

Estimates 2006-07 — Additional Budget Estimates, February 2007

Questions on Notice Index—Department of Human Services and agencies

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS1	Centrelink	Lundy	F&PA 133	<p>Senator LUNDY—Can you take it on notice to ask IBM what dollar figure they would put on their WebSphere licensing arrangement with Centrelink? I think it would be an interesting question to ask.</p> <p>Mr Whalan—We can, but I think it would be difficult to answer, because they will charge different customers a different price.</p>	Answer rec'd 20.04.07
HS2	Centrelink	Lundy	F&PA 139	<p>Senator LUNDY – Do you know what [metadata] standards you are using?</p> <p>Mr Wadeson—We have actually published quite a volume of what our metadata standards are.</p> <p>Senator LUNDY—Right.</p> <p>Mr Wadeson—We have done a lot of work in the space, but I would be the last to say I am an expert on that.</p> <p>Senator LUNDY—I might just put on notice to get some more information about that—if they are open source standards and compliant with the requirements of the Australian Archives' electronic data standards and that sort of thing.</p> <p>Mr Wadeson—We will take that on notice.</p>	Answer rec'd 30.03.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS3	Department and all agencies	Lundy	F&PA 139	<p>Senator LUNDY—Could you take on notice to provide the previous five years total expenditure and any appropriate breakdown of expenditure on IT and also your forward estimates?</p> <p>Mr Wadeson—There is one issue with that. I noticed when I was looking at some data that there was a discontinuity when the shape of the IT group was changed. It actually shows a sudden drop-off in our expenditure, which I expect is when the call centre people took their bit of it and said, ‘We are really about telephony; we are not about IT.’ So there is that discontinuity. It goes up and down a bit with major projects, but it has not varied all that much over the time.</p> <p>Senator LUNDY—Could I ask the Department of Human Services the same question and for each of its agencies? Centrelink have got their patch covered, but could you take that on notice for everybody.</p> <p>Ms Scott—We have not been around for five years, so we will go back for the 27 months that we have been around and do what we can.</p> <p>Senator LUNDY—Fair enough.</p>	Answer received 22.05.07
HS4	Centrelink	Moore	F&PA 142	<p>[In relation to average waiting times for Centrelink customers]</p> <p>Senator MOORE—I know with call centres that, depending on your demand, you can switch all over the place—which is good—but I am talking about going to the office at, say, Strathpine and then I going to an office somewhere else. Do you have an area average?</p> <p>Mr Whalan—We do.</p> <p>Senator MOORE—Is that public?</p> <p>Mr Whalan—We have not provided it as yet.</p> <p>Senator MOORE—Can we get it?</p> <p>Mr Whalan—We will take it on notice, if you like.</p> <p>Senator MOORE—That would be lovely. This is in terms of customer service.</p> <p>Mr Whalan—Correct; CSA’s face to face.</p> <p>Senator MOORE—I will not ask you by location, but by area or office would be useful.</p>	Answer rec'd 23.04.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS5	Centrelink	Lundy	F&PA 143	<p>Senator LUNDY—How many customer claims were granted in the period from the end of June 2006 to December 2006? I think that is the period you are able to work with.</p> <p>Mr Whalan—We will not have that figure.</p> <p>Senator LUNDY—Could you take that on notice?</p> <p>Mr Whalan—We can take that on notice.</p> <p>Senator LUNDY—Would you be able to get it for Friday?</p> <p>Mr Whalan—I do not know.</p> <p>Senator LUNDY—How many customer claims were rejected in that period and what are the figures for rejections and grants of claims in the whole 2006-06 financial year?</p> <p>Mr Whalan—I will have to take those on notice.</p>	Answer rec'd 20.04.07
HS6	DHS	Forshaw	F&PA 9	<p>[In relation to internal cost estimates associated with the Access card registration process]</p> <p>Ms Scott—You would like the subcomponent of the estimates that Centrelink have provided us to date on their HR element of the costs?</p> <p>Senator FORSHAW—Yes.</p> <p>Ms Scott—I will take that on notice.</p>	Answer rec'd 30.03.07
HS7	DHS	Stott-Despoja	F&PA 18	<p>[In relation to Access Card – biometric information]</p> <p>Senator STOTT DESPOJA—Are we aware of any comparable mass storage of biometric photographs? I know that there are other countries with national identity cards. Is there another precedent or a country of which we are aware that has the same level of storage or tried to store the same amount of biometric information?</p> <p>Ms Scott—Information has been gathered on biometric systems because we are interested in how other places do their biometrics, but we do not have that document with us today. So we will take that question on notice.</p>	Answer rec'd 07.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS8	DHS	Stott-Despoja	F&PA 18	<p>[In relation to Access Card – biometric information]</p> <p>Senator STOTT DESPOJA—Again, it is one I am happy to put on notice and get more information on from you, but I am curious as to whether or not our agencies have encountered some of the deficiencies that have been acknowledged around the world, whether it is the difficulty in scanning irises of people who may be over 59 or there may be racial differences in terms of—</p> <p>Ms M. Johnson—I understand.</p> <p>Senator STOTT DESPOJA—I have read about fingerprints. They cannot scan fingerprints if your fingers are too big. So I am just wondering, given that a lot of faith is being placed in some of these technologies, whether you can provide us with additional information.</p> <p>Ms M. Johnson—I understand. We will get the information back to you.</p>	Answer rec'd 08.05.07
HS9	DHS	Nettle	F&PA 22	<p>[In relation to Access Card – database]</p> <p>Ms Scott—The Australian Federal Police will be required to have a search warrant to access the database. But if they are responding to a threat to life, a threat to injury, an investigation of missing persons, a disaster victim identification or an emergency response then clearly in those circumstances we would be trying to facilitate their faster access.</p> <p>Senator NETTLE—What about state police?</p> <p>Ms Scott—I will take that question on notice. I do not have a piece of paper that covers that.</p>	Answer rec'd 30.03.07
HS10	DHS	Nettle	F&PA 22	<p>[In relation to Access Card – search warrants to obtain information from the database]</p> <p>Senator NETTLE—Would the search warrant need to be for that individual's name, in order to be able to access information? You were talking about a search warrant for premises; would that include all the individuals related to those premises?</p> <p>Ms Scott—I am advised that the search warrant would need to be specific.</p> <p>Senator NETTLE—Have the individual's name on it?</p> <p>Ms Scott—Yes. That is an example, yes.</p> <p>Senator NETTLE—You gave an example before about a search warrant for premises. Would that include all the individuals associated with those premises?</p> <p>Ms Scott—Now I have two lawyers advising me! I think I will take that on notice.</p>	Answer rec'd 11.4.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS11	Centrelink	Moore	F&PA 29	<p>[In relation to Centrelink involvement in road blitz operation conducted by the Victorian police] Senator MOORE—Can we get the details of when and how the Victorian police contacted Centrelink? Mr Whalan—Yes. I will check whether we have those details here. Senator MOORE—Is this a one-off? Ms Andruska—Victoria Police contacted Centrelink and invited us to be part of the operation. Mr Whalan—When? Ms Andruska—I do not have the date. Mr Whalan—We will take on notice the time.</p>	Answer rec'd 20.04.07
