

**SENATE COMMUNITY AFFAIRS LEGISLATION COMMITTEE  
BUDGET ESTIMATES – 1 JUNE 2017  
QUESTIONS ON NOTICE  
DEPARTMENT OF HUMAN SERVICES**

HS No.	Broad topic	Senator	Question
1	Community Development Program - breaches	McCarthy	<p>a) Senator McCARTHY: ..... Ms Campbell. I want to understand it through the books but also through some statistics I have received in terms of CDP jobseekers. How does the department monitor those who breach their CDP?</p> <p>b) ..... How do you monitor what happens to those breaches and what happens to the money that they do not receive? <i>[page 87]</i></p>
2	Community Development Program - investigations	McCarthy	<p>a) Dr Charker: ..... I will give you some figures first. Between 1 July 2016 and 31 March 2017, so over about an eight-month or nine-month period, a total of 431,150 compliance investigations were recommended by CDP providers. We all—  Senator McCARTHY: So was that across the country?  Dr Charker: Correct. That is right.  Senator McCARTHY: And what was the outcome of those investigations? So 431,150?  Dr Charker: That is correct. That is right. I do not have data on the outcome of the investigations. I can take that on notice.</p> <p>b) Senator McCARTHY: .... And what about penalties as a result of that?  Dr Charker: Probably the closest information I can give you at this minute would be that we ask, of course, CDP providers to report to us activity related failures, so where someone has not undertaken an activity that they are required to do. They are averaging about 10½ thousand per week this financial year.  Senator SIEWERT: Is this the data that people have been given in cross-portfolio Indigenous estimates? That table we have been given that says there are so many no-show, no-pay penalties, so many serious failures, so many serious compliance failures efforts?  Dr Charker: I do not know if the data would be exactly the same without actually seeing it. But certainly the compliance process has similarities, I imagine, to that which you have just referred to. But I do not know the particular figures of what you have received in that forum to be able to compare. <i>[pages 88-89]</i></p>
3	Non-compliance investigations	McCarthy	<p>Senator McCARTHY: Dr Charker, 431,150 investigations is just with CDP. How many other investigations with other programs do you have, on average?  Dr Charker: I will see if we can get that figure for you. I do not have it right in front of me this minute. Let us see if we can get it. <i>[page 89]</i></p>
4	Community Development Program – Comprehensive Compliance Assessments	McCarthy	<p>a) Senator McCARTHY: Does the department oversee the comprehensive compliance assessments?  Dr Charker: The department certainly has a role in investigating reported noncompliance with compulsory mutual obligation requirements.</p>

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			<p>Senator McCARTHY: It does?  Ms Campbell: Yes.  Senator McCARTHY: So how many have you done in the year to date?  Ms Campbell: We would probably have to take that on notice. You are only interested in CDP?  Senator McCARTHY: At this stage.  .....  b) Senator McCARTHY: So who is conducting the CCAs for remote Indigenous clients then, Dr Charker?  Dr Charker: I have to take advice. We will check that and confirm. <i>[page 90]</i></p>
5	Funding	McCarthy	<p>Senator McCARTHY: ..... How much funding do you receive specifically for CDP?  Ms Campbell: We are funded on a per recipient basis.  Senator McCARTHY: And how much is that?  Ms Campbell: We have a different amount per type of payment. So we get a different amount for Newstart and aged care.  Senator McCARTHY: How much is the Newstart one?  Ms Campbell: I do not have that with us. We would have to take that on notice.  Senator McCARTHY: Could I have a breakdown of how much per participant for each, be it Newstart, aged care or disability? If I could have those figures, that would be very good, thank you.  <i>[pages 90-91]</i></p>
6	Indigenous Language Interpreters	McCarthy	<p>Senator McCARTHY: Do you provide interpreters for Pitjantjatjara, Arrernte or Iwaidja for example?  Mr Jackson: We certainly provide interpreters. Equally, as the secretary mentioned, we also have a number of Indigenous service officers out in the communities, which certainly do assist with it as well.  a) Senator McCARTHY: And how many of those officers are there?  Mr Jackson: I can find that out very quickly.  Senator McCARTHY: This is Indigenous officers?  Mr Jackson: That is correct, yes.  Senator McCARTHY: If you could, that would be great.  Mr Jackson: I am sure someone will bring that to the table.  b) Senator McCARTHY: Could you also provide how many Aboriginal interpreter languages you use for the thousands and thousands of CDP participants?  Mr Jackson: Absolutely. We can provide that information.  <i>[page 91]</i></p>
7	Drug Testing Trial – Procurement Process	Siewert	<p>Senator SIEWERT: From your discussions with the Department of Immigration and Border Protection, what does it cost per person for them to test?  Ms Campbell: I do not think we have that level of specificity yet, and I am not sure that we would be to the point where we were comparing apples with apples. I do not think we have actually got that far down</p>

