

ESTIMATES 2007-08 — BUDGET ESTIMATES, MAY 2007**Questions on Notice index—Human Services Portfolio**

QON No.	Department / agency	Senator	Hansard Reference	Question	Comments
1.	DHS	Lundy	F&PA 56	<p>Senator LUNDY—Can you tell me when the questions were sent to the minister's office for approval?</p> <p>Ms Williams—I do not have that information.</p> <p>Senator LUNDY—Can you take that on notice...</p> <p>Senator Ellison—The ones that were in time, I dare say, are not subject to the questions?</p> <p>Senator LUNDY—No. That is correct.</p> <p>Senator Ellison—Well, the ones after time we can take on notice.</p> <p>Senator LUNDY—Thank you.</p> <p>Ms Williams—It may be a bit more difficult than that because, as you would understand of the system, these things are often iterative: they go; the office does not think they are sufficient; we have to add some more information. So it is not as easy as that.</p> <p>Senator WONG—Sorry, but I am going to express some frustration here. Although I am tired, I am going to try to be reasonable. At least you provided them this time. So, after a change of secretary and a change of minister, at least we have the answers, even if they have come in late. On the last occasion, from recollection—and I could be wrong, but this is my recollection—a significant proportion were not even provided. Notwithstanding the iterative process, which the previous secretary referred to somewhat frequently, I think Senator Lundy's question could be answered by giving the date on which they were first received by the minister's office.</p> <p>Senator Ellison—We will take that on notice.</p>	Answered 04/01/08
2.	DHS	Wong	F&PA 60	<p>Senator WONG—For what period does the contract extend?</p> <p>Ms Grundy—I am not sure when the contract expires but it definitely goes over</p>	Answered 07/08/07

				<p>into the next financial year. I would have to check how much further on it continues.</p> <p>Senator WONG—Okay, please check that.</p>	
3.	DHS	Wong	F&PA 61	<p>Senator WONG—On how many occasions has such a document been produced for ORIMA?</p> <p>Ms Grundy—I do not have that information. I would have to check that.</p>	Answered 07/08/07
4.	DHS	Wong	F&PA 62	<p>Ms Hartland—We are very happy to table those. The initial lot of information took the form of a small pamphlet that went out to people, advertising in newspapers and things, which I am happy to detail.</p> <p>Senator WONG—So what exactly are you tabling—examples or the totality?</p> <p>Ms Hartland—We will table the pamphlets that went out so that you can see the broad pieces of information that are in there. The information awareness program comprised broadcast and print material that went out. It was about raising awareness about the card and to keep people informed about the progress of the card. Print and radio ads were placed in metropolitan, suburban, regional, non-English-speaking background and Indigenous media. I have a list of those, if that would be helpful.</p> <p>Senator WONG—Thank you.</p>	Answered 17/07/07
5.	DHS	Wong	F&PA 62	<p>Senator WONG—...Going back to the brief in relation to qualitative and quantitative research, what was requested in respect of qualitative research? Did you specify what you required?</p> <p>Ms Hartland—We might have to take that on notice. I do not think I have the brief here.</p> <p>Senator WONG—We are here for most of the evening, so if you are able to come back to us I would appreciate it. I would also like to know whether there were any specifications or expectations in respect of quantitative research.</p> <p>Ms Grundy—We will get a copy of the brief so we can be accurate about it.</p>	Answered 07/08/07
6.	DHS	Wong	F&PA 64	<p>Senator WONG—And that is creative content. Does that also extend over the two years?</p> <p>Ms Barbour—That is correct.</p> <p>Senator WONG—What is the value of those contracts?</p>	Answered 11/07/07

				Ms Barbour —I have not got those figures with me at the moment.	
7.	DHS	Wong	F&PA 70	<p>Senator WONG—The information awareness campaign was an active campaign, no?</p> <p>Ms Hartland—No, it was not.</p> <p>Senator WONG—That was not a campaign?</p> <p>Senator Ellison—You are going to ask why; I am too.</p> <p>Senator WONG—Even your minister does not know why.</p> <p>Senator Ellison—We will take that on notice because I would like to know why it was not classed as an active campaign as well.</p>	Answered 04/01/08
8.	DHS	Moore	F&PA 71	<p>Senator MOORE—How many people are doing the work in terms of the media and PR component? How many bodies in the access card unit or branch within Human Services are working on this process?</p> <p>Ms Grundy—Currently, I think there are 18, but I will clarify that number for you.</p>	Answered 07/08/07
9.	DHS	Moore	F&PA 71-2	<p>Senator MOORE—Can I put on notice—and I have asked similar questions in the past: within each of the component agencies of Human Services, what is the staffing level of the communications unit or whatever it is called? Already there have been three slightly different variations of what they are called within the agencies, but I mean the area that used to be known as the PR and community liaison lot. I want to know how many people in Centrelink are working in that area, how many people in Medicare and how many people in the access card area—that kind of thing.</p> <p>Ms Williams—Could I just clarify that the access card group of course is part of the core department.</p> <p>Senator MOORE—Yes, but they have their own communications unit...</p> <p>Senator MOORE—Which is exactly where my questions are coming from in terms of the process. In this estimates process, over a couple of years we have talked about the coordinating role of Human Services. Already in the example of the Medicare PR, there are people from a range of different areas working on it, which could be the way to go—but can I get that information for the various communication areas? Also, in terms of each of those areas, how many people are</p>	Answered 17/07/07

