

**BUDGET ESTIMATES 2010–11 (May 2010).****Questions on Notice index—Human Services Portfolio**

Answers to QON taken during the Budget Estimates hearings, or written QON submitted thereafter, are due on **Friday 9 July 2010**.

<b>QON No.</b>	<b>Department / agency</b>	<b>Senator</b>	<b>Hansard Reference</b>	<b>Question</b>
HS1a	DHS	FIFIELD	27/05/10 86	<p><b>Senator FIFIELD</b>—Since the last estimates, how many DHS staff have resigned or retired?</p> <p><b>Mr Pratt</b>—I will defer to my colleagues here.</p> <p><b>Ms Cornish</b>—Senator, are you asking about the Department of Human Services?</p> <p><b>Senator FIFIELD</b>—Yes.</p> <p><b>Ms Cornish</b>—The number of employees that were separated by a redundancy in the 2010 financial year to 31 March is one person.</p> <p><b>Senator FIFIELD</b>—Through redundancy?</p> <p><b>Ms Cornish</b>—Voluntary redundancy.</p> <p><b>Senator FIFIELD</b>—What about retirements and resignations?</p> <p><b>Mr Dunn</b>—I do not think we have the data to that level of specificity. We can take that one on notice.</p>
HS1b	DHS	FIFIELD	27/05/10 87	<p><b>Senator FIFIELD</b>—Could you also take on notice whether those who have left have been replaced.</p>
HS2	DHS	FIFIELD	27/05/10 88-89	<p><b>Senator FIFIELD</b>—Indeed. It is never too early to start, though, I guess. Mr Pratt, just before I go to collocated agencies, what is the department’s total budget appropriation for 2010-11.</p> <p><b>Mr Pratt</b>—I would refer to page 19 of our portfolio budget statement. Our estimated revenue for 2010-11 is \$733,954,000.</p> <p><b>Senator FIFIELD</b>—It is no small sum. Would you be able to provide the same figure for 2006-07?</p> <p><b>Mr Pratt</b>—Yes, but I would have to take that on notice—unless some of our financial people have that? We will take that on notice.</p>
HS3	DHS	FIFIELD	27/05/10 89	<p><b>Senator FIFIELD</b>—What have the costs been to date for co-location work?</p> <p><b>Mr Bridge</b>—I cannot give you a total figure in relation to the costs. Each of these offices is very different in its layout and design. In fact, we are using these 21 locations at the moment to work through getting a more common model for how we would go about this co-location program, and we will be able to get a definitive idea of the total cost as we go forward.</p> <p><b>Senator FIFIELD</b>—Would you be able to take on notice the provision of a breakdown of the costs to date as far as you are able to?</p>

				<b>Mr Bridge</b> —Yes, we can take that on notice.
HS4	DHS	FIFIELD	27/05/10 90-91	<b>Ms Cornish</b> —That is called the DHS CPSU service delivery reform executive forum. ... <b>Ms Cornish</b> —That is the DHS CPSU joint working party on service delivery reforms. <b>Senator FIFIELD</b> —Are there minutes kept of the meetings of these two bodies? <b>Mr Pratt</b> —Certainly not for the quarterly get-together. That is a very high-level strategic discussion. As for the working groups, I am not sure. I will take that on notice. <b>Senator FIFIELD</b> —Could you also take on notice whether those minutes can be provided. <b>Mr Pratt</b> —Yes.
HS5a	DHS	FIFIELD	27/05/10 92	<b>Ms Godwin</b> —We have 3,788—ASL—people who work in the child support program. <b>Senator FIFIELD</b> —How many SES— <b>Mr Pratt</b> —They are a subset of that 46 I gave you before. <b>Senator FIFIELD</b> —Of the 46, what is— <b>Ms Godwin</b> —I do not have the figure with me and I would be guessing, but it is around 20. <b>Senator FIFIELD</b> —How many staff were employed by the CSA in 2007? <b>Ms Godwin</b> —I do not have that figure with me. <b>Senator FIFIELD</b> —Please take that on notice—and how many were SES band staff.
HS5b	DHS	FIFIELD	27/05/10 92	<b>Senator FIFIELD</b> —Could you also take on notice the breakdown of numbers from the CSA, whether any of those who separated from the CSA were replaced and the travel expenditure for CSA staff in 2008-09? <b>Mr Pratt</b> —We will take that on notice.
HS6a	DHS	FIFIELD	27/05/10 93	<b>Senator FIFIELD</b> —How many child support payees—men and women—are there? <b>Ms Godwin</b> —We probably have that number, but in general terms it is roughly the same. It is about 750,000 receiving parents.
HS6b	DHS	COLLINS	27/05/10 93	<b>Senator JACINTA COLLINS</b> —What is the distribution of new entrants since the time you could more reliably identify gender? <b>Ms Godwin</b> —I would have to take that on notice.
HS7	DHS	FIFIELD	27/05/10 93-94	<b>Senator FIFIELD</b> —What does ended mean? <b>Ms Godwin</b> —It means the child has turned 18. <b>Senator FIFIELD</b> —Do you effectively write those off? <b>Ms Godwin</b> —No. <b>Senator FIFIELD</b> —Do you ever write them off? <b>Ms Godwin</b> —No. That is why each time I have said this I have said it includes ‘ended with arrears’ because regardless of when the case ended that case with the arrears remains what we call active until we can resolve—if we can resolve—the outstanding arrears. Of course there are some of those cases that have been outstanding for many years. I could give you an age breakdown but I just do not have one with me. <b>Senator FIFIELD</b> —If you could provide that, that would be good. Thank you.
HS8	DHS	FIFIELD	27/05/10	<b>Senator FIFIELD</b> —In 2008-09 what value of liability would have been written off for one

