

**SENATE COMMUNITY AFFAIRS LEGISLATION COMMITTEE
 ADDITIONAL ESTIMATES – 2 MARCH 2016
 QUESTIONS ON NOTICE
 DEPARTMENT OF HUMAN SERVICES**

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| 1 | HS 1 | Information release – media article 26 February 2017 | Watt | <p>a) Senator WATT: What time did the minister's office provide that information to the journalist? Mr Hutson: I do not have that information. Senator WATT: Senator Ryan, do you have that information? Senator Ryan: No, I do not. Obviously, it has not been my portfolio—the officials— Senator WATT: Sure. So no-one in the department's media team—I have worked in ministers' offices. There is obviously a lot of interaction between ministers' offices and the department's media team. There is no-one in your media team who knows when the minister's office provided that information to the journalist? Mr Hutson: No. Ms Campbell: We can take that on notice and ask the minister. Senator WATT: Could we have an answer on that after the morning tea break, please? Ms Campbell: We will take it on notice. <i>[page 9]</i></p> <p>b) Senator WATT: In this particular situation, were there a number of drafts of that statement prepared before it was ultimately released? Mr Hutson: I expect so, but I do not have detail on that. Ms Campbell: No. Ms Sear, who is here today, might be able to assist us. We will ask her to come to the table. Senator WATT: Ms Sear, I take it you were involved in the preparation of the statement? Ms Sear: Yes. Senator WATT: You have heard what we have been talking about and you know the dates we are talking about and the responses, that kind of stuff? Ms Sear: Yes. Senator WATT: Do you know whether, in this particular instance, a number of drafts of that statement were prepared before it was ultimately released? Ms Sear: It is usual to have a number of drafts go back and forth between the business areas and, in this instance, our colleagues in legal services. Senator WATT: I understand what might be usual; I am asking about this particular situation. What occurred in the situation? Ms Sear: I do not have the details of that. Senator WATT: Is there anyone here who does?</p> |

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| | | | | <p>Ms Sear: No. Senator WATT: Could you find that out and come back to us. Ms Sear: Certainly. <i>[pages 11-12]</i></p> <p>c) Senator WATT: Ms Sear, do you know whether the minister's office had input into that final statement, at any point along the chain? Ms Campbell: We will take that on notice and get the information, because Ms Sear has already said that she does not have that information at hand. We will get that information. Senator WATT: No, what Ms Sear said is that she does not know how many drafts were prepared. I am asking a different question now. Do you know whether the minister's office had input into the wording of that final statement? Ms Sear: I will have to take that on notice. Senator WATT: So you do not know? Ms Sear: No. <i>[page 12]</i></p> |
| 2 | HS 2 | Previous Senate Estimates hearings – attendance by Mr Jongen | Siewert | <p>Senator SIEWERT: Could you please take on notice how many estimates Mr Jongen has attended in the last three years. Ms Campbell: We can. It might be worth clarifying that Mr Jongen was previously the general manager of the Community Engagement Division. Other people have now occupied that position; Ms Sear is now occupying that position. Mr Jongen has moved to a different role, which is spokesman for the department, rather than management of the Community Engagement Division. Senator SIEWERT: I take your point. Since he has taken over that position, can you provide how many times he has— Ms Campbell: We will. <i>[page 12]</i></p> |
| 3 | HS 3 | Information release – legal advice | Siewert | <p>Senator SIEWERT: In terms of the information that was released by the minister, did he come back to you to check the veracity of the information? Mr Hutson: We do not know the totality of the information that would have been released. As I think I mentioned earlier, we said we would take that on notice. Certainly, there was checking of facts and so forth in the preparation of statements with respect to this case, yes. Senator SIEWERT: So there was checking of the facts? Mr Hutson: There was certainly checking of facts. Senator SIEWERT: How many resources were used and how much time did it take for you to do your statement, provide the additional information to the minister and then check with the minister? Ms Campbell: I think we would have to take that on notice to see what actual documents were put through—the emails and the like. <i>[page 14]</i></p> |
| 4 | HS 4 | Information release - use of section 202 | Siewert | <p>a) Senator SIEWERT: How many times has information been released by either you by the minister under section 202? Ms Campbell: Is this in recent times or over many years? I do not know whether we have got that information with us, but you will see that we have many occasions—for example, when media outlets</p> |

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| | | | | <p>do stories alleging something, and we provide advice back when we are asked to provide comment on that.</p> <p>Senator SIEWERT: How many times since the beginning of this financial year have you initiated it—and we have been down this road before when some of these stories have been initiated; for example, people on DSP? How many times since 1 July?</p> <p>Ms Campbell: Can I just clarify that you are asking when the department has initiated something? [page 15]</p> <p>b) Senator SIEWERT: How many times has the department provided information that the minister has released under section 202?</p> <p>Ms Campbell: We would need to take that one on notice and we would not be able to answer that today. We would have to do research on it. [page 15]</p> |
| 5 | HS 5 | Online Compliance Initiative | Siewert | <p>Senator SIEWERT: I realise it is going to take a bit of work. Thank you. I understand what you have said in your statement about how this has been an ongoing process, but there is no doubt that things escalated from—when did you start sending out the automated debt recovery notices?</p> <p>Ms Campbell: In July 2016.</p> <p>Senator SIEWERT: Can you provide on notice—you may not have it right now—the number that was sent out each month?</p> <p>Ms Campbell: We can provide that. [page 15]</p> |
| 6 | HS 6 | Information release – external advice | Siewert | <p>Senator SIEWERT: Did you seek that advice on this specific occasion?</p> <p>Ms Campbell: We sought and have general advice and then we apply that advice on ongoing circumstances. We did not seek specific external advice on that circumstance.</p> <p>Senator SIEWERT: Have you ever sought specific external advice on the release of information under section 202, where you were releasing it about an individual?</p> <p>Ms Musolino: I can take that on notice, but we have general advice, which my in-house legal team relies on and applies day to day and provides legal advice about. But we can take on notice whether—if I understand the question—we have sought advice about the use of 202 on a particular case for disclosure. Is that right?</p> <p>Senator SIEWERT: Yes. [pages 15-16]</p> |
| 7 | HS 7 | Information release – use of section 202 and section 164 | Smith | <p>Senator SMITH: How many times has section 202 and section 162 been used to defend or justify the public disclosure of information—if it is possible, not just since the beginning of the last financial year but in the period since 2007? Is that possible, or is it too onerous a task?</p> <p>Ms Campbell: We could take it on notice and have a look.</p> <p>Senator SMITH: If it is too onerous a task, I understand.</p> <p>Ms Campbell: One of our challenges is that, of course, the Department of Human Services was formed in 2011. There were disparate agencies with different processes, legal teams and procedures, so it is bit tricky when we get into that.</p> <p>Senator SMITH: Since 2011 might serve the purpose.</p> |

