

**SENATE STANDING COMMITTEE ON
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE
SUPPLEMENTARY ESTIMATES 2009-10**

Outcome 4

DEEWR Question No. EW653_10

Senator Cash asked on 21 October 2009, EEWL Hansard page 97.

Question

Comprehensive Compliance Assessments

Do you have a breakdown of the triggers for these comprehensive compliance assessments?

Answer

A new compliance framework was introduced on 1 July 2009 which replaced the previous welfare to work compliance regime. The new compliance model has a stronger focus on job seeker re-engagement and also allows employment services providers more discretion to determine the best means of securing re-engagement for individual job seekers.

Under the welfare to work model, three applied participation failures led to a non reversible eight week non-payment penalty. However, under the new job seeker compliance model three applied participation failures will trigger a Comprehensive Compliance Assessment (CCA). CCAs are conducted by Centrelink and are designed to identify any barriers which may have led to persistent job seeker non-compliance. Following a CCA, a job seeker may be referred, for example, to a specialist or more appropriate service option or a Job Capacity, or other, Assessment. A job seeker found to have no barriers and has been persistently and wilfully non-compliant may incur an eight week non-payment penalty period.

As at 9 October 2009, 198 job seekers have had a CCA completed. Of the 198 CCAs:

- 182 were automatically triggered following three participation failures that had been applied within a six month period; and
- 16 were manually requested by either Centrelink or by the job seeker's provider.

Providers and Centrelink also have the option to request a Comprehensive Compliance Assessment, at any time, where they are unable to determine the reasons why a job seeker is having difficulties in meeting their participation requirements.