

# Centrelink Quarterly Breach Data



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# Explanatory Notes

## **Breaches**

### **Definition of Breaches**

While the Government is committed to providing a safety net to those who through no fault of their own can not support themselves, it is also committed to ensuring that unemployment payments only go to those people who are genuinely unemployed. In return for financial support the Government expects unemployed people to demonstrate that they are actively looking for work or undertaking activities to improve their employment prospects.

Where a job seeker does not meet these requirements a breach of Social Security Law may have occurred. After careful consideration of the circumstances leading to the potential breach a penalty may be applicable. The rationale for having a system of penalties has always been:

- To ensure that unemployment payment recipients do all they can to find work or improve their employment prospects.
- To ensure that social security payments only go to those who are genuinely unemployed. This is necessary to maintain the integrity of the welfare system and ultimately help job seekers help themselves.

A breach penalty can only be imposed where the request has been properly notified including warning of the potential consequences of failure to do as requested, quoting the relevant legislative requirement.

### **Administrative Breach**

Can occur due to a failure, without good reason on the job seeker's part to respond to requests from Centrelink or a third party (e.g. Job Network member). The request may be to provide information or attend a pre-arranged interview.

Where a job seeker is subject to an administrative breach the job seeker's rate of payment will be reduced by an amount equal to 16% of their maximum basic rate (i.e. the 'rate reduction amount') for a period of 13 weeks. A job seeker may choose to serve a non-payment period of 2 weeks in lieu of the 13-week rate reduction.

The penalty for administrative breaches will not increase with future breaches but a new 13-week rate reduction period will be imposed if a subsequent administrative breach occurs.

### **Activity Test Breach**

Can occur due to a failure, without good reason on the job seeker's part to comply with the activity test (e.g. A failure to take part in a Work for the dole activity; a refusal to attend a suitable job interview; a failure to comply with a requirement of a Preparing for Work Agreement etc).

Activity test penalties are cumulative and increase with each further breach that may occur:

- 1st activity test breach results in an 18% rate reduction for a period of 26 weeks
- 2nd activity test breach results in a 24% rate reduction for a period of 26 weeks
- 3rd and subsequent activity test breach results in an 8-week non-payment period

The penalty to be applied is based on the number of previous breaches incurred in the 2-year period immediately prior to the breach date (i.e. the actual date of the breach).

### **Parents receiving Parenting Payment**

Will receive more personal attention through improvements to the social support system now being introduced. Participation requirements for parents have been tailored to encourage appropriate levels of economic and social participation in preparation for a move back into paid employment.

A parenting customer who has a participation agreement in force must at all times be taking reasonable steps to comply with the terms of the participation agreement. A customer is considered to be taking reasonable steps if they have attempted in good faith and to the best of their ability to comply. They are also considered to have taken reasonable steps if for some reason the terms of the participation agreement are shown to be inappropriate.

## **Breaches cont.**

### **Participation agreement breaches**

Will apply where requirements were assessed as being reasonable and the customer fails to take reasonable steps to comply with the terms of their participation agreement. Participation agreement breaches are similar to activity test breaches currently in place (i.e. they have the same rate reduction periods and non payment periods and are cumulative and increase with each further breach that may occur).

### **Special Benefit Activity Test**

Legislation has been passed with a date of commencement of 1 January 2003 to introduce the Special Benefit (SpB) Activity Test for nominated visa holders.

In order to satisfy the Special Benefit Activity Test customers are required to:

- Be actively seeking and willing to undertake suitable paid work;
- Apply for a specified number of jobs in a specified period;
- Comply with a Special Benefit Activity Agreement; and
- Be registered with a Job Network Member.

Customers may also be required to undertake Vocational Training, Language Literacy and Numeric Programs, Voluntary Work and/or Work for the Dole. Breach penalties, similar to those that apply to Newstart customers can be incurred if there is a failure to satisfy the SpB Activity Test.

