

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

#### Human Services Portfolio

**Topic:** Job Seeker Compliance

**Question reference number:** HS 55

**Senator:** Boyce

**Type of question:** Written question

**Date set by the committee for the return of answer:** 7 December 2012

**Number of pages:** 2

**Question:**

- a) How many staff were employed in the National Participation Solutions Team in June 2009, June 2010, June 2011 and June 2012?
- b) Please outline what compliance activities are now undertaken by DHS staff outside of the National Participation Solutions Teams, and how many staff are involved?
- c) Overall, how many staff in DHS work specifically on job seeker compliance matters and how many staff in DHS work on all compliance matters?

**Answer:**

- a) The total number of DHS staff (both ongoing and non-ongoing) by Full Time Equivalent (FTE) that were employed in the National Participation Solutions Team is outlined in the table below.

As at date specified	FTE
30 June 2012	491.62
30 June 2011	525.91
30 June 2010	517.67
30 June 2009	509.36

- b) Compliance activities are undertaken by staff across DHS including those working in telephony, face to face and processing areas. Outside of the National Participations Solutions Teams, staff educate customers about how the compliance framework works and how it applies to them. This includes discussing job seeker obligations as part of a claim interview, reminding job seekers about upcoming appointments and explaining the consequences of non-compliance. Discussions with job seekers could occur at any contact with a jobseeker by face-to-face, telephony or processing staff when it is necessary to educate or remind a job seeker about compliance.

Skilled staff in employment services telephony may also undertake the application of participation failures and reconnection of customers where a failure has been reported. Social work staff may assist job seekers who may qualify for an exemption from the Activity Test or participation requirements due to special circumstances. For this reason, it is not possible to arrive at a figure of the exact number of staff involved in job seeker compliance activities outside of National Participation Solutions Teams.

Business Integrity Division undertakes compliance activities with customers who have participation requirements. These contacts are primarily generated through data matching activities. These contacts often include educational messages relating to general obligations and income reporting, specifically updating personal circumstances.

- c) The total number of DHS staff (both ongoing and non-ongoing) that worked specifically on job seeker compliance matters in National Participation Solutions Teams as at 30 June 2012 was 491.62 FTE.

For how many staff in DHS working on all compliance matters, refer to part (b).