

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Budget Estimates 2017 - 2018

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-004216

Senator Kakoschke-Moore provided in writing.

Question

Providers requesting payslips

- My office has heard concerns that jobactive providers are telling customers they are required to show their payslips to the provider. Is this a requirement?
- We have heard complaints from jobactive employees that they are being told to suspend people's payments if they don't show their payslips. Is suspending payments for not providing payslips correct?
- My office has heard that people are being told by providers they will be reported to the Department of Human Services if they do not show their payslips. Is this correct, do jobactive providers have the power to do this? Have you received any reports of people not providing their payslips?
- Is it correct that jobactive providers receive 'outcome payments' tied to how much work people are undertaking, and that providers use payslips to demonstrate this, therefore there is an incentive for providers to collect payslips?

Answer

- There is no specific requirement for job seekers to show their pay slips to the provider. In some cases, *jobactive* providers may request employment information such as pay slips to verify a job seeker's income and hours of work as documentary evidence for their Outcome Payment claim, or to understand a job seeker's current employment situation to assist them develop the job seeker's Job Plan.
- No. *jobactive* providers are not able to suspend a job seeker's income support payments if they do not provide pay slips.
- There is no requirement for *jobactive* providers to report people to the Department of Human Services (DHS) where they do not provide pay slips. However, *jobactive* providers are required to notify DHS if they are aware that a job seeker is not correctly reporting to DHS their income from employment as per their obligations under social security law.
- Outcome Payments to *jobactive* providers are focused on achieving sustainable job outcomes. Outcome Payments are made to *jobactive* providers once a job seeker has been in employment for four, 12 and 26 weeks. In most circumstances, claims for Outcome Payments are verified by a job seeker's hours and earnings declared to DHS by the job seeker. In some circumstances, the income declared by the job seeker to DHS, does not align with the information that the job seeker has given directly to their *jobactive* provider. In those cases, the *jobactive* provider may ask for pay slips from the job seeker as documentary evidence for their Outcome Payment claim