

### Budget Estimates 2013-2014 - Index to Questions on Notice - DHS

QoN No.	Agency/ Outcome	Broad Topic	Senator	QUESTION	Hansard/ Ref
1	Australian Hearing	Australian Hearing - uptake of the Rehab Plus service	Siewert	<p>Senator SIEWERT: Can you provide us with an update on the uptake of the Rehab Plus service?</p> <p>Ms Mavrias: I do not have any exact figures at the moment. What I can say is that we have worked with the Office of Hearing Services. There was consultation in order to try to improve the uptake. There has been information sent around to a lot of the providers clarifying the criteria and reminding people about the importance of providing that service to our clients, and certainly Australian Hearing has done quite a lot of work to put a program in place to ensure that clients fitted for the first time have access to that service.</p> <p>Senator SIEWERT: Are you putting any specific strategies in place to improve the uptake of it or are you relying on the office to do that?</p> <p>Ms Mavrias: No, we have been putting in some strategies ourselves. In terms of making all of our clinicians aware, we have provided some additional information around the programs we can run for people that have been fitted for the first time, and we have also been using the information we have in our database to, again, make clients aware of this service. We have been much more proactive around inviting clients in to access it.</p> <p>Senator SIEWERT: Has that seen the uptake of it?</p> <p>Ms Mavrias: We have seen some increase, yes.</p> <p>Senator SIEWERT: What percentage?</p> <p>Ms Mavrias: I do not have the exact number with me.</p> <p>Senator SIEWERT: Are you able to take that on notice? What has been the increase over the last number of months, over whatever the reporting period is, the uptake of it?</p> <p>Ms Mavrias: Yes.</p>	56
2	Australian Hearing	Australian Hearing - staffing	Smith	<p>a) Mr Grundy: Australian Hearing provides our operation nationally. We have approximately just under 120 permit sites nationally. We have well over 300 visiting sites. That is a site that we may visit anything from once per month down to two to three days per week. I can take it on notice to give you a breakdown of the staff in each of the states, if that is what you are after.</p> <p>Senator SMITH: Yes. That would be great. Are you able to provide that on the SES and E level employee classification?</p> <p>Mr Grundy: Australian Hearing does not break the category down to that. I can give it to you in relation to executive, general managers and regional managers.</p> <p>Senator SMITH: Yes, great.</p> <p>Mr Grundy: We can do that.</p> <p>b) Senator SMITH: Can you provide a current organisational chart of the organisation with names of individuals?</p> <p>Mr Grundy: For the executive and senior management?</p> <p>Senator SMITH: Yes.</p> <p>Mr Grundy: Yes, we can</p>	57
3	Australian Hearing	Australian Hearing – client numbers	Smith	<p>Senator SMITH: What is the approximate number of clients of the agency?</p> <p>Ms Clapin: We have approximately 200,000 clients who are what we call active clients, so they pay their annual maintenance fee.</p> <p>Senator SMITH: Are you able to provide that on a state-by-state or territory-by-territory breakdown?</p> <p>Ms Clapin: We would have to take that on notice.</p>	58

4	Australian Hearing	Australian Hearing - expenditure	Smith	<p>a) Senator SMITH: In the same financial year [2011-12], what was the total spend by Hearing Australia on hospitality, food and beverage, and events? A single total is fine if you have that.</p> <p>Mr Grundy: I would have to take that on notice.</p> <p>b) Senator SMITH: What was the total spend of the agency on professional development for staff?</p> <p>Mr Grundy: I would have to take that on notice as well.</p>	58-59
5	Australian Hearing	Australian Hearing – staff misconduct	Smith	<p>Senator SMITH: Have there been any cases of staff misconduct within the agency?</p> <p>Mr Grundy: Staff misconduct within Australian Hearing?</p> <p>Senator SMITH: Yes.</p> <p>Mr Grundy: In terms of major significance, no.</p> <p>Senator SMITH: What would you describe as 'major significance'?</p> <p>Mr Grundy: We have normal administrative type—it might be performance management for a staff member, but I am not aware of anything of a senior nature. I am happy to take that on notice.</p> <p>Senator SMITH: If you could take that on notice and exercise your own judgment about seriousness.</p>	59
6	DHS	Targeted efficiency measures – replacing cheques with EFT - savings	Fifield	<p>Mr Box: We are just getting the breakdown for you for each of those measures. We have the figure for replacing cheques with AFT for you. In 2013-14 it is actually an increase in costs to set it up of \$0.9 million. There are then savings in the out years. The saving for 2014-15 is \$2.8 million; 2015-16, \$2.7 million; and in 2016-17, \$2.6 million.</p> <p>Senator FIFIELD: Do those savings increase in a similar fashion beyond the forward estimates?</p> <p>Mr Box: I would have to take that on notice. I am not sure whether we have done those costings so we will have to do that.</p>	62
7	DHS	2013-14 Budget – terminating measures	Fifield	<p>Senator FIFIELD: Are you able to tell us what the terminating measures were?</p> <p>Mr Box: I would have to take that on notice to give you a breakdown of that.</p> <p>Senator FIFIELD: Thank you.</p>	62-63

8	DHS	2011-12 Budget Measure – Simplify and Automate	Fifield	<p>a) Senator FIFIELD: Have you averaged it out across the organisation that on average each person who registers online saves the Department of Human Services X dollars? Ms Golightly: I do not think that we have done the average. We have done it by letter. We can take it on notice whether we can get you an average.</p> <p>b) Senator FIFIELD: Can you give me a few examples by letter? Ms Golightly: Yes. Senator FIFIELD: You say that you have done it by letter. Can you give me a few examples of where you have done it by letter? Ms Golightly: I do not have the figures with me but, for example, the Centrelink statement was one of the examples that we put online, but there are other routine letters that we have also put online. Mr Rimmer: I do not have the cost per letter. It depends on the number of sheets in the letters, the size of the envelope and so on. We can probably get some of that information for you on notice with perhaps a couple of examples of different kinds of letters.</p> <p>c) Senator FIFIELD: For the 23 per cent of people who have elected to receive their letters online do you have a figure for what that saves the Department of Human Services? Ms Golightly: We have a figure for the simplifying and automating online services. One bit of that is letters. I would have to take on notice whether we could take it down to the letter component for you. Senator FIFIELD: Or letters. Ms Golightly: Yes, letters. d) Senator FIFIELD: What is the saving for the simplifying and automating program? Ms Golightly: Over the four years of service delivery reform it was meant to be a net benefit of \$140.4 million, but as I said that was more than just the letters. Senator FIFIELD: What percentage of that do you think the letters might be? Ms Golightly: I would have to take that on notice for you. Senator FIFIELD: Would it be half, less than half or 25 per cent? Ms Golightly: I am sorry, but I really would have to check for you.</p>	63-64
9	DHS	Call Centres	Fifield	<p>a) Senator FIFIELD: Yes. Are you able to provide what the average wait time was for July through September for 2011-12? Mr Rimmer: Yes. I do not have it across the three months, I have it month by month. Senator FIFIELD: When I say 2011-12 I mean for calendar year 2011 and calendar year 2012, July to September. Mr Rimmer: The average wait for July 2011 was seven minutes 22. In July 2012 the average wait was 16 minutes and 20 seconds. Senator FIFIELD: Do you have what it was for 2010 as well? Mr Rimmer: We do not have that figure here. I am sure we can find it quite fast.</p> <p>b) Senator FIFIELD: Do you have percentage figures for the percentage of calls that would have received an engaged signal year by year? Mr Rimmer: I do not have those percentages. CHAIR: Do you have them somewhere, Mr Rimmer? You do not have them with you but do you have them somewhere? Mr Rimmer: I am sure we can get them. Senator FIFIELD: If you could. The relevant period is for July to September in 2011 and 2012, but also for the 2010-11, 2011-12, and 2012-13 financial years as a whole. Ms Campbell: We can take that question on notice.</p>	71-72