**Nominated Visa Holders** are the holders of temporary protection, humanitarian or safe haven visas who:

- Are in visa Categories, 447XB, 451XB, 785XA, 785Xc and 786XA;
- Of workforce age.
- Were granted Special Benefit on or after 1 January 2003 or
- Who were in receipt of Special Benefit prior to 1 January 2003 but who have turned work force age after that date

Customers can be exempted from the Special Benefit Activity Test in certain situations, for example, if they are temporarily incapacitated or are facing a major personal crisis. Some people can be regarded as satisfying the Special Benefit Activity Test if they have parenting responsibilities for children who are under 16 years of age or have caring responsibilities. The legislation allows a 13-week exemption from the activity test from the day after the grant of temporary visa (the date of release from detention).

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# Appeals Processes

## Definition of a Review

Where people are affected by a decision made about their Centrelink entitlements, they may ask for that decision to be looked at again (i.e. Customers who have a penalty imposed on them have the right of review).

## Steps in the Review and Appeal Process

Most decisions made regarding customer entitlements are reviewable. A request for review of a decision should be made within 13 weeks of receiving advice of the original decision. This is because if the review is decided in the person's favour, arrears may only be paid if the request is lodged within this 13-week period. Steps in the review process are:

1. Reconsideration by the Original Decision Maker (ODM) [Optional step]
2. Review by an Authorised Review Officer (ARO)
3. Review by the Social Security Appeals Tribunal (SSAT)
4. Review by the Administrative Appeals Tribunal (AAT)
5. Review by the Federal Court
6. Review by the High Court

Reconsideration by the ODM is the first step in the review and appeals process and is an optional step. If a customer is dissatisfied with a decision, the first person to talk with is the staff member who made the original decision. This gives the customer an opportunity to present new information. It also gives the ODM the opportunity to fully explain the decision and correct any mistakes.

A customer remaining dissatisfied with the ODM reconsideration can ask an ARO to review the decision.

## Authorised Review Officer (ARO)

The major function of the ARO is the review of Centrelink decisions. An ARO is an experienced, senior, officer, whose major function is to conduct quick and informal reviews of disputed decisions.

The role of the ARO is to take a fresh look at the original decision and to decide whether it should be changed or not. The ARO will ensure requests for reviews of decisions are:

- Completed in a fair and timely manner;
- Advise and educate staff and customers about the internal review process;
- Liaise with and advise staff and relevant areas of Centrelink on the quality of decision-making with a view to improving decisions made by Centrelink; and
- Identify trends and anomalies.

The ARO will contact the customer by phone and talk to the customer regarding details of the decision. The ARO will then review the decision, taking into account any new information he/she may have received from the customer. The customer will then be advised in writing of the ARO's decision and of their rights of appeal.

An ARO must provide detailed explanations of decisions to customers in terms they can understand. It is essential that customers believe they have been fairly treated and are given an explanation in terms they can fully understand. Completing this task properly can significantly reduce appeals to the SSAT and increase the customer's satisfaction with the service provided.

If a customer is not satisfied with the decision of an ARO, he/she has the right to appeal to the SSAT.

AROs are to apply the legislation and the policy in accordance with the policy as published by the relevant client Departments, thereby arriving at a correct and preferable decision. AROs can affirm, vary or set aside a decision.

All reviews should be finalised as soon as possible. Timeliness standards are:

- Customers with no ongoing income: 95% of cases are to be completed within 14 days.
- All reviews: 75% of cases are to be completed within 28 days.

## ***Appeals Processes cont.***

### **Social Security Appeals Tribunal (SSAT)**

The SSAT is a statutory body established to conduct merits review of administrative decisions made under the social security law, the family assistance law and various other pieces of legislation. It is completely independent of Centrelink and is able to affirm, vary or set aside Centrelink decisions.

A customer cannot appeal to the SSAT unless the decision has been reviewed by an ARO.

Appeals to the SSAT can be made by written application to the SSAT or Centrelink or by oral application to the SSAT only. An appeal may also take the form of a letter to a Member of Parliament or to the Minister. The SSAT determines whether or not such a letter constitutes an appeal.

The SSAT will acknowledge an appeal has been received. It requests Centrelink to provide a written explanation of its decision within 28 days. The statement sets out the findings of fact made by the person who made the decision; refers to the evidence on which those findings were based; and gives the reasons for the decision. When that document is received, a copy is sent to the applicant, along with any other relevant papers from Centrelink's file and an appointment time for a hearing is made.

