

Senate Community Affairs Legislation Committee

ANSWERS TO QUESTIONS FROM SENATOR RICE

Social Services Portfolio Department of Social Services 2023-24 Supplementary Budget Estimates

Question 3: Please provide the following information regarding the Targeted Compliance Framework (TCF) and DES participants:

- a. Number of payment suspensions by demographic group and program (as per compliance data on demerit counts referred to below) for each month from December 2020 to the present Number of individuals subject to payment suspensions (broken down as above)
- b. Number of payment suspensions broken down by type of participation failure, by program, for each month from December 2020 to the present
- c. Number of payment suspensions leading to a payment delay or cancellation, broken down as in (3)
- d. Demerit and penalty counts by stage of the TCF, demographic group and program (as per data previously provided), including capability review and penalties data, for each month from December 2020 number of payment on hold messages and conversion to payment suspensions broken down as in (3) above).

Answer:

- a. Refer to Table 1: Number of payment suspensions by demographic group and program and Table 2: Number of individuals subject to payment suspensions by demographic group and program’.
- b. Refer to Table 3: Number of payment suspensions by type of participation failure by program.
- c. Refer to Table 4: Number of payment suspensions leading to a payment delay or cancellation by program.
- d. For underlined component, please refer to the Department of Social Services [previous letter tabled to the Committee](#) on 25 October 2023. For the number of payment on hold messages and conversion to payment suspensions broken down, refer to Table 5.

Table 1: Number of payment suspensions by demographic group and program as at 30/09/2023

Program	Demographic group	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
DES	Total	13,125	23,541	18,930	21,331	20,340	22,203	19,075
	FEMALE	5,224	9,692	7,574	8,653	8,253	9,083	7,628
	MALE	7,901	13,849	11,356	12,678	12,087	13,120	11,447
	INDIGENOUS	1,678	2,715	2,601	2,599	2,519	2,808	2,905

Program	Demographic group	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
DES	Total	16,548	9,748	11,253	13,414	24,401	15,071	21,783
	FEMALE	6,639	3,853	4,491	5,318	10,014	6,375	8,992
	MALE	9,909	5,895	6,762	8,096	14,387	8,696	12,791
	INDIGENOUS	2,521	1,597	1,768	2,163	3,357	1,868	2,718

Program	Demographic group	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
DES	Total	23,406	15,224	21,595	24,537	15,917	500	13,096
	FEMALE	9,865	6,376	8,859	10,273	6,511	202	5,430
	MALE	13,541	8,848	12,736	14,264	9,406	298	7,666
	INDIGENOUS	2,952	1,894	2,878	3,196	2,155	70	1,849

Program	Demographic group	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
DES	Total	16,282	14,365	16,148	11,727	23,602	19,835	26,690
	FEMALE	6,990	6,080	6,930	5,002	10,171	8,562	11,475
	MALE	9,292	8,285	9,218	6,725	13,431	11,273	15,215
	INDIGENOUS	2,418	2,321	2,418	1,647	3,309	2,845	3,704

Program	Demographic group	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
DES	Total	16,607	29,830	23,205	21,621	23,582	20,400
	FEMALE	7,132	12,965	10,038	9,277	10,133	8,606
	MALE	9,475	16,865	13,167	12,344	13,449	11,794
	INDIGENOUS	2,371	4,212	3,403	3,374	3,605	3,152

Table 2: Number of individuals subject to payment suspensions by demographic group and program as at 30/09/2023

Program	Demographic group	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
DES	Total	12,431	21,917	17,459	19,286	18,628	20,298	17,218
	FEMALE	4,984	9,046	7,032	7,877	7,600	8,343	6,942
	MALE	7,447	12,871	10,427	11,409	11,028	11,955	10,276
	INDIGENOUS	1,558	2,469	2,312	2,279	2,247	2,501	2,486

Program	Demographic group	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
DES	Total	15,247	9,061	10,070	12,312	21,593	14,439	20,340
	FEMALE	6,181	3,580	4,032	4,885	8,884	6,116	8,421
	MALE	9,066	5,481	6,038	7,427	12,709	8,323	11,919
	INDIGENOUS	2,233	1,446	1,533	1,940	2,851	1,770	2,454

