

ADDITIONAL ESTIMATES 2007–08, 19 and 22 February 2008
Questions on Notice index—Human Services Portfolio

Answers to QON taken during the Additional Estimates hearings, or written QON submitted thereafter, are due on 4 April 2008.

QON No.	Department / agency	Senator	Hansard Reference	Question	Comments/date answer provided
HS1a	DHS	MINCHIN	Written	See attachment	Answered 09/04/08. See HS1.
HS1b	DHS	MINCHIN	Written	See attachment	Answered 03/04/08. See HS2.
HS1c	DHS	MINCHIN	Written	See attachment	Answered 03/04/08. See HS3.
HS1d	DHS	MINCHIN	Written	See attachment	Answered 09/04/08. See HS4.
HS1e	DHS	MINCHIN	Written	See attachment	Answered 09/04/08. See HS5.
HS2a	Australian Hearing	MINCHIN	Written	See attachment	Answered 09/04/08. See HS1.
HS2b	Australian Hearing	MINCHIN	Written	See attachment	Answered 03/04/08. See HS2.
HS2c	Australian Hearing	MINCHIN	Written	See attachment	Answered 03/04/08. See HS3.
HS2d	Australian Hearing	MINCHIN	Written	See attachment	Answered 09/04/08. See

					HS4.
HS2e	Australian Hearing	MINCHIN	Written	See attachment	Answered 09/04/08. See HS5.
HS3a	Centrelink	MINCHIN	Written	See attachment	Answered 09/04/08. See HS1.
HS3b	Centrelink	MINCHIN	Written	See attachment	Answered 03/04/08. See HS2.
HS3c	Centrelink	MINCHIN	Written	See attachment	Answered 03/04/08. See HS3.
HS3d	Centrelink	MINCHIN	Written	See attachment	Answered 09/04/08. See HS4.
HS3e	Centrelink	MINCHIN	Written	See attachment	Answered 09/04/08. See HS5.
HS4a	HSA	MINCHIN	Written	See attachment	Answered 09/04/08. See HS1.
HS4b	HSA	MINCHIN	Written	See attachment	Answered 03/04/08. See HS2.
HS4c	HSA	MINCHIN	Written	See attachment	Answered 03/04/08. See HS3.
HS4d	HSA	MINCHIN	Written	See attachment	Answered 09/04/08. See HS4.
HS4e	HSA	MINCHIN	Written	See attachment	Answered 09/04/08. See HS5.
HS5a	Medicare	MINCHIN	Written	See attachment	Answered 09/04/08. See HS1.

HS5b	Medicare	MINCHIN	Written	See attachment	Answered 03/04/08. See HS2.
HS5c	Medicare	MINCHIN	Written	See attachment	Answered 03/04/08. See HS3.
HS5d	Medicare	MINCHIN	Written	See attachment	Answered 09/04/08. See HS4.
HS5e	Medicare	MINCHIN	Written	See attachment	Answered 09/04/08. See HS5.
HS6a-f	Centrelink	PATTERSON	Written	See attachment	Answered 05/05/08.
FPA Committee Hansard: Tuesday, 19 February 2008.					
HS7	DHS	COONAN	F&PA 133	<p>Senator COONAN—What programs within each of the areas of the portfolio are currently underspent and can you give me the reason for any underspends?</p> <p>Ms Williams—This is a very difficult one because, as you know, we are tracking programs progressively. We are leading into the budget context. It is very hard to say now where underspending is because a lot of programs are under development. I am not trying to escape the question, but it is really very hard to give you an answer to that at the moment.</p> <p>Senator COONAN—Would you be able to take it on notice and have a look at whether or not you can—</p> <p>Ms Williams—We can certainly see what we can provide to you...</p>	Answered 13/05/08.
HS8	DHS	COONAN	F&PA 134	<p>Senator COONAN—How many people in total, whether they were temporary, permanent or consultants, would have been employed in relation to the access card?</p> <p>Ms Hartland—I might have to take on notice the consultants, because that varied from day to day.</p>	Answered 21/04/08
FPA Committee Hansard: Friday, 22 February 2008					
HS9	DHS	COONAN	F&PA 51	<p>Senator COONAN—...I just want to get to the savings that have been claimed in respect of axing this card [the Access Card]. You said in answer to a dorothy dixer from Senator Polley that you noted the savings under the Charter of Budget Honesty are estimated at \$1,149 million and you have identified an additional \$29 million in savings for 2007-08, bringing the total to \$1,178 million. In the Charter of Budget Honesty there appears to be a slightly different figure—unless I am</p>	Answered 09/04/08.

				<p>misreading it—which looked to be \$1,148 million over the forward estimates...</p> <p>Ms Williams—Senator Coonan, that was identified later when we had a look at the entire saving and what could be handed back.</p> <p>Senator COONAN—Yes, that might be a better way to do it because obviously I want to get to some sort of net position, if that is possible. I am sure you have come quite prepared but I do appreciate that it might be necessary for us to get something down on notice so that we capture what we want. These are not meant to be trick questions, I promise you. It is just that I want to get a clear view about what has been spent, what has been returned and where we are at. I could not quite get it from the minister’s answer.</p> <p>Senator Ludwig—We can provide that again on notice if you want, Senator.</p>	
HS10	DHS	COONAN	F&PA 51–52	<p>Senator COONAN—That deals with the savings. The design and build of this access card was very well advanced. I want to deal with three main areas: first of all, the costs so far; secondly, I want to deal with the process for winding up the project—that deals with property, staff and whatever; and, thirdly, I want to deal with what I would regard as the gaps left in forward prudence and coordination of delivery of services that the access card was designed to address. That gives you an idea of where I am going. Could we please start with what this thing has cost the Australian taxpayer for apparently no benefit?</p> <p>Ms Hartland—The total expenditure of the access card to 31 December was \$116 million. We expect that there is still expenditure of probably around \$25 million in relation to staff contractual exit costs. I think that answers your first question in terms of cost.</p> <p>Senator COONAN—What is the breakdown of that?</p> <p>Ms Hartland—In terms of staffing costs, contractual costs, I think I might have to take that on notice.</p>	Answered 04/04/08.
HS11	DHS	COONAN	F&PA 53	<p>Senator COONAN—How many people are working on what there [Office of the Access Card]? What specifically?...</p> <p>Ms Williams—The reason it is difficult to give you a quick and easy answer is because, as I mentioned before, we have them working across the department because we have a very heavy workload. For example, some are working with the budget people.</p> <p>Senator COONAN—How many are working with the budget people?</p> <p>Ms Williams—I could not give you an answer off the top of my head. We can sort that out. I am told five.</p>	Answered 04/04/08.

