

BUDGET ESTIMATES 2008–09 (May 2008).**Questions on Notice index—Human Services Portfolio**

Answers to QON taken during the Budget Estimates hearings, or written QON submitted thereafter, are due on 11 July 2008.

QON No.	Department / agency	Senator	Hansard Reference	Question	Comments/date answer provided
HS1	DHS	COONAN	F&PA 31	<p>Ms Hartland—I think Mr Whalan leaves around 24 June and it has only been recently known, so the processes have not been worked through. I know that it is intended that it will be a merit-based process in a normal way: advertised, a panel, a normal process.</p> <p>Senator COONAN—I do not need to know the specific figure or anything, but what is the salary range of this position?</p> <p>Ms Hartland—I would have to take that on notice.</p>	<p>Note: see also p. 38.</p> <p>Answer received 11/07/08.</p>
HS2	DHS	COONAN	F&PA 31	<p>Senator COONAN—Has a recruitment agency been appointed?...Is it intended that there would be? [an agency appointed to fill the position].</p> <p>Ms Hartland—I will have to take that on notice. I am not sure.</p>	Answer received 11/07/08.
HS3	DHS	MOORE	F&PA 33	<p>Senator MOORE—Could the committee get a document from your department which sets out what your structure is and where the people are. It might be useful for all of us if we could get one of those and those figures about minus/plus underneath the boxes. That might be useful. We have had a habit, because this stuff has changed, of getting that list for us and it just keeps it visually in front of our eyes. Can we get that?</p> <p>Ms Hartland—I will have to take that on notice.</p>	Answer received 11/07/08.
HS4	DHS	COONAN	F&PA 34	<p>Senator COONAN—From any department within any part of the portfolio, has anybody been given eight weeks notice?</p> <p>Senator Ludwig—We will take that on notice...</p>	Answer received 11/07/08.
HS5	DHS	COONAN	F&PA 36	<p>Senator COONAN—Just as a matter of interest, is there any capacity to pay back severance pay if you want to pursue another job?</p> <p>Senator Ludwig—That crossed my mind. We will take that on notice.</p>	Answer received 11/07/08.

HS6	DHS	COONAN	F&PA 37	<p>Senator COONAN—I will come to the other agencies, but I wonder if you could just refer to questions on notice in respect of staff that were excess to requirements as a result of the abolition of the Office of the Access Card. There were a number of them. I think there is an inconsistency in some of them, but no doubt you can clear this up. In HS78 and HS79, in answer to my question on notice about the current employment status within the department or agencies of staff from the Office of Access Card, the answer appears that 28 had departed during the period 31 December to 6 March. Is that right? Can you just update me now and confirm what has happened to any others?</p> <p>Ms Hartland—As we have moved through this restructure process I would have to take it on notice to go back and look...</p> <p>Senator COONAN—Perhaps the best way to do it is if you could give me a comprehensive statement from the peak of 136 as to where the ones who have left went and whether they went to some other department, whether they were outsourced in some other way or whether they resigned. I would appreciate that statistic and then where the other 80 people who are left have been placed.</p> <p>Ms Hartland—Just to clarify, we will not do that on an individual basis, but just in terms of saying the number of people that went to other departments.</p> <p>Senator COONAN—That is all I need. I do not need to know about individuals.</p> <p>Ms Hartland—We can do that.</p>	Answer received 11/07/08.
HS7	Centrelink	COONAN	F&PA 40	<p>Senator COONAN—What information is actually provided about somebody's private account?...What financial information?</p> <p>Ms Frame—I would have to take that on notice to get further information for you on that one. The bank also provides us information on other known linked accounts.</p>	Answer received 04/07/08.
HS8	Centrelink	COONAN	F&PA 41	<p>Senator COONAN—We have got a new encrypted electronic file system, as the minister has said, how will that work?</p> <p>Ms Frame—I am sorry, I cannot answer that one...</p> <p>Senator COONAN—The technology is an encrypted electronic file system, isn't it? In other words, how do you do the data matching?</p> <p>Ms Frame—Are you still talking about the bank pilot?</p> <p>Senator COONAN—Yes.</p> <p>Ms Frame—I will have to follow up on that one.</p>	Answer received 11/07/08.
HS9	Centrelink	COONAN	F&PA 41–	<p>Senator COONAN—Could you walk me through what information the bank</p>	Answer received

