security Prosecutions	Siewert	From 1 July 2018 to 30 June 2019 (including percentages and totals): a. How many people have been referred to the Commonwealth Department of Public	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			<p>Prosecutions (CDPP)?</p> <p>b. How many people (and what percentage of people on income support payments) have been prosecuted for social security fraud by the CDPP?</p> <p>c. Provide a breakdown of (b) by:</p> <ol style="list-style-type: none"> i. payment type ii. age iii. gender iv. Indigenous/non-Indigenous status, and v. state and territory. 	
152	AAT Appeals	Siewert	Update HS 88 (SQ19-000096) for 2018-19.	Services Australia
153	DSP - Claims	Siewert	<p>In the period 1 July 2018 to 20 June 2019:</p> <ul style="list-style-type: none"> • How many DSP claims have been made? <p>Please provide the above information in numbers, percentages and total where applicable</p>	Services Australia
154	DSP - Claims	Siewert	<p>In the period 1 July 2018 to 20 June 2019:</p> <ul style="list-style-type: none"> • How many and what percentage of claims have been successful? <p>Please provide the above information in numbers, percentages and total where applicable</p>	Services Australia
155	DSP – Claim Rejections	Siewert	<p>In the period 1 July 2018 to 20 June 2019:</p> <ul style="list-style-type: none"> • How many rejections were there? <p>Please provide the above information in numbers, percentages and total where applicable</p>	Services Australia
156	DSP – Claimants	Siewert	<p>In the period 1 July 2018 to 20 June 2019:</p> <ul style="list-style-type: none"> • Provide a breakdown by the number and percentage of Indigenous/non-Indigenous claimants? <p>Please provide the above information in numbers, percentages and total where applicable</p>	Services Australia
157	DSP - Appeals	Siewert	<p>In the period 1 July 2018 to 20 June 2019:</p> <ul style="list-style-type: none"> • How many reviews were sought, at each level, and outcome of appeal by Indigenous and non-Indigenous recipients. <p>Please provide the above information in numbers, percentages and total where applicable</p>	Services Australia
158	DSP – Appeal Cost	Siewert	<p>In the period 1 July 2018 to 20 June 2019:</p> <ul style="list-style-type: none"> • What is the average cost of a DSP appeal, at each level of appeal? <p>Please provide the above information in numbers, percentages and total where applicable</p>	Services Australia
159	DSP – Claim waiting time	Siewert	In the period 1 July 2018 to 20 June 2019:	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			<ul style="list-style-type: none"> What is the average time taken for a claim to be successful? <p>Please provide the above information in numbers, percentages and total where applicable</p>	
160	DSP – Claim waiting time	Siewert	<p>In the period 1 July 2018 to 20 June 2019:</p> <ul style="list-style-type: none"> Provide a breakdown of the time (for example number of weeks/months) taken to process DSP claims from 1 July 2018 to 30 June 2019. <p>Please provide the above information in numbers, percentages and total where applicable</p>	Services Australia
161	DSP – Claim waiting times	Siewert	<p>In the period 1 July 2018 to 20 June 2019:</p> <ul style="list-style-type: none"> Please provide details of the number of weeks/months taken to finalise DSP claims in 2018-19. e.g. how many less than 4 weeks; 2 months; 4 months; 6 months; 9 months; over 12 months. <p>Please provide the above information in numbers, percentages and total where applicable</p>	Services Australia
162	Fraud Tip off Line	Siewert	Provide details of call wait times, abandoned calls, successful calls, average wait times, busy signals, for the Department's "fraud" or "tip-off" line.	Services Australia
163	Fraud Tip off Line	Siewert	How many calls were received over the past three years?	Services Australia
164	Fraud Tip off Line – Staff	Siewert	How many staff answer calls on this line?	Services Australia
165	Fraud Tip off Line – Cost	Siewert	What is the annual cost of this program over the past three years?	Services Australia
166	Fraud Tip off Line	Siewert	How many tip-offs were subsequently found to be groundless or without any foundation?	Services Australia
167	Fraud Tip off Line	Siewert	What was the cost of investigating calls that had no merit?	Services Australia
168	Fraud Tip off Line - Prosecutions	Siewert	How many tip-off calls resulted in a successful prosecution by the Commonwealth Department of Public Prosecutions in 2018-19?	Services Australia
169	Fraud Tip off Line - Calls	Siewert	How many and what percentage of calls were found to be "vexatious" in nature?	Services Australia
170	Debt Notices	Siewert	Have there been any other errors or unpaused debt incidents? If so, when did they occur and how were they managed?	Services Australia
171	Debt Notices	Siewert	Have there been any incidents of data loss by Services Australia/DHS? If so, please outline the number of incidents and type of information lost?	Services Australia
172	Debt Notices	Siewert	In regards to the 10,000 debts that were unpaused in error, were they sent through registered post and mygov under the new processes?	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
173	Debt Notices	Siewert	Has there been an increase in the number of debt notice recipients seeking review from an ARO now compared with when the program started in 2016? If so how many?	Services Australia
174	Debt Notices	Siewert	How many people received more than one debt notice?	Services Australia
175	Debt Notices	Siewert	Please provide a geographical breakdown of Centrelink debts along the following lines: <ul style="list-style-type: none"> a. The number of online compliance debts raised by the department, broken down by suburb/LGA? b. The number of online compliance reviews conducted by the department, broken down by suburb/LGA? c. The dollar value of debts raised by the department, broken down by suburb/LGA? d. The dollar value of money paid back for debt raised by the department, broken down by suburb/LGA? 	Services Australia
176	Debt Notices	Siewert	In the 2017 / 2018, 2018 / 2019 and 2019/20 financial years, how many garnishee notices were issued to the ATO by the Department for Centrelink debts: <ul style="list-style-type: none"> o in total? o to recover debts raised through income compliance reviews? 	Services Australia
177	Debt Notices	Siewert	Of the debt notices sent as a result of income compliance review: <ul style="list-style-type: none"> o How many have included calculations used by applying and averaging ATO match data? o How many fully recovered debts were calculated by applying and averaging ATO match data? o How many that are currently the subject of recovery action were calculated by applying and averaging ATO match data? o How many that are currently being repaid via automatic withholdings from a customer's social security payments were calculated by applying and averaging ATO match data? 	Services Australia
178	Debt Notices	Siewert	How many underlying overpayments calculated through income compliance review have not changed since the debt notice was issued?	Services Australia
179	Debt Notices	Siewert	How many income compliance review initiation letters (under any of OCI, EIC or CUIPI) have been returned to sender and no forwarding address provided?	Services Australia
180	Debt Notices	Siewert	How many income compliance review initiation letters (under any of OCI, EIC or CUIPI) sent through MyGov were not read/receipted within 14 days ?	Services Australia
181	Debt Notices	Siewert	What happens in EIC and CUIPI systems when an initiation letter is returned to sender or not read in myGov and no contact can be made or current address can be identified by Centrelink?	Services Australia
183	Debt Notices	Siewert	Please provide a breakdown of Centrelink debt cases that are deliberate cases of fraud, cases that result from a mistake by the income support recipient and cases that are a result of Centrelink error.	Services Australia
184	Debt Notices	Siewert	As at June 2019, how many alleged debts issued by the OCI/EIC/CUIPI have been calculated without the person affected completing the online review process or engaging with the online review process or anyone at Centrelink? And, <ul style="list-style-type: none"> • What is the average amount of the debts calculated this way? 	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			<ul style="list-style-type: none"> • How many have people request a review for these debts? • Of these, how many reviews have resulted in a reduced debt? • Of these, how many reviews have resulted in no debt? 	
185	Executive Management Positions	Kitching	<p>In relation to executive management for the Department and its agencies, can the following be provided for FY 2018-19 and 2019-20 to date:</p> <ol style="list-style-type: none"> The total number of executive management positions The aggregate total remuneration payable for all executive management positions. The change in the number of executive manager positions. The change in aggregate total remuneration payable for all executive management positions. 	Services Australia and Digital Transformation Agency
186	Ministerial Functions	Kitching	<p>In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio since 1 July 2018, can the following be provided:</p> <ol style="list-style-type: none"> List of functions. List of all attendees. Function venue. Itemised list of costs (GST inclusive). Details of any food served. Details of any wines or champagnes served including brand and vintage. Any available photographs of the function. Details of any entertainment provided. 	Services Australia
187	Departmental Functions	Kitching	<p>In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio since 1 July 2018, can the following be provided:</p> <ol style="list-style-type: none"> List of functions. List of all attendees. Function venue. Itemised list of costs (GST inclusive). Details of any food served. Details of any wines or champagnes served including brand and vintage. Any available photographs of the function. Details of any entertainment provided. 	Services Australia and Digital Transformation Agency
188	Executive Office Upgrades	Kitching	<p>Have any furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries been upgraded since 1 July 2018. If so, can an itemised list of costs please be provided (GST inclusive).</p>	Services Australia and Digital Transformation Agency
189	Facility Upgrades	Kitching	<p>Were there any upgrades to facility premises at any of the Departments or agencies since 1 July 2018. 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>	Services Australia and Digital Transformation

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
				Agency
190	Facility Upgrades - Cost	Kitching	If so, can a detailed description of the relevant facilities upgrades be provided together with an itemised list of costs (GST inclusive).	Services Australia and Digital Transformation Agency
191	Facility Upgrades - photographs	Kitching	If so, can any photographs of the upgraded facilities be provided.	Services Australia and Digital Transformation Agency
192	Staff Travel - Cost	Kitching	What is the total cost of staff travel for departmental/agency employees for FY 2018-19 and FY 2019-20 to date.	Services Australia and Digital Transformation Agency
193	Legal Costs	Kitching	What are the total legal costs for the Department/agency for FY 2018-19 and FY 2019-20 to date.	Services Australia and Digital Transformation Agency
194	Secretarial Travel	Kitching	Can an itemised list of the costs of all domestic and international travel undertaken by the Secretary of the Department since 1 July 2018 be provided including: <ul style="list-style-type: none"> 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. 	Services Australia and Digital Transformation Agency
195	List of FOI Requests	Kitching	Please list the number of Freedom of Information Act requests ('FOI requests') received by the Department for the following years: <ul style="list-style-type: none"> a. 2013-14; b. 2014-15; c. 2015-16; 	Services Australia and Digital Transformation Agency

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			<ul style="list-style-type: none"> d. 2016-17; e. 2018-19; and f. 2019-20 to date. 	
196	FOI Requests – Granted and Refused	Kitching	<p>For each year above, please provide:</p> <ul style="list-style-type: none"> a. The number of FOI requests the Department granted in full; b. The number of FOI requests the Department granted in part; c. The number of FOI requests the Department refused in full; and d. The number of FOI requests the Department refused for practical reasons under the Freedom of Information Act. 	Services Australia and Digital Transformation Agency
197	FOI Requests – Failed to make a decision	Kitching	<p>For each year above, please also provide:</p> <ul style="list-style-type: none"> a. The number of times the Department failed to make any decision on a FOI request within the 30 day statutory period; and b. The number of times a request to the Department resulted in a practical refusal (i.e. no decision was made on the request). 	Services Australia and Digital Transformation Agency
198	FOI Requests – Appealed to OAIC	Kitching	<p>For each year above, please also provide:</p> <ul style="list-style-type: none"> a. The number of times the Department's FOI decisions have been appealed to the OAIC; and b. The number of times has the OAIC overturned – in whole or in part – the Department's decision to refuse access to material. 	Services Australia and Digital Transformation Agency
199	FOI Requests – ASL staff	Kitching	<p>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"> a. 2013-14; b. 2014-15; c. 2015-16; d. 2016-17; e. 2018-19; and f. 2019-20 to date. 	Services Australia and Digital Transformation Agency
200	FOI Requests – Designated Decision Makers	Kitching	<p>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>	Services Australia and Digital Transformation