				<p>Senator COONAN—That is five out of 40. What about the rest?</p> <p>Ms Williams—I would have to come back to you. We have them working in groups across the department. We have a lot of work on.</p> <p>Senator COONAN—What other areas, so we might be able to find out where they all are.</p>	
HS12	Centrelink	WATSON	F&PA 59	<p>Senator WATSON—How much did Centrelink spend on its recruitment of call centre staff to fill the 150 jobs at Centrelink’s Launceston office?</p> <p>Mr Whalan—We will have to take it on notice.</p>	Answered 03/04/08.
HS13	Centrelink	WATSON	F&PA 59	<p>Senator WATSON—What was the total cost of the advertisements? [For the 150 jobs at Centrelink’s Launceston office].</p> <p>Mr Whalan—I will take that one on notice.</p>	Answered 03/04/08.
HS14	Centrelink	WATSON	F&PA 60	<p>Senator WATSON—When did each of those interviews [for the jobs at Centrelink’s Launceston office] start? Can you give a date of each of those categories?</p> <p>Mr Whalan—We would need to take that on notice.</p>	Answered 03/04/08.
HS15	Centrelink	WATSON	F&PA 61	<p>Senator WATSON—...What is Centrelink’s Tasmanian budget for 2007-08?...</p> <p>Mr Whalan—While we wait to see if we can give you a figure, Senator, I just want to note that there is no allocation for call in Tasmania. The allocations for call are a national allocation. I will see if I can get you an allocation which would, effectively, be for our other operations.</p>	This question was not answered at the hearing. Answered 20/03/08.
HS16	Centrelink	COONAN	F&PA 63	<p>Senator COONAN—...What was the proportion of people receiving Newstart who live in rural and regional areas? Would you get that figure for me if you have not got it.</p> <p>Mr Whalan—Let me just check if I can get it quickly. No, we will have to take that on notice.</p>	Answered 03/04/08.
HS17	Centrelink	COONAN	F&PA 64	<p>Senator COONAN—How much money has been spent on the Coffs Harbour expansion to date?</p> <p>Mr Whalan—The money would have been the money spent on the commitment to the new building. We would have been looking to move to new premises in Coffs Harbour anyway. Let me check if we have a figure on the cost of that new building.</p> <p>Senator COONAN—You can take that on notice if that is convenient.</p> <p>Mr Whalan—We will take that on notice.</p>	Answered 20/03/08.

HS18	Centrelink	ALLISON	F&PA 64	<p>Senator ALLISON—What level of complaint has Centrelink received in recent months and perhaps over the last year about the decisions made on the 15-hour rule?</p> <p>Mr Whalan—We have received quite a bit of negative feedback around the 15-hour rule. I will check, but we would not have the number of concerns that have been raised.</p> <p>Senator ALLISON—You will check that you do not have it?</p> <p>Mr Whalan—I will check for you.</p>	Answered 03/04/08.
HS19	Centrelink	ALLISON	F&PA 67	<p>Senator ALLISON—I will put the remaining questions I have on notice. The questions are to do with breaching. Do you have any figures on breaching and trends over time? Do you have any breakdown of the reason for the breach? Can you advise the committee if there is any link between breaching and people who report a mental illness?</p> <p>Mr Whalan—I believe we have got those figures, if not for every one of those questions, for virtually every one of those questions. I may have them here, but I can take them on notice.</p>	Answered 03/04/08.
HS20	Centrelink	FIERRAVANTI-WELLS	F&PA 71	<p>Senator FIERRAVANTI-WELLS—but there is a Medicare office and a Centrelink office, and you are going to merge the two into one. So you are going to give effect—</p> <p>Senator Ludwig—No, that is incorrect. They are not merged—that is your language that you used. I am talking about expansion of both Medicare and Centrelink into both Warrawong and, I am now informed, Emerald.</p> <p>Senator FIERRAVANTI-WELLS—All right, Minister. We will differ on the language, but could you take that on notice and also take on notice whether there are any other areas where there will be an ‘expansion’, to use your words, as opposed to a closure.</p> <p>Senator Ludwig—Thank you. I will.</p>	Answered 04/04/08.
HS21a	Centrelink	PAYNE	WRITTEN	See attachment	Answered 03/04/08.
HS21b	Centrelink	PAYNE	WRITTEN	See attachment	Answered 03/04/08.
HS21c	Centrelink	PAYNE	WRITTEN	See attachment	Answered 03/04/08.
HS22a	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 04/04/08.
HS22b	Centrelink	SIEWERT	WRITTEN	See attachment	Answered

					04/04/08.
HS23a	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 03/04/08.
HS23b	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 03/04/08.
HS23c	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 03/04/08.
HS23d	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 03/04/08.
HS24a	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 21/04/08
HS24b	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 21/04/08
HS25a	Centrelink	SIEWERT	WRITTEN	See attachment	Transferred to DEEWR on 12/03/08
HS25b	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 28/04/08.
HS25c	Centrelink	SIEWERT	WRITTEN	See attachment	Transferred to DEEWR on 12/03/08
HS26a	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 03/04/08.
HS26b	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 03/04/08.
HS26c	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 03/04/08.
HS26d	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 03/04/08.
HS27a	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 20/03/08.
HS27b	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 20/03/08.
HS27c	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 20/03/08.
HS27d	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 20/03/08.