The hearing is informal and is an opportunity for the applicant to explain their circumstances and reasons for thinking the ARO decision is incorrect. Centrelink is not represented at the hearing. There are usually 2 SSAT members at the hearing. They have expertise in law, welfare, medicine or public administration. Most hearings are conducted face to face, but maybe by telephone or videoconference.

The SSAT will advise the customer and Centrelink of its decision in writing, usually within 2 weeks.

In cases where the SSAT has set aside or varied Centrelink's decision, the Service Recovery Team (SRT) will consider whether or not an appeal to the AAT is recommended and will institute appeal action where so instructed.

The SRT will monitor SSAT decisions to identify the need for legislative, policy or procedural change.

It costs nothing to appeal to the SSAT. However, the Tribunal does not pay the fees of solicitors or other professionals should an applicant choose to be represented at a hearing.

### **Administrative Appeals Tribunal (AAT)**

The AAT is a tribunal established by the Administrative Appeals Tribunal Act 1975 to review certain administrative decisions, including decisions of the Social Security Appeals Tribunal. A judge of the Federal Court of Australia heads the Tribunal. Other members are either: judges; lawyers; or persons possessing some experience relevant to the subject of the appeal.

If a decision has been reviewed by the SSAT, a dissatisfied party may apply for review by the AAT. This may be a customer or by the Secretary/CEO of the client Department. In all matters, the AAT has power to affirm the decision under review; to vary the decision; or to set the decision aside and substitute a new decision or remit the matter to the Secretary for reconsideration in accordance with any directions or recommendations.

The Administrative Appeals Tribunal Act 1975 requires Centrelink to provide the AAT with documents (known as 'section 37' statements or T documents), which contain:

- A statement setting out the findings on material questions of fact, referring to the evidence or other material on which those findings were based and giving the reasons for the decision; and
- Every other document or part of a document that is in the possession of the decision-maker, and is considered by the decision-maker to be relevant to the review of the decision by the AAT.
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The procedures adopted by the AAT are more formal than those of the SSAT. There is no requirement for a customer to have legal representation at an AAT hearing. They can be assisted by any other person or may represent themselves. However, legal representation is recommended. Legal Aid may be available for AAT appeals. As well, Community Legal Centres (such as Welfare Rights Centres) may also be able to assist customers.

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## **Job Network**

### **Job Network members (JNm)**

Is a national network of private and community organisations dedicated to finding jobs for unemployed people, particularly the long term unemployed.

### **Intensive Support (IS)**

Focuses on maximising opportunities through the provision of assistance that is individually tailored to address a job seeker's specific barriers to employment, aimed at getting the help they need to find and stay in a job. IS creates links with other organisations to achieve beneficial outcomes for job seekers, and actively meets the needs of the individual.

### **Job Search Support (JSS)**

Provides job search facilities such as newspapers, computers, touch-screen Kiosks, telephones, fax machines and photocopiers.

At the initial interview with the JNm, the job seeker's Vocational Profile will be created. The JNm will gather information pertaining to the Job seekers employment history and skills. This information will be used to create a Vocational Profile, which will be recorded on the Job Search database. This will enable daily matching of all job seekers to available job vacancies, giving job seekers fast access to information on suitable vacancies.

Under JSS the JNm will give job seekers:

- Advice on job search techniques, career options and employment programs
- Guidance in using job search facilities, including resume preparation
- Feedback on any job interviews arranged for the job seeker
- Help to meet the responsibilities they have while looking for work.

### **Intensive Support Job Search Training (IS/jst)**

Where the job seeker has been referred to a JNm and has reached three months unemployment, the JNm may send the job seeker a letter inviting them for an interview to determine their eligibility for IS/jst.

IS/jst may be particularly useful for job seekers who:

- Do not know how to approach employers
- Are out of touch with the labour market
- Do not have any support networks to help them to find work
- May not be able to write a resume
- Lack confidence in writing job applications or attending interviews
- Have lost motivation to apply for jobs.

IS/jst is intended to:

- Improve the job seeker's job search skills
- Help to motivate the job seeker to look for work, and
- To expand the job seeker's job search networks.

### **Intensive Support customised assistance (IS ca)**

Provides extra services that are more suited to the individual job seeker's needs. This could include more intensive job search activities, additional services and facilities such as interpreter services and support while starting a new job.