			94	<p>reason or another?</p> <p><b>Ms Godwin</b>—I do not have that figure with me. I could get it.</p> <p>...</p> <p><b>Senator FIFIELD</b>—And also, just out of interest, for 2008-09 what was the value of liability represented by those cases that you deemed not worth while to pursue?</p> <p><b>Ms Godwin</b>—Do you mean the ones that we have marked at that point for non-pursuit?</p> <p><b>Senator FIFIELD</b>—The cold cases, yes.</p> <p><b>Ms Godwin</b>—Yes.</p>
HS9	DHS	FIFIELD	27/05/10 94	<p><b>Senator FIFIELD</b>—Do you keep records of the number and nature of referrals you do?</p> <p><b>Mrs Cooke</b>—We do.</p> <p><b>Senator FIFIELD</b>—Could they be provided?</p> <p><b>Mrs Cooke</b>—Sure.</p>
HS10a	DHS	FIFIELD	27/05/10 95	<p><b>Senator FIFIELD</b>—There have been 313 recourses to court.</p> <p><b>Ms Godwin</b>—Yes.</p> <p><b>Senator FIFIELD</b>—Out of those 313, how many were successful?</p> <p>...</p> <p><b>Ms Godwin</b>—Indeed. I want to see if I have the table that shows that. As well as that, at the time that we arrive at the court some customers enter into an arrangement, so we do not actually go into the court. Then, of course, there are some that actually go through the court process.</p> <p>...</p> <p><b>Ms Godwin</b>—Sorry, I thought we had this here, but we do not. So I will need to take the breakdown on notice, if that is okay with you.</p> <p>...</p> <p><b>Senator FIFIELD</b>—So you will get that information?</p> <p><b>Ms Godwin</b>—Yes, we can get that.</p>
HS10b	DHS	FIFIELD	27/05/10 95	<p><b>Senator FIFIELD</b>—I forgot to ask this before. What was the cost of those 313-odd prosecutions?</p> <p><b>Ms Godwin</b>—I do not have the figure with me. The actual cost of litigation I would have to take on notice.</p>
HS10c	DHS	FIFIELD	27/05/10 95	<p><b>Senator FIFIELD</b>—When getting those figures, could you also obtain the cost of any external legal advice or counsel retained?</p> <p><b>Ms Godwin</b>—Sure.</p>
HS11	DHS	FIFIELD	27/05/10 96	<p><b>Senator FIFIELD</b>—Do you have a breakdown of the nature of complaints or tip-offs that you receive? Can you break those down into categories?</p> <p><b>Mr Lodge</b>—I do not have them with me, but we could look at getting that information for you.</p> <p><b>Senator FIFIELD</b>—If you could. I would be interested in what percentage of the complaints are pursued and what percentage of the complaints made actually result in some form of enforcement action.</p> <p><b>Mr Lodge</b>—We will get that information to you if we have it.</p>