HS28a	DHS	BOYCE	WRITTEN	See attachment	Answered 04/04/08.
HS28b	DHS	BOYCE	WRITTEN	See attachment	Answered 03/04/08.
HS28c	DHS	BOYCE	WRITTEN	See attachment	Answered 21/04/08
HS28d	DHS	BOYCE	WRITTEN	See attachment	
HS29	DHS	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS30	DHS	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS31	DHS	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS32	DHS	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS33	DHS	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS34	DHS	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS35	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS36	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS37	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS38	DHS	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS39	DHS	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS40	DHS	COONAN	WRITTEN	See attachment	Answered 21/04/08
HS41	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS42	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS43	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.

HS44	DHS	COONAN	WRITTEN	See attachment	Answered 21/04/08
HS45	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS46	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS47	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS48	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS49	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS50	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS51	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS52	DHS	COONAN	WRITTEN	See attachment	Answered 21/04/08
HS53	DHS	COONAN	WRITTEN	See attachment	Answered 21/04/08
HS54	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS55	DHS	COONAN	WRITTEN	See attachment	Answered 21/04/08
HS56	DHS	COONAN	WRITTEN	See attachment	Answered 21/04/08
HS57	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS58 HS59	CRS	COONAN	WRITTEN	See attachment	HS58, HS59 transferred to DEEWR on 18/03/08.
HS60	CRS	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS61 HS62	CRS	COONAN	WRITTEN	See attachment	HS61 and HS62 transferred to DEEWR on

					18/03/08.
HS63	CRS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS64	CRS	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS65	CRS	COONAN	WRITTEN	See attachment	HS65 transferred to DEEWR on 13/03/08.
HS66	CRS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS67	CRS	COONAN	WRITTEN	See attachment	HS67 transferred to DEEWR on 13/03/08.
HS 68-70	Centrelink	COONAN	WRITTEN	See attachment	Answered 21/04/08
HS71	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS72	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS73	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS74	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS75	DHS	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS76	DHS	COONAN	WRITTEN	See attachment	Answered 28/04/08.
HS77	DHS	COONAN	WRITTEN	See attachment	Answered 20/03/08.
HS78	DHS	COONAN	WRITTEN	See attachment	Answered 20/03/08.
HS79	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS80	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS81	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.

HS82	DHS	COONAN	WRITTEN	See attachment	Answered 20/03/08.
HS83	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS84	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS85	DHS	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS86	DHS	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS87	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS88	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS89	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS90	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS91	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS92	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS93	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS94	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS95	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS96	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS97	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS98	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS99	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 21/04/08
HS100	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered

					21/04/08
HS101	DHS/Centrelink	COONAN	WRITTEN	See attachment	Answered 06/05/08.
HS102	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS103	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS104	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS105	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS106	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS107	Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS108	Centrelink	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS109	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS110	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS111	HSA	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS112a-112c	Medicare	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS113-115	Medicare	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS116	Medicare	COONAN	WRITTEN	See attachment	Answered 09/04/08.
HS117	Medicare	COONAN	WRITTEN	See attachment	Answered 13/05/08.
HS118a to 118b					Answered 04/04/08.
HS 119-121	Medicare	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS 122-125	Medicare	COONAN	WRITTEN	See attachment	Answered 09/04/08.

HS 126-127	Medicare	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS 128-131	Medicare	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS132	CSA	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS133	CSA	COONAN	WRITTEN	See attachment	Answered 15/05/08.
HS134	CSA	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS135	CSA	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS136	CSA	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS137	CSA	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS138	CSA	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS139	CSA	COONAN	WRITTEN	See attachment	Answered 06/05/08.
HS140	CSA	COONAN	WRITTEN	See attachment	Answered 14/04/08.
HS141	CSA	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS142	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS143	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS144- HS145	DHS	COONAN	WRITTEN	See attachment	Answered 21/04/08.
HS146	DHS	COONAN	WRITTEN	See attachment	Answered 03/04/08.
HS147	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS148	DHS	COONAN	WRITTEN	See attachment	Answered 13/05/08.
HS149	DHS	COONAN	WRITTEN	See attachment	Answered

					04/04/08.
HS150	DHS	COONAN	WRITTEN	See attachment	Answered 04/04/08.
HS 151-159	Centrelink	POLLEY	WRITTEN	See attachment	Answered 03/04/08.
HS160	Centrelink	BERNARDI	WRITTEN	See attachment	Answered 04/04/08. This question was accepted by Centrelink as a transfer from FaHCSIA on 13/03/08.
HS 161-166	Centrelink	SIEWERT	WRITTEN	See attachment	Answered 04/04/08. These questions were accepted by Centrelink as a transfer from FaHCSIA on 18/03/08.

Senate Finance and Public Administration Committee

Written QON

HS1a–Department of Human Services (MINCHIN)

List all appointments which have been made by the Government (through Executive Council, Cabinet and Ministers) to Statutory Authorities, Executive Agencies and Advisory Boards, with a brief outline of the respective appointee's credentials.

HS1b–Department of Human Services (MINCHIN)

Provide a list of all vacancies which remain to be filled by Ministerial (including Cabinet and Executive Council) appointments.

