

## Senate Standing Committee on Community Affairs

### SUPPLEMENTARY ESTIMATES – 21 OCTOBER 2010 ANSWER TO QUESTION ON NOTICE

#### Human Services Portfolio

**Topic:** Job Seeker contact – Contact Requests and Participation Reports

**Question reference number:** HS 7

**Senator:** Scullion

**Type of question:** Hansard CA page 119

**Date set by the committee for the return of answer:** 10 December 2010

**Number of pages:** 1

#### **Question:**

**Senator SCULLION** - I am not looking for something specific, but can you give me the general sort of trend about what the ratio would be of participation reports to this discretion of contact requirement? If you do not know it, it —

**Ms Drayton** - I do not have it with me. I can talk in general terms.

**Senator SCULLION** - Would you get a lot more of one or the other?

**Ms Drayton** - It has certainly been a really positive feature of the new framework in that providers have used it very readily in trying to make and keep contact with job seekers. It is something that, for the first few months of the framework as it was settling in, was used a great deal. I do not have it with me but I do have data. I know for example that for this financial year Centrelink has actioned 266,457 contact requests. It is something that has been picked up in that time frame very quickly. On notice I can get you the ratio.

#### **Answer:**

A Contact Request can only be lodged in the case of a potential Connection or *No Show, No Pay* failure. Where a serious failure is suspected (e.g. refusal of employment or voluntary unemployment), a Participation Report is the only recourse open to providers; i.e. Contact Requests cannot be used in these circumstances.

During 2009-10, Centrelink completed 343,504 Connection and *No Show, No Pay* Participation Reports lodged by Job Services Australia providers.

For the same period, 266,457 Contact Requests were completed.

Hence, for every 100 Participation Reports submitted in 2009-10, there were approximately 78 Contact Requests submitted.