

Joint Standing Committee on Implementation of the National Redress Scheme

Public Hearing – 18 September 2024

ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Medical ethicist report

Question reference number: IQ24-000198

Question asked by: Catryna Bilyk

Type of Question: Spoken. **Hansard Page/s:** 3

Date set by the Committee for the return of answer: 2 October 2024

Question:

CHAIR: A medical ethicist who I can't find got any medical information from humans. She may well have done ethicist committee work with regard to research, but had she ever done any ethicist reports with regard to human interactions? Has she ever done any other ethics reports like this one?

Mr Riley: We'd have to take that on notice.

Answer:

The medical ethicist was well qualified to undertake the work recommended in the independent Second Anniversary Review of the Scheme. Of particular note:

- The medical ethicist has over 15 years' experience in healthcare ethics, healthcare regulation, professionalism education, care standard setting, accreditation practices and health service governance.
- Qualifications include a PhD (Applied Ethics) "Enhancing Ethical Practice in Prenatal Screening – Facilitating Ethical Choices".
- The medical ethicist was the Chair - Griffith MD Learning and Teaching team review analysing effectiveness of current pedagogies, research international best practice, and provided recommendations to inform future focussed MD curriculum design and implementation on evidence based best practice, and student/staff feedback.

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Redress information on Services Australia website

Question reference number: IQ24-000200

Question asked by: Catryna Bilyk

Type of Question: Spoken. **Hansard Page/s:** 4

Date set by the Committee for the return of answer: 2 October 2024

Question:

CHAIR: I know Senator Smith's got questions, but the other thing I want to talk about is Centrelink and how Centrelink relates and interacts with you in regard to redress.

Has anyone tried to find any information on redress on the Centrelink website?

Ms Hope: No, I don't believe I've explored that. I've certainly done it on our own.

CHAIR: Could you, very quickly, make sure somebody does?

Ms Hope: Absolutely.

CHAIR: First of all, the information is found under the banner 'Family and domestic violence', which I find completely inappropriate. From there, I needed to click on 'Most useful information' for domestic violence, and then I had to scroll to the second page of results before finding the links to the National Redress Scheme. Do you think that's the most appropriate place for it to be?

Ms Still: We have looked at the Centrelink website and we have been working with them to try to change where that information is placed. Apparently, the way the structure of the Centrelink website is designed is such that it links to lots of other things, so they're unable to change it. So we have explored that with Centrelink.

CHAIR: That is complete rubbish on their behalf. Of course they can change it.

Ms Still: We will pursue it with them.

Mr Harrigan: We'll re-prosecute that with them.

CHAIR: It's completely inappropriate for it to be listed under domestic and family violence to start with, and it needs to be made much easier to see. A lot of these people aren't tech savvy. I'm sure you can probably go in and do a search and the information might come up, but a lot of these people are not tech savvy. I think we need to get that rectified ASAP, if we can, please.

Mr Harrigan: I accept that point and we will re-prosecute it.

Answer:

Services Australia has advised they are reviewing website information, including the current placement of National Redress Scheme content. The review is considering research conducted on the website's life events model, with more than 13,000 people engaged in user testing.

Organising website information by life events simplifies interactions with government services. The review will be complete in October 2024 before prioritising any recommended changes.

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Medical ethicist report

Question reference number: IQ24-000202

Question asked by: Dean Smith

Type of Question: Spoken. **Hansard Page/s:** 5

Date set by the Committee for the return of answer: 2 October 2024

Question:

Senator DEAN SMITH: When there was the approach to market for the ethicist's report, how many applications were received?

Mr Riley: I think we will have to take that on notice. It's a small number.

Senator DEAN SMITH: I imagine it would be a small number...

Answer:

The Department of Social Services issued an Approach to Market in October 2021 through a select tender to 3 suppliers.

As there was no existing appropriate panel to conduct an open tender process, the suppliers chosen were recommended based on consultation with the National Health and Medical Research Council.

Two suppliers responded to the tender.

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Promotion of National Redress Scheme

Question reference number: IQ24-000209

Question asked by: Catryna Bilyk

Type of Question: Written. **Hansard Page/s:** N/A

Date set by the Committee for the return of answer: 2 October 2024

Question:

3. How has funding, specifically for the promotion of the NRS, changed over the life of the Scheme so far?

a. How did the covid-19 pandemic affect the promoting of the NRS? i.e. – was there a pause on promoting the scheme during lockdown, and has promotional spending increased now that the crisis has passed?

Answer:

In response to recommendations made during the Second Anniversary Review of the National Redress Scheme (the Scheme), the Department of Social Services commissioned research aimed at enhancing trust and awareness of the Scheme among survivors.

The research suggested targeted communications strategies to improve awareness for vulnerable audiences. Specialist public relations agencies were engaged to create tailored resources for these audiences.

Prior to the Second Anniversary Review, creative agencies were engaged to conduct public relations activities targeting First Nations and culturally and linguistically diverse audiences.

The distribution of content was not impacted by the pandemic. The Scheme also used radio and social media platforms to promote the Scheme during this period. There were no interruptions in financial expenditure or media activities throughout this period.

The funding breakdown for each financial year is as follows (GST exclusive):

Year	Funding allocated
2020-2021	\$383,645
2021-2022	\$410,000
2022-2023	\$1,420,000
2023-2024	\$800,000
2024-2025	\$1,130,000