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| | | | | Ms Campbell: We will take it on notice. <i>[page 18]</i> |
| 8 | HS 8 | Information release – documents provided by Minister's office | Watt | <p>Senator WATT: Just continuing with this matter about the disclosure of personal information, Ms Campbell, I just want to clarify something. I know we are still trying to find out what involvement the minister's office had in the statement and what information the minister's officer provided to the journalist, but are you also saying that you do not know what information the minister provided to the journalist?</p> <p>Ms Campbell: We are taking that on notice. I do not personally have the information provided, because we do many of these every single day, so I do not track them. We have taken on notice that information. <i>[page 18]</i></p> |
| 9 | HS 9 | Correcting the public record - guidelines | Siewert | <p>Senator SIEWERT: Can I go back to the issue of maintaining integrity and confidence in the system for the purposes of the law. Do you have guidelines about what is seen as undermining the integrity and the confidence in the system for the purposes of the law, or do you have guidelines for interpreting that?</p> <p>Ms Musolino: We have legal advice that gives us guidance on what those words mean.</p> <p>Senator SIEWERT: Are you able to table that legal advice?</p> <p>Ms Musolino: I will take it on notice.</p> <p>Senator SIEWERT: Do you have it available?</p> <p>Ms Musolino: I have, but I will take the question on notice so—</p> <p>Senator SIEWERT: Can you take it on notice today and give it to us today?</p> <p>Senator Ryan: I am not that familiar with this committee, but legal advice is one of those issues that is given much greater deliberation to and does have some protection. The official has taken it on notice; I think it is fair to allow that deliberation to occur—so no guarantees on time.</p> <p>Senator SIEWERT: It could be next year.</p> <p>Senator Ryan: We will try to fulfil all our obligations to answer questions on time; I am just saying that there are no guarantees about getting it today. <i>[page 21]</i></p> |
| 10 | HS 10 | Information release – veracity of information | Siewert | <p>Senator SIEWERT: Have you checked the veracity of what the minister said in addition to what you released?</p> <p>Mr Hutson: There was some material which was provided to the minister's office in connection with this matter and, yes, the information that was provided was checked for veracity and was also checked for appropriateness of release in the context of section 202. As I said earlier to Senator Watt, we do not have a complete set of the information which was provided from the minister's office to the journalists.</p> <p>Senator SIEWERT: And that goes to the heart of my next question. When you get that, will you check the veracity of the information that was sent to the minister's office?</p> <p>Mr Hutson: Yes. <i>[pages 21-22]</i></p> |
| 11 | HS 11 | Information release - frequency | Siewert | <p>Senator SIEWERT: What makes you decide when you release information to the public instead of just doing the service recovery and fixing it?</p> <p>Mr Hutson: Senator, what we said was that, in this particular case, the instigation from our perspective was where a journalist asked us questions, and that is how we made the disclosure that we did.</p> <p>Senator SIEWERT: So if any journalist ever asks you questions about somebody then you will release</p> |

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| | | | | <p>their information. Is that right?</p> <p>Mr Hutson: No, Senator. If any journalist asks us questions about a matter, then we will take into account the circumstances of the case and make a decision about what we will release.</p> <p>Senator SIEWERT: Can you take on notice how often that has happened in the last six months?</p> <p>Ms Campbell: We will take that on notice, Senator. <i>[page 24]</i></p> |
| 12 | HS 12 | Errors – reporting to Minister | Siewert | <p>Senator SIEWERT: In relation to your answer to one of my questions on notice about the numbers of errors from the agency: when I asked for how many, you said that that is not recorded.</p> <p>Ms Campbell: Was this an answer to a question on notice at the last hearings, Senator?</p> <p>Senator SIEWERT: Could you also answer: how often do you report to the minister about errors that the department has made?</p> <p>Ms Campbell: We will take that on notice, Senator. But on occasions where there is a case that comes forward, we very clearly tell the minister when we have made an error—so it is not something we hide.</p> <p>Senator SIEWERT: I am wanting to understand: does the minister know the number of errors that have resulted in overpayments or mistakes for customers?</p> <p>Ms Campbell: We will take that, Senator. <i>[pages 24-25]</i></p> |
| 13 | HS 13 | Welfare Payment Errors | Siewert | <p>Senator SIEWERT: So we still do not know, of those percentages of debts that have been raised as overpayments, what was caused by error.</p> <p>Ms Campbell: No, we do not actually have the figure. We could do a sample if you like and work out how many of a sample were raised by error. That is a way of doing it, and that might be something we could take on notice—doing a sample. But we know that often errors are raised, anecdotally, from people who have not updated their details.</p> <p>Senator SIEWERT: I understand what you just said, and I understand that you said that last time. Yes, I appreciate that there may be some, but there are also, from what I am told, some that have updated their details; in fact, on a number of occasions people have told me that. But it does not get away from the fact that, aside from people that have not updated their details for whatever reason, some of the overpayment have resulted from system or administrative errors, and you cannot tell me how many.</p> <p>Ms Campbell: What I am proposing is that we do a sample. I am just trying to work out how many debts we—</p> <p>Ms Golightly: Last year we raised 2.4 million debts in one year alone.</p> <p>Ms Campbell: So it would be very difficult to go through those 2.4 million debts to do that. So what I am proposing is that we do a sample of those debts and use a sampling methodology to determine what proportion they are and what proportion is because the recipient has not updated their details.</p> <p>I would also note that, yes, recipients do update their details but often not in a timely enough fashion. If they have employment and they do not tell us for a week, that may lead to them being overpaid because they have not told us quickly enough in order to stop that next payment going to them.</p> <p>Senator SIEWERT: I would appreciate it. You can you tell me all the examples of people that have made mistakes, but I am interested in the mistakes that Centrelink has made.</p> |