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			<p>the track.</p> <p>Senator SIEWERT: At this stage apples and oranges might be helpful, because we have not been given any information on what this is going to cost or what it is going to cost per head. Have they provided information to you about what it costs them per person?</p> <p>Dr Charker: Not to my knowledge, no.</p> <p>Senator SIEWERT: They have not?</p> <p>Dr Charker: I am not sure that we have asked that question.</p> <p>Senator SIEWERT: Would that not be one of the obvious questions you would ask?</p> <p>Dr Charker: I think it would be, but I do not think, at this point in time, we are at the stage of being able to even form a meaningful comparison. As I said, we are at an early stage just trying to identify the issues that they have had to consider in doing what they have done. We will then have to work out whether those issues apply in our own context, noting that our context is quite different.</p> <p>Senator SIEWERT: Could you take on notice whether you do have that information, and, if you do, could you provide it.</p> <p>Ms Campbell: We will take that on notice. <i>[pages 94-95]</i></p>
8	Appointments with Recipients	Pratt	<p>a) Senator PRATT: How common is it when Centrelink sends a letter to someone that the reason specified in the letter as to why they need to come in for an appointment?</p> <p>Ms Campbell: It is not always letters. We often use SMS.</p> <p>Senator PRATT: Yes indeed. But would there normally be a reason specified as to why you are being asked to make contact with Centrelink?</p> <p>Dr Charker: I might have to take that on notice. I say we have noted, it is not unusual for us to make contact with the recipient via one more means and ask them to come in. What I think we might have to take on notice is how much specificity we would normally provide, noting that there is going to be less in an SMS by design of an SMS than there would be in a letter. SMS is obviously much shorter. I will take notice that on notice and come back to you on the specificities.</p> <p>b) Senator PRATT: My reason for asking is that normally if someone is asked to come in, they have got a certain window in which they are required to come to the office. What is that window?</p> <p>Ms Campbell: Sometimes there is an appointment and they are given a time to come in depending on the nature of the appointment. As Dr Charker said, we can take that on notice and give you some more details. <i>[page 98]</i></p>
9	Drug Testing Trial	Pratt	<p>Senator PRATT: When did DHS first know about this proposal being announced in the budget? How long before that was DHS informed of it as a policy proposal?</p> <p>Ms Campbell: As with all budget measures, we would have worked with DSS in the months leading up to the budget. I do not know that we have with us the exact date when we first started working on this, but we can take that on notice. <i>[page 99]</i></p>
10	Refugees and Asylum Seekers	Roberts	<p>a) Senator ROBERTS: Some of the figures—I think they were in 2013; I think they stopped then—said that after five years 95 per cent of refugees were still on welfare payments. Are those figures still collected?</p>

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			<p>Ms Campbell: I do not know that we would have those figures. I think that is probably more a question for the Department of Social Services or the department of immigration.</p> <p>Senator ROBERTS: The immigration department said to ask here.</p> <p>Senator Ryan: If you put them on notice, they can be referred.</p> <p>Ms Campbell: We can talk to DSS. I think sometimes people get confused between the Department of Social Services and Human Services, which is pretty easy.</p> <p>Senator ROBERTS: Thank you. I am glad it is easy.</p> <p>Ms Campbell: We can work with Social Services.</p> <p>b) Senator ROBERTS: What is the cost of providing these services? It is a small part of your department. Do you know the cost of these services?</p> <p>Ms Campbell: I think we would probably have to take that one on notice.</p> <p>c) Senator ROBERTS: Is assimilation and integration of the new arrivals a key criteria that is considered when determining the effectiveness of the programs?</p> <p>Ms Campbell: I think that is probably one for the Department of Social Services. We can take that on notice for them. <i>[page 105]</i></p>
11	Call Wait Times – Income Management Lines	Siewert	<p>Senator SIEWERT: In terms of the income management line, could you tell me the data on how many calls you got. Is that possible? There are two, aren't there?</p> <p>Ms Brill: I am afraid I will have to take that on notice. I do not have the actual income management line specifically.</p> <p>Senator SIEWERT: There is one where people check their accounts and there is one where people ring for more general information.</p> <p>Ms Campbell: I think that is the case. I do not think we have that information with us tonight, I am afraid.</p> <p>Mr Jackson: No.</p> <p>Senator SIEWERT: Could you take that on notice.</p> <p>Ms Campbell: We can. <i>[page 106]</i></p>
12	Call Data Report	Siewert	<p>Senator SIEWERT: Yes, I understand where you are coming from. I ask this every estimates. What we have been doing with DSS is, because I have the same pattern of behaviour of asking for certain numbers—income management for example—they now prepare a report for us every estimates, which is enormously helpful. Is it possible that, to save time, you could do that for the missed calls and each of the wait times for each of the lines? Is that possible?</p> <p>Ms Campbell: Yes, we can do that. And then we would table it?</p> <p>Senator SIEWERT: Yes, that would be extremely helpful.</p> <p>.....</p> <p>Senator SIEWERT: ..... While you are just getting ready there, are you able to break down those missed calls in to each of those lines?</p> <p>Ms Campbell: I do not think we are. We will take that on notice, but I think it is when it comes first in.</p> <p>Senator SIEWERT: I presumed that, but I thought it was worth trying.</p>