10	DHS	Call Centres – Peak Demand	Moore	<p>CHAIR: So, can you actually model your peak demand?</p> <p>Ms Campbell: We can look at where we have seen the peak demand previously and project it forward, yes. So we look at what we got last year and last week and yesterday to see where some of the demand is. We can also see when different things happen, for example, in the economy, where there might be greater demand, or if we have new initiatives where Australians may wish to ask a number of questions about them. We can look at that demand and adapt.</p> <p>CHAIR: So, you could look at something like Geelong last week when people got that notice about what was going to happen in their city. Could you actually go back to your smart line and see whether there was any peak demand?</p> <p>Ms Campbell: We could, yes.</p> <p>CHAIR: Can you? Will you?</p> <p>Ms Campbell: We can take that on notice.</p> <p>CHAIR: That would be great.</p>	73
11	DHS	Call Centres – Engaged Signals and Total Calls	Fifield	<p>Senator FIFIELD: Can you give me the engaged signal percentages for those months?</p> <p>Mr Rimmer: I cannot give you percentages. I do have some data on the number of engaged signals but I do not have that in percentage form.</p> <p>Senator FIFIELD: Do you have numbers of the total calls placed?</p> <p>Mr Rimmer: I could probably provide those two pieces of information but to give you the correct information in a form that is useful it is perhaps better to take it on notice.</p> <p>Senator FIFIELD: Yes, please do.</p>	74

12	DHS	Union Right of Entry Notices	Fifield	<p>a) Senator FIFIELD: I will continue. I will go to the issue of right-of-entry notices. In the 2012 budget estimates the department advised that the CPSU had sought right of entry on 78 occasions for meetings with members, but I do not think it was indicated at that estimates over what period of time that was. It may have been over a year. Does someone have that—</p> <p>Ms Campbell: Are you looking for an updated figure or just a time frame?</p> <p>Senator FIFIELD: Both. What period did that 78 cover and could I get an update for the year to date?</p> <p>Ms Bennett: We would have to take that on notice.</p> <p>Senator FIFIELD: What period does the 78 cover?</p> <p>b) Senator FIFIELD: I think in response to the question on notice where we got the 418 number from for 2011-12 it said that the purpose was to hold general discussions with staff. For the 418 for 2011-12, or for the 430 since January this year, are you able to break it down into any further subcategories?</p> <p>Ms Bennett: That is the purpose for which the right of entry is given under the legislation and that is the only information that we would have: to have discussions with staff.</p> <p>Senator FIFIELD: So, you would not know if it was for the purposes of investigating an alleged contravention of the Fair Work Act?</p> <p>Ms Bennett: To break that down further we would have to take that on notice.</p> <p>c) Senator FIFIELD: Could the department take on notice and provide a copy of all CPSU right-of-entry permits—well, the 430 since January this year.</p> <p>Ms Campbell: We can take that on notice.</p> <p>Senator FIFIELD: Could I have them for 2011-12 and also for 2012-13 year to date?</p> <p>Ms Campbell: We will take that on notice.</p> <p>d) Senator FIFIELD: Would you also happen to have to hand how many right-of-entry notices the department received from the CPSU in 2010-11?</p> <p>Ms Bennett: It is unlikely, because the department became integrated on 1 July 2011 and those records would have gone to the individual agencies that made up, and we integrated our HR systems in October of that following year; it would require us to manually go through past records. So, it would not be as readily available or necessarily recorded in the same sort of manner across the organisations.</p> <p>Ms Campbell: It was sometimes decentralised in those previous organisations and therefore we may not be able to give an apples-with-apples comparison.</p> <p>Senator FIFIELD: If it is possible, good; if it is not possible and would not be complete, then not. But we have got the figures for 2011-12 and 2012-13 to date, but could you take on notice getting copies of those right-of-entry permits.</p>	75-76
13	DHS	Union Right of Entry Notices – Type of Site	Furner	<p>Senator FURNER: I will just ask also, in delivering that information, could you break it down, if possible, on the centres, whether they be a smart centre or an agency or whatever the case might be?</p> <p>Ms Campbell: I would have to just check whether we have got that information. Sometimes it may be to a building which contains both a smart centre and a customer service centre. We will see what we can find with the data.</p> <p>Senator FURNER: Thanks.</p>	76
14	DHS	Union Right of Entry Notices – Location	Fifield	<p>Senator FIFIELD: Further to Senator Furner's question before, but not necessarily breaking it down by component business units, could the 2011-12 and 2012-13 figures give an indication which at which sites?</p> <p>Ms Bennett: I can provide some explanation for the 2012-13 period.</p> <p>Senator FIFIELD: Thank you.</p>	76

