

**Senate Standing Committee on Finance and Public Administration**

**ANSWER TO QUESTION ON NOTICE**

**Human Services Portfolio**

**Department of Human Services**

Additional Estimates 2007-08 – February 2008



**Question: HS19**

**Outcome 1, Output 1.1**

**Topic: Centrelink – Breaching**

**Hansard Page/Written Question on Notice: Hansard Page F&PA 67**

**SENATOR ALLISON asked on 22/02/2008:**

**Senator ALLISON**—I will put the remaining questions I have on notice. The questions are to do with breaching. Do you have any figures on breaching and trends over time? Do you have any breakdown of the reason for the breach? Can you advise the committee if there is any link between breaching and people who report a mental illness?

**Mr Whalan**—I believe we have got those figures, if not for every one of those questions, for virtually every one of those questions. I may have them here, but I can take them on notice.

**Answer:**

For the period 1 July 2007 to 29 February 2008, Centrelink has applied 170,774 participation and serious failures. This compares with 129,728 participation and serious failures applied for the period 1 July 2006 to 2 March 2007. The reasons for the failures are outlined in the table below.

Centrelink does not currently capture management information in relation to links between participation failures and people who report a mental illness.

**Reasons for Participation or Serious Failures – 1 July 2007 to 29 February 2008**

| <b>Reason for Participation or Serious Failure</b>                                                 | <b>Number of Job Seekers</b> |
|----------------------------------------------------------------------------------------------------|------------------------------|
| Failed to attend interview with Job Network Member                                                 | 86,903                       |
| Failed to comply with terms of Activity Agreement with Job Network Member                          | 31,372                       |
| Unsatisfactory Attendance - Work for the Dole Project                                              | 10,795                       |
| Voluntarily unemployed - left without good reason                                                  | 6,744                        |
| Failed to attend a Work for the Dole interview                                                     | 5,913                        |
| Failed to attend reconnection appointment                                                          | 5,883                        |
| Failed to attend job interview                                                                     | 2,862                        |
| Dismissed from employment for misconduct                                                           | 2,792                        |
| Non-attendance at assessment, including Job Capacity Assessment                                    | 2,758                        |
| Delayed entering into an Activity Agreement with an Employment Services Provider                   | 2,443                        |
| Failed to attend reconnection appointment                                                          | 2,292                        |
| Failed to commence Work for the Dole Project                                                       | 1,461                        |
| Declined suitable offer of employment                                                              | 1,242                        |
| Failed to attend a Centrelink review appointment                                                   | 1,146                        |
| Unsatisfactory attendance at Work for the Dole Activity (Very Long Term Unemployed customers only) | 1,056                        |
| Failed to start job as planned                                                                     | 1052                         |

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|                                                                                           |      |
|-------------------------------------------------------------------------------------------|------|
| Failed to attend initial Mutual Obligation interview                                      | 867  |
| Unsatisfactory attendance at Personal Support Program placement                           | 455  |
| Failed activity test                                                                      | 398  |
| Delayed entering into a Work for the Dole Activity Agreement                              | 329  |
| Failed to return Job Search Diary (for Activity Agreement)                                | 298  |
| Failed to meet terms of Mutual Obligation Activity Agreement                              | 233  |
| Failed to commence Work for the Dole Activity (Very Long Term Unemployed customers only)  | 231  |
| Failed to comply with Activity Agreement                                                  | 212  |
| Failed activity test - result of Job Search Diary                                         | 209  |
| Did not complete activity - reasons of misconduct or violence                             | 206  |
| Misconduct on Work for the Dole Project                                                   | 141  |
| Failed to attend Mutual Obligation eight-week review interview                            | 125  |
| Failed to attend rehabilitation course                                                    | 89   |
| Failed to attend post Activity Agreement review interview                                 | 79   |
| Not taking reasonable steps to find employment                                            | 36   |
| Failed to attend participation review appointment                                         | 34   |
| Failed to reply to Mutual Obligation interview request                                    | 22   |
| Refused to sign Activity Agreement                                                        | < 20 |
| Failed to comply with community work Activity Agreement                                   | < 20 |
| Failed to attend Activity Agreement interview after think time                            | < 20 |
| Refusal to enter into Activity Agreement for Mutual Obligation                            | < 20 |
| Failed to attend Mutual Obligation nine-week review interview                             | < 20 |
| Failed to attend initial participation appointment                                        | < 20 |
| Failed to attend Mutual Obligation completion interview                                   | < 20 |
| Secondary student - unapproved absences                                                   | < 20 |
| Failure to reconnect to a Centrelink activity                                             | < 20 |
| Exited from Personal Support Program due to misconduct                                    | < 20 |
| Failed Centrelink reconnection - not in Participation Failure Installment Period          | < 20 |
| Failure to Complete Work for the Dole Activity (Very Long Term Unemployed customers only) | < 20 |
| Voluntary exit from Community Development Employment Project                              | < 20 |
| Did not commence Community Development Employment Project following referral              | < 20 |

NB: Figures below 20 are not reported to protect customer privacy.