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			Mr Jackson: We will certainly have a look. <i>[page 108]</i>
13	Departmental Staffing	Pratt	<p>a) Senator PRATT: What Australian Public Service classification do you expect most of those staff reductions to come from?</p> <p>Ms Campbell: I do not think we have that. We could give you the profile of our staff. We are not targeting any area in particular. We could probably give you the profile of the different numbers of staff at different levels, if that is useful.</p> <p>Senator PRATT: Yes, that would be useful. I am happy for you to put that on notice.</p> <p>b) ..... Can you give us a breakdown of the profile of the Centrelink/DHS workforce as a whole across the different profiles?</p> <p>Ms Campbell: The difficulty is I will have this in headcount but not in full-time equivalents, which is what is used to determine ASL.</p> <p>Senator PRATT: If you could provide it in the form that you can on notice with a headcount for each of the levels in the APS classification system that would be great. <i>[page 112]</i></p>
14	Disability Support Pension - Under 35 Reviews	Siewert	<p>Senator SIEWERT: Have you been following up the under-35s that were reassessed? Where have they ended up?</p> <p>Dr Charker: I would have to take advice on that.</p> <p>Senator SIEWERT: You may not have it with you.</p> <p>Dr Charker: I think we might have to take that on notice, actually. We will take it on notice.</p> <p>Senator SIEWERT: I am interested in seeing where the under-35s that have been through this process have ended up. How many have ended up, as you said, adding to their hours if they were working already? How many have found employment? How many, if they were transferred to Newstart, for example, are still there? I want to see if it is effective.</p> <p>Dr Charker: We will have to take that on notice. <i>[page 116]</i></p>
15	Disability Support Pension – Manifest Eligibility Pilot	Siewert	<p>Senator SIEWERT: So how many people do you think will go through the pilot?</p> <p>Dr Charker: I could not give you an answer on that right now. I could take it on notice and provide it to you. I think that would be better. <i>[page 117]</i></p>
16	Parenting Payment – Transfer to Other Payments	Siewert	<p>a) Senator SIEWERT: Can I go to single parents. I asked the DSS yesterday about the process of transferring from PPS to Newstart when your youngest child turns eight, and they said to ask you. What is the process? Do they have to reapply, or apply for Newstart?</p> <p>Ms Campbell: I think we will check to see whether we have anyone with the details. My recollection is that we start contacting these people about when their child turns six, alerting them and telling them what is going to happen—</p> <p>Senator SIEWERT: I know there is mutual—</p> <p>Ms Campbell: so we have a progressive period of, 'Hey, this is about to change.' They may get a job, which is what the goal is—that, as their child turns eight, they have commenced employment, that they are able to move into a full-time position or into employment. If that were not the case then I understand we would work with them. We might have to take the actual process on notice.</p>