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
				Agency
201	FOI Requests – Additional Resources	Kitching	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.	Services Australia and Digital Transformation Agency
202	FOI Requests - Designated Decision Makers in the Minister's Office	Kitching	Please provide the number of officers who are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office.	Services Australia and Digital Transformation Agency
203	FOI Requests – Under Consideration	Kitching	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.	Services Australia and Digital Transformation Agency
204	FOI Requests – Minister Consultation	Kitching	Does the department consult or inform the Minister when it receives Freedom of Information requests? If so: <ul style="list-style-type: none"> a. How many times has this occurred in the past twelve months; and b. Please outline the process by which the Department consults the Minister. 	Services Australia and Digital Transformation Agency
205	FOI Requests – External Consultation	Kitching	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 basis on which that consultation occurred (e.g. third party consultation, transfer of request).	Services Australia and Digital Transformation Agency
206	Briefings	Kitching	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: <ul style="list-style-type: none"> 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 	Services Australia and Digital Transformation Agency
207	Leave Periods for the Minister	Kitching	Can the Department provide all leave periods of the portfolio Minister from 24 August 2018 to date.	Services Australia
208	Acting Minister Arrangements	Kitching	Can the Department further provide acting Minister arrangements for each leave period.	Services Australia
209	Departmental Staff Allowances	Kitching	Can a list of Departmental/agency allowances and reimbursements available to employees be provided.	Services Australia and Digital

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
				Transformation Agency
210	Market Research	Kitching	Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies.	Services Australia and Digital Transformation Agency
211	Market Research – Cost breakdown	Kitching	If so, can the Department provide an itemised list of: <ul style="list-style-type: none"> a. Subject matter b. Company c. Costs d. Contract date period 	Services Australia and Digital Transformation Agency
212	Market Research – Shared with the Minister’s Office	Kitching	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.	Services Australia and Digital Transformation Agency
213	Advertising – Total Expenditure to Date	Kitching	What was the Department/agency’s total expenditure on advertising and information campaigns for FY 2018-19 and for the current financial year to date.	Services Australia and Digital Transformation Agency
214	Advertising – Campaign Breakdown	Kitching	What advertising and information campaigns did the Department/agency run in each relevant period. For each campaign, please provide: <ul style="list-style-type: none"> a. When approval was first sought. b. The date of approval, including whether the advertising went through the Independent Campaign Committee process. c. the timeline for each campaign, including any variation to the original proposed timeline. 	Services Australia and Digital Transformation Agency
215	Advertising – Austender Contract Notice Numbers	Kitching	Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided.	Services Australia and Digital Transformation Agency
216	Promotional Merchandise – Total Expenditure	Kitching	What was the Department/agency’s total expenditure on promotional merchandise for FY 2018-19.	Services Australia and Digital Transformation Agency

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
217	Promotional Merchandise – Austender Contract Notice Numbers	Kitching	Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided.	Services Australia and Digital Transformation Agency
218	Promotional Merchandise - Photographs	Kitching	Can photographs or samples of relevant promotional merchandise please be provided.	Services Australia and Digital Transformation Agency
219	Ministerial Overseas Travel	Kitching	<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 since 1 July 2018 please be provided including:</p> <ul style="list-style-type: none"> 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. 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. 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. 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. e) Any available photographs documenting the Minister’s travel should also be provided. 	Services Australia
220	Social Media Influencers – Total Expenditure	Kitching	What was the Department/agency’s total expenditure on social media influencers for FY 2018-19 and 2019-20 to date.	Services Australia and Digital Transformation Agency
221	Social Media Influencers – Campaigns	Kitching	What advertising or information campaigns did the Department/agency use social media influencers to promote.	Services Australia and Digital Transformation Agency
222	Social Media Influencers – Posts	Kitching	Can a copy of all relevant social media influencer posts please be provided.	Services Australia and Digital Transformation Agency
223	Social Media Influencers –	Kitching	Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided.	Services Australia and Digital

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Austender Contract Notice Numbers			Transformation Agency
225	Commissioned Reports and Reviews	Kitching	Since 24 August 2018, how many Reports or Reviews have been commissioned. Please provide details of each report including: <ul style="list-style-type: none"> a. Date commissioned. b. Date report handed to Government. c. Date of public release. d. Terms of Reference. e. Committee members and/or Reviewers. 	Services Australia and Digital Transformation Agency
226	Commissioned Reports and Reviews – Cost	Kitching	How much did each report cost/or is estimated to cost.	Services Australia and Digital Transformation Agency
227	Commissioned Reports and Reviews – Credentials	Kitching	The background and credentials of the Review personnel.	Services Australia and Digital Transformation Agency
228	Commissioned Reports and Reviews – Remuneration	Kitching	The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel	Services Australia and Digital Transformation Agency
229	Commissioned Reports and Reviews – Travel Costs	Kitching	The cost of any travel attached to the conduct of the Review	Services Australia and Digital Transformation Agency
230	Commissioned Reports and Reviews – Staff Involvement	Kitching	How many departmental staff were involved in each report and at what level.	Services Australia and Digital Transformation Agency
231	Commissioned Reports and Reviews – Current State of the Report	Kitching	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.	Services Australia and Digital Transformation Agency
232	Board Appointments	Kitching	Provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members.	Services Australia and Digital Transformation

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
				Agency
233	Board Appointments – Gender Ratio	Kitching	What is the gender ratio on each board and across the portfolio	Services Australia and Digital Transformation Agency
234	Board Appointments Since July 2018	Kitching	Please detail any board appointments made from 1 July 2018 to date	Services Australia and Digital Transformation Agency
235	Board Appointments – Fees	Kitching	What has been the total value of all Board Director fees and disbursements paid	Services Australia and Digital Transformation Agency
236	Board Appointments – Domestic Travel Costs	Kitching	What is the value of all domestic travel by Board Directors.	Services Australia and Digital Transformation Agency
237	Board Appointments – International Travel Costs	Kitching	What is the value of all international travel by Board Directors	Services Australia and Digital Transformation Agency
238	Departmental Briefs Prepared for external Commonwealth Bodies	Kitching	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.	Services Australia and Digital Transformation Agency
239	Departmental Briefs Prepared for external Commonwealth Bodies – Individual briefs	Kitching	For each brief prepared, can the Department advise: <ul style="list-style-type: none"> a. The former member. b. The board or entity. c. Whether the request originated from the Minister's office. d. Whether the appointment was made. 	Services Australia and Digital Transformation Agency
240	Ministerial Stationery Costs	Kitching	How much has been spent on ministerial stationery requirements in FY 2018-19 and FY 2019-20 to date.	Services Australia
241	Media Monitoring	Kitching	What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the each Minister's office for FY 2018-19 and FY 2019-20 to date.	Services Australia and Digital

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			<ul style="list-style-type: none"> a. Which agency or agencies provided these services. b. Can an itemised list of Austender Contract notice numbers for any media monitoring contracts in each period please be provided c. What is the estimated budget to provide these services for the year FY 2019-20. 	Transformation Agency
242	Media Monitoring	Kitching	<p>What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for FY 2018-19 and FY 2019-20 to date.</p> <ul style="list-style-type: none"> a. Which agency or agencies provided these services. b. Can an itemised list of Austender Contract Notice numbers for any media monitoring contracts in each period please be provided c. What is the estimated budget to provide these services for the year FY 2019-20. 	Services Australia and Digital Transformation Agency
243	Public Relations - Staff	Kitching	<p>For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:</p> <p>By Department or agency:</p> <ul style="list-style-type: none"> a. How many ongoing staff, the classification, the type of work they undertake and their location. b. How many non-ongoing staff, their classification, type of work they undertake and their location. c. How many contractors, their classification, type of work they undertake and their location. d. How many are graphic designers. e. How many are media managers. f. How many organise events. 	Services Australia and Digital Transformation Agency
244	Independent Media Studios	Kitching	<p>Do any departments/agencies have independent media studios.</p> <ul style="list-style-type: none"> a. If yes, why. b. When was it established. c. What is the set up cost. d. What is the ongoing cost. e. How many staff work there and what are their classifications. 	Services Australia and Digital Transformation Agency
245	Departmental Staff Seconded to Minister's Office	Kitching	<p>Can the Department provide an update on the total number of departmental staff seconded to ministerial offices, including:</p> <ul style="list-style-type: none"> a. Duration of secondment. 	Services Australia and Digital Transformation Agency

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			b. APS level.	
246	DLOs in Minister's Officer	Kitching	Can the Department provide an update on the total number of DLOs/CLOs for ministerial offices including APS level.	Services Australia and Digital Transformation Agency
247	CDDA Claims	Kitching	How many claims have been received under the Compensation for Detriment caused by Defective Administration scheme (CDDA) by the Department for FY 2018-19?	Services Australia and Digital Transformation Agency
248	CDDA Claim Status	Kitching	a. How many claims were: a. Accepted. b. Rejected. c. Under consideration.	Services Australia and Digital Transformation Agency
249	CDDA Claim Details	Kitching	Of the accepted claims, can the Department provide: a. Details of the claim, subject to relevant privacy considerations b. The date payment was made c. The decision maker.	Services Australia and Digital Transformation Agency
250	Congestion Busting	Kitching	Can the Department/agency advise how it is "congestion busting" in relation to bureaucratic bottlenecks and regulatory bottlenecks.	Services Australia and Digital Transformation Agency
251	Congestion Busting Resources	Kitching	Have any additional resources been allocated within the Department to achieve "congestion busting" within the department.	Services Australia and Digital Transformation Agency
252	Recruitment Costs	Kitching	What amount has been expended by the department/agency on external recruitment or executive search services in FY 2018-19 and FY 2019-20 to date.	Services Australia and Digital Transformation Agency
253	Recruitment Services	Kitching	Which services were utilised. Can an itemised list be provided.	Services Australia and Digital Transformation Agency
254	Full Time Equivalent Staff	Kitching	How many full-time equivalent staff are engaged at 21 October 2019. How does this differ from the	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			figures presented in Budget Paper 4 in the 2019-20 Budget	and Digital Transformation Agency
255	Full Time Equivalent Staff – on-going and non-ongoing	Kitching	How many of these positions are (a) on-going and (b) non-ongoing	Services Australia and Digital Transformation Agency
256	Full Time Equivalent Staff – Redundancies	Kitching	How many redundancies have occurred in FY 2018-19 and FY 2019-20 to date. How many were: a. voluntary b. involuntary.	Services Australia and Digital Transformation Agency
257	Full Time Equivalent Staff – Redundancies due to restructuring	Kitching	How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies.	Services Australia and Digital Transformation Agency
258	Full Time Equivalent Staff – Termination Payments	Kitching	What was the total value in dollar terms of all termination payments paid to exiting staff	Services Australia and Digital Transformation Agency
259	Full Time Equivalent Staff – Overtime	Kitching	How much overtime or equivalent has been paid to staff in FY 2018-19 and FY 2019-20 to date.	Services Australia and Digital Transformation Agency
260	Full Time Equivalent Staff – Section 37 Notices	Kitching	How many section 37 notices under the Public Service Act 1999 have been offered in FY 2018-19 and FY 2019-20 to date.	Services Australia and Digital Transformation Agency
261	Comcare investigations	Kitching	For FY 2018-19 and FY2019-20 to date, 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.	Services Australia and Digital Transformation Agency
262	Comcare Sanctions	Kitching	Can the Department advise the number of sanctions it has received from Comcare in the FY2019-20 to date.	Services Australia and Digital Transformation Agency