15	DHS	Call Centre Staff Information	Fifield	<p>Senator FIFIELD: Is there information from the last budget that was provided to—</p> <p>Mr Tidswell: Yes, we would have provided a suite of information to enable people to provide advice to callers.</p> <p>Senator FIFIELD: Could you provide a copy of that which was provided in light of the most recent budget?</p> <p>Mr Tidswell: I will take that on notice.</p>	78
16	DHS	Organisational Chart – Public Affairs Arrangements	Fifield	<p>Senator FIFIELD: That is a wise thing to do, I think, to follow your sites. Would it be possible for an organisational chart of the new public affairs arrangements to be provided?</p> <p>Ms Bennett: We can take that on notice.</p>	79
17	DHS	Online Release of DHS Portfolio Budget Statements	Fifield	<p>Senator FIFIELD: Was there an issue with the releasing online of the portfolio budget statement for Human Services this year?</p> <p>Ms Campbell: Not that I am aware of, but we will ask someone else and see if we can find someone who may be aware of whether there were any issues.</p> <p>Senator FIFIELD: Again, a colleague has put to me that the Human Services portfolio budget statement was not available for download at 7.30 on budget night. I recall that there was an issue the previous year.</p> <p>Mr Box: As far as I am aware, if we could just double check, our portfolio budget statement was available online in line with the Treasury requirements and the department of finance requirements.</p> <p>Senator FIFIELD: Which is?</p> <p>Mr Box: I would have to get—</p> <p>Senator FIFIELD: Which is ever so slightly after 7.30?</p> <p>Mr Box: Exactly. There is guidance issued by the department of finance about when that has to be uploaded.</p> <p>Senator FIFIELD: When to hit the button.</p> <p>Mr Box: Yes. My advice is that we hit the button in line with the guidelines.</p> <p>Senator FIFIELD: Would you mind taking that on notice and checking, because as I say, it was put to me? It was not my own attempt.</p> <p>Mr Box: We definitely had the arrangements in place and people ready to push the button.</p> <p>Senator FIFIELD: Thank you for that.</p>	79-80
18	DHS	Express Plus Apps - Users	Furner	<p>Senator FURNER: Out of the four categories—seniors, families, students and jobseekers—do you have information identifying the number of users in each category?</p> <p>Mr Rimmer: I do not have information about the number of users to hand. I do have the number of downloads in the materials.</p> <p>Senator FURNER: So you do not identify a person by whether they have a smart phone and the usage through the department?</p> <p>Mr Rimmer: We have that information in our system. I do not have that information here.</p> <p>Senator FURNER: I will just put that on record. It might have some interest of the numbers of particularly seniors who have smart phones as opposed to jobseekers and those sorts of stats.</p>	81

19	DHS	Income Support Payments - Discretion	Fifield	<p>Senator FIFIELD: I wanted to ask about the secretary's discretion. How often does the secretary of DHS or the secretary of FaHCSIA exercise discretion in relation to payments?</p> <p>Ms Campbell: I will see whether we can get something. With respect to payments it is generally the delegation of the secretary of the department of families.</p> <p>Senator FIFIELD: I assume the Department of Human Services would know how often that happens because it would be Human Services who are making the payments.</p> <p>Ms Campbell: Generally an officer within the department will exercise the delegation that has been provided by the secretary of FaHCSIA.</p> <p>Mr Sandison: I might clarify that in general we make decision across a range of areas under delegation through the various pieces of legislation that we have. They are through FaHCSIA and the FaHCSIA secretary. In terms of using that discretion or decision making power we follow the legislation. There is a guide to the act that provides that interpretive area and then we have our advice that we have available through the intranet to our staff for consistency.</p> <p>Senator FIFIELD: I guess I am meaning discretion exercised beyond the guides and other internal processes that you have.</p> <p>Ms Campbell: It might be useful if we provide on notice how the decision making occurs. I think what you may be looking for is when someone appeals or seeks a different opinion rather than what may be available in the legislation normally. Is that what you are seeking?</p> <p>Senator FIFIELD: What scope is there for the secretary, whichever one, to exercise discretion to agree to payments where people do not fit the box?</p> <p>Ms Campbell: Because there are so many payments there are generally different legislative requirements around each payment. It would probably be best to take it on notice and have a look at those more regular payments and then go back and have a look at the legislation to see if we can find you more definition in that regard.</p> <p>Senator FIFIELD: I am thinking where someone has not qualified for a payment or met the criteria for a payment but there may be some discretion.</p> <p>Ms Campbell: There is not a lot of discretion. We often work with people if they are not able to meet their requirements of one payment to see whether there may be an alternative payment that might suit them, but generally the payments are governed by the legislation. I think you are looking for those exception cases and we can take that on notice.</p> <p>Mr Sandison: We might look at the main two or three payments and come back to you.</p> <p>Senator FIFIELD: Thank you for that.</p>	82-83
20	DHS	DHS Organisation Chart – Management Structure	Fifield	<p>Senator FIFIELD: With SES staff—and I am very wary about raising the names of staff for obvious reasons in estimates but I just want to check the protocol. Are SES staff in those senior positions who obviously are against positions in the management structure generally public or not?</p> <p>Ms Campbell: They are listed on the organisation chart.</p> <p>Senator FIFIELD: They are listed on the organisation chart?</p> <p>Ms Campbell: They are.</p> <p>Senator FIFIELD: Which is a public document?</p> <p>Ms Campbell: Yes, but if not, we can table that document.</p> <p>CHAIR: I do not know that they are public to the world but I think they are public to us.</p> <p>Senator FIFIELD: It is a document that has been tabled?</p> <p>Ms Campbell: I think the document has been tabled in the past. I think we would be happy to table that document.</p>	84

21	DHS	DHS Staff Uniforms	Fifield	<p>a) Senator FIFIELD: How much is an ensemble?  Ms Campbell: I will find someone who has the details on that or we might be able to take that on notice.  Ms Bennett: I will have to take the cost of the start-up packs on notice.</p> <p>b) Senator FIFIELD: Would you be able to table the tender brief?  Ms Bennett: I will have to take that on notice.</p>	86-87
22	DHS	DHS Staff Name Plates and Badges	Fifield	<p>a) Senator FIFIELD: As part of the unification were there new name badges?  Ms Campbell: There were.  Senator FIFIELD: How many new name badges were there?  Ms Campbell: Everyone got one.  Senator FIFIELD: They are of no use to anyone else other than the individual.  Ms Campbell: I do not think that we will have that as figures on hand but we can take that on notice.  Senator FIFIELD: And name plates? Do people have name plates for doors and desks?  Ms Campbell: Yes. They were provided with those. We will take that on notice.</p> <p>b) Senator FIFIELD: How many were redone because of people's payroll names being used rather than their stage names?  Ms Bennett: I will have to take on notice whether we are able to tell that.</p>	87-88
23	DHS	Internal Reviews – changed decisions	Fifield	<p>Senator FIFIELD: Is the level of review below the SSAT an internal review?  Mr Withnell: Yes. It is an internal review. So far this year we have had 101,591 for the same period.  Senator FIFIELD: What percentage was the original decision upheld?  Mr Withnell: Unchanged has so far been 62.8 per cent and changed decisions to this point is 37.2.  Senator FIFIELD: Again, that can because there is further information provided?  Mr Withnell: It can be for a range of reasons, but certainly further information is a common one. Change may not be to set aside; it may be to just vary that decision.  Senator FIFIELD: Do you know what percentage of the 37 per cent are due to further information being provided?  Mr Withnell: No. I do not have that breakdown. I would be able to get you those that have been varied or set aside as a breakdown of that 37 per cent. The other may be difficult because we do not capture that information.</p>	90
24	DHS	Data – Northern Suburbs of Adelaide	Edwards	<p>1. Can you please provide the following figures regarding Income Support Recipients in the Commonwealth Electoral Division of Wakefield for the year 2007/08 and the most recent year of figures available?</p> <ol style="list-style-type: none"> <li>Family Tax Benefit</li> <li>Health Care Card</li> <li>Low Income Card</li> <li>ABSTUDY (non-living allowance)</li> <li>ABSTUDY (living allowance)</li> <li>Youth Allowance (other)</li> <li>Youth Allowance (students and apprentices)</li> <li>Austudy</li> </ol> <p><input type="checkbox"/></p>	Written and 91-92