				<p>whatever the current terminology is for someone who is a journalist—are they called public affairs officers?</p> <p>Mr Popple—Yes.</p> <p>Senator MOORE—How many of the people in those various areas are public affairs officers in terms of that background?</p> <p>Mr Popple—We will have to take that on notice.</p> <p>Senator MOORE—Thank you.</p>	
10.	DHS	Lundy	F&PA 74	<p>Senator LUNDY—...I would like a list of exactly who was invited to that particular function and precisely who made the decision to tick off an endorsed Liberal candidate to host that function on behalf of the government. To me, that is an appalling breach of protocol. I would like to check this from your answers to questions on notice. but I do not believe that Senator Jan McLucas was invited to that event.</p> <p>Senator Ellison—With the hosting of these functions, there sometimes could be an official from, say, Hearing Services or the agency involved with Hearing Services. I think members of the board have done some. When I say that it is invariably a member of parliament, it can be officials; it can be officials of or a member of the board of Hearing Services.</p> <p>Senator LUNDY—But not endorsed Liberal candidates. Surely you are prepared to concede that.</p> <p>Senator Ellison—I will take that on notice and get back to you...</p> <p>Senator MOORE—Minister, perhaps we could find out—if there is not a threshold ‘yes’ or ‘no’ answer to that question—whether there are any other cases where endorsed candidates have hosted functions.</p> <p>Senator LUNDY—Whether, in an election year, there are any cases of inserting endorsed Liberal candidates in the place of sitting members.</p> <p>Senator Ellison—Mr Chairman, I have taken this question on notice.</p> <p>Senator LUNDY—Please take that extra question on notice.</p>	Part answered on p. 136 Answered 04/01/08
11.	DHS	Lundy	F&PA 76	<p>Senator LUNDY—How many do you estimate, as far as bodies go—humans?</p> <p>Ms Hartland—In terms of the access card space, it varies depending on the tasks</p>	Answered 04/01/08

				and the times, so we have to make some estimates about the actual places that we need. I might come back to that after digging out the figures.	
12.	DHS	Lundy	F&PA 77-8	<p>Senator LUNDY—And can we get a breakdown of the IT costs on the access card, given that that is not currently within this suite of answers we received today on IT costs across the core department and other agencies?</p> <p>Mr Dainer—Yes, we can do that on notice.</p> <p>Senator LUNDY—Can you do it now?</p> <p>Mr Dainer—I do not think so...</p> <p>Senator LUNDY—But I would expect there to be some budget estimates in each of the categories of infrastructure, software, hardware, operating costs, systems management, systems integration.</p> <p>Ms Hartland—We will look at breaking it down into as much detail as we can at this time</p>	Answered 04/01/08
13.	DHS	Stott Despoja	F&PA 80	<p>Senator STOTT DESPOJA—That is right—I have it [HS 7] on computer but not on hard copy—comparable mass storage of biometric photographs. I am just a bit concerned about the response given...</p> <p>Now, I just wonder whether you are still comfortable with that answer you provided to me. I understand that there is a distinction between smartcard technology and the biometric facial recognition. But that is what I wanted, that is what I was interested in, and I am not comfortable that that is reflected in the answer from the department.</p> <p>Ms Hartland—We will have to go back and seek some specific advice on those.</p>	Part answered p. 116 Answered 07/08/07
14.	CSA	Wong	F&PA 83	<p>Ms Palmer—We have two creative agencies on this campaign. Vinten Browning is one creative agency. They are based in Western Australia.</p> <p>Senator WONG—What is their name again?</p> <p>Ms Palmer—Vinten Browning. They are the names of the two principals of the firm. The second agency is Eardrum. They are a radio agency. They are doing the radio and Vinton Browning are doing the rest of the campaign.</p> <p>Senator WONG—And the cost of that?</p> <p>Ms Palmer—I am sorry, I did not bring the contract details with me.</p> <p>Senator WONG—Please provide that. Also do you have expenditure to date in</p>	Answered 07/08/07

				<p>respect of those creative agencies' contracts?</p> <p>Ms Palmer—I do not have them broken down with me.</p> <p>Senator WONG—On notice, please give me the expenditure to date, the total value of the contract and the period over which the contracts subsist.</p> <p>Ms Palmer—Yes.</p>	
15.	CSA	Wong	F&PA 85	<p>Senator WONG—Do you have details of the sorts of questions that were asked of these focus groups?</p> <p>Ms Palmer—Not with me, no.</p> <p>Senator WONG—But does the department have them?</p> <p>Ms Palmer—The department does have them. It is a normal part of government communication process to do the market research, and whether the details about the market research are released is usually a decision made at the end of the campaign.</p> <p>Senator WONG—Are you able to provide documentation which indicates the scripts or questions associated with the focus groups and market research?</p> <p>Ms Palmer—I would have to get advice on that.</p> <p>Senator WONG—So you are taking it on notice?</p> <p>Ms Palmer—Yes.</p> <p>Senator WONG—Thank you very much.</p>	Answered 07/08/07
16.	DHS	Nettle/Moore	F&PA 87	<p>Senator NETTLE—Are there 62 external staff?</p> <p>Ms Hartland—That is correct.</p> <p>Senator NETTLE—Can you give us a break-up of which are the ones from this company, and which are the ones from another company?</p> <p>Ms Hartland—I can break it up further, but I do not think I have got that information here.</p> <p>Senator Ellison—We will take that on notice.</p> <p>Senator MOORE—Could you tell us what they are doing?</p> <p>Ms Hartland—Certainly.</p> <p>Senator MOORE—Could you tell us exactly what is outsourced.</p>	Answered 04/01/08