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| | | | | Ms Campbell: We have proposed to do a sample and take that on notice. <i>[pages 28-29]</i> |
| 14 | HS 14 | Information release - errors reported to the Minister | Siewert | <p>Senator SIEWERT: The reason I went there in the first place in this particular section when we were dealing with the privacy issues then was when you provide the information to the minister. Does that presumably then provide the opportunity for you to identify where there is an error that has occurred through Centrelink?</p> <p>Ms Campbell: Yes.</p> <p>Senator SIEWERT: I understand what you are saying about had it affecting an individual timeliness, but it is where Centrelink has provided an error.</p> <p>Ms Campbell: And there was an example on the parliament in the House of Representatives—</p> <p>Senator SIEWERT: Yes. We went through it.</p> <p>Ms Campbell: where the minister very clearly articulated where we had made mistakes and what that mistake had led to.</p> <p>Senator SIEWERT: You have already taken on notice to give me the information on how many you have provided to the minister. Could you also take on notice how many of those have been an error by the department?</p> <p>Ms Campbell: Again, we would probably use a sampling methodology over a period of time. We will take that on notice. <i>[page 29]</i></p> |
| 15 | HS 15 | Online Compliance Initiative | Siewert | <p>a) Senator SIEWERT: I do not think we will have time now, but I would like the information for next week. How many people have been issued a discrepancy notice from July until February under the online compliance intervention program?</p> <p>Ms Campbell: Can you be very clear about what you mean by 'discrepancy notice'? Is that an accounts payable debt letter?</p> <p>Senator SIEWERT: I am coming to the debt. This is the first letter.</p> <p>Ms Campbell: So that is not a discrepancy; that is asking someone to clarify the differences between the tax office and the Centrelink.</p> <p>Senator SIEWERT: I stand corrected. How many of those have been issued, month by month, from July 2016? <i>[page 29]</i></p> <p>b) How many have been issued with a debt notice for the same period—per month for that period of time? <i>[page 29]</i></p> <p>c) Could you then break that down into how many people have been issued a discrepancy notice under the program that have had no further action taken once they have updated their information?</p> <p>Ms Campbell: Yes. <i>[page 29]</i></p> <p>d) Senator SIEWERT: And how many people have been issued a discrepancy notice have had to provide supporting documentation? <i>[page 30]</i></p> <p>e) How many people have been issued a debt notice under the program that have had to provide supporting documentation? <i>[page 30]</i></p> |

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| | | | | <p>f)Could you please provide a breakdown of how many people have been issued with a discrepancy notice from Centrelink that have had no contact with Centrelink—those who have not responded, in other words? Ms Campbell: This is the initial letter alerting them to the fact that there is a difference and that we have not then had any contact? Senator SIEWERT: Yes. [page 30]</p> <p>g)Then how many you have found, in fact, have no debt? [page 30]</p> <p>h) How many people have had the debt reduced? [page 30]</p> <p>i) How many people have had it increased, month by month? [page 30]</p> <p>j) How many people have been waived? [page 30]</p> <p>k) Could you also provide information around the debt notices that have had a 10 per cent recovery fee applied and how many people have had it waived? [page 30]</p> <p>Ms Campbell: Can I just clarify: you want that on notice for this committee, but you would like us to have that information available next week? Senator SIEWERT: Yes. Is that doable? Ms Campbell: I think that is probably doable. I will just check on the month-by-month stuff. Senator SIEWERT: I am seeing some nodding behind you. [page 30]</p> |
| 16 | HS 16 | Call transfers | Pratt | <p>Senator PRATT: Could you perhaps take on notice how many transfers are made and what the waiting time is when people have called the right line and are being transferred within that area? Ms Campbell: It is very difficult for us to be able to say 'called the right line', because that would require us to capture— Senator PRATT: Well, people who are transferred within the same unit rather than to a different—for example, if I called the Families line, and I am transferred to someone else within Families. I want to know whether you are adding the wait times together in that instance. Mr Jackson: We can take that on notice. [page 31]</p> |
| 17 | HS 17 | Information release – media article 26 January 2017 | Watt | <p>Senator WATT: There was a person who I think had received youth allowance and had been pursued by part of the Centrelink fail—that is the unkind way of looking at it. Then information was clearly provided to <i>The Australian</i> to rebut what this person had claimed. It was deeply personal information about money that they owed and their personal circumstances. I think there is another one in there as well. Did that information get provided to that journalist by the department or the minister's office? Senator WATT: So people ring up a journalist and say: 'You know what? I have rorted Centrelink and I would like you to put this on page 1 of <i>The Australian</i> newspaper.' Ms Campbell: There was an article recently where someone was criticising us for recovering money from them, even though they accepted that they had not paid it all back—well, they had paid some of it back—</p> |

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| | | | | <p>and how unfair it was of us to come looking for that money. They acknowledged that they had not paid it back, so, yes, sometimes individuals do.</p> <p>a) Senator WATT: Righto. I have just about wrapped up for now, but there was nothing from the department to Mr Benson about this incident. I think we are going to need to take on notice what contact the minister or his office had, what information he provided to this journalist, any statements, any verbal discussions and the exact timing of when that occurred. Ms Campbell: We will take that on notice. [page 34, 35]</p> <p>b) Senator WATT: Did the department provide advice to the minister or his office before that information was passed on to a journalist? Ms Campbell: We have taken on notice what information was passed on. We need, as part of that process, to determine what advice was provided. Because we do not know, we cannot say what we did or did not provide advice on. Senator WATT: You can find out, though, what advice was provided by the department to the minister's office about this case. Ms Campbell: We can take that on notice. There are many cases, I think, in this article. Senator WATT: There are not a lot that end up on page 1 of <i>The Australian</i>. [page 35]</p> |
| 18 | HS 18 | Telephony Lines | Siewert | <p>a) Ms Brill: I can report that, as of 31 January 2017 for this financial year, we had approximately 28 million busy signals. Senator SIEWERT: How many did not get through to the busy signal? Mr Jackson: Abandoned calls? Senator SIEWERT: What people are saying is that sometimes they are not even getting a busy signal. Ms Campbell: What do they get then? Senator SIEWERT: It just does not get through. It just does not engage. Ms Brill: Don't they all get the busy signal? Senator SIEWERT: No, there are some people who are saying they do not even get the busy signal. Ms Campbell: So what do they hear? I am just trying to understand. Senator SIEWERT: Nothing. Senator Ryan: I asked these questions yesterday. I have not heard of examples of people not getting the noise that says they cannot get through. I appreciate there is that. Then there are the abandoned calls waiting in the queue. I have not heard of substantial examples of that. Off the top of my head, that would be a network issue. Ms Campbell: Yes. Mr Jackson just alerted me to the fact that maybe that is when we have the multiple redial and so we might just have to find out whether that might be the denial. Senator SIEWERT: Okay. If you could check that— Ms Campbell: We will check that, because this is evolving. Mr Jackson: That is my understanding, but we will take it on notice. [page 36]</p> |

