

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Supplementary Budget Estimates 2005-2006, 1 November 2005

Question: HS56

Outcome 1, Output 1.1

Topic: Centrelink Activity Test and Administrative Breaches

Hansard Page/Written Question on Notice: Written

SENATOR EVANS asked the Minister for Human Services, upon written notice:

With reference to Newstart and Youth Allowance recipients: for each of the different activity test breach reasons and administrative tests that can attract a breach, what was the number of breaches applied over each of the financial years a) 2002/03 b) 2003/04 c) 2004/05 in:

- 1) each of the Centrelink Customer Services Centres,
- 2) for each state and territory as a total,
- 3) for Australia in total.

Answer:

1. The detailed information required to answer the question is not readily available. To obtain this information would be highly resource intensive and I cannot justify the level of expenditure that would be required to obtain it.
2. The detailed information required to answer the question is not readily available. To obtain this information would be highly resource intensive and I cannot justify the level of expenditure that would be required to obtain it.
3. For all maintained administrative breaches by reason for:

2002-03 see attachment A,
2003-04 see attachment B,
2004-05 see attachment C.

For all maintained activity test breaches by reason for:

2002-03 see attachment D,
2003-04 see attachment E,
2004-05 see attachment F.

Please Note

Due to privacy considerations Centrelink is not able to provide information in relation to breaching where there are less than 20 cases in the category. All cells in the attached documents that have a value of less than 20, other than zero and negative values, have been changed to display "<20". Where total fields are included, these will only have a value where it is not possible to work out the value of any "<20" fields.

Negative values are displayed in brackets in the attached documents, for example -13 will be displayed as (13). Negative breach numbers are created when the number of existing breaches from the previous financial year that are subsequently revoked (on appeal etc.) in the current financial year exceeds the number of new breaches applied for the current financial year.

All Maintained Administrative Breaches by Reason
2002-03 Financial Year

Attachment A

Maintained as values	Newstart Allowance	Youth Allowance
BAM - Non attend assessment	24	<20
BPC - Non-attendance at initial apt	<20	<20
BPF - Non-attendance at review apt	28	<20
BM8 - Failed to att. MO 8 week review interview	64	27
BM9 - Failed to attend MO 9 month review interview	25	<20
BME - Failed to attend MO completion interview	<20	<20
BML - Failed to reply to MO interview request	110	51
BMP - FTA initial Mutual Obligations interview	431	203
BMS - Failed to attend MO seminar	28	<20
BFI - Failed to attend an agency office interview	766	427
BFJ - FTA Intensive Review Interview	93	42
BPR - FTA PAA review interview	33	<20
BVT - FTA Vocational Transition interview	<20	0
BCM - Failed to keep appointment with CPA Co-ordinator	0	0
BNC - Didn't attend Centrelink appointment	468	231
BTI - FTA interview with IA Provider	10,318	4,340
BTJ - FTA Job Search Training interview (JSSP)	209	343
BTK - FTA Job Search Training interview (PFWA)	1,930	701
BIW - Failed to attend WFD interview	0	0
BTW - FTA a Work for the Dole interview	5,853	2,000
BWS - Failed to attend WFD seminar	0	0
BCC - Failed to notify a change of circumstance	455	180
BFA - Failed to keep appt. with field assessor	<20	<20
BFE - Failed to enrol in F/T education	<20	<20
BFS - Failed to attend information seminar	1,366	930
BII - Failed to attend 12 week/9 month interview	0	0
BJD - Failed to return JSD	<20	<20
BRL - Failed to reply to letters - Not JSD/IRM/DPR	530	1,034
BRM - Failed to reply to letters (RVW JSD/IRM/DPR)	0	0
BRR - Failed to return review	0	0
Administrative breaches	22,782	10,609