HS1c–Department of Human Services (MINCHIN)

Provide a list of all grants which have been approved by Ministers from within their portfolio.

HS1d–Department of Human Services (MINCHIN)

Provide a list of requests to the Department of Finance to move funds within each portfolio.

HS1e–Department of Human Services (MINCHIN)

Provide a complete list of the Government's election promises made during the campaign, and which Department is responsible for the administration of each of these commitments.

HS2a–Australian Hearing (MINCHIN)

List all appointments which have been made by the Government (through Executive Council, Cabinet and Ministers) to Statutory Authorities, Executive Agencies and Advisory Boards, with a brief outline of the respective appointee's credentials.

HS2b–Australian Hearing (MINCHIN)

Provide a list of all vacancies which remain to be filled by Ministerial (including Cabinet and Executive Council) appointments.

HS2c–Australian Hearing (MINCHIN)

Provide a list of all grants which have been approved by Ministers from within their portfolio.

HS2d–Australian Hearing (MINCHIN)

Provide a list of requests to the Department of Finance to move funds within each portfolio.

HS2e–Australian Hearing (MINCHIN)

Provide a complete list of the Government's election promises made during the campaign, and which Department is responsible for the administration of each of these commitments.

HS3a–Centrelink (MINCHIN)

List all appointments which have been made by the Government (through Executive Council, Cabinet and Ministers) to Statutory Authorities, Executive Agencies and Advisory Boards, with a brief outline of the respective appointee's credentials.

HS3b–Centrelink (MINCHIN)

Provide a list of all vacancies which remain to be filled by Ministerial (including Cabinet and Executive Council) appointments.

HS3c–Centrelink (MINCHIN)

Provide a list of all grants which have been approved by Ministers from within their portfolio.

HS3d–Centrelink (MINCHIN)

Provide a list of requests to the Department of Finance to move funds within each portfolio.

HS3e–Centrelink (MINCHIN)

Provide a complete list of the Government's election promises made during the campaign, and which Department is responsible for the administration of each of these commitments.

HS4a–HSA (MINCHIN)

List all appointments which have been made by the Government (through Executive Council, Cabinet and Ministers) to Statutory Authorities, Executive Agencies and Advisory Boards, with a brief outline of the respective appointee's credentials.

HS4b–HSA (MINCHIN)

Provide a list of all vacancies which remain to be filled by Ministerial (including Cabinet and Executive Council) appointments.

HS4c–HSA (MINCHIN)

Provide a list of all grants which have been approved by Ministers from within their portfolio.

HS4d–HSA (MINCHIN)

Provide a list of requests to the Department of Finance to move funds within each portfolio.

HS4e–HSA (MINCHIN)

Provide a complete list of the Government's election promises made during the campaign, and which Department is responsible for the administration of each of these commitments.

HS5a–Medicare (MINCHIN)

List all appointments which have been made by the Government (through Executive Council, Cabinet and Ministers) to Statutory Authorities, Executive Agencies and Advisory Boards, with a brief outline of the respective appointee's credentials.

HS5b–Medicare (MINCHIN)

Provide a list of all vacancies which remain to be filled by Ministerial (including Cabinet and Executive Council) appointments.

HS5c–Medicare (MINCHIN)

Provide a list of all grants which have been approved by Ministers from within their portfolio.

HS5d–Medicare (MINCHIN)

Provide a list of requests to the Department of Finance to move funds within each portfolio.

HS5e–Medicare (MINCHIN)

Provide a complete list of the Government's election promises made during the campaign, and which Department is responsible for the administration of each of these commitments.

HS6a (PATTERSON)

The previous government in planning for its policy to provide supported accommodation for sons and daughters of older carers had Centrelink undertake a survey to provide a better understanding of unmet need. Could you please provide the number of older carers with disabled children that were identified by Centrelink to be between:

60-65 yrs old

66-70 yrs old

70-75 yrs old

75-85 yrs old

85 yrs old and over

HS6b (PATTERSON)

How many in every category were caring for more than one child and/or a child and spouse or other dependent?

HS6c (PATTERSON)

Would you also please provide a breakdown of this data by state? E.g. How many in each age group in NSW, VIC etc.

HS6d (PATTERSON)

How old was the oldest carer identified?

HS6e (PATTERSON)

What additional data did Centrelink get from these people? E.g. How many are on state waiting lists for accommodation? How many receive additional state support to assist them in their role as a carer? Please provide details of this additional data.

HS6f (PATTERSON)

Was a report written of this survey and if so, could you please provide this committee with the report?

HS21a (PAYNE)

What is the status of the Batemans Bay Call Centre?

HS21b (PAYNE)

Is the Batemans Bay Call Centre being reviewed under the Government's review of priorities and allocations of funding?

HS21c (PAYNE)

When will the developers be advised of the result of the consideration?

Breaches:

HS22a (SIEWERT)

How many people have received 8 week non-payment periods since 1st July 2007? How many by area breakdown? How many by payment breakdown? How many by reason breakdown?

HS22b (SIEWERT)

How many Aboriginal and Torres Strait Islander people have received 8 week non-payment periods and how many by area breakdown?

Case Management:

HS23a (SIEWERT)

How many people receiving 8 week non-payment periods have been offered case management?

HS23b (SIEWERT)

How many of those have accepted case management?

HS23c (SIEWERT)

Of those offered case management how many had dependent children and how many were considered "exceptionally vulnerable"?

HS23d (SIEWERT)

How many people who have received financial case management are Aboriginal and Torres Strait Islander people?

Disability Support Pension:

HS24a (SIEWERT)

How many people on the Disability Support Pension have been reviewed since figures were since 1 July 2007 and of those how many have stayed on the Disability Support Pension and how many have moved to Newstart Allowance?