25	DHS	DHS Activities in Playford	Edwards	<p>Senator McLucas: I share your concern. I was in Playford meeting with people recently. What you have just described is the reason why we have a program in 10 locations around the country. It is called Building Australia's Future Workforce and the elements of that our department is responsible for are the Better Futures Local Solutions Program. It operates in the Playford area.</p> <p>I met with the local advisory group when I was there. They are working collaboratively and the chair was able to tell me that the collaboration that is now occurring through this investment is achieving results. I acknowledge, though, that the challenge is quite large, but there are a number of elements of that program that we would be happy to provide you that go to addressing vulnerability and really working with young people. I was able to present some certificates to young parents who have completed grade 12 or equivalent. They were all young women. They have been given another chance, another go, and in speaking with them they are feeling quite confident about their future.</p> <p>It is the role of government and governments to work with communities that are going through a rough patch and that is what we are doing. We will provide you, either to the committee—I will take your advice—or to you directly, some information about what we are doing in the Playford region. We have a challenge and I think we are putting our shoulder to the wheel to try and work with the local community. The design of this program is very much around taking advice from local people about how we work with that community to achieve better outcomes, not only for young people but is very much focused on young people.</p> <p>Senator EDWARDS: Obviously the employment rate drops dramatically after 22 years of age, but it is still 9.4 per cent, which is well above the national average. Minister, I would be very keen to see that. You mentioned that there have been some measurable advances?</p> <p>Senator McLucas: I do not have that data, but what we can measure is the collaboration that we now have happening across the range of service providers, including our service providers. We play a big part through particularly our Centrelink services and our social workers, who are doing some fantastic stuff.</p> <p>Senator EDWARDS: Anglicare are up there, obviously, delivering income management. Anything you can provide me with that suggests that these people are on track to hit their KPIs. They are relatively embryonic programs.</p>	92-93
26	DHS	Staff Safety and Security	Furner	<p>Senator FURNER: I take your comment about the greater clientele. Particularly in my home state of Queensland, with job losses now approaching 25,000 as a result of the decisions the state government has made up there, the flow-on effect that I guess it has is people accessing the services of Human Services—initially to make contact about what their entitlements are. I am just trying to get some figures around whether there are cases of persons pressing a distress alarm as a result of an irate customer, or whether there are stats on calls to the police for assistance and those sorts of things. If you cannot provide them tonight, I would like to have them on notice to get some indication—across the whole of the nation but particularly in Queensland—of what might be occurring in respect of some of those increases of unemployment or loss of service entitlements.</p> <p>Mr Tidswell: We certainly could take that on notice. We do not have that level of data with us this evening.</p>	96

27	DHS	Independent Youth Allowance – Rejected Applications	Smith	<p>a) Senator SMITH: I have a number of questions. Some of these might be easy just to take on notice if that is okay. Can the department provide details of the number of regional and remote students applying for independent youth allowance who have had their application rejected due to the parental income test in the years 2011, 2012 and to date in 2013? Ms Campbell: I suspect we might have to take that on notice.</p> <p>b) Senator SMITH: Secondly, can the department also provide a breakdown of various other reasons for rejection of regional and remote students' applications for independent youth allowance and the number of students rejected for various reasons—workforce participation, failure to earn the required amount et cetera—for 2012 and 2013? Is that data that you would collect? Mr Sandison: We will have a look at whether or not we statistically collect the actual reasons for the denial. We can give you the numbers but, as to whether or not it is broken down by the subsets, we will check and take it on notice.</p>	96
28	DHS	Dependent Youth Allowance – Living Away from Home rate	Smith	<p>a) Senator SMITH: Can the department advise of the total expenditure for 2012 on dependent youth allowance at the living away from home rate? Mr Sandison: We would have to do a check. Again, as with one of the previous questions, the data on those payments and the legislation are owned by our colleague departments, so we would refer back to them if need be, where the referral of the question is directly to them, or get an answer and get it cleared through them.</p> <p>b) Senator SMITH: Fantastic. I think the reason that some of the questions have come here may be that there has been a lack of clarity in other places about where they should be answered. So, if you can answer them but have to access information from somewhere else, perhaps identifying that would be beneficial as well. Can this figure—the dependent youth allowance figure at the living away from home rate—be further broken down to show the total expenditure on dependent youth allowance at the living away from home rate for regional and remote students only? Mr Sandison: We will have to do a check on that, again, because of the nature of how the geography is broken up under where we define remote, regional and so on in the categories. But we will see what we can do. Senator SMITH: Great. Thanks very much.</p>	97

29	DHS	Aged Care – Residential	Smith	<p>a) Senator SMITH: So someone entering residential aged care or someone's family member would access the Department of Human Services in exactly the same way as any other older Australian would?</p> <p>Mr Sandison: Certainly for the age pension.</p> <p>Ms Golightly: As with all the services we offer, there is a role for nominees, particularly in this area. It is often a family member who is helping with the elderly person.</p> <p>Senator SMITH: Is it a complicated process for people, their family or their guardians?</p> <p>Ms Campbell: I can talk as someone who has done it as a nominee for a relative. It does require the collection of information, to put that forward and to have an understanding of what aged-care options are available. I think I had quite a good understanding—this was before I was in this department—of those types of processes. It may be that some people will feel a little bit overwhelmed, but we do have officers who are available to talk people through that. My experience was that the aged-care facilities also had administrators who were able to assist with some of those issues. A lot of it revolves around assets and having that level of transparency about that; but, as Mr Sandison was saying, if they recipients of the age pension, a lot of that will already be in our system. But there may be other parameters that come into play there. We are happy to go have a look at the suggestion that there may be some delay and see whether there are any problems there.</p> <p>b) Senator SMITH: That would be good. If you have an indication or any thinking about what the average time might be for someone once they make the inquiry—I am assuming that most people come armed with the information before making the inquiry, but that is probably not an accurate judgement. I would be very keen to understand what sort of average length of time might be involved, because in the reforms you are probably familiar that there is now this 28-day cooling off period. Ensuring that the Department of Human Services is conscious of that element in the aged-care reforms to make sure it is servicing people who might come with questions about their future entitlements would be—</p> <p>Ms Golightly: Yes, and part of the reform package provided for us to build the new means tests into our new system so we have the right tools to address those issues. But, as the secretary said, we can certainly have a look.</p>	100
30	DHS	Child Support Complaints	Fifield	<p>Senator FIFIELD: Is the department able to provide information about the number of complaints about the CSA that were investigated by the ombudsman this financial year?</p> <p>Mr Sandison: We might have to take that on notice, but we will see if we can get the answer for you.</p> <p>Senator FIFIELD: Okay, thank you for that.</p>	101
31	(DHS) Transferred to DoHA	Medicare—value of benefits	Boyce	Given the impact of inflation, what would be the present value of medical benefits compared to five or six years ago?	Written
32	(DHS) Transferred to DoHA	Medicare—last review	Boyce	When was the last review of Medicare done and as it is now 40 years old is there any plan to review it in the near future?	Written
33	(DHS) Transferred to DoHA	Medicare—definition of universal health cover	Boyce	What is your current definition of universal health cover—has that changed over time and is there now a large and growing gap between the concept and reality?	Written
34	(DHS) Transferred to DoHA	Medicare—out of pocket medical expenses	Boyce	Australia has been recently listed as the fifth most expensive country in the world for out of pocket medical expenses—these costs for Australians are more than double what citizens of France or the UK have to pay. It's further claimed that 14,000 Australians have sought early access to their super funds in order to pay medical bills while 8.7 per cent of people won't even see a doctor because they can no longer afford to. What's your response to this situation?	Written