HS12	Centrelink	Moore	F&PA 30	<p>[In relation to Centrelink operations that have involved immediate liaison with a police force in the last financial year] Senator MOORE—Mr Whalan, can we get from you state by state how many police related—how many instances the cash business—I am sorry; I wrote it down and I cannot read my own writing. Mr Whalan—We will take that on notice. Senator MOORE—That would be great. If we could get that, that would be useful.</p>	Answer rec'd 30.03.07
HS13	Centrelink	Moore	F&PA 31	<p>[In relation to Centrelink panel of private investigation firms] Senator MOORE—I do not know how Senator Evans missed that in his very detailed questions. Can we find out what the tender schedule is—the process for when it comes on? Mr Whalan—We will take that on notice. Senator MOORE—And perhaps you can confirm whether they are national and whether an investigation firm in a place like Charters Towers would be necessarily a national contract or whether it would be someone from Queensland—that kind of thing. I imagine with most things it would be where people have the capacity to provide the service. Mr Whalan—We will take on notice the question on the duration of the tender and whether successful tenderers are operating nationally.</p>	Part answered p. 49 Answer rec'd 17.04.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS14	Centrelink	Moore	F&PA 31	<p>[In relation to Centrelink panel of private investigation firms]</p> <p>Senator MOORE—Do we know whether the private investigating companies are all in capital cities? Mr Whalan said he would be able to find out whether they are national providers. I am trying to refine that information to whether firms are Queensland based. I imagine we would be able to find out what their home addresses are—where they are based.</p> <p>Mr Whalan—We will try to get you an answer to that before the committee rises.</p>	Answer rec'd 23.05.07
HS15	Centrelink	Moore	F&PA 31-32	<p>Mr Whalan—In 2005-06, those 2,348 people who were subject to optical surveillance resulted in a raising of \$24.1 million in debts or subsequent savings.</p> <p>Senator MOORE—That is the global figure?</p> <p>Mr Whalan—Yes.</p> <p>Senator MOORE—Can we get it payment based?</p> <p>Mr Whalan—We will take that on notice.</p> <p>Senator MOORE—Because there has been much made of the successful processes of raising debt and the methodologies to obtain that, it would be good to refine the information to see what has been most effective. It seems to me there must be something in the database that would give us the global figure of the savings from all of them and the figures of the people who were under surveillance. You can take that on notice.</p>	Answer rec'd 17.04.07
HS16	Centrelink	Moore	F&PA 32	<p>[In relation to Centrelink media messages – priorities]</p> <p>Mr Jongen—The whole issue of deterring fraud is one of the key objectives of our media management strategy. So, firstly, in answer to your specific question, there has not been a reminder, as I recall, in recent editions of <i>News for Seniors</i>. However, I am aware that there has been some dialogue about the deterrent issue. We are always competing for space and priorities. In addition to that, we have worked with programs such as <i>A Current Affair</i> and <i>Today Tonight</i>, where this approach has been highlighted as a deterrent. It has been at their initiative, but we see it as important to cooperate. In addition to that, as part of our ongoing engagement with talkback radio, this whole area is one of the key areas of messaging, along with other key issues such as appeal rights. We have a set of priorities that we work to in terms of what we see as important messages.</p> <p>Senator MOORE—Could we get a list of those priorities, Mr Jongen?</p> <p>Mr Jongen—I will take that on notice.</p>	Answer rec'd 17.04.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS17	Centrelink	Moore	F&PA 32	<p>Senator MOORE—Earlier, I used the term ‘hit rate’. I am concentrating on the age pension, because people receiving Newstart payments and those sorts of things are more aware of this form of compliance. In 2004-05, in relation to the age pension, 122 people were the subject of optical surveillance. Dr Browne, can you tell us the kind of risk that would identify someone to be selected for this process? It seems to me there would be some guidelines for selecting someone for it. Secondly, I know the department will try to find out how many people were found to be in breach, but if 122 people were selected for this form of intensive scrutiny—and I would think that would not be the first thing you would do—and some were found not to have been in breach, would they be made aware that they had been under surveillance and scrutinised?</p> <p>Dr Browne—I will take your specific question on notice, but I make it clear that optical surveillance is very much a last resort.</p> <p>Senator MOORE—That is what I thought.</p> <p>Dr Browne—You do that when you are not able to get evidence by other means such as contacting third parties, talking to the customer and that sort of thing. I will take your question on notice.</p>	Answer received 15.05.07
HS18	Centrelink	Moore	F&PA 33	<p>[In relation to Centrelink guidelines for optical surveillance]</p> <p>Senator MOORE—Yes. Dr Browne, can you take on notice the question about the guidelines that lead to someone being selected for this process? Can we get some information about what processes your branch goes through to stimulate the process? Is optical surveillance always done by outside contractors? Are any Centrelink staff involved in this process?</p> <p>Dr Browne—No, it is done by outside bodies.</p>	Answer rec'd 17.04.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS19	Centrelink	Moore	F&PA 34	<p>Senator MOORE—Dr Browne, this may or may not be in your area. We have had a number of calls in various offices about debt recovery processes, and the liaison service has been particularly helpful in working through those. If clients are negotiating debt recovery processes by phone, as people now often do to get them through, do they automatically receive a written notice to confirm whatever arrangements they have made?</p> <p>Dr Browne—It is my expectation that they do, but I will take that on notice.</p> <p>Senator MOORE—Particularly when they are amending their arrangements. My understanding is that some very detailed negotiations can happen by phone and there can be confusion. I want to make sure the paper chase continues. If you could take that on notice, it would be very useful.</p> <p>Dr Browne—I will do that.</p>	Answer rec'd 24.04.07