			42.	<p>asks for? What financial information does the bank supply? Is it every single thing on somebody's account or just specified information?</p> <p>Ms Frame—I am sorry, I will have to take that on notice and get more detail for you.</p> <p>Senator Ludwig—Is that in respect of the existing pilot that is under way...</p> <p>Senator COONAN—Really, both.</p> <p>Senator Ludwig—Yes.</p> <p>Mr Whalan—We can make sure we answer in respect of both of them.</p>	17/09/08.
HS10	Centrelink	COONAN	F&PA 42.	<p>Mr Whalan... You may also be interested to know in respect of those 6,341 reviews that have been done under that pilot, in round figures there are \$7.6 million worth of savings that have been identified from that work.</p> <p>Senator COONAN—Are you able to tell me then what information was provided under the pilot that enabled you to get to the saving?</p> <p>Mr Whalan—I am in the same situation. We can take that on notice and provide that to you.</p>	Answer received 04/07/08.
HS11	Centrelink	COONAN	F&PA 42.	<p>Senator COONAN—I do not think anybody is complaining about that. We are just interested in people's privacy and how these things work. What agencies have access to these details other than Centrelink. Have you got a different data matching system with the ATO and Customs?</p> <p>Ms Frame—We data match with the ATO under the data matching program.</p> <p>Senator COONAN—Is any of the information that you get in relation to bank account shared with the ATO?</p> <p>Ms Frame—Not to my knowledge. I would need to take that one on notice...</p>	Answer received 04/07/08.
HS12	Centrelink	COONAN	F&PA 44	<p>Senator COONAN—Yes. I am trying to get the sequence of events. If there is a file that Centrelink regards as suspicious or you believe there is reason for an inquiry and you want to access the data matching with their financial institution, does the customer get prior notice before you do it or do you talk to them later?</p> <p>Ms Frame—I will have to take that on notice because there are actually different kinds of data exchange.</p>	Answer received 17/09/08.
HS13	Centrelink	COONAN	F&PA 48	<p>Mr Whalan—...We would have to take on notice the number of people who had received that fortnightly [baby bonus payment] rather than the lump sum payment.</p> <p>Senator COONAN—That was what I wanted to know, just what the breakdown was.</p>	Answer received 11/07/08.

				Mr Whalan —We can take that on notice.	
HS14	Centrelink	COONAN	F&PA 52	<p>Senator COONAN—I will just refer to the particular measure that I am talking about. It is on page 392 of the budget papers and for the Keeping the System Fair campaign it states:</p> <p>The government will cease funding for the 2004-05 budget measure. The measure was a national multimedia advertising campaign to increase voluntary compliance and reduce overpayments to income support recipients, that is, people who are Centrelink clients. The effectiveness of the campaign has declined over the campaign's advertising period and is no longer considered a cost effective method for reducing overpayments.</p> <p>If that is correct it must have been an assessment made by someone in Centrelink, must it not?</p> <p>Mr Whalan—I do not believe so. It may have been made on the basis of information provided by Centrelink amongst other organisations, but it would have ultimately been a decision for DEEWR...</p> <p>Senator COONAN—What information was given?</p> <p>Mr Popple—We would have to take that on notice. The review itself and the outcomes of the savings would be a matter for DEWR and for their minister.</p>	Answer received 11/07/08.
HS15	Centrelink	COONAN	F&PA 53	<p>Senator COONAN—...I am really interested to know whether they just ride roughshod over you, or whether they actually ask someone who is an agency that is actually operating the practical side of a measure what they think of it, and what Centrelink's assessment was.</p> <p>Mr Whalan—They will be trying to make the best possible judgement at any point in time with as much information as they have access to and I have not got that in front of me.</p> <p>Senator COONAN—Will you get back to me with some details as to what information Centrelink provided into this assessment [of the Keeping the system fair program] that suddenly this is no longer effective?</p> <p>Mr Whalan—Yes, I will.</p>	Answer received 11/07/08.
HS16	Centrelink	COONAN	F&PA 66	<p>Senator COONAN—I just wanted to get a bit of information first. How many suspensions have occurred this year and how does that compare to last year, please?</p> <p>Ms Drayton—By 'suspensions' are you talking about the non-payment periods?</p> <p>Senator COONAN—Yes, the eight-week suspension.</p> <p>Ms Drayton—We have figures from 1 July to 31 March this financial year.</p>	Answer received 11/07/08.

