

**Response to letter from Senator Rice  
Information of interest for Senate Estimates**

**Outcome 4**

**Employment Programs Group**

**1: The total number of Jobactive participants who were required to attend face to face appointments from January 2022 onwards, broken down by month where available.**

1 256,862 individual participants were required to attend at least one face-to-face appointment for January 2022.

**2: An update to SQ21-000982 including the following figures for the calendar year of 2021, and for each month from January 2022 to the present broken down by month:**

**2.1 Number of payment suspensions by demographic group and program stream as per SQ21-000982**

**2.2 Number of individuals subject to payment suspensions by demographic group and program stream as per SQ21-000982**

**2.3 Number of payment suspensions broken down by reason for suspension SQ21-000982**

**2.4 Number of payment suspensions leading to a payment delay or cancellation, with data on demographic stream and program stream**

**2.5 Demerit and penalty counts by stage of the Targeted Compliance Framework, demographic group and program (as per data previously provided)**

**2.6 Number of payment on hold messages and conversion to payment suspensions broken including by demographic group and program stream**

**2.7 Payment suspensions and demerit points for Parents Next and Transition to work programs**

2 For data for the period January 2021 to April 2021, refer to previous QoN SQ21-000851 (2021-22 Budget Estimates).

For data for the period May 2021 to September 2021, refer to previous QoN SQ21-000982 (2021-22 Supplementary Budget Estimates).

2.3 For the number of payment suspensions by demographic group and program refer to **Table 2.1** below.

2.4 2.2 For the number of individuals subject to payment suspensions by demographic group and program refer to **Table 2.2** below.

2.5 For the number of payment suspensions by program and type of participation failure refer to **Table 2.3** below.

2.6 For the number of payment suspensions leading to a payment cancellation refer to **Table 2.4** below. Note the department does not have data on actual job seeker payment delays. This would be a question for Services Australia.

2.7 For demerit and penalty counts by stage including Capability Interview and Capability Assessments refer to **Tables 2.5.1 to Table 2.5.5** below.

2.8 Number of payment on hold messages and conversion to payment suspensions refer to **Table 2.6** below.

2.9 Payment Suspensions and Demerit points for ParentsNext are included in the below tables (Tables 2.1, 2.2, 2.3 and 2.5) Participants in the Transition to Work program are not subject to the Targeted Compliance Framework.

**3: An update to SQ21-000494 including the following figures for the calendar year of 2021, and for each month from January 2022:**

**3.1 Number of payment cancellations by specific reason for cancellation broken down by demographic group as per SQ21-000494**

**3.2 Number of payment suspensions by specific reason for cancellation broken down by demographic group as per SQ21-000494**

**3.3 Demerit points by specific reason for cancellation broken down by demographic group as per SQ21-000494**

3.1 Number of payment cancellations by specific reason for cancellation broken down by demographic group as per SQ21-000494, please see **Table 3.1**. Please note the department does not collect specific reasons for payment cancellations.

3.2 Number of payment suspensions by specific reason for cancellation broken down by demographic group as per SQ21-000494, please see **Table 3.2**. Please note the department does not collect specific reasons for payment cancellations.

3.3 Demerit points by specific reason for cancellation broken down by demographic group as per SQ21-000494 is unable to be provided. Payment cancellations are associated with payment suspensions and are not directly related to demerit points.

**4: Total number of work refusal penalties including for the calendar year of 2021, and for each month from January 2022 to the present, broken down by demographics as per payment suspensions and demerit points**

4 For total number of work refusal penalties including for the calendar year of 2021 please see **Table 4**. Note data for January 2022 has not been provided as the work refusal reports for this period are still being processed by Services Australia.