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
263	Fair Work Commission	Kitching	For FY 2018-19 and FY2019-20 to date, how many references have been made to the Fair Work Commission within the Department or agency	Services Australia and Digital Transformation Agency
264	Fair Work Ombudsman	Kitching	For FY 2018-19 and FY2019-20 to date, how many references have been made to the Fair Work Ombudsman within the Department or agency	Services Australia and Digital Transformation Agency
265	Office of the Merit Protection Commissioner	Kitching	For FY 2018-19 and FY2019-20 to date, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency.	Services Australia and Digital Transformation Agency
266	Public interest disclosures	Kitching	For FY 2018-19 and FY2019-20 to date, how many public interest disclosures have been received.	Services Australia and Digital Transformation Agency
267	Secretary CV	Kitching	Can a copy of the Secretary's CV be provided.	Services Australia
268	Secretary Appointment	Kitching	When was the Secretary appointed to the position of secretary of the Department?	Services Australia
269	Secretary Minister Meetings - 2017	Kitching	In 2017, on how many occasions did the Secretary meet with the Minister? Please provide the dates of each meeting.	Services Australia
270	Secretary Minister Meetings - 2018	Kitching	In 2018, on how many occasions did the Secretary meet with the Minister? Please provide the dates of each meeting.	Services Australia
271	Secretary Minister Meetings - 2019	Kitching	In 2019 to date, on how many occasions did the Secretary meet with the Minister? Please provide the dates of each meeting.	Services Australia
272	Secretary Events - 2017	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2017 where the Secretary was invited to speak and/or present in her capacity as Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Secretary's speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates.	Services Australia
273	Secretary Events - 2018	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2018 where the Secretary was invited to speak and/or present in her capacity as Secretary of the	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			Department. Please ensure that the location of each event is provided as well as a copy of the Secretary's speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates.	
274	Secretary Events - 2019	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2019 to date where the Secretary was invited to speak and/or present in her capacity as Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Secretary's speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates.	Services Australia
275	Secretary – Professional Development - 2017	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Secretary in 2017 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance.	Services Australia
276	Secretary – Professional Development - 2018	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Secretary in 2018 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance.	Services Australia
277	Secretary – Professional Development - 2019	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Secretary in 2019 to date for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance.	Services Australia
278	SES Professional Development Events - 2017	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2017 together with a list of attendees (limited to SES officers).	Services Australia
279	SES Professional Development Events - 2018	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2018 together with a list of attendees (limited to SES officers).	Services Australia
280	SES Professional Development Events - 2019	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2019 to date together with a list of attendees (limited to SES officers).	Services Australia
281	Secretary – Professional Development Programs - 2017	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2017 where the Secretary was a speaker and/or presenter	Services Australia
282	Secretary – Professional	Kitching	Can the Department provide a list of all internally advertised professional development programs or	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Development Programs - 2018		sessions that were conducted in 2018 where the Secretary was a speaker and/or presenter	
283	Secretary – Professional Development Programs - 2019	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2019 to date where the Secretary was a speaker and/or presenter	Services Australia
284	Secretary's Office - Staffing	Kitching	Excluding the Secretary, how many employees are there in the Office of the Secretary; can details be provided as to position titles, the number of employees in each position and the employment status of each position (full-time, part-time, casual and permanent or fixed-term contract)	Services Australia
285	Secretary's Office - Staffing	Kitching	Excluding the Chief of Staff, how many employees directly support the Chief of Staff; can details be provided as to position titles, the number of employees in each position and the employment status of each position (full-time, part-time, casual and permanent or fixed-term contract)	Services Australia
286	Secretary - Vehicle	Kitching	Is the Secretary allocated a private plated vehicle as a part of her remuneration package?	Services Australia
287	Secretary – Comcar - 2017	Kitching	In 2017, how much was spent on Comcar use by the Secretary?	Services Australia
288	Secretary – Comcar - 2018	Kitching	In 2018, how much was spent on Comcar use by the Secretary?	Services Australia
289	Secretary – Comcar - 2019	Kitching	In 2019 to date, how much was spent on Comcar use by the Secretary?	Services Australia
290	Deputy Secretary– Payments Reform - CV	Kitching	Can a copy of Mr Murphy's CV be provided	Services Australia
291	Deputy Secretary– Payments Reform - Appointment	Kitching	When was Mr Murphy appointed to the position of Deputy Secretary, Payments Reform?	Services Australia
292	Deputy Secretary– Payments Reform – Minister Meetings 2017	Kitching	In 2017, on how many occasions did the Deputy Secretary meet with the Minister? Please provide the dates of each meeting.	Services Australia
293	Deputy Secretary– Payments Reform – Minister Meetings 2018	Kitching	In 2018, on how many occasions did the Deputy Secretary meet with the Minister? Please provide the dates of each meeting.	Services Australia
294	Deputy Secretary– Payments Reform –	Kitching	In 2019 to date, on how many occasions did the Deputy Secretary meet with the Minister? Please	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Minister Meetings 2019		provide the dates of each meeting.	
295	Deputy Secretary– Payments Reform – Travel 2017	Kitching	For all travel undertaken by the Deputy Secretary in 2017, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue.	Services Australia
296	Deputy Secretary– Payments Reform – Travel 2018	Kitching	For all travel undertaken by the Deputy Secretary in 2018, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue.	Services Australia
297	Deputy Secretary– Payments Reform – Travel 2019	Kitching	For all travel undertaken by the Deputy Secretary in 2019 to date, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue.	Services Australia
298	Deputy Secretary– Payments Reform – Events 2017	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2017 where the Deputy Secretary was invited to speak and/or present in his capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by him for this purpose and specify to which event each document relates	Services Australia
299	Deputy Secretary– Payments Reform – Events 2018	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2018 where the Deputy Secretary was invited to speak and/or present in his capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by him for this purpose and specify to which event each document relates.	Services Australia
300	Deputy Secretary– Payments Reform – Events 2019	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2019 to date where the Deputy Secretary was invited to speak and/or present in his capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by him for this purpose and specify to which event each document relates	Services Australia
301	Deputy Secretary– Payments Reform –	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Deputy Secretary in 2017 for professional development purposes. Please ensure the location of each event	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Events 2017		is provided as well as a copy of the event papers and handouts and details of the cost of attendance	
302	Deputy Secretary– Payments Reform– Events 2018	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Deputy Secretary in 2018 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
303	Deputy Secretary– Payments Reform – Events 2019	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Deputy Secretary in 2019 to date for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
304	Deputy Secretary– Payments Reform – Professional Development Programs 2017	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2017 where the Deputy Secretary was a speaker and/or presenter	Services Australia
305	Deputy Secretary– Payments Reform – Professional Development Programs 2018	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2018 where the Deputy Secretary was a speaker and/or presenter.	Services Australia
306	Deputy Secretary– Payments Reform – Professional Development Programs 2019	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2019 to date where the Deputy Secretary was a speaker and/or presenter	Services Australia
307	Deputy Secretary– Service Delivery Operations - CV	Kitching	Can a copy of Ms Cattermole’s CV be provided	Services Australia
308	Deputy Secretary– Service Delivery Operations - Appointment	Kitching	When was Ms Cattermole appointed to the position of Deputy Secretary, Service Delivery Operations?	Services Australia
309	Deputy Secretary– Service Delivery Operations – Minister Meetings 2017	Kitching	In 2017, on how many occasions did the Deputy Secretary meet with the Minister? Please provide the dates of each meeting.	Services Australia
310	Deputy Secretary– Service Delivery Operations – Minister	Kitching	In 2018, on how many occasions did the Deputy Secretary meet with the Minister? Please provide the dates of each meeting	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Meetings 2018			
311	Deputy Secretary– Service Delivery Operations – Minister Meetings 2019	Kitching	In 2019 to date, on how many occasions did the Deputy Secretary meet with the Minister? Please provide the dates of each meeting	Services Australia
312	Deputy Secretary– Service Delivery Operations – Travel 2017	Kitching	For all travel undertaken by the Deputy Secretary in 2017, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue.	Services Australia
313	Deputy Secretary– Service Delivery Operations – Travel 2018	Kitching	For all travel undertaken by the Deputy Secretary in 2018, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue.	Services Australia
314	Deputy Secretary– Service Delivery Operations – Travel 2019	Kitching	ll travel undertaken by the Deputy Secretary in 2019 to date, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue.	Services Australia
315	Deputy Secretary– Service Delivery Operations – Events 2017	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2017 where the Deputy Secretary was invited to speak and/or present in her capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates	Services Australia
316	Deputy Secretary– Service Delivery Operations – Events 2018	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2018 where the Deputy Secretary was invited to speak and/or present in her capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates	Services Australia
317	Deputy Secretary– Service Delivery Operations – Events 2019	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2019 to date where the Deputy Secretary was invited to speak and/or present in her capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates	Services Australia
318	Deputy Secretary– Service Delivery Operations – Events 2017	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Deputy Secretary in 2017 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
319	Deputy Secretary– Service Delivery Operations – Events 2018	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Deputy Secretary in 2018 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
320	Deputy Secretary– Service Delivery Operations – Events 2019	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Deputy Secretary in 2019 to date for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
321	Deputy Secretary– Service Delivery Operations – Professional Development Programs 2017	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2017 where the Deputy Secretary was a speaker and/or presenter	Services Australia
322	Deputy Secretary– Service Delivery Operations – Professional Development Programs 2018	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2018 where the Deputy Secretary was a speaker and/or presenter.	Services Australia
323	Deputy Secretary– Service Delivery Operations – Professional Development Programs 2019	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2019 to date where the Deputy Secretary was a speaker and/or presenter	Services Australia
324	Deputy Secretary– Integrity and Information - CV	Kitching	Can a copy of Ms Musolino's CV be provided.	Services Australia
325	Deputy Secretary– Integrity and Information - Appointment	Kitching	When was Ms Musolino appointed to the position of Acting Deputy Secretary, Integrity and Information?	Services Australia
326	Deputy Secretary– Integrity and Information – Minister Meetings 2017	Kitching	In 2017, on how many occasions did the officer who held the position of Deputy Secretary meet with the Minister? Please provide the dates of each meeting	Services Australia
327	Deputy Secretary– Integrity and	Kitching	In 2018, on how many occasions did the officer who held the position of Deputy Secretary meet with	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Information – Minister Meetings 2018		the Minister? Please provide the dates of each meeting	
328	Deputy Secretary– Integrity and Information – Minister Meetings 2019	Kitching	In 2019 to date, on how many occasions did the officer who held the position of Deputy Secretary meet with the Minister? Please provide the dates of each meeting	Services Australia
329	Deputy Secretary– Integrity and Information – Travel 2017	Kitching	For all travel undertaken by the officer who held the position of Deputy Secretary in 2017, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
330	Deputy Secretary– Integrity and Information – Travel 2018	Kitching	For all travel undertaken by the officer who held the position of Deputy Secretary in 2018, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
331	Deputy Secretary– Integrity and Information – Travel 2019	Kitching	For all travel undertaken by the officer who held the position of Deputy Secretary in 2019 to date, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
332	Deputy Secretary– Integrity and Information – Events 2017	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2017 where the officer who held the position of Deputy Secretary was invited to speak and/or present in their capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by them for this purpose and specify to which event each document relates	Services Australia
333	Deputy Secretary– Integrity and Information – Events 2018	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2018 where the officer who held the position of Deputy Secretary was invited to speak and/or present in their capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by them for this purpose and specify to which event each document relates	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
334	Deputy Secretary– Integrity and Information – Events 2019	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2019 to date where the officer who held the position of Deputy Secretary was invited to speak and/or present in their capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by them for this purpose and specify to which event each document relates	Services Australia
335	Deputy Secretary– Integrity and Information – Events 2017	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the officer who held the position of Deputy Secretary in 2017 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
336	Deputy Secretary– Integrity and Information – Events 2018	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the officer who held the position of Deputy Secretary in 2018 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
337	Deputy Secretary– Integrity and Information – Events 2019	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the officer who held the position of Deputy Secretary in 2019 to date for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
338	Deputy Secretary– Integrity and Information – Professional Development Programs 2017	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2017 where the officer who held the position of Deputy Secretary was a speaker and/or presenter	Services Australia
339	Deputy Secretary– Integrity and Information – Professional Development Programs 2018	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2018 where the officer who held the position of Deputy Secretary was a speaker and/or presenter	Services Australia
340	Deputy Secretary– Integrity and Information – Professional Development	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2019 to date the officer who held the position of Deputy Secretary was a speaker and/or presenter	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Programs 2019			
341	Deputy Secretary– Health and Aged Care - CV	Kitching	Can a copy of Mr Creech’s CV be provided.	Services Australia
342	Deputy Secretary– Health and Aged Care - Appointment	Kitching	When was Mr Creech appointed to the position of Acting Deputy Secretary, Health and Aged Care?	Services Australia
343	Deputy Secretary– Health and Aged Care – Minister Meetings 2017	Kitching	In 2017, on how many occasions did the officer who held the position of Deputy Secretary meet with the Minister? Please provide the dates of each meeting	Services Australia
344	Deputy Secretary– Health and Aged Care – Minister Meetings 2018	Kitching	In 2018, on how many occasions did the officer who held the position of Deputy Secretary meet with the Minister? Please provide the dates of each meeting	Services Australia
345	Deputy Secretary– Health and Aged Care – Minister Meetings 2019	Kitching	In 2019 to date, on how many occasions did the officer who held the position of Deputy Secretary meet with the Minister? Please provide the dates of each meeting.	Services Australia
346	Deputy Secretary– Health and Aged Care – Travel 2017	Kitching	For all travel undertaken by the officer who held the position of Deputy Secretary in 2017, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
347	Deputy Secretary– Health and Aged Care – Travel 2018	Kitching	For all travel undertaken by the officer who held the position of Deputy Secretary in 2018, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
348	Deputy Secretary– Health and Aged Care – Travel 2019	Kitching	For all travel undertaken by the officer who held the position of Deputy Secretary in 2019 to date, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
349	Deputy Secretary– Health and Aged Care – Events 2017	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2017 where the officer who held the position of Deputy Secretary was invited to speak and/or present in their capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			documents and papers used by them for this purpose and specify to which event each document relates	
350	Deputy Secretary– Health and Aged Care – Events 2018	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2018 where the officer who held the position of Deputy Secretary was invited to speak and/or present in their capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by them for this purpose and specify to which event each document relates	Services Australia
351	Deputy Secretary– Health and Aged Care – Events 2019	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2019 to date where the officer who held the position of Deputy Secretary was invited to speak and/or present in their capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by them for this purpose and specify to which event each document relates	Services Australia
352	Deputy Secretary– Health and Aged Care – Events 2017	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the officer who held the position of Deputy Secretary in 2017 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
353	Deputy Secretary– Health and Aged Care – Events 2018	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the officer who held the position of Deputy Secretary in 2018 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
354	Deputy Secretary– Health and Aged Care – Events 2019	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the officer who held the position of Deputy Secretary in 2019 to date for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
355	Deputy Secretary– Health and Aged Care – Professional Development Programs 2017	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2017 where the officer who held the position of Deputy Secretary was a speaker and/or presenter	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
356	Deputy Secretary– Health and Aged Care – Professional Development Programs 2018	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2018 where the officer who held the position of Deputy Secretary was a speaker and/or presenter	Services Australia
357	Deputy Secretary– Health and Aged Care – Professional Development Programs 2019	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2019 to date the officer who held the position of Deputy Secretary was a speaker and/or presenter	Services Australia
358	Deputy Secretary– Programme Design - CV	Kitching	Can a copy of Ms Rule's CV be provided.	Services Australia
359	Deputy Secretary– Programme Design - Appointment	Kitching	When was Ms Rule appointed to the position of Deputy Secretary, Programme Design?	Services Australia
360	Deputy Secretary– Programme Design – Minister Meetings 2017	Kitching	In 2017, on how many occasions did the Deputy Secretary meet with the Minister? Please provide the dates of each meeting.	Services Australia
361	Deputy Secretary– Programme Design – Minister Meetings 2018	Kitching	In 2018, on how many occasions did the Deputy Secretary meet with the Minister? Please provide the dates of each meeting.	Services Australia
362	Deputy Secretary– Programme Design – Minister Meetings 2019	Kitching	In 2019 to date, on how many occasions did the Deputy Secretary meet with the Minister? Please provide the dates of each meeting	Services Australia
363	Deputy Secretary– Programme Design – Travel 2017	Kitching	For all travel undertaken by the Deputy Secretary in 2017, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue.	Services Australia
364	Deputy Secretary– Programme Design – Travel 2018	Kitching	For all travel undertaken by the Deputy Secretary in 2018, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
365	Deputy Secretary– Programme Design –	Kitching	For all travel undertaken by the Deputy Secretary in 2019 to date, can details of the travel be	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Travel 2019		provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	
366	Deputy Secretary– Programme Design – Events 2017	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2017 where the Deputy Secretary was invited to speak and/or present in her capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates	Services Australia
367	Deputy Secretary– Programme Design – Events 2018	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2018 where the Deputy Secretary was invited to speak and/or present in her capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates	Services Australia
368	Deputy Secretary– Programme Design – Events 2019	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2019 to date where the Deputy Secretary was invited to speak and/or present in her capacity as Deputy Secretary of the Department. Please ensure that the location of each event is provided as well as a copy of the Deputy Secretary’s speech, PowerPoint presentation and all other documents and papers used by her for this purpose and specify to which event each document relates	Services Australia
369	Deputy Secretary– Programme Design – Events 2017	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Deputy Secretary in 2017 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
370	Deputy Secretary– Programme Design – Events 2018	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Deputy Secretary in 2018 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
371	Deputy Secretary– Programme Design – Events 2019	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Deputy Secretary in 2019 to date for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
372	Deputy Secretary– Programme Design –	Kitching	Can the Department provide a list of all internally advertised professional development programs or	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
	Professional Development Programs 2017		sessions that were conducted in 2017 where the Deputy Secretary was a speaker and/or presenter	
373	Deputy Secretary– Programme Design – Professional Development Programs 2018	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2018 where the Deputy Secretary was a speaker and/or presenter	Services Australia
374	Deputy Secretary– Programme Design – Professional Development Programs 2019	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2019 to date where the Deputy Secretary was a speaker and/or presenter.	Services Australia
375	Deputy Secretary– CIO - CV	Kitching	Can a copy of Mr McNamara’s CV be provided	Services Australia
376	Deputy Secretary– CIO - Appointment	Kitching	When was Mr McNamara appointed to the position of Chief Information Officer?	Services Australia
377	Deputy Secretary– CIO – Minister Meetings 2017	Kitching	In 2017, on how many occasions did the Chief Information Officer meet with the Minister? Please provide the dates of each meeting	Services Australia
378	Deputy Secretary– CIO – Minister Meetings 2018	Kitching	In 2018, on how many occasions did the Chief Information Officer meet with the Minister? Please provide the dates of each meeting.	Services Australia
379	Deputy Secretary– CIO – Minister Meetings 2019	Kitching	In 2019 to date, on how many occasions did the Chief Information Officer meet with the Minister? Please provide the dates of each meeting	Services Australia
380	Deputy Secretary– CIO – Travel 2017	Kitching	For all travel undertaken by the Chief Information Officer in 2017, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
381	Deputy Secretary– CIO – Travel 2018	Kitching	For all travel undertaken by the Chief Information Officer in 2018, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
382	Deputy Secretary– CIO – Travel 2019	Kitching	For all travel undertaken by the Chief Information Officer in 2019 to date, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			and the name of the accommodation venue	
383	Deputy Secretary– CIO – Events 2017	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2017 where the Chief Information Officer was invited to speak and/or present in his capacity as Chief Information Officer of the Department. Please ensure that the location of each event is provided as well as a copy of the Chief Information Officer’s speech, PowerPoint presentation and all other documents and papers used by him for this purpose and specify to which event each document relates	Services Australia
384	Deputy Secretary– CIO – Events 2018	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2018 where the Chief Information Officer was invited to speak and/or present in his capacity as Chief Information Officer of the Department. Please ensure that the location of each event is provided as well as a copy of the Chief Information Officer’s speech, PowerPoint presentation and all other documents and papers used by him for this purpose and specify to which event each document relates	Services Australia
385	Deputy Secretary– CIO – Events 2019	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2019 to date where the Chief Information Officer was invited to speak and/or present in his capacity as Chief Information Officer of the Department. Please ensure that the location of each event is provided as well as a copy of the Chief Information Officer’s speech, PowerPoint presentation and all other documents and papers used by him for this purpose and specify to which event each document relates	Services Australia
386	Deputy Secretary– CIO – Events 2017	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Chief Information Officer in 2017 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
387	Deputy Secretary– CIO – Events 2018	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Chief Information Officer in 2018 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
388	Deputy Secretary– CIO – Events 2019	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the Chief Information Officer in 2019 to date for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			the cost of attendance	
389	Deputy Secretary– CIO – Professional Development Programs 2017	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2017 where the Chief Information Officer was a speaker and/or presenter	Services Australia
390	Deputy Secretary– CIO – Professional Development Programs 2018	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2018 where the Chief Information Officer was a speaker and/or presenter	Services Australia
391	Deputy Secretary– CIO – Professional Development Programs 2019	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2019 to date where the Chief Information Officer was a speaker and/or presenter	Services Australia
392	Acting Chief Operating Officer - CV	Kitching	Can a copy of Ms Teece's CV be provided	Services Australia
394	Acting Chief Operating Officer - Appointment	Kitching	When was Ms Teece appointed to the position of Acting Chief Operating Officer, Corporate Enabling?	Services Australia
395	Chief Operating Officer - Minister Meetings 2017	Kitching	In 2017, on how many occasions did the officer who held the position of Chief Operating Officer meet with the Minister? Please provide the dates of each meeting	Services Australia
396	Chief Operating Officer – Minister Meetings 2018	Kitching	In 2018, on how many occasions did the officer who held the position of Chief Operating Officer meet with the Minister? Please provide the dates of each meeting	Services Australia
397	Chief Operating Officer – Minister Meetings 2019	Kitching	In 2019 to date, on how many occasions did the officer who held the position of Chief Operating Officer meet with the Minister? Please provide the dates of each meeting	Services Australia
398	Chief Operating Officer – Travel 2017	Kitching	For all travel undertaken by the officer who held the position of Chief Operating Officer in 2017, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue	Services Australia
399	Chief Operating Officer – Travel 2018	Kitching	For all travel undertaken by the officer who held the position of Chief Operating Officer in 2018, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			cost of accommodation and the name of the accommodation venue	
400	Chief Operating Officer – Travel 2019	Kitching	For all travel undertaken by the officer who held the position of Chief Operating Officer in 2019 to date, can details of the travel be provided including, but not limited to, the purpose of the travel, the date of departure, the date of return, the cost of flights, the class of flights, the cost of ground transport, the cost of accommodation and the name of the accommodation venue.	Services Australia
401	Chief Operating Officer – Events 2017	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2017 where the officer who held the position of Chief Operating Officer was invited to speak and/or present in their capacity as Chief Operating Officer of the Department. Please ensure that the location of each event is provided as well as a copy of the Chief Operating Officer's speech, PowerPoint presentation and all other documents and papers used by them for this purpose and specify to which event each document relates	Services Australia
402	Chief Operating Officer - Events 2018	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2018 where the officer who held the position of Chief Operating Officer was invited to speak and/or present in their capacity as Chief Operating Officer of the Department. Please ensure that the location of each event is provided as well as a copy of the Chief Operating Officer's speech, PowerPoint presentation and all other documents and papers used by them for this purpose and specify to which event each document relates	Services Australia
403	Chief Operating Officer – Events 2019	Kitching	Can the Department provide a list of all external conferences, events, forums, seminars in 2019 to date where the officer who held the position of Chief Operating Officer was invited to speak and/or present in their capacity as Chief Operating Officer of the Department. Please ensure that the location of each event is provided as well as a copy of the Chief Operating Officer's speech, PowerPoint presentation and all other documents and papers used by them for this purpose and specify to which event each document relates	Services Australia
404	Chief Operating Officer – Professional Development - 2017	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the officer who held the position of Chief Operating Officer in 2017 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
405	Chief Operating Officer– Professional Development -2018	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the officer who held the position of Chief Operating Officer in 2018 for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			handouts and details of the cost of attendance	
406	Chief Operating Officer – Professional Development - 2019	Kitching	Can the Department provide a list of all external, events, forums, seminars attended by the officer who held the position of Chief Operating Officer in 2019 to date for professional development purposes. Please ensure the location of each event is provided as well as a copy of the event papers and handouts and details of the cost of attendance	Services Australia
407	Chief Operating Officer – Professional Development Programs 2017	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2017 where the officer who held the position of Chief Operating Officer was a speaker and/or presenter	Services Australia
408	Chief Operating Officer – Professional Development Programs 2018	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2018 where the officer who held the position of Chief Operating Officer was a speaker and/or presenter	Services Australia
409	Chief Operating Officer – Professional Development Programs 2019	Kitching	Can the Department provide a list of all internally advertised professional development programs or sessions that were conducted in 2019 to date the officer who held the position of Chief Operating Officer was a speaker and/or presenter	Services Australia
410	Bonuses – 2019	Kitching	Bonuses – year ended 30 June 2019 If any bonuses, monetary or otherwise, were awarded to any employee of the Department in the financial year ended 30 June 2019, can details be provided of the recipient, the reason for receipt and who approved the bonus	Services Australia
411	Bonuses – 2018	Kitching	Bonuses – year ended 30 June 2018 If any bonuses, monetary or otherwise, were awarded to any employee of the Department in the financial year ended 30 June 2018, can details be provided of the recipient, the reason for receipt and who approved the bonus.	Services Australia
412	Bonuses – 2017	Kitching	Bonuses – year ended 30 June 2017 If any bonuses, monetary or otherwise, were awarded to any employee of the Department in the financial year ended 30 June 2017, can details be provided of the recipient, the reason for receipt and who approved the bonus.	Services Australia
413	Bonuses – 2016	Kitching	Bonuses – year ended 30 June 2016 If any bonuses, monetary or otherwise, were awarded to any employee of the Department in the	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			financial year ended 30 June 2016, can details be provided of the recipient, the reason for receipt and who approved the bonus.	
414	Comcare Sanctions - 2016	Kitching	<p>Comcare sanctions and penalties - 2016</p> <p>1 For the 2016 calendar year, how many:</p> <ul style="list-style-type: none"> • notifiable incidents under section 38; • investigations; • seizures made under sections 175 or 176; • improvement notices issued under section 191; • prohibition notices issued under section 195; • non-disturbance notices issued under section 198; • remedial action taken under sections 211 or 212; • written undertakings accepted under section 216; • applications for internal review made under section 224; • applications for external review made under section 229; • infringement notices issued under section 243; • prosecutions under the Act; • other types of compliance and enforcement activities or action, were issued, undertaken, received and/or instituted (as the case may be)? 	Services Australia
415	Comcare Sanctions – 2016 Details	Kitching	For each case, please provide details of the nature of the matter to which Comcare took action, provide details of the result and whether the matter is concluded or ongoing.	Services Australia
416	Comcare Sanctions – 2016 Fines	Kitching	Did the Department pay any monetary fines or penalties during this period? If yes, provide details.	Services Australia
417	Comcare Sanctions - 2017	Kitching	<p>Comcare sanctions and penalties - 2017</p> <p>1 For the 2017 calendar year, how many:</p> <ul style="list-style-type: none"> • notifiable incidents under section 38; • investigations; • seizures made under sections 175 or 176; • improvement notices issued under section 191; • prohibition notices issued under section 195; • non-disturbance notices issued under section 198; • remedial action taken under sections 211 or 212; • written undertakings accepted under section 216; • applications for internal review made under section 224; • applications for external review made under section 229; 	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			<ul style="list-style-type: none"> • infringement notices issued under section 243; • prosecutions under the Act; • other types of compliance and enforcement activities or action, • were issued, undertaken, received and/or instituted (as the case may be)? 	
418	Comcare Sanctions – 2017 Details	Kitching	For each case, please provide details of the nature of the matter to which Comcare took action, provide details of the result and whether the matter is concluded or ongoing.	Services Australia
419	Comcare Sanctions – 2017 Fines	Kitching	Did the Department pay any monetary fines or penalties during this period? If yes, provide details.	Services Australia
420	Comcare Sanctions - 2018	Kitching	<p>Comcare sanctions and penalties - 2018</p> <p>1 For the 2018 calendar year, how many:</p> <ul style="list-style-type: none"> • notifiable incidents under section 38; • investigations; • seizures made under sections 175 or 176; • improvement notices issued under section 191; • prohibition notices issued under section 195; • non-disturbance notices issued under section 198; • remedial action taken under sections 211 or 212; • written undertakings accepted under section 216; • applications for internal review made under section 224; • applications for external review made under section 229; • infringement notices issued under section 243; • prosecutions under the Act; • other types of compliance and enforcement activities or action, • were issued, undertaken, received and/or instituted (as the case may be)? 	Services Australia
421	Comcare Sanctions – 2018 Details	Kitching	For each case, please provide details of the nature of the matter to which Comcare took action, provide details of the result and whether the matter is concluded or ongoing.	Services Australia
422	Comcare Sanctions – 2018 Fines	Kitching	Did the Department pay any monetary fines or penalties during this period? If yes, provide details.	Services Australia
423	Comcare Sanctions - 2019	Kitching	<p>Comcare sanctions and penalties - 2019</p> <p>1 For the 2019 calendar year to date, how many:</p> <ul style="list-style-type: none"> • notifiable incidents under section 38; • investigations; 	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			<ul style="list-style-type: none"> • seizures made under sections 175 or 176; • improvement notices issued under section 191; • prohibition notices issued under section 195; • non-disturbance notices issued under section 198; • remedial action taken under sections 211 or 212; • written undertakings accepted under section 216; • applications for internal review made under section 224; • applications for external review made under section 229; • infringement notices issued under section 243; • prosecutions under the Act; • other types of compliance and enforcement activities or action, were issued, undertaken, received and/or instituted (as the case may be)? 	
424	Comcare Sanctions – 2019 Details	Kitching	For each case, please provide details of the nature of the matter to which Comcare took action, provide details of the result and whether the matter is concluded or ongoing.	Services Australia
425	Comcare Sanctions – 2019 Fines	Kitching	Did the Department pay any monetary fines or penalties during this period? If yes, provide details.	Services Australia
426	Acting Positions	Kitching	With reference to the Department's organisational chart as at 8 October 2019: For all positions where there is an acting officer, please advise: (a) the duration that this role has been filled by an officer in an acting capacity; and (b) when it is expected that a permanent appointment will be made.	Services Australia
427	Vacant Positions	Kitching	With reference to the Department's organisational chart as at 8 October 2019: For all positions that are vacant (including where there is an acting officer), can a copy of all job advertisements be provided together with evidence of internal and external advertising.	Services Australia
428	External business interests	Kitching	Do any of the Department's senior executives have any external business interests including proprietary limited companies, contracts or consultancies with the Commonwealth or any tier of government?	Services Australia
429	External business interest	Kitching	If yes, detail fully the nature of such interests.	Services Australia
430	Acting Secretary Arrangements	Kitching	For each occasion since 1 July 2016, please advise: (a) The dates on which an acting secretary was in place. (b) Who held the position of acting secretary. (c) The date the Minister was advised the Secretary would be absent.	Services Australia
431	Senior Executive	Kitching	For each position in the senior executive structure, please advise the date on which the most recent	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency										
	Performance Management		performance review took place.											
432	Department-wide mandatory training	Kitching	<p>Please provide a comprehensive list of all mandatory training courses across the Department, including the following detail:</p> <p>(a) the theme of the training;</p> <p>(b) whether each training course is conducted internally (by an employee or employees of the Department) or externally (where an external provider is engaged);</p> <p>(c) the timeframe in which the training must be completed;</p> <p>(d) employees across which divisions are required to undertake each training; and</p> <p>(e) statistics as to non-compliance for each of financial years 2016-17, 2017-18, 2018-19 and 2019-20 to date.</p>	Services Australia										
433	Recruitment methods	Kitching	<p>Please advise the number of positions filled in financial years 2016-17, 2017-18, 2018-19 and 2019-20 to date that were:</p> <p>(a) only advertised on the Department's website or social media accounts;</p> <p>(b) only advertised on the APS Jobs website;</p> <p>(c) recruited only via the services of engaged external means;</p> <p>(d) advertised in several methods (ie on the Department's website and/or social media accounts and also by externally engaged recruiters).</p>	Services Australia										
434	Leave Entitlements	Kitching	<p>Please complete the following table:</p> <table border="1" data-bbox="667 994 1303 1185"> <thead> <tr> <th>Financial year ended</th> <th>Leave liability</th> </tr> </thead> <tbody> <tr> <td>30 June 2016</td> <td>\$</td> </tr> <tr> <td>30 June 2017</td> <td>\$</td> </tr> <tr> <td>30 June 2018</td> <td>\$</td> </tr> <tr> <td>30 June 2019</td> <td>\$</td> </tr> </tbody> </table>	Financial year ended	Leave liability	30 June 2016	\$	30 June 2017	\$	30 June 2018	\$	30 June 2019	\$	Services Australia
Financial year ended	Leave liability													
30 June 2016	\$													
30 June 2017	\$													
30 June 2018	\$													
30 June 2019	\$													
435	Workforce Planning	Kitching	How does the Department oversee and protect its employees from unreasonable deadlines, particularly around times of Budget and Senate Estimates.	Services Australia										
436	Metrics – July-Sept 2019	Kitching	<p>Can the Department complete the following table:</p> <table border="1" data-bbox="712 1406 1850 1436"> <tbody> <tr> <td>Payments totalling</td> <td>\$</td> </tr> </tbody> </table>	Payments totalling	\$	Services Australia								
Payments totalling	\$													