				<p>There have been 33,905 non-payment periods in that period. That compares with the full financial year of 2006-07, where we had 16,319 non-payment periods.</p> <p>Senator COONAN—What percentage of this is of total New Start recipients? Do you have that figure?</p> <p>Ms Drayton—I do not, but I can take that on notice and get that for you.</p> <p>Senator COONAN—Do you have a breakdown about the categories of reasons for suspended welfare breaches, for example, how many fail to attend interviews?</p> <p>Ms Drayton—That was a question on notice that we had information provided to the Senate. I do not have the most up-to-date figures but, again, I can get them for you.</p> <p>Mr Whalan—Did you want the categories or the numbers in each category?</p> <p>Senator COONAN—Both categories and numbers, thank you very much....</p>	
HS17	Centrelink	COONAN	F&PA 72	<p>Senator COONAN—...The budget forecasts a \$562 million increase in the cost of disability support pension as a result of fewer than expected people transitioning from DSP to New Start. What are the actual figures for the number of job seekers who have transitioned?</p> <p>Ms Drayton—Can I clarify exactly what it is? It is quite confusing with disability support pension. You are after the number of people who were on DSP who have transitioned across to New Start?</p> <p>Senator COONAN—Yes, to New Start.</p> <p>Ms Drayton—They are reviews that are ongoing at the moment. Centrelink has completed 15,679 of those reviews. I do not have the figure as to who transferred to what, but I do have a figure of 5.8 per cent, 916 people were cancelled off DSP as a result of those reviews. So I will need to take that on notice to provide you with the actual outcome.</p> <p>Senator COONAN—I am interested in why there appears to be a fairly sizeable discrepancy between the forecast and the figures.</p> <p>Ms Drayton—I might be able to get back to you soon about that in relation to the numbers who transitioned. I just do not have that information yet.</p>	Answer received 11/07/08.
HS18	DHS	COONAN	F&PA 77	<p>Senator COONAN—Leaving aside data matching, what other mechanisms have been put in place to address the systemic risk to the Commonwealth arising from, for example, each of the different service standards, access point and standards for proof of identity in each of the department's agencies?...</p> <p>Could you just deal with different service standards, different access points</p>	Answer received 30/07/08.

				<p>and different standards of proof of identity in different DHS agencies? If you could just deal with those three first. I have a few, but it might help you if I remind you of the question...</p> <p>Ms Hartland—I might need to take it on notice...</p> <p>Senator Ludwig—Centrelink can go to some of the specifics that you actually refer to. In terms of the core department, we might need to take that on notice.</p>	
HS19	DHS	FIFIELD	F&PA 92	<p>Senator FIFIELD—You may have to take this question on notice, but what date did that discussion [with the Prime Minister about the charter letter] occur, and who holds a copy of that minute?</p> <p>Senator Ludwig—I will have to take that on notice. I do have a recollection of the rough date, but I would be then searching my memory. Rather than get it wrong, I will provide that on notice.</p> <p>Senator FIFIELD—Thank you; and who holds a copy of the minute of that discussion?</p> <p>Senator Ludwig—Yes.</p>	Answer received 17/09/08.
HS20	DHS	SIEWERT	Written	See attachment	Answer received 11/07/08.
HS21	DHS	SIEWERT	Written	See attachment	Answer received 30/07/08.
HS22	CSA	SIEWERT	Written	See attachment	Transferred on 16/06/08: to be answered FaHCSIA
HS23	CSA	SIEWERT	Written	See attachment	Transferred on 16/06/08: to be answered FaHCSIA
HS24	CSA	SIEWERT	Written	See attachment	Transferred on 16/06/08: to be answered FaHCSIA
HS25a– HS25k	Centrelink	SIEWERT	Written	See attachment	Answer received 17/09/08.