HS24b (SIEWERT)

How many people have applied since the start of the new system for the Disability Support Pension and how many have been assessed to go on the Disability Support Pension and how many have been assessed to go on to Newstart Allowance?

Data on Parenting Payment, Disability Support Pension, Newstart and Youth Allowance:

HS25a (SIEWERT)

Please provide the data for the numbers of Parenting Payment recipients by age of youngest child, family status (PPS or PPP) and employment status (employment or not employed), by State?

HS25b (SIEWERT)

Please provide the data for the numbers of Disability Support Pension by employment status, payment status ('transitional group' and other), State?

HS25c (SIEWERT)

Please provide the data for the numbers of Newstart and Youth Allowance recipients by employment status, principal carer status, partial capacity to work status, those exempted from activity requirements, (including specifically: temporary exemptions for parents), by duration on those payment (less than 1 year, 1 year and less than 2, 2 years and less than 5, 5 years or more), State?

Prosecutions:**HS26a (SIEWERT)**

How many people have provided wrongful information on income estimates and other information that affects payments?

HS26b (SIEWERT)

How many of those people have been prosecuted?

HS26c (SIEWERT)

What factors are taken into account in determining whether or not to prosecute?

HS26d (SIEWERT)

How many people have been convicted?

Appeals against "failures":**HS27a (SIEWERT)**

How many appeals have been made against "failures" including 8 week non-payment periods? Can the data be broken down by the type of payment received?

HS27b (SIEWERT)

How many have been successful?

HS27c (SIEWERT)

How many successful appeals have then been appealed by Centrelink?

HS27d (SIEWERT)

What is Centrelink's policy on appealing decisions that go against it? What factors are taken into account in the decision to appeal a decision?

ABOLITION OF PARLIAMENTARY LIAISON OFFICER PROGRAM:**HS28a (BOYCE)**

The Minister for Human Services announced, in a Media Release titled 'Election commitment delivered', that the abolition of the PLO program would save \$1.6 million over 4 years. The election commitment (on the ALP website) is titled 'Cleaning Up Government estimates savings of \$52.5 m over 4 years by abolishing LLOs, and states the abolition of the program will save \$52.5 million over 4 years. Please explain the discrepancy of \$50.9 million?

HS28b (BOYCE)

How was the decision to abolish LLOs conveyed to agency staff, especially officers undertaking LLO duties?

HS28c(BOYCE)

How are parliamentarians and their staff to contact the agencies to make enquiries in behalf of their constituents?

HS28d (BOYCE)

How will the department measure time and other resources expended by staff dealing with parliamentarian's enquiries? How will this be accounted for in the Department's budget?

Departmental Staffing Arrangements:

HS29 (COONAN)

Could you please provide a breakdown of the number of staff in the Core Department and each of the Department's agencies.

HS30(COONAN)

Could you please advise the proportion of staff in the Department and each of the agencies that are, ongoing, non-ongoing and seconded.

HS31 (COONAN)

Could you please detail the use of consultants in the period from 1 April 2007 to present. How many consultants were engaged? Please provide a breakdown of the amounts paid to each of these consultants.

HS32 (COONAN)

What is the gender breakdown of employees in the Department and each of the agencies?

HS33 (COONAN)

Please provide details of the proportion of staff in the Department and each agency that are employed under an AWA.

HS34 (COONAN)

Are all of those staff members not under an AWA employed under a collective agreement?

HS35 (COONAN)

How many staff are employed in the Minister's office?

HS36 (COONAN)

Please provide the job titles/roles and MOPS classification levels of the staff employed in the Minister's office.

HS37 (COONAN)

How many of the Minister's staff are responsible for media/communications work?

Efficiency Dividend:

HS38 (COONAN)

What is the Department's Efficiency Dividend and how was this figure calculated?

HS39 (COONAN)

Will achieving the Efficiency Dividend involve staff cuts?

HS40 (COONAN)

If yes, how many staff are expected to be cut from the Department and each agency?

HS41 (COONAN)

How many staff in particular are expected to be cut from Centrelink?

HS42 (COONAN)

Will Centrelink still be able to deliver services to the same standard prior to the job cuts?

HS43 (COONAN)

Treasury has advised that in order to fight inflation, there first needs to be a slowing of Australia's economic growth rate – which means an expected rise in unemployment. If approximately 2000 jobs are cut from Centrelink, will Centrelink still be able to operate effectively even if the unemployment rate goes up as expected?

HS44 (COONAN)

What operational areas within Centrelink will the approximate 2000 staff be cut from?

HS45 (COONAN)

Will the cuts be confined to any geographic areas or will they be Australia wide?

HS46 (COONAN)

Is the amount of public money saved by stopping welfare fraud greater than the amount of public money spent on fraud compliance?

HS47 (COONAN)

Will there be any cuts to fraud compliance?

HS48 (COONAN)

If yes, how will this affect Centrelink's ability to prevent welfare fraud?

HS49 (COONAN)

Please provide details of job cuts to call centres by each individual call centre.

HS50 (COONAN)

Specifically, will there be any job losses in the Launceston or Coffs Harbour call centre?

Local Liaison Officers:

HS51 (COONAN)

Please provide particulars of the claimed "duplication" avoided by virtue of abandoning the services provided by the 220 Local Liaison Officers (LLOs) in each of the Human Services agencies.

HS52 (COONAN)

Please provide particulars of the substituted arrangements for Senators and Members to contact and liaise with each of the following Agencies in each State and Territory:

Centrelink
Medicare Australia
Child Support Agency
Australian Hearing
CRS Australia
HSA Group

HS53 (COONAN)

Will the LLO help line be retained? If not, please provide particulars of the substituted arrangements.