GS No.	Broad topic	Senator	Question		Responsible Department/Agency
			Social security and welfare claims		
			Medicare services		
			Aged care claims		
			Interactions with individual Australians		
			Number of social work referrals		
			Interpreter interactions		
			Number of financial information seminars held		
			Number of participants at financial information seminars		
			Quantum of advance payments made		
			Emergency incident calls		
			Emergency incident claims completed		
			Emergency incident payments issued	\$	
			Towns visited by mobile service centres		
			Individuals assisted by mobile service centres		
			Average log ins to MyGov per day		
			SMS sent to individuals		
			System-generated emails sent to individuals		
			Non-system generated emails sent to individuals		
			Medicare service centres in Tasmania		
			Centrelink service centres in Tasmania		
			Service centres delivering both Medicare and Centrelink services in Tasmania		
			Medicare service centres in Victoria		
			Centrelink service centres in Victoria		
			Service centres delivering both Medicare and Centrelink services in Victoria		
			Medicare service centres in New South Wales		
			Centrelink service centres in New South Wales		
			Service centres delivering both Medicare and Centrelink services in New South Wales		
			Medicare service centres in Queensland		
			Centrelink service centres in Queensland		
			Service centres delivering both Medicare and Centrelink services in Queensland		
			Medicare service centres in the Northern Territory		
			Centrelink service centres in the Northern Territory		
			Service centres delivering both Medicare and Centrelink services in the Northern Territory		
			Medicare service centres in Western Australia		