HS26a– HS26b	Centrelink	SIEWERT	Written	See attachment	Answer received 11/07/08.
HS27a– HS27d	Centrelink	SIEWERT	Written	See attachment	Answer received 11/07/08.
HS28a	Centrelink	SIEWERT	Written	See attachment	Answer received 11/07/08.
HS28b	Centrelink	SIEWERT	Written	See attachment	Answer received 27/08/08.
HS29a	Centrelink	SIEWERT	Written	See attachment	Transferred on 26/06/08 to DEEWR.
HS29b	Centrelink	SIEWERT	Written	See attachment	Answer received 11/07/08.
HS29c	Centrelink	SIEWERT	Written	See attachment	Transferred on 26/06/08 to DEEWR.
HS30a	Centrelink	SIEWERT	Written	See attachment	Answer received 11/07/08.
HS30b	Centrelink	SIEWERT	Written	See attachment	Answer received 11/07/08.
HS30c	Centrelink	SIEWERT	Written	See attachment	Answer received 11/07/08.
HS30d	Centrelink	SIEWERT	Written	See attachment	Answered 04/07/08.
HS31a– HS31c	DHS	SIEWERT	Written	See attachment	Answer received 11/07/08.
HS32a– HS32b	DHS	C.BROWN	Written	See attachment	Answer received 11/07/08.
HS33a– HS33f	DHS	C.BROWN	Written	See attachment	Answer received 11/07/08.
HS34a– HS34c	Medicare	C.BROWN	Written	See attachment	Answer received 11/07/08.
HS35a– HS35f	Medicare	C.BROWN	Written	See attachment	Answer received 11/07/08.
HS36a– HS36c	Medicare	C.BROWN	Written	See attachment	Answer received 11/07/08.

HS37a– HS37c	Medicare	C.BRWON	Written	See attachment	Answer received 11/07/08.
HS38a– HS38e	Medicare	C.BROWN	Written	See attachment	Answer received 30/07/08.
HS39	DHS	FIERRAVANTI- WELLS	Written	See attachment	Answer received 11/07/08.
HS40	DHS	FIERRAVANTI- WELLS	Written	See attachment	Answer received 11/07/08.
HS41a– HS41c	DHS	FIERRAVANTI- WELLS	Written	See attachment	Answer received 11/07/08.
HS42	DHS	FIERRAVANTI- WELLS	Written	See attachment	Answer received 11/07/08.
HS43a– HS43i	DHS	COONAN	Written	See attachment	Answer received 06/08/08.
HS44	DHS	COONAN	Written	See attachment	Answer received 11/07/08.
HS45a– HS45d	DHS	COONAN	Written	See attachment	Answer received 30/07/08.
HS46	DHS	COONAN	Written	See attachment	Answer received 27/08/08
HS47a– HS47f	DHS	COONAN	Written	See attachment	Answer received 17/09/08.
HS48a– HS48c	DHS	COONAN	Written	See attachment	Answer received 30/07/08.
HS49a– HS49b	DHS	COONAN	Written	See attachment	Answer received 11/07/08.
HS50a– HS50d	DHS	COONAN	Written	See attachment	Answer received 11/07/08.
HS51	DHS	COONAN	Written	See attachment	Answer received 27/08/08.
HS52	DHS	COONAN	Written	See attachment	Answer received 11/07/08.
HS53a–	Centrelink	COONAN	Written	See attachment	Answered

HS53c					04/07/08.
HS54a– HS54c	CRS	COONAN	Written	See attachment	Answer received 11/07/08.
HS55a	Centrelink	COONAN	Written	See attachment	Answer received 11/07/08.
HS55b	Centrelink	COONAN	Written	See attachment	Transferred to DEEWR on 16/06/08.
HS55c	Centrelink	COONAN	Written	See attachment	Transferred to DEEWR on 16/06/08.
HS56a– HS56b	Centrelink	COONAN	Written	See attachment	Answered 04/07/08.
HS57a– HS57h	DHS	COONAN	Written	See attachment	Answer received 30/07/08.
HS58a– HS58b	Medicare	COONAN	Written	See attachment	Answer received 27/08/08.
HS59a– HS59c	DHS	COONAN	Written	See attachment	Answer received 30/07/08.
HS60a– HS60b	Medicare	COONAN	Written	See attachment	Answer received 11/07/08.
HS61a– HS61c	Medicare	COONAN	Written	See attachment	Answer received 11/07/08.
HS62	Medicare	COONAN	Written	See attachment	Answer received 11/07/08.
HS63	Medicare	COONAN	Written	See attachment	Answer received 11/07/08.
HS64a– HS64h	Medicare	COONAN	Written	See attachment	Answer received 27/08/08.
HS65	DHS	COONAN	Written	See attachment	Answer received 11/07/08.
HS66a– HS66b	DHS	COONAN	Written	See attachment	Answered 04/07/08.
HS67a–	DHS	COONAN	Written	See attachment	Answered

HS67b					04/07/08.
HS68	DHS	COONAN	Written	See attachment	Answer received 11/07/08.
HS69	DHS	COONAN	Written	See attachment	Answer received 11/07/08.

