

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 Budget 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);

 - c. Duration of income support (1-2 years, 2-5 years, 5 years +);
 - d. State/Territory;
 - e. Partial work capacity;

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- i. Please break this down by exact assessed hours of partial work capacity per week, including but not limited to 0 14.
- f. Principal carer;
- q. Indigenous status;
- 3. Number of recipients of Jobseeker/Youth Allowance Other payments as at April 2023 (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;
 - d. not in receipt of income support payments;
- 4. Please provide the following data for each of the months from February 2024 April 2024:
 - 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 April 2024.
- 5. Number of people who have transitioned or accessed enhanced Income Management since its introduction broken down by:
 - a. Area
 - b. Indigenous status
 - c. Payment type.



 d. Cost per persor 	d.	Cost	per	persor
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- 6. Please provide average processing times for the Disability Support Pension to the latest available date
 - a. By primary medical condition
 - b. LGA
- 7. Please provide the number of participants currently on JobSeeker and Youth Allowance, and other payments who are currently awaiting assessment for the Disability Support Pension.

Kind regards,

Senator Allman-Payne, Australian Greens Senator for Queensland