**Table 2.1 – Payment Suspension events by Cohort – October 2021 to January 2022**

Program	Cohort	Oct-21	Nov-21	Dec-21	Jan-22
jobactive	FEMALE	47,114	77,651	50,675	66,633
	MALE	74,521	121,418	76,441	103,171
	INDIGENOUS	32,333	43,236	24,555	35,610
	SINGLE PARENTS	11,972	19,205	11,894	15,448
	DISABILITY	30,173	48,672	30,257	41,878
	HOMELESSNESS	22,241	34,038	20,568	28,470
	CALD	11,863	29,234	22,828	27,519
	EX-OFFENDERS	29,109	45,172	27,025	37,960
	JOBSEEKER	101,034	167,538	107,742	143,876
	YOUTH ALLOWANCE (O)	17,156	25,762	15,602	21,022
	OTHER PAYMENT	3,445	5,769	3,771	4,886
	<b>Total</b>	<b>121,635</b>	<b>199,069</b>	<b>127,116</b>	<b>169,804</b>
ParentsNext	FEMALE	3,079	4,332	2,925	3,536
	MALE	189	278	186	250
	INDIGENOUS	1,437	1,799	1,134	1,411
	SINGLE PARENTS	2,138	2,857	1,864	2,306
	DISABILITY	452	658	471	497
	HOMELESSNESS	334	453	321	357
	CALD	206	458	382	360
	EX-OFFENDERS	458	637	400	495
	<b>Total</b>	<b>3,268</b>	<b>4,610</b>	<b>3,111</b>	<b>3,786</b>
Total	FEMALE	50,193	81,983	53,600	70,169
	MALE	74,710	121,696	76,627	103,421
	INDIGENOUS	33,770	45,035	25,689	37,021
	SINGLE PARENTS	14,110	22,062	13,758	17,754
	DISABILITY	30,625	49,330	30,728	42,375
	HOMELESSNESS	22,575	34,491	20,889	28,827
	CALD	12,069	29,692	23,210	27,879
	EX-OFFENDERS	29,567	45,809	27,425	38,455
	JOBSEEKER	101,034	167,538	107,742	143,876
	YOUTH ALLOWANCE (O)	17,156	25,762	15,602	21,022
	OTHER PAYMENT	6,713	10,379	6,882	8,672
	<b>Total</b>	<b>124,903</b>	<b>203,679</b>	<b>130,227</b>	<b>173,590</b>

Payment suspension events within the period 1 October 2021 to 31 January 2022, data as at 31 January 2022. Individuals may belong to more than one demographic cohort.

**Table 2.2 – Job seekers Suspended from Payment by Cohort – October 2021 to January 2022**

Program	Cohort	Oct-21	Nov-21	Dec-21	Jan-22
jobactive	FEMALE	40,949	66,104	47,442	60,471
	MALE	64,183	101,513	71,217	92,570
	INDIGENOUS	26,501	34,250	22,352	30,651
	SINGLE PARENTS	10,427	16,215	11,116	14,020
	DISABILITY	26,058	40,891	28,246	37,723
	HOMELESSNESS	18,565	27,404	18,869	25,024
	CALD	10,539	25,712	21,607	25,485
	EX-OFFENDERS	24,306	36,129	24,756	33,185
	JOBSEEKER	87,793	141,864	100,852	130,167
	YOUTH ALLOWANCE (O)	14,325	20,788	14,239	18,392
	OTHER PAYMENT	3,014	4,965	3,567	4,462
	<b>Total</b>		<b>105,132</b>	<b>167,617</b>	<b>118,659</b>
ParentsNext	FEMALE	2,808	3,936	2,825	3,420
	MALE	176	262	181	234
	INDIGENOUS	1,288	1,585	1,080	1,352
	SINGLE PARENTS	1,948	2,575	1,800	2,229
	DISABILITY	421	603	455	480
	HOMELESSNESS	300	407	304	343
	CALD	195	435	371	352
	EX-OFFENDERS	422	567	385	468
	OTHER PAYMENT	2,984	4,198	3,006	3,654
	<b>Total</b>		<b>2,984</b>	<b>4,198</b>	<b>3,006</b>
Total	FEMALE	43,757	70,040	50,267	63,891
	MALE	64,359	101,775	71,398	92,804
	INDIGENOUS	27,789	35,835	23,432	32,003
	SINGLE PARENTS	12,375	18,790	12,916	16,249
	DISABILITY	26,479	41,494	28,701	38,203
	HOMELESSNESS	18,865	27,811	19,173	25,367
	CALD	10,734	26,147	21,978	25,837
	EX-OFFENDERS	24,728	36,696	25,141	33,653
	JOBSEEKER	87,793	141,864	100,852	130,167
	YOUTH ALLOWANCE (O)	14,325	20,788	14,239	18,392
	OTHER PAYMENT	5,998	9,163	6,573	8,116
	<b>Total</b>		<b>108,116</b>	<b>171,815</b>	<b>121,665</b>