				<b>Senator FIFIELD</b> —Thank you. I would be interested in whether it is only one per cent of complaints that are made that result in any sort of enforcement action being required—or whatever it is.
HS12a	DHS	KROGER	27/05/10 96	<b>Senator KROGER</b> —Do you contract out the services of people to conduct optical surveillance or is that conducted in house by the Special Investigation Unit? <b>Mr Lodge</b> —No, they are contracted out through a panel of optical surveillance people through the Centrelink contract. <b>Senator KROGER</b> —So they are detectives and detective agencies—is that what you are saying? <b>Mr Lodge</b> —I would have to take that on notice and see exactly who makes up that panel.
HS12b	DHS	KROGER	27/05/10 96-97	<b>Senator KROGER</b> —I am just trying to get my head around the process. If the Special Investigation Unit believes that there is reason to further investigate and it requires optical surveillance, who makes that judgment call? <b>Mr Lodge</b> —The decision to make optical surveillance is done in the compliance area through the Special Investigation Unit. As to the actual delegate who signs the authority, I would have to check on whether it is the national manager for compliance or one of the directors in that area. <b>Ms Godwin</b> —But I would add that it is taken at a senior level. We only conduct optical surveillance in a very small number of cases where other quite extensive investigations have not necessarily proven to be successful but we think optical surveillance may add to the information which is available to us. That decision, as you can imagine, because it is a small number and it is something we only do when we think it is a serious case, is taken at a senior level. As Mr Lodge says, we can take on notice who the exact delegate is, but it is taken at a senior level.
HS 13	DHS	FIFIELD	27/05/10 97	<b>Senator FIFIELD</b> —What about the 22,000 internally reviewed cases? How many of those had the decision changed in some way? <b>Ms Godwin</b> —The report I have here does not have the figures. There are approximately 22,000 objections, and approximately one-third of them are upheld; in other words, the objection is found to be in favour of the customer. I can give you those precise figures on notice.
HS14	DHS	FIFIELD	27/05/10 98	<b>Senator FIFIELD</b> —How many staff does the CSA directly engage in handling appeals, whether it be through the tribunal or through the organisation itself? <b>Ms Godwin</b> —I will have to take that on notice. We have a group of people who manage the actual objections. If the case is going to the SSAT, obviously the SSAT processes those. The bulk of our staff would be in the objections area.
HS15	DHS	FIFIELD	27/05/10 98	<b>Senator FIFIELD</b> —And any SES staff who have separated from the organisation since the last estimates? Would you have that at hand? <b>Ms Carmody</b> —No, I would have to take that on notice.
HS16	DHS	FIFIELD	27/05/10 99	<b>Ms Carmody</b> —We have very low advertising expenditure. I would have to get the exact figure for you. It is primarily advertorial type work where we are trying to encourage employers at the local level to identify jobs for people with a disability. We will give a good news story and pay for the ad in the local rags. That is quite effective in encouraging employers to come forward

				with job vacancies for our job seekers. <b>Senator FIFIELD</b> —If you could obtain information for 2008-09 and for 2006-07. <b>Ms Carmody</b> —Yes.
HS17	DHS	FIFIELD	27/05/10 99	<b>Senator FIFIELD</b> —We heard about the Child Support Agency’s good manners before. I am wondering what the CRS hospitality expenditure was for 2008-09. <b>Ms Carmody</b> —I would have to take that on notice. <b>Senator FIFIELD</b> —If you could, thank you. And also for 2006-07.
HS 18	Centrelink	RYAN	27/05/10 102	<b>Senator RYAN</b> —Could you take it on notice to get the dates of those contacts—the original request from the Parliamentary Library; the request from Centrelink to FaCHSIA; and the answer from FaCHSIA, which was a conditional yes, which you could not assist with because the Parliamentary Library would not provide you with it. Did you or Centrelink at any time have contact from the minister’s office? I appreciate that you did not initiate that. Sorry, I would like the date of the contact from the minister’s office about the charging issue. <b>Ms Hogg</b> —We can take that on notice. <b>Senator RYAN</b> —Can you provide me with the dates of those contacts? <b>Ms Hogg</b> —Yes.
HS19	Centrelink	RYAN	27/05/10 103	<b>Senator RYAN</b> —As well as that, could you table the letters? We have some correspondence from the Parliamentary Librarian. <b>Senator JACINTA COLLINS</b> —I think we already had that on Monday. <b>Senator RYAN</b> —Ms Hogg indicated that there were written exchanges between Centrelink and FaHCSIA. <b>Ms Hogg</b> —I certainly have not written to FaHCSIA. <b>Senator RYAN</b> —It could have just been casual language. I am not trying to impute anything, but I got the impression that discussions between Centrelink and FaHCSIA when you were seeking permission for this could have been done in writing. <b>Ms Hogg</b> —Yes, they were done by email. <b>Senator RYAN</b> —Can we get copies of that correspondence, please? <b>Ms Hogg</b> —Yes.
HS20a	Centrelink	FIFIELD	27/05/10 105	<b>Mr Dunn</b> —The total headcount of Centrelink staff up until 31 March this year was 27,012. <b>Senator FIFIELD</b> —And how many SES band staff? <b>Mr Dunn</b> —In the SES for that same period there were 85 substantive SES positions. <b>Senator FIFIELD</b> —Are you able to provide a comparison for 2007? <b>Mr Dunn</b> —I do not have those figures with me, but we can do that. <b>Senator FIFIELD</b> —Yes, if you could, thank you.
HS20b	Centrelink	FIFIELD	27/05/10 105	<b>Senator FIFIELD</b> —Are you able to advise how many Centrelink staff have left the organisation since the last estimates? <b>Mr Dunn</b> —We do not have the exact figures. But, as mentioned earlier, our actual staff turnover rate for this financial year is around the 10 per cent mark.

