

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Senate Inquiry 2017

Prime Minister and Cabinet Portfolio

Department/Agency: Department of the Prime Minister and Cabinet

Outcome/Program: Outcome 2: Indigenous

Topic: Community Development Programme - Outcomes

Senator: Lines

Question reference number:

Type of question: Accountability of decisions

Date set by the committee for the return of answer: 8 September 2017

Number of pages: 2

Question:

What processes are in place to ensure the accountability of decisions made by employment service providers, particularly in relation to the types of work activities undertaken by CDP participants?

Answer:

The Department expects CDP providers to deliver quality services and activities.

These expectations are clearly outlined in the Funding Agreement, Guidelines and Programme Management Framework (PMF). CDP Providers are incentivised to deliver activities that are engaging and encourage attendance, as the more job seekers attend, the greater their payments.

The Department's regional network works closely with providers on a regular basis to make sure providers are delivering quality activities and services. In addition, the Department undertakes a formal and detailed assessment of the activities delivered by CDP Providers every six months.

This assessment is informed by data from the IT system, on-site inspections and other evidence supplied by the Provider. The assessment considers whether job seekers are placed in activities sufficient to their participation requirements; the level of attendance at these activities; and whether activities are appropriate for participants, the local labour market and the community aspirations and needs. These performance indicators make up 35% of a provider's overall performance rating.

Where a provider is assessed as underperforming, the Department works closely with the provider to address the areas of underperformance. Failure to meet the requirements of individual performance targets or KPIs may result in the Department issuing breach notices for poor performance. Serious and ongoing underperformance may result in compliance

action, which in the most serious cases, may include the termination of a provider's Funding Agreement.

Further, all jobseekers across Australia are supported by strong protections built into the law and administrative designs. Remote job seekers are protected by these arrangements in all stages of their participation in the CDP.

Job seekers can appeal their financial penalties to the Department of Human Services (DHS) if they believe that it has been unfairly imposed. DHS also has provisions to take into account financial hardship when making these decisions.

Job seekers have access to formal mechanisms to appeal decisions if they do not agree with DHS's decision, including the Administrative Appeals Tribunal and the Courts.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Senate Inquiry 2017

Prime Minister and Cabinet Portfolio

Department/Agency: Department of the Prime Minister and Cabinet

Outcome/Program: Outcome 2: Indigenous

Topic: Community Development Programme - Outcomes

Senator: Lines

Question reference number: 1

Type of question: CDP participants

Date set by the committee for the return of answer: 8 September 2017

Number of pages:

Question:

a) What are the number of CDP participants registered in:

i) Roebourne?

ii) Region 9?

b) How many of those participants in Roebourne are Indigenous?

Answer:

The release of job seeker and income support data are governed by protocols. Disclosure is considered against legislative requirements, with the objective to protect privacy and ensure the confidentiality of the personal information. This is in line with the *Privacy Act 1988*.

The Department has considered this request for regional and community level data and considers the release would reveal matters that are commercial in confidence or breach the privacy of individual job seekers.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Senate Inquiry 2017

Prime Minister and Cabinet Portfolio

Department/Agency: Department of the Prime Minister and Cabinet

Outcome/Program: Outcome 2: Indigenous

Topic: Community Development Programme - Outcomes

Senator: Lines

Question reference number: 2

Type of question: No Show No Pay in Roeburn

Date set by the committee for the return of answer: 8 September 2017

Number of pages:

Question:

How many investigations into “no show, no pay” penalties have been conducted in Roebourne since the beginning of CDP on 1 July 2015 and how many have been applied during the same time period?

Answer:

The release of job seeker and income support data are governed by protocols. Disclosure is considered against legislative requirements, with the objective to protect privacy and ensure the confidentiality of the personal information. This is in line with the *Privacy Act 1988*.