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| | | | | <p>b) Senator SIEWERT: In that case, just to clarify: do the 28 million calls not include those denied service attacks? Ms Campbell: I do not know. I think we will have to check. I suspect the 450,000 Mr Sterrenberg just talked about may be in that 28 million. Senator SIEWERT: Could you clarify that? I understand the issue around the denial-of-service attack, but there are people who are hitting redial and hitting redial, and, in fact, probably using the apps, because they are just so frustrated they cannot get through. I would like clarification. Ms Campbell: We will clarify that. Senator SIEWERT: So you are saying that if nothing is happening it could be because the system is thinking that they are doing that—could you clarify that? Ms Campbell: We will check that. Senator SIEWERT: Thank you. Ms Campbell: And sometimes there are outages by our provider as well, so we need to work that out. Senator SIEWERT: If you could provide further information on notice on that. <i>[pages 36-37]</i></p> <p>c) Senator SIEWERT: I am going to run out of time, so could you provide on notice the same details for the child support lines and the Medicare lines? Were abandoned calls on all the Centrelink calls the 4 million figure you just mentioned? Mr Jackson: Yes, that was 4,118,686. Senator SIEWERT: Do you have a list you could table now that actually breaks that down into the individual lines? Mr Jackson: It has all my scrawl all over it, so unfortunately not. But we can break it up on a per line basis for you. Ms Campbell: Are you looking for the families line and those for older Australians and job seekers and those sorts of things? Mr Jackson: We can do that. <i>[page 37]</i></p> <p>d) Senator SIEWERT: Yes. Because we know there are differences in busy times. And what is the average? Ms Campbell: I think we do have the average wait times for those. Mr Jackson: The average speed of answer across the Centrelink lines at the moment— Senator SIEWERT: Is that the same as wait times? Mr Jackson: Yes. It is 14 minutes and 10 seconds, against the target of 16 minutes. Senator SIEWERT: Can you give me the breakdown for each of these against the target? Mr Jackson: Yes, we can do that. <i>[page 37]</i></p> <p>e) Senator SIEWERT: What was the wait time on the debt line? Ms Campbell: There is more than one debt line. The debt line we have been talking about this morning is a few seconds. I am just looking for someone who has a more up-to-date figure, but the last time I</p> |

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| | | | | <p>looked it was about 5 to 10 seconds.</p> <p>Senator SIEWERT: What are the other debt lines?</p> <p>Ms Campbell: We do not seem to have that readily available.</p> <p>Senator SIEWERT: Could you provide that on notice against the other debt lines?</p> <p>Ms Campbell: Yes.</p> |
| 19 | HS 19 | Crisis Payments | Siewert | <p>a) Senator SIEWERT: Could you provide on notice what the definition of crisis is and where exceptional payments are made? Does that make sense?</p> <p>Ms Brill: We are happy to provide those categories, yes. <i>[page 38]</i></p> <p>b) Senator SIEWERT: Could you provide the difference between the categories and whether the exceptional circumstances payments are made as quickly as the crisis payments?</p> <p>Ms Brill: Yes. <i>[page 38]</i></p> <p>c) Senator SIEWERT: Are they the same time frames, or different?</p> <p>Ms Brill: I think you are probably referring to urgent and crisis payments. They are different, and I am happy to provide that on notice.</p> <p>Senator SIEWERT: If you could that would be appreciated. <i>[page 38]</i></p> |
| 20 | HS 20 | Media article 26 January 2017 | Watt | <p>a) Senator WATT: That is what I was coming to next. You will take on notice whether names were provided as well?</p> <p>Ms Campbell: We will take that on notice. <i>[page 40]</i></p> <p>b) Senator WATT: Ms Campbell, we have established that you provided the protected information about media cases in general—</p> <p>Ms Campbell: About complaint cases that may have been in the media.</p> <p>Senator WATT: Yes, complaint cases—they have been in the media—to the minister's office. We have not quite established whether information on these particular cases was provided to the minister's office, but you will take that on notice.</p> <p>Ms Campbell: We will take it on notice.</p> <p>Senator Ryan: With the provisos offered earlier.</p> <p>Ms Campbell: With the provisos that we do not know who they are. <i>[page 42]</i></p> <p>c) Senator PRATT: Did the minister's de-identify that information? You would have forwarded the name and all the information about those particular cases.</p> <p>Ms Campbell: We have taken on notice what the minister's office did and we have referred that to the minister. <i>[page 42]</i></p> |
| 21 | HS 21 | Provision of personal information to the Minister's office | Watt | <p>Senator WATT: How early in Minister Tudge's role was his office advised that every one of these pieces of protected information provided to his office is able to be disclosed in the media? Returning to that earlier case, I think you said that his office was told informally that the department had legal advice that said that it was okay to disclose this because of section 202. I am trying to establish whether that advice was</p> |