Job seekers and participants who had a payment suspended within the period 1 October 2021 to 31 January 2022.  
 Individuals may belong to more than one demographic cohort.  
 A job seeker is counted once per month.  
 All data as at 31/01/2022

**Table 2.3 - Payment Suspension events by Category – October 2021 to January 2022**

Program	Payment Suspension Category	Oct-21	Nov-21	Dec-21	Jan-22
jobactive	Provider Appointment	58,514	103,007	61,421	68,252
	Activity	6,071	8,245	5,147	np
	Third Party Appointment	301	np	np	np
	Job Interview	201	348	167	118
	Job Plan	4,001	np	np	4,655
	Job Referral	338	1,209	801	574
	Job Search	51,389	78,651	56,085	89,536
	Flexible Learning	136	235	136	153
	Points Based Period	619	712	348	526
	Work Refusal	65	140	88	41
	<b>Total</b>	<b>121,635</b>	<b>199,069</b>	<b>127,116</b>	<b>169,804</b>
ParentsNext	Provider Appointment	2,653	3,776	2,631	3,177
	Activity	446	608	344	np
	Third Party Appointment	10	<10	<10	<10
	Job Plan	159	np	np	np
	<b>Total</b>	<b>3,268</b>	<b>4,610</b>	<b>3,111</b>	<b>3,786</b>
<b>Total</b>	Provider Appointment	61,167	106,783	64,052	71,429
	Activity	6,517	8,853	5,491	6,080
	Third Party Appointment	311	456	251	159
	Job Interview	201	348	167	118
	Job Plan	4,160	6,292	2,808	4,974
	Job Referral	338	1,209	801	574
	Job Search	51,389	78,651	56,085	89,536
	Flexible Learning	136	235	136	153
	Points Based Period	619	712	348	526
	Work Refusal	65	140	88	41
<b>Total</b>	<b>124,903</b>	<b>203,679</b>	<b>130,227</b>	<b>173,590</b>	

Where a number is less than 10 this is indicated by '<10'. To prevent these numbers from being reverse engineered some other numbers are not published (indicated by 'np').  
All data as at 31/01/2022

**Table 2.4 - Number of Payment Suspension events leading to a payment cancellation**

Programme	Cohort	Oct-21	Nov-21	Dec-21	Jan-22
Jobactive	Provider Appointment	4,421	6,498	7,170	0
	Activity	245	301	298	0
	Third Party Appointment	<10	11	17	0
	Job Interview	<10	15	13	0
	Job Plan	263	753	391	0
	Job Referral	<10	28	67	0
	Job Search	4,822	5,874	4,544	0
	Flexible Learning	0	0	0	0
	Points Based Period	0	0	0	0
	Work Refusal	0	0	0	0
	<b>Total</b>	<b>9,763</b>	<b>13,480</b>	<b>12,500</b>	<b>0</b>
ParentsNext	Provider Appointment	35	53	np	0
	Activity	0	<10	0	0
	Third Party Appointment	0	0	0	0
	Job Interview	0	0	0	0
	Job Plan	0	<10	<10	0
	Job Referral	0	0	0	0
	Job Search	0	0	0	0
	Flexible Learning	0	0	0	0
	Points Based Period	0	0	0	0
	Work Refusal	0	0	0	0
	<b>Total</b>	<b>35</b>	<b>55</b>	<b>46</b>	<b>0</b>
Total	Provider Appointment	4,456	6,551	7,211	0
	Activity	245	302	298	0
	Third Party Appointment	<10	11	17	0
	Job Interview	<10	15	13	0
	Job Plan	263	754	396	0
	Job Referral	<10	28	67	0
	Job Search	4,822	5,874	4,544	0
	Flexible Learning	0	0	0	0
	Points Based Period	0	0	0	0
	Work Refusal	0	0	0	0
	<b>Total</b>	<b>9,798</b>	<b>13,535</b>	<b>12,546</b>	<b>0</b>