Program	Demographic group	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
DES	Total	21,385	13,815	19,795	21,751	14,858	500	12,047
	FEMALE	9,094	5,825	8,194	9,172	6,130	202	5,018
	MALE	12,291	7,990	11,601	12,579	8,728	298	7,029
	INDIGENOUS	2,618	1,661	2,583	2,729	1,992	70	1,655

Program	Demographic group	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
DES	Total	14,633	13,053	14,467	11,293	21,514	18,242	24,094
	FEMALE	6,318	5,552	6,237	4,828	9,315	7,895	10,410
	MALE	8,315	7,501	8,230	6,465	12,199	10,347	13,684
	INDIGENOUS	2,121	2,043	2,120	1,563	2,904	2,558	3,213

Program	Demographic group	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
DES	Total	15,735	25,804	20,693	19,280	20,434	18,293
	FEMALE	6,791	11,289	8,954	8,259	8,827	7,759
	MALE	8,944	14,515	11,739	11,021	11,607	10,534
	INDIGENOUS	2,204	3,461	2,922	2,898	3,001	2,739

Table 3: Number of payment suspensions by type of participation failure by program as at 30/09/2023

Program	Cohort	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
DES	Provider Appointment	8,052	9,863	9,563	10,236	11,307	11,420
	Activity	373	633	546	567	916	862
	Third Party Appointment	10	17	14	21	29	33
	Job Interview	18	24	24	38	33	43
	Job Plan	401	764	713	539	663	648
	Job Referral	0	0	<5	<5	<5	0
	Job Search	4,264	12,229	8,053	9,918	7,376	9,176
	Work Refusal	7	11	n.p	n.p	n.p	21
	Total	13,125	23,541	18,930	21,331	20,340	22,203

Program	Cohort	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
DES	Provider Appointment	12,294	8,023	4,264	5,615	6,904	13,828
	Activity	752	407	244	214	280	414
	Third Party Appointment	41	15	28	23	27	47
	Job Interview	40	22	21	16	25	28
	Job Plan	805	593	443	359	711	1,310
	Job Referral	<5	<5	0	0	5	6
	Job Search	5,122	7,471	4,739	5,008	5,452	8,744
	Work Refusal	n.p	n.p	9	18	10	24
	Total	19,075	16,548	9,748	11,253	13,414	24,401

Program	Cohort	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
DES	Provider Appointment	7,942	8,990	10,903	8,174	10,040	11,659
	Activity	218	254	304	188	297	296
	Third Party Appointment	20	16	23	26	26	29
	Job Interview	29	14	40	38	42	58
	Job Plan	532	993	1,080	573	758	895
	Job Referral	<5	<5	7	5	5	7
	Job Search	6,314	11,503	11,025	6,203	10,408	11,573
	Work Refusal	n.p	n.p	24	17	19	20
	Total	15,071	21,783	23,406	15,224	21,595	24,537

Program	Cohort	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
DES	Provider Appointment	8,343	290	9,622	12,686	11,777	12,668
	Activity	167	6	286	287	248	305
	Third Party Appointment	21	<5	27	30	40	47
	Job Interview	25	<5	45	53	53	53
	Job Plan	560	0	1,445	1,221	826	959
	Job Referral	<5	0	5	<5	6	7
	Job Search	6,782	202	1,656	1,981	1,392	2,076
	Work Refusal	n.p	0	10	n.p	23	33
	Total	15,917	500	13,096	16,282	14,365	16,148

Table 3: Number of payment suspensions by type of participation failure by program (con't) as at 30/09/2023

Program	Cohort	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
DES	Provider Appointment	6,456	10,467	10,789	13,053	8,921	15,383
	Activity	147	303	277	369	236	416
	Third Party Appointment	25	13	24	19	12	26
	Job Interview	25	30	35	57	20	42
	Job Plan	513	998	784	1,138	516	996
	Job Referral	<5	<5	0	<5	5	<5
	Job Search	4,545	11,775	7,903	12,031	6,881	12,944
	Work Refusal	n.p	n.p	23	n.p	16	n.p
	Total	11,727	23,602	19,835	26,690	16,607	29,830

