

Senate Standing Committee on Education Employment and Workplace Relations

QUESTIONS ON NOTICE Additional Budget Estimates 2011-2012

Outcome 4 - Employment

DEEWR Question No. EW1056_12

Senator Siewert provided in writing.

Question

Social Security job seeker compliance data

For the period 1 July 2011 to 31 December 2011 provide:

- the number of people with an eight week no payment penalty. Segregate the data by the reason for the no payment period, such as those found to be wilfully and consistently non-compliant, refused a suitable job offer, voluntarily left employment, wilfully non-compliant, etc.
- the number of 'no show no pay' penalties, indicating number of days served per event e.g. 1 day; 500 recipients; 2 days, 300 recipients, etc.
- the number Comprehensive Compliance Assessments undertaken, (detailing outcomes, review of activity requirements, referrals, eight week penalty, etc).
- eight week no payment periods and 'no show no pay' penalties by the following parameters: age, gender, Indigenous status, and Centrelink area
- the number and percentage of participation failures recommended by Job Services Australia on job seekers subject to current activity requirements, compared to those imposed by Centrelink.
- a breakdown of compliance-related appeals at all levels, and the outcomes
- the numbers of job seekers who accessed the "working off" penalty provisions
- details of how many people sought to access the hardship provisions and how many met the criteria.
- the number of job seekers who had their income support cut as a result of the July 2011 "missed appointment" changes.
- the number of job seekers with vulnerabilities who also had their payments reduced under these rules.

Answer

- Number of job seekers compared to number of events in respect of eight week non-payment penalty (NPP) reasons between 1 July 2011 and 31 December 2011.

Type of 8 week NPP*	Job Seekers	Events
Persistent non compliance	8 319	9 189
Refused a suitable job	446	487
Did not commence a suitable job	558	626
Left job voluntarily	8 197	8 294
Dismissed from job due to misconduct	3 243	3 294
Total	20 649	21 890

* The table provides a unique job seeker count for each type of eight week NPP and for the total.

- b. Number of “no show no pay” (NSNP) penalties from 1 July to 31 December 2011. Each NSNP penalty is served for one day only.

Number of NSNPs	Number of job seekers
1	13 170
2	4 143
3	3 189
4	429
5 or more	658
Total	21 589

- c. Outcomes of Comprehensive Compliance Assessments (CCAs) undertaken 1 July to 31 December 2011

CCA Outcomes	Total
Referral for Job Capacity Assessment	3 628
No change to servicing arrangements	11 710
Employment Pathway Plan updated	6 915
Referral to other stream	558
8 week non payment penalty applied	9 189
Total	32 000

- d. Eight week non payment periods and ‘no show no pay’ penalties by the following parameters: age, gender, Indigenous status, and Department of Human Services Zone.

Demographic Parameters	Financial Penalty	
	8 week non payment period	No Show No Pay
Aged under 21	4 635	9 336
Aged 21 to 30	9 936	16 212
Aged 31 to 40	4 151	6 567
Aged 41 to 54	2 674	4 233
Aged 55 and over	494	504
Male	15 787	25 891
Female	6103	10 961
Indigenous	4 071	9 061
Non-Indigenous	17 819	27 791
Total	21 890	36 852

Department of Human Services' Zone	Financial Penalty	
	8 week non payment period	NSNP
Border Ranges	1272	1532
Central New South Wales	2127	5905
Eastern Victoria	1368	1941
Mid Coast New South Wales	1298	2499
Northern Australia	695	1276
Northern Queensland	1974	3506
Northern Victoria	1574	2298
Pacific Coast	1041	1682
South Australia	1814	2498
Southern New South Wales	1001	1585
Southern Queensland	1409	1474
Sunshine Coast	1019	1453
Sydney	1260	2859
Tasmania	487	670
West Victoria	1402	2365
Western Australia	2149	3309
Total	21 890	36 852

- e. Participation Reports (PRs) submitted by Job Services Australia providers and the number and proportion of failures applied from 1 July to 31 December 2011.

PRs Submitted by JSA Providers	JSA PRs with Failures Applied by DHS	
	Number	%
337 188	219 647	65

- f. Compliance related appeals data is provided in response to EW1131_12.
- g. Between 1 July 2011 and 31 December 2011, 6 068 job seekers chose to undertake a compliance activity in lieu of serving an eight week non-payment penalty for a serious failure.
- h. In the first half of 2011-12, 3 399 job seekers accessed the financial hardship provisions to have an eight week non-payment penalty waived and 11 090 job seekers were not eligible for the hardship provisions.

- i. Number of job seekers whose income support payments were suspended between 1 July 2011 and 31 December 2011 as a result of the new compliance arrangements introduced from 1 July 2011.

It should be noted that a 'suspension' of payment is not the same as a 'penalty'. When a payment is suspended the payment is held up until the job seeker agrees to comply with participation requirements at which point it is restored with full back pay.

Suspensions	Job Seeker Count
Appointment related	119 566
Activities	5 661
Total	125 227

- j. Number of job seekers with a Vulnerability Indicator whose payments were suspended under the new compliance arrangements between 1 July 2011 and 31 December 2011.

Suspensions	Job Seeker Count
Appointment related	12 357
Activities	N/A
Total	12 357

Note: Job seekers with a Vulnerability Indicator cannot incur a suspension for not attending an activity. Vulnerable job seekers can only be suspended if they fail to attend the subsequent reconnection appointment.