Where a number is less than 10 this is indicated by '<10'. To prevent these numbers from being reverse engineered some other numbers are not published (indicated by 'np').

January 2022 had no payment cancellations. This was because all payment suspensions were lifted as part of the temporary suspension of mutual obligations for the Christmas and New Year period. Mutual Obligations resumed on 4th January 2022 and any payment suspensions applied since then (that required cancellation of payment) would not have been cancelled until February 2022.

Table 2.5.1a: Targeted Compliance Framework Cohort Data – 1 October to 31 Oct 2021

Data below is as at 31 October 2021																			
COHORT			Green Zone		Warning Zone						Penalty Zone						All Zones		
			All		By Demerit Count					All		By Penalty Count				All			
			#P	% CL	1	2	3`	4	5`	#P	% CL	0	Returned after serving preclusion	1	2	#P	%	#P	% CL
jobactive and PN	STREAM	Stream A	175,804	62.5%	64,707	33,229	4,807	1,611	111	104,465	37.1%	666	32	198	129	1,025	0.4%	281,294	48.7%
		Stream B	118,754	53.2%	55,962	36,393	7,007	2,719	201	102,282	45.8%	1,273	110	552	458	2,393	1.1%	223,429	38.6%
		Stream C	35,724	48.7%	18,999	13,175	3,052	1,192	104	36,522	49.8%	637	64	285	176	1,162	1.6%	73,408	12.7%
	<b>jobactive - Total</b>		<b>330,282</b>	<b>57.1%</b>	<b>139,668</b>	<b>82,797</b>	<b>14,866</b>	<b>5,522</b>	<b>np</b>	<b>243,269</b>	<b>42.1%</b>	<b>2,576</b>	<b>206</b>	<b>1,035</b>	<b>763</b>	<b>4,580</b>	<b>0.8%</b>	<b>578,131</b>	<b>100.0%</b>
	<b>ParentsNext - Total</b>		<b>51,553</b>	<b>94.8%</b>	<b>2,342</b>	<b>445</b>	<b>50</b>	<b>np</b>	<b>&lt;10</b>	<b>np</b>	<b>np</b>	<b>&lt;10</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>&lt;10</b>	<b>np</b>	<b>54,399</b>	<b>100.0%</b>
<b>Total (jobactive and ParentsNext)</b>		<b>381,835</b>	<b>60.4%</b>	<b>142,010</b>	<b>83,242</b>	<b>14,916</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>206</b>	<b>1,035</b>	<b>763</b>	<b>np</b>	<b>np</b>	<b>632,530</b>	<b>100.0%</b>	
jobactive	DEMOGRAPHIC <sup>^</sup>	FEMALE	160,876	60.8%	61,182	33,880	5,402	1,861	149	102,474	38.7%	784	48	297	223	1,352	0.5%	264,702	45.8%
		MALE	169,406	54.0%	78,486	48,917	9,464	3,661	267	140,795	44.9%	1,792	158	738	540	3,228	1.0%	313,429	54.2%
		INDIGENOUS	25,123	36.4%	19,361	17,084	4,042	1,593	114	42,194	61.1%	854	112	403	350	1,719	2.5%	69,036	11.9%
		SINGLE PARENTS	37,190	60.0%	14,493	8,353	1,230	422	29	24,527	39.6%	175	12	56	33	276	0.4%	61,993	10.7%
