

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Supplementary Budget Estimates 2015 - 2016

Outcome 1 - Employment

Department of Employment Question No. EMSQ15-000283

Senator O'Neill asked on 22 October 2015 on proof Hansard page 29

Question

jobactive - IT issues

Senator O'NEILL: So, they were a little bit slower. What was the impact on payments to providers?

Ms Leon: I think Mr Hehir said that it was about a three-day lag, effectively.

Mr Hehir: It is a bit hard to say because, as I said earlier, we actually had commencements undertaken at a much faster rate than we had previously, so it is a bit hard to say. We had achieved the same level of commencement six weeks earlier than they did in 2009. It is unlikely there was any significant impact in terms of provider payments or commencements.

Senator O'NEILL: That was my next question: did it impact on providers meeting targets and did any provider make claims for contract penalty payments as a result?

Mr Moore: I do not think so. One of the things that we offered all providers was the opportunity to have their administration fees advanced at the start of the market, and about two-thirds of the providers took up that offer. They received those payments upfront and then, as people were commenced, those payments were acquitted.

Senator O'NEILL: Can you take on notice to have a look and double check.

Answer

No provider made claims for contract penalty payments.