



Australian Government
Department of Social Services

Ray Griggs AO CSC
Secretary

Senator Janet Rice
Senator for Victoria
Parliament House
CANBERRA ACT 2600

Dear ~~Senator~~ Rice

Senator,

Thank you for your letter of 25 October 2021 notifying of your intention to ask questions about the Cashless Debit Card at the Senate Community Affairs Legislation Committee (the Committee) Estimates hearing on Thursday 28 October 2021.

The Department of Social Services (the department) has included an update to the cashless debit card and income management summary at **Attachment A**.

In relation to income support participants, including Jobseeker/Youth Allowance Other payments, detailed information including the data sets you have requested are available at the data.gov.au website. For example, information on the number of recipients of Jobseeker/Youth Allowance Other payments on income support is available at: <https://data.gov.au/dataset/ds-dga-cff2ae8a-55e4-47db-a66d-e177fe0ac6a0/details?q=jobseeker%20duration>

Information in response to your questions regarding the number of people with disabilities in jobactive and disability employment services is provided at **Attachment B**.

The department is preparing data on Disability Employment Services payment suspensions and targeted compliance framework, and will respond separately to you with this information once it has been compiled and quality assured.

In relation to the question on notice SQ221-000553, the department tabled a response to the Committee on 27 October 2021 (**Attachment C** refers).

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Ray Griggs' with a stylized flourish at the end.

Ray Griggs

28 October 2021

CASHLESS DEBIT CARD (CDC) AND INCOME MANAGEMENT (IM) SUMMARY

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Notes

1. Any variance from data reported prior to 28 August 2015 is due to a change in reporting method for the IM program to conform to the Australian Statistical Geography Standard (ASGS). The data represent the current residential address of income managed customers within designated statistical area(s). Any inconsistencies from data reported previously can be attributed to the fact that customers may have moved from the location where they were originally triggered onto the program.
2. To prevent customers from being identified, numbers below 5 (<5), or numbers that would identify groups of less than 5, are not provided (n.p.).
3. Full time students receiving ABSTUDY or Austudy are not included in the granted exemptions, full-time student data, as those payments are not subject to the Disengaged Youth or Long Term Welfare Payment Recipient Measures of IM.
4. The Family Responsibilities Commission considers when participants in Cape York region commence and cease to participate in the CDC Program. As such, information on exits (Section 124PHB) or wellbeing exemptions (Section 124PHA) are not presented in the applicable tables.

Table 1.1: Total number of active CDC participants as at 24 September 2021, including Indigenous indicator

	Indigenous ¹	Not identified Indigenous	Total	Indigenous Proportion
Northern Territory	703	401	1,104	64%
Cape York	179	7	186	96%
Bundaberg and Hervey Bay	1,299	5,690	6,989	19%
Goldfields	1,937	2,117	4,054	48%
East Kimberley	1,582	357	1,939	82%
Ceduna	825	286	1,111	74%
Total	6,525	8,858	15,383	42%

Table 1.2: Total number of cards sent to CDC participants as at 24 September 2021

	Ceduna ²	East Kimberley ²	Goldfields ²	BHB ²	Cape York ²	Northern Territory ²	Total ³
Total cards sent to CDC participants ³	8,997	17,575	19,438	21,079	328	1,337	68,754

Table 1.3: Total number of people granted wellbeing exemptions from the CDC as at 24 September 2021

	Ceduna ²	East Kimberley ²	Goldfields ²	BHB ²	Cape York ²	Northern Territory ²	Total
Total wellbeing exemptions granted ⁴	35	35	120	37	N/A	0	227

Table 1.4: Total number of applications to the Ceduna Community Panel for a reduced CDC restricted portion by outcome status as at 24 September 2021

	Indigenous	Not identified Indigenous	Total
Applications	112	79	191
Breakdown of applications to the Panel			
Not approved	29	14	43
Approved	85	63	148
Breakdown of approved applications by percentage reduced			
70%	n.p.	n.p.	54
60%	42	43	85
50%	<5	n.p.	9

Table 1.5: Total number of applications to the Kununurra and Wyndham Community Panels for a reduced CDC restricted portion by outcome status as at 24 September 2021 ⁵

	Indigenous	Not identified Indigenous	Total
Applications	38	14	52
Breakdown of applications to the Panel			
Not approved	n.p.	n.p.	37
Approved	n.p.	<5	15
Breakdown of approved applications by percentage reduced			
70%	n.p.	<5	11
60%	0	0	0
50%	<5	<5	<5

Table 1.6: Total number of people exited from the CDC program as at 24 September 2021

	Ceduna ²	East Kimberley ²	Goldfields ²	BHB ²	Northern Territory ²	Total
Total exit applications granted ⁶	34	25	169	290	0	518

¹ These data reflect the number of people who identify as an Indigenous Australian to Services Australia. People who do not identify as an Indigenous Australian or choose not to respond to this question are not included.