		DISABILITY	70,763	53.7%	33,386	20,800	4,041	1,469	122	59,818	45.4%	639	42	254	180	1,115	0.8%	131,696	22.8%
		HOMELESSNESS	28,248	44.6%	16,929	12,888	2,905	1,143	99	33,964	53.7%	591	50	229	197	1,067	1.7%	63,279	10.9%
		CALD	84,446	70.5%	23,335	9,513	1,453	537	41	34,879	29.1%	231	19	83	55	388	0.3%	119,713	20.7%
		EX-OFFENDERS	30,218	40.6%	20,811	16,472	3,862	1,514	129	42,788	57.5%	779	69	343	258	1,449	1.9%	74,455	12.9%
		<b>jobactive- Total</b>		<b>330,282</b>	<b>57.1%</b>	<b>139,668</b>	<b>82,797</b>	<b>14,866</b>	<b>5,522</b>	<b>np</b>	<b>243,269</b>	<b>42.1%</b>	<b>2,576</b>	<b>206</b>	<b>1,035</b>	<b>763</b>	<b>4,580</b>	<b>0.8%</b>	<b>578,131</b>
PARENTSNEXT	DEMOGRAPHIC <sup>^</sup>	FEMALE	49,262	94.9%	2,198	419	47	<10	<10	np	np	<10	-	-	-	<10	0.0%	51,935	95.5%
		MALE	2,291	93.0%	144	np	<10	-	-	173	7.0%	-	-	-	-	-	0.0%	2,464	4.5%
		INDIGENOUS	10,094	89.7%	886	235	np	<10	-	np	np	<10	-	-	-	<10	0.0%	11,258	20.7%
		SINGLE PARENTS	33,172	93.8%	1,794	355	np	<10	<10	np	np	<10	-	-	-	<10	0.0%	35,368	65.0%
		DISABILITY	8,296	94.8%	369	np	<10	<10	-	458	5.2%	-	-	-	-	-	0.0%	8,754	16.1%
		HOMELESSNESS	2,814	92.1%	190	np	<10	<10	-	np	np	<10	-	-	-	<10	0.1%	3,056	5.6%
		CALD	9,320	97.9%	176	np	-	-	-	196	2.1%	-	-	-	-	-	0.0%	9,516	17.5%
		EX-OFFENDERS	3,863	90.0%	344	69	12	<10	-	np	np	<10	-	-	-	<10	0.0%	4,290	7.9%
		<b>ParentsNext - Total</b>		<b>51,553</b>	<b>94.8%</b>	<b>2,342</b>	<b>445</b>	<b>50</b>	<b>np</b>	<b>&lt;10</b>	<b>np</b>	<b>np</b>	<b>&lt;10</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>&lt;10</b>	<b>0.0%</b>	<b>54,399</b>
jobactive and PN	PAYMENT	JOBSEEKER	294,613	58.0%	121,631	70,740	12,432	4,573	321	209,697	41.3%	2,089	182	842	np	3,721	0.7%	508,031	80.3%
		YOUTH ALLOWANCE (O)	23,456	46.6%	13,423	9,620	2,101	853	np	26,085	51.8%	456	24	179	np	810	1.6%	50,351	8.0%
		OTHER PAYMENT	63,766	86.0%	6,956	2,882	383	np	<10	np	np	np	-	14	np	np	np	74,148	11.7%
		<b>All Payments</b>		<b>381,835</b>	<b>60.4%</b>	<b>142,010</b>	<b>83,242</b>	<b>14,916</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>206</b>	<b>1,035</b>	<b>763</b>	<b>np</b>	<b>np</b>	<b>632,530</b>

NOTES: From 20 March 2020 JobSeeker Payment replaced Newstart. Any non-compliance recorded where the payment type at the time was Newstart has now been converted to JobSeeker Payment

#P means job seekers in jobactive and participants in ParentsNext

<sup>^</sup>Job Seekers can belong to more than one demographic cohort.