17.	DHS	Nettle	F&PA 89	<p>Senator NETTLE—I am interested in what small businesses you have consulted with and what kinds of organisations. I do not know to what extent you can give me that information now; maybe I need to wait for that.</p> <p>Ms Hartland—We might get some specific information—</p> <p>Senator Ellison—I think we can add to that...</p> <p>Senator Ellison—Buy readers for business—no. The cost of those readers that has been put to me is in the region of \$5 to \$10.</p> <p>Ms Hartland—The small readers are, as the minister said—</p> <p>Senator NETTLE—With the technology to read off the chip just the bits—</p> <p>Ms Hartland—That is correct.</p> <p>Senator Ellison—Just concession.</p> <p>Senator NETTLE—I would be interested in more information that you could provide on that. Can you give me a sense of the response that you have had from small business to what is being proposed in them buying the readers? Without going through who you have met with et cetera, can you give me a sense of what the response has been from small business on that issue?</p> <p>Senator Ellison—We will have to take that on notice because we have spoken to a variety of people. I think that is something we would have to look at in more detail.</p>	Answered 04/01/08
18.	DHS	Nettle	F&PA 91	<p>Senator NETTLE—So there is no decision yet on whether the pharmacy buys their reader?</p> <p>Senator Ellison—We factored into the budget that there will be some allocation. I will take that on notice unless we have the information on the costing now.</p> <p>Ms Hartland—I do not have the specific costing here.</p> <p>Senator Ellison—We will take that on notice, because it is factored into the budget as essential...</p> <p>Senator Ellison—We will take it on notice and see what we can add. The department has done walk-throughs in relation to pharmacies, hospitals and doctors' surgeries to go through and see what is required in the process and what the costs might be. There has been a fair degree of research done in that regard for those providers, because a lot of those people are really at the coalface—quite different from the picture theatre which is giving a concessional ticket. The</p>	Answered 04/01/08

				department has been working on that. We will see what we can add to that. We will take it on notice and give you more detail.	
19.	DHS	Nettle	F&PA 94-5	<p>Senator NETTLE—So if somebody wanted to use the access card for proof of identity at the bank they would have to choose to have their date of birth on the card.</p> <p>Senator Ellison—The date of birth issue is not something that has been raised with me by the banks, but I will check on that and get back to you...</p> <p>Senator NETTLE—But if I am right about the fact that the anti-money laundering legislation and the new system requires that—</p> <p>Senator Ellison—I am not so sure that is right. Let me take that on notice, because we will just be going around in circles otherwise. I will take it on notice.</p>	Answer 07/08/07
20.	DHS	Lundy	F&PA 100	<p>Senator LUNDY—I am sure it was signed off; I was curious as to where the idea came from and what the decision-making process was behind changing the approach to the whole project.</p> <p>Ms Williams—I do not know, but I presume that the minister looked at the project and considered it.</p> <p>Senator LUNDY—Can you tell me when that change was signed off by the minister?</p> <p>Ms Hartland—We would have to take that on notice.</p>	Answered 04/01/08
21.	DHS	Wong	F&PA 101	<p>Senator WONG—I think what I am trying to get at is whether there is an assumption about what the effect of this measure will be in terms of savings in order to get to a net figure. As I understand your evidence, you are saying that there are a number of measures in terms of the department's financial position where they are ending in terms of expenditure and so obviously there is a negative \$4.7 million figure. That is fine, but what I am interested in with the access card, if this is a net figure, is: what are the savings that you are assuming as a result of this measure will be effected? How are they calculated and how does that affect these figures? Is that clear?</p> <p>Ms Williams—Could we take it on notice?</p>	Answered 04/01/08

22.	DHS	Wong	F&PA 103-4	<p>Senator WONG—And there is no extant liability beyond the end of the \$24.3 million; there is just a standing offer.</p> <p>Ms Hartland—That is right.</p> <p>Senator WONG—Do they have a right to be first offered? How does that work?</p> <p>Ms Hartland—I will need to get some advice on the contract.</p> <p>Senator WONG—What is the nature of the right which is now assigned or given to Booz Allen Hamilton?</p> <p>Ms Hartland—We will take that on notice. We do not have the deed here to be able to give you a precise answer.</p> <p>Senator WONG—I am interested in what taxpayers are committed to.</p> <p>Mr Divall—Taxpayers are committed to the \$24.3 million for this financial year.</p> <p>Senator WONG—For the year 2006-07?</p> <p>Mr Divall—That is correct.</p> <p>Senator WONG—Has there been any commitment? If you chose not to make any additional offer post this financial year, is that within the rights of DHS?</p> <p>Mr Padovan—I will have to take that on notice, but it is my understanding that the way the deed was structured was that there was no obligation beyond the extant purchase order that was in force...</p> <p>Senator WONG—In the event that you, on notice, clarify your evidence and tell us that there is an obligation beyond the current purchase order, I am interested in knowing what the Commonwealth liability under any such arrangement and the time period over which that subsists. Is that clear?</p>	Answered 04/01/08
23.	DHS	Wong	F&PA 104	<p>Senator WONG—Has any other arrangement been entered into with KPMG?</p> <p>Ms Hartland—No. We have the Australian Government Solicitor—gazetted value \$659,309.</p> <p>Senator WONG—Is it the same arrangement? I would not have thought so.</p> <p>Ms Hartland—I will have to check that arrangement.</p>	Answered 07/08/07
24.	DHS	Wong	F&PA 105	<p>Ms Hartland—They provide specialist advice on business process modelling. Mike Goldstein and Associates is 153,450.</p>	Answered 07/08/07

				<p>Senator WONG—What do they do?</p> <p>Ms Hartland—They provide specialist advice in terms of pricing and apportionment. The contract with Peter Ilyke, who is a specialist in drafting legislation, is \$78,000.</p> <p>Senator WONG—And they are deeds of standing offer as well?</p> <p>Ms Hartland—I would need to check because there are some individuals as well. I would need to check the individual contracts associated with those.</p>	
25.	DHS	Wong	F&PA 106	<p>Senator WONG—I am not sure if this has been asked of you, and I realise we have to get moving, but could you give me, on notice, some information about the tender process in relation to the contracts that you have just described.</p> <p>Ms Hartland—In terms of the procedure and the process?</p> <p>Senator WONG—Yes. And did they go to select tender or open tender, and who made the decision.</p> <p>Ms Hartland—Sure. I have that information if you want that.</p>	Answered 04/01/08
26.	DHS	Wong	F&PA 106	<p>Ms Hartland—The total of gazetted value is \$2.8 million.</p> <p>Senator WONG—The total of Commonwealth liability under the arrangements?</p> <p>Ms Hartland—Is \$2.8 million.</p> <p>Senator WONG—\$2.8 million?</p> <p>Ms Hartland—Yes.</p> <p>Senator WONG—Is that inclusive of what you have given me today?</p> <p>Ms Hartland—No.</p> <p>Senator WONG—So these are additional ones?</p> <p>Ms Hartland—Yes. So these are a range of smaller amounts.</p> <p>Senator WONG—On notice, can you give me the details of what that comprises.</p> <p>Ms Hartland—Certainly.</p>	Answered 04/01/08
27.	DHS	Lundy	F&PA 107	<p>Mr Dainer—It is. If you had to run a core department with a smaller number of people, there is probably some threshold infrastructure that would be required.</p> <p>Senator LUNDY—So it might not be a question of just halving it?</p>	Answered 17/07/07

