

**From:**  
**To:** [Community Affairs Committee \(SEN\)](#)  
**Subject:** I would like to add to my submission lodged 17/3/17  
**Date:** Wednesday, 22 March 2017 4:02:46 PM

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Good day,

My name is [REDACTED] and I lodged a submission to the Senate Enquiry:

“Design, scope, cost-benefit analysis, contracts awarded and implementation associated with the Better Management of the Social Welfare System initiative”

last Friday 17/3/17.

I would like to add a couple of paragraphs to the end of my submission please (see the end of this email).

I lodged the submission electronically, choosing the option that kept my name confidential.

This is only because I am a Centrelink employee, and as terrible as I believe what they are doing is, I still feel a loyalty to the department for which I have worked for many years.

Thank you kindly

[REDACTED]

The worst thing about this process is that regardless of the outcome of this enquiry, if the underlying purpose of the scheme was to save the department and the government some money, then the associated ‘scare factor’ has already provided them with that - many people are now too scared to even claim payment, and many more will be prematurely cancelling themselves off benefit as soon as they start any work, even if they may be entitled to a part payment, because they also fear having a debt raised against them in the future. There seems to be an increase to this kind of behaviour in the department (the government?) generally, that is, harassing people away from claiming payments. One example is the privatisation of the CES many years ago, and the more recent shifting of the jurisdiction over the checking of jobseeker’s mutual obligation requirements, from Centrelink’s hands, into the hands of the Jobactive

providers. Since this change, I have had many customers contact, asking to have their payment cancelled simply because they can no longer tolerate the 'harassment' from their provider, even when it is clear the jobseeker in question is genuine and doing their best to fulfil their obligations. Another example is the lack of the department's concern over the record-breaking delays to processing of claims that Centrelink has at the moment and has had over the last few years. It implies an attitude of 'if they want the money, they can jolly well wait'. The compliance letter scheme seems to be yet another way to deter citizens from claiming income support.