The Department has considered this request for regional and community level data and considers the release would reveal matters that are commercial in confidence or breach the privacy of individual job seekers.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Senate Inquiry 2017

Prime Minister and Cabinet Portfolio

Department/Agency: Department of the Prime Minister and Cabinet

Outcome/Program: Outcome 2: Indigenous

Topic: Community Development Programme - Outcomes

Senator: Lines

Question reference number: 3

Type of question:

Date set by the committee for the return of answer: 8 September 2017

Number of pages:

Question:

When a CDP participant receives an 8 week payment cut-off, what is the average time that participants go without payments after the 8 weeks end?

Answer:

A job seeker can end a 8 week non-payment period at any time if they agree to commence a compliance activity with their CDP provider, and when this occurs, it is waived before the full 8-weeks are served. The job seeker is then required to re-engage with their provider and undertake their compliance activity.

Income support is conditionally payable when a job seeker agrees to undertake a compliance activity. The Department of Human Service can reinstate the serious failure period if the job seeker then fails to attend the appointment with their provider or fails to enter into a Job Plan that includes the compliance activity requirement.

Around 94 per cent of 8 week non payment periods have been either fully or partially waived since the CDP commenced on 1 July 2015.

When a job seeker is close to fully serving the 8 week non-payment period, DHS contacts the job seeker and when the job seeker agrees to attend a re-engagement appointment their payment is reinstated. At the re-engagement appointment providers will review Job Plans as appropriate and reinstate activities that help job seekers meet their mutual obligations.

If the job seeker fails to attend the re-engagement appointment and does not supply a reasonable excuse, the CDP provider may choose to submit a non-compliance report to DHS.

This report can lead to a payment suspension, or, following a determination by DHS, a financial penalty could be applied until the job seeker attends a re-engagement appointment. Data on these instances is unavailable in the timeframe but can be supplied on notice.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Senate Inquiry 2017

Prime Minister and Cabinet Portfolio

Department/Agency: Department of the Prime Minister and Cabinet

Outcome/Program: Outcome 2: Indigenous

Topic: Community Development Programme - Outcomes

Senator: Lines

Question reference number: 4

Type of question: CDP participants

Date set by the committee for the return of answer: 8 September 2017

Number of pages:

Question:

What are the number of CDP participants registered in Wyndham, Kununurra and CDP Region 15?

Answer:

The release of job seeker and income support data are governed by protocols. Disclosure is considered against legislative requirements, with the objective to protect privacy and ensure the confidentiality of the personal information. This is in line with the *Privacy Act 1988*.

The Department has considered this request for regional and community level data and considers the release would reveal matters that are commercial in confidence or breach the privacy of individual job seekers.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Senate Inquiry 2017

Prime Minister and Cabinet Portfolio

Department/Agency: Department of the Prime Minister and Cabinet

Outcome/Program: Outcome 2: Indigenous

Topic: Community Development Programme - Outcomes

Senator: Lines

Question reference number: 5

Type of question: CDP participant numbers

Date set by the committee for the return of answer: 8 September 2017

Number of pages:

Question:

What are the number of registered CDP participants? How many of those are Indigenous?

Answer:

The CDP caseload is 32,670 (as at 31 July 2017). Around 83% of the CDP caseload identified as being Indigenous.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Senate Inquiry 2017

Prime Minister and Cabinet Portfolio

Department/Agency: Department of the Prime Minister and Cabinet

Outcome/Program: Outcome 2: Indigenous

Topic: Community Development Programme - Outcomes

Senator: Lines

Question reference number: 6

Type of question: No Show No Pay

Date set by the committee for the return of answer: 8 September 2017

Number of pages:

Question:

How many investigations into “no show, no pay” penalties have been conducted since the beginning of CDP on 1 July 2015 and how many have been applied during the same period?

Answer:

Data on the number of investigations into No Show No Pay penalties should be sought from the Department of Human Services.

Since the beginning of the Community Development Programme, 299,055 financial penalties have been applied to remote job seekers from 1 July 2015 to 31 March 2017.

Of these, 252,204 financial penalties related to No Show No Pay – they make up the majority (around 84 per cent) of penalties applied.