				<p>Mr Dainer—No. There would an issue of attribution.</p> <p>Senator LUNDY—What do you reckon it would be?</p> <p>Mr Dainer—I could not do that here.</p> <p>Senator LUNDY—Take it on notice.</p>	*resource issues
28.	DHS	Lundy	F&PA 108	<p>Senator LUNDY—All those separate suppliers. Can you give me a rough idea of the durations of the contracts?</p> <p>Mr Dainer—I do not have that detail with me.</p> <p>Senator LUNDY—Perhaps you could take that on notice, as well as the total value of all of those IT contracts for the core department. Thank you.</p>	Answered 07/08/07
29.	DHS	Wong	F&PA 112	<p>Mr Dolan—The figure is slightly lower in the out years. I think that there was an assumption of an initial burst of some assessments in the first couple of years and then they would come down based on the estimates that I have given you of expenditure for job capacity assessment. There is not a huge difference in figures.</p> <p>Senator WONG—Perhaps on notice you can just confirm what variation there might be. Do I assume then that there is an assumed average unit cost per assessment?</p>	Answered 070807
30.	CRS	Wong	F&PA 115-6	<p>Senator WONG—What proportion of this relates to suppliers who might be associated with maintenance and the normal running of CRS and what proportion is for specialist providers you might bring in, like occupational therapists, et cetera? Are you able to give me those figures?</p> <p>Ms Carmody—I could take the question on notice.</p>	Answered 03/07/07
31.	CLK	Lundy	F&PA 117	<p>Senator LUNDY—How many contractors do you have engaged on work to do with the access card?</p> <p>Ms Moy—I can take the number on notice.</p>	Answered 06/07/07
32.	CLK	Lundy	F&PA 117	<p>Senator LUNDY—Can you do \$7.3 million worth of scoping in three months?</p> <p>Ms Moy—I can get back to you on what the actual expenditure is expected to be.</p>	Answered 17/07/07
33.	CLK	Lundy	F&PA 118	<p>Senator LUNDY—Can you take on notice providing the committee with an update as to the expense appropriations relating to the access card for Centrelink once the end of this financial year is over?</p>	Answered 17/10/07

				Mr Whalan —Yes, we will.	
34.	CLK	Lundy	F&PA 119	<p>Senator LUNDY—To give me a clearer idea about those increments, could you take on notice disaggregating that with specific projects across the categories that you have managed to break it down into in the answer to this question.</p> <p>Mr Wadeson—We will do that with the major projects.</p>	Answered 03/09/07
35.	DHS	Lundy	F&PA 120-1	<p>Senator LUNDY—What are you expecting to save through the expenditure on these additional fraud and compliance measures?</p> <p>Mr Popple—The net save over next three years is \$269 million. The total save is \$383 million. That includes—</p> <p>Senator LUNDY—Can you give me the annualised breakdown of that in relation to these nine new compliance measures?</p> <p>Mr Popple—I was going to say that that is for the whole package. I would have to take it on notice to break it down against the specific measures...</p> <p>Senator LUNDY—Yes, that is fine. I am very keen to get it, and I would prefer to get those figures disaggregated on an annual basis as well.</p> <p>Ms Williams—If we could come back to you, because there seems to be a little bit of a disagreement. We would prefer to give you the correct figures.</p> <p>Senator LUNDY—Yes. I think that would be good. So I have the costs of those programs; what I would like to know is the net savings for each of those programs across each of the out years.</p> <p>Mr Popple—Yes, Senator.</p>	Answered 17/07/07
36.	CLK	Lundy	F&PA 122	<p>Mr Whalan—All I have is a figure of the referrals to the Director of Public Prosecutions. As at the end of April, there had been 3,383 referrals. But I do not have the number of convictions.</p> <p>Senator LUNDY—If you could take it on notice to provide the year-to-date figures, that would be helpful.</p>	Answered 06/07/07
37.	CLK	Lundy	F&PA 122	<p>Senator LUNDY—Can you provide what detail you can about the different categories of fraud and the numbers of people who have been charged and found guilty?</p> <p>Dr Browne—I will take that on notice.</p>	Answered 08/08/07

38.	CLK	Lundy	F&PA 122-3	<p>Senator LUNDY—What percentage of Centrelink fraud is because customers deliberately underestimate their income compared to customers who unknowingly underestimate their income? I am looking for the figures for both.</p> <p>Mr Whalan—I will confirm this, but I do not believe we would know the answer to that.</p> <p>Senator LUNDY—Don't you record it differently?</p> <p>Mr Whalan—I think it would be hard to verify whether someone had done it accidentally or deliberately.</p> <p>Senator LUNDY—So you treat them all the same.</p> <p>Mr Whalan—There is information about prosecutions but, even then, I think it is hard to disaggregate the extent to which someone has—</p> <p>Senator LUNDY—Can you provide me with aggregated figure then?</p> <p>Mr Whalan—We can, yes.</p> <p>Senator LUNDY—What is it?</p> <p>Mr Whalan—You want an aggregated figure of?</p> <p>Senator LUNDY—Of fraud because customers have either deliberately underestimated their income or unknowingly underestimated their income. So they have underestimated their income for whatever reason.</p> <p>Mr Whalan—Let us just check that.</p>	Answered 09/07/07
39.	CLK	Lundy	F&PA 123	<p>Senator LUNDY—While you are talking about that, in February this year the department said there had been a total of 74 incidents where Centrelink had been involved with police on field operations. Can you provide an update of these figures from 2006-07 on a month by month basis?</p> <p>Dr Browne—We can take that on notice.</p>	Answered 07/08/07
40.	MA	Lundy	F&PA 125	<p>Senator LUNDY—Turning to the answers to questions on notice in relation to IT expenditure within Medicare, what proportion of the costs in that table can be attributed to the access card?</p> <p>Mr Honeyman—We would have to take that on notice.</p>	Answered 04/01/08