HS20	Centrelink	Moore	F&PA 34	<p>Senator MOORE—I know you keep figures about identified assaults if a staff member comes forward and says, 'This happened.' I know you have to make decisions about whether or not that is going to happen. Over the last 12 months, how many were in places where there were security guards and how many were in places where there were not security guards?</p> <p>Mr Whalan—I do not have that information.</p> <p>Senator MOORE—Can you take that on notice?</p> <p>Mr Whalan—Yes, we will take that on notice.</p>	Answered 24.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS21	Centrelink	Moore	F&PA 36-37	<p>Senator MOORE—I know it is very difficult, Mr Whalan, because it is a national process and I am sure there are ups and downs across the whole process. What budget was allocated for the change to a business line structure?</p> <p>Mr Whalan—We would have to take that on notice.</p> <p>Senator MOORE—What budget has been spent in that process? I will put these questions on notice because they are going to be like that. One thing I am particularly interested in, as you would be aware, is the current staffing level across the country. What is the variation as of now between the figures that go area by area, by gender, by ongoing and non-ongoing in the annual report—which is very detailed; I would like to see the report even more detailed—and the most recent snapshot? When could we have the most recent snapshot?</p> <p>Ms Ritchie—Of staffing levels?</p> <p>Senator MOORE—Yes.</p> <p>Mr Whalan—We will give you the most recent figures we are able to. As a broad comment, the figures will be lower now and at the end of this year than the figures in the annual report. The reason for that is that we are always estimating in annual reports the level of customer numbers we expect by payment in the next year. In some ways you could say that we are predicting the strength of the economy in the next year. What has happened so far this year is that the unemployment rate, which is one of the biggest things that vary, has been lower month on month than we predicted. Therefore, the customer numbers have been lower. Therefore, when we come to reconcile Centrelink’s funding for the year, the funding will be lower than we predicted. Throughout the year we are always trying to monitor that and adjust as we go. So, very broadly, because there are lots of ons and offs, we will have had to have progressively reduced the number of staff in Centrelink as the level of unemployed has continued to decrease.</p>	Answer rec'd 23.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS22	Centrelink	Moore	F&PA 37	<p>Senator MOORE—You will probably have to take this next question on notice. In the period July 2006 to February 2007, were there new payment programs that were administered by Centrelink? Has anything come on line to you in that period? Has anything changed from when the annual report was provided and the figures there, which were a snapshot of the end?</p> <p>Mr Whalan—Yes, there are some. I will list some now and then we can add any that I miss. The LPG grants, I believe, have come on during that period, and some drought related payments, firstly, in terms of an extension of a number of EC declared areas and, secondly, some payments for small business in EC declared areas. There would have been some other announcements that I have not covered.</p> <p>Senator MOORE—Can you take that on notice, Mr Whalan.</p> <p>Mr Whalan—Yes.</p>	Answer rec'd 17.04.07
HS23	DHS	Wong	F&PA 40	<p>[In relation to JCA site attended by Matthew Pearce]</p> <p>Senator WONG—Was there a sign advising people where the disability entrance was, prior to this issue being raised in the media?</p> <p>Ms Frame—I would have to check, but I can certainly be very direct that there was not a sign that met our requirements. I think there was a sign around the back, but it was not a clear sign around the front that met our specifications.</p>	Answer rec'd 20.04.07
HS24	DHS	Wong	F&PA 41 and 42	<p>[In relation to JCA accessibility checklist]</p> <p>Senator WONG—You will provide me with the checklist. Has that altered at all?</p> <p>Ms Frame—No, it has not.</p> <p>Senator WONG—When was that finalised?</p> <p>Ms Frame—I think it was November, but I will check that.</p> <p>Senator WONG—Just to make sure that you are clear about what I am seeking, I would like to know whether the department identifies a threshold to determine the acceptability of accessibility in terms of how many checklist items had to be reached for a positive finding.</p>	<p>Checklist and information sheet on application of the checklist tabled during hearing on 16/2/07 – refer p. 48 and p. 52.</p> <p>Need to provide date that guidelines were finalised.</p> <p>Answer rec'd 20.04.07</p>

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS25	DHS	Wong	F&PA 43	<p>[In relation to breakdown by profession of people who conduct job capacity assessments]</p> <p>Senator WONG—So there are no assessments by medical practitioners?</p> <p>Ms Frame—There are a very small number that are. When I said allied health professionals—or a medical practitioner, which is a very small number. I think it is approximately two per cent.</p> <p>Senator WONG—So about two per cent are medical practitioners. Can you break it up for me?</p> <p>Ms Frame—This is from memory. I am happy to provide it on notice.</p> <p>Senator WONG—I am happy to take it on the basis that you might want to confirm it on notice.</p>	Answer rec'd 20.04.07
HS26	DHS	Wong	F&PA 44	<p>[In relation to tracking of JCA data]</p> <p>Senator WONG—No, I would like to move on. In relation to the referrals from JCAs, could you tell me whether you or DEWR track the numbers and proportion by income support type and by destination—that is, employment service stream?</p> <p>Mr Dolan—Job capacity assessors do not determine someone's income support payment. That is done by Centrelink.</p> <p>Senator WONG—It is the point at which a range of decisions are made. I am trying to work out who tracks this data: who is going through a JCA, what income support they are on and then their destination in terms of what service they are then sent to. Is that something you do?</p> <p>Mr Dolan—Yes. We have information on the broad customer groups that are referred for job capacity assessment—those that are going for, say, a DSP claim or a DSP review and so forth. We record the hours of work assessment where that is appropriate. Where it is a disability claim, we will record the medical impairment rating; it does not necessarily imply anything about the ultimate decision, because that is with Centrelink. We do record the recommended referrals to employment services.</p> <p>Senator WONG—Okay. In what form can I get that data? What is the best way?</p> <p>Mr Dolan—We can take that on notice. Given the numbers at stake, we can provide you on notice with some tables showing types of inflows for all destinations.</p> <p>Senator WONG—That would be good. I am interested in income support type and referral destination.</p>	Answered 24.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS27	Centrelink	Wong	F&PA 45	<p>[In relation to tracking of JCA data]</p> <p>Senator WONG—I am talking about inflow into the JCA process, not into the income support payment. Do you know who is coming into JCAs?</p> <p>Ms Frame—Yes.</p> <p>Senator WONG—How do you track that? What are the details you track about that?</p> <p>Mr Dolan—About one-fifth are for disability support pension related reasons; it could be new claims or reviews, and that is about 22 per cent. About 23 per cent are for reasons such as Newstart customers claiming medical incapacity. Thirty-three per cent, about a third, are income job seekers who have been shown to Centrelink’s job seeker classification instrument—that is a streaming instrument—as having personal factors or work impairment. The rest are things like changes of circumstances or where someone is directly registering with the vocational rehabilitation provider, for example, for assessment.</p> <p>Senator WONG—Is that point-in-time data?</p> <p>Mr Dolan—That is the percentage of referrals up to 2 February—it is a cumulative percentage. I can also read out to you the referrals to employment services, if you want.