

Senate Standing Committee on Education Employment and Workplace Relations

QUESTIONS ON NOTICE Additional Estimates 2011-2012

Outcome 4 - Employment

DEEWR Question No. EW1131_12

Senator Bernardi asked on 15 February 2012, Hansard page 103

Refers to previous DEEWR Question EW0684_12

Question

Connection failures (update previous question EW0684_12 from October 2011 hearing)

Senator BERNARDI: Senator Siewert has been very helpful in suggesting that you update your list from last time. Senator SIEWERT: Do you want it now or do you want to take it on notice, Senator Bernardi? Senator BERNARDI: If you have it now, I would like it now. Ms Parker: We only have the question on notice from last time. Is that what you are talking about? Senator SIEWERT: Yes. Senator BERNARDI: Could you update those figures. Ms Milliken: For the December quarter, that data is currently being quality checked by the department. That is done six weeks after the end of a quarter to ensure that the majority of appeals have flowed through and decisions have been applied. That data has recently been drawn, and we are validating that data. If we take the question on notice we will be able to provide December-quarter data. Senator BERNARDI: That would be excellent, thank you. Finally, does that data include how many no-show-no-pay failures there were? Ms Parker: Yes, it does. Senator BERNARDI: Does it show how many connection failures have been applied to jobseekers in the last six months? Ms Milliken: Yes, it does. Senator SIEWERT: Will you break it down? Ms Milliken: Yes. Ms Parker: So you are saying to update 0684? Senator SIEWERT: Yes.

Answer

Question EW0684_12 from Supplementary Budget Estimates 2011-12 asked:

For the 2010-11 financial year provide details of the numbers of people under each of these provisions:

1. Breakdown of No Show No Pay penalties, indicating number of days served per event e.g. 1 day; 500 recipients; 2 days, 300 recipients, etc.
2. Number of job seekers accessing of 'working off' provisions (including partial use), and numbers electing not to access them.
3. Accessing hardship provisions, including number not eligible.
4. Numbers with access to payment pending review provisions.
5. The number and percentage of participation failures recommended by Job Services Australia compared to those applied by Centrelink.
6. Eight week penalties and no show no pay penalties applied to job seekers with Centrelink vulnerability indicators (by type of vulnerability), by total;
7. Eight week penalties and no show no pay penalties by State and Centrelink Area, for Aboriginal and non-Aboriginal clients;

8. Appeals data, by ODM, ARO, SSAT, AAT, including outcome, for Aboriginal and non-Aboriginal clients.
9. The number of Comprehensive Compliance Assessments for Aboriginal and non-Aboriginal clients.
10. The percentage of appointments attended (by each month).

This response provides information in the same categories for the period 1 July 2011 to 31 December 2011.

1. Each No Show No Pay penalty is served for one day only in respect of each day that the job seeker failed to attend an activity. That is, each day relates to a discrete compliance failure whether the events are consecutive or separate. 21 589 job seekers incurred one or more No Show No Pay (NSNP) penalties in the first half of the 2011-12 financial year.

Number of No Show No Pay Penalties per job seeker	Number of Job Seekers
1	13 170
2	4 143
3	3 189
4	429
5 or more	658
Source: DEEWR administrative data	21 589

2. 6 068 job seekers chose to undertake a compliance activity to have a serious failure penalty waived in the first half of the 2011-12 financial year. This number includes job seekers who agreed to undertake a compliance activity at the start of or during the 8 week non-payment period.

Within the same period, 3 209 job seekers chose to serve the serious failure non-payment period in full.

3. In the first half of 2011-12, 3 399 job seekers had an 8 week non-payment penalty period (NPP) waived under hardship provisions. 11 090 job seekers served an 8 week non-payment period and were therefore either ineligible for or did not apply for hardship provisions.

4. For the period 1 July 2011 to 31 December 2011, there were 1 054 job seekers who were granted payment pending review of their 8 week NPP.

5. Job Services Australia providers submitted 337 188 Participation Reports for 164 328 job seekers in the first six months of the 2011-12 financial year. Of these, Centrelink applied 219 647 Participation failures in relation to 127 784 job seekers.

6. 2 805 non-Indigenous job seekers with at least one Vulnerability Indicator incurred a NSNP penalty and 1 712 non indigenous job seekers with at least one Vulnerability Indicator incurred an eight week NPP in the first six months of the 2011-12 financial year.

1 231 Indigenous job seekers with at least one Vulnerability Indicator incurred a No Show No Pay (NSNP) penalty and 709 Indigenous job seekers with at least one Vulnerability Indicator incurred an eight week NPP in the first six months of the 2011-12 financial year.