Program	Cohort	Jun-23	Jul-23	Aug-23	Sep-23
DES	Provider Appointment	12,442	11,557	12,199	10,847
	Activity	392	420	568	489
	Third Party Appointment	25	36	38	33
	Job Interview	42	61	68	53
	Job Plan	710	733	853	787
	Job Referral	8	<5	<5	<5
	Job Search	9,559	8,786	9,838	8,171
	Work Refusal	27	n.p	n.p	n.p
	Total	23,205	21,621	23,582	20,400

Table 4: Number of payment suspensions leading to a payment delay or cancellation by program as at 30/09/2023

Program	Cohort	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
DES	Provider Appointment	0	0	287	342	401	469
	Activity	0	0	<5	8	<5	9
	Third Party Appointment	0	0	0	0	<5	<5
	Job Interview	0	0	<5	0	0	<5
	Job Plan	0	0	10	9	18	21
	Job Referral	0	0	0	0	0	0
	Job Search	0	<5	147	139	142	118
	Work Refusal	0	0	0	0	0	0
	Total		0	<5	449	498	566

Program	Cohort	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
DES	Provider Appointment	n.p	184	116	225	245	367
	Activity	<5	<5	<5	6	<5	n.p
	Third Party Appointment	0	<5	0	0	0	<5
	Job Interview	0	0	0	0	0	0
	Job Plan	0	6	<5	11	n.p	34
	Job Referral	0	0	0	0	0	0
	Job Search	0	24	49	96	70	104
	Work Refusal	0	0	0	0	0	0
	Total		67	218	171	338	323

Program	Cohort	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
DES	Provider Appointment	417	0	413	355	359	518
	Activity	<5	0	<5	<5	<5	<5
	Third Party Appointment	<5	0	0	<5	0	0
	Job Interview	0	0	0	0	<5	0
	Job Plan	10	0	n.p	10	11	n.p
	Job Referral	0	0	0	0	0	0
	Job Search	90	0	303	102	114	256
	Work Refusal	0	0	0	0	0	0
	Total		522	0	759	471	488

Program	Cohort	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
DES	Provider Appointment	386	0	7	484	503	420
	Activity	8	0	<5	<5	n.p	<5
	Third Party Appointment	<5	0	0	<5	<5	0
	Job Interview	0	0	0	<5	0	0
	Job Plan	n.p	0	10	22	26	20
	Job Referral	0	0	0	0	0	<5
	Job Search	128	0	n.p	36	28	40
	Work Refusal	0	0	0	0	0	0
	Total		528	0	24	546	564

Table 4: Number of payment suspensions leading to a payment delay or cancellation by program (con't) as at 30/09/2023

Program	Cohort	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
DES	Provider Appointment	252	0	451	n.p	516	127
	Activity	<5	0	5	0	5	<5
	Third Party Appointment	0	0	0	0	0	0
	Job Interview	<5	0	0	0	0	<5
	Job Plan	6	0	15	0	24	<5
	Job Referral	0	0	0	0	0	0
	Job Search	25	0	204	<5	160	33
	Work Refusal	0	0	0	0	0	0
	Total	286	0	675	40	705	166

Program	Cohort	Jun-23	Jul-23	Aug-23	Sep-23
DES	Provider Appointment	495	342	406	319
	Activity	<5	<5	<5	n.p
	Third Party Appointment	0	0	<5	0
	Job Interview	0	<5	<5	<5
	Job Plan	n.p	7	22	8
	Job Referral	0	0	0	0
	Job Search	134	129	110	80
	Work Refusal	0	0	0	0
	Total	645	483	544	414

Table 5: Number of Suspensions by 'on hold' message and subsequent suspension by type and month
As at 30/09/2023