Source: Breaches Cognos Cube

**All Maintained Administrative Breaches by Reason
2003-04 Financial Year**

Attachment B

Maintained as values	Newstart Allowance	Youth Allowance
BAM - Non attend assessment	63	27
BPC - Non-attendance at initial apt	80	28
BPF - Non-attendance at review apt	78	23
BM8 - Failed to att. MO 8 week review interview	422	146
BM9 - Failed to attend MO 9 month review interview	30	<20
BME - Failed to attend MO completion interview	25	<20
BML - Failed to reply to MO interview request	227	106
BMP - FTA initial Mutual Obligations interview	1,033	429
BMS - Failed to attend MO seminar	<20	<20
BFI - Failed to attend an agency office interview	513	210
BFJ - FTA Intensive Review Interview	<20	0
BPR - FTA PAA review interview	60	23
BVT - FTA Vocational Transition interview	266	85
BCM - Failed to keep appointment with CPA Co-ordinator	0	0
BNC - Didn't attend Centrelink appointment	1,065	576
BTI - FTA interview with IA Provider	12,497	5,389
BTJ - FTA Job Search Training interview (JSSP)	<20	0
BTK - FTA Job Search Training interview (PFWA)	<20	<20
BIW - Failed to attend WFD interview	0	<20
BTW - FTA a Work for the Dole interview	5,132	1,581
BWS - Failed to attend WFD seminar	<20	0
BCC - Failed to notify a change of circumstance	347	77
BFA - Failed to keep appt. with field assessor	<20	<20
BFE - Failed to enrol in F/T education	<20	<20
BFS - Failed to attend information seminar	628	558
BII - Failed to attend 12 week/9 month interview	<20	0
BJD - Failed to return JSD	<20	<20
BRL - Failed to reply to letters - Not JSD/IRM/DPR	279	124
BRM - Failed to reply to letters (RVW JSD/IRM/DPR)	(4)	(2)
BRR - Failed to return review	0	0
Administrative breaches	22,756	8,413

Source: Breaches Cognos Cube

**All Maintained Administrative Breaches by Reason
2004-05 Financial Year**

Attachment C

Maintained as values	Newstart Allowance	Youth Allowance
BAM - Non attend assessment	78	30
BPC - Non-attendance at initial apt	210	77
BPF - Non-attendance at review apt	151	48
BM8 - Failed to att. MO 8 week review interview	523	183
BM9 - Failed to attend MO 9 month review interview	<20	<20
BME - Failed to attend MO completion interview	22	<20
BML - Failed to reply to MO interview request	96	26
BMP - FTA initial Mutual Obligations interview	1,252	467
BMS - Failed to attend MO seminar	<20	<20
BFI - Failed to attend an agency office interview	62	27
BFJ - FTA Intensive Review Interview	<20	0
BPR - FTA PAA review interview	77	33
BVT - FTA Vocational Transition interview	(1)	0
BCM - Failed to keep appointment with CPA Co-ordinator	0	<20
BNC - Didn't attend Centrelink appointment	1,533	770
BTI - FTA interview with IA Provider	20,123	8,997
BTJ - FTA Job Search Training interview (JSSP)	0	0
BTK - FTA Job Search Training interview (PFWA)	(1)	0
BIW - Failed to attend WFD interview	0	0
BTW - FTA a Work for the Dole interview	5,092	1,542
BWS - Failed to attend WFD seminar	0	0
BCC - Failed to notify a change of circumstance	42	26
BFA - Failed to keep appt. with field assessor	<20	<20
BFE - Failed to enrol in F/T education	0	<20
BFS - Failed to attend information seminar	291	220
BII - Failed to attend 12 week/9 month interview	(1)	0
BJD - Failed to return JSD	<20	<20
BRL - Failed to reply to letters - Not JSD/IRM/DPR	<20	<20
BRM - Failed to reply to letters (RVW JSD/IRM/DPR)	0	0
BRR - Failed to return review	(1)	0
Administrative breaches	29,807	12,495

Source: Breaches Cognos Cube

All Maintained Activity Test Breaches by Reason
2002-03 Financial Year

Attachment D

Maintained as values	Newstart Allowance	Youth Allowance
BAC - Failed to declare SOTndoned full-time course	<20	108
BAI - Failed to attend a job interview	0	0
BAJ - Failed Activity Test (result of JSD)	4,316	1,980
BAR - Failed to attend rehabilitation course	<20	0
BAS - Failed Activity Test (SU19JNR review)	<20	<20
BAT - Failed Activity Test	182	145
BAX - Failed/dismissed from Labour Market Program	0	0
BDP - Failed Activity Test (10% intensive review)	<20	<20
BEA - Failed Activity Test (ECCS)	569	236
BEC - Failed to return ECCS	3,047	1,204
BEE - Failed to declare earnings from employment	16,320	3,651
BMA - Refused to enter into Actvy Agreement for MO	<20	<20
BMC - Dismissed from employment for misconduct	739	284
BMF - Failed to meet terms of MO Activity Agreement	288	119
BMI - Failed to attend initial MO interview	58	56
BNI - Failed to attend Newstart interview	0	0
BNT - Failed to take reasonable steps to find employment	21	<20
BSL - Failed to notify change of study load	<20	44
BSS - Secondary student- unapproved absences	0	212
BVU - Voluntarily unempl'd- left without good reason	1,695	569
BWE - Failed result of Work Intention form	0	0
BAG - Refused to sign PFWA	<20	<20
BCF - Failed to enter into CPA	0	0
BCT - Failed to comply with terms of CPA	0	0
BIA - Fail to attend IRM/DPR interview (for PFWA)	79	36
BJA - Fail to return JSD (for PFWA)	5,884	2,660
BJM - Failed to comply with PFWA	105	177
BNA - Failed to attend PFWA appointment	33	27
BNB - Failed to attend PFWA I/V after think time	<20	<20
BSA - Unsatisfactory attendance at PSP placement	0	0
BAA - Delayed entering into a JSP with a JNM	506	174
BAP - Failed to attend interview to enter into a PFWA with JNM	387	115