Written Questions on Notice

HS20 (SIEWERT)–Department of Human Services

The budget papers show \$63.1m in 2008/2009 for "Closing the Gap – Income management" - \$60.1m for FHCSIA and \$3.6m for Human Services. What is to be spent on?

HS21 (SIEWERT)–Department of Human Services

Is the \$3.6m for Human Services part of the \$50.4m in 08/09 to implement and administer income management in the NT?

HS22 (SIEWERT)–Child Support Agency

What proportion of the assessment under the new formula resulted in the amount of child support being decreased?

HS23 (SIEWERT)–Child Support Agency

What proportion of the assessment resulted in the amount of child support being increased?

HS24 (SIEWERT)–Child Support Agency

For those assessments that resulted in a decreased child support payment, what was the average size of the decrease?

NT Intervention

HS25a (SIEWERT)–Centrelink

Is Centrelink aware of people on income management in the Northern Territory discarding their "store cards" leaving credit still on the cards?

HS25b (SIEWERT)–Centrelink

What is Centrelink doing to ensure this does not occur?

HS25c (SIEWERT)–Centrelink

How much has been spent on stored valued cards under the NT Intervention?

HS25d (SIEWERT)–Centrelink

Please provide a break down against major providers (eg, Coles, Woolworths, Kmart).

HS25e (SIEWERT)–Centrelink

How much has been redeemed? Please provide detail against the major providers.

HS25f (SIEWERT)–Centrelink

How many Centrelink staff have been employed in total under the NT intervention? How many in the NT?

HS25g (SIEWERT)–Centrelink

How long do those officers stay in the NT on average?

HS25h (SIEWERT)–Centrelink

What is the pay structure for officers working in the NT? Do they get paid more for working in the NT on the Intervention?

HS25i (SIEWERT)–Centrelink

What is the average cost of keeping an officer in the NT?

HS25j (SIEWERT)–Centrelink

How much has been spent on Travel Allowance for staff working on the Intervention?

HS25k (SIEWERT)–Centrelink

What additional benefits or allowances do [staff working on the Intervention] receive?

Breaches

HS26a (SIEWERT)–Centrelink

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?

HS26b (SIEWERT)–Centrelink

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

Case Management

HS27a (SIEWERT)–Centrelink

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

HS27b (SIEWERT)–Centrelink

How many of those have accepted case management?

HS27c (SIEWERT)–Centrelink

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

HS27d (SIEWERT)–Centrelink

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

Disability Support Pension

HS28a (SIEWERT)–Centrelink

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?

HS28b (SIEWERT)–Centrelink

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

HS29a (SIEWERT)–Centrelink

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?–

Transferred to DEEWR

HS29b (SIEWERT)–Centrelink

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

HS29c (SIEWERT)–Centrelink

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?– **Transferred to DEEWR**

Appeals against "failures"

HS30a (SIEWERT)–Centrelink

How many appeals have been made against "failures" including 8 week non-payment periods?

HS30b (SIEWERT)–Centrelink

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

HS30c (SIEWERT)–Centrelink

How many [appeals have been made against "failures" including 8 week non-payment periods] have been successful?

HS30d (SIEWERT)–Department of Human Services

Could you provide the most recent figures for the number of calls to Centrelink in relation to Disability Trusts?

HS31a (SIEWERT)–Department of Human Services

Under section 1209U the Secretary has the authority to waive one or more requirements in certain circumstances. In relation to that authority how many requests have been made for the Secretary to waive requirements?

HS31b (SIEWERT)–Department of Human Services

Under section 1209U the Secretary has the authority to waive one or more requirements in certain circumstances. In relation to that authority has the Secretary made any decisions to waive requirements under that section?

HS31c (SIEWERT)–Department of Human Services

Under section 1209U the Secretary has the authority to waive one or more requirements in certain circumstances. In relation to that authority how many approvals have been granted with waived requirements?

HS32a–HS32b (C.BROWN)

PBS Online Concession Entitlement

There was a ANAO report in 2004-05 that went into the ‘Administration of Health Care Cards’ that touched upon the PBS Online initiative that sought to improve entitlement verification which cost the Commonwealth up to \$78 million a year.

HS32a–(C. BROWN)

Can you fill the Senate in on the progress of that initiative?

