

## Senate Standing Committee on Education Employment and Workplace Relations

### QUESTIONS ON NOTICE Supplementary Budget Estimates 2011-2012

#### Outcome 4 - Employment

DEEWR Question No. EW0684\_12

Senator Siewert provided in writing.

#### Question

##### *Jobseeker Compliance Data, 2010-11*

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).

#### Answer

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. 26 000 job seekers incurred one or more No Show No Pay penalties in the 2010-11 financial year.

Number of No Show No Pay Penalties per job seeker	Number of job seekers
1	16 123
2	5 159
3	3 563
4	504
5 or more	651
Total	26 000

Source: DEEWR administrative data

2. 4 621 job seekers chose to undertake a compliance activity to have a serious failure penalty waived in the 2010-11 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, 2 375 job seekers chose to serve the non-payment period in full.

3. In 2010-11, 4 759 job seekers had an 8 week penalty waived under hardship provisions. 13 809 job seekers served a non-payment period and were therefore either ineligible for or did not apply for hardship provisions.

4. In 2010-11, 412 job seekers were granted payment pending review.

5. Job Services Australia providers submitted 568 319 Participation Reports for 240 082 job seekers in 2010-11. Of these, Centrelink applied 291 935 Participation Reports in relation to 166 762 job seekers.

6. 4 269 job seekers with at least one Vulnerability Indicator incurred a No Show No Pay (NSNP) penalty and 2 102 job seekers with at least one Vulnerability Indicator incurred an eight week non-payment penalty (NPP) in the 2010-11 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:

<b>Type of Vulnerability Indicator</b>	<b>NSNP</b>	<b>8 Week NPP</b>
Cognitive or neurological impairment	116	43
Drug/alcohol dependent	1,128	358
Homelessness	784	283
Illness/injury requiring frequent treatment	844	225
Job seeker in transition	87	24
Nationally approved vulnerability	6	1
Psychiatric problems or mental illness	2,326	681
Recent traumatic relationship breakdown	174	49
Released prisoner (in jail for more than 14 days)	165	38
Served an 8 week NPP in the previous 12 months	94	214
Significant caring responsibilities	101	32
Significant lack of literacy and language skills	851	218
<b>Total</b>	<b>6,676</b>	<b>2,166</b>

Source: DEEWR administrative data

7. In the 2010-11 financial year:

- 26 000 job seekers incurred a NSNP penalty
- 23 319 job seekers incurred an eight week non payment penalty (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	39	204	27	250
NSW	1 437	8 498	713	6 112
NT	601	48	364	189
QLD	1 724	3 823	1 201	5 139
SA	301	1 667	191	1 688
TAS	54	467	48	512
VIC	202	4 548	150	4 638
WA	752	1 635	439	1 658
Total	5 110	20 890	3 133	20 186

Source: DEEWR administrative data

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

DHS Zone	No Show No Pay		8 Week NPP	
	Indigenous	Non Indigenous	Indigenous	Non Indigenous
Border Ranges	311	1 034	177	1 322
Central New South Wales	495	3 284	236	2 025
Eastern Victoria	45	1 395	43	1 517
Mid-coast New South Wales	248	1 758	126	1 344
Northern Australia	673	76	425	198
Northern Queensland	1 169	575	762	1 050
Northern Victoria	81	1 742	56	1 692
Pacific Coast	229	1 029	112	973
South Australia	319	1 645	188	1 683
Southern New South Wales	218	992	138	1 009
Southern Queensland	218	856	194	1 365
Sunshine Coast	141	1 013	105	972
Sydney	118	1 861	63	1 338
Tasmania	53	467	51	510
West Victoria	104	1 506	66	1 513
Western Australia	688	1 657	391	1 675
Total	5 110	20 890	3 133	20 186

Source: DEEWR administrative data

8. 2010-2011 Appeals Data (Data provided by the Department of Human Services)

Total Participation Failure Appeals Received		Indigenous	Non-Indigenous	Total
Jul 2010 - Jun 2011	Original Decision Maker	592	3 732	4 324
	Authorised Review Officer	1 510	10 439	11 949
	Social Security Appeals Tribunal	97	877	974
	Administrative Appeals Tribunal	2	61	63
	<b>Total</b>	<b>2 201</b>	<b>15 109</b>	<b>17 310</b>

Total Original Decision Maker decided		Indigenous	Non-Indigenous	Total
Jul 2010 - Jun 2011	Affirmed	336	2 327	2 663
	Set Aside	178	861	1 039
	Varied	37	142	179
	Withdrawn	41	389	430
	<b>Total</b>	<b>592</b>	<b>3 719</b>	<b>4 311</b>

Total Authorised Review Officer decided		Indigenous	Non-Indigenous	Total
Jul 2010 - Jun 2011	Affirmed	990	6 470	7 460
	No Jurisdiction	0	1	1
	Set Aside	281	2 131	2 412
	Varied	35	257	292
	Withdrawn	81	609	690
	<b>Total</b>	<b>1 387</b>	<b>9 468</b>	<b>10 855</b>

Total Social Security Appeals Tribunal decided		Indigenous	Non-Indigenous	Total
Jul 2010 - Jun 2011	Affirmed	47	395	442
	Dismissed Non-appearance	12	49	61
	No Jurisdiction	0	12	12
	Set Aside	14	177	191
	Set Aside and Remitted	1	12	13
	Varied	2	11	13
	Withdrawn	6	64	70
	<b>Total</b>	<b>82</b>	<b>720</b>	<b>802</b>

Total Administrative Appeals Tribunal decided		Indigenous	Non-Indigenous	Total
Jul 2010 - Jun 2011	Affirmed	0	12	7
	Dismissed Non-appearance	1	3	13
	Set Aside	0	1	3
	Set Aside and Remitted	0	9	1
	Settled (set aside by consent)	0	2	9
	Varied	0	16	2
	Withdrawn	0	50	16
	<b>Total</b>	<b>1</b>	<b>46</b>	<b>51</b>

9. 33 519 Comprehensive Compliance Assessments were undertaken between 1 July 2010 and 30 June 2011. Of these, 25 196 involved non Indigenous job seekers and 8 323 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 2010-11.

<b>2010-11 Financial Year</b>	<b>Attended %</b>
July	56%
August	56%
September	55%
October	54%
November	54%
December	55%
January	54%
February	56%
March	56%
April	55%
May	57%
June	57%

Source: DEEWR administrative data.