HS54 (COONAN)

Would the Minister and the Secretary please provide an assurance that all enquiries to the Agencies will be responded to promptly and, except in the most unusual of cases, be responded to within 48 hours as was the case with the LLO programme?

HS55 (COONAN)

Please provide particulars of the claimed \$1.6million saved by the reallocation of the LLOs. Please reconcile that saving with the claims made by:

the Secretary, Ms Helen Williams that “the links can be maintained, even if the program is not titled the same as it was” (refer to page 135, Committee Hansard, 19/2/08); and

Mr Popple, that each agency is to “put in place mechanisms to ensure contact with members of parliament” (refer to page 135, Committee Hansard, 19/2/08).

HS56 (COONAN)

Please provide particulars of communications already made by Centrelink to MPs in relation to substituted arrangements?

HS57 (COONAN)

Will the Department continue to maintain statistics or other similar relevant information as to the quantity, nature, processing time, and of the relevant information with respect to contacts made by or on behalf of Members of Parliament with the Agencies?

CRS – Contestability:

HS58 (COONAN)

Please provide details of the transition to full contestability of CRS services.

HS59 (COONAN)

Has an evaluation been made of partial contestability and the potential benefits of full contestability? If so, please provide a copy or particulars of that evaluation.

HS60 (COONAN)

Have alternative governance arrangements, including a business structure, been considered? If so, please provide a copy or particulars of the arrangements.

HS61 (COONAN)

What community service obligations will be met with contestability?

HS62 (COONAN)

Will current rural and remote coverage provided by CRS Australia be maintained?

HS63 (COONAN)

Please provide the transition plan and quantification of costs for the move to contestability for CRS Australia.

HS64 (COONAN)

What staff redundancy and payout costs will be incurred in the move to contestability?

CRS- Waiting Lists for Vocational Rehabilitation:

HS65 (COONAN)

Please provide a breakdown in numbers between capped and uncapped jobseekers depending on assessed work capacity.

HS66 (COONAN)

Does CRS Australia currently have any spare capacity? If not, is the reason because:

because of wait lists?;
lower demand for uncapped places?; and
other reasons?

HS67 (COONAN)

What are the current requirements for clients being referred to vocational rehabilitation services?

Centrelink Data Mining:

HS68 (COONAN)

Please provide an update on the current status of the Centrelink Data Mining Pilot programme.

HS69a (COONAN)

Are there currently any identified gaps in Centrelink's current capacity and mechanisms for detecting incorrect payments?

HS69b (COONAN)

Are there currently any identified gaps in Centrelink's capacity to predict which customers are at risk of being overpaid?

HS69c (COONAN)

Are there currently any identified gaps which reduce incidence and size of overpayments and increase the early detection of overpayments?

HS70 (COONAN)

Why was the January to March 2008 tender for Data Mining Software for test mining and trend analysis for fraud and compliance, apparently withdrawn?

Cross Agency Fraud & Compliance:

HS71 (COONAN)

Has the regular automated provision of matching data between Centrelink and the Child Support Agency been implemented? If not, why not?

HS72 (COONAN)

Has regular lawful disclosure of prison data from Centrelink to Medicare Australia been implemented?

HS73 (COONAN)

Has the report into analysis of 'doctor shopping' been completed? If so, has it been published? If not, will it be released?

HS74 (COONAN)

What is the current status of disclosure and collection of tip-off information between Agencies and the Tip-off Reconciling System Upgrade? If deferred, please provide an explanation of the reasons.

Undisclosed Business Income & Assets:

HS75 (COONAN)

Please outline current mechanisms to detect the non-disclosure of business income and assets.

HS76 (COONAN)

What savings are expected from data matching the GST and BAS data held by the ATO to address payment risks associated with undisclosed business income and assets and what is the projected timeframe for such savings?

Access Card:

HS77 (COONAN)

Concerning the stated intention to leverage skills and experience gained in the Office of the Access Card, please provide particulars as follows:

How many employees were employed in the Office of the Access Card, and what were the various roles or job descriptions of each of those employees?

HS78 (COONAN)

What is the current employment status within the Department or Agencies of those employees of the Office of Access Card?

HS79 (COONAN)

How many employees of the Office of the Access card have been made redundant or otherwise deployed elsewhere in the Department or Agencies? Please provide particulars.

HS80 (COONAN)

What are the skills derived from employees in the Office of the Access Card that were retained or transferred?

HS81 (COONAN)

Where in the Department or Agencies are those skills being deployed and on what projects or work plans?

HS82 (COONAN)

What is the value or worth to the Department of Human Services of the leveraged skills from the office of the Access Card?

HS83a (COONAN)

With the abolition of the Access Card measure, what mechanisms are in place to address systemic risks arising to the Commonwealth from each of the different service standards, different access points and different standards of proof of identity in each DHS agency?

HS83b (COONAN)

Inefficiencies arising from multiple registration powers with some consumers having to repeat the same information to different agencies and often to produce the same proof of identity information to the same agency if they want a different service?

HS83c (COONAN)

Multiple cards for different concessions and entitlements – some of which are paper based?

HS83d (COONAN)

Cards that perform or repeat the same function, eg. Concession cards to obtain abovementioned services under Medicare?

HS83e (COONAN)

The requirement for a new card to issue every time personal details change?

HS83f (COONAN)

Time required for face to face interviews for authentication functions?

HS83g (COONAN)

Inconsistent central access arrangements across DHS agencies?

Fraud – Cash Economy:

HS84 (COONAN)

Please provide particulars of mechanisms to manage the impact of the cash economy and to prevent and detect and investigate cases of suspected welfare fraud.

HS85 (COONAN)

Please provide particulars of the role of outposted Centrelink officers in the Australian Taxation Office, Interagency Cash Economy Fraud Investigation Teams and optical surveillance procedures.