				<p><b>Senator FIFIELD</b>—And they have pretty much all been replaced?</p> <p><b>Mr Dunn</b>—Pretty much, I would say. It does balance out across the course of this particular year.</p>
HS21a	Centrelink	FIFIELD	27/05/10 106	<p><b>Senator FIFIELD</b>—Does Centrelink have any money that it has spent on hospitality in 2008-09?</p> <p><b>Mr Burgess</b>—Yes. For 2008-09 we spent approximately \$1.08 million on sustenance.</p> <p><b>Senator FIFIELD</b>—Is that tea and biscuits?</p> <p><b>Mr Burgess</b>—That would be tea and biscuits. That would be sustenance provided in the main in emergency responses that we have had over the years—for example, our bushfire recovery response and flood responses with providing sustenance to staff as part of the recovery.</p> <p><b>Senator FIFIELD</b>—Are you able to provide a breakdown of the elements of that?</p> <p><b>Mr Burgess</b>—I would have to take that on notice.</p>
HS21b	Centrelink	FIFIELD	27/05/10 106	<p><b>Senator FIFIELD</b>—Yes, if you could. As a comparison, if you could also do the same for 2006-07.</p> <p><b>Mr Burgess</b>—Yes.</p>
HS22	Centrelink -to be answered as soon as possible	SIEWERT	27/05/10 112	<p><b>Senator SIEWERT</b>—So what about the long-term unemployed?</p> <p><b>Mr Pratt</b>—Senator, I understand where we are getting slightly at cross-purposes. In terms of the fortnightly interviews, those are focused on people in their first 13 weeks of unemployment. These are people who do not receive very substantial services or assistance from the employment service provider. If an employment service provider is actively assisting a very disadvantaged job seeker—for example, under stream 4 of the Job Services program—the Centrelink interviews will be far less frequent. They will be 12 weekly. So there is no overlap of that sort, if that is what you are worried about.</p> <p><b>Senator SIEWERT</b>—Have you got a table that articulates this?</p> <p><b>Mr Pratt</b>—Yes.</p> <p><b>Senator SIEWERT</b>—Can you table that, please—not take it on notice but table it so I have got it now and I do not have to wait.</p> <p><b>Mr Pratt</b>—We will try and get it to you as quickly as we can. I do not know that we have a table that is in suitable form for tabling.</p> <p><b>Senator SIEWERT</b>—I am not trying to smart, but it is just that we are not going to get the answers to these questions back for a long period of time, probably not until after the election. I would like to know this now.</p> <p><b>CHAIR</b>—10 July is the date for when questions on notice have to be back—</p> <p><b>Senator SIEWERT</b>—And I have had enough experience around this place now to know that we will not get it by 10 July. I stand corrected: it is 9 July. With all due respect—</p> <p><b>Senator JACINTA COLLINS</b>—But it is not uncommon for them to undertake to provide—</p> <p><b>Senator RYAN</b>—You are a bit quicker than the department of climate change, Senator Siewert!</p> <p><b>Mr Pratt</b>—We will take this up with the minister and see if we can provide it to you far quicker than that.</p>

				<b>Senator SIEWERT</b> —That would be appreciated.
HS23	Centrelink	SIEWERT and KROGER	27/05/10 113	<p><b>Senator SIEWERT</b>—Could we go through the additional resources this is going to take, including the number of extra staff this process is going to require and the training those people are going to have.</p> <p><b>Mr Pratt</b>—Let me start at a general level. It is estimated this will cost Centrelink around \$11 million per year. I am not sure I have a figure on how many staff will be involved in providing this. I will have to take that on notice.</p> <p><b>Ms Beath</b>—We do not have the figure for the number of staff involved here, but we can provide it on notice.</p> <p><b>Senator SIEWERT</b>—How do we know it is going to cost \$11 million if we do not know how many staff are going to be involved?</p> <p><b>Mr Pratt</b>—We have done estimates around that, but we do not have the data here, that is all.</p> <p><b>Senator KROGER</b>—Can you take that on notice?</p> <p><b>Mr Pratt</b>—Certainly.</p>
HS24	Centrelink	SIEWERT	27/05/10 115-116	<p><b>Senator SIEWERT</b>—So you do not have any figures about how quickly people are coming in and going off Centrelink—</p> <p><b>Mr Pratt</b>—Not to hand, but I am sure we have plenty of data on how long people receive income support for and that sort of stuff. We would have to take that on notice. The question you asked is something which DEEWR focuses on.</p> <p><b>Senator SIEWERT</b>—I will talk to DEEWR about it next week. Thank you.</p>
HS 25	Centrelink	KROGER	27/5/10 117	<p><b>Senator KROGER</b>—I guess what I am looking for is an assurance that we actually are ensuring that multiple claims cannot be falsely made and multiple claims are actually being pursued</p> <p>....</p> <p><b>Senator KROGER</b>—Mr Withnell, if you can get back to us on that as well that would be great.</p>
HS 26	Centrelink	RYAN	27/05/10 117	<p><b>Senator RYAN</b>—It may well be when I read it out. It is a \$600,000 to \$900,000 contract for a national media analysis solution. What is the scope of that media analysis that is being paid for?</p> <p><b>Ms Barbour</b>—I do not have that information with me. I wonder if we could take it on notice?</p> <p><b>Senator RYAN</b>—Okay. Could you take on notice the scope of the analysis and, if possible, the brief you provided the media service for that—I am not sure if it is just a clippings service or an analysis service as well—and whether or not the analysis is made available to the minister's office.</p> <p><b>Ms Barbour</b>—Yes, we will take that on notice.</p>
HS 27	Centrelink	SIEWERT	27/05/10 118	<p><b>Senator SIEWERT</b>—So of the \$88 million how much is for IT, how much for training staff? Can we break down the budget?</p> <p><b>Ms Ramsey</b>—I can break it down, but I do not have had with me. I am happy to take that on notice.</p> <p><b>Senator SIEWERT</b>—That would be appreciated.</p>
HS 28	Centrelink	FIFIELD	27/5/10 120	<b>Senator FIFIELD</b> —Thank you. Can you provide a list of the rural service officer positions by location— the number?

