

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
Additional Estimates 2016 - 2017

Prime Minister and Cabinet Portfolio

**Department/Agency:** Department of the Prime Minister and Cabinet  
**Outcome/Program:** Outcome 2: Indigenous  
**Topic:** CDP

**Senator:** McCarthy, Malrindirri

**Question reference number:** 97

**Type of question:** FPA Friday 3 March 2017, page 25

**Date set by the committee for the return of answer:** 13 April 2017

**Number of pages:** 2

**Question:**

Senator McCARTHY: Do you have figures for that? That is what I am trying to get from you.

Ms Williams: Yes, certainly.

Senator McCARTHY: How do you monitor that? Can we see it? Can the committee receive your monitoring report on those participants who fall in that category?

Ms Williams: DHS is responsible for that component of the income support system. It might be best if we were able to provide, on notice perhaps, some further detail around how that monitoring occurs.

Senator McCARTHY: Yes, certainly.

Senator Scullion: We might ask a question on notice. I will make sure that it is included in this. Just because it has passed, I will make sure that DHS get that question so they can provide all of that information as it was a question for here. I am sure we will be able to do that.

**Answer:**

The Department of Human Services (DHS) must conduct a Comprehensive Compliance Assessment (CCA) if a job seeker has either:

- three No Show No Pay failures in a six-month period; or
- three penalties for failures to attend an appointment, enter into a Job Plan or meet job search requirements in a six-month period.

CDP providers and DHS can also initiate a CCA at any other time if they believe a job seeker's circumstances warrant it (such as where the job seeker continually fails to meet their Mutual Obligation Requirements for no evident reason).

The purpose of the CCA is to identify what barriers, if any, the job seeker has in meeting their Mutual Obligation Requirements and whether they would benefit from additional or alternative assistance.

If there are no barriers assessed or circumstances resulting in non-compliance, serious failures can then apply. An applied serious failure results in the job seeker incurring an eight-week non-payment period.

The findings of a CCA are expected to be used by the job seeker's provider to inform further decisions about the job seeker's Mutual Obligation Requirements. DHS may also recommend interventions such as a referral to an Employment Services Assessment (ESAt), or for the provider to amend the job seeker's Job Plan.

Where appropriate, the CCA Specialist may attempt to contact the job seeker's provider to give them opportunity to provide further information in relation to the CCA, for example, to discuss outcomes of any previously recommended interventions or alternative available interventions based on new barriers identified.

For the period 1 July 2015 to 31 December 2016, 68,033 Comprehensive Compliance Assessments were finalised for 20,560 job seekers. Outcomes included:

- 35,311 Serious Failures being applied to 12,142 job seekers;
- 743 referrals to ESAts for 697 job seekers; and
- 31,979 other outcomes (including recommending changes to a job seeker's job plan or no changes recommended) for 18,399 job seekers.

DHS can waive a serious failure in prescribed circumstances (such as financial hardship), and a job seeker can end a serious failure period at any time by approaching DHS and agreeing to undertake a compliance activity for the remainder of the period.

94.4 per cent of serious failures applied over this period were fully or partially waived.