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| | | | | <p>provided to the minister on this occasion or beforehand.</p> <p>Ms Campbell: Can we take on notice what we provided in the incoming minister brief to Minister Tudge about those provisions. <i>[page 42]</i></p> |
| 22 | HS 22 | Media article 26 January 2017 | Watt | <p>Senator WATT: You mentioned that advice had informally been provided to the minister's office, and that this disclosure was legal under section 202. When was that advice provided?</p> <p>Ms Campbell: I am not sure we would say 'informal'. I think we would say that the legal advice per se was not provided but that for the policy advice we had legal advice.</p> <p>Senator WATT: When was that provided?</p> <p>Mr Hutson: There were a number of pieces of information regarding this matter that were provided to the minister's office. I do not know that I have the actual time when they were provided to the minister's office. I certainly have the dates.</p> <p>Senator WATT: The critical point here is whether it was before 11:29 am.</p> <p>Mr Hutson: I will take that no notice. <i>[page 43]</i></p> |
| 23 | HS 23 | Media article 26 January 2017 | Siewert | <p>a) Senator SIEWERT: In January you made the comment that you provided information to the minister. Was that about all the cases that had been in the media up until and during January?</p> <p>Ms Campbell: My recollection is that that was a very busy period and we were providing comprehensive information to the minister during that period about those cases.</p> <p>Senator SIEWERT: You acknowledged earlier this morning that you do look at social media. Could you confirm whether that included people commenting on social media?</p> <p>Ms Campbell: We will look at that. I suspect we would not have gotten every social media, because I do not know that it is possible to grab all of them. We were looking for those with lots of profile. We can look at those. <i>[page 45]</i></p> <p>b) Senator SIEWERT: Can I be clear? All the information that the minister released—all of it—was run past the legal team?</p> <p>Ms Campbell: I think we would need to take that one on notice because that is a different question to the one that Mr Hutson just answered. Mr Hutson described what we provided and the legal advice. We will take that on notice with the minister. <i>[page 45]</i></p> |
| 24 | HS 24 | Medical Exemptions | Siewert | <p>Senator SIEWERT: I have one last one. I will put more on notice. It is about medical exemptions. How many times can a person on DSP have a medical exemption? Is there a limit?</p> <p>Ms Campbell: Is this is a person on DSP—</p> <p>Senator SIEWERT: This is about DSP but also Newstart.</p> <p>Ms Campbell: Are you asking: if they are on Newstart and they have partial capacity for work—</p> <p>Senator SIEWERT: Yes.</p> <p>Ms Campbell: how often can they have a medical exemption?</p> <p>Senator SIEWERT: I am looking at people on DSP who have gone onto Newstart, and there is an issue going on there.</p> |

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| | | | | <p>Ms Pitt: If somebody is on Newstart and they have a medical condition and they are seeking an exemption from their mutual obligations, then, depending on what their medical certificate says in terms of whether they have a temporary condition or whether they have an ongoing partial capacity, we will look at that information and then work through.</p> <p>Senator SIEWERT: What I was after was: is there a limit on the number of times you can get an exemption?</p> <p>Ms Pitt: There is a limit to the length of the exemption—</p> <p>Senator SIEWERT: I understand that, but I mean the number of times.</p> <p>Ms Campbell: We will take it on notice. I do not think there is, but clearly if we saw someone constantly coming back with medical certificates then that would alert us to the fact that there was something happening, and we would need to look at that in more detail. <i>[page 46]</i></p> |
| 25 | HS 25 | Disability Support Pension | Siewert | <p>a) When an individual is successfully granted the Disability Support Pension, are they required to continue attending jobactive appointments until Centrelink informs the jobactive provider that the individual has been granted the Disability Support Pension?</p> <p>b) If yes, is the jobactive provider being paid for any appointments that take place between the individual being granted the Disability Support Pension and Centrelink informing the jobactive provider of the individual's new circumstances?</p> <p>c) If yes, why are they being paid for these appointments?</p> |
| 26 | HS 26 | Family Tax Benefit Part B | Siewert | Please provide a breakdown of Family Tax Benefit Part B recipients by age of youngest child. |
| 27 | HS 27 | Data from Twelve-month period | Siewert | <p>Over the most recent twelve-month period:</p> <p>a) How many job seekers have received exemptions from their mutual obligation requirements?</p> <p>i) What percentage of this figure was for domestic violence?</p> <p>b) How many recipients of Family Tax Benefit Part A have 'failed' there Maintenance Action Test Exemption?</p> <p>c) How many Partial Collect Exemptions have been granted?</p> <p>d) How many Change of Assessments have been initiated by DHS-CSA and were they on the grounds of safety?</p> |
| 28 | HS 28 | Crisis Payments | Siewert | Please provide a breakdown of Crisis Payment by gender for the most recent twelve-month period. |
| 29 | HS 30 | Child Dental Benefit Schedule - cap | Griff | <p>During Estimates, Caroline Edwards, Deputy Secretary of the Health and Aged Care Group advised the department had not yet started notifying families that the \$1000 cap had been reinstated.</p> <p>a) What is the reason for this?</p> <p>b) When does the department expect to commence sending these notifications?</p> <p>c) Is the letter being redrafted, beyond stating the change in the cap?</p> |

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| 30 | HS 31 | Child Dental Benefit Schedule - notifications | Griff | <p>Ms Edwards advised 1.4 million letters were issued or due to be issued this year, yet the Health Department (in Estimates on March 1 in answer to a question from me) advised about 3 million children are eligible (and its annual report and Budget statement have a “target” of 2.4m children per year).</p> <p>a) Please advise the reason for this apparent discrepancy in eligible children and issued notifications.</p> <p>b) What proportion of these notifications were only sent electronically, through the MyGov portal, and how many were sent as hard copy letters?</p> |
| 31 | HS 32 | Child Dental Benefit Schedule – electronic letters | Griff | <p>a) Does the department monitor how many letters issued via the MyGov portal go unopened?</p> <p>b) If so, what proportion of CDBS notifications went unopened in 2015-16?</p> <p>c) Has the department considered providing the revised advice of the current benefit to families via hard copy?</p> <p>i) What would be the cost of doing so?</p> |
| 32 | HS 36 | Centrelink Wait Times | Watt | <p>a) Is the published wait times, the time a person is waiting for a staff member to answer the call?</p> <p>b) If that person is then put back on hold (for whatever reason) is that wait time recommenced or is it added to the original time?</p> <p>c) What is the percentage of calls that have their issue dealt with in the first contact?</p> |
| 33 | HS 37 | Centrelink resourcing | Watt | <p>a) How many staff are currently assigned to the farm household “pilot program” as 1:1 case workers for new applicants?</p> <p>b) Has this had an effect on other areas of new applications and has there been an increase in applications for other type of payments?</p> |
| 34 | HS 38 | Medicare Wait Times | Watt | <p>a) In the financial year 15/16 how many Medicare claims were lodged manually?</p> <p>b) In the financial year 15/16 how many Medicare claims were lodged electronically?</p> <p>c) In the current YTD how many Medicare claims have been lodged manually and how many have been lodged electronically?</p> <p>d) In the financial year 15/16 what was the waiting time to have a Medicare claim processed manually and what is the current waiting time YTD?</p> <p>e) In the financial year 15/16 what was the waiting time to have a Medicare claim processed electronically and what is the current waiting time YTD?</p> |
| 35 | HS 39 | Child Support IT System Upgrade | Watt | <p>a) How much of the original budget of \$104 million for the upgrade of the child support IT system has been spent to date? Is this project already in excess of the original budgeted cost?</p> <p>b) To what areas have the funds already spent been allocated? What proportion funds have been spent on private contractors’ fees?</p> <p>c) If the child support IT system upgrade is costing a reported \$100,000 per day, how much time is left</p> |