</p> <p>Senator WONG—Is it best to do this or would you prefer to—</p> <p>Mr Dolan—I can read them out, if that suits your purpose, Senator.</p> <p>Senator WONG—I would not mind getting—and I am happy to take this on notice—the percentages you have just read out and the raw numbers, and also the percentages and numbers into particular employment services and destinations.</p> <p>Mr Dolan—We can give that to you on notice.</p> <p>Senator WONG—I appreciate that. And if you could just indicate the point in time to which that relates.</p> <p>Mr Dolan—Yes, we can do that.</p>	Answer received 22.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS28	Centrelink	Moore	F&PA 49	<p>[In relation to private investigation firms employed by Centrelink to conduct optical surveillance]</p> <p>Mr Whalan—It related to contracts for optical surveillance. Just briefly, we noted that there was a change. There is one provider fewer operating now. That is because a provider by the name of Maurice Kerrigan had previously been listed twice and now is listed just once. Each provider can operate nationally, but we tend to use them in the localities where they are based. It is a requirement that they can operate nationally.</p> <p>Senator MOORE—At a later time, could you provide me with the information of where they are based?</p> <p>Mr Whalan—Yes, I can.</p> <p>Senator MOORE—That would be great.</p>	Answer rec'd 23.05.07
HS29	Centrelink	Wong	F&PA 52	<p>[In relation to Centrelink privacy breaches]</p> <p>Senator WONG—Sorry, I should focus the question better. Subsequent to the privacy breaches becoming public, were there any alterations to the manual in relation to the accessing of unauthorised information?</p> <p>Mr Jacomb—I would need to check that.</p>	Answer received 22.05.07
HS30	Centrelink	Wong	F&PA 53	<p>[In relation to Centrelink Chief Executive Instructions]</p> <p>Ms Scott—For explanation for senators: under the FMA Act the required chief executive's instructions are constantly updated. So there would have been a version predating that version.</p> <p>Mr Whalan—This is version 2. We would need to take on notice at what point version 1 went up.</p>	Answer rec'd 20.04.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS31	Centrelink	Wong	F&PA 54	<p>[In relation Centrelink Random Sample Surveys]</p> <p>Senator WONG—Have you done any RSSs in the current financial year?</p> <p>Dr Browne—Yes, we have. As Mr Whalan explained, we do them constantly, but for some departments it is three times a year and for some it is two; there are different cycles.</p> <p>Senator WONG—What do the results thus far indicate in relation to—what was your phrase, errors with a dollar impact?</p> <p>Dr Browne—I do not have figures beyond the end of the last financial year, so I cannot give you figures for 1 July onwards.</p> <p>Senator WONG—Meaning you personally do not have them, Centrelink does not have them or what?</p> <p>Dr Browne—I can give you a payment correctness figure for the first survey period for 2006-07 broken down by department. I do not have an overall figure—and again these are unconfirmed figures, so the policy departments have not signed off on these figures.</p> <p>Senator WONG—Okay.</p> <p>Dr Browne—For the first survey period for 2006-07 for working age payments—that is, DEWR payments—the correctness rate is 95.9 per cent. So the error rate would be the difference between that percentage and 100 per cent. For student payments—that is, for DEST—for the same period, it is 97.6 per cent. I do not have the FaCSIA figure here at the moment.</p> <p>Senator WONG—If you could take that on notice. You said these figures relate to the financial year; to what date are they accurate?</p> <p>Dr Browne—With the working age payments, the DEWR figures, they are as at 13 December. They are both as at 13 December 2006.</p>	Answer rec'd 08.05.07
HS32	Centrelink	Wong	F&PA 54	<p>[In relation Centrelink payment errors]</p> <p>Senator WONG—Are you able to give some indication of what proportion of errors are human error and what proportion of errors are IT malfunction?</p> <p>Mr Whalan—We can take that on notice.</p>	Answer rec'd 08.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS33	Centrelink	Wong	F&PA 54	<p>[In relation Centrelink payment errors]</p> <p>Senator WONG—Do you ascertain the cost of rectifying the errors to which we have been referring?</p> <p>Mr Whalan—The closest I can come anywhere in that space, I believe, is we do have a lot of activities which try and identify errors that have occurred. We could look at the cost of it.</p> <p>Senator WONG—Perhaps you could take that on notice.</p>	Answer rec'd 20.04.07
HS34	Centrelink	Wong	F&PA 55	<p>Senator WONG—Perhaps you could take that on notice. I had some questions regarding the trial sharing of offices between Medicare and Centrelink.</p> <p>Mr Whalan—To clarify this, Senator, I think there are four Centrelink offices and four Medicare offices in which we are trialling doing a broader range of work. Is that the trial you are referring to?</p> <p>Senator WONG—Yes.</p> <p>Ms Scott—Would you like details of that?</p> <p>Senator WONG—Yes. Can you tell me the cost of that and where it is occurring?</p> <p>Ms Scott—The Centrelink services for seniors and carers have been rolled out into the following Medicare offices: Box Hill, Victoria, 2 October; Hillarys, Western Australia, 6 October; Port Macquarie, New South Wales, 11 October; Marion, South Australia, 6 November. Medicare non-cash services have been rolled out into Centrelink in the following locations: Sutherland, New South Wales, 4 October; Earlville, Queensland, 9 October; Broome, Western Australia, 23 October; Launceston, Tasmania, 13 October. I do not have any costs figures with me, but I do have take-up if that is of any interest to you.</p> <p>Senator WONG—Can you get costs on notice?</p> <p>Ms Scott—I will take it on notice.</p> <p>Senator WONG—If there are any savings that you have identified or projected in terms of your net costings, can you provide those on notice?</p>	<p>Received answer from Centrelink 15.05.07</p> <p>Medicare responded to this question during the hearing on 16/2/07 – refer p. 56.</p>

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS35	Medicare	Wong	F&PA 58	<p>[In relation to savings from Medicare electronic claiming]</p> <p>Ms Mellor—There will be other savings as we move through the period of those years looking at the different channels that are offered. We will not have as much cash handling or as many cheques. Different channels will reap savings as well.</p> <p>Senator WONG—Can you provide details of those savings?</p> <p>Ms Argall—We can provide those on notice.</p>	Answer rec'd 17.05.07
HS36	Medicare	Wong	F&PA 58	<p>Senator WONG—After the introduction of the Medicare safety net was there an administrative process put in place whereby if a procedure were charged three times over the schedule fee it would be flagged?</p> <p>Ms Argall—I am not personally aware of that and it is has not been raised in the two years I have been there, but I will ask my colleagues to assist me as to whether anyone is aware of it. We are not aware of that. I will take it on notice and check.</p> <p>Senator WONG—To sum up the question, is any data collected by Medicare which identifies procedures which are charged in excess of the schedule fee? In particular, is there any data collected or identified which indicates procedures which charge three times over the schedule fee? That can be taken on notice.</p>	Answer rec'd 08.05.07 Supplement answer rec'd 23.05.07