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			<p>.....</p> <p>b) Senator SIEWERT: I understand that. Is it seamless? Do they have to wait?  Dr Charker: Except for recipients who live in a remote area, my advice is that the system will automatically book all briefing interviews, and those interviews are conducted within a Centrelink service centre. If a recipient is remote, an activity—a tasking, if you like—is generated and sent to an appropriate service centre for them to book the briefing interview. Folks who are remote do not require that appointment to be face-to-face, for obvious reasons.  If a recipient does not attend the appointment and there are no exceptional circumstances—for example, if they have had something like a recent experience of family domestic violence or bereavement or a significant mental health issue—if none of that has occurred and they do not attend the appointment then their parenting payment could be suspended from that point.  Senator SIEWERT: If they do all that then it is seamless through to Newstart and there is no waiting period?  Ms Campbell: That is why I think there is the three months to make sure that that is in place in order to do that. I am not sure that we know whether or not they fill in another form—  Dr Charker: No; they do not.  Ms Campbell: or that they have their details. They will have had proof of identity. We will know who they are. I think we would have to take on notice the actual mechanism for getting that payment.</p> <p>c) Senator SIEWERT: Yes, if you could. I particularly want to know if they do not have to do the ordinary waiting period.  Ms Campbell: Okay. We will take that on notice. <i>[page 117]</i></p>
17	Parenting Payment – Media Article 14 May 2017	Pratt	<p>Senator PRATT: With your estimate of 14,000 people—you now have the documentation in front of you—is that based on tip-offs? How has that been worked out?  Ms Campbell: We are just trying to find how that was developed. I am sorry; I had not seen this before. We might need to take that on notice and get back to you on that.  Senator PRATT: So you do not know the source of the data that is in that news article?  Mr Creech: We need to check.  Ms Campbell: We have lots of different payments and lots of different numbers. Unfortunately, I cannot remember all of them, so we will take that on notice and come back to you. <i>[pages 122-123]</i></p>
18	AAT Appeals - Debt	Pratt	<p>Senator PRATT: How many Centrelink debt appeals are currently awaiting hearing at the AAT?  Ms Golightly: For this financial year there has been a total of 9,837 AAT reviews received.  Ms Campbell: But that is not debt.  Ms Golightly: That is the total.  Senator PRATT: Nine thousand? I don't need an explanation; I just didn't hear. I beg your pardon. What was the figure, Ms Golightly?  Ms Golightly: The total number of appeals at the first level of the AAT for this financial year is 9,837.  Senator PRATT: And last year it was 11,198?</p>

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			<p>Ms Golightly: Yes, but that is the total and not just the debt one.  Ms Campbell: There are other types of appeals.  Senator PRATT: I understand that.  Ms Golightly: In this financial year there have been 2,836 AAT reviews related to debt received—that is at the first level of the AAT. Of those completed, I only have the overall total, not the number related to debt, and so I will have to take that on notice. <i>[page 126]</i></p>
19	AAT Appeals – Data Discrepancies	Siewert	<p>Senator SIEWERT: Maybe you could take on notice why yours are different to theirs, how you track them differently.  Ms Campbell: And are you talking level 1 at the moment?  Senator SIEWERT: Yes, I am.  Ms Campbell: And did you talk level 1 and level 2? There are different categorisations of that.  Senator SIEWERT: Could you then give us—and I will shut up, Senator Pratt—the level 2 data?  Senator PRATT: No, that is a sensible intervention.  Ms Golightly: I would need to take that on notice. I can get them for you, yes. <i>[page 127]</i></p>
20	AAT Matters	Pratt	<p>a) Senator PRATT: What is the average cost to the department of defending internal decisions like debt matters to the AAT? How much do you expect to spend on AAT hearings this year?  Ms Musolino: I am sorry; what was the second question?  b) Senator PRATT: How much do you expect to spend—average cost—on AAT hearings this year?  Ms Campbell: So when you say 'spend on the hearings' is that like preparing paperwork to go to the hearings?  Senator PRATT: Yes.  Ms Campbell: That is what we would do.  Senator PRATT: Once the process of a review is triggered—I know there are internal reviews and then there is the external review—what is the cost once that external review process is triggered?  Ms Musolino: For AAT tier 1 or AAT tier 2 or both?  Senator PRATT: Both.  Ms Musolino: We will have to take that on notice.  c) Senator PRATT: Are you able to advise how many staff are allocated to AAT hearings?  Ms Musolino: We can take that on notice. <i>[page 127]</i></p>
21	Authorised Review Officers	Pratt	<p>a) Senator PRATT: How many matters is each ARO expected to review at any time?  b) .....Are there KPIs for them?  Ms Campbell: I think the key performance indicator is about timeliness of reviews, how quickly we commit to claimants or recipients to try to get the review done by. I think that is the KPI that we are reporting on.  c) Senator PRATT: In terms of how long it takes—</p>