41.	MA	Lundy	F&PA 125	<p>Senator LUNDY—If you could take that on notice, because that is really the relevant year for disaggregating the access card expenditure from the IT table.</p> <p>Ms Argall—Can I just clarify your request. You would like the relevant access card expenditure in both 2006-07 and 2007-08?</p> <p>Senator LUNDY—Yes, in the Medicare Australia IT.</p> <p>Ms Argall—Yes.</p> <p>Senator LUNDY—It would also be useful if you could disaggregate it in the relevant groups. Thank you.</p>	Answered 04/01/08
42.	MA	Lundy	F&PA 126	<p>Senator LUNDY—What is the total cost of setting up this new system: year to date, the estimated actuals for this financial year and the next financial year? While you are there, I am interested in the 2008-09 and 2009-10 financial years as well.</p> <p>Ms Argall—While we are finding this year’s actual expenditures, I can tell you the estimates for the out years remain as we advised at the last Senate estimates hearings.</p> <p>Senator LUNDY—All I want is the estimated actuals.</p> <p>Ms Mellor—I will have to take that on notice.</p>	Answered 07/08/07
43.	HSA	Wong	F&PA 127	<p>Senator WONG—I have some questions about the two most recent annual reports. The first question is in relation to the way in which directors fees are disclosed. There was an alteration as between the 2004-05 and the 2005-06 reports. The former displays income brackets and the latter lumps some remuneration together. Could you explain to me the rationale for that?</p> <p>Mr Kmet—I understand there was a change in the disclosure requirements, which meant that there was a change in the way they were reflected in the annual reports.</p> <p>Senator WONG—Which disclosure requirements?</p> <p>Mr Kmet—Could I take that on notice?</p> <p>Senator WONG—If it is in relation to the Corporations Law—and I do not know to what extent this affected the disclosures—I note that what you did in 2004-05 was to do it by tiers. So the public got an indication of how many directors were receiving fees and in which amount bracket whereas in the 2006 report we see it all lumped together with no indication of how many directors or how many specified executives are included.</p> <p>Mr Kmet—I would have to take that on notice. At the end of the day the accounts</p>	Answered 17/07/07

				as they stand in 2006 are the ones that I am most aware of. Going back to those years would be something I would have to take on notice and look at.	
44.	HSA	Wong	F&PA 128	<p>Senator WONG—Self evidently there was a jump between 2004-05 and 2005-06 in the specified executives from \$865,000 to \$1,111,000. Are you able to explain why that occurred?</p> <p>Mr Kmet—We would need to look at that. It may well be that those specified executives were not included in the previous annual report, or the same number for that matter.</p> <p>Senator WONG—Is there anyone here who can tell us that?</p> <p>Mr Kmet—We could not answer that question at this point. We would need to take it on notice.</p> <p>Senator WONG—On notice I would like to know which positions were included in the 2005 specified executives category yielding an \$865,101 total remuneration figure and which executives are included in the 2006 categories yielding a \$1,111,000 figure. If they are the same, are you able to provide an explanation as to why there has been such an increase in salaries and remuneration?</p> <p>Mr Kmet—We could provide an explanation of the difference.</p>	Answered 03/09/07
45.	HSA	Wong	F&PA 128	<p>Senator WONG—Can I also have a breakdown on notice of all travel costs for the past couple of years, including airfares, travel allowance and any associated travel costs?</p> <p>Mr Kmet—Yes.</p> <p>Senator WONG—And an indication of whether there are international travel costs included in any of those costs.</p> <p>Mr Kmet—Yes.</p> <p>Senator WONG—And where are your travel costs disclosed, Mr Kmet? Are they disclosed anywhere?</p> <p>Mr Kmet—They would not be disclosed separately. They would be in the expenditure column of the profit and loss statement.</p> <p>Senator WONG—So perhaps you can give us an indication of what relates to executives' and what relates to directors' travel costs?</p>	Answered 04/01/08

				Mr Kmet —Yes.	
46.	HSA	Wong	F&PA 128-9	<p>Senator WONG—What procurement guidelines do you have? Do you have them written down somewhere?</p> <p>Mr West—We have a set of written guidelines for internal use, yes.</p> <p>Senator WONG—Can they be tabled, please?</p> <p>Mr West—Yes, they can.</p> <p>Senator WONG—You do not have them here?</p> <p>Mr West—No, we do not.</p>	Answered 04/01/08
47.	HSA	Wong	F&PA 128-9	<p>Mr Kmet—Senator, we operate as does any other CAC authority or company. We apply board delegations. The board offers delegations in relation to procurement purchasing and those are essentially mandated at levels. We provide decision making according to those delegations.</p> <p>Senator WONG—Are those delegations written?</p> <p>Mr Kmet—The delegations are written. They are mandated by the board, as you would expect with any Commonwealth authority company.</p> <p>Senator WONG—So on notice I would like a copy of the delegations and any guidelines associated with procurement.</p> <p>Mr Kmet—Yes.</p> <p>Senator WONG—I want to know under what parameters you operate when you procure things.</p> <p>Mr Kmet—The parameters that we operate under are like those of any other commercial company.</p> <p>Senator WONG—Let us not talk in the abstract. I understand your position. As you are going to provide me with the documentation, I am just clarifying it for you so you know what I have asked for on notice. What I would like to see is the documentation which sets out the parameters under which you operate in terms of procurement. Are we clear on that?</p> <p>Mr Kmet—Yes.</p>	Answered 04/01/08
48.	HSA	Wong	F&PA 129	Mr Kmet —There is a contract, as I understand it, in Western Australia with	