HS37	Centrelink	Webber	Written	<p><i>Carers' Payment/Allowance - eligibility for \$600 "top-up" at the end of financial year:</i></p> <ul style="list-style-type: none"> - How do people qualify? - How long do they have to be in receipt of a Centrelink payment? - Would a person in receipt of payment from July through to April receive a top-up payment? Even a pro-rata payment? - Would someone in receipt of a Centrelink payment from April to May receive a top-up payment? Would this be a full payment or pro-rata? 	Answer received 15.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS38	Centrelink	Webber	Written	<p><i>Parenting Payment:</i></p> <ul style="list-style-type: none"> - Can Centrelike explain briefly the new rules for people in receipt of parenting payment once their child turns 8? - How many hours do they need to work or look for work? - How is this administered through Centrelink - does the recipient tell Centrelink when they start and finish employment or report fortnightly? - How is paid leave counted? Does someone on leave from work have to be "looking for work"? - How are the working hours measured? Can a parent work extra hours during school weeks and reduce them during school holidays etc? 	Answer rec'd 23.05.07
HS39	Centrelink	Webber	Written	<p><i>Disability:</i></p> <ul style="list-style-type: none"> - What are the requirements for informing an applicant that they are not eligible for DSP? - What is the "form approved by the Minister"? Does this vary often? - What information must be provided by the applicant? - What guidelines are there for explaining why Centrelink's decision is in opposition to the treating doctor's recommendations? 	Answer rec'd 20.04.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS40	Centrelink	Siewert	Written	<p>1. What is the current number of Parenting Payment recipients, broken down by age of youngest child (0-6, 7-15) family status (PPS or PPP) and employment status (employed or not employed), by State, and by the combinations of these characteristics?</p> <p>2. What is the current number of Disability Support Pension recipients, broken down by employment status, payment status ('transitional group' and other), State, and by the combinations of these characteristics?</p> <p>3. What is the current number of Newstart Allowance and Youth Allowance (other) recipients, broken down by employment status, principal carer status, partial capacity to work status, those exempted from activity requirements (including specifically: temporary exemptions for parents), State, and combinations of these characteristics.</p> <p>4. What is the current number of Newstart Allowance and Youth Allowance (other) recipients, broken down by duration on these payments (less than 1 year, 1 year and less than 2, 2 years and less than 5, 5 years or more), employment status, and State and combinations of these characteristics?</p> <p>5. In how many cases of 'first' and 'second' participation failures, and '8 week penalties' since July 2006 has the customer</p> <ul style="list-style-type: none"> • made contact with the relevant authorized review officer, and lodged an appeal. • Please provide data by State/Territory. <p>6. What were the outcomes of these appeals, by State/Territory?</p> <p>7. In how many of these cases were customers paid pending appeal?</p> <p>8. What is the average time taken for the National Participation Solutions Team to decide on a participation failure, and issue correspondence to the customer, once they have been notified of an alleged participation failure?</p> <p>9. Do income support payments continue during this period?</p>	Answered 24.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS41	DHS	Wong	Written	<p>FOR ALL DEPARTMENTS AND AGENCIES</p> <p><i>RECRUITMENT AGENCY SPENDING</i></p> <p>(1) What sum was spent on recruitment agencies in 2006 by each department and agency in the Minister's portfolio?</p> <p>(2) Will the Minister provide a list of the recruitment agencies which are used by the department and agencies in the Minister's portfolio?</p> <p>(3) What functions do recruitment agencies perform for departments and what would be the likely impact on departmental outcomes from reduction in recruitment spending on external agencies?</p> <p>(4) What benefit-cost assessments have been done which benchmark internal recruitment processes and/ or on utilising on line recruitment portals?</p>	Answer rec'd 23.04.07
HS42	CRS	Wong	Written	SEE HS 42	Answer rec'd 11.4.07
HS43	CSA	Wong	Written	SEE HS 42	Answered 24.05.07
HS44	Centrelink	Wong	Written	SEE HS 42	Answered 24.05.07
HS45	Medicare	Wong	Written	SEE HS 42	Answer rec'd 23.04.07
HS46	Aust. Hearing	Wong	Written	SEE HS 42	Answer rec'd 11.4.07
HS47	HSA	Wong	Written	SEE HS 42	Answer rec'd 11.4.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS48	DHS	Wong	Written	<p>HS 48 - 54 (WONG) FOR ALL DEPARTMENTS AND AGENCIES</p> <p><i>OPINION POLLS/ MARKET RESEARCH</i></p> <p>(1) What sum was spent on opinion polls, focus groups or market research in 2006 by each department and agency in the Minister's portfolio?</p> <p>(2) Will the Ministers provide a list of the opinion polls, focus groups, or market research agencies what are used by department and agencies in the Minister's portfolio?</p> <p>(3) How much of the opinion polls, focus groups or market research expenditure of agencies or departments was conducted at the request of the Minister's office?</p> <p>(4) What benefit-cost assessments have been done which assess the returns from opinion polls, focus groups of market research?</p>	Answer rec'd 17.05.07
HS49	CRS	Wong	Written	SEE HS 48	Answer rec'd 11.4.07
HS50	CSA	Wong	Written	SEE HS 48	Answer rec'd 17.05.07
HS51	Centrelink	Wong	Written	SEE HS 48	Answer rec'd 08.05.07
HS52	Medicare	Wong	Written	SEE HS 48	Answer rec'd 08.05.07
HS53	Aust. Hearing	Wong	Written	SEE HS 48	Answer rec'd 23.04.07
HS54	HSA	Wong	Written	SEE HS 48	Answer rec'd 30.03.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments																																
HS55	DHS	Wong	Written	<p>FOR ALL DEPARTMENTS AND AGENCIES</p> <p><i>ADVERTISING CAMPAIGNS</i></p> <p>(1) What sum was spent on each of the active advertising campaigns for each department and agency in the Minister's portfolio?</p> <p>(2) In attachment A – a list of active campaigns that were tabled in on 30 October 2006 at Senate Estimates, what were the actual costs for those which have been completed as relevant to each department and agency in the Minister's portfolio?</p> <p>(3) At the Budget Estimates in May 2006, the Budget Papers listed the following Pending Campaigns (from Budget Papers: period up to 4 years)</p> <table border="1" data-bbox="768 687 1518 1350"> <thead> <tr> <th>Campaign</th> <th>\$M</th> </tr> </thead> <tbody> <tr> <td>Smart Card</td> <td>47.3</td> </tr> <tr> <td>Child Support Reform</td> <td>36.1</td> </tr> <tr> <td>Promote Private Health Cover</td> <td>52.1</td> </tr> <tr> <td>Medicare direct mail</td> <td>17.5</td> </tr> <tr> <td>New family law arrangements</td> <td>19.9</td> </tr> <tr> <td>Independent contractors</td> <td><15</td> </tr> <tr> <td>Pensions real estate/assets test</td> <td>5.9 (at least, over 2 years)</td> </tr> <tr> <td>Smart Traveller</td> <td>13.1</td> </tr> <tr> <td>Alcohol abuse</td> <td>25.2</td> </tr> <tr> <td>Citizenship</td> <td>4</td> </tr> <tr> <td>Disease risk factors</td> <td></td> </tr> <tr> <td>Child care rebate</td> <td></td> </tr> <tr> <td>Family Law arrangements</td> <td></td> </tr> <tr> <td>Illicit drugs and mental illness</td> <td></td> </tr> <tr> <td>Living in Harmony Initiative</td> <td></td> </tr> </tbody> </table> <p>(4) For those campaigns which are relevant to each department and agency in the Minister's portfolio, what is the:</p> <p>(a) planning progress for campaigns;</p> <p>(b) likely start dates; and</p> <p>(c) media spend.</p>	Campaign	\$M	Smart Card	47.3	Child Support Reform	36.1	Promote Private Health Cover	52.1	Medicare direct mail	17.5	New family law arrangements	19.9	Independent contractors	<15	Pensions real estate/assets test	5.9 (at least, over 2 years)	Smart Traveller	13.1	Alcohol abuse	25.2	Citizenship	4	Disease risk factors		Child care rebate		Family Law arrangements		Illicit drugs and mental illness		Living in Harmony Initiative		Answer rec'd 23.05.07