Job seekers who are most disadvantaged in the labour market will have access to customised assistance from day one. These job seekers are identified through the Job Seeker Classification Instrument (JSCI). If not identified as eligible for IS ca from day one, the job seeker will receive IS ca after 12 months unemployment.

## **Participation Reporting**

### **Participation Reporting Process**

Participation reports may be submitted when eligible job seekers do not meet their obligations under Job Network services.

### **When to Submit a Participation Report (PR)**

DEWR will ensure that a participation report will only be submitted when the Job Network member or Community Work Coordinator:

- Has made at least 2 attempts to contact the job seeker to discuss non-compliance; and
- Has not been able to contact the job seeker or, having spoken to the job seeker, still believes that the job seeker has failed in their requirements under social security law; and
- Has documented the outcome of attempted/successful contact in a Participation Report.

### **After Submitting a Participation Report**

DEWR will ensure that, during the 16 days following the submission of a participation report, Job Network members and Community Work Coordinators will not:

- Submit further reports (unless for a different reason);
- Book further appointments with the job seeker - Centrelink will book further appointments with the job seeker through the on-line diary-rebooking

### **After Receiving a Participation Report**

Centrelink will ensure that, within 16 days of a valid participation report being received, the job seeker will (unless identified as vulnerable or at risk):

- Have an interview rebooked with their JNm/CWC
- Be directed to resume participation in an agreed activity;
- Be identified for more appropriate assistance; or
- If contact attempts are not successful. Suspend payments

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**Participation Matrix (ACTIVITY TEST QUICK REFERENCE)**