				<p>Digital Health Screening, as I think it is called. I cannot give you the exact date.</p> <p>Mr West—It was around September last year, Senator.</p> <p>Senator WONG—So approximately September 2006. Perhaps on notice you can confirm the date.</p> <p>Mr Kmet—Yes.</p> <p>Senator WONG—What is the value of the contract?</p> <p>Mr Kmet—We will have to take that on notice, but it is something in the order of a quarter of a million dollars per year.</p> <p>Senator WONG—What is the time frame of the contract?</p> <p>Mr Kmet—I will have to take that on notice, but it is in the order of two to three years.</p>	<p>Answered 3/07/07</p>
49.	HSA	Wong	F&PA 130	<p>Senator WONG—I am asking whether or not he has a professional history of providing the services that Digital Health Screening provides to HSA.</p> <p>Mr Kmet—I would presume he does. I would need to go back to look exactly at the context of his history in that area, but he is a radiologist and what we do is fairly standard in the area of radiology.</p>	<p>Answered 04/01/08</p>
50.	HSA	Wong	F&PA 133	<p>Senator WONG—On notice, I would like you to indicate to me the commercial negotiations with Dr McIntosh which preceded the arrangement to refurbish and the involvement of the board. And I would like to know on what terms Dr McIntosh occupies his lease of these premises. Is it a lease arrangement or a sublease arrangement? And I would like you to table a copy of the contract.</p>	<p>Answered 04/01/08</p>
51.	HSA	Wong	F&PA 134	<p>Mr Kmet—We do have a business development manager but our business is run out of three business lines: Health for Industry, Work Solutions and The Travel Doctor, and each of those three business lines has business development people within it.</p> <p>Senator WONG—Okay. And have any of these people undertaken any work for Dr McIntosh?</p> <p>Mr Kmet—I am not aware of that, Senator, but we can certainly take it on notice.</p>	<p>Answered 17/07/07</p>
52.	HSA	Wong	F&PA 134	<p>Mr Kmet—You asked me whether we have received directions in relation to the structure of the company—</p>	<p>Answered 04/01/08</p>

				<p>Senator WONG—Asset transfers.</p> <p>Mr Kmet—Which would be the structure of the company.</p> <p>Senator WONG—Have you received any?</p> <p>Senator Ellison—Chair, I think what we can do is take that on notice.</p>	
53.	HSA	Lundy	F&PA 135	<p>Senator LUNDY—Can you take on notice to provide details of the drug and alcohol programs that you deliver?</p> <p>Mr Kmet—We can, Senator, yes.</p>	Answered 3/07/07
54.	HSA	Lundy	F&PA 135	<p>Mr Kmet—The community fund is something that was established last year. It is a fund that links our staff members with activities that they—</p> <p>Senator LUNDY—I appreciate that. How do you apply; is there a form?</p> <p>Mr Kmet—There is a form. It is on our intranet. It is available to staff members.</p> <p>Senator LUNDY—Could you provide one to the committee?</p> <p>Mr Kmet—We could, yes, absolutely.</p> <p>Senator LUNDY—Thanks.</p>	Answered 3/07/07
55.	Centrelink	Sherry	Written	See attachment below	Transferred to FACCSIA
56.	Centrelink	Sherry	Written	See attachment below	Answered 04/01/08
57.	Centrelink	Sherry	Written	See attachment below	Transferred to FACCSIA
58.	Centrelink	Siewert	Written	See attachment below	Answered 04/01/08
59.	Centrelink	Siewert	Written	See attachment below	Answer received 3/07/07
60.	Centrelink	Siewert	Written	See attachment below	Answered 04/01/08
61.	Centrelink	Siewert	Written	See attachment below	Answered 19/02/08
62.	Centrelink	Siewert	Written	See attachment below	Answered 04/01/08
63.	Centrelink	Siewert	Written	See attachment below	Transferred to

					DEWR
64.	DHS	Siewert	Written	See attachment below	Answer received 070807
65.	Centrelink	Siewert	Written	See attachment below	Answered 07/08/07
66.	Centrelink	Siewert	Written	See attachment below	Transferred to DEWR
67.	DHS	Stott Despoja	Written	See attachment below	Answered 04/01/08
68.	DHS	Stott Despoja	Written	See attachment below	Answered 19/02/08
69.	DHS	Stott Despoja	Written	See attachment below	Answered 04/01/08
70.	DHS	Stott Despoja	Written	See attachment below	Answered 09/01/08
71.	DHS	Stott Despoja	Written	See attachment below	Answered 04/01/08
72.	DHS	Stott Despoja	Written	See attachment below	Answered 04/01/08
73.	DHS	Stott Despoja	Written	See attachment below	Answered 17/07/07

Please note that answers 1 - 73 are due by 6 July 2007.

Written QON

HS55 (SHERRY)

1. In light of the long list of retirees losing their life savings from failed investments such as Westpoint and Fincorp, just to name a few, has Centrelink kept records of the number of people who have contacted their office each year seeking income support after losing all or part of their life savings from bad investments?
2. On many occasions the Centrelink deeming rule on their lost assets will remove their eligibility for income support. Has Centrelink collected data on the number of people that have been refused income support after losing their savings through failed investments, and if so please provide this data?
3. Has the Minister provided special assistance to these victims in relation to the deeming rule, if so how was this special assistance provided?
4. Also if the Minister has provided special assistance does each individual need apply to the Minister or has the Minister issued a directive in relation to failed investments such as Westpoint and Fincorp?
5. Has the government accounted in the Budget or by any other way for the extra cost to government income support to the thousands of investor victims who need Centrelink support?
6. Has Centrelink had discussions with the Minister or ASIC to quantify the losses occurred for deeming purposes, if not why not?
7. If so, What resulted from these discussions?
8. Has the Minister for Human Services been fully briefed on this matter and if so by whom? Will the Minister be helping these victims in anyway?