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QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS56	CRS	Wong	Written	SEE HS 55	Answer rec'd 23.05.07
HS57	CSA	Wong	Written	SEE HS 55	Answer received 22.05.07
HS58	Centrelink	Wong	Written	SEE HS 55	Answer rec'd 23.05.07
HS59	Medicare	Wong	Written	SEE HS 55	Answered 24.05.07
HS60	Aust. Hearing	Wong	Written	SEE HS 55	Answer rec'd 23.05.07
HS61	HSA	Wong	Written	SEE HS 55	Answer rec'd 23.05.07
HS62	DHS	Wong	Written	<p>FOR ALL DEPARTMENTS AND AGENCIES</p> <p><i>MONITORING USE OF WATER IN DEPARTMENTS AND AGENCIES</i></p> <p>(1) Is there any requirement to provide details of how much water is used and how much water is saved in the annual reports of each department and agency in the Minister's portfolio?</p> <p>(2) Is water usage monitored for each department and agency in the Minister's portfolio?</p> <p>(3) What is the water usage for each department and agency in the Minister's portfolio?</p> <p>(4) For each department and agency in the Minister's portfolio, can information be provided on whether dual flush toilets are in place in the buildings they occupy?</p>	Answer rec'd 30.03.07
HS63	CRS	Wong	Written	SEE HS 62	Answer rec'd 11.4.07
HS64	CSA	Wong	Written	SEE HS 62	Answer rec'd 23.04.07
HS65	Centrelink	Wong	Written	SEE HS 62	Answer rec'd 20.04.07
HS66	Medicare	Wong	Written	SEE HS 62	Answer rec'd 20.04.07
HS67	Aust. Hearing	Wong	Written	SEE HS 62	Answer rec'd 11.4.07
HS68	HSA	Wong	Written	SEE HS 62	Answer rec'd 11.4.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS69	Centrelink	Moore	Written	<p><i>Centrelink and surveillance (refer to supplementary estimates hearing Friday 16 February)</i></p> <ol style="list-style-type: none"> 1) How many joint Centrelink/Police operations such as the one conducted on 8 February at Ravenswood Victoria occurred in 2006? 2) When was the first of these operations? 3) What was the individual and total cost of these operations? 4) How many Centrelink officials were involved during each of these operations? 5) Can the department confirm that these operations did not contravene state or federal privacy legislation? 6) What other states or territories have contacted Centrelink to perform future operations of this kind? What state or territory unit contacted the Department of Human Services and what was the date? 7) Please explain in detail what Centrelink officials do during these operations. 8) What was the total cost of the department's 'specialist fraud investigation' throughout 2006 and 2005? Does this include the joint police/Centrelink roadside operations? 	Answer rec'd 20.04.07
HS70	Centrelink	Moore	Written	<p><i>Centrelink staff safety (refer to question 3943 submitted by Kelvin Thomson in the House of Representatives on the 15 August 2006)</i></p> <ol style="list-style-type: none"> 1) What specialist advice has Centrelink sought or is seeking to assess the risk controls used to prevent assault? 2) When was the last time Centrelink reviewed, in conjunction with employee's and the union, the adequacy of the controls used in Centrelink's open plan offices to prevent the assault of public Servants. 3) When was the last time Centrelink had its health and safety management systems independently audited to ensure they are properly implemented and sufficient to meet its duty of care obligations? 4) Centrelink policy (OHS Handbook for Team leaders and Managers) calls for managers to demonstrate 6 OH&S competencies in order to achieve compliance with the Act. How many managers, by Area and workplace, have had these competencies assessed? 	Answer rec'd 17.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS71	Centrelink	Moore	Written	<p data-bbox="745 205 965 228"><i>Centrelink staff</i></p> <ol style="list-style-type: none"> <li data-bbox="745 272 1688 363">1. Has there been staffing reductions at Centrelink in the last 6 months? If so, please explain in which units and areas have been affected. <li data-bbox="745 368 1688 427">2. Does the change to a Business Lines structure effect staff and/or staffing levels? <li data-bbox="745 432 1688 523">3. What budget was allocated for the change to a Business Lines structure in the 2006-07 financial year and how much has been spent so far? <li data-bbox="745 528 1688 587">4. If these programs and business lines have been overspent, please provide the amount by. <li data-bbox="745 592 1720 683">5. How does the current staffing level for each Area, and on a national non-SES employee basis, compare to the figures quoted in the Annual Report figures? <li data-bbox="745 687 1688 815">6. Please provide how many non-ongoing employees are currently employed in each Centrelink Area and what classification levels they are employed under. Please highlight changes which have occurred since the public release of the 2005-06 Annual Report. <li data-bbox="745 820 1592 879">7. Which new payment programs have been administered by Centrelink since 1 July 2006? <li data-bbox="745 884 1720 975">8. What proportion of the budget of each Area has Centrelink allocated for offering and administering Australian Workplace Agreements in 2006-2007? <li data-bbox="745 979 1720 1038">9. What is the actual spend of each Area in offering and administering Australian Workplace Agreements in 2006-2007? <li data-bbox="745 1043 1688 1102">10. What percentage of non-SES staff are employed under Australian Workplace Agreements as at 1 February 2007? <li data-bbox="745 1107 1711 1145">11. How many staff have separated from Centrelink since 1 July 2006? <li data-bbox="745 1150 1653 1209">12. How many staff have commenced employment with Centrelink since 1 July 2006? <li data-bbox="745 1214 1688 1273">13. Has Centrelink 'frozen' the hiring of new employees? If so, please explain when this 'freeze' be lifted. 	Answer rec'd 23.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS72	Centrelink	Moore	Written	<p><i>Centrelink Call Centres</i></p> <ol style="list-style-type: none"> 1. When will Centrelink introduce the Call Coaching system? 2. What research, development and implementation stages will Centrelink go through to introduce this system? 3. What is the budget for the research, development and implementation stages prior to implementation of the Call Coaching system? How will this budget be spent? 4. Will there be extra staff engaged to work on this project? 5. Will Centrelink consult with all employees and their union about these changes? If so, please explain how and the timeframe for this consultation. 6. What does Centrelink intend to do with the taped and stored calls? 	Answer rec'd 20.04.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS73	Centrelink	Moore	Written	<p>HS 73 (MOORE)</p> <p><i>Exceptional Circumstances Relief Payment (ECRP)</i></p> <ol style="list-style-type: none"> 1. How many drought affected farmers are seeking and are being paid Commonwealth assistance through Centrelink as at 1 February 2006? 