² Geographical boundaries for each CDC region are defined in section 124PD of the *Social Security (Administration) Act 1999*.

³ The total number of cards is defined as both initial and replacement cards. A card is provided to participants upon commencement of the CDC program. Replacement cards are provided if a card is lost by a participant. The figure does not include temporary cards given to participants as an interim measure while replacement cards are being sent by Indue.

⁴ Individuals are exempted from the CDC program where the Secretary (or their delegate) is satisfied that being a participant "would seriously risk that person's mental, physical or emotional wellbeing".

⁵ The Wyndham Panel only approves reductions to 70% on the quarantined percentage placed onto participants' cards.

⁶ A person can apply to exit the program if they can demonstrate reasonable and responsible management of their affairs, including financial affairs, in accordance with the criteria set out in the legislation.

Table 2.1: Total number of people on IM as at 24 September 2021

Total number of people on Income Management	Total	Per cent Indigenous ²	Voluntary Income Management	Child Protection Measure	Vulnerable (Social Worker Assessed)	Vulnerable (Youth Triggers)	Disengaged Youth Measure	Long Term Welfare Recipient Measure	Supporting People at Risk Measure
Northern Territory	25,785	82%	2,129	20	142	250	5,210	17,997	37
□ Alice Springs	6,135	90%	682	10	31	57	1,215	4,132	8
□ Barkly	1,509	92%	156	n.p.	n.p.	23	287	1,018	9
□ Katherine	4,106	90%	367	<5	28	39	909	2,754	n.p.
□ Daly-Tiwi-West Arnhem	5,031	90%	472	0	25	n.p.	1,030	3,482	<5
□ East Arnhem	3,496	90%	306	0	n.p.	n.p.	753	2,405	<5
□ Rest of Northern Territory	5,508	52%	146	<5	27	103	1,016	4,206	n.p.
Western Australia	606	68%	457	35	5	21	27	61	0
□ Kimberley	299	94%	254	<5	0	n.p.	11	26	0
□ Goldfields (Ng Lands, Laverton and Kiwirrkurra)	65	n.p.	50	0	<5	5	<5	<5	0
□ Greater Perth	192	16%	135	32	0	7	<5	n.p.	0
□ Rest of Western Australia	50	82%	18	<5	<5	<5	8	18	0
South Australia	404	49%	121	n.p.	n.p.	180	12	70	0
□ Greater Adelaide (Playford)	261	27%	45	n.p.	<5	171	<5	26	0
□ APY Lands	97	n.p.	68	0	5	<5	<5	17	0
□ Rest of South Australia	46	72%	8	0	<5	n.p.	<5	27	0
Victoria	123	18%	45	0	n.p.	54	n.p.	10	0
□ Shepparton	89	21%	n.p.	0	n.p.	39	0	0	0
□ Rest of Victoria	34	n.p.	<5	0	0	15	n.p.	10	0
New South Wales	120	19%	15	0	14	69	8	14	0
□ Greater Sydney (Bankstown)	88	13%	n.p.	0	14	53	<5	<5	0
□ Rest of NSW	32	38%	<5	0	0	16	<5	n.p.	0

DEPARTMENT OF SOCIAL SERVICES

Total number of people on Income Management	Total	Per cent Indigenous ²	Voluntary Income Management	Child Protection Measure	Vulnerable (Social Worker Assessed)	Vulnerable (Youth Triggers)	Disengaged Youth Measure	Long Term Welfare Recipient Measure	Supporting People at Risk Measure
Queensland	781	36%	68	0	10	573	37	93	0
□ Greater Brisbane (Logan)	469	27%	35	0	<5	402	n.p.	n.p.	0
□ Rockhampton	n.p.	39%	n.p.	0	n.p.	115	0	0	0
□ Far North	<5	n.p.	0	0	0	0	<5	<5	0
□ Rest of Queensland	161	58%	n.p.	0	0	56	n.p.	72	0
ACT	n.p.	0%	0	0	0	<5	<5	<5	0
Tasmania	n.p.	n.p.	<5	0	0	<5	0	<5	0
Unknown¹	54	n.p.	<5	<5	0	<5	13	36	0
Total	27,882	80%	2,839	69	186	1,150	5,315	18,286	37

¹ Customers with 'Unknown' locations did not have an allocated address at the time of data extraction. This often occurs because a customer is in the process of moving address.