HS56 (SHERRY)

The following questions relate to the Financial Information Services Officer (FISO) service provided by Centrelink:

1. Can you provide the total number of staff employed as FISO's nationally in Centrelink offices?
2. Can you provide the annual budget Centrelink is allocated for the FISO service?
3. Can you provide a list of all Centrelink offices that have a FISO and the number of FISO's each office has?

HS57 (SHERRY)

1. Currently what is the number of people that are receiving a full age pension and what is the cost to government of this?
2. Currently what is the number of people that are receiving a part age pension and what is the cost to government of this?
3. After 1 July 2007 when the new asset test taper rate comes into effect the eligibility criteria for a part age pension changes, under these changes what is the predicted number of people that will receive a part age pension and what will be the cost to government of this? What will the increase in costs be?
4. As more people will gain a part age pension will it result in more people gaining access to a Pensioner Concession card?

5. Has the government or its agencies carried out costings in relation to these changes in eligibility for the Pensioner Concession Card If so what is the extra cost of these changes?

6. Has the Federal Government or its departments had discussions with State Governments in relation to the changes to eligibility for a Pensioner Concession Card and the changes in cost of these programs? If so what discussions have taken place and has all States and Territories been involved with these discussions?

7. Has the federal Government given the States any funds to help with the extra costs to these services?

HS58 (SIEWERT)

Breaches

1. How many people have received 8 week non-payment periods since 1st July 2006? How many by area breakdown?
2. How many Aboriginal and Torres Strait Islander people have received 8 week non-payment periods and how many by area breakdown?
3. Are there any strategies to address the large numbers of Aboriginal and Torres Strait Islander people receiving 8 week non-payment periods? If so, what are those strategies?
4. How successful have those strategies been in reducing the number of Aboriginal and Torres Strait Islander people receiving 8 week non-payment periods?
5. Are Aboriginal people are receiving 8 week non-payment periods against the expressed recommendations of Indigenous service officers under the Indigenous Penalty Strategy? If so how many?

HS59 (SIEWERT)

Case Management

1. How many people receiving 8 week non-payment periods have been offered case management?
2. How many of those have accepted case management?
3. Of those offered case management how many had dependent children and how many were considered “exceptionally vulnerable”?
4. How many people who have received financial case management are Aboriginal and Torres Strait Islander people?

HS60 (SIEWERT)

Disability Support Pension

1. How many people on the Disability Support Pension have been reviewed since figures were since 1 July 2006 and of those how many have stayed on the Disability Support Pension and how many have moved to Newstart Allowance?
2. 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?

HS61 (SIEWERT)

Federal Minimum Wage

Why does Centrelink not have a process or policy in place to alert authorities such as the Workplace Ombudsman when they become aware of employees who are being paid below the federal minimum wage?

HS62 (SIEWERT)

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

1. For a Question on Notice from Additional Estimate, HS40, Centrelink replied that the information required to answer Parts 1-8 of the question is not readily available, can Centrelink explain why the Centrelink data collection process is not able to readily breakdown each of the following characteristics and if it can provide some of the data, what data it is able to provide, for:
 - a. 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?
 - b. the numbers of Disability Support Pension by employment status, payment status ('transitional group' and other), State?
 - c. 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?
2. Can Centrelink explain why its data collection process cannot readily provide data on how many people had lodged appeals to "first" and "second" participation failures and "8 week penalties" and that information by State/Territory?
3. Can Centrelink explain why its data collection process cannot readily provide data on the outcomes of appeals to participation failures and "8 week penalties" and that data by State/Territory and in how many of these cases were customers paid pending appeal?
4. Can Centrelink explain why its data collection process cannot readily provide data on the average time time for the National Participation Solutions Team to decide on a participation failure and issue correspondence to the customer?

HS63 (SIEWERT)

Job network agencies - taking into account personal circumstances

1. To what extent if any is a person's previous work experience and qualifications taken into account when considering what constitutes a suitable job? For example if a person has worked in a particular field for in excess of 10 years and is completing a degree in that field is any job outside that field of experience considered suitable?
2. Is any consideration taken of current study requirements when considering what constitutes a suitable job? For example if a person has one year left of a university degree and the particular working hours of a particular job would require that person to give up study would that job be considered suitable?
3. For single mothers, to what extent if any is the need to care for dependent children taken into account in considering what constitutes a suitable job, for example night work or weekend work. Is any consideration given to personal circumstances where for example childcare is not available because of cost or lack of family support?

HS64 (SIEWERT)

Job capacity assessments

1. Can you explain the job capacity assessment process for a woman who has breast cancer and/or is receiving treatment for breast cancer?
2. What status if any does a medical certificate have in relation to a job capacity assessment?
3. Can you explain when job capacity assessments are required? For example why would someone receiving treatment for breast cancer have 3 job capacity assessments in 5 months?
4. If staff at a job network provider said to a woman with breast cancer that "three months was more than enough time to get over breast cancer" and that she should "just be getting on with it", would this kind of behaviour meet quality assurance standards for job network providers?

HS65 (SIEWERT)

Single mothers reporting to Centrelink in person

1. How have the participation requirements been changed for single mothers who are working so that they now do not have to attend Centrelink in person? Is it just a directive from the Minister?
2. Is it just single mothers in work that do not have to visit in person?

HS66 (SIEWERT)

Renewing job seeker numbers

1. What is the information required by Centrelink from people renewing a job seeker number?
2. Is it different if the person is not receiving or seeking any Centrelink benefits?
3. Is there a requirement for a person to provide personal information on marital status, dependents and education levels for renewing a job seeker identify number in circumstance where person is not receiving or seeking any Centrelink benefits? If yes, why is that information required.
4. If no, then if Centrelink staff have been requiring that information before renewing a job seeker number then they have been acting incorrectly?

HS67 (STOTT DESPOJA)

Access Card: Policy / legislative development

1. Other than the need to have a single Bill to present for debate, what concerns identified in the Senate Committee's report have been picked up in the new Bill?