2. How many people were paid Exceptional Circumstances Relief Payment (ECRP) in 2006? For drought related reasons? 3. How many staff with appropriate training have been engaged to deal with the increased workload? 4. Can you indicate the average time ECRP drought relief applicants have to wait in Centrelink offices before Customer Service Officers are able to see them? 5. Can Centrelink confirm that Centrelink offices in drought affected areas do not have sufficient staff to deal with the increase in demand? 6. Have there been any complaints regarding the administration of this payment? 7. Due to the lengthy application process for ECRP drought relief, why can't applicants make an appointment with a Centrelink officer? 8. Have Centrelink staff been trained and provided with adequate knowledge to assess customers claiming Exceptional Circumstances due to the drought? If so, please explain the training they received and how many staff received it. 9. What plans does the department have in place to reduce this time? 10. Can you please explain what the 'The Drought Assistance – interim Income Support' is? 	Answer rec'd 08.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS74	DHS	Moore	Written	<p><i>IT Refresh project and other information technology matters (refer to supplementary estimates hearing Monday 12 February)</i></p> <ol style="list-style-type: none"> 1. Presuming a new database is going to be created for the Access Card, why is the department still spending millions of dollars on old databases, especially considering how world class the current DHS system is? 2. Does the department intend on de-commissioning these old databases once the Access Card database is up and running? 3. Can you guarantee that these systems will continue to operate independently for the next 20 years? 4. Please explain the relationship between the new Centrelink Terradata data warehouse and the Access Card database. 5. What companies (consultants) have given advice on the Access Card? What was the nature of the advice and how much did it cost? 6. Have any of these companies advised the Government previously in any capacity with respect to IT Outsourcing? If so which ones? 	Answered 24.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS75	Centrelink	Moore	Written	<p><i>Centrelink customer records</i></p> <ol style="list-style-type: none"> 1. Please explain what procedures are in place to correct information which has wrongly been sent to customers notifying them of a debt or credit? For instance, if a customer is told they owe Centrelink \$500 and actually only owe \$5000, how does Centrelink correct this information with customers? 2. I refer to the results of the Centrelink Random Sample Survey audit conducted by the Australian National Audit Office (ANAO). Can you please explain what costs are associated with fixing these mistakes, such as the time it takes staff to correct these mistakes? 3. Can you please table Centrelink's most recent Random Sample Survey? 4. What measures are in place to stop the Access Card increasing the number of people who receive wrong payments? 5. Please explain what percentage of these mistakes are customer related errors and Centrelink related errors. 6. Please explain what percentage of Centrelink related errors are based on human error and technical error. Please detail what is the most common human error and technical error. 7. What measures are in place to discipline Centrelink staff who access customer records without cause of authorisation? Please explain these regulations in detail. 8. Have there been any changes since 2006? If not, why not? 9. How has the Department improved its services to cut down on customer privacy breaches in all of its agencies, especially in relation to the implementation of the Access Card? 	Answer rec'd 08.05.07
HS76	Centrelink	Moore	Written	<p>HS 76 (MOORE)</p> <p><i>Indigenous Newstart recipients</i></p> <ol style="list-style-type: none"> 1. Can you please provide the number of Indigenous people on Newstart currently, since 1 July 2006, through 2005-06 and 2004-05 and the state and territory they reside? <hr/>	Answered 15.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS77	Centrelink	Moore	Written	<p><i>Centrelink</i></p> <ol style="list-style-type: none"> 1. How many people are currently, since 1 July 2006 and throughout 2006, using Centrelink to pay for essential bills and what social security assistance were they receiving? 	Answer rec'd 20.04.07
HS78	Centrelink	Moore	Written	<p><i>Australian Government LPG Grant</i></p> <ol style="list-style-type: none"> 1. Where is the Australian Government LPG Grant administration based? 2. How many people have received the LPG Grant since it was made available in August last year? 3. Please provide the states and territories that grant recipients have resided in. 4. How much money has been spent on paying grants so far? 5. What was the 2006-07 and 2007-08 budget for this grant? 6. What quality control procedures are in place to assure only eligible applicants receive the payment? 7. What is the error rate? <ol style="list-style-type: none"> a. How many people have received the payment that shouldn't have? b. Has this money been retrieved? c. How much did it equate to? 8. What measures are in place to ensure ineligible applicant people do not receive the payment in the future? 	Answer rec'd 27/04.07
HS79	Centrelink	Moore	Written	<p><i>New Enterprise Incentive Scheme (NEIS)</i></p> <ol style="list-style-type: none"> 1. Please explain the NEIS. 2. What type of financial advice is available to Australians? 3. How many people were assisted by and NEIS officer in 2005-06? 4. How many people attended NEIS seminars in 2005-06? 5. What was the cost of the NEIS in 2005-06? 	Transferred to DEWR 07/03/07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS80	Centrelink	Moore	Written	<p><i>Financial Information Service (FIS)</i></p> <ol style="list-style-type: none"> 1. Please explain the FIS. 2. What type of financial advice is available to Australians? 3. How many people were assisted by and FIS officer in 2005-06? 4. How many people attended FIS seminars in 2005-06? 5. What was the cost of the FIS in 2005-06? <hr/>	Answer rec'd 20.04.07
HS81	Medicare	Moore	Written	<p>HS 81 (MOORE)</p> <p><i>Medicare Australia</i></p> <ol style="list-style-type: none"> 1. What is the budget estimate for the electronic Medicare rebate payment in 2006-07, 2008-09, 2009-10, 2010-2011 and 2011 – 2012? 2. How much of this has been allocated, or promised in contracts? Please provide which companies have been granted the contracts and how much they will be paid. 3. Has there been any consideration of allowing doctors to bill Medicare for the rebate directly, and only charge patients the gap fee so that banks do not charge a transaction fee? 4. Will GPs have to buy new technology to allow patients to use the new electronic Medicare rebate system? How much will this cost? How much will the Commonwealth subsidise per system? 5. Why can't they use the EFTPOS system, which most GPs already have? 6. What relationship will this system have with the Access Card? Will it still be useful? 	Answer rec'd 17.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS82	Medicare	Moore	Written	<p data-bbox="745 205 1733 228"><i>Medicare Australia branches</i></p> <ol data-bbox="745 272 1733 1235" style="list-style-type: none"> 1. What financial provision has been made for possible extension of trading hours in Medicare branch offices in 2007 and 2008, including Sunday Trading? 