

Senate Select Committee on Work and Care

WORK AND CARE IN AUSTRALIA

PUBLIC HEARING 8 DECEMBER 2022

ANSWER TO QUESTION ON NOTICE

Social Services Portfolio
Services Australia

Topic: Claim progress - drop out data

Question reference number: IQ22-000022

Member: Linda White

Type of question: Spoken. Hansard Page/s:

Date set by the committee for the return of answer: 09 January 2023

Question:

Senator WHITE: You talked about customer journey. Do you have statistics on the failure rate for people who just say, 'Enough, I am out of it. I am not going to continue,' by different sorts of payments, the ones we are interested in?

Ms Borwick: We have information on people who have attempted, say, an online claim and maybe exited and dropped through, but they may have subsequently come through and visited our staff. We can certainly provide some information about that.

Senator WHITE: Yes, because the journey is whether you reach the destination too, isn't it?

Ms Borwick: It would be hard for us to give information relation that if they don't progress a claim. We would have information on those people who have completed the claims.

Senator WHITE: But you can see what I'm getting at, can't you? Because you can never really assess the journey unless you can understand who reached the destination, can you? Wouldn't you want to track this to say this is the stumbling place; this is where people get out. I've had this in another life, where we wanted to see the conversion rates of things, and so we looked at the really closely—how many people did we convert, where did they drop out and what was it—and some of the forms were poor. You say you can't do that. You can tell the dropout rates online, but whether or not they picked it up at a later date, you don't trace them as individuals?

Ms Borwick: We could certainly give you information during our claim process, where people may drop out because of the provision of medical information or because of identity purposes, et cetera. We have some information on that and we could certainly come back on notice with that.

Senator WHITE: That would be quite interesting because that would amplify the issues of how persistent you have to be.

Senator O'NEILL: Particularly if you could focus on First Nations Indigenous people. I remember sitting on the bank of the Barka in western New South Wales with the local people, but their access to actually getting their birth certificates was problematic. They can't even get on the roll. At that level of disconnect, what happens is sometimes intimidation and domestic violence of those who are actually in the system. These are the sort of reports we're getting on the ground as people see us more and more and they start to tell us more and more. I am wondering how many people we know are in Australia, who were born and registered here, the gap between that and who's being engaged by the ATO, which would be pretty well everyone who is working? How many people are engaged by you and what is the scale of that gap? Because this is about work and care, and tax is part of that for a working population, so some

analysis of that. Where are the dark spots? How big are they in terms of who's in and who's out of the system, and why they're in and out? If you have done any research on that, I would be most interested.

Answer:

Customers who claim a Services Australia payment or service may need to pause and resume their claim at various stages if they do not have the required information or documents on hand.

Documents required prior to submitting a Carer Payment or Carer Allowance claim include:

- a medical report completed by a treating health professional,
- identity documents for the carer and the care receiver if applicable, and
- payslips or proof of income if applicable.

During the period December 2021 to December 2022, the top reason for a customer to drop out of an online claim is because they need to gather supporting documentation and upload it to submit their claim for assessment, for example medical reports.

The second highest drop out reason relates to customers needing to provide personal details. This may include information such as relationship details, residence status and accommodation details.

Whilst the online channel is encouraged, it is possible for customers to resume or finalise the claim at a later time, or through a different channel i.e. face to face or telephony.

If a carer would prefer a paper claim or would like assistance to complete a claim these options are available by contacting the agency on the Carer's Line 132 717 Mon – Fri, 8am – 5pm or by visiting a service centre.

In instances where a customer's claim is found to be unsuccessful, the customer may be able to provide the outstanding documents and have their claim reassessed.