<sup>A</sup>A Capability Interview is triggered after 3 demerits are accrued by a job seeker within a six month period. A Capability Assessment is triggered after 5 demerits are accrued within six months. Once the job seeker has been found capable of meeting their requirements at a Capability Assessment, they will enter the Penalty Zone.

Job seekers with a Demerit Count of 5 in the above table have had a Capability Assessment triggered which had yet to be finalised as at the report date. Job Seekers with a Penalty Count of 0 were in the Penalty Zone but had not incurred a penalty as at the report date - may include those who had a Capability Assessment Finalised or were recommenced in the Penalty Zone after serving a preclusion period, prior to the report date.

Due to rounding, percentages may not add up to 100%

Where a number is less than 10 this is indicated by '<10'. To prevent these numbers from being reverse engineered some other numbers are not published (indicated by 'np').





Table 2.5.2a: Targeted Compliance Framework Cohort Data – 1 November to 30 November 2021

Data below is as at 30 November 2021																			
COHORT			Green Zone		Warning Zone					Penalty Zone						All Zones			
			All		By Demerit Count					All		By Penalty Count				All			
			#P	% CL	1	2	3*	4	5*	#P	% CL	0	Returned after serving preclusion	1	2	#P	%	#P	% CL
jobactive and PN	STREAM	Stream A	157,018	59.2%	66,471	33,446	5,087	1,750	144	106,898	40.3%	717	37	242	147	1,143	0.4%	265,059	48.2%
		Stream B	107,559	50.3%	55,490	37,229	7,613	3,004	253	103,589	48.4%	1,361	140	658	516	2,675	1.3%	213,823	38.9%
		Stream C	32,391	45.8%	18,964	13,546	3,135	1,339	122	37,106	52.4%	649	87	331	205	1,272	1.8%	70,769	12.9%
	<b>jobactive - Total</b>		<b>296,968</b>	<b>54.0%</b>	<b>140,925</b>	<b>84,221</b>	<b>15,835</b>	<b>6,093</b>	<b>519</b>	<b>247,593</b>	<b>45.0%</b>	<b>2,727</b>	<b>264</b>	<b>1,231</b>	<b>868</b>	<b>5,090</b>	<b>0.9%</b>	<b>549,651</b>	<b>100.0%</b>
	<b>ParentsNext - Total</b>		<b>59,387</b>	<b>94.9%</b>	<b>2,608</b>	<b>487</b>	<b>63</b>	<b>&lt;10</b>	<b>&lt;10</b>	<b>np</b>	<b>np</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>0.0%</b>	<b>62,559</b>	<b>100.0%</b>
<b>Total (jobactive and ParentsNext)</b>		<b>356,355</b>	<b>58.2%</b>	<b>143,533</b>	<b>84,708</b>	<b>15,898</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>264</b>	<b>np</b>	<b>868</b>	<b>np</b>	<b>np</b>	<b>612,210</b>	<b>100.0%</b>	
jobactive	DEMOGRAPHIC <sup>^</sup>	FEMALE	145,985	58.1%	61,366	34,246	5,724	2,068	188	103,592	41.3%	866	70	366	252	1,554	0.6%	251,131	45.7%
		MALE	150,983	50.6%	79,559	49,975	10,111	4,025	331	144,001	48.2%	1,861	194	865	616	3,536	1.2%	298,520	54.3%
		INDIGENOUS	22,182	32.9%	19,487	17,712	4,237	1,740	167	43,343	64.2%	908	141	490	403	1,942	2.9%	67,467	12.3%