The following table shows the number of NSNPs and eight week NPPs incurred by job seekers by type of Vulnerability Indicator. Because job seekers can have more than one Vulnerability Indicator, penalties may be counted more than once:

Type of Vulnerability Indicator	Indigenous		Non Indigenous		All job seekers	
	NSNP	8 Week NPP	NSNP	8 Week NPP	NSNP	8 Week NPP
Cognitive or neurological impairment	41	9	129	47	170	56
Drug/alcohol dependent	496	160	740	316	1,236	476
Homelessness	352	128	693	300	1,045	428
Illness/injury requiring frequent treatment	129	50	551	195	680	245
Job seeker in transition	28	19	0	1	28	20
Nationally approved vulnerability	2	1	4	4	6	5
Psychiatric problems or mental illness	360	135	1,938	739	2,298	874
Recent traumatic relationship breakdown	56	25	102	40	158	65
Released prisoner (in jail for more than 14 days)	86	29	64	32	150	61
Served an 8 week NPP in the previous 12 months	21	27	50	65	71	92
Significant caring responsibilities	41	16	56	13	97	29
Significant lack of literacy and language skills	742	183	231	97	973	280
Total	2,354	782	4,558	1,849	6,912	2,631

Source: DEEWR administrative data

7. In the period 1 July to 31 December 2012:
- 21 589 job seekers incurred a NSNP penalty
 - 20 649 job seekers incurred an eight week NPP, including unemployment NPPs.

The following table provides a breakdown of these job seekers by State.

State	No Show No Pay		8 Week NPP	
	Indigenous	Non Indigenous	Indigenous	Non Indigenous
ACT	25	179	19	224
NSW	1,259	6,646	824	5,083
NT	558	46	425	159
QLD	1,828	3,023	1,406	4,204
SA	243	1,302	219	1,463
TAS	49	372	47	418
VIC	168	3,903	160	3,893
WA	681	1,307	607	1,498
Total	4,811	16,778	3,707	16,942

Source: DEEWR administrative data

The following table provides a breakdown of these job seekers by the Department of Human Services (DHS) Zone.

DHS Zone	No Show No Pay		8 Week NPP	
	Indigenous	Non Indigenous	Indigenous	Non Indigenous
Border Ranges	253	719	203	992
Central New South Wales	457	2,608	266	1,718
Eastern Victoria	38	1,142	46	1,252
Mid Coast New South Wales	200	1,269	132	1,077
Northern Australia	610	49	489	180
Northern Queensland	1,370	492	973	826
Northern Victoria	72	1,460	69	1,444
Pacific Coast	205	812	142	870
South Australia	260	1,314	227	1,481
Southern New South Wales	173	829	136	823
Southern Queensland	215	700	207	1,120
Sunshine Coast	105	780	91	892
Sydney	99	1,583	76	1,092
Tasmania	49	372	47	418
West Victoria	77	1,345	59	1,282
Western Australia	628	1,304	544	1,475
Total	4,811	16,778	3,707	16,942

Source: DEEWR administrative data

8. Appeals Data for 1 July to 31 December 2011(Data provided by the Department of Human Services)

APPEALS RECEIVED	July - Sep 2011			Oct - Dec 2011			Grand Total
Jurisdiction Literal	Indigenous	Non-Indigenous	Unknown	Indigenous	Non-Indigenous	Unknown	
1. Original Decision Maker	186	943	99	147	721	71	2167
2. Authorised Review Officer	945	4953	474	1173	5086	533	13164
3. Social Security Appeals Tribunal	32	352	41	41	384	48	898
4. Administrative Appeals Tribunal	<20	<20	<20	<20	22	<20	45
Grand Total	N/A	N/A	N/A	N/A	6213	N/A	16274

NOTE: In order to protect individuals' privacy, populations <20 are reported as ""<20"" and other data that would allow these populations to be derived are not provided "N/A"