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			Centrelink service centres in Western Australia	
			Service centres delivering both Medicare and Centrelink services in Western Australia	
			Medicare service centres in South Australia	
			Centrelink service centres in South Australia	
			Service centres delivering both Medicare and Centrelink services in South Australia	
			Medicare service centres in the Australian Capital Territory	
			Centrelink service centres in the Australian Capital Territory	
			Service centres delivering both Medicare and Centrelink services in the Australian Capital Territory	
			Face to face interactions at Medicare service centres	
			Face to face interactions at Centrelink service centres	
			Face to face interactions at service centres which offer both Medicare and Centrelink services	
			Face to face interactions at MyGov shopfronts	
			Visitors to MyGov shopfronts to use technology to access MyGov accounts	
			Visitors at MyGov shopfronts	
			Agents in regional, rural and remote Australia	
			Access points in regional, rural and remote Australia	
			Regional service centres delivering veterans' information services	
			Total calls answered in rural smart centres	
			Drought assistance calls answered in rural smart centres	
			Calls regarding indigenous issues	
			Calls regarding income management	
			Registrations for social welfare service online letters	
			Online letters issued	
			Posts made from 'HumanServices.gov.au' Facebook account	
			Posts received by 'HumanServices.gov.au' Facebook account	
			Posts responded to from 'HumanServices.gov.au' Facebook account	