Program	Cohort	Dec-20			Jan-21		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	5,755	5,035	10,790	9,851	5,867	15,718
	Activity	272	380	652	633	628	1,261
	Third Party Appointment	7	19	26	17	13	30
	Job Interview	10	23	33	24	32	56
	Job Plan	293	225	518	764	512	1,276
	Job Referral	0	0	0	0	0	0
	Job Search	3,345	1,902	5,247	12,228	5,626	17,854
	Work Refusal	5	10	15	11	8	19
	Total	9,687	7,594	17,281	23,528	12,686	36,214

Program	Cohort	Feb-21			Mar-21		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	9,543	9,489	19,032	10,218	11,962	22,180
	Activity	546	1,019	1,565	566	1,520	2,086
	Third Party Appointment	14	44	58	21	72	93
	Job Interview	24	55	79	37	63	100
	Job Plan	713	729	1,442	539	713	1,252
	Job Referral	<5	0	<5	<5	<5	n.p
	Job Search	8,045	7,465	15,510	9,906	11,416	21,322
	Work Refusal	n.p	12	n.p	n.p	n.p	n.p
	Total	18,902	18,813	37,715	21,299	25,772	47,071

Table 5: Number of Suspensions by 'on hold' message and subsequent suspension by type and month
 (con't)
 As at 30/09/2023

Program	Cohort	Apr-21			May-21		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	11,257	6,903	18,160	11,367	9,345	20,712
	Activity	914	1,079	1,993	859	1,068	1,927
	Third Party Appointment	29	55	84	32	54	86
	Job Interview	32	62	94	43	62	105
	Job Plan	663	361	1,024	648	431	1,079
	Job Referral	<5	0	<5	0	<5	<5
	Job Search	7,364	3,602	10,966	9,144	4,889	14,033
	Work Refusal	n.p	15	n.p	21	n.p	n.p
	Total	20,275	12,077	32,352	22,114	15,870	37,984

Program	Cohort	Jun-21			Jul-21		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	12,197	7,219	19,416	7,943	5,658	13,601
	Activity	751	893	1,644	404	884	1,288
	Third Party Appointment	41	56	97	14	24	38
	Job Interview	40	50	90	22	38	60
	Job Plan	805	404	1,209	593	369	962
	Job Referral	0	0	0	<5	<5	n.p
	Job Search	5,097	2,801	7,898	7,427	3,770	11,197
	Work Refusal	20	13	33	n.p	n.p	n.p
	Total	18,951	11,436	30,387	16,420	10,762	27,182

Table 5: Number of Suspensions by 'on hold' message and subsequent suspension by type and month
 (con't)
 As at 30/09/2023

Program	Cohort	Aug-21			Sep-21		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	4,201	3,363	7,564	5,582	3,718	9,300
	Activity	231	634	865	213	479	692
	Third Party Appointment	28	42	70	23	35	58
	Job Interview	21	19	40	16	24	40
	Job Plan	443	334	777	360	201	561
	Job Referral	0	<5	<5	0	<5	<5
	Job Search	4,704	2,138	6,842	4,979	2,389	7,368
	Work Refusal	9	n.p	n.p	18	n.p	n.p
	Total	9,637	6,542	16,179	11,191	6,857	18,048

Program	Cohort	Oct-21			Nov-21		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	6,815	4,590	11,405	13,731	8,024	21,755
	Activity	279	584	863	410	794	1,204
	Third Party Appointment	27	29	56	47	40	87
	Job Interview	25	34	59	27	61	88
	Job Plan	711	551	1,262	1,310	595	1,905
	Job Referral	5	7	12	5	16	21
	Job Search	5,398	2,509	7,907	8,698	4,186	12,884
	Work Refusal	10	16	26	24	17	41
	Total	13,270	8,320	21,590	24,252	13,733	37,985

Table 5: Number of Suspensions by 'on hold' message and subsequent suspension by type and month

(con't)

As at 30/09/2023

Program	Cohort	Dec-21			Jan-22		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	7,880	7,445	15,325	9,049	5,207	14,256
	Activity	217	556	773	255	394	649
	Third Party Appointment	19	31	50	16	10	26
	Job Interview	28	58	86	14	24	38
	Job Plan	532	363	895	993	469	1,462
	Job Referral	<5	n.p	n.p	<5	<5	<5
	Job Search	6,288	3,662	9,950	11,464	4,819	16,283
	Work Refusal	n.p	n.p	n.p	n.p	n.p	n.p
	Total	14,980	12,128	27,108	21,804	10,929	32,733

