

# SENATOR JANET RICE

Greens Senator for Victoria



## ELECTORATE OFFICE

Shop 2-3, 26 Lygon St  
Brunswick East VIC 3057  
P: (03) 9381 1446

## SENATE OFFICE

Parliament House  
Canberra ACT 2600  
P: (02) 6277 3225

Secretary Ray Griggs AO CSC  
Department of Social Services  
National Office, 71 Athllon Dr  
Greenway ACT 2900

Mr David Hazlehurst  
Chief Executive Officer  
Services Australia  
PO Box 7788  
Canberra Business Centre, ACT 2610

Dear Secretary Griggs and Mr Hazlehurst,

I am writing in advance of the appearance of the Department of Social Services and Services Australia before the Community Affairs Committee at the upcoming Additional Estimates.

To assist the Committee with its inquiries, I ask that you come prepared to table the following information:

1. An update to the following QoNs to the latest available date:
  - a. SQ23-000703;
  - b. SQ23-000710;
  - c. SQ23-000711;
  - d. SQ23-000842;
  - e. SQ23-000427;
  - f. SQ23-000690 (SSW average days to process);
2. Number of recipients of Jobseeker/Youth Allowance Other payments on income support for (a) one year or more and (b) two years or more at the latest available date, broken down by:
  - a. Age (Under 25, 25-34, 35-54, 55+ years);
  - b. Gender;
  - c. Duration of income support (1-2 years, 2-5 years, 5 years +);
  - d. State/Territory;
  - e. Partial work capacity;
  - f. Principal carer;
  - g. Indigenous status;
3. Number of recipients of Jobseeker/Youth Allowance Other payments as at December 2022 (broken down by their duration on those payments at that time (<1 year, 1-2 years, 2-5 years, 5 years +) and their status one year later:
  - a. In receipt of Jobseeker/Youth Allowance (Other);
  - b. In receipt of another payment, broken down by DSP, PP, Youth Allowance (Student) Austudy or Abstudy Payment;
  - c. Carer Payment, Age Pension, and other;

☎ (03) 9381 1446

✉ senator.rice@aph.gov.au

🖱 janet-rice.greensmps.org.au

📘 /janet.rice.greens

🐦 janet\_rice

📷 janetricegreens

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- d. not in receipt of income support payments;
4. Please provide the following data for each of the three months from October to December 2023:

- a. Compellable flow caseload in DES services;
- b. Number of 'payment on hold' messages (broken down into online and provider services);
- c. Number of payment suspensions and number of participants facing payment suspensions, broken down by demographic group, sub-program, and reason for suspension;
- d. Number of payment suspensions leading to a payment delay or cancellation, broken down as above;
- e. Demerit counts, broken down as above;
- f. Number of financial penalties applied and number of participants on whom penalties were imposed, broken down by type of penalty;
- g. Number of DES participants in each of the three TCF zones as at the end of December 2023.

Kind regards,

Senator Janet Rice, Australian Greens Senator for Victoria

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 senator.rice@aph.gov.au

 janet-rice.greensmps.org.au

 /janet.rice.greens

 janet\_rice

 janetricegreens