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			Posts made from 'HumanServices.gov.au' Twitter account	
			Posts received by 'HumanServices.gov.au' Twitter account	
			Posts responded to from 'HumanServices.gov.au' Twitter account	
			Posts made from 'studentupdate' Facebook account	
			Posts received by 'studentupdate' Facebook account	
			Posts responded to from 'studentupdate' Facebook account	
			Posts made from 'studentupdate' Twitter account	
			Posts received by 'studentupdate' Twitter account	
			Posts responded to from 'studentupdate' Twitter account	
			Posts made from 'familyupdate' Facebook account	
			Posts received by 'familyupdate' Facebook account	
			Posts responded to from 'familyupdate' Facebook account	
			Posts made from 'familyupdate' Twitter account	
			Posts received by 'familyupdate' Twitter account	
			Posts responded to from 'familyupdate' Twitter account	
			Posts made from 'seniorsupdate' Facebook account	
			Posts received by 'seniorsupdate' Facebook account	
			Posts responded to from 'seniorsupdate' Facebook account	
			Posts made from 'seniorsupdate' Twitter account	
			Posts received by 'seniorsupdate' Twitter account	
			Posts responded to from 'seniorsupdate' Twitter account	
			Posts made from 'myGov' Twitter account	
			Posts received by 'myGov' Twitter account	
			Posts responded to from 'myGov' Twitter account	
			Posts made from 'Centrelink' Twitter account	
			Posts received by 'Centrelink' Twitter account	

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			Posts responded to from 'Centrelink' Twitter account	
			Posts made from 'HankJongen' Facebook account	
			Posts received by 'HankJongen' Facebook account	
			Posts responded to from 'HankJongen' Facebook account	
			Posts made from 'HankJongen' Twitter account	
			Posts received by 'HankJongen' Twitter account	
			Posts responded to from 'HankJongen' Twitter account	
			Posts made from 'NGP' Facebook account	
			Posts received by 'NGP' Facebook account	
			Posts responded to from 'NGP' Facebook account	
			Interactions on 'speechbubble'	
			Posts made from 'Australian Government Department of Human Services' LinkedIn account	
			Posts received by 'Australian Government Department of Human Services' LinkedIn account	
			Posts responded to from 'Australian Government Department of Human Services' LinkedIn account	
			Job advertisements posted on 'Australian Government Department of Human Services' LinkedIn account	
			Applications received from job advertisements posted on 'Australian Government Department of Human Services' LinkedIn account	
			Positions filled from job advertisements posted on 'Australian Government Department of Human Services' LinkedIn account	
			Posts made from 'Department of Human Services' Youtube account	
			Comments received on 'Department of Human Services' Youtube account	
			Comments responded to on 'Department of Human Services' Youtube account	
			Posts made from 'myGov Australia' Youtube account	
			Comments received on 'myGov Australia' Youtube account	
			Comments responded to on 'myGov Australia' Youtube	

GS No.	Broad topic	Senator	Question				Responsible Department/Agency
			account				
			Medicare entitlement statements accepted applications				
			Medicare entitlement statements rejected applications				
			Farm Household Allowance claims submitted				
			Farm Household Allowance claims finalised				
437	Speechbubble -2016	Kitching	How many consultations were conducted in 2016.				Services Australia
438	Speechbubble -2016 Feedback	Kitching	In relation to each consultation conducted in 2016, how many individual feedback communications were received.				Services Australia
439	Speechbubble -2017	Kitching	How many consultations were conducted in 2017.				Services Australia
440	Speechbubble -2017 Feedback	Kitching	In relation to each consultation conducted in 2017, how many individual feedback communications were received.				Services Australia
441	Speechbubble -2018	Kitching	How many consultations were conducted in 2018.				Services Australia
442	Speechbubble -2018 Feedback	Kitching	In relation to each consultation conducted in 2018, how many individual feedback communications were received.				Services Australia
443	Speechbubble -2019	Kitching	How many consultations have been conducted in 2019 to date.				Services Australia
444	Speechbubble -2019 Feedback	Kitching	In relation to each consultation conducted in 2019 to date, how many individual feedback communications were received.				Services Australia
445	Credit Cards	Kitching	Can the Department provide a list of credit card codes, corresponding descriptors and totals for each code for the 2016-17, 2017-18 and 2018-19 financial years – please use the following example:				Services Australia
446	Credit Cards	Kitching	Can the Department provide the number of types of corporate credit cards on issue, the number of each credit card issued and the credit limit on each card. Ensure travel charge cards are included.				Services Australia
447	Credit Cards – 2016-2017	Kitching	In the financial year 2016-17, how many credit card charges could not be properly coded or accounted for? Provide full details including how each was dealt with.				Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
448	Credit Cards – 2017-2018	Kitching	In the financial year 2017-18, how many credit card charges could not be properly coded or accounted for? Provide full details including how each was dealt with.	Services Australia
449	Credit Cards – 2018-2019	Kitching	In the financial year 2018-19, how many credit card charges could not be properly coded or accounted for? Provide full details including how each was dealt with.	Services Australia
450	Credit Cards – 2019-2020	Kitching	In the financial year 2019-20 to date, how many credit card charges could not be properly coded or accounted for? Provide full details including how each was dealt with.	Services Australia
451	Credit Cards	Kitching	Has there ever been an occasion where a cardholder has been requested to repay an expense charged to a credit card? If so, what were the details?	Services Australia
452	Credit Cards	Kitching	Has a cardholder ever been requested to return their card or cards because of unauthorised use? If yes, please details for each event.	Services Australia
453	Office of the Secretary – future plans	Kitching	Are there any plans presently in motion to outsource, expand or reduce personnel numbers? If so, please provide details about decision making, timeframes, numbers and desired outcomes.	Services Australia
454	Payments Reform – future plans	Kitching	Are there any plans presently in motion to outsource, expand or reduce personnel numbers? If so, please provide details about decision making, timeframes, numbers and desired outcomes.	Services Australia
455	Service Delivery Operations – future plans	Kitching	Are there any plans presently in motion to outsource, expand or reduce personnel numbers? If so, please provide details about decision making, timeframes, numbers and desired outcomes.	Services Australia
456	Integrity and Information – future plans	Kitching	Are there any plans presently in motion to outsource, expand or reduce personnel numbers? If so, please provide details about decision making, timeframes, numbers and desired outcomes.	Services Australia
457	Health and Aged Care – future plans	Kitching	Are there any plans presently in motion to outsource, expand or reduce personnel numbers? If so, please provide details about decision making, timeframes, numbers and desired outcomes.	Services Australia
458	Programme Design – future plans	Kitching	Are there any plans presently in motion to outsource, expand or reduce personnel numbers? If so, please provide details about decision making, timeframes, numbers and desired outcomes.	Services Australia
459	CIO Group – future plans	Kitching	Are there any plans presently in motion to outsource, expand or reduce personnel numbers? If so, please provide details about decision making, timeframes, numbers and desired outcomes.	Services Australia
460	Corporate Enabling – future plans	Kitching	Are there any plans presently in motion to outsource, expand or reduce personnel numbers? If so, please provide details about decision making, timeframes, numbers and desired outcomes.	Services Australia
461	Position Descriptions	Kitching	Please provide a position description for the following positions: (a) Secretary (b) Deputy Secretary, Payments Reform (c) Deputy Secretary, Service Delivery Operations (d) Deputy Secretary, Integrity and Information (e) Deputy Secretary, Health and Aged Care (f) Deputy Secretary, Programme Design	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency			
			(g) Chief Information Officer (h) Chief Operating Officer.				
462	Processed Claims	Kitching	With reference to the table on pages 51-52 of the Department's Annual Report 2018-19, could the Department replicate the table and provide data for the first quarter of the 2019-20 Financial Year.	Services Australia			
463	Indigenous engagement	Kitching	Can the Department list all organisations and programs that it works with that help Indigenous customers and communities.	Services Australia			
464	Bullying and harassment/code of conduct claims	Kitching	Can the Department complete the following table to specify the number of bullying and harassment claims/code of conduct submissions:	Services Australia			
			2016-17		2017-18	2018-19	2019-20 to date
Office of the Secretary							
Payment Reform Division							
Service Delivery Operations Division							
Integrity and Information Division							
Health and Aged Care Division							
Programme Design Division							
CIO Group Division							
Corporate Enabling Division							
465	Incoming staff processes	Kitching	Can the Department explain its onboarding/induction procedures for newly appointed staff	Services Australia			
466	Outgoing staff processes	Kitching	Can the Department describe its outgoing/exiting staff procedures.	Services Australia			
467	Staff departures – Legal Advice	Kitching	Since 1 January 2016, has legal advice been provided to the Department with respect to any workplace employment matter which has prompted the Department to alter its procedures from a risk management perspective?	Services Australia			
468	Staff departures – Legal Advice	Kitching	If yes, please provide dates and full details.	Services Australia			
469	Employee departures	Kitching	Please complete the following table:	Services Australia			