Program	Cohort	Feb-22			Mar-22		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	10,888	7,609	18,497	8,088	5,772	13,860
	Activity	304	540	844	188	397	585
	Third Party Appointment	21	29	50	25	23	48
	Job Interview	39	34	73	38	34	72
	Job Plan	1,080	564	1,644	573	360	933
	Job Referral	6	14	20	5	13	18
	Job Search	10,986	5,094	16,080	6,176	2,720	8,896
	Work Refusal	24	11	35	17	9	26
	Total	23,348	13,895	37,243	15,110	9,328	24,438

Table 5: Number of Suspensions by 'on hold' message and subsequent suspension by type and month
(con't)

As at 30/09/2023

Program	Cohort	Apr-22			May-22		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	9,943	6,343	16,286	11,533	7,607	19,140
	Activity	297	538	835	295	550	845
	Third Party Appointment	26	26	52	29	38	67
	Job Interview	41	44	85	57	44	101
	Job Plan	758	431	1,189	895	498	1,393
	Job Referral	5	9	14	7	7	14
	Job Search	10,355	4,848	15,203	11,501	5,115	16,616
	Work Refusal	19	7	26	20	20	40
	Total	21,444	12,246	33,690	24,337	13,879	38,216

Program	Cohort	Jun-22			Jul-22		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	8,240	7,199	15,439	275	1,544	1,819
	Activity	161	428	589	6	119	125
	Third Party Appointment	21	37	58	<5	<5	<5
	Job Interview	25	37	62	<5	<5	n.p
	Job Plan	560	375	935	0	285	285
	Job Referral	<5	n.p	16	0	<5	<5
	Job Search	6,731	3,754	10,485	201	94	295
	Work Refusal	n.p	n.p	30	0	<5	<5
	Total	15,757	11,857	27,614	484	2,053	2,537

Table 5: Number of Suspensions by 'on hold' message and subsequent suspension by type and month
(con't)

As at 30/09/2023

Program	Cohort	Aug-22			Sep-22		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	9,622	4,123	13,745	12,685	7,193	19,878
	Activity	286	470	756	287	533	820
	Third Party Appointment	27	20	47	29	25	54
	Job Interview	45	20	65	53	40	93
	Job Plan	1,445	826	2,271	1,221	756	1,977
	Job Referral	n.p	<5	n.p	<5	<5	n.p
	Job Search	1,656	698	2,354	1,981	960	2,941
	Work Refusal	n.p	n.p	n.p	n.p	n.p	n.p
	Total	13,096	6,168	19,264	16,280	9,530	25,810

Program	Cohort	Oct-22			Nov-22		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	11,774	7,386	19,160	12,655	7,557	20,212
	Activity	246	524	770	304	561	865
	Third Party Appointment	40	40	80	47	46	93
	Job Interview	53	58	111	53	59	112
	Job Plan	826	534	1,360	959	572	1,531
	Job Referral	6	5	11	7	9	16
	Job Search	1,392	633	2,025	2,076	956	3,032
	Work Refusal	23	8	31	33	13	46
	Total	14,360	9,188	23,548	16,134	9,773	25,907

Table 5: Number of Suspensions by 'on hold' message and subsequent suspension by type and month
(con't)

As at 30/09/2023

Program	Cohort	Dec-22			Jan-23		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	6,443	5,922	12,365	10,424	5,717	16,141
	Activity	146	312	458	302	445	747
	Third Party Appointment	25	36	61	13	16	29
	Job Interview	25	32	57	29	30	59
	Job Plan	513	398	911	998	575	1,573
	Job Referral	<5	n.p	12	<5	n.p	n.p
	Job Search	4,541	2,796	7,337	11,754	5,290	17,044
	Work Refusal	n.p	n.p	26	n.p	n.p	n.p
	Total	11,709	9,518	21,227	23,536	12,086	35,622