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			Ms Campbell: How long it takes for us to undertake the review. I think we would have to take on notice anything further about the ARO work. [page 129]
<b>Written Questions on Notice</b>			
22	Market Research	Farrell	<p>a) For the 2016-17 financial year, what was the total amount spent by the Department on market research (either as a whole contract or as part of a contract)?</p> <p>b) For each contract for market research in 2016/2017, can you please provide:</p> <ol style="list-style-type: none"> <li>1) the subject of the market research;</li> <li>2) the supplier;</li> <li>3) whether the supplier has been engaged previously and if so, for which contracts;</li> <li>4) the total value of the contract;</li> <li>5) the term of the contract (time);</li> <li>6) the date that the decision was taken to seek market research on the topic;</li> <li>7) the date the contract was opened to tender or selection process;</li> <li>8) the date the supplier was engaged;</li> <li>9) whether the contract was subject to a tender process, including whether there was a full, partial or closed tender process;</li> <li>10) does the supplier exist on a pre-approved supplier list, if so, when were they added to that list;</li> <li>11) whether the Minister, or the Minister's Office, requested that the research be conducted;</li> <li>12) whether the Minister approved the decision to conduct market research;</li> <li>13) whether the Minister approved the contract with the supplier;</li> <li>14) whether the Minister or the Minister's office was consulted on questions asked;</li> <li>15) whether the Minister or the Minister's office received a copy of the market research;</li> <li>16) if the decision to conduct research was initiated by the department or agency, was the Minister or their office consulted before the decision was taken to conduct research, if so – in what form did that consultation take (written, verbal other);</li> <li>17) if the decision to conduct research was initiated by the department or agency, did Minister or their office make any amendments or changes to the Department's proposal for market research to be conducted, if so, what changes and to what aspects were they made;</li> <li>18) at any stage in the life of the proposal to conduct market research were other departments or agencies consulted?</li> <li>19) at any stage in the life of the proposal to conduct market research were other Ministers, or the Prime Minister consulted?</li> <li>20) at any stage in the life of the proposal to conduct market research did the expected cost change, if so how?</li> <li>21) at any stage in the life of the proposal to conduct market research did the scope, questions or</li> </ol>



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			supplier of the research change? 22) Have any topics or questions of market research been conducted and subsequently conducted again by the same or different supplier?
23	Jobseeker Penalties	Kakoschke-Moore	<p>a) How many total jobseeker penalties were given in the last year?</p> <p>b) What were those penalties for, for example how many were for failing to attend appointments?</p> <p>c) How many of those penalties were found to be incorrectly applied, and so overturned?</p> <p>d) How many jobseekers had their payments partially cut in the last year?</p> <p>e) What were those cuts for?</p> <p>f) How many of those cuts were found to be incorrectly applied, and so overturned?</p> <p>g) What is the number of jobseekers who have had their payments suspended in the past year?</p> <p>h) What were those suspensions for?</p> <p>i) How many of those suspensions were found to be incorrectly applied, and so overturned?</p> <p>j) How many jobseekers challenged their suspension/payment cut or penalty in the last year?</p> <p>k) Overall how many of these applications for alterations were approved?</p> <p>l) When a jobseeker notifies the Department of Human Services that they would be challenging a suspension, penalty or cut to their payment, does the Department direct them to any support services, such as welfare rights centres?</p> <p>m) When a job-seeker misses an appointment or activity, is it correct that there is meant to be a two-stage process before a penalty is applied: first, the job agency is required to make an attempt to make contact with the job-seeker; second, after this, Centrelink's Participation Team is required to attempt to make contact with the job-seeker?</p> <p>n) How often do either of these happen, before a job-seeker is penalised, and how much change has there been over the years in how often this process is followed?</p> <p>o) What constitutes an attempt to make contact?</p> <p>p) My office has had complaints that sometimes a first attempt to make contact might occur at 4.50pm, not giving the job-seeker a chance to return the call if it is missed, or to solve the issue. Has this been a complaint the Department has also had?</p>
26	Jobseekers	Kakoschke-Moore	<p>a) My office has heard complaints that a 'reasonable excuse' does not include an illness or injury that has a medical certificate as evidence. Has the Department had similar complaints?</p> <p>b) Does a medical certificate provide evidence of a reasonable excuse?</p> <p>c) Are jobactive providers able to refuse to accept a medical certificate?</p>
29	No Jab, No Pay	Kakoschke-	a) How many incentive payments have been made to GPs under the No Jab No Pay policy because