HS32b–(C. BROWN)

Was there a specific budget measure underpinning that? When was it announced?

HS33a–(C. BROWN)

Page 12 of the Public Extract of the Business Case of the Access Card says that some of the “biggest gains” are likely to come from ‘reductions of the claims for the PBS concessions based on inaccurate information’.

Was this tackling the same problem as the earlier measure?

HS33b–(C. BROWN)

How much of the savings the Access Card was supposed to deliver did this problem cover? Can you give us a ball park figure?

HS33c–(C. BROWN)

Is it fair to say that these savings have been made without the access card?

HS33d–(C. BROWN)

Does that suggest a problem with the costing of the access card?

HS33e–(C. BROWN)

What did the Department of Finance have to say about those costing?

HS33f–(C. BROWN)

Were there any discussions with the department of finance about these costing?

Medicare–Medclaims Closure

HS34a–(C. BROWN)

The Minister's press release dated the 29th May 2008 details closure of the Medclaims channel; could you inform the committee how this is going? And what progress has been made?

HS34b–(C. BROWN)

How many sites were using the channel? What is the volume of claims for all those sites?

HS34c–(C. BROWN)

How many are likely to transition successfully? How many claims does that represent? (in number and proportion)

HS35a–(C. BROWN)

What and why was the decision made to close the channel?

HS35b–(C.BROWN)

What prompted this decision?

HS35c–(C. BROWN)

What date was the intended closure date at that point?

HS35d–(C. BROWN)

When was the decision made to change the closure date? By whom?

HS35e–(C. BROWN)

How long has the closing the medclaims channel been in the pipeline or on the agenda for Medicare Australia?

HS35f–(C. BROWN)

Has it been proposed or considered previously? On how many occasions how long ago?

HS36a–(C. BROWN)

What work has been done to ensure a smooth transition?

HS36b–(C. BROWN)

What sort of direct contact has Medicare had with its providers?

HS36c–(C. BROWN)

When did Medicare first make a comprehensive attempt to contact all providers?

HS37a–(C. BROWN)

How does the Medicare Easy claim initiative relate to the medclaims closure? And are they linked in anyway?

HS37b–(C. BROWN)

Were any of the medclaims transitions expected to migrate to easyclaim back when the decision was made? If so what proportion?

HS37c–(C. BROWN)

Is easyclaim a suitable channel for all medclaim users? If not, which types of users is it less suitable for?

HS38a–(C. BROWN)

How is medicare easyclaim progressing?

HS38b–(C. BROWN)

How many providers have easyclaim been rolled out to? What proportion of total providers is that?

HS38c–(C. BROWN)

How many bulk-billing claims and patient claims are being processed using easyclaim? What proportion is that?

HS38d–(C. BROWN)

What were the targets? So how far short has it fallen of those targets?

HS38e–(C. BROWN)

What is expected to happen with Medicare Online traffic over this time?

HS39–(FIERRAVANTI-WELLS)

What appointments have been made to boards, advisory committees, or any other quasi-autonomous non-governmental organisations (quangos) within the Human Services Portfolio since 24 November 2008?

HS40–(FIERRAVANTI-WELLS)

Please list all quangos within the Human Services Portfolio

HS41a–(FIERRAVANTI-WELLS)

In relation to the Department of Human Services and agencies within its responsibility, please answer the following question in relation to each of the Federal seats of Banks, Lowe, Bennelong, Macquarie, Cunningham, Throsby, Barton, Watson, Charlton and Werriwa:

What programs, initiatives or other undertakings of the Howard Government will be maintained under the Rudd Government?

HS41b–(FIERRAVANTI-WELLS)

In relation to the Department of Human Services and agencies within its responsibility, please answer the following question in relation to each of the Federal seats of Banks, Lowe, Bennelong, Macquarie, Cunningham, Throsby, Barton, Watson, Charlton and Werriwa:

What programs, initiatives or other undertakings of the Howard Government will be reversed under the Rudd Government?

HS41c–(FIERRAVANTI-WELLS)

In relation to the Department of Human Services and agencies within its responsibility, please answer the following question in relation to each of the Federal seats of Banks, Lowe, Bennelong, Macquarie, Cunningham, Throsby, Barton, Watson, Charlton and Werriwa:

What new programs, initiatives or other undertakings will be allocated to these seats under the Budget.