				<b>Mr Tidswell</b> —We will take that on notice.
HS 29	Medicare	FIERRAVANTI-WELLS	27/5/10 121	<b>Senator FIERRAVANTI-WELLS</b> —I would ask you to go back, have a look and take it on notice. I would like to know when you were first asked in relation to all those matters listed at pages 82 to 83. Please provide me with the date when you were first asked and the assumptions that underlie the costings that you have come up with. You have obviously got a system where, when you have a new program, you go through these procedures et cetera. So you have obviously had a lot of experience with this through PBS and MBS and established procedures? <b>Ms Briggs</b> —Yes.
HS 30a	Medicare	FIERRAVANTI-WELLS	27/5/10 122	<b>Senator FIERRAVANTI-WELLS</b> —In some areas, it is undertaken as best practice. You have just told us that in relation to the hospitals program it could be up to six months. Can you tell us the procedures that preceded the work that you undertook in relation to the Home Insulation Program? Did that receive the same degree of scrutiny that perhaps the hospitals and other projects received? ... <b>Senator FIERRAVANTI-WELLS</b> —When did that first start? <b>Ms Briggs</b> —We will get you a date for that on notice, as I promised for the other initiatives. <b>Senator FIERRAVANTI-WELLS</b> —Could you also give me the assumptions underlying the costings that you first provided to, I assume, the department of the environment or whatever iteration they were. That is where the request came from for the costings for the program? <b>Ms Briggs</b> —Yes.
HS 30b	Medicare	FIERRAVANTI-WELLS	27/5/10 122	<b>Senator FIERRAVANTI-WELLS</b> —Can you take on notice the involvement of Prime Minister and Cabinet or any other department in relation to assumptions pertaining to this project. <b>Ms Briggs</b> —Yes.
HS 31	Medicare	FIERRAVANTI-WELLS	27/5/10 124	<b>Senator FIERRAVANTI-WELLS</b> —Could you give me a breakdown of that, if you do not mind. In other words, if the moneys have come through and been paid out by Medicare, does it come within your purview to recover those moneys? Is Medicare involved in the recovery of any moneys from installers? There was talk about that. <b>Ms Golightly</b> —I will check this, Senator, but I am pretty sure that that is a matter for the department of environment. In fact, I am virtually positive it is, unless someone corrects me.
HS 32	Medicare	FIERRAVANTI-WELLS	27/5/10 125	<b>Senator FIERRAVANTI-WELLS</b> —In the interests of time, I will put some more questions about that on notice. I notice that you have information lines for people to ring in about the immunisation services incentive payments and program. <b>Ms Golightly</b> —Yes. <b>Senator FIERRAVANTI-WELLS</b> —I thought that program had been abolished, but you have still got an information line in relation to it. <b>Mr Czabania</b> —As far as I am aware, the information line has not been abolished for the childhood immunisation register. <b>Senator FIERRAVANTI-WELLS</b> —But I notice budget papers for 2008-09 say the practice incentive program, removal of general practice immunisation service incentive payment, was