(a) What work has been done (since the Senate Committee's report) on re-considering the design of the card, identifying number, network system and national biometric photograph population register?
2. What happened to the promised "series of roundtable discussions" the Minister was going to host in light of the Senate Committee's report? Why has the Minister chosen to meet stakeholders independently rather than as a series of roundtable discussions?
[see: <http://australianit.news.com.au/articles/0,7204,21409899%5E15319%5E%5Enbv%5E15306,00.html>]
3. Has the complete scope of the project been worked out yet? For example:
will the new Bill address the user-controlled part of the card?

Who will be liable if a card-holder is given incorrect medical treatment because of what they've put on the card?

Will the Bill address third party users of the card and third party access to the Register?

Will the Bill address what should happen if a service provider suspects a person of using someone else's card? For example, who will be liable if the person is denied medicine or treatment as a result?
4. What is the policy rationale for having the entire legislative framework ready for the June Parliamentary sitting period, when the Fels Taskforce is still working on report # 3 out of a predicted 7 reports needed?

5. How long will be allowed for public discussion / review / input between the legislation being tabled and when debate on the legislation will start? Will there be 2 months for public discussion?
6. Is the Access Card system and national photographic population database in any way going to form part of any new electronic health record system?
If not, why store health information in the database and on the chip?

HS68 (STOTT DESPOJA)

Access Card: Privacy Impact Assessment process

1. Will the Department release the deleted excerpts of the KPMG Report and its Privacy Impact Assessment process? If not, given part of the tendering process is now complete, will the sections of the KPMG report that relate to the completed tender process now be made available?
2. Where is the Fels Privacy Impact Assessment Report? When is it due? What will it cover? Will it be made publicly available?
3. Are there any more Privacy Impact Assessments planned?

HS69 (STOTT DESPOJA)

Access Card: Project management

1. Have any contracts been prepared or signed since the Senate Committee's report into the Human Services (Enhanced Service Delivery) Bill 2007 dated 15 March 2007?
2. What have you identified as the key project risks in relation to the Access Card? What contingencies / plans, if any, do you have in place to manage those risks?
3. Has the project's benefits been re-evaluated since the KPMG business case was prepared 18 months ago? If so, when, by who and what were the results? If not: why not?
4. Has the project been re-costed since the KPMG business case was prepared 18 months ago? If so, when, by who and what were the results? If not why not?
5. Do your technical specifications / business requirements yet address:
 - the user-controlled part of the card?
 - third party access to the data on the chip on the card?
 - third party access to the Register?
6. How far through the procurement timetable published in January 2007 has the Office of the Access Card progressed? What project deadlines have been met on time so far? What project deadlines have not been met and why?
7. What is your revised/current project timeframe for the following steps: (i) legislation to pass, (ii) confirm the specifications, (iii) sign contracts, (iv) build the system, (v) test / pilot the system, (vi) implement/rollout/first registrations? Do you think the whole Access Card system can be built and ready for testing in only 3-4 months?
8. Does the project timeframe allow for time slippage and changing specifications based on any amendments to the legislation or recommendations from the Fels taskforce? If not, why not?

9. Will there be an extensive series of small trial implementations of the new smartcard technology? If not, why not?
10. Will there be any smart card prototypes? If so, what is the timing for the release of the prototypes?

HS70 (STOTT DESPOJA)

Access Card: Budget/costs/staff

1. Rather than recruit consultants (See Fin Review Article April 2007) when might the Office of Access Card begin recruiting civil servants to deliver the project? Essentially, how many permanent staff do you have compared to consultants? Is there not the risk that you will be forced to go back to these consultants to finish portions of the Access Card project?
2. Are there any plans to build new medicare/centrelink offices around the states to cope with in-person registrations?
3. Are there any estimates about the costs to business and state Governments related to the Access Card project? If so, what are the total costs for small business, the banking sector, pharmacists, doctors and state government departments?
4. How much of the budget is attributed to authentication by interview?
5. What is the estimate of travel costs and time for Australians to go to medicare/post offices to get registered. What estimate is within 1 hour travel time?
6. What is the total cost of the Fels Taskforce?
7. Will State Government's receive additional funding to cope with requests for proof of identity documents?
8. Will background checks of employees of facilities that manufacture and produce new cards be conducted?
9. Following briefings with industry and the specification of tender materials, by how much has the cost estimate risen for the Access Card project?
10. Has The Treasury been asked to do any alternative costings? If so, has there been alternative costings of a smartcard without a photograph? Has there been an alternative costing of increasing the number of card readers beyond the 50,000 budgeted? What are the results of any alternative costings done by Treasury in relation to the Access Card project?

HS71 (STOTT DESPOJA)

Access Card: Card/Database Design

1. Will people have "truncated" records due to their "fame" or sensitive employment? If not, why not?
2. Who exactly will have access to the Audit trail of data produced within the database and when an access card is read at carder reader machines?
3. What are the warranty periods given by the suppliers of the card and the chip for the card? On what grounds has the Government settled on this warranty period?

4. What levels of reliability are required in relation to the biometric photograph database? What will be the accepted level of false positives and false negatives? How has this acceptance level been calculated?
5. Who owns the intellectual property of the chips?
6. What durability testing will the card be put to?
7. Will States be required to implement any part of the Access Card project?
8. Is there any proposal to prohibit the linking of the Access Card number with other numbers? For example, will it be prohibited to link the Access Card number with the e-health identifier?
9. What data interchange format and personal information security protocols will be put in place to allow information to be exchanged between federal government agencies and doctors, federal government agencies and banks and federal government agencies and private businesses?

HS72 (STOTT DESPOJA)

Access Card

Since Gary Nairn's separate project for "single sign-on" (a project for a single customer logon for agencies wider than just the human services / veteran's affairs agencies) has been announced, doesn't that strip away one of the so-called 'consumer benefits' from the Access Card project?

HS73 (STOTT DESPOJA)

Access Card

The latest Fels Taskforce discussion paper (#3 Registration) suggests cards will be mailed out to people using normal mail - is this true? How will Australians be protected from Identity theft if ordinary mail is used to post Access Cards?