HS42–(FIERRAVANTI-WELLS)

Please advise whether the list of items under the policy heading on the ALP website <http://www.alp.org.au/> constitutes the total sum election "promises" made by the Rudd Government within the Human Services portfolio.

If not, please provide a comprehensive list which includes all promises referred to on the ALP website as well as those that were made but are not contained on the ALP website?

HS43a-HS43i–(COONAN)

With reference to the department and all agencies in the Minister's portfolio:

HS43a–(COONAN)

What is the total number of permanent staff employed on a full-time; part time ; and part-time equivalent basis?

HS43b–(COONAN)

How many employees are employed on contract and what is the average length of their employment period?

HS43c–(COONAN)

What are the base and top level salaries of:

APS level 1 to 6 officers

Executive level officers

Senior Executive Services officers

equivalent officers employed?

HS43d–(COONAN)

How many officers are employed at executive level and SES level?

HS43e–(COONAN)

Please provide an update of the gender breakdown of employees?

HS43f–(COONAN)

Please indicate any staff movements within each agency or the department?

HS43g–(COONAN)

Please provide a breakdown of any staff redundancies from 26 November 2007 to present?

HS43h–(COONAN)

Please indicate what areas of each agency these staff reductions are from?

HS43i–(COONAN)

Please give an assurance that people who are excess requirements and who have a determination made about them will be given an appropriate time frame longer than 8 weeks notice?

HS44–(COONAN)

What has been the monthly media monitoring cost from 1 February 2008 to date?

HS45a–(COONAN)

Please provide a full list of advertising campaigns which have been run since 26 November 2007 by each agency?

HS45b–(COONAN)

Please indicate where each of these advertisements were placed?

HS45c–(COONAN)

Please breakdown the cost of each advertising campaign?

HS45d–(COONAN)

Please outline any upcoming advertising campaigns including cost and placement for each agency?

HS46–(COONAN)

Please outline any grants approved by the Minister since 26 November 2007?

HS47a–(COONAN)

Has the Minister/Parliamentary Secretary travelled overseas on official business since appointment?

If so, where was the travel and what was the duration?

HS47b–(COONAN)

What was the total cost of:

- travel
- accommodation, and
- any other expenses?

HS47c–(COONAN)

How many Ministerial staff or family accompanied the Minister/Parliamentary Secretary?

HS47d–(COONAN)

For these staff/family what was the cost of:

- travel
- accommodation, and
- any other expenses?

HS47e–(COONAN)

How many officers from the Department accompanied the Minister/Parliamentary Secretary?

HS47f–(COONAN)

In relation to these Departmental officers, what was the total cost of:

- travel
- accommodation, and
- any other expenses?

HS48a–(COONAN)

What was the cost of Ministers travel and expenses for the 3 Community Cabinet meetings that have been held?

HS48b–(COONAN)

How many Ministerial Staff and Departmental officers travelled with the Minister for the Cabinet meeting?

HS48c–(COONAN)

What was the total cost of this travel?

- Canning Vale, WA - 20 Jan 2008
- Narangba, QLD - 2 March 2008
- Penrith, NSW - 15 April 2008

HS49a–(COONAN)

How many people have received the Baby Bonus from 1 March 2008 to present?

HS49b–(COONAN)

How many people received their Baby Bonus payments in instalments for the 2007-2008 financial year?

HS50a--(COONAN)

Has the Department/agency received any advice on how to respond to FOI requests?

HS50b--(COONAN)

How many FOI requests has the Department received?

HS50c--(COONAN)

How many FOI requests have been granted or denied?

HS50d--(COONAN)

How many conclusive certificates have been issued in relation to FOI requests?

HS51--(COONAN)

Could you indicate the 18 countries currently involved with information sharing arrangements with our Government Agencies? Could you also indicate the further four countries which are scheduled to commence in the near future? When will these new agreements begin?

HS52--(COONAN)

Why does Centrelink not capture management information in relation to how many people living in rural and regional areas receive Newstart Allowance (See QON HS16 from Additional Estimates 2007-08)

HS53a--(COONAN)

Could you outline if there are any plans to expand any Centrelink call centres?

HS53b--(COONAN)

If so, which ones?

HS53c--(COONAN)

Now that the Budget has been read could you indicate if there will be any job cuts in the Launceston or Coffs Harbour call centres?