35	(DHS) Transferred to DoHA	Medicare— Pharmaceutical Benefits- Scheme listings	Boyce	Why are a number of procedures considered essential for cancer diagnosis and treatment, such as MRI's or targeted MRI led biopsies of tumours NOT rebatable under current Medicare provisions?	Written
36	(DHS) Transferred to DoHA	Medicare	Boyce	Does Medicare churn rather than treat and act as an income stream for providers rather than patient based outcomes?	Written
37	(DHS) Transferred to DoHA	Medicare -- overhaul	Boyce	Does the 40 year old Medicare need a radical overhaul?	Written
38	DHS	Parenting Payment Single	Boyce	<p>a) In the forced transition from single parent payments to Newstart dole payments, Centrelink wrongly told thousands of single parents to destroy their concession cards. How did this error occur?</p> <p>b) In the end how many people were affected?</p> <p>c) How much has it cost to rectify?</p> <p>d) Once again Centrelink has also been criticised for arrogance, rudeness and incompetence in the way this matter was handled. How do you respond?</p> <p>e) How many single parents have been forced to raise children while under the poverty line because of the move to Newstart that saw as much as \$67 a week cut from payments?</p> <p>f) You don't know? This was one of the major concerns of critics. Surely as the agency caring for these people it's in your professional interests and duties to have a detailed knowledge of the effects such changes have had on your client base?</p>	Written
39	DHS	DHS Service Centre – Kippa-Ring	Boyce	<p>A fire on February 8 this year at the Kippa-Ring centre north of Brisbane caused damage to the offices of both Medicare and Centrelink. They have been closed ever since.</p> <p>a) What was the damage?</p> <p>b) Were any client information files lost or damaged in this event?</p> <p>c) How many customers would that office deal with annually?</p> <p>d) What alternative arrangements have been made?</p> <p>e) How far away is the nearest alternative arrangement?</p> <p>f) What public transport arrangements are there to facilitate former customers of the Kippa-Ring office going elsewhere?</p> <p>g) What travel time would be involved for the average customer of the Kippa-Ring office getting to the nearest alternative location?</p> <p>h) How would someone get from Redcliffe to say offices in Caboolture or Deception Bay?</p> <p>i) The Minister Kim Carr was quoted in the Courier Mail newspaper of the 9th February, said and I quote, "We're working on setting up a nearby temporary service centre as soon as possible.". Given that was four months ago, has that been done?</p> <p>j) Why is returning to the Kippa-Ring site "not an option"? (D'Ath)</p> <p>k) Was that office purpose built for Medicare/Centrelink?</p> <p>l) What are your plans then and how long before a replacement office is up and running on the Peninsula?</p>	Written

40	DHS	Centrelink Fraud	Boyce	<p>a) Over the years Centrelink's system for recovering overpayments has received constant criticisms. Now a decision by the High Court [Keating case] has cast into doubt thousands of Centrelink prosecutions because the court found that the retrospective components of a 2011 change to the law that made it mandatory for recipients to inform Centrelink within 14 days of any income change were invalid. What is the total outstanding money Centrelink claims it is owed that rests on this decision?</p> <p>b) How much has Centrelink so far spent on this case?</p> <p>c) Critics have claimed that the amendment to the law made in 2011 was a blatant attempt by Centrelink to turn honest mistakes into welfare fraud?</p> <p>d) Has this High Court decision confirmed that view?</p> <p>e) Who decides whether something is a genuine mistake or a crime?</p> <p>f) What efforts have Centrelink made to make sure that customers receiving Centrelink notices properly understand what's in them?</p> <p>g) Those with a disability?</p> <p>h) Those who don't speak English?</p> <p>i) Have recent staff cuts affected the ability of Centrelink to get its payment systems right?</p> <p>j) How many staff do you have employed in your compliance and fraud detection sections and what percentage of your total staff are they?</p> <p>k) What is your yearly spending on employing contractors to conduct fraud investigations?</p> <p>l) What is Centrelink's total annual spending on compliance and fraud detection?</p> <p>m) Do you have an estimate of fraud committed against Centrelink that is not detected?</p>	Written
41	DHS	Staffing - Recruitment	Smith	<p>a) How many ongoing staff recruited this financial year to date? What classification are these staff?</p> <p>b) How many non-ongoing positions exist or have been created this financial year to date? What classification are these staff?</p> <p>c) This financial year to date, how many employees have been employed on contract and what is the average length of their employment period?</p>	Written
42	DHS	Staffing - Separations	Smith	<p>a) How many ongoing staff left the department/agency this financial year to date? What classification were these staff?</p> <p>b) How many non-ongoing staff left department/agency this financial year to date? What classification were these staff?</p> <p>c) How many contract staff left department/agency in the year this financial year to date? What classification were these staff?</p>	Written
43	DHS	Staffing - Reductions	Smith	<p>a) How many staff reductions/voluntary redundancies have occurred this financial year to date? What was the reason for these reductions?</p> <p>b) Were any of these reductions involuntary redundancies? If yes, provide details.</p> <p>c) Are there any plans for further staff reductions/voluntary redundancies? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.</p> <p>d) If there are plans for staff reductions, please give the reason why these are happening.</p> <p>e) Are there any plans for involuntary redundancies? If yes, provide details.</p>	Written