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| | | | | <p>before the upgrade goes significantly over-budget? Is there currently a firm completion date for this project?</p> <p>d) Does the Department have any estimation of the costs incurred through the use of the obsolete IT system – for example, a higher error rate in processing due to incomplete access to data requiring higher levels of manual processing?</p> |
| 36 | HS 40 | Belmont (WA) Medicare Office | Watt | <p>a) What are the plans and timeframe for re-establishing a full service office at Belmont?</p> <p>b) The current contingencies in place for ensuring that staff have a safe working environment, including access to a private and secure space for staff and their belongings?</p> <p>c) What other arrangements can be made available to customers where face-to-face contact is required to access Medicare benefits?</p> <p>d) When and how the issue of access for motorised wheelchairs and mobile buggies be resolved?</p> <p>e) What contingencies will be put in place to ensure the privacy of customer information?</p> |
| 37 | HS 41 | DHS Smart Centres - Staff Numbers | Watt | <p>Please provide details of the employment profiles in each DHS Smart Centre, including Service Delivery Operations Smart Centres and Child Support centres as at 31 January 2017. Please provide details of staff numbers by:</p> <p>a) Full time Equivalent (FTE)</p> <p>b) Headcount</p> <p>c) Location of Smart Centre (Suburbs and State/territory)</p> <p>d) classification</p> <p>e) Employment status (ongoing and non-ongoing)</p> <p>f) By employment type</p> <p>g) By gender</p> <p>h) Number of people not employed by the department working in the centre and the name of the contract provider</p> |
| 38 | HS 42 | DHS Staff Numbers | Watt | <p>Please provide details of staff numbers by employment status (ongoing and non-ongoing):</p> <p>a) Face to Face services</p> <p>b) Child support smart centres</p> <p>c) Smart centres</p> <p>d) Indigenous and Intensive servicing</p> |
| 39 | HS 43 | Workplace Health and safety | Watt | <p>Please provide details of who is the relevant duty holder under the Work Health and Safety Act 2011 for ensuring the department meets its obligations in relation to the automated compliance and debt recovery work?</p> |

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| 40 | HS 44 | Payments | Watt | <p>Please provide details of the processing of all claims for all payments types by month for the period from Jul 16 to Jan 17 by:</p> <ul style="list-style-type: none"> a) National Services Zones - processing services b) Total number of claims c) Total number of claims outstanding d) Average age of claims outstanding e) Timelines by month against KPI's |
| 41 | HS 45 | Call Wait Times | Watt | <p>Please provide details of the monthly average call wait time from Jul 16 to Jan 17 by:</p> <ul style="list-style-type: none"> a) Payment type b) Smart Centre c) Master Program |
| 42 | HS 46 | Service Centre Wait Times | Watt | <p>Please provide details of the monthly average wait times in Service Centres from Jul 16 to Jan 17 by Service Centre.</p> |
| 43 | HS 47 | Service Centre Service Officers | Watt | <p>Please provide details of what service officers are now only accessible online which were previously available through Services centre and when was the date of transfer to online service for each service offer only.</p> |
| 44 | HS 48 | Workplace Health and Safety | Watt | <ul style="list-style-type: none"> a) Please provide details on the risk assessment undertaken as a part of the preparation for the implementation of the department's introduced automated compliance and debt recovery work? b) Please provide details on what specific steps were taken by the department to ensure the health and safety of staff and customers were not put at risk as a result of the implementation of the introduced automated compliance and debt recovery work? |
| 45 | HS 49 | Medicare Funding - Abortions | Abetz | <ul style="list-style-type: none"> a) How many abortions were funded through Medicare each year over the last 5 years? b) What is the total cost of this funding? |
| 46 | HS 50 | Ministerial Functions | Bilyk | <p>In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio since 1 October 2016, can the following please be provided:</p> <ul style="list-style-type: none"> a) list of functions; b) list of attendees including departmental officials and members of the Minister's family or personal staff; c) function venue; d) itemised list of costs (GST <u>inclusive</u>); e) details of any food served; |

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| | | | | <p>f) details of any wines or champagnes served including brand and vintage; and</p> <p>g) details of any entertainment provided.</p> |
| 47 | HS 51 | Departmental Functions | Bilyk | <p>In relation to expenditure on any departmental functions or official receptions etc since 1 October 2016, can the following please be provided:</p> <p>a) list of functions;</p> <p>b) list of attendees;</p> <p>c) function venue;</p> <p>d) itemised list of costs (GST <u>inclusive</u>);</p> <p>e) details of any food served;</p> <p>f) details of any wines or champagnes served including brand and vintage; and</p> <p>g) details of any entertainment provided.</p> |
| 48 | HS 52 | Plants and Gardens | Bilyk | <p>a) What was the total cost (GST <u>inclusive</u>) of acquiring and maintaining indoor plants for all departmental premises in calendar year 2016?</p> <p>b) What was the total cost (GST <u>inclusive</u>) of external gardens and landscaping for all departmental premises in calendar year 2016?</p> <p>c) What was the total cost (GST <u>inclusive</u>) of acquiring and maintaining indoor plants for ministerial offices in calendar year 2016?</p> <p>Please provide separate figures for each Minister's office in the portfolio, covering ministerial offices both at Parliament House and elsewhere.</p> |
| 49 | HS 53 | Subscriptions | Bilyk | <p>a) What was the total cost (GST <u>inclusive</u>) of subscriptions to print and online news services, newspapers, magazines, journals and periodicals etc in calendar year 2016 for the Department? Please provide a complete list of each service to which the Department subscribed.</p> <p>b) What was the total cost (GST <u>inclusive</u>) of subscriptions to print and online news services, newspapers, magazines, journals and periodicals etc in calendar year 2016 for Ministers in the portfolio? Please provide a complete list of each service to which ministerial offices subscribed.</p> |
| 50 | HS 54 | Gifts | Bilyk | <p>a) What was the total cost (GST <u>inclusive</u>) of all gifts purchased for use by departmental officials in calendar year 2016?</p> <p>b) Can an itemised list of gifts and costs thereof (GST <u>inclusive</u>) please be provided?</p> <p>c) Who was the recipient of each gift?</p> <p>d) For what purpose was each gift given?</p> <p>e) What was the total cost (GST <u>inclusive</u>) of all gifts purchased for use by Ministers in the portfolio in</p> |