**Participation and activity test requirements and penalties for workforce age payments – from 20 September 2003**

PAYMENTS:	CARER PAYMENT /WIDOW B PENSION	Mature Age Allowance (MAA) and Partner Allowance (PA) saved cases and existing Widow Allowance (WA)	Parenting Payment (PP) (youngest child under 6)	WA (new claims)	PP (youngest child 6-12)	PP (youngest child 13+)	Newstart Allowance (NSA) 50+	Special Benefit (SpB) Nominated Visa Holder Activity Test (NVH AT) 50+	SpB NVH AT (under 50)	Youth Allowance (other) YA/(other)	NSA (Under 50)
FEATURES:											
Activity test	No	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Compulsory Participation Interviews	No - voluntary access only	No - voluntary access only	No - voluntary access only	Yes - annual	Yes - annual	Yes - annual with quarterly monitoring contact	Yes - 3, 6 or 12 monthly	Negotiate a SpB Activity Agreement	Negotiate a SpB Activity Agreement	Ongoing mutual obligation and compulsory program referrals. May see a Personal Adviser if in certain target groups.	Ongoing mutual obligation and compulsory program referrals. May see a Personal Adviser if in certain target groups.
Participation Requirements (specified hours)	No	No	No	No	No	Yes - up to 150 hours in each 26 weeks	Yes. Flexible activity test - especially for those with no recent workforce experience at claim. No more than 150 hours requirement.	Yes - either: Normal NSA activity test (recent workforce experience at claim); or up to 150 hours in each 26 weeks (no recent workforce experience at claim)	Yes - hours vary depending upon program chosen.	Yes - mutual obligation hours may vary depending upon program chosen	Yes - mutual obligation hours may vary depending upon program chosen
Job Search Requirements	No	No	No	No	No	Job Search may be included in approved activities.	Yes - varies on duration of payment and age of job seeker. - Less than 9 months duration: maximum 10 per fortnight - More than 9 months duration: maximum 4 per fortnight -If aged 60+ : maximum 2 per fortnight There is no minimum requirement.	Yes - if aged 60+, maximum of 2 per fortnight, otherwise maximum of 4 per fortnight. Can't be required to do activity other than LLNP unless Secretary satisfied the person could reasonably be expected to do so.	Yes - maximum of 4 per fortnight. Can't be required to do activity other than LLNP unless Secretary satisfied the person could reasonably be expected to do so.	Yes - generally a maximum of 10 per fortnight but may be up to 16 per fortnight for some Mutual Obligation participants.	Yes - generally a maximum of 10 per fortnight but may be up to 16 per fortnight for some Mutual Obligation participants
Breaches	No	No	No	No	No	Participation Agreement Breach	Administrative or Activity Test breach	Administrative or Activity Test breach	Administrative or Activity Test breach	Administrative or Activity Test breach	Administrative or Activity Test breach
Suspension possible				Yes - for non-attendance at compulsory interview	Yes - for non-attendance at compulsory interview	Yes - for non-attendance at interview	Yes. If job seeker uncontactable then suspension of payment pending investigation of possible breach	Yes. If job seeker uncontactable then suspension of payment pending investigation of possible breach	Yes. If job seeker uncontactable then suspension of payment pending investigation of possible breach	Yes. If job seeker uncontactable then suspension of payment pending investigation of possible breach	Yes. If job seeker uncontactable then suspension of payment pending investigation of possible breach
Administrative Penalties for failure to meet administrative requirements - eg: non attendance at an interview	No	No	No	No	No	No	Yes *	Yes *	Yes *	Yes *	Yes *
	* Rate Reduction (Administrative Penalties): 16% for 13 weeks or non-payment for 2 weeks. Penalty commences 14 days after notification.										
Activity Test / Participation Agreement Penalties	No	No	No	No	No	Yes - for non-compliance with participation requirement. **	Yes - for non-compliance with participation requirement. **	Yes - for non-compliance with participation requirement. **	Yes - for non-compliance with activity test. **	Yes - for non-compliance with activity test. **	Yes - for non-compliance with activity test. **
	**Rate Reduction (Activity Test / Participation Agreement Penalties): 1 <sup>st</sup> = 18% for 26 weeks, 2 <sup>nd</sup> = 24% for 26 weeks, 3 <sup>rd</sup> = non-payment for 8 weeks. Penalty commences 14 days after notification.										
Waiver/ Restoration of payment	N/A	N/A	N/A	Suspension for non-attendance - Restore on rebooking or attendance (if within 13 weeks - otherwise new claim required as payment is automatically cancelled).	Suspension for non-attendance - Restore on rebooking or attendance (if within 13 weeks - otherwise new claim required as payment is automatically cancelled).	Suspension for non-attendance - Restore on rebooking or attendance (if within 13 weeks - otherwise new claim required as payment is automatically cancelled). <b>Participation agreement breach</b> -Waiver of remaining penalty on compliance.Full arrears if compliance within 13 weeks of penalty starting.	Suspension for non-attendance - Restore on rebooking or attendance (if within 13 weeks - otherwise new claim required as payment is automatically cancelled). <b>Activity test breach</b> - Waiver of remaining penalty on compliance.	Admin breach for non-attendance - Waiver of remaining penalty on compliance. <b>Activity test breach</b> - Waiver of remaining penalty on compliance. (does not apply to all breaches).	Admin or Activity test breach - Reduction of first penalty to 8 weeks if compliance at earliest opportunity and within 8 weeks (does not apply to all breaches).	Admin or Activity test breach - Waiver of penalty on commencement of WfD, PSP, Vocational Training in a LMP, Rehabilitation Program, or another course such as JPET or Partnership Outreach Education Models(POEM); or Reduction of first penalty to 8 weeks if compliance at earliest opportunity and within 8 weeks (does not apply to all breaches). Note: A breach with a reduced penalty is still counted as a breach	Admin or Activity test breach - Waiver of remaining penalty on commencement of WfD, PSP, CRS, Vocational Training in a LMP, Rehabilitation Program; or Reduction of first penalty to 8 weeks if compliance at earliest opportunity and within 8 weeks (does not apply to all breaches). Note: A breach with a reduced penalty is still counted as a breach
Back-payment to date penalty started	N/A	N/A	N/A	Yes - if compliance is within 13 weeks of start of penalty	Yes - if compliance is within 13 weeks of start of penalty	Yes - if compliance is within 13 weeks of start of penalty	No	No	No	No	No
Appeals and Reviews	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Payment Pending Review	Available	Available	Available	Available	Yes in all cases	Yes in all cases	Available	Available	Available	Available	Available
Legislative Reference	N/A	N/A	N/A	Social Security (Administration) Act 1999 - sections 63	Social Security (Administration) Act 1999 - section 63	Social Security (Administration) Act 1999 - section 63 Social Security Act 1991 - sections 500 - 501	Social Security Administration Act 1999 - sections, 63 -75, 192 Social Security Act 1991 - sections 593 - 665, 1068	Social Security (Administration) Act 1991 sections 23(1), 729, 731, 736, 737, 740, 753, 748(1A) and 752, 752(1B)	Social Security (Administration) Act 1991 sections 23(1), 729, 731, 736, 737, 740, 753, 748(1A) and 752, Social Security Act 1991 - 748(1A) and 752.	Social Security Administration Act 1999 - sections, 63 -75, 192 Social Security Act 1991 - sections 540 - 592, 631, 1067	Social Security Administration Act 1999 - sections, 63 -75, 192 Social Security Act 1991 - sections 593 - 665, 1068