All Maintained Activity Test Breaches by Reason
2002-03 Financial Year

Attachment D

Maintained as values	Newstart Allowance	Youth Allowance
BCA - Failed to comply with terms of JSP	8,238	2,819
BCP - Failed to attend JST interview to enter into a JSSP	<20	<20
BCS - Failed to attend job interview	430	255
BDS - Fail to start job as planned	245	70
BFD - Failed to attend interview to enter into a JST PFWA	70	36
BFG - Delayed entering a JST PFWA	68	<20
BFP - Delay/failed to enter Job Search Skill Plan	<20	<20
BOA - Failed out of area job search	34	<20
BSD - Failed to attend course on expected date	37	65
BSE - JST PFWA compliance - did not start training	468	122
BSP - Failed to comply with Job Search Skills Plan	60	166
BST - Failed to comply with JST PFWA	673	280
BUS - Declined suitable offer of employment	295	81
BVQ - Didn't complete activity - misconduct/violence	0	0
BVR - Failed to agree to terms varying JSP	0	0
BVS - Failed to start JSP activity on agreed date	0	0
BVW - Fail to comply with JSP - unsatisfactory attendance	0	0
BAW - Failed to attend WFD interview to enter into a PFWA	86	68
BWA - Failed to attend WFD project	4,110	1,424
BWC - Failed to commence WFD project	1,549	507
BWG - Delayed entering into a WFD PFWA	261	46
BWM - Misconduct on WFD project	85	33
BWR - Refused compulsory referral to WFD project	0	0
BXB - Failed to comply with PFWA for CW	<20	0
Activity test breaches	51,013	17,042

Source: Breaches Cognos Cube

All Maintained Activity Test Breaches by Reason
2003-04 Financial Year

Attachment E

Maintained as values	Newstart Allowance	Youth Allowance
BAC - Failed to declare SOTndoned full-time course	<20	25
BAI - Failed to attend a job interview	0	0
BAJ - Failed Activity Test (result of JSD)	4,272	1,973
BAR - Failed to attend rehabilitation course	<20	0
BAS - Failed Activity Test (SU19JNR review)	<20	<20
BAT - Failed Activity Test	220	136
BAX - Failed/dismissed from Labour Market Program	0	0
BDP - Failed Activity Test (10% intensive review)	0	<20
BEA - Failed Activity Test (ECCS)	420	157
BEC - Failed to return ECCS	2,129	829
BEE - Failed to declare earnings from employment	10,833	2,157
BMA - Refused to enter into Actvy Agreement for MO	30	<20
BMC - Dismissed from employment for misconduct	2,767	1,065
BMF - Failed to meet terms of MO Activity Agreement	779	242
BMI - Failed to attend initial MO interview	(18)	<20
BNI - Failed to attend Newstart interview	0	<20
BNT - Failed to take reasonable steps to find employment	32	<20
BSL - Failed to notify change of study load	0	<20
BSS - Secondary student- unapproved absences	0	166
BVU - Voluntarily unempl'd- left without good reason	7,074	2,445
BWE - Failed result of Work Intention form	0	0
BAG - Refused to sign PFWA	39	<20
BCF - Failed to enter into CPA	<20	<20
BCT - Failed to comply with terms of CPA	<20	0
BIA - Fail to attend IRM/DPR interview (for PFWA)	(193)	(56)
BJA - Fail to return JSD (for PFWA)	7,793	3,084
BJM - Failed to comply with PFWA	234	177
BNA - Failed to attend PFWA appointment	(13)	<20
BNB - Failed to attend PFWA I/V after think time	<20	0
BSA - Unsatisfactory attendance at PSP placement	0	<20
BAA - Delayed entering into a JSP with a JNM	591	167