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| | | | | <p>calendar year 2016?</p> <p>f) Can an itemised list of gifts and costs thereof (GST <u>inclusive</u>) please be provided?</p> <p>g) Which Minister gave each gift?</p> <p>h) Who was the recipient of each gift?</p> <p>i) For what purpose was each gift given?</p> |
| 51 | HS 55 | Water Coolers | Bilyk | <p>a) What was the total cost (GST <u>inclusive</u>) of providing water coolers at departmental premises in calendar year 2016? Please provide a breakdown of costs for acquiring and maintaining / resupplying water coolers.</p> <p>b) What was the total cost (GST <u>inclusive</u>) of providing water coolers to ministerial offices in calendar year 2016? Please provide a breakdown of costs for acquiring and maintaining / resupplying water coolers.</p> |
| 52 | HS 66 | Snacks | Bilyk | <p>a) What was the total cost (GST <u>inclusive</u>) of supplying fruit and other snacks at departmental premises in calendar year 2016?</p> <p>b) What was the total cost (GST <u>inclusive</u>) of supplying fruit and other snacks to ministerial offices in calendar year 2016? Please provide a breakdown of the costs for each separate ministerial office, covering both offices at Parliament House and elsewhere.</p> |
| 53 | HS 57 | Coffee Machines | Bilyk | <p>Can an itemised list of coffee machines at departmental premises please be provided, including:</p> <p>a) make and model;</p> <p>b) purchase or lease cost;</p> <p>c) ongoing maintenance costs; and</p> <p>d) ongoing cost of supplying coffee and other consumables?</p> |
| 54 | HS 58 | Mobile Devices | Bilyk | <p>a) How many mobile telephones are currently on issue to departmental to staff?</p> <p>b) Can an itemised list showing make and model please be provided?</p> <p>c) How many new mobile phones were purchased by the Department in calendar year 2016?</p> <p>d) What was the total cost (GST <u>inclusive</u>) of purchasing mobile telephones for departmental staff in calendar year 2016?</p> <p>e) How many mobile telephones had to be replaced due to damage in calendar year 2016? What was the cost of replacement (GST <u>inclusive</u>)?</p> <p>f) How many mobile telephones were reported lost or stolen in calendar year 2016? What was the cost of replacement (GST <u>inclusive</u>)?</p> <p>g) How many iPads/tablets are currently on issue to departmental staff?</p> |

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| | | | | <p>h) Can an itemised list showing make and model please be provided?</p> <p>i) How many new iPads/tablets were purchased by the Department in calendar year 2016?</p> <p>j) What was the total cost (GST <u>inclusive</u>) of purchasing iPads/tablets for departmental staff in calendar year 2016?</p> <p>k) How many iPads/tablets had to be replaced due to damage in calendar year 2016? What was the cost of replacement (GST <u>inclusive</u>)?</p> <p>l) How many iPads/tablets were reported lost or stolen in calendar year 2016? What was the cost of replacement (GST <u>inclusive</u>)?</p> |
| 55 | HS 59 | Stationery and Paper | Bilyk | <p>a) How much did the Department spend on stationary and office supplies (excluding paper) in calendar year 2016 (GST <u>inclusive</u>)?</p> <p>b) How much did the Department spend on paper in calendar year 2016 (GST <u>inclusive</u>)?</p> <p>c) What brand of paper does the Department use?</p> <p>d) Is this paper Australian made?</p> <p>e) If no, why doesn't the Department buy Australian made paper?</p> |
| 56 | HS 60 | Executive Office Upgrades | Bilyk | Have the furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, been upgraded since 1 October 2016? If so, can an itemised list of costs please be provided (GST <u>inclusive</u>)? |
| 57 | HS 61 | Facilities Upgrades | Bilyk | <p>a) Have the facilities of any of the Department's premises been upgraded since 1 October 2016, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment?</p> <p>b) If so, can a detailed description of the relevant facilities upgrade please be provided together with an itemised list of costs (GST <u>inclusive</u>)? Can any photographs of the upgraded facilities please be provided?</p> |
| 58 | HS 62 | Vacancies | Bilyk | Please provide a list of all statutory, board and legislated office vacancies and other significant appointments vacancies within the portfolio, including length of time vacant and current acting arrangements. |
| 59 | HS 63 | Media and Public Relations | Bilyk | <p>a) How much has the Department spent on media monitoring since 1 October 2016 (GST <u>inclusive</u>)? Can a list of all Contract Notice IDs for the Austender website in relation to media monitoring contracts please be provided?</p> <p>b) How many media or public relations advisers are employed in the Department? At what APS level (e.g. EL2, APS5) is each staff member employed? Can an organisational chart for the relevant area of the Department please be provided? What was the total cost of employing relevant staff in calendar year 2016 (please provide a global figure)?</p> |

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| 60 | HS 64 | Advertising and Information Campaigns | Bilyk | <p>a) How much has the Department spent on advertising and information campaigns since 1 October 2016 (GST <u>inclusive</u>)? Can a list of all Contract Notice IDs for the Austender website in relation to advertising and information campaign contracts please be provided?</p> <p>b) How much did the Department spend on Facebook advertising or sponsored Facebook posts in calendar year 2016 (GST <u>inclusive</u>)?</p> <p>c) How much did the Department spend on Google adwords advertising in calendar year 2016 (GST <u>inclusive</u>)?</p> |
| 61 | HS 65 | Market Research | Bilyk | <p>a) How much did the Department spend on market research in calendar year 2016 (GST <u>inclusive</u>)?</p> <p>b) Can a list of all market research contracts entered into please be provided, together with the Austender Contract Notice number?</p> <p>c) What was the purpose of this market research?</p> <p>d) Did it relate to an advertising or information campaign? If so, which campaign?</p> |
| 62 | HS 66 | Legal Costs | Bilyk | <p>a) What was the Department's total spend on external legal services (including services provided by the Australian Government Solicitor) (GST <u>inclusive</u>) for calendar year 2016?</p> <p>b) Can an itemised list of costs of each legal matter (GST <u>inclusive</u>) please be provided?</p> <p>c) Can a list of relevant Contract Notices published on Austender please be provided?</p> |
| 63 | HS 67 | Consultancies | Bilyk | <p>Please provide an itemised list of costs (GST <u>inclusive</u>) for spending in calendar year 2016 on external consultants/service providers in the following categories please be provided:</p> <p>a) social media;</p> <p>b) photography;</p> <p>c) graphic design;</p> <p>d) web design;</p> <p>e) electronic communications;</p> <p>f) acting or public speaking training; and</p> <p>g) ergonomics.</p> |
| 64 | HS 68 | Redundancies | Bilyk | <p>a) How many staff were made redundant in calendar year 2016?</p> <p>b) How many were voluntary redundancies?</p> <p>c) How many were forced redundancies?</p> <p>d) What was the total cost of all redundancies (expressed as a single global figure)?</p> <p>e) Have any staff made redundant in calendar year 2016 subsequently carried out work for the</p> |

