

SENATOR JANET RICE

Greens Senator for Victoria



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

Mr Chris Birrer
Chief Executive Officer
Services Australia
PO Box 7788
Canberra Business Centre, ACT 2610
Via email:

Dear Secretary Griggs and Mr Birrer,

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 Supplementary Budget Estimates.

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

1. The total number of social security recipients on income support for two or more years broken down payment type and the following:
 - a. Age
 - b. Gender
 - c. Duration of income support
 - d. State/Territory
 - e. Partial Capacity to Work
 - f. Principal carer Status
 - g. Indigenous status
2. Total number of social security recipients broken down by payment type and as by criteria listed in (1) on income support for less than a year and between one and two years as at June 2020 and their status in the latest available data.
 - a. Total number of social security recipients broken down by payment type and as by criteria listed in (1) as at December 2021 and their status one year later
3. Please provide the following information regarding the Targeted Compliance Framework (TCF) and DES participants:
 - a. Number of payment suspensions by demographic group and program (as per compliance data on demerit counts referred to below) for each month from December 2020 to the present Number of individuals subject to payment suspensions (broken down as above)
 - b. Number of payment suspensions broken down by type of participation failure, by program, for each month from December 2020 to the present
 - c. Number of payment suspensions leading to a payment delay or cancellation, broken down as in (3)
 - d. Demerit and penalty counts by stage of the TCF, demographic group and program (as per data previously provided), including capability review and penalties data, for

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each month from December 2020 number of payment on hold messages and conversion to payment suspensions broken down as in (3) above).

4. Total number of social security recipients on income support for 2 years or more at the latest available date, broken down by per payment type:
 - 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 Status
5. Number of recipients of each social security payment type by employment earnings for FY 2023-24, 2023-22, 2022-21, 2021-22.
6. Number of people who have transitioned to enhanced Income Management since its introduction broken down by:
 - a. Area
 - b. Indigenous status
 - c. Payment type.
7. Percentage of people who have been deemed to be experiencing vulnerability, where the agency has:
 - a. suspended the recovery of a debt for a short period of time;
 - b. waived recovery of the debt where this is consistent with legislation and policy;
 - c. provided flexibility for debt repayments based on the customer's circumstances
8. An update on the following questions on notice, to the latest available date:
 - a. SQ23-000427
 - b. SQ23-000534
 - c. SQ23-000571
 - d. SQ23-000576
 - e. SQ23-000580

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Kind regards,

Senator Janet Rice, Australian Greens Senator for Victoria

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