HS86 (COONAN)

Please provide a copy of the joint Memorandum of Understanding between Centrelink, the ATO and Department of Immigration & Citizenship for conducting cash economy investigations including field operations.

HS87 (COONAN)

How often do the agencies meet?

Fraud and Compliance:

HS88 (COONAN)

How many people living overseas receive a social security payment?

HS89 (COONAN)

Please provide detail of steps taken to ensure the correctness of social security payments made to recipients who reside overseas?

HS90 (COONAN)

What specific steps align control for fraud and compliance risks for overseas recipients with those that apply in Australia?

HS91 (COONAN)

What information sharing arrangements exist with overseas Government Agencies?

HS92 (COONAN)

How many staff in Centrelink and in other agencies are working on compliance matters for overseas recipients?

Serious Social Security Fraud:

HS93 (COONAN)

How many investigations into potential cases of serious fraud are currently on foot? How many such cases have been completed since April 2007?

HS94 (COONAN)

How many intelligence analysts are currently engaged in serious fraud intelligence?

HS95 (COONAN)

How many fraud investigators are currently engaged in serious fraud investigations?

HS96 (COONAN)

What steps have been taken for data matching to discover undisclosed family relationships?

HS97 (COONAN)

What arrangements does Centrelink have with the Australian Federal Police to cover Centrelinks investigations into serious fraud?

HS98 (COONAN)

Please provide a copy of any Service Level Agreement between Centrelink and the Australian Federal Police?

Identity Related Fraud:

HS99 (COONAN)

Please advise the current resources and capacities within Centrelink to discover and investigate identity related fraud.

HS100 (COONAN)

What are the current Proof of Identity requirements to minimise the risk of fraudulent claims?

HS101 (COONAN)

Please identify what changes and improvements to identity authentication were anticipated with the implementation of the Access Card.

Fraud – Prosecutions:

HS102 (COONAN)

What are the current figures for numbers of referrals to the DPP for prosecution?

HS103 (COONAN)

What is the conviction rate?

HS104 (COONAN)

What are the current amounts in debts and savings associated with these convictions?

HS105 (COONAN)

Please provide a copy of the Australian Government Investigation Standards.

HS106 (COONAN)

What is the cost of investigations and prosecutions undertaken in the current year?

Addressing undeclared unearned income from shares, bank accounts, unit trusts and term deposits:

HS107 (COONAN)

Please advise all current steps being taken to identify non-disclosure of large financial assets that are a source of potential income for Centrelink clients?

HS108 (COONAN)

What are the proposed or projected savings expected from data matching against annual investment income reports held by the Australian Tax Office?

Media Monitoring:

HS109 (COONAN)

Please advise what contracts the Department of Human Services has in place for national and state monitoring of print and electronic media, as well as transcript production for the Department and each of the participating agencies.

HS110 (COONAN)

What has been the monthly media monitoring cost from 1 April 2007 to date?

Health Services Australia:

HS111 (COONAN)

What mechanisms does Health Services Australia have to authenticate a cardholder against referral for services?

Medicare Australia:

HS112a (COONAN)

What mechanisms does Medicare Australia have in place to authenticate identity to assess eligibility to receive Medicare and Pharmaceutical benefits where a customer does not have their card with them?

HS112b (COONAN)

What mechanisms does Medicare Australia have in place to authenticate identity to assess eligibility to receive Medicare and Pharmaceutical benefits where a customer has lost their card or had it stolen?

HS112c (COONAN)

What mechanisms does Medicare Australia have in place to authenticate identity to assess eligibility to receive Medicare and Pharmaceutical benefits where a customer provides reliable authentication by telephone?

HS113 (COONAN)

What steps are in place to provide Medicare services to people under 18 years of age?

HS114 (COONAN)

What are 'special needs'?

HS115 (COONAN)

Who is an 'approved authority' and what means of authentication are acceptable?

HS116 (COONAN)

What are the current risks of persons being able to obtain Medicare and PBS benefits to which they are not entitled, that the Access Card was designed to reduce?

HS117 (COONAN)

What mechanisms does the Department have in place to improve the integrity of the Medicare card and reduce opportunities for fraud?

HS118a (COONAN)

What steps are being taken to reduce the incidences of leakage by claiming the wrong MBS item number

HS118b (COONAN)

What steps are being taken to reduce the incidences of leakage by over servicing and/or upsizing claims for benefits?

Medicare Australia- Staff Numbers:

HS119 (COONAN)

Have any Medicare staff been made redundant in connection with the abolition of the need for the access card registrations?

HS120 (COONAN)

If yes please specify the number of staff and which Medicare offices have been affected?

HS121 (COONAN)

If no please indicate what other business has been undertaken by Medicare, that has avoided the need for staff reductions?

Medicare and Review of Fraud and Compliance:

HS122 (COONAN)

Were there areas of existing and emerging risks identified in the inter-departmental committee review arising from the complexity and size of the Medicare and PBS programs?

HS123 (COONAN)

If yes, what were the identified risks?

HS124 (COONAN)

Have risk mitigation strategies been implemented?

HS125 (COONAN)

If yes, what are those strategies and when have they been implemented?

Eclipse:

HS126 (COONAN)

Please provide details as to arrangements with the private health industry to take over management of Eclipse?

HS127 (COONAN)

What percentage of private health insurance claims are being processed through Eclipse?

Medicare – Easyclaim:

HS128a (COONAN)

Please provide updated details on the implementation of Medicare Easyclaim including the percentage of patients who pay who use Easyclaim

HS128b (COONAN)

Please provide updated details on the implementation of Medicare Easyclaim including the financial institutions that make Easyclaim available

HS129 (COONAN)

Are there any financial institutions still expected to sign on? If so, when and which institutions are they?