		SINGLE PARENTS	33,574	57.4%	14,441	8,448	1,277	428	34	24,628	42.1%	200	12	71	51	334	0.6%	58,536	10.6%
		DISABILITY	64,105	51.0%	33,220	21,247	4,227	1,631	151	60,476	48.1%	650	60	301	185	1,196	1.0%	125,777	22.9%
		HOMELESSNESS	25,335	41.5%	16,976	13,147	3,100	1,317	105	34,645	56.7%	590	67	268	216	1,141	1.9%	61,121	11.1%
		CALD	75,142	67.0%	25,118	9,224	1,578	541	43	36,504	32.6%	247	20	114	59	440	0.4%	112,086	20.4%
		EX-OFFENDERS	26,491	36.7%	21,033	17,003	4,148	1,746	151	44,081	61.1%	796	71	381	299	1,547	2.1%	72,119	13.1%
		<b>jobactive- Total</b>		<b>296,968</b>	<b>54.0%</b>	<b>140,925</b>	<b>84,221</b>	<b>15,835</b>	<b>6,093</b>	<b>519</b>	<b>247,593</b>	<b>45.0%</b>	<b>2,727</b>	<b>264</b>	<b>1,231</b>	<b>868</b>	<b>5,090</b>	<b>0.9%</b>	<b>549,651</b>
PARENTSNEXT	DEMOGRAPHIC <sup>^</sup>	FEMALE	56,635	95.0%	2,428	459	58	<10	-	np	np	<10	-	<10	-	<10	0.0%	59,592	95.3%
		MALE	2,752	92.8%	180	28	<10	-	<10	np	np	<10	-	-	-	<10	0.0%	2,967	4.7%
		INDIGENOUS	11,097	89.7%	976	249	44	<10	-	np	np	<10	-	-	-	<10	0.0%	12,377	19.8%
		SINGLE PARENTS	37,220	94.0%	1,941	381	52	<10	-	np	np	<10	-	<10	-	<10	0.0%	39,604	63.3%
		DISABILITY	9,283	95.0%	396	83	<10	<10	<10	488	5.0%	-	-	-	-	-	0.0%	9,771	15.6%
		HOMELESSNESS	3,201	92.3%	213	42	<10	<10	-	np	np	<10	-	-	-	<10	0.1%	3,468	5.5%
		CALD	11,495	98.2%	192	np	<10	-	-	215	1.8%	-	-	-	-	-	0.0%	11,710	18.7%
		EX-OFFENDERS	4,331	90.4%	367	77	14	<10	-	np	np	<10	-	-	-	<10	0.0%	4,792	7.7%
		<b>ParentsNext - Total</b>		<b>59,387</b>	<b>94.9%</b>	<b>2,608</b>	<b>487</b>	<b>63</b>	<b>&lt;10</b>	<b>&lt;10</b>	<b>np</b>	<b>np</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>0.0%</b>	<b>62,559</b>
jobactive and PN	PAYMENT	JOBSEEKER	264,725	54.8%	123,122	72,129	13,230	5,031	430	213,942	44.3%	2,218	225	992	689	4,124	0.9%	482,791	78.9%
		YOUTH ALLOWANCE (O)	20,788	43.5%	13,245	9,568	2,253	942	np	26,092	54.6%	463	np	221	np	895	1.9%	47,775	7.8%
		OTHER PAYMENT	70,842	86.8%	7,166	3,011	415	np	<10	np	np	np	np	np	<10	np	np	81,644	13.3%
		<b>All Payments</b>		<b>356,355</b>	<b>58.2%</b>	<b>143,533</b>	<b>84,708</b>	<b>15,898</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>41.0%</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>868</b>	<b>np</b>	<b>np</b>	<b>612,210</b>

NOTES: From 20 March 2020 JobSeeker Payment replaced Newstart. Any non-compliance recorded where the payment type at the time was Newstart has now been converted to JobSeeker Payment

#P means job seekers in jobactive and participants in ParentsNext

<sup>^</sup>Job Seekers can belong to more than one demographic cohort.

\*A Capability Interview is triggered after 3 demerits are accrued by a job seeker within a six month period. A Capability Assessment is triggered after 5 demerits are accrued within six months. Once the job seeker has been found capable of meeting their requirements at a Capability Assessment, they will enter the Penalty Zone.

