

Senate Community Affairs References Committee

DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE

PUBLIC HEARING 26 APRIL 2017

ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Percentage of debts

Question reference number: QoN 167

Member: Senator Bilyk

Type of question: Hansard page 46

Date set by the committee for the return of answer: 9 May 2017

Number of pages: 1

Question:

Senator BILYK: Out of that 80 per cent what percentage do you think would be debts?

Mr Hutson: A significant number. It would certainly be well over—

Senator BILYK: Can you give me a percentage?

Mr Mowbray-d'Arbela: We will take it on notice.

Mr Hutson: I will take that one on notice and give you a percentage of that.

Answer:

Of all the online compliance interventions completed between 1 July 2016 and 28 February 2017, approximately 80 per cent resulted in a debt. In approximately 20 per cent of cases, the discrepancy between information from the Australian Tax Office, and information provided to DHS by customers, can be resolved.

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PUBLIC HEARING 26 APRIL 2017

ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Training

Question reference number: QoN 175

Member: Senator Bilyk

Type of question: Hansard page 55

Date set by the committee for the return of answer: 9 May 2017

Number of pages: 4

Question:

Senator BILYK: Just checking! Are you able to supply us—on notice, obviously—with those training modules at some stage?

Mr Hutson: I have to take that one on notice.

Answer:

Compliance officers undertake a variety of technical and non-technical training depending on their area of focus and capability needs. Officers have access to around 1,000 training modules.

There are 29 core learning modules for Compliance Officers (see list at [Attachment A](#)).

Specific training was delivered to compliance staff for Employment Income Confirmation. Course outlines for the following Employment Income Confirmation specific training is included at [Attachment B](#):

- OCI – Employment Income Matching (BUS00172)
- Employment Income Matching - Assisted Compliance (BUS00173)
- OCI – Employment Income Matching Customer Support (BUS00174)
- Overview of Debts (LOC00454)
- Customer Communication Workshop (POR00443)

Attachment A Core Learning for Compliance Officers

eLearning / Self-paced

- BUS00168 Integrity and Compliance Induction
- BUS00131 CRB Orientation
- BUS00050 Overview of Payments
- CLK00196 Leave Payments
- CLK00034 Commission Income from Employment
- CLK00193 Date of Effect
- CLK00195 ADEX
- BUS00182 Integrated Review System (IRS)
- BUS00183 IRS – Finding Reviews
- BUS00184 IRS – Viewing Reviews
- BUS00185 IRS – Actioning Reviews
- BUS00188 IRS – Finalising Reviews

Facilitated

- POR00103 DHS Induction
- LOC00433 Income and assets tests
- BUS00043 Decision Making
- LOC00432 Employment Income
- CLK00196 Leave Payments
- CLK00272 Fringe Benefits
- CLK00214 Lump Sums
- CLK00194 Compensation
- CLK00301 Superannuation
- CLK00543 Income Streams
- CLK00239 Earnings Apportionment Tool
- LOC00454 Overview of Debts
- BUS00135 Recovery Fee
- BUS00188 IRS – Finalising Reviews
- CLK00003 Earned Income Intervention – Phone
- Customer Service Training – Telephony
- Introduction to Customer Aggression

Attachment B
Essential Employment Income Confirmation training modules

Employment Income Matching (BUS00172)

Purpose:

- This learning is to support the implementation of the Online Compliance Measure - Employment Income Matching. In the Additional Links section, there is a Facilitator Guide, PowerPoint presentation and a Learner Resource to assist in the delivery of this facilitated session. There are two co-requisite eLearning courses which are undertaken as part of this session: BUS00173 EIM Assisted Compliance and BUS00174 EIM customer Support process.

Topics include:

- What is Employment Income Matching
- Assisted Compliance
- Customer Support and manual assessments.

Learning outcomes:

Note: the following learning outcomes also apply to BUS00173 and BUS00174.

- support the strategic intent and the operational goals of the online Employment Income Matching
- influence customers to complete the Employment Income Matching online
- identify when Assisted Compliance is appropriate and complete using the 'PAYG online intervention' workflow
- identify when Customer Support is required, complete action and return the activity online
- access appropriate resources and tools to help you complete the intervention.

Employment Income Matching Assisted Compliance (BUS00173)

Purpose:

- The purpose of this course is to provide assistance to Compliance Officers to guide customers in completing the Employment Income Update.

Topics include:

- Assisting customer with Earned Income Matching/Online
- Intervention
- Completing an Employment Income Update

Employment Income Matching- Customer Support Process (BUS00174)

Purpose:

- The purpose of this course is to demonstrate the workflow required for Compliance Officers to address an assessment error in the Earned Income Matching Intervention.

Topics include:

- Undertaking manual action on Earned Income Matching/Online
- Intervention
- Completing a Change of Circumstances Interaction

Overview of Debts and Debt Raising Script (LOC00454)

Purpose:

- The purpose of this course introduces the concepts of debts and debt raising for staff undertaking Customer Compliance Branch Interventions.

Topics include:

- Define and understand debts.
- Be able to provide debt explanations to customers.
- Be able to locate and use the Debt Raising Script.

Learning outcomes:

- Define and understand debt
- Differentiate between qualification and payment debts
- Be able to provide explanation of a debt to customers.
- Be able to open ADEX.
- Be able to understand ADEX and use the ADEX Scheduler
- Be able to locate and use the Debt Raising Script.

Customer Communication Workshop (POR00443)

Purpose:

- This course focuses on how to effectively communicate decisions to customers by using a range of techniques and strategies to engage with customers, explain decisions and respond to any objections and challenging behaviours displayed.

Topics include:

- Communicating decisions
- Positive persuasion
- Responding to challenging behaviours
- Finalising an interaction.

Learning outcomes:

- understand their role when communicating decisions to customer
- implement strategies to positively persuade customers to take the desired action
- effectively respond to customers displaying challenging behaviours
- confidently finalise interactions.

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ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Advanced Income Stream

Question reference number: QoN 180

Member: Senator Siewert

Type of question: Hansard page 57

Date set by the committee for the return of answer: 9 May 2017

Number of pages: 1

Question:

Senator SIEWERT: I have another question on notice. From our discussions earlier on, you anticipate 760,000 people eventually being covered by the OCI.

Mr Hutson: It is a large number.

Senator SIEWERT: Yes, it is a large number. It is around that OCI. My understanding of that is that a large proportion of those are going to be through the expanded process through other income streams. Can you take on notice how many of those are going to be on the advanced income stream?

Mr Hutson: Sure.

Answer:

Between July 2016 and March 2017, the Department initiated approximately 222,000 online compliance assessments.

The Department's focus is on protecting the integrity of the welfare system. The Department will be prioritising compliance activities with a higher probability of identifying a debt, not in maximising the volume of interventions or letters to be sent.

The online system, which checks salary and wage income, will not be expanded to other forms of income on 1 July 2017. The new measures starting in July will be processed manually by a compliance officer in the Department.