44	DHS	Public Service Efficiencies	Smith	<p>a) Please provide details of the amended operational efficiencies your agency will make as per 2013-14 Budget Measure 'Public Service efficiencies' (see 2013-14 Budget Paper No 2 p108). In addition, please provide the following detail:</p> <p>b) Can you quantify the estimated savings for each year over the forward estimates for savings achieved by implementing more efficient management structures, through a reduction in expenditure on staff across the Executive Level (EL) 1 and 2, and Senior Executive Service (SES) levels?</p> <p>c) Can you quantify the estimated savings for each year over the forward estimates for savings achieved by revising down the occupational density target for all new leases, buildings and major fit-outs undertaken by agencies from 16 square metres per occupied workpoint down to 14 square metres?</p> <p>d) Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates?</p> <p>e) Has there been a reduction in the use of external consultants and contractors? Has this impacted on the Department/agency, and how? What are the estimated savings for each year over the forward estimates?</p> <p>f) Provide an update of moving recruitment advertising online. Is any recruitment still in printed materials, and if yes, why? What are the estimated savings for each year over the forward estimates?</p> <p>g) Has the department/agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and how much? Has the five per cent savings target been achieved – if yes, how, or if it will not, why not? What are the estimated savings for each year over the forward estimates?</p>	Written
45	DHS	Printing Costs	Smith	<p>a) How many documents (include the amount of copies) have been printed this financial year to date?</p> <p>b) How many of these printed documents were also published online?</p>	Written
46	DHS	Graduate Recruitment	Smith	<p>a) Provide an update on expenditure for 2014 Graduate Recruitment to date? Please itemise and detail costs.</p> <p>b) Has any travel been incurred for 2014 Graduate Recruitment? Please itemise and detail costs.</p>	Written
47	DHS	Advertising	Smith	<p>a) What was the total cost of all advertising for the financial year to date?</p> <p>b) Is the advertising campaign or non-campaign advertising? Provide details of each advertising, including the program the advertising was for, the total spend and the business that provided the advertising services.</p> <p>c) Has the Department of Finance and Deregulation provided any advice about the advertising? Provide details of each advertising item.</p> <p>d) Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Provide details of each advertising item.</p> <p>e) Did the Advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies? Provide the details for each advertising item.</p> <p>f) Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.</p> <p>g) What advertising – Campaign and Non-Campaign – and other communications programs is the Department/Agency undertaking, or are planning to undertake?</p>	Written

48	DHS	Hospitality and Entertainment	Smith	<p>a) What is the Department/Agency's hospitality spend for this financial year to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend for this financial year to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>c) What is the Department/Agency's entertainment spend for this financial year to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>d) For each Minister and Parliamentary Secretary office, please detail total entertainment spend for this financial year to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>e) What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>f) For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>g) What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>h) For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>i) Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved and what are the estimated savings over each year of the forward estimates?</p>	Written
49	DHS	Meeting Costs	Smith	<p>a) What is the Department/Agency's meeting spend for this financial year to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total meeting spend for this financial year to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.</p> <p>c) What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>d) For each Minister and Parliamentary Secretary office, what meeting spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.</p>	Written
50	DHS	Program Launch Costs	Smith	<p>a) What is the Department/Agency's program launch spend for this financial year to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.</p> <p>b) For each Minister and Parliamentary Secretary office, please detail total program launch spend for this financial year to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.</p> <p>c) What program launch spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.</p> <p>d) For each Minister and Parliamentary Secretary office, what program launch spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.</p>	Written
51	DHS	Board Appointments	Smith	<p>a) Provide an update of the boards within this portfolio, including: board title, terms of appointment, tenure of appointment and members.</p> <p>b) What is the gender ratio on each board and across the portfolio?</p> <p>c) Please detail any board appointments for this financial year to date.</p>	Written

52	DHS	Freedom of Information	Smith	<p>a) Has the department/agency received any updated advice on how to respond to FOI requests?</p> <p>b) What is the total cost to the department to process FOI requests for this financial year to date?</p> <p>c) How many FOI requests has the Department received for this financial year to date?</p> <p>d) How many requests have been denied and how many have been granted?</p> <p>e) Has the department failed to meet the processing times outlined in the FOI Act for any requests? If so, how many and why? Do any of these requests remain outstanding? If so, how many and why?</p>	Written
53	DHS	Community Cabinet Meetings	Smith	<p>a) Provide an update of how many Community Cabinet meetings has the Minister attended this financial year to date? List date and location.</p> <p>b) How many Departmental Officers travelled with the Minister for the Community Cabinet meetings for this financial year to date? What was the total cost of this travel? List travel type, accommodate and any other expenses. Which Community Cabinet meetings did the Departmental Officers attend? List date and location.</p> <p>c) What was the total cost to the Department and the Ministers office for the Community Cabinet meetings for this financial year to date?</p>	Written
54	DHS	Reviews	Smith	<p>For this financial year to date:</p> <p>a) How many Reviews are being undertaken?</p> <p>b) What reviews have concluded, and for those that are still ongoing, when will those reviews be concluded?</p> <p>c) Which of these reviews has been provided to Government?</p> <p>d) When will the Government be responding to the respective reviews that have been completed?</p> <p>e) Has the Government responded to all reviews within the timeframe? If not, why not?</p> <p>f) What is the estimated cost of each of these Reviews?</p> <p>g) What reviews are planned?</p> <p>h) When will each of these reviews be concluded?</p>	Written
55	DHS	Consultancies	Smith	<p>a) How many consultancies have been undertaken this financial year to date? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (i.e. open tender, direct source, etc). Also include total value for all consultancies.</p> <p>b) How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.</p>	Written
56	DHS	Media Monitoring	Smith	<p>a) What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office for this financial year to date?</p> <p>1) Which agency or agencies provided these services?</p> <p>2) What is the estimated budget to provide these services for the year 2012-13?</p> <p>3) What has been spent providing these services this financial year to date?</p> <p>b) What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for this financial year to date?</p> <p>1) Which agency or agencies provided these services?</p> <p>2) What is the estimated budget to provide these services for the year 2012-13?</p> <p>3) What has been spent providing these services this financial year to date?</p>	Written