HS130 (COONAN)

Has the introduction of Easyclaim led to any staff reductions? If so, how many and in which offices?

HS131 (COONAN)

What savings will be delivered from Easyclaim and when?

Child Support Agency – Change Program:

HS132 (COONAN)

Please provide particulars of the status of implementation of the Child Support Agency Change Program.

HS133 (COONAN)

How many new staff have been engaged to deliver the reforms?

HS134 (COONAN)

Has additional office space been acquired?

HS135 (COONAN)

Are there other key risks or impediments to staff recruitment or training to ensure timely delivery of the reforms? If so, what are they?

Child Support Agency – Data Integrity:

HS136 (COONAN)

Considering the findings of the ANAO audit of Data Integrity in the Child Support Agency which revealed weaknesses in accurate reporting in customer dates of birth and dates of death, failure in up to 12% of customer records associated with active cases to display a current address, and in other cases invalid TFNs, please advise what steps are being taken to address these weaknesses?

Child Support Agency – CSA Trust:

HS137 (COONAN)

What is the reason for a \$3.004 million shortfall in the CSA Trust that will grow to \$3.766 million over the forward estimates?

Child Support Agency Reform campaign:

HS138 (COONAN)

What steps are being taken to ensure that clients are aware of the proposed changes and new formula for calculating child support payments?

HS139 (COONAN)

What adjustments of revisions to planned or proposed communications strategies have been made following the documented revision of \$4.870 million for the communications campaign?

HS140 (COONAN)

What is the reason for the downward revision of the communications campaign by \$4.8 million?

HS141a (COONAN)

What portion of the \$4.870 million downward revision will come from tracking research?

HS141b (COONAN)

What portion of the \$4.870 million downward revision will come from in-house PR?

HS141c (COONAN)

What portion of the \$4.870 million downward revision will come from advertising agency?

HS141d (COONAN)

What portion of the \$4.870 million downward revision will come from creative development and production?

HS141e (COONAN)

What portion of the \$4.870 million downward revision will come from media buy?

HS141f (COONAN)

What portion of the \$4.870 million downward revision will come from direct mail to CSA customers?

HS141g (COONAN)

What portion of the \$4.870 million downward revision will come from direct mail to family tax benefits customers (Centrelink)?

HS141h (COONAN)

What portion of the \$4.870 million downward revision will come from CSA customer seminars?

Northern Territory Intervention:

HS142 (COONAN)

Prior to December 2007, how many communities were subject to welfare quarantining under the NT Intervention?

HS143 (COONAN)

How many communities have been added to that list since December 2007?

HS144 (COONAN)

What consultation has there been between the Minister for Indigenous Affairs and the Minister for Human Services regarding the expansion of the intervention?

HS145 (COONAN)

What assurances has the Minister for Human Services given to the Minister for Indigenous Affairs that the Department of Human Services is capable of properly administering this expansion?

HS146a (COONAN)

What is the process involved in notifying someone their payments are going to be quarantined? Specifically, when are they notified?

HS146b (COONAN)

What is the process involved in notifying someone their payments are going to be quarantined? Specifically, how much notice are they given?

HS146c (COONAN)

What is the process involved in notifying someone their payments are going to be quarantined? Specifically, what right of appeal do they have?

HS147a(COONAN)

On 30 January 2008, it was reported that an 80 year-old woman had her payments wrongfully quarantined because she lived in a street that shared its name with a community declared relevant under Part 3B of the Social Security (Administration) Act 1999. Is this an isolated incident?

HS147b(COONAN)

If no, how many other customers have had their payments wrongfully quarantined?

HS148 (COONAN)

Has Centrelink investigated claims by the NT member for Braitling that up to 30 people have had their payments wrongfully quarantined?

HS149 (COONAN)

Does Centrelink have the resources necessary to administer this policy?

HS150 (COONAN)

The Commander of the NT intervention, Major-General Dave Chalmers, has said he didn't "have the means to investigate how widespread the problem is". Why is this the case?

HS151 (POLLEY)

What is Centrelink's personal leave policy for staff?

HS152 (POLLEY)

What is Centrelink's attendance plan policy for staff?

HS153 (POLLEY)

What was the total number of personal leave days taken in each month for 2006/2007?

HS154 (POLLEY)

What was the total number of staff placed on an attendance plan in 2006/2007?

HS155 (POLLEY)

For those staff identified in HS154, what is the gender and classification breakdown for the attendance plans?

HS156 (POLLEY)

What are the criteria for placing employees on attendance plans

HS157 (POLLEY)

Can an employee be put on an attendance plan before their annual or personal leave has been used up?

HS158 (POLLEY)

How does a person on an attendance plan access annual leave, and how does Centrelink check that it is a legitimate request?

HS159 (POLLEY)

If there is a personal leave policy, how does that policy take into account an employee's personal or exceptional circumstances – for example a serious illness or a medical condition?

Northern Territory Intervention:

HS160 (BERNARDI)

Centrelink had officers going out into these indigenous communities to assist people – are these positions being continued?

Northern Territory Intervention-Centrepay:

HS161 (SIEWERT)

Do you have statistics on the use of the Centrepay system (voluntary welfare quarantining) prior to the commencement of the Intervention?

HS162 (SIEWERT)

How many people were using it? How many transactions per week?

HS163 (SIEWERT)

What has the impact of quarantining been on Centrepay use?

HS164 (SIEWERT)

Is there still a per-transaction fee levied on Centrepay providers?

HS165 (SIEWERT)

Is there a similar fee levied on Coles or Woolworths for quarantined monies?

HS166 (SIEWERT)

Can you provide a breakdown of the use of Centrepay within the Northern Territory? (e.g. by postcode?)