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		Moore	<p>they have reminded parents that their children's immunisation is overdue?</p> <p>b) What is the proportion of children in FTB families who are behind in their immunisation?</p> <p>c) What is the number of children within South Australia who are behind in their immunisation?</p> <p>d) What is the proportion of children in non-FTB families who are behind in their immunisation?</p>
30	Claims for Parenting Payment (Single)	Kakoschke-Moore	<p>a) What evidence was used to support the proposed requirement that single parents receiving Parenting Parent (Single) or Newstart must have a third party verify their relationship status?</p> <p>b) How many fraudulent claims for Parenting Parent (Single) or Newstart by people claiming to be single but who are actually in a relationship have been made in each of the past 5 years?</p> <p>c) What other methods of verifying relationship status have been investigated by the Department?</p>
31	Claims for Parenting Payment (Single)	Kakoschke-Moore	Will there be any exemptions from the requirement that claimants must provide a completed claim prior to receiving any payment, for example for people in a domestic violence situation who cannot safely access the required documents?
32	Ministerial Functions	Bilyk	<p>In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio since 1 March 2017, can the following please be provided:</p> <ul style="list-style-type: none"> <li>• list of functions;</li> <li>• list of attendees including departmental officials, ministerial staff and if members of the Minister's immediate family attended – number of members (names not required);</li> <li>• function venue;</li> <li>• itemised list of costs (GST inclusive);</li> <li>• details of any food served;</li> <li>• details of any wines or champagnes served including brand and vintage; and</li> <li>• details of any entertainment provided.</li> </ul>
33	Departmental Functions	Bilyk	<p>In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies in the portfolio since 1 March 2017, can the following please be provided:</p> <ul style="list-style-type: none"> <li>• list of functions;</li> <li>• list of attendees;</li> <li>• function venue;</li> <li>• itemised list of costs (GST inclusive);</li> <li>• details of any food served;</li> <li>• details of any wines or champagnes served including brand and vintage; and</li> <li>• details of any entertainment provided.</li> </ul>
34	Laptops	Bilyk	<p>a) How many laptops are currently on issue to staff of the Department and agencies in the portfolio?</p> <p>b) Can an itemised list showing make and model please be provided?</p>

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			<p>c) How many new laptops were purchased by the Department and agencies in the portfolio in calendar year 2016?</p> <p>d) What was the total cost (GST inclusive) of purchasing laptops for staff of the Department and agencies in the portfolio in calendar year 2016?</p> <p>e) How many laptops did the Department and agencies in the portfolio have to be replaced due to damage in calendar year 2016? What was the cost of replacement (GST inclusive)?</p> <p>f) How many laptops were reported lost or stolen in calendar year 2016? What was the cost of replacement (GST inclusive)?</p>
35	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 March 2017? If so, can an itemised list of costs please be provided (GST inclusive)?
36	Facilities Upgrades	Bilyk	<p>Have the facilities of any of the Department's premises, or the premises of any agencies in the portfolio, been upgraded since 1 March 2017, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment?</p> <p>If so, can a detailed description of the relevant facilities upgrade please be provided together with an itemised list of costs (GST inclusive)? Can any photographs of the upgraded facilities please be provided?</p>
37	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.
38	Credit Cards	Bilyk	<p>a) How many credit cards are currently on issue for staff in the Department and agencies within the portfolio? If possible, please provide a break-down of this information by APS/ SES level.</p> <p>b) What was the value of the largest reported purchase on a credit card in calendar year 2016 and what was it for?</p> <p>c) How much interest was paid on amounts outstanding from credit cards in calendar year 2016?</p> <p>d) How much was paid in late fees on amounts outstanding from credit cards in calendar year 2016?</p> <p>e) What was the largest amount outstanding on a single card at the end of a payment period in calendar year 2016 and what was the card holder's APS/ SES level?</p> <p>f) How many credit cards were reported as lost or stolen in calendar year 2016 and what was the cost of their replacement?</p> <p>g) How many credit card purchases were deemed to be illegitimate or contrary to agency policy in calendar year 2016? What was the total value of those purchases? How many purchases were asked to be repaid on that basis in calendar year 2016 and what was the total value thereof? Were all those amounts actually repaid? If no, how many were not repaid, and what was the total value</p>