57	DHS	Social Media	Smith	<p>a) Has there been any changes to department and agency social media or protocols about staff access and usage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issue.</p> <p>b) Does the department/agency monitor usage of social media?</p> <p>1) If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks).</p> <p>2) Has there been a change to the department/agency protocols due to staff usage?</p> <p>3) If no, why not? Will the department/agency monitor usage in the future?</p> <p>c) Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours).</p>	Written
58	DHS	Internet	Smith	<p>Has the Department experienced any internet problems, such as but not limited to slow internet, or internet blackouts? If yes, what was the reason for this? Did it impact the Minister's office?</p>	Written
59	DHS	Staff Amenities	Smith	<p>What amenities are provided to staff? Provide a list, including any costs and the reason for providing the amenity.</p>	Written
60	DHS	Coffee Machines	Smith	<p>a) Has the department/agency purchased coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.</p> <p>b) Why were coffee machines purchased?</p> <p>c) Has there been a noticeable difference in staff productivity since coffee machines were purchased? Are staff leaving the office premises less during business hours as a result?</p> <p>d) Where did the funding for the coffee machines come from?</p> <p>e) Who has access?</p> <p>f) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?</p> <p>g) What are the ongoing costs of the coffee machine, such as the cost of coffee?</p> <p>e) Does the department/agency rent coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.</p> <p>f) Why are coffee machines rented?</p> <p>g) Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?</p> <p>h) Where does the funding for the coffee machines come from?</p> <p>i) Who has access?</p> <p>j) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?</p> <p>k) What are the ongoing costs of the coffee machine, such as the cost of coffee?</p>	Written

61	DHS	Contractors	Smith	<p>For this financial year to date:</p> <p>a) Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details (including the work undertaken and the cost).</p> <p>b) Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details (including the work undertaken and the cost).</p> <p>c) Has the department/agency ever employed John Utting &amp; UMR Research Group in any capacity or is it considering employing John Utting &amp; UMR Research Group? If yes, provide details (including the work undertaken and the cost).</p> <p>d) Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details (including the work undertaken and the cost).</p> <p>e) Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details (including the work undertaken and the cost).</p> <p>f) Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details (including the work undertaken and the cost).</p> <p>g) Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details (including the work undertaken and the cost).</p> <p>h) Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details (including the work undertaken and the cost).</p> <p>i) Has the department/agency ever employed McKinsey &amp; Company in any capacity or is it considering employing McKinsey &amp; Company? If yes, provide details.</p> <p>j) What contractors have been employed by the department/agency? If yes, provide details (including the work undertaken and the cost).</p>	Written
62	DHS	Grants	Smith	<p>a) Could the department/agency provide an update list of all grants, including ad hoc and one-off grants for this financial year to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.</p> <p>b) Have all grant agreement details been published on its website within the required timeframe? If not, provide details.</p>	Written
63	DHS	Commissioned Reports	Smith	<p>a) How many Reports have been commissioned by the Government in your department/agency this financial year to date? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.</p> <p>b) How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?</p> <p>c) What is the current status of each report? When is the Government intending to respond to these reports?</p>	Written
64	DHS	Government Payment of Accounts	Smith	<p>a) For this financial year to date, has the department/agency paid its accounts to contractors/consultants etc in accordance with Government policy in terms of time for payment (i.e. within 30 days)?</p> <p>b) If not, why not? Provide details, including what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc as appropriate to give insight into how this issue is being approached)</p> <p>c) For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency for the current financial year and the previous financial year?</p> <p>d) Where interest is being paid, what rate of interest is being paid and how is this rate determined?</p>	Written

65	DHS	Stationery Requirements	Smith	<p>a) How much was spent by each department and agency on the government (Ministers/Parliamentary Secretaries) stationery requirements in your portfolio (i.e. paper, envelopes, with compliments slips) this financial year to date?</p> <p>b) What are the department/agency's stationery costs for the financial year to date?</p>	Written
66	DHS	Media Subscriptions	Smith	<p>a) What pay TV subscriptions does your department/agency have?</p> <p>1) Please provide a list of what channels and the reason for each channel.</p> <p>2) What is the cost for this financial year to date?</p> <p>b) What newspaper subscriptions does your department/agency have?</p> <p>1) Please provide a list of newspaper subscriptions and the reason for each.</p> <p>2) What is the cost for this financial year to date?</p> <p>c) What magazine subscriptions does your department/agency have?</p> <p>1) Please provide a list of magazine subscriptions and the reason for each.</p> <p>2) What is the cost for this financial year to date?</p>	Written
67	DHS	Travel Costs	Smith	<p>a) For the financial year to date, please detail all travel for Departmental officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).</p> <p>b) For the financial year to date, please detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.</p> <p>c) What travel is planned for the rest of this financial year? Also provide a reason and brief explanation for the travel.</p> <p>d) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.</p> <p>e) What is the policy for business class airfare tickets? Is there still a reduction in business flights as per the media release by the Minister for Finance and Deregulation and the Special Minister of State dated 25 September 2012?</p> <p>f) Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the total costs of the lounge memberships.</p> <p>g) When SES employees travel, do any support or administrative staff (such as an Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of the support staff travel.</p> <p>h) Does the department/agency elect to offset emissions for employees work related travel? If yes, what is the cost?</p>	Written
68	DHS	Legal Costs	Smith	<p>a) What sum did each portfolio department and agency spend on legal services for this financial year to date within the department/agency? Please provide a list of each service and costs.</p> <p>b) What sum did each portfolio department and agency spend on legal services this financial year to date from the Australian Government Solicitor? Please provide a list of each service and costs.</p> <p>c) What sum did each portfolio department and agency spend on legal services this financial year to date from private firms? Please provide a list of each service and costs.</p> <p>d) What sum did each portfolio department and agency spend on legal services this financial year to date from other sources? Please provide a list of each service and costs.</p>	Written

69	DHS	Education Expenses	Smith	<p>a) What is the department/agency's guidelines on study?</p> <p>b) For this financial year to date, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, the employment classification of each participant, how many participants and the amount of study leave granted to each participant (provide a breakdown for each employment classification). Also include the reason for the study and how it is beneficial for the department/agency.</p>	Written
70	DHS	Executive Coaching and Leadership	Smith	<p>a) In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for this financial year to date:</p> <ol style="list-style-type: none"> <li>1) Total spending on these services.</li> <li>2) The number of employees offered these services and their employment classification.</li> <li>3) The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification).</li> <li>4) The names of all service providers engaged.</li> </ol> <p>b) For each service purchased from a provider listed under (4), please provide:</p> <ol style="list-style-type: none"> <li>1) The name and nature of the service purchased.</li> <li>2) Whether the service is one-on-one or group based.</li> <li>3) The number of employees who received the service and their employment classification.</li> <li>4) The total number of hours involved for all employees (provide a breakdown for each employment classification).</li> <li>5) The total amount spent on the service.</li> <li>6) A description of the fees charged (i.e. per hour, complete package).</li> </ol> <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ol style="list-style-type: none"> <li>1) The location used.</li> <li>2) The number of employees who took part on each occasion (provide a breakdown for each employment classification).</li> <li>3) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification).</li> <li>4) Any costs the department or agency's incurred to use the location.</li> </ol>	Written