				abolished, so perhaps you might like to just check. If the program is abolished I am interested to see that the information line is still there and I wonder whether a fee is still being paid in relation to that. Please take that on notice. <b>Ms Golightly</b> —I think there may be a difference between an incentive program for immunisation and the immunisation program. We will take it on notice.
HS 33	Medicare	FIERRAVANTI-WELLS	27/5/10 126	<b>Senator FIERRAVANTI-WELLS</b> —Can you take on notice the instances where you have had claims in relation to using the same Medicare details. <b>Mr Bridge</b> —I will take it on notice.
HS 34	Medicare	FIERRAVANTI-WELLS	27/5/10 126	<b>Senator FIERRAVANTI-WELLS</b> —I have asked for information in relation to non-Australian citizens. Are there instances of fraudulent use of Medicare cards that the officer is aware of? If some do exist, could he provide me with some statistics and some details in relation to that. If so, what is the cost of fraudulent use of Medicare cards, if an issue does exist—if it is one or two or three or 10? What is the cost of that? I have tried to use an example that does not— <b>Senator Ludwig</b> —I was making sure the officer understood what he was taking on notice. <b>Senator CAMERON</b> —Could you give us some costings for fraud involving Australian citizens as well. <b>Mr Bridge</b> —I can give you information in relation to the actual cases that we may have had in those areas; that is all. We obviously would not have any information beyond that.
HS 35	Medicare	FIERRAVANTI-WELLS	27/5/10 127	<b>Senator FIERRAVANTI-WELLS</b> —Could you take on notice how much work Medicare Australia has done since the concept of e-health was first introduced, going back to the previous government as well. Could you take on notice the amount that has been expended on this project to date. <b>Ms Bird</b> —Certainly.
HS 36	Medicare	FIERRAVANTI-WELLS	27/5/10 127	<b>Senator FIERRAVANTI-WELLS</b> —Over the last financial year, how many staff have either left or in any way been disciplined? Have there been breaches, or alleged breaches, of privacy matters in relation to inappropriate access to Medicare information? <b>Ms Briggs</b> —If you can bear with me, I will just find the results for the last year. Up to the end of December—so over the first six months of the financial year—50 people have been subject to breaching arrangements. <b>Senator FIERRAVANTI-WELLS</b> —What ultimately happened? Are any of those people still with the department? Can you give me the breakdown of— <b>Ms Briggs</b> —Can I take that on notice. <b>Senator FIERRAVANTI-WELLS</b> —Yes, please. Please give me a breakdown of what has happened with the 50. Thank you. <b>Ms Briggs</b> —Sure.
HS 37- HS 47	All Departments and agencies	BARNETT	Written	See below
HS 48	Centrelink	FIFIELD	Written	See below

HS 49	Centrelink	FIFIELD	Written	See below
HS 50	Medicare	FIFIELD	Written	See below
HS 51	Medicare	FIFIELD	Written	See below
HS 52	Medicare	FIFIELD	Written	See below
HS 53	Medicare	FIFIELD	Written	See below
HS 54	Medicare	FIFIELD	Written	See below
HS 55	Medicare	FIFIELD	Written	See below
HS 56	Medicare	FIFIELD	Written	See below
HS 57	Medicare	FIFIELD	Written	See below
HS 58	Medicare	FIFIELD	Written	See below
HS 59	DHS	BIRMINGHAM	Written	See below
HS 60	DHS	RYAN	Written	See below
HS 61	Centrelink	BOYCE	Written	See below – transferred from FaHCSIA
HS62	Centrelink	BOYCE	Written	See below – transferred from FaHCSIA
HS63	Centrelink	BOYCE	Written	See below – transferred from FaHCSIA

## **Written Questions on Notice**

### **Staffing**

#### **HS 37 – All Departments and agencies – Senator Barnett**

- a) How many permanent staff recruited since additional estimates (Feb 2010)?
- b) What level are these staff?
- c) How many temporary positions exist or have been created since additional estimates?
- d) Since additional estimates, how many employees have been employed on contract and what is the average length of their employment period?

### **Staffing – efficiency dividend/budget cuts**

#### **HS 38 – All Departments and agencies – Senator Barnett**

- a) Have staffing numbers been reduced as a result of the efficiency dividend and/or other budget cuts?
  - Since the efficiency dividend was introduced?
  - Since additional estimates?
- b) If so, where and at what level?
- c) Are there any plans for staff reduction? If so, please advise details ie. reduction target, how this will be achieved, services/programs to be cut etc.
- d) If your Department/agency has been identified in the budget as delivering further efficiencies (savings), how will these be delivered? (for example, if the budget papers say ‘improvement to strategic work practices’ or similar, what are these and how will they be delivered?)
- e) What changes are underway or planned for graduate recruitment, cadetships or similar programs? If reductions or increases are envisaged please explain including reasons, target numbers etc.

### **Government Advertising**

#### **HS 39 – All Departments and agencies – Senator Barnett**

- a) What communications programs has the Department/Agency undertaken since additional estimates and what communications programs are planned to be undertaken?
- b) For each program, what is the total spend?

(by ‘communications program’ it is meant communication of a government message to the public – possibly by advertising (print, television etc), possibly through the erection of signs, plaques etc, or through other mediums. The recent (current) Government TV advertising campaign on health reform and specific health initiatives are examples, BER signage is an example, advertising on the Government’s proposed new tax system would be another example.)

A breakdown of how much was spent/is planned to be spent on each program/initiative should be provided.

### **Hospitality**

#### **HS 40 - All Departments and agencies – Senator Barnett**

What is the Department's hospitality spend FYTD?