GS No.	Broad topic	Senator	Question								Responsible Department/Agency		
				Headcount as at 1 July	Total departures	Resignation	Probationary period not met	Voluntary retrenchment	Incentive to retire	Termination	Age retirement	End of contract end of temporary transfer from	
			2016-17										
			2017-18										
			2018-19										
			2019-20 first quarter										
470	Commencement rates for employees	Kitching	Please complete the following table:								Services Australia		
						2016-17	2017-18	2018-19					
			Commencements										
			Commencement rate										
			Commencements (ongoing employees)										
			Commencement rate (ongoing employees)										
471	Separation rates for employees	Kitching	Please complete the following table:								Services Australia		
						2016-17	2017-18						
			Staff separations (headcount)										
			Employee turnover rate (total)										
			Staff separations (ongoing employees)										
			Employee turnover rate (ongoing employees)										
472	Overall compliance and reporting	Gallagher	<p>The Australian Government set a target date for government entities to achieve compliance with the Australian Signals Directorate's Top Four mitigation strategies as detailed in the Protected Security Policy Framework (PSPF), INFOSEC 10 core requirements¹ by 30 June 2014². Non-corporate Commonwealth entities are required to apply the Mandatory 4 whereas it is only considered best practice for corporate Commonwealth entities and wholly-owned Commonwealth companies. ASD had stated that implementing the top 4 mitigation strategies will be able to prevent over 85% of unauthorised intrusions.</p> <p>Is the Department compliant with the core requirements in the Protected Security Policy Framework,</p>								Services Australia and Digital Transformation Agency		

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
			INFOSEC 10: Safeguarding information from cyber threats policy? ¹ https://www.protectivesecurity.gov.au/information/safeguarding-information-from-cyber-threats/Documents/pspf-infosec-10-safeguarding-information-cyber-threats.pdf ² ANAO, Audit Report No. 42 (2016–17), p. 7.	
473	Overall compliance and reporting	Gallagher	Under the Public Governance, Performance and Accountability Act 2013, all non-corporate Commonwealth entities are required to report annually to the Attorney-General on the implementation of the Protected Security Policy Framework (PSPF). Has the Department provided an annual report to the Attorney general in 2015, 2016, 2017, 2018 and 2019 on compliance with the INFOSEC 10 core requirements?	Services Australia and Digital Transformation Agency
474	Mandatory 4 implementation	Gallagher	a. Has the Department implemented Protected Security Policy Framework INFOSEC 10, requirement 1: application whitelisting? b. According to the Essential Eight Maturity Model ¹ what is the maturity of application whitelisting implementation? ¹ https://www.cyber.gov.au/publications/essential-eight-maturity-model	Services Australia and Digital Transformation Agency
475	Mandatory 4 implementation	Gallagher	a. Has the Department implemented Protected Security Policy Framework INFOSEC 10, requirement 2: patching applications? b. According to the Essential Eight Maturity Model, what is the maturity of patching applications implementation?	Services Australia and Digital Transformation Agency
476	Mandatory 4 implementation	Gallagher	a. Has the Department implemented Protected Security Policy Framework INFOSEC 10, requirement 3: restriction of administrative privileges? b. According to the Essential Eight Maturity Model, what is the maturity of 'restrict administrative privileges' implementation?	Services Australia and Digital Transformation Agency
477	Mandatory 4 implementation	Gallagher	a. Has the Department implemented Protected Security Policy Framework INFOSEC 10, requirement 4: patching operating systems? b. According to the Essential Eight Maturity Model, what is the maturity of 'Patching operating systems' implementation?	Services Australia and Digital Transformation Agency
478	Essential 8 implementation	Gallagher	a. Has the Department implemented Protected Security Policy Framework <i>INFOSEC 10, C.4, 27 (a)</i> : configuring Microsoft Office macro settings? b. According to the Essential Eight Maturity Model what is the maturity of 'configuring Microsoft Office macro settings' implementation?	Services Australia and Digital Transformation Agency
479	Essential 8 implementation	Gallagher	a. Has the Department implemented Protected Security Policy Framework <i>INFOSEC 10, C.4, 27 (b)</i> : user application hardening?	Services Australia and Digital

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			b. According to the Essential Eight Maturity Model what is the maturity of 'configuring Microsoft Office macro settings' implementation?	Transformation Agency
480	Essential 8 implementation	Gallagher	a. Has the Department implemented Protected Security Policy Framework <i>INFOSEC 10, C.4, 27 (c)</i> : multi-factor authentication? b. According to the Essential Eight Maturity Model what is the maturity of 'multi-factor authentication' implementation?	Services Australia and Digital Transformation Agency
481	Essential 8 implementation	Gallagher	a. Has the Department implemented Protected Security Policy Framework <i>INFOSEC 10, C.4, 27 (d)</i> : daily backups? b. According to the Essential Eight Maturity Model what is the maturity of 'daily backups' implementation?	Services Australia and Digital Transformation Agency
482	Accountability and funding	Gallagher	How many times has the Department conducted a self assessment of its compliance with the Protected Security Policy Framework Essential Eight mitigation strategies and cyber resilience since 1 July 2013?	Services Australia and Digital Transformation Agency
483	Accountability and funding	Gallagher	How many independent assessments of its cyber resilience has the Department conducted since 1 July 2013?	Services Australia and Digital Transformation Agency
484	Accountability and funding	Gallagher	Has the Minister responsible been briefed on cyber security vulnerabilities in the Department networks since 1 July 2013?	Services Australia and Digital Transformation Agency
485	Accountability and funding	Gallagher	Has an Australian Signals Directorate cyber security sprint team been deployed to the Department since 1 July 2013?	Services Australia and Digital Transformation Agency
486	Accountability and funding	Gallagher	How much funding has the Department allocated to cyber security each year during 2015, 2016, 2017, 2018 and 2019?	Services Australia and Digital Transformation Agency
487	Accountability and funding	Gallagher	How many times has there been a physical or cyber intrusion attempt made on the Department's networks that were considered serious enough to warrant an operational response in 2015, 2016, 2017, 2018 and 2019?	Services Australia and Digital Transformation

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				Agency
488	Grandparent Carers	Siewert	Has the department considered providing grandparent carers with the ability to notify Centrelink of a change in care arrangements of their grandchildren, so that both parents and grandparents have the right to notify Centrelink of changes in care arrangements?	Services Australia
489	Grandparent Carers	Siewert	Does the department know how many grandparent carers there are who may be eligible for Centrelink payments but don't claim?	Services Australia
490	DTA investment engagement	Brown	<p>Ms Hutchinson: I lead Digital Investment Division. Part of our role is we actively engage with all agencies across the Public Service. We engage with them in two dimensions: (1) when they are developing new business proposals and (2) where they have an in-flight or active project. They may have existing systems that may not be fully operationalised or fully perfect. We don't necessarily engage with them on those. We engage with them on what are active and in-flight projects. The nature of the advice we might give varies from helping them to understand how to comply with government rules or processes to looking at ways to enhance the user experience.</p> <p>Senator CAROL BROWN: How many departments and agencies have you given advice to without—</p> <p>Ms Hutchinson: Without solicitation?</p> <p>Senator CAROL BROWN: Yes.</p> <p>Ms Hutchinson: Probably I'd have to take that question on notice. We are engaged with all of the in-flight projects. We will give advice to them when we might see that they are having particular challenges with their projects, but we also invite them into things like communities of practice and a number of events where they will be part of a general audience as well.</p> <p>Senator CAROL BROWN: Yes, but I'm assuming that the invites are more for information rather than if they're struggling to provide the outcome that they're wanting in terms of their digital presence.</p> <p>Ms Hutchinson: That's right. We're not a regulator and we don't go in and do remediation of projects. We engage and advise in general terms to support agencies with the delivery of their ICT or digital projects.</p> <p>Senator CAROL BROWN: Do you at least know whether you've provided advice without being asked?</p> <p>Ms Hutchinson: Certainly we have invited ourselves to go and discuss things with agencies; yes.</p> <p>Senator CAROL BROWN: This is not a question, but I do wonder how that was received, but, anyway, I'll move on. Thursday, 24 October 2019 Senate Page 107</p> <p>Ms Hutchinson: Actually—</p> <p>Senator CAROL BROWN: No; you can answer.</p> <p>Ms Hutchinson: By and large, agencies are responsive.</p> <p>Senator CAROL BROWN: If you also take on notice to provide us with information as to which departments and agencies have invited you to provide your expertise, that'd be great.</p> <p>Ms Hutchinson: Yes. (Page 106)</p>	Digital Transformation Agency
491	Digital Identity Program Costs	Brown	<p>Senator CAROL BROWN: How much has been invested in the digital identity front door project?</p> <p>Mr Brugeaud: I'll hand to Mr Alexander to talk about digital identity, the investments that we've made to this point and the outcomes that we're delivering.</p> <p>Senator CAROL BROWN: And this will just relate to digital identity of front door?</p>	Digital Transformation Agency