HS54a--(COONAN)

Were there 80 redundancy payouts due to the move to contestability from the 1 July 2007 to June 2008 as predicted by CRS Australia? (See QON HS64 from Additional Estimates 2007-08)

HS54b--(COONAN)

Could you please outline the cost of each redundancy payout of these employees?

HS54c--(COONAN)

Could you please outline if there will be any further staff reductions to CRS Australia in 2008-09? If so, how many and what areas of CRS will they come from?

HS55a--(COONAN)

Under the changes to the Job Network, job seekers will now be divided into four streams, using the JSCI. Which staff within Centrelink will oversee the allocation to the four streams?

HS55b--(COONAN)

What percentage of job seekers are rated as Highly Disadvantaged?

HS55c–(COONAN)

Will the implementation of streaming via JSCI require additional resourcing from Centrelink?

What will be the expected cost to Centrelink to transfer to this new system?

HS56a–(COONAN)

When a student who receives Youth Allowance finishes their course, does Centrelink automatically move them onto Newstart? What date does Centrelink consider to be the 'course end date'?

HS56b–(COONAN)

If a university student finishes their studies in December, and already has a graduate job to go to in January, would Centrelink allow this student to remain on Youth Allowance for the month in between rather than forcing them to apply for Newstart and go to job interviews that they do not need?

HS57a–(COONAN)

Please outline each objective which the \$10 million service delivery reform review (outlined in the Budget) will address?

HS57b–(COONAN)

Are there any benchmarks set for the review? If so, what are they?

HS57c–(COONAN)

When will the review be completed?

HS57d–(COONAN)

Will the report be published?

HS57e–(COONAN)

Which agencies will be involved?

HS57f–(COONAN)

Who will conduct the review and who will be consulted?

HS57g–(COONAN)

Will there be public consultation and if so how will this be conducted?

HS57h–(COONAN)

Will submissions from the public be permitted?

HS58a–(COONAN)

Has the Department cancelled any tenders to overhaul Medicare's IT infrastructure?

HS58b–(COONAN)

If so, what was the tender for? And what is the cost of the cancellation of the tender?

HS59a–(COONAN)

Is there a plan to merge Centrelink and Medicare computer information systems?

HS59b–(COONAN)

If so, when will this take place? And how much will this cost?

HS59c--(COONAN)

Will there be any savings from this initiative? And if so, how much?

HS60a--(COONAN)

How many extra staff will be hired for the new Medicare office in Emerald, Queensland?

HS60b--(COONAN)

What is the expected date of the opening of the new Medicare office?

HS61a--(COONAN)

When will the new Medicare offices in Belmont (NSW and WA) and Warrawong be opened?

HS61b--(COONAN)

How much will it cost to provide these additional Medicare offices?

HS61c--(COONAN)

How many staff will be allocated to each of these?

HS62--(COONAN)

Please provide a copy of the review of the ECLIPSE system?

HS63--(COONAN)

Who conducted the ECLIPSE system review and how much did the review cost?

HS64a--(COONAN)

Has there been a target set for the percentages of increased electronic rebates as a result of extra money allocated in the Budget for the Medicare EasyClaim system?

HS64b--(COONAN)

What software will be allocated to medical practitioners?

HS64c--(COONAN)

What is the expected lifespan of the software?

HS64d--(COONAN)

What will the related capital figure of \$0.7 million in the Budget Papers be spent on?

HS64e--(COONAN)

As a result of the estimated increase take up of Medicare EasyClaim, will there be any front line staff cuts? And if so, how many?

HS64f--(COONAN)

When will these staff cuts occur?

HS64g--(COONAN)

Will these cuts be Australia wide?

HS64h--(COONAN)

Please indicate which offices will be losing staff?

HS65–(COONAN)

What is the number of people living overseas who receive a social security payment?

HS66a–(COONAN)

Please provide an update on the number of investigations into cases of serious fraud which are currently underway?

HS66b–(COONAN)

How many such cases have been completed since 29 February 2008?

HS67a–(COONAN)

What are the current figures for numbers of referrals to the DPP for prosecution since 29 February 2008?

HS67b–(COONAN)

How many convictions have there been since 29 February 2008?

HS68–(COONAN)

Of the 33, 905 non-payment periods from 1 July 2007 to 31 March 2008, please provide a breakdown of the categories of reasons for these non- payment periods?

HS69–(COONAN)

Will participating banks in the new data-matching program be required to notify customers when information is shared with any agency with the department or any agency of the department?