**NB: Newstart and Youth Allowance recipients who are participants of the Personal Support Programme (PSP) are not subject to the requirements and penalties listed above.If contact with the customer is not made within 12 - 16 weeks, payment is suspended.Payment reinstatement, including back-pay, occurs upon customer contact with the relevant Centrelink Specialist Officer, and where a reasonable excuse is provided.**

DISCLAIMER: This document is provided as a quick comparative guide only and should not be relied on as the authoritative source of information regarding qualification and payability for the income support payments mentioned.The authoritative sources are: the Social Security Act 1991, the Social Security (Administration) Act 1999 and the Guide to the Social Security Law.All three are available online at [www.facs.gov.au](http://www.facs.gov.au) by clicking the "Legislation" link on the left hand side.For enquiries regarding this document please email [Helpdesk.ParticipationReform@facs.gov.au](mailto:Helpdesk.ParticipationReform@facs.gov.au).

## Definitions and Acronyms

<b>- (In a % column)</b>	Where a number is less than 20, the corresponding percentage figure will not be displayed. This is so that the <20 figures cannot be easily derived.
<b>- (In a total column)</b>	Where there is a total of <20, any aggregate total will not be displayed. This is so that the <20 figures cannot be easily derived.
<b>&lt;20</b>	If the number within a cell is less than 20, that number will not be displayed. This is to protect the privacy of individuals.
<b>AAT</b>	Administrative Appeals Tribunal
<b>Accommodation Circumstances</b>	The living arrangements of the customer at the time of the breach (eg: home owner, renting, sharing)
<b>Activity Commencement Data</b>	The date the customer starts their agreed activity
<b>Activity End Date</b>	The date the customer ceases their agreed activity
<b>Activity Referral Date</b>	The date the customer is referred to the provider of their agreed activity.
<b>Activity test</b>	Is a set of conditions that details what job seekers and students must do in order to receive certain payments from Centrelink
<b>Activity Tested Population</b>	The number of current activity tested customers as at the end of the reporting period
<b>Activity Type</b>	The programme title of the agreed activity (eg: Personal Support Programme)
<b>ADMIN</b>	Administrative Breach
<b>Age Group</b>	Customer's age as at the breach date. (Eg: Under 18 years, 18-20, 21-24, 25-29, 30-34, 35-39, 40-49, 50-59, 60 years and over)
<b>Appeal</b>	Where people are affected by a decision made about their Centrelink entitlements, they may as for that decision to be reviewed
<b>Appeal Date</b>	The date the appeal was lodged with Centrelink
<b>Appeal Date of Decision</b>	The date of the appeal decision
<b>Appeal Decision</b>	The outcome of the appeal at the level where the decision is made
<b>Appeal Level</b>	Where a person has appealed a decision, their appeal may go through a number of reviews (i.e.: ARO, SSAT, AAT)
<b>Appeal – Original Decision</b>	The original decision which led to the appeal
<b>Appeal – Original Reason</b>	The reason for the original decision which led to the appeal
<b>Appeal Status</b>	Appeal Level
<b>Appellant</b>	Who is making the appeal (i.e.: customer or Centrelink)
<b>APT (or) APPT</b>	Appointment
<b>ARO</b>	Authorised Review Officer
<b>ASO</b>	Centrelink Area Support Office - Administrative units within Centrelink responsible for managing a group of Customer Service Centres
<b>AT</b>	Activity Test Breach
<b>ATSI</b>	The customer has identified himself or herself as being of Aboriginal, Torres Strait Islander, Both Aboriginal and Torres Strait Islander, Both Aboriginal/South Sea Islander, Aboriginal and Torres Strait and South Sea Islander, Torres Strait Islander/South Sea Islander origin.
<b>Breach Category</b>	Breach Reason
<b>Breach Date</b>	The date the customer failed to meet their obligation
<b>Breach Decision Date</b>	The date the decision to apply the breach was made
<b>Breach Incident</b>	Recorded by Job Network, Community, Work for the Dole or Centrelink
<b>Breach Penalty</b>	Reduction in payments owing to customer's failure to meet obligations
<b>Breach Reason</b>	This identifies why the breach was applied
<b>Breach Status</b>	The status of the breach action at the time of the breach (eg: applied, revoked)
<b>Breach Status Date</b>	The date of effect of the breach status
<b>Breach Type</b>	Activity Test, Administrative or Participation Agreement
<b>Centrelink Areas</b>	Refers to the grouping of Centrelink offices by geographic location
<b>Country of Birth</b>	This identifies the country of birth of the customer
<b>CLK</b>	Centrelink - Government agency, which delivers payments and services on behalf of certain federal government departments and for some state government agencies.
<b>CPA</b>	Community Partnership Agreement
<b>CPA CO-ORD</b>	Community Partnership Agreement Coordinator
<b>CSC</b>	Centrelink Customer Service Centre