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			<p>thereof?</p> <p>h) What was the largest purchase that was deemed illegitimate or contrary to agency policy and asked to be repaid in calendar year 2016, and what was the cardholder's APS/ SES level? What that amount actually repaid, in full? If no, what amount was left unpaid?</p> <p>i) Are any credit cards currently on issue in the Department or agencies within the portfolio connected to rewards schemes? Do staff receive any personal benefit as a result of those reward schemes?</p> <p>j) Can a copy of the Department's staff credit card policy please be provided?</p>
39	Child Support Agency	Lambie	<p>Since the parliamentary review into the child support agency there has been very little in the way of changes with many payers outlining very troubling issues as they deal with the agency.</p> <p>a) Does the child support keep records of the deaths of child support payers?</p> <p>b) Why does the Child Support Agency not publish statistics of the death of payers?</p> <p>c) Please provide payer death statistics from 2000 to 2017.</p> <p>d) Please provide any historical data on the deaths of payers from the commencement of the child support system in Australia.</p>
40	Staffing	Siewert	<p>DHS average staffing levels have fallen in 2016-17 by 1188. How many of these jobs were lost from Centrelink?</p>
43	Centrelink – Abandoned Calls	Siewert	<p>How many calls to Centrelink were abandoned in the financial year to date? Please provide total number and for each call line.</p>
44	Identity Requirements	Siewert	<p>If a person doesn't have photo ID what can they use as a form of identification for Centrelink?</p>
45	Medicare Claims Backlog	Watt	<p>a) Could you please provide details on the backlog number for the following claim types for the previous three years?</p> <ol style="list-style-type: none"> <li>1) Medicare paper (drop box) patient claims;</li> <li>2) Smartphone Apps patient claims;</li> <li>3) MyGov online claims;</li> <li>4) PBS patient claims;</li> <li>5) PBS pharmacy claims; and</li> <li>6) Bulk Bill Provider claims.</li> </ol> <p>b) Could you please provide details on the patient claims capacity in the WANDA system?</p> <p>c) Could you please provide details on patient claims that cannot be accommodated by WANDA? If so how many in number and by percentage?</p> <p>d) Could you please provide details on the process for storage of incomplete claims?</p> <p>e) Could you please provide details on any instructions given to mService Officers on the treatment of patient claims in the "Leon's Do Not Touch Folder" when dealing</p>

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46	Medicare Claims Processing	Watt	<p>a) Between August 2016 and now have any private companies been involved in sorting or scanning Medicare patient claims?</p> <p>b) What is the role in this of an ACT based company called Lead?</p> <p>c) What is the cost to the Department of this outsourcing?</p> <p>d) Have any documents/patient claims been lost or inadvertently mixed with other claims by private companies and if so how many?</p> <p>e) How is a patients privacy and identity security protected by the Department in this process? What measures are in place in the Department and in the contractor to ensure this?</p>
47	Medicare Compensation Recovery Computer System	Watt	<p>a) Was a new computer system commissioned in Medicare Compensation Recovery designed to enable solicitors and interested parties to deal with repayments on line in a self-service capacity?</p> <p>b) Was the contract to develop the system put to tender and if so which company won the tender?</p> <p>c) Was the contract worth \$14 million?</p> <p>d) Was the project abandoned as unworkable?</p> <p>e) Was the \$14 million paid out? Was any of this money recouped given the project failed to deliver?</p>
48	Medicare Trained Staff	Watt	<p>a) Could you please provide details on the current numbers of staff in the Department who undertake Medicare work – by calendar year 2011, 2012, 2013, 2014, 2015 and 2016?</p> <p>b) Could you please provide details on the availability for Medicare trained staff available to the community from 10:00 to 14:00 at all customer service centres?</p> <p>c) Could you please provide details on current Medicare staff in the Department how many are non-ongoing and what functions do they undertake?</p>
49	Staffing Costs	Watt	<p>a) Overtime payments to staff processing Medicare patient claims.</p> <p>b) Recruitment, training and payment for irregular intermittent employees hired to process Medicare patient claims.</p> <p>c) Any contracting costs in the procurement of non-going staff.</p>
50	Drug Testing	Watt	<p>a) What specific training will be available for staff who will have face to face discussions with recipients who will be required to undertake a drug test.</p> <p>b) What measures will DHS put in place to reassure the public that letters will not be sent to wrongly identified recipients for drug testing?</p>
51	Employment	Watt	<p>a) Can the following staff numbers be provided:</p> <ul style="list-style-type: none"> <li>o Full Time employees Nov 2016</li> <li>o Part Time employees Nov 2016</li> </ul>

