

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Member for Araluen to the Minister for Health:

Individual Support Program

1. How many recipients of care are currently receiving assistance from Department of Health Individual Support Program in the Territory?
2. What is the breakdown of recipients in Darwin, Katherine, Tennant Creek, Alice Springs and remote communities?
3. How many service providers operate in Darwin, Katherine, Tennant Creek, Alice Springs and remote communities?
4. What is the percentage for Territory owned business to interstate business who are/have been providing Registered nurses and Personal care attendants and in home services to recipients through the Department of Health Individual Support Program.
5. What is the percentage distribution of contracts to interstate owned companies in 2014, 2015, 2016 and 2017?
6. What is the percentage distribution of contracts to Territory owned companies in 2014, 2015, 2016 and 2017?
7. Do you know what percentage of Territory owned service providers employ or contract Territorians to provide workers within the health industry?
8. Do service providers have to provide proof of employment or contracting Territorians for work in the health industry?
9. Name the service providers which are Territory owned who have contracts to provide services for Registered nurses and Personal care attendants and in home services.
10. What is the process for requesting quotes from companies registered and providing services from Department of Health Individual Support Program?
11. What is the time frame from acceptance of quote to a contract being sent out to the company?
12. What is the procedure for cessation of contract at the end date of the contract e.g. Is notification given to the company? Feedback given?
13. What is the process for the cessation of contract without notice?

14. How many service providers have had their contracts ceased without notice given in 2014, 2015, 2016, and 2017?
15. What is the percentage of interstate to Territory owned business whose contracts were ceased without notice?
16. Why would a service provider have a contract ceased without notice?
17. Are payments made to service providers prior to contracts being signed?
18. On what grounds does the Department of Health Individual Support Program hold back payment for services?
19. What is the procedure after an invoice is sent from the service provider to claim interest on unpaid or late invoice payments?
20. When a service provider claims for interest on invoices not paid by the Department within the 30 day period of time who has the authority to withhold the payments to the company?
21. Is notice given to the service provider with regards to the holding of payments over 30 days?
22. What would be the reasons for the Core Agreement to be changed for a service provider?
23. Why is it necessary for all workers working in a hospital setting or Government organisation to have an Ochre card?
24. Is this a Government revenue raising scheme?
25. It is a requirement for all Health workers to have an Ochre card and criminal history checks. Is this double dipping?
26. Would the legislation allow for just an Ochre card requirement?
27. If this is the case why is there not a National registration? It appears that care workers can move interstate and use their Working with Vulnerable People card or similar State cards for 28 days. They then move interstate again and commit crimes against vulnerable people and children and not get caught.
28. The checks for criminal history and the Ochre card can take several weeks to be approved. This is creating a hole in the health industry and leading to a shortage of people to in the industry. Could this be addressed so service providers could get this processed quicker?
29. What checks and balances are in place to prevent a conflict of interest between DOH staff and the manipulation of contracts at the Department of Health and Adult Guardianship?
30. With [National Disability Insurance Scheme](#) coming into play how many Territory based companies have contracts with the Health Department

Individual Support Program and how are they being supported by the department to secure business?

31. How many Territory based companies have been approved by the Department of Health Individual Support Program for work within the [National Disability Insurance Scheme](#) system?
32. There are only 4 workers compensation companies operating in the Territory. What action is taken against companies refusing to give quotes?
33. What is the Government doing to encourage other insurance companies to operate in the Territory?
34. The Government says they support small business however it appears they are not aware or interested in the reality of what it takes to run a small business and the costs associated. When are you actually going to personally speak with small business and make change?