Program	Cohort	Feb-23			Mar-23		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	10,749	8,764	19,513	12,981	7,273	20,254
	Activity	274	490	764	369	531	900
	Third Party Appointment	24	25	49	19	21	40
	Job Interview	34	47	81	56	43	99
	Job Plan	784	567	1,351	1,138	430	1,568
	Job Referral	0	5	5	<5	<5	n.p
	Job Search	7,882	4,431	12,313	11,995	4,352	16,347
	Work Refusal	23	22	45	n.p	n.p	n.p
	Total	19,770	14,351	34,121	26,581	12,666	39,247

Table 5: Number of Suspensions by 'on hold' message and subsequent suspension by type and month
(con't)

As at 30/09/2023

Program	Cohort	Apr-23			May-23		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	8,858	7,564	16,422	15,290	8,439	23,729
	Activity	236	668	904	415	743	1,158
	Third Party Appointment	12	29	41	26	35	61
	Job Interview	20	45	65	42	54	96
	Job Plan	516	409	925	996	660	1,656
	Job Referral	n.p	<5	n.p	<5	<5	n.p
	Job Search	6,838	5,273	12,111	12,893	5,712	18,605
	Work Refusal	n.p	n.p	n.p	n.p	n.p	n.p
	Total	16,501	13,996	30,497	29,685	15,663	45,348

Program	Cohort	Jun-23			Jul-23		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	12,361	7,863	20,224	11,439	7,049	18,488
	Activity	385	804	1,189	412	779	1,191
	Third Party Appointment	24	36	60	35	29	64
	Job Interview	40	47	87	59	60	119
	Job Plan	710	495	1,205	733	460	1,193
	Job Referral	8	12	20	<5	<5	n.p
	Job Search	9,498	4,932	14,430	8,738	4,075	12,813
	Work Refusal	27	13	40	n.p	n.p	n.p
	Total	23,053	14,202	37,255	21,444	12,461	33,905

Table 5: Number of Suspensions by 'on hold' message and subsequent suspension by type and month
(con't)

As at 30/09/2023

Program	Cohort	Aug-23			Sep-23		
		Suspension Triggered - Applied	Suspension Not Triggered	Total	Suspension Triggered - Applied	Suspension Not Triggered	Total
DES	Provider Appointment	12,102	7,570	19,672	10,732	6,750	17,482
	Activity	563	1,045	1,608	485	949	1,434
	Third Party Appointment	38	57	95	32	37	69
	Job Interview	65	62	127	52	57	109
	Job Plan	853	554	1,407	787	493	1,280
	Job Referral	<5	<5	<5	<5	n.p	n.p
	Job Search	9,768	4,888	14,656	8,099	3,969	12,068
	Work Refusal	n.p	n.p	n.p	n.p	n.p	n.p
	Total	23,407	14,190	37,597	20,207	12,277	32,484

Notes for Tables 1 to 5

- From December 2022, Services Australia implemented a change in the Centrelink payment system to recognise gender other than the sex assigned at birth or during infancy, or as a gender which is not exclusively male or female. To protect the privacy of individuals and comply with confidentialisation policy, persons identifying as 'non-binary' will initially be grouped with 'females' in the period immediately following implementation of this change. The Department of Social Services will monitor the implications of this change and will publish the 'non-binary' gender category as soon as privacy and confidentialisation considerations allow.
- Indigenous recipients include only those who have voluntarily identified as Indigenous for program purposes. This data may therefore represent an undercount.
- Where a number is less than 5 this is indicated by '<5'. To prevent these numbers from being reverse engineered some other numbers are not published (indicated by 'n.p').
- 'Suspension triggered applied' refers to job seekers who do not re-engage within 2 business days of the non-compliance event occurring and the suspension transaction being sent to Services Australia, resulting in a subsequent suspension.
- 'Suspension not triggered' refers to job seekers who re-engage with their provider within 2 business days of the non-compliance event occurring. Under old rules, these would have resulted in suspension.

Source: Employment Business Intelligence Warehouse (EBIW), Department of Employment and Workplace Relations (DEWR)