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			<ul style="list-style-type: none"> <li>o Casual employees Nov 2016</li> <li>o Total Head count Nov 2016</li> <li>o Full Time employees May 2017</li> <li>o Part Time employees May 2017</li> <li>o Casual employees May 2017</li> <li>o Total Head count May 2017</li> </ul> <p>b) What is the timeframe to reduce the 1188 jobs identified in the 2017/18 budget.</p> <p>c) What employment conditions will the 250 employees from the "accredited Government Service Provider" be employed under?</p>
52	Improving Service Delivery	Watt	<p>a) Can you explain the discrepancy of \$100,000 in the budget papers, the papers represent a total of \$5.5 million over 5 years, yet the figures only add up to \$5.4 million over the corresponding 5 years.</p> <p>b) If the pilot is successful, will the Department consider converting these jobs into permanent ongoing employment with the department?</p> <p>c) Page 147 of Budget paper 2 sets out in forward estimates a cut to funding for the 2018-19 through to the 2020-21 estimates; does this represent a cut in the pilot program for those forward years?</p>
53	Re-payment Plans	Watt	<p>Can you explain the process for recipients who have agreed to a re-payment plan, in particular:</p> <p>a) those who agree to have payments deducted from their current payments?</p> <p>b) those who wish to pay through other ways - ie: post office?</p> <p>c) those who are not currently in receipt of Centrelink payments?</p> <p>d) is there a time limit put on repayment plans?</p> <p>e) what happens to the debt if a person passes on?</p>
54	Community Development Program	Watt	<p>a) Can you provide an estimate as to how many more penalties would have been applied to CDP participants last year, had DHS not been involved in making these decisions?</p> <p>b) What reasons are given by DHS for rejecting proposed breaches from CDP providers?</p> <p>c) How does Centrelink conduct assessments in remote communities? What proportion of the total CDP related assessments are done by telephone? What proportion are done face to face?</p> <p>d) What is the total amount of money that goes back into consolidated revenue as a result of CDP breaches?</p> <p>e) What proportion of CDP participants who are breached and have payments suspended do not re-engage with Centrelink and receive future payments?</p>
55	Single Parenting	Watt	<p>a) Will existing recipients be given prior notification of the proposed introduction of the new measure in advance?</p>

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			<p>b) How will the department notify these people about their new obligations? Registered mail?</p> <p>c) Media reports say that DHS estimates this will catch out at 14,000 people doing the wrong thing – is that figure correct?</p> <p>d) If you know these people are doing the wrong thing, why not call the 2 references they've already provided?</p> <p>e) When reference is made to one referee, will there be restrictions on who that referee could be?</p> <p>f) Will the referee be required to provide details of their relationship with the recipient? Will the referee be required to provide personal details?</p> <p>g) What consideration will be given to women who have left a relationship due to domestic violence, now living alone, in need of financial support, but may not necessarily be able to provide the necessary evidence via one referee?</p>
57	NDIS eMarket	Watt	<p>a) Why did you start work with Australia Post in June 2016 and then abruptly ended the relationship with no output? How much did this cost?</p> <p>b) What is the view of providers and participants about being able to connect through an eMarket? What testing have you done with stakeholders?</p> <p>c) Why have external organisations been able to develop solutions to this issue, while the NDIA and DHS have seemingly stalled on any progress?</p> <p>d) What experience has DHS got in building eMarkets?</p> <p>e) Does DHS believe they are best place to build this eMarket? Why?</p>
58	Staff criminal offences	Rhiannon	Are there any instances within the DHS whereby there have been information and allegations of DHS employees committing criminal offences and they have not been referred to an appropriate law enforcement agency? Why would this happen?
59	Staff criminal offences	Rhiannon	Is it the case or not that some DHS have been suspected of committing criminal offences and/or offences against the APS Code of Conduct and have been asked to resign instead of being investigated for these offences?
60	Internal investigations related to MOG	Rhiannon	Regarding Machinery of Government (MOG) changes within the Department of Human Services (DHS) and the Department of Health (DoH) which took effect on 5 December 2015, did they relate to how internal investigations are handled within DHS? If so, how?
61	Parenting Payment Single	Pratt	<p>Senator PRATT: As you have indicated, people's relationships are sometimes secure and sometimes they can be a little bit unstable. How do you assess the stability of a relationship and the real interdependence of it when assessing someone for a single payment? Clearly, people who are single may nevertheless have romantic relationships, but they are not financially interdependent necessarily and not necessarily under the same roof.</p> <p>Ms Campbell: There is criteria about being eligible for parenting payment single. I do not know whether we have it here. It is a very complex area. But it does includes things such as financial and emotional</p>

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			<p>dependence. Generally, under the same roof is one of the criteria which lends itself to suggest that people might be in a marriage-like relationship but not always necessarily. We do have the booklet.</p> <p>Mr Creech: I think we do.</p> <p>Ms Campbell: Do we have the reasons in there?</p> <p>Mr Creech: No. It does not go to the level of detail you are after.</p> <p>Ms Campbell: This is part of the assessment process. We could take it on notice and provide you those key elements of our process.</p>