71	DHS	Media Training	Smith	<p>a) In relation to media training services purchased by each department/agency, please provide the following information for this financial year to date:</p> <ol style="list-style-type: none"> <li>1) Total spending on these services.</li> <li>2) The number of employees offered these services and their employment classification.</li> <li>3) The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification).</li> <li>4) The names of all service providers engaged.</li> </ol> <p>b) For each service purchased from a provider listed under (4), please provide:</p> <ol style="list-style-type: none"> <li>1) The name and nature of the service purchased</li> <li>2) Whether the service is one-on-one or group based</li> <li>3) The number of employees who received the service and their employment classification (provide a breakdown for each employment classification)</li> <li>4) The total number of hours involved for all employees (provide a breakdown for each employment classification)</li> <li>5) The total amount spent on the service</li> <li>6) A description of the fees charged (i.e. per hour, complete package)</li> </ol> <p>c) Where a service was provided at any location other than the department or agency's own premises, please provide:</p> <ol style="list-style-type: none"> <li>1) The location used.</li> <li>2) The number of employees who took part on each occasion.</li> <li>3) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification).</li> <li>4) Any costs the department or agency's incurred to use the location.</li> </ol>	Written
72	DHS	Paid Parental Leave	Smith	<p>a) Please list how many staff in each department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?</p> <p>b) For this financial year to date list which department/agency is providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff and their classification are in receipt of these payments.</p> <p>c) What is the paid parental scheme offered by each department and agency? How many staff have used the scheme this financial year to date?</p>	Written
73	DHS	Training for Portfolio Minister and Parliamentary Secretaries	Smith	<p>a) For this financial year to date, how much has been spent on training for Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.</p> <p>b) For this financial year to date, how much has been spent on training for staff of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.</p> <p>c) For this financial year to date, how much has been spent on training for designed to better suit the needs of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for, and how many employees attended and their classification.</p>	Written
74	DHS	Corporate Cars	Smith	<p>a) How cars are owned by each department/agency?</p> <p>b) Where is the car/s located?</p> <p>c) What is the car/s used for?</p> <p>d) What is the cost of each car for this financial year to date?</p> <p>e) How far did each car travel this financial year to date?</p>	Written

75	DHS	Taxi Costs	Smith	<p>a) How much did each department/agency spend on taxis this financial year to date? Provide a breakdown for each business group in each department/agency.</p> <p>b) What are the reasons for taxi costs?</p>	Written
76	DHS	Hire Cars	Smith	<p>a) How much did each department/agency spend on hire cars this financial year to date? Provide a breakdown of each business group in each department/agency.</p> <p>b) What are the reasons for hire car costs?</p>	Written
77	DHS	Credit Cards	Smith	<p>a) Provide a breakdown for each employment classification that has a corporate credit card.</p> <p>b) Please update details of the following?</p> <p>1) What action is taken if the corporate credit card is misused?</p> <p>2) How is corporate credit card use monitored?</p> <p>3) What happens if misuse of a corporate credit card is discovered?</p> <p>4) Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.</p> <p>5) What action is taken to prevent corporate credit card misuse?</p>	Written
78	DHS	Provision of Equipment	Smith	<p>a) For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone is provided and the costs?</p> <p>b) For departments/agencies that provide electronic equipment to Ministers and/or Parliamentary Secretaries and/or their offices, what are the ongoing costs for this financial year to date?</p> <p>c) Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) provided to department/agency staff? If yes provide details of what is provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.</p> <p>d) Does the department/agency provide their Ministers and/or Parliamentary Secretaries and/or their offices with any electronic equipment? If yes, provide details of what is provided, the cost and to who it is provided.</p>	Written
79	DHS	Electricity Purchasing	Smith	<p>a) What are the details of the department/agency electricity purchasing agreement?</p> <p>b) What are the department/agency electricity costs for this financial year to date?</p>	Written

80	DHS	Briefings for the Australian Greens and Independents	Smith	<p>a) Have any briefings and/or provision of information s been provided to the Australian Greens? If yes, please include:</p> <ol style="list-style-type: none"> <li>1) How are briefings requests commissioned?</li> <li>2) What briefings have been undertaken? Provide details and a copy of each briefing.</li> <li>3) Provide details of what information has been provided and a copy of the information.</li> <li>4) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.</li> <li>5) How long is spent preparing and undertaking briefings/information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.</li> </ol> <p>b) Have any briefings and/or provision of information been provided to Independents? If yes, please include:</p> <ol style="list-style-type: none"> <li>1) How are briefings requests commissioned?</li> <li>2) What briefings have been undertaken? Provide details and a copy of each briefing.</li> <li>3) Provide details of what information has been provided and a copy of the information.</li> <li>4) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.</li> <li>5) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.</li> <li>6) Which Independents have requested briefings and/or information?</li> </ol>	Written
81	DHS	Shredders	Smith	Has the department/agencies purchased any shredders this financial year? If yes, provide details of how many shredders were purchased, the cost of each shredder, why each new shredder was needed and the purpose for which the shredder is to be used.	Written
82	DHS	Protective Security Policy Framework	Smith	Provide an update for your department/agency, including what is your current compliance level, what are you doing to manage risk, what is being done to comply with the mandatory requirements and details of any department/agency specific policies and procedures.	Written
83	DHS	Office Locations	Smith	<p>Please provide a list of all office locations for all departments and agencies within the portfolio by:</p> <ol style="list-style-type: none"> <li>a) Department/Agency;</li> <li>b) location;</li> <li>c) leased or owned;</li> <li>d) size;</li> <li>e) number of staff at each location and classification;</li> <li>f) if rented, the amount and breakdown of rent per square metre;</li> <li>g) if owned, the value of the building;</li> <li>h) depreciation of buildings that are owned; and</li> <li>i) type of functions and work undertaken.</li> </ol>	Written

84	DHS	Communications Staff	Smith	For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following: a) By Department or agency: 1) How many ongoing staff, the classification, the type of work they undertake and their location. 2) How many non-ongoing staff, their classification, type of work they undertake and their location 3) How many contractors, their classification, type of work they undertake and their location 4) How many are graphic designers? 5) How many are media managers? 6) How many organise events? b) Do any departments/agencies have independent media studios? If yes, why? When was it established? What is the set up cost? What is the ongoing cost? How many staff work there and what are their classifications?	Written
85	DHS	Alternative Policy Costings	Smith	Has the Department undertaken any alternative policy costings or advice? If yes, provide details of what these costings or advice were, including provision of costings or advice documents and assumptions used, and who made the request and when.	Written
86	DHS	Pre-election Appointments	Smith	Provide a list of any appointments made in your portfolio that will commence after the announced election date of 14 September 2013. Provide details of the appointment including position and length.	Written
87	DHS	New Categories of Income Management	Siewert	What is the status of the Youth Protocols with the states and territories which is meant to provide a framework for policies that look after at risk young people, including those on Special Benefit. What plans are there for review these protocols? Is any review being undertaken currently?	Written