2. Please provide budget estimates for 2006-07 and 2007-08 dedicated solely for the purpose to employ additional staff due to the extra responsibilities of implementing the Access card. 3. Is it envisaged that Medicare Australia Contact Centres will expand their services to cover Family Payments, other Centrelink administered allowances and pensions, or Access Card enquiries? If so what additional funding, staffing and hours of operation will be involved? 4. Please provide a complete list of government services and programmes which will be administered from Medicare branch offices in 2007 and in 2008 (separately please). If these services have increased since 2006, please provide the additional budget estimates used to cover these additional responsibilities. 5. Please provide a list of funding for each Medicare branch office listed by Federal electorate of operation for the years 2004, 2005, 2006, and projections for 2007 and 2008? 6. What is the staffing turnover for Medicare Australia contact centres by state for the years 2004, 2005, 2006? 7. How many, and at what classification levels, AWAs have been entered into, sorted by state, at Medicare for the years 2004, 2005 and 2006? 8. How many of these have removed conditions otherwise available under the collective agreement? 9. What is the percentage staff turnover in Medibank call centres, by state, for the years 2004, 2005 and 2006? What are the equivalent figures for Medicare branch offices? 	24.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS83	CSA	Moore	Written	<p><i>Child Support Agency</i></p> <ol style="list-style-type: none"> 1. Please explain the findings of the Deloitte investigation into the CSA and table a copy of this report. 2. Can the department please provide a general overview of stress and sick leave at the CSA, any recent reports highlighting increased levels of sick leave and the measures in place to improve employees' health and safety. 	Answered 24.05.07
HS84	Centrelink	Moore	Written	<p><i>Child Support privacy issues</i></p> <ol style="list-style-type: none"> 1. What measures are in place to discipline Centrelink staff who access customer records without cause of authorisation? 2. Have there been any changes since 2006? If not, why not? 3. How has the Department improved its services to cut down on customer privacy breaches, especially in relation to the initiation of the Access Card? 	Answer rec'd 08.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS85	Medicare	Wong	Written	<p data-bbox="745 204 1137 268"><i>Electronic Medicare claiming Budget and Staffing Levels</i></p> <ol data-bbox="745 300 1733 1596" style="list-style-type: none"> <li data-bbox="745 300 1733 400">1. What financial provision has been made for possible extension of trading hours in Medicare branch offices in 2007 and 2008, including Sunday Trading? <li data-bbox="745 432 1733 560">2. What financial provision has been made for possible increased staffing for Medicare branch offices in 2007 and 2008 given the additional workload of Family Payments/Centrelink work and the Access Card? <li data-bbox="745 592 1733 692">3. Please provide a complete list of government services and programmes which will be administered from Medicare branch offices in 2007 and 2008 (separately please)? <li data-bbox="745 724 1733 825">4. What additional staffing/opening hours will be provided to Medicare branch offices to deal with the registration and processing of Access Card applications? <li data-bbox="745 857 1733 1016">5. Is it envisaged that Medicare Australia Contact Centres will expand their services to cover Family Payments, other Centrelink administered allowances and pensions, or Access Card enquiries? If so what additional funding, staffing and hours of operation will be involved? <li data-bbox="745 1048 1733 1176">6. Please provide a list of funding for each Medicare branch office listed by Federal electorate of operation for the years 2004, 2005, 2006, and projections for 2007 and 2008? <li data-bbox="745 1208 1733 1272">7. What is the staffing turnover for Medicare Australia contact centres by state for the years 2004, 2005, 2006? <li data-bbox="745 1303 1733 1399">8. How many, and at what classification levels, AWAs have been entered into, sorted by state, at Medicare for the years 2004, 2005 and 2006? <li data-bbox="745 1431 1733 1495">9. How many of these have removed conditions otherwise available under the collective agreement? <li data-bbox="745 1527 1733 1596">10. What is the percentage staff turnover in Medibank call centres, by state, for the years 2004, 2005 and 2006? What are the equivalent 	

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS86	Medicare	Wong	Written	<p data-bbox="745 204 1003 236"><i>Medicare branches</i></p> <ol data-bbox="745 236 1733 1219" style="list-style-type: none"> <li data-bbox="745 236 1733 336">1. What financial provision has been made for possible extension of trading hours in Medicare branch offices in 2007 and 2008, including Sunday Trading.? <li data-bbox="745 368 1733 496">2. What financial provision has been made for possible increased staffing for Medicare branch offices in 2007 and 2008 given the additional workload of Family Payments/Centrelink work and the Access Card? <li data-bbox="745 528 1733 628">3. Please provide a complete list of government services and programmes which will be administered from Medicare branch offices in 2007 and 2008 (separately please)? <li data-bbox="745 660 1733 761">4. What additional staffing/opening hours will be provided to Medicare branch offices to deal with the registration and processing of Access Card applications? <li data-bbox="745 793 1733 952">5. Is it envisaged that Medicare Australia Contact Centres will expand their services to cover Family Payments, other Centrelink administered allowances and pensions, or Access Card enquiries? If so what additional funding, staffing and hours of operation will be involved? <li data-bbox="745 984 1733 1112">6. Please provide a list of funding for each Medicare branch office listed by Federal electorate of operation for the years 2004, 2005, 2006, and projections for 2007 and 2008? <li data-bbox="745 1144 1733 1219">7. What is the staffing turnover for Medicare Australia contact centres by state for the years 2004, 2005, 2006? 	Answered 24.05.07

QON No.	Department / agency	Senator	Hansard reference	Question	Comments
HS87	DHS	Ludwig	Written	<p>ALL DEPARTMENTS AND AGENCIES</p> <p>With regard to all grants allocated by the department/agency from 1 January 2002, could a table detailing the following information be provided:</p> <p>a. The name of the grant program b. The name of the grant recipient c. The ABN of the grant recipient (where available) d. The value of the grant awarded e. The date the grant was awarded f. The state of the grant recipient g. The postcode of the grant recipient</p>	Answer rec'd 30.03.07
HS88	CRS	Ludwig	Written	SEE HS 87	Answer rec'd 30.03.07
HS89	CSA	Ludwig	Written	SEE HS 87	Answer rec'd 29.03.07
HS90	Centrelink	Ludwig	Written	SEE HS 87	Answer rec'd 30.03.07
HS91	Medicare	Ludwig	Written	SEE HS 87	Answer rec'd 20.04.07
HS92	Aust. Hearing	Ludwig	Written	SEE HS 87	Answer rec'd 30.03.07
HS93	HSA	Ludwig	Written	SEE HS 87	Answer rec'd 30.03.07
HS94	DHS	Wong	Written	<p><i>Welfare to Work transitions</i></p> <p>What efforts are made to match the disabilities of those referred for Job Capacity Assessments with specialised professional knowledge among the assessor (eg are mental health professional usually asked to assess those whose principal disability is a mental health disorder)?</p>	Answer rec'd 20.04.07

Please note that answers 1 - 94 are due by 30 March 2007.