Please detail date, location, purpose and cost of all events.

For each Minister/Par Sec's office, please detail total hospitality spend FYTD.

Please detail date, location, purpose and cost of each event.

### **Board Appointments**

#### **HS 41 - All Departments and agencies – Senator Barnett**

- a) What is the gender ratio on each board and across the portfolio?

b) What is the gender ratio of appointments made to boards since the Government came to office in November 2007?

### **Grants**

#### **HS 42 - All Departments and agencies – Senator Barnett**

Has the Department complied with interim requirements relating to the publication of discretionary grants?

### **Freedom of Information**

#### **HS 43 - All Departments and agencies – Senator Barnett**

a) Has the Department/agency received any advice from the Government or any other source on how to respond to FOI requests?

b) How many FOI requests has the Department received?

c) How many have been granted or denied?

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

### **Community Cabinets**

#### **HS 44- All Departments and agencies – Senator Barnett**

a) What was the cost of Ministers travel and expenses for the Community Cabinet meetings held since additional estimates?

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

c) What was the total cost of this travel?

d) What was the total cost to the Department and the Ministers office?

### **Reviews**

#### **HS 45- All Departments and agencies – Senator Barnett**

a) What is the total number of Reviews *both completed and ongoing* in the portfolio/agency or affecting the portfolio agency since November 2007?

b) Please provide a breakdown of reviews completed since the government came to office (only those commenced after the current government came to office) including

- when those reviews were provided to Government,
- estimated cost of producing each review (and total cost) and
- if the Government has responded to the review or information about when the Government has indicated it will/will not respond to the review.

c) How many reviews are ongoing?

d) How many reviews have been completed since additional estimates?

e) What further reviews are planned in the portfolio/agency?

### **Consultancies**

#### **HS 46- All Departments and agencies – Senator Barnett**

a) How many consultancies have been undertaken or are underway since November 2007? Please identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the contract, and the method of procurement (ie. open tender, direct source, etc).

b) Please also include total value for all consultancies, including figures for total *spending* on consultancies and also *value of contracts awarded*? Provide total figures since November 2007 and a breakdown on these figures for FY 2008/09 and 2009/10 FYTD.

c) Is the Department/agency up to date with its reporting requirements on the Government's tenders and contacts website? Are the figures available on that site correct?

d) How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, projected cost and method of procurement as above, and the name of the consultant if known.

All answers should be current at the time the answer is submitted.

### **Government Payment of Accounts**

#### **HS 47- All Departments and agencies – Senator Barnett**

a) Has the portfolio/agency paid its accounts to contractors/consultants etc in accordance with Government policy in terms of time for payment (ie. within 30 days)? If not, why not, and what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc as appropriate to give insight into how this issue is being approached.)

b) For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency for the current financial year and the previous financial year?

c) Where interest is being paid, what rate of interest is being paid and how is this rate determined?

### **Disability Support Pension**

#### **HS 48 – Centrelink – Senator Fifield**

a) How many people are currently receiving Disability Support Pension?

- i. How many are male / female
- ii. How many by age group
- iii. How many by medical category
- iv. How many by medical category by age and gender

b) How many people have received (granted) Disability Support Pension each month since February 2010?

c) How many people applied (claimed) for Disability Support Pension each month since February 2010?

d) How many people have been transferred to the Disability Support Pension from other income support payments since February 2010 and from which payment?

e) How many people transferred from the Disability Support Pension to another income support payment since February 2010 and which payment?

f) How many people have left Disability Support Pension permanently since February 2010 and not moved to another income support payment?

g) What is the current expenditure on Disability Support Pension month by month since February 2010?

### **Centrelink Jobs Expo**

#### **HS 49 – Centrelink – Senator Fifield**

a) Whose decision was the Nation Building Economic Stimulus Plan Centrelink Expo's?

b) What jobs expos has Centrelink previously held?  
-When were they

c) There was a Centrelink Job Expo held on 15 April 2010 in Dandenong?

- d) Were other Expo's held around the country?  
- Please provide the dates and locations of all Nation Building Economic Stimulus Plan Centrelink expo's
- e) Who funded the Nation Building Economic Stimulus Plan Centrelink expo's?  
-What was the cost of hosting each expo by location?
- f) How many people were written to regarding the expo's?  
-what was the criteria for determining the invitees?
- g) Who prepared the material sent to invitees?
- h) What information was provided to attendees at the expo's?
- i) How many people have obtained employment as a result of attending the expo's?