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			<p>Mr Brugeaud: Correct.</p> <p>Mr Alexander: Yes, we have a digital identity program, GovPass. GovPass is a working program title, but the outcome is digital identity. I might ask our COO, GP de Wet, to give me a little bit of information he might have. I have the 2019-20 numbers in front of me. We were funded \$67.14 million, and that was spread across five agencies, the DTA, the ATO, DHS, DFAT and Home Affairs, who are all part of that program and are all doing—</p> <p>Senator CAROL BROWN: Does that mean the funds came from those departments?</p> <p>Mr Alexander: That means the funds came from those departments broadly; yes. They were offset from those departments. That's the program funding for this year. There was previous year funding which was—GP, do you have that?</p> <p>Mr de Wet: The quantum of funding over the whole life of the GovPass program I'll need to take on notice because I don't have that level of information in front of me, but I'll attempt to answer it before we close out.</p> <p>...</p> <p>Mr de Wet: The thing I'd ask the committee for is the ability to come back on notice. Understanding the different stages of the digital identity program have been in place over a number of years, starting in 2015-16, and across a number of partner agencies, rather than correct the record in here we will, if the committee's comfortable, take it on notice to provide you what that figure is. We don't have it to hand at the moment. (Page 107-111)</p>	
492	Trusted Digital Identity Framework	Brown	<p>Senator CAROL BROWN: You mentioned earlier, Mr Alexander, the need to be in line with privacy issues. Have you in the work that you've done so far identified any privacy risks?</p> <p>Mr Alexander: Yes, absolutely, we've identified privacy risks. We've done four versions of the trusted digital identity framework—four iterations of it—and for each of those—</p> <p>Senator CAROL BROWN: On notice, can we get some information about when they were conducted?</p> <p>Mr Alexander: Absolutely. We've had thousands and thousands of pieces of feedback. We've engaged with privacy lobby and privacy groups. We had privacy impact assessments. We've been through a really thorough process, and we've designed this system in such a way that it is not only privacy friendly but privacy enhancing. It will be more private than the current physical processes that exist today.</p> <p>Senator CAROL BROWN: If, on notice, you could provide the information about the privacy issues that were raised and the outcomes in terms of how you resolved them it would be good. I think you said four—</p> <p>Mr Alexander: Iterations, yes.</p> <p>Senator CAROL BROWN: Is that like trials?</p> <p>Mr Alexander: No. This is the policy framework.</p> <p>Senator CAROL BROWN: And who you consulted in those areas, that would be great.</p> <p>Mr Alexander: Happy to, yes. (Page 110)</p>	Digital Transformation Agency
493	Centrepay	Griff	The Independent Review of Centrepay in 2013 noted that access to Centrepay “should be treated as a privilege”. Yet, the Department continues to allow consumer lease providers to access Centrelink payments through Centrepay, before the recipient can allocate payment to essential living expenses	Services Australia

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			such as housing and utilities. How many complaints has the Department received about consumer lease providers breaching the Centrepay policy and terms and how many lease providers have been had their Centrepay privilege revoked?	
494	Program of Support	Siewert	<ul style="list-style-type: none"> a) What is the average length of time for completion of a program of support? b) How many people take more than 18 months to complete a program of support? 	Services Australia
495	Caps	O'Neill	Can the Department provide the number of older Australians as a total and by state and territory who have reached the lifetime and annual caps?	Services Australia
496	Birth Certificates – Aged Pension	Siewert	<ul style="list-style-type: none"> a) Do you need a birth certificate to access the aged pension? b) If so how many have been denied access because they don't have a birth certificate? c) How many of these people are First Nations peoples? 	Services Australia
497	Birth Certificates – Disability Support Pension	Siewert	<ul style="list-style-type: none"> a) Do you require a birth certificate to access DSP? b) If so how many people have been denied access to DSP because they don't have a birth certificate? c) How many of these are First Nations peoples? 	Services Australia
498	Regional and Remote Communities	Siewert	<ul style="list-style-type: none"> a) Does Centrelink regularly visit regional and remote communities to ensure people are on the income support payment that meets their needs and circumstances and to which they are entitled? b) If so, how regularly does this occur? c) If so, how many people have been found to be on a payment that does not meet their needs and are entitled to another? Please provide data for the last 3 years? d) If not, how do you ensure people are getting the payments they are entitled to? 	Services Australia
499	West Australian Shalom Group	Siewert	How much in Centrelink benefits have been paid into the West Australian Shalom Group's trust account for participants since 2012?	Services Australia
500	Education Provider Data Arrangements	Siewert	<p><u>In relation to the Education Legislation Amendment (2019 Measures No. 1) Bill 2019:</u></p> <ul style="list-style-type: none"> a) How is data currently being collected by DHS from education providers to determine student eligibility of income support payments? b) Why are these changes necessary if education providers are already supply data to DHS which the Department uses to determine eligibility for payments? 	Services Australia

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501	Wife Pension Indexation rate	Siewert	<p>Senator SIEWERT: I take your point. As you're preparing for transition, what indexation rate will you be applying for those that are grandfathered?</p> <p>Ms Rule: I'll have to take that on notice. That's a detail question that I don't have the data for. I would imagine that it would apply similar indexation arrangements to those that apply across other social security payments, but I'll have to take that on notice.</p> <p>Senator SIEWERT: That's very broad. There's a whole range of social security payments. As you're transitioning people from Newstart you'll know what indexation rate is being applied to the jobseeker payment.</p> <p>Ms Rule: We as a department will know. I just don't know that right now, I'm sorry. We will take that on notice. (page 23)</p>	Services Australia
502	Wife Pension Cohort	Siewert	<p>a) Senator SIEWERT: In terms of the issues around mutual obligation—perhaps I could ask you to take this on notice; I realise you're not going to have this at your fingertips—do you have an age breakdown of people who are currently on the wife pension?</p> <p>Ms Rule: We will have that data. I don't have it with me.</p> <p>Senator SIEWERT: Could you perhaps take that on notice?</p> <p>Ms Rule: We can take it on notice.</p> <p>b) Ms Rule: I've got some high-level data that might help to give a sense of the size and scale of the picture. We estimate that as at 1 October this year of the people who are currently on wife pension around 950 will transfer to the age pension, and therefore not have mutual obligations and the like; 2,780 customers will transfer to carer payment; and 3,850 customers will transfer to the new jobseeker payment. I think the questions go to that last cohort, the 3,850 who will transfer to the new jobseeker payment.</p> <p>...</p> <p>Senator SIEWERT: Thank you. Getting onto that 4,000 group, that's the group that would be very handy to break down because then we'll have an idea of what number of people have what obligations.</p> <p>Ms Rule: Yes. We can provide an age breakdown of that cohort. Our assessment based on the information we currently hold is that that's the quantum that would move onto the new jobseeker payment, noting that between now and the time the payment comes into play that number could—</p> <p>Senator SIEWERT: Yes. That number will go down.</p> <p>Ms Rule: It will go down; it's not going to go up.</p> <p>Senator SIEWERT: Exactly.</p> <p>Ms Rule: We will provide you with a breakdown based on the people who are currently in receipt of life pension.(pages 23-24)</p>	Services Australia

GS No.	Broad topic	Senator	Question	Responsible Department/Agency
503	Grandparent policy	Siewert	<p>Senator SIEWERT: I think we've talked about before about the issue of conflict between parents and grandparents, and the FTB following the child. Is there a situation where grandparents can notify of a change? If so, what confirmation do you need?</p> <p>Ms Rule: For us, these circumstances rely on who has what custody arrangements, and that is complex sometimes.</p> <p>Senator SIEWERT: Many states have different arrangements, as you know.</p> <p>Ms Rule: Yes.</p> <p>Senator SIEWERT: Some acknowledge informal carers and some don't.</p> <p>Ms Rule: Yes. Then there are also, of course, overlaid in our legislative context, nominees and who has authority to do what things on behalf of others.</p> <p>Senator SIEWERT: Yes.</p> <p>Ms Rule: So it would depend on the individual circumstances and what kind of change a grandparent was trying to notify us of. But, in a general sense, if a grandparent were to ring us and tell us that a set of circumstances had changed in a way that changed a payment entitlement, I would expect that we would make further enquiries to work out what's actually happening and whether we needed to talk to parents and grandparents together to try and determine what's actually happening. We would take a range of actions to try and actually understand the circumstances of that individual case.</p> <p>Senator SIEWERT: Okay. Could you take this on notice: is it easy for you to find out information about whether that's occurred and how often it occurs?</p> <p>Ms Rule: Yes, we can take that on notice. Of course, if there are individual cases that you're aware of, it can help us to answer your question. If there are individual circumstances you'd like to talk about outside the hearing, we're happy to do that with you. <i>(page 25)</i></p>	Services Australia
504	Single Status Verification	Siewert	<p>a) Senator SIEWERT: No, sorry, the reaffirmation. The single status verification—sorry. Have you completed that process now? Do you know what I'm talking about?</p> <p>Ms Rule: I do. That's just not my area.</p> <p>Senator SIEWERT: Okay. I want to know how far you have got into that process. Have you now covered everybody that's on parenting payment single?</p> <p>Ms Rule: We'll just see whether there's somebody here who can answer that.</p> <p>Ms Leon: We may not have everyone here tonight.</p> <p>Senator SIEWERT: Fair enough.</p> <p>Ms Leon: If we don't, we may need to take it on notice.</p> <p>Ms Rule: Sorry, Senator. We're going to have to take that on notice.</p> <p>Senator SIEWERT: Okay. Can I ask, then: how many people have you now verified? Obviously there are new recipients.</p> <p>Ms Rule: Yes.</p> <p>b) Senator SIEWERT: But do you have people going back further to contact? How many people have you changed payments for because of the verification process?</p> <p>Ms Rule: Yes, we'll take that on notice.</p>	Services Australia

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			<p>c) Senator SIEWERT: Okay, thank you. Do you do that for family tax benefit? Do you contact parents to check that they've still got the kids? I'm linking this back to the grandparent carers and one way of verifying and supporting grandparent carers.</p> <p>Ms Rule: I suspect we do, but I don't know. I'll have to take that on notice. I'm sorry. (pages 25-26)</p>	
505	Parenting Payment Coercions	Siewert	<p>Senator SIEWERT: One of the issues that came up last week was—and somebody from Services Australia probably heard the evidence—where women are being coerced into claiming parenting payment single, for example. We heard some fairly compelling evidence around the coercion, where men or partners were coercing women to continue on the payment. In fact, they had to because their partner wouldn't give them any money. How much is that taken into account? Is there any investigation of that process or does it have to wait until it's then appealed? If a debt is raised, for example, because someone's been claiming parenting payment single and they're in a relationship, is there any consideration of, perhaps, coercion that's been involved there or their particular circumstances?</p> <p>Mr Storen: I'll start an answer. We're not talking about online income compliance in this context. It's more than likely to arise from a compliance review around being a member of a couple and claiming a single rate. So we're not talking about online income compliance. I'll take on notice the particular circumstances you're talking about. It is quite a manual process with a customer in determining whether a relationship exists. There are quite a number of requirements under the policy to determine a relationship. As to the particular scenario you're talking about, I'll take that on notice because it could also blend into other work around criminal activity and inappropriate behaviours where we have other parts of the department that get involved as well. So we'll go away and give you a more comprehensive answer. Although, if you had a specific case that we could look at separately, it would help us target—</p> <p>Senator SIEWERT: We had three case examples presented to us on Friday—at the Centrelink hearing, in fact—that were quite disturbing obviously personally for the people involved. They used different names and things like that. But the circumstances raise the bigger issue, which then links back to where there's the verification process for parenting payment single and how those two issues may, in fact, intersect. If you're having this compliance framework and people aren't reporting, it may not necessarily be because they are trying to cheat the system. There's an assumption that people are trying to cheat the system by doing that, but there may be other circumstances in which they are, in fact, in a partnered relationship but there's abuse involved. There's potentially financial abuse and other forms of abuse as well.</p> <p>Mr Storen: I understand the frame and the scenarios. I can assure you that our compliance staff do receive training in a range of circumstances for those scenarios. The training is around identification and how to link to the appropriate support. But we'll come back with a—</p> <p>Senator SIEWERT: My understanding of the case studies we were given is that that was not recognised and, of course, it ends in women potentially being charged and/or incurring substantial debts.</p>	Services Australia

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			<p>Mr Storen: That may happen, but in both the compliance and identification-of-a-debt space there are some controls. We'll come back on that. Also, when we get to the debt recovery stage, there are more processes there to identify how to support customers facing particular issues. So there are some layers of intervention the department could manage. We'll follow up the Hansard from Friday <i>(page 26)</i></p>	