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| | | | | Department as a contractor? If so, please provide an itemised list of relevant contracts and related Austender Contract Notice numbers. |
| 65 | HS 69 | iTunes / Android | Bilyk | <p>a) Does the Department have an iTunes account? If so, what was the total expenditure on iTunes in calendar year 2016 (GST <u>inclusive</u>)? What applications/subscriptions/services purchased through iTunes in calendar year 2016?</p> <p>b) Does the Department have an Android account? If so, what was the total expenditure on Android in calendar year 2016 (GST <u>inclusive</u>)? What applications/subscriptions/services purchased through Android in calendar year 2016?</p> <p>c) Do any ministerial offices in the portfolio have an iTunes account? If so, what was the total expenditure on iTunes in calendar year 2016 (GST <u>inclusive</u>)? Please provide separate figures for each Minister. What applications / subscriptions / services purchased through iTunes in calendar year 2016?</p> <p>d) Do any ministerial offices have an Android account? If so, what was the total expenditure on Android in calendar year 2016 (GST <u>inclusive</u>)? Please provide separate figures for each Minister. What applications / subscriptions / services purchased through Android in calendar year 2016?</p> |
| 66 | HS 70 | Websites | Bilyk | <p>a) What were the top 20 most utilised (by data sent and received) unique domain names accessed by departmental staff in calendar year 2016?</p> <p>b) What were the top 20 most accessed (by number of times accessed) unique domain names accessed by departmental staff in calendar year 2016?</p> |
| 67 | HS 71 | Flights | Bilyk | What was the Department's total expenditure on flights for departmental staff in calendar year 2016 (GST <u>inclusive</u>)? |
| 68 | HS 72 | Ground Transport | Bilyk | <p>What was the Department's total expenditure on the following categories of ground transport in calendar year 2016 (GST <u>inclusive</u>):</p> <p>a) taxi hire;</p> <p>b) limousine hire;</p> <p>c) private hire car; and</p> <p>d) ridesharing services.</p> |
| 69 | HS 73 | Debt Collection | Burston | <p>a) Is Centrelink a "debt collector" as articulated by the ACCC consumer protection legislation?</p> <p>i) If not, why not?</p> <p>ii) Are you able to confirm that your staff has received training in debt collection techniques?</p> <p>iii) Are you aware of the limitations imposed on debt collection activities by the ACCC consumer protection legislation?</p> <p>b) Has Centrelink engaged third party debt collection agencies?</p> <p>c) Are those agencies compliant with the ACCC consumer protection provisions?</p> |

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| | | | | d) Who, in your organisation, has responsibility for ensuring those companies are compliant with the ACCC consumer protection provisions? |
| 70 | HS 74 | Certification of software changes | Burston | a) Were the software changes implemented to bring about the automated data matching and debt recovery system certified by the Digital Transformation Agency prior to its use? b) If not, why not? |
| 71 | HS 75 | Debt recovery letters | Burston | Have debt recovery letters included dates beyond the statute for debt recovery? |
| 72 | HS 76 | Customer-facing staff | Burston | Has experienced staff been removed from customer-facing roles in favour of less-experienced casual staff? |
| 73 | HS 77 | Lifeline | Burston | Has staff been advised to recommend that callers ring Lifeline? |
| 74 | HS 78 | Waste | Xenophon | Given that government and opposition politicians have all raised concerns over time and had policies on government waste: a) Is there a central government authority responsible for the elimination of waste? b) If so i) Is there a government wide definition on the meaning of 'waste', and if so, what is that definition? ii) How does this central government authority monitor and manage waste within the Department? iii) Is there a central government mechanism (e.g. phone number, email address, web site) for public servants or contractors to report Departmental waste? iv) How much Departmental waste was identified by the central government authority in FY 13/14, FY 14/15 and FY 15/16? c) If not: i) Is there a departmental definition on the meaning of 'waste', and if so, what is that definition? ii) What are the Department's arrangements for monitoring and managing waste? iii) Is there a central Departmental mechanism (e.g. phone number, email address, web site) for public servants or contractors to report Departmental waste? iv) How much waste was identified by the Department in FY 13/14, FY 14/15 and FY 15/16? d) In either case: i) Can Departmental officers or contractors report waste anonymously? ii) Are they afforded a protection if they do so? |
| 75 | HS 79 | Farm Household Allowance | Kakoschke-Moore | a) In respect of the Dairy Support Package announced by the Government in May 2016: 1) How many dairy farming businesses have received Farm Household Allowance (FHA)? 2) How many of those businesses are located in South Australia? 3) How many applications for support, by electorate, have been: i) received; |

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| | | | | <ul style="list-style-type: none"> ii) processed; and iii) rejected? 4) What is the total funding provided to dairy farming businesses via the FHA since May 2016? 5) What was the estimated budget expenditure for the FHA over this period? b) In respect of FHA applications: <ul style="list-style-type: none"> 1) What is the average timeframe for resolution? 2) What is the average number of exchanges (phone, electronic or face to face) between the applicant and the Minister's department before an application is resolved? 3) What percentage of applications take longer than 8 weeks to process, and what is the primary reason for delay? 4) What are the key performance indicators for the department in processing applications? 5) What actions have been taken to address delays in processing? |
| 76 | HS 80 | Child Support – complaints | Watt | <ul style="list-style-type: none"> a) How many complaints did CSA receive in 2016? What were the most common types of complaint? In what number were they received? b) Of the complaints received in 2016, how many were resolved? c) Please provide the average amount of time it takes a for a complaint to be resolved. |
| 77 | HS 81 | Child Support - arrears | Watt | Are you able to quantify the expense to the Agency of staff time spent finding alternative methods of payment in cases where arrears are owed, or otherwise pursuing payment of arrears? |