<b>CSO</b>	Customer Service Officer
<b>Customer Age</b>	The age of the customer at the time of the Breach Date
<b>Customer Earnings</b>	The amount of earned income of the customer (eg: salary, wages)
<b>Customer Income</b>	The amount of non-earned income generated for the customer (eg: investments)
<b>Customer Reference Number (CRN)</b>	Centrelink requires all customers to have a reference number to uniquely identify them.
<b>Customer Service Centre</b>	Centrelink Office. For the purposes of these reports CSC represents the office that owns the customer.
<b>Customer State/Territory</b>	The geographic state/territory in which the customer is recorded as residing (i.e.: NSW, VIC, QLD, WA, SA, NT, ACT, TAS)
<b>CW</b>	Community Work
<b>CWC</b>	Community Work Coordinator
<b>Debt Amount</b>	The amount of debt generated by the customer after having a breach applied for misdeclared or non-declared earnings
<b>DEWR</b>	Department of Employment and Workplace Relations
<b>DNA</b>	Did Not Attend
<b>DPR</b>	DP Review
<b>ECCS</b>	Employment Contact Certificates
<b>Education Level</b>	The highest level of schooling completed by the customer
<b>ERR</b>	Processing Error
<b>External Users</b>	Staff, members of the public, or any government organisation not having access to Centrelink's intranet
<b>F/T</b>	Full-time
<b>FaCS</b>	Department of Family and Community Services
<b>FTA</b>	Failed to Attend
<b>Gender</b>	Male or Female
<b>Grand Total</b>	The total number of breaches for the period
<b>Homelessness</b>	For the purposes of these reports a homeless customer is one that indicates, via the JSCI questionnaire, that they do not have stable accommodation
<b>I/V</b>	Interview
<b>IES</b>	Integrated Employment System
<b>IMP</b>	Imposed Breach
<b>INCAP</b>	Newstart and Youth Allowance Incapacitated
<b>Indigenous Australian</b>	Customers that have identified themselves as being of Aboriginal and/or Torres Strait Islander (ATSI) descent
<b>Indigenous Code</b>	The code represents how the customer has identified themselves in respect of their Indigenous status.
<b>Internal Users</b>	Persons having access to Centrelink's intranet
<b>Interpreter Identifier</b>	Indicator which identifies the preferred language of the customer
<b>Invalid State/Territory</b>	The State/Territory code recorded does not match one (1) of the eight (8) geographic State/Territories
<b>IRM</b>	Integrated Review Model
<b>IS</b>	Intensive Support
<b>IS ca</b>	Intensive Support customised assistance
<b>IS/jst</b>	Intensive Support job search training
<b>JA</b>	JET Advisers
<b>JET</b>	Jobs, Education and Training Program
<b>JN</b>	Job Network
<b>JNm</b>	Job Network member
<b>JS</b>	Job Seeker
<b>JSA</b>	Job Seeker Allowance
<b>JSCI</b>	Job Seeker Classification Instrument. A questionnaire which helps identify barriers to employment.
<b>JSD</b>	Job Seeker Diary
<b>JSP</b>	Job Search Plan
<b>JSSP</b>	Job Search Support Program
<b>MO</b>	Mutual Obligation
<b>Month</b>	All months will be in full calendar months
<b>NPP</b>	Non-Payment Period
<b>NSA</b>	Newstart Allowance
<b>Number of Dependents</b>	The of dependent children of the customer
<b>ODM</b>	Original Decision Maker
<b>PA</b>	Personal Advisers