APPEALS DECIDED		July - Sep 2011			Oct - Dec 2011			Grand Total
Jurisdiction Literal	Appeal Decision Outcome Literal	Indigenous	Non-Indigenous	Unknown	Indigenous	Non-Indigenous	Unknown	
1. Original Decision Maker	Affirmed	130	715	81	116	579	67	1,688
	Set Aside	63	243	25	41	176	<20	N/A
	Set Aside, Internal Review	<20	<20	<20	<20	<20	<20	<20
	Varied	<20	42	<20	<20	33	<20	88
	Withdrawn	<20	106	<20	<20	72	<20	235
	Total	212	N/A	121	181	N/A	N/A	2,575
2. Authorised Review Officer	Affirmed	484	2,508	293	778	3,573	348	7,984
	No Jurisdiction	<20	<20	<20	<20	<20	<20	<20
	Set Aside	126	779	82	151	790	72	2,000
	Varied	<20	96	<20	25	117	<20	282
	Withdrawn	35	239	25	43	268	25	635
	Total	665	N/A	409	N/A	N/A	461	N/A
3. Social Security Appeals Tribunal	Affirmed	<20	205	30	<20	143	<20	410
	Dismissed for Non-appearance	<20	33	<20	<20	40	<20	93
	No Jurisdiction	<20	<20	<20	<20	<20	<20	<20
	Set Aside	<20	93	<20	<20	57	<20	172
	Set Aside and Remitted	<20	<20	<20	<20	<20	<20	<20
	Varied	<20	<20	<20	<20	<20	<20	<20
	Withdrawn	<20	35	<20	<20	<20	<20	59
	Total	31	377	47	31	271	<20	N/A
4. Administrative Appeals Tribunal	Affirmed	<20	<20	<20	<20	<20	<20	<20
	Consent Decision - Set Aside	<20	<20	<20	<20	<20	<20	<20
	Consent Decision - Varied	<20	<20	<20	<20	<20	<20	<20
	Dismissed for Non-appearance	<20	<20	<20	<20	<20	<20	<20
	Set Aside	<20	<20	<20	<20	<20	<20	<20
	Withdrawn	<20	<20	<20	<20	<20	<20	<20
	Total	<20	<20	<20	<20	<20	<20	32
Grand Total		909	5,121	578	1,209	5,894	568	14,279

Source: Centrelink SAS Extract

NOTE: In order to protect individuals' privacy, populations <20 are reported as ""<20"" and other data that would allow these populations to be derived are not provided "N/A"

Appeals Data Glossary	
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Administrative Appeals Tribunal (AAT)	The Administrative Appeals Tribunal (AAT) provides independent review of a wide range of administrative decisions made by the Australian government and some non-government bodies.
Appeals Decided	The number of Appeals Decided. For ODM jurisdiction, ODM Reconsideration Decision Date is critical. For ARO jurisdiction, ARO Advice Dispatch Date is critical. For SSAT jurisdiction, SSAT Decision Date is critical. For AAT jurisdiction, AAT Decision Date is critical.
Appeals Received	The number of Appeals Received. Date of receipt must fall within reporting period, and the case must lack any finalisation action. The following mainframe APL fields are critical: AM.AAT.S29.REC.DATE, AM.SSAT.DSS.LODGED.DATE, AM.ARO.REVIEW.REQUEST.DATE, CO.COURT.APP.LODG.DATE, AM.RECON.LDGMT.DATE.
Authorised Review Officers (ARO)	Authorised Review Officers (ARO). Experienced, independent, senior officers who conduct quick and informal reviews of disputed decisions.
Indigenous Category	The category to distinguish whether the customer is Indigenous, Non-Indigenous or Unknown.
Indigenous Indicator	Indicates whether the customer is Aboriginal, Torres Strait Islander or Pacific Islander.
Jurisdiction	Level of Appeal (hierarchical).
Original Decision Maker (ODM)	Centrelink Customer Service Advisors become the Original Decision Maker in cases where they have made a decision about a customer and the customer requests that decision be reviewed. Another CSA may act in proxy for the ODM.
Participation Code	The group of original reason codes for Participation and Serious Failure. This group has been defined by the ARO Policy and Strategy Team in the Payment Accuracy Branch.
Social Security Appeals Tribunal (SSAT)	The Social Security Appeals Tribunal SSAT is an independent statutory authority established as the first tier of external review of Social Security decisions. The SSAT is able to review a decision regarding a customer's file only if that decision has been reviewed by an Authorised Review Officer (ARO).

9. 32 000 Comprehensive Compliance Assessments were undertaken between 1 July 2011 and 31 December 2011. Of these, 22 989 involved non Indigenous job seekers and 9 011 were for Indigenous job seekers.

10. The following table provides the proportion of all initial and ongoing contact appointments with Job Services Australia providers attended by job seekers each month in the first six months of 2011-12.

1 July to 31 December 2011-12	Attended %
July	57%
August	58%
September	58%
October	56%
November	58%
December	58%

Source: DEEWR administrative data.