All Maintained Activity Test Breaches by Reason
2003-04 Financial Year

Attachment E

Maintained as values	Newstart Allowance	Youth Allowance
BAP - Failed to attend interview to enter into a PFWA with JNM	(15)	35
BCA - Failed to comply with terms of JSP	3,245	1,460
BCP - Failed to attend JST interview to enter into a JSSP	(3)	<20
BCS - Failed to attend job interview	253	170
BDS - Fail to start job as planned	254	109
BFD - Failed to attend interview to enter into a JST PFWA	(7)	0
BFG - Delayed entering a JST PFWA	0	0
BFP - Delay/failed to enter Job Search Skill Plan	0	0
BOA - Failed out of area job search	<20	<20
BSD - Failed to attend course on expected date	0	0
BSE - JST PFWA compliance - did not start training	<20	<20
BSP - Failed to comply with Job Search Skills Plan	(4)	0
BST - Failed to comply with JST PFWA	<20	(1)
BUS - Declined suitable offer of employment	331	93
BVQ - Didn't complete activity - misconduct/violence	41	<20
BVR - Failed to agree to terms varying JSP	20	<20
BVS - Failed to start JSP activity on agreed date	690	337
BVW - Fail to comply with JSP - unsatisfactory attendance	992	512
BAW - Failed to attend WFD interview to enter into a PFWA	(12)	<20
BWA - Failed to attend WFD project	4,227	1,222
BWC - Failed to commence WFD project	1,580	433
BWG - Delayed entering into a WFD PFWA	248	59
BWM - Misconduct on WFD project	50	<20
BWR - Refused compulsory referral to WFD project	0	0
BXB - Failed to comply with PFWA for CW	22	<20
Activity test breaches	24,001	17,086

Source: Breaches Cognos Cube

All Maintained Activity Test Breaches by Reason
2004-05 Financial Year

Attachment F

Maintained as values	Newstart Allowance	Youth Allowance
BAC - Failed to declare SOTndoned full-time course	0	<20
BAI - Failed to attend a job interview	0	0
BAJ - Failed Activity Test (result of JSD)	1,191	503
BAR - Failed to attend rehabilitation course	<20	0
BAS - Failed Activity Test (SU19JNR review)	<20	0
BAT - Failed Activity Test	306	135
BAX - Failed/dismissed from Labour Market Program	0	0
BDP - Failed Activity Test (10% intensive review)	0	0
BEA - Failed Activity Test (ECCS)	122	54
BEC - Failed to return ECCS	638	345
BEE - Failed to declare earnings from employment	4,150	564
BMA - Refused to enter into Actvy Agreement for MO	40	20
BMC - Dismissed from employment for misconduct	2,449	638
BMF - Failed to meet terms of MO Activity Agreement	735	230
BMI - Failed to attend initial MO interview	0	0
BNI - Failed to attend Newstart interview	0	0
BNT - Failed to take reasonable steps to find employment	37	<20
BSL - Failed to notify change of study load	0	<20
BSS - Secondary student- unapproved absences	<20	222
BVU - Voluntarily unempl'd- left without good reason	5,995	1,516
BWE - Failed result of Work Intention form	0	0
BAG - Refused to sign PFWA	35	<20
BCF - Failed to enter into CPA	<20	0
BCT - Failed to comply with terms of CPA	<20	<20
BIA - Fail to attend IRM/DPR interview (for PFWA)	0	0
BJA - Fail to return JSD (for PFWA)	5,600	2,767
BJM - Failed to comply with PFWA	184	157
BNA - Failed to attend PFWA appointment	(1)	0
BNB - Failed to attend PFWA I/V after think time	<20	0
BSA - Unsatisfactory attendance at PSP placement	<20	<20
BAA - Delayed entering into a JSP with a JNM	1,524	566
BAP - Failed to attend interview to enter into a PFWA with JNM	0	(1)

All Maintained Activity Test Breaches by Reason
2004-05 Financial Year

Attachment F

Maintained as values	Newstart Allowance	Youth Allowance
BCA - Failed to comply with terms of JSP	7,431	3,646
BCP - Failed to attend JST interview to enter into a JSSP	0	0
BCS - Failed to attend job interview	935	545
BDS - Fail to start job as planned	741	281
BFD - Failed to attend interview to enter into a JST PFWA	0	(1)
BFG - Delayed entering a JST PFWA	0	0
BFP - Delay/failed to enter Job Search Skill Plan	0	0
BOA - Failed out of area job search	<20	<20
BSD - Failed to attend course on expected date	0	0
BSE - JST PFWA compliance - did not start training	0	0
BSP - Failed to comply with Job Search Skills Plan	0	0
BST - Failed to comply with JST PFWA	(1)	0
BUS - Declined suitable offer of employment	1,163	377
BVQ - Didn't complete activity - misconduct/violence	95	30
BVR - Failed to agree to terms varying JSP	108	43
BVS - Failed to start JSP activity on agreed date	1,162	560
BVW - Fail to comply with JSP - unsatisfactory attendance	2,789	1,484
BAW - Failed to attend WFD interview to enter into a PFWA	0	0
BWA - Failed to attend WFD project	6,584	1,849
BWC - Failed to commence WFD project	2,014	562
BWG - Delayed entering into a WFD PFWA	325	75
BWM - Misconduct on WFD project	90	30
BWR - Refused compulsory referral to WFD project	0	0
BXB - Failed to comply with PFWA for CW	29	<20
Activity Test Breaches	48,507	17,227

Source: Breaches Cognos Cube