² The percentage of participants who identify as Indigenous is not provided where this refers to a small number of participants, or where necessary to ensure that other figures cannot be derived.

Note: Numbers less than 5 have been withheld for privacy reasons. Numbers have not been provided (n.p.) to ensure figures cannot be derived from totals.

Table 2.2: Granted exemptions from IM as at 24 September 2021

Exemption type	Indigenous indicator		Total
	Indigenous	Non-Indigenous	
Full Time Apprentices	7	8	15
Full Time Students	25	527	552
Parenting Requirements	441	872	1,313
Special Benefit	<5	<5	<5
Regular Paid Employment	<5	n.p.	18
< 25% of Max Payment	<5	n.p.	30
Auto < 25% of Max Rate Payment	223	605	828
Child Participating in Approved Activity	7	6	13
Total	712	2,059	2,771

Table 2.3: Current IM customers with an active BasicsCard by state/territory as at 24 September 2021

Current IM customers with an active BasicsCard by state/territory as at 24 September 2021 ¹	
Total customers with an active IM status & BasicsCard	27,264
Active IM status & BasicsCard - NT	25,323
Active IM status & BasicsCard - WA	594
Active IM status & BasicsCard - QLD	702
Active IM status & BasicsCard - SA	383
Active IM status & BasicsCard - VIC	111
Active IM status & BasicsCard - ACT/NSW/TAS/Unknown	151

¹ The BasicsCard is one voluntary payment option available to customers on IM. Most customers choose to use a BasicsCard to access their income-managed funds due to the convenience and ease of use of the BasicsCard. A small number of customers choose to use other available payment options to access their income managed funds, such as direct deductions or BPay payments.

Question:

Statistics on the number of people with disabilities in jobactive and disability employment services, including:

- a) people with less than 15 hours capacity in jobactive & other programs;
- b) people with partial work capacity in jobactive;
- c) People undertaking a program of support in all programs; and
- d) Numbers at a point in time, and outcomes (employment, training, transfers to DSP)

Answer:

The information provided below relates to the Disability Employment Services (DES) program by the Department of Social Services (the department). The Department of Education, Skills and Employment (DESE) will need to respond to questions regarding jobactive and other employment services programs for which they have responsibility.

a) and b)

People with Disability Caseload (as at 30 September 2021)	DES
People with disability on program caseload	311,402
- with future work capacity of less than 15 hours	37,086
- with partial work capacity	299,012

c) The department does not collect this information.

d) For DES, as at 30 September 2021:

- 77,355 participants were in employment (i.e. Post Placement Support or Ongoing Support whilst in employment) and 3,812 were in education/training.
- The table below shows the number of DES employment and education/training outcomes that were achieved in the period 1 December 2020 to 30 September 2021.
- The Disability Support Pension (DSP) is a payment and not an employment program, DES participants can include those on DSP but they do not transfer from DES to DSP.

Outcomes for People with Disability (1 December 2020 to 30 September 2021)	DES
4-week Employment Outcomes	55,653
13-week Employment Outcomes	43,416
26-week Employment Outcomes	33,539
52-week Employment Outcomes*	15,679
13-week Education Outcomes	5,018
26-week Education Outcomes	6,952

* Outcome only exists in the DES program.

Senate Community Affairs Legislation Committee

Budget Estimates – 3–4 June 2021

ANSWER TO QUESTION ON NOTICE

Social Services Portfolio
Department of Social Services

Topic: Program of Support

Question reference number: DSS SQ21-000553

Outcome Number: 1 - Social Security

Senator: Rachel Siewert

Type of Question: Written. **Hansard Page/s:** N/A

Date set by the Committee for the return of answer: 28 July 2021

Question:

Since the Program of Support was put in place, how many people were approved for the Disability Support Pension after completing a program of support?

Answer:

The number of people approved for the Disability Support Pension (DSP) where a Program of Support (POS) was a factor and met:

	3/9/2011 – 2012*	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
DSP Claim Granted	1,212	2,724	2,921	2,097	1,194	1,135	1,259	1,226	1,424

* Program of Support policy came into effect from 3 September 2011. Values only include claims finalised since this date.