**Continence Aids Payment Scheme**

**HS 50 – Medicare – Senator Fifield**

- a) Has Medicare received all data on clients from inTouch (the current service provider)?
- b) How was that data transferred to Medicare?
- c) As at May 2010 does both Medicare and inTouch hold data on clients?
- d) What communication has Medicare had to clients to date regarding the new scheme?
- e) How many clients have completed and returned the forms to transfer from CAAS to CAPS?
- f) How many enquiries has Medicare received regarding the transfer process?
- g) How many staff has Medicare allocated to the implementation of this scheme?
- h) Will Medicare permanently have staff directly responsible for this scheme?
- i) Has Medicare experienced any technical problems / issues in the setting up of this scheme within the agency?
- j) How many clients have indicated to Medicare they would like their payment to go to a nominated service provider rather than into their own bank account?  
  
  - When were forms regarding nominating a service provider sent to clients?
  - Who was responsible for the design/format and printing of the forms?
  - When was the design/format of the form completed?
  - When were the forms printed?
  - Why were the forms unavailable to clients as at 21 May 2010?
- k) Will Medicare automatically assess all transitioned CAAS to CAPS client eligibility from 1 July 2011?

**Staffing**

**HS 51 – Medicare – Senator Fifield**

- a) What is the total number of staff in Medicare and how many of these are Medicare band staff?
- b) How many staff were employed by Medicare in 2007 and how many of those were SES band staff?
- c) How many Medicare staff members have resigned or retired since the last time February 2010?

-Have all of those staff been replaced?

### **Staff travel**

#### **HS 52 – Medicare – Senator Fifield**

a) What was the total expenditure on Medicare staff travel in the financial year 2008-2009?

-What was this cost in 2006-2007?

### **Appropriation**

#### **HS 53 – Medicare – Senator Fifield**

a) What is the Medicare budgeted total appropriation in 2010-2011?

b) What was the Medicare total appropriation in 2006-2007?

### **Advertising**

#### **HS 54 – Medicare – Senator Fifield**

a) How much has the Medicare spent on advertising or awareness campaigns in 2008-2009?

-How much was spent in 2006-2007?

### **Hospitality**

#### **HS 55 – Medicare – Senator Fifield**

a) Does Medicare spend money on hospitality, for example, on hosting functions or events for stakeholders or others?

-If so, how much was spent in 2008-2009?

-How much was spent in 2006-2007?

### **Service delivery**

#### **HS 56 – Medicare – Senator Fifield**

a) How many staff are engaged in front-line service delivery, dealing with clients?

b) How many staff were engaged in that activity in 2007?

c) How many complaints has Medicare received since 1 January this year?

d) How many complaints were received in 2009?

e) How many complaints were received in 2007?

### **Fraud detection**

#### **HS 57 – Medicare – Senator Fifield**

a) Could you advise on what measures are in place to detect fraud?

b) Has Medicare initiated legal action or referred matters to law enforcement agencies relating to fraud allegations?

-Of any of those matters referred, how many have led to legal action or criminal proceedings?

-How many cases of fraud were detected or suspected and/or referred in 2007 or 2007-2008 and in 2008 or in 2008-2009 (calendar or financial years)?

c) How many staff are directly engaged in compliance and fraud prevention and or/detection?

-How many were employed in that area in 2007?

### **Data requests from Parliamentary Library**

#### **HS 58 – Medicare – Senator Fifield**

Has Medicare been directed to, or has it on its own volition, changed the process or way in which it responds to requests for data or information from the Parliamentary Library?

### **Buildings' energy efficiency**

#### **HS 59 – DHS – Senator Birmingham**

Please list every building occupied by the Department.

For each building:

- Has an energy efficiency audit been undertaken? If so, what rating was achieved and what action has been taken to improve energy efficiency as a result of any audit undertaken?

### **Programmes administered by department and portfolio agencies**

#### **HS 60 – DHS – Senator Ryan**

- Please provide, in spreadsheet form, a list of all programmes administered by your Department and portfolio agencies.
- For each listed programme, please list:
  - The name of the programme.
  - Full administered expenses for each financial year of the forward estimates period starting from 2010-11.
  - Full departmental expenses for each financial year of the forward estimates period starting from 2010-11.
  - Allocated Average Staffing Level (ASL) for the programme in 2010-11.
- If that list cannot be provided, please advise the reason why simple full-expenditure financial information is not readily available for the public's information.

### **Funding for Health Professional Advice Unit**

#### **HS 61 – Centrelink – Senator Boyce**

From where does Health Professional Advice Unit receive its funding? How much will the Unit receive over the next three years?

### **Welfare Fraud**

#### **HS 62 – Centrelink – Senator Boyce**

- In regard to the \$71 million over four years allocated in the Budget to investigate those suspected of engaging in organised welfare fraud, has the Privacy Commissioner been consulted about this program and, if not, why not? What is the view of the Privacy Commissioner?
- Is figure of \$127.6 million over four years expected to be recouped? How was this figure calculated?

### **Income Management Training**

#### **HS 63 – Centrelink – Senator Boyce**

- Do Centrelink do Income Management Training to ensure they deal sensitively with their clients. If so, please describe this training in details.
- Does the department offer any counselling to income support recipients? If not, why not?