<b>PAA</b>	Post Activity Agreement
<b>Participation Investigation Reason</b>	The source of the investigation by type & reason (eg: Activity Test, Job Network)
<b>Participation Investigation Status</b>	The latest status of the participation investigation action at the time the event was reported (eg: Applied, Revoked, Rejected)
<b>Participation Investigation Status Date</b>	The date of effect of the status of the participation investigation
<b>Participation Investigation Status Reason</b>	The reason for applying or rejecting the participation investigation event
<b>Payment Type</b>	The payment type that the breach relates to (eg: Newstart, Youth Allowance)
<b>PAYT</b>	Payment Type
<b>Penalty End Date</b>	The last day the penalty applies to
<b>Penalty Period</b>	The length of time a customer has served (or is due to serve) a rate reduction
<b>Penalty Start Date</b>	The first day the penalty is applied from
<b>Percentage</b>	Percentage of the "Grand Total", rounded to the nearest two (2) decimal places
<b>Personal Support Programme</b>	The Personal Support Programme (PSP), introduced on 1 July 2002, enables people of workforce age to have access to pathways, which will move them toward greater independence. PSP attempts to bridge the gap between crisis assistance and economic focused assistance, and PSP participants will be on the Community Participation Support Pathway.
<b>PfWA</b>	Preparing for Work Agreement
<b>PPP</b>	Parenting Payment Partnered
<b>PPR</b>	Payment Pending Review
<b>PPS</b>	Parenting Payment Single
<b>PR</b>	Participation Reports
<b>PSP</b>	Personal Support Programme
<b>Quarter</b>	A three (3) month period (i.e.: July-September, October-December, January-March, April-June)
<b>RAP</b>	Re-applied Breach
<b>Rate Reduction</b>	The percentage that the customer's maximum rate of payment is reduced by during the penalty period. For Activity Test & Participation Agreement breaches, the amount of the rate reduction applied to a payment indicates whether the breach is the first, second or third (& subsequent) occurrence
<b>REV</b>	Revoked Breach
<b>RSN</b>	Reason
<b>RVW</b>	Review
<b>SFS</b>	Self-Serve Breach
<b>SNA</b>	Special Needs Assessment
<b>SpB</b>	Special Benefit
<b>SSAT</b>	Social Security Appeals Tribunal
<b>State/Territory</b>	The geographic state/territory in which the customer is recorded as residing (i.e.: NSW, VIC, QLD, WA, SA, NT, ACT)
<b>Suspension</b>	When a payment has its status changed from current to suspended
<b>Suspension Date of Effect</b>	The date the suspension commenced
<b>Suspension End Date</b>	The date the suspension ceased
<b>Suspension Reason</b>	The reason the suspension was applied
<b>SW</b>	Social Workers
<b>TTW</b>	Transition to Work
<b>Unknown Age</b>	No Age is recorded for the customer as at the Breach Date
<b>Unknown Payment Type</b>	No payment type code is recorded on the investigation/breach record
<b>Unknown Region/Area</b>	The Region/Area code does not match (1) one of the 16 geographic Centrelink Region/Areas
<b>Unknown State/Territory</b>	Invalid State/Territory
<b>WAV</b>	Breach Waived
<b>WCA</b>	Work Capacity Assessment
<b>WFD</b>	Work for the Dole
<b>Whole of Period</b>	Means the three months incorporated in the quarter to give a total number
<b>YAL</b>	Youth Allowance
<b>Year</b>	A full twelve (12) month period from July to June