Job seekers with a Demerit Count of 5 in the above table have had a Capability Assessment triggered which had yet to be finalised as at the report date. Job Seekers with a Penalty Count of 0 were in the Penalty Zone but had not incurred a penalty as at the report date - may include those who had a Capability Assessment Finalised or were recommenced in the Penalty Zone after serving a preclusion period, prior to the report date.

Due to rounding, percentages may not add up to 100%

Where a number is less than 10 this is indicated by '<10'. To prevent these numbers from being reverse engineered some other numbers are not published (indicated by 'np').



Table 2.5.3a: Targeted Compliance Framework Cohort Data – 1 December to 31 December 2021

Data below is as at 31st December 2021																			
COHORT			Green Zone		Warning Zone					Penalty Zone						All Zones			
			All		By Demerit Count					All		By Penalty Count			All		#P	% CL	
			#P	% CL	1	2	3`	4	5`	#P	% CL	0	Reset to zero - served preclusion	1	2	#P			%
jobactive and PN	STREAM	Stream A	149,394	59.0%	63,602	31,869	5,630	1,543	45	102,689	40.5%	801	40	282	176	1,299	0.5%	253,382	47.4%
		Stream B	104,033	49.2%	56,427	36,850	8,242	2,784	122	104,425	49.4%	1,450	169	772	607	2,998	1.4%	211,456	39.5%
		Stream C	31,811	45.4%	19,537	12,906	3,281	1,068	59	36,851	52.6%	693	89	358	240	1,380	2.0%	70,042	13.1%
	<b>jobactive - Total</b>		<b>285,238</b>	<b>53.3%</b>	<b>139,566</b>	<b>81,625</b>	<b>17,153</b>	<b>5,395</b>	<b>226</b>	<b>243,965</b>	<b>45.6%</b>	<b>2,944</b>	<b>298</b>	<b>1,412</b>	<b>1,023</b>	<b>5,677</b>	<b>1.1%</b>	<b>534,880</b>	<b>100.0%</b>
	<b>ParentsNext - Total</b>		<b>65,591</b>	<b>95.1%</b>	<b>2,839</b>	<b>506</b>	<b>52</b>	<b>np</b>	<b>&lt;10</b>	<b>np</b>	<b>np</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>np</b>	<b>69,004</b>	<b>100.0%</b>
<b>Total (jobactive and ParentsNext)</b>		<b>350,829</b>	<b>58.1%</b>	<b>142,405</b>	<b>82,131</b>	<b>17,205</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>298</b>	<b>np</b>	<b>1,023</b>	<b>np</b>	<b>np</b>	<b>603,884</b>	<b>100.0%</b>	
jobactive	DEMOGRAPHIC <sup>^</sup>	FEMALE	140,316	57.2%	61,577	33,582	6,111	1,873	72	103,215	42.1%	951	97	406	289	1,743	0.7%	245,274	45.9%
		MALE	144,922	50.0%	77,989	48,043	11,042	3,522	154	140,750	48.6%	1,993	201	1,006	734	3,934	1.4%	289,606	54.1%
		INDIGENOUS	23,146	34.3%	19,291	16,792	4,409	1,536	63	42,091	62.4%	973	157	573	464	2,167	3.2%	67,404	12.6%
		SINGLE PARENTS	31,893	56.0%	14,591	8,363	1,330	381	14	24,679	43.3%	203	18	85	58	364	0.6%	56,936	10.6%
		DISABILITY	62,517	50.2%	33,847	20,627	4,532	1,474	91	60,571	48.7%	704	66	347	210	1,327	1.1%	124,415	23.3%
		HOMELESSNESS	24,662	40.9%	17,191	12,719	3,293	1,129	57	34,389	57.0%	628	73	311	234	1,246	2.1%	60,297	11.3%
		CALD	68,422	64.2%	25,802	9,563	1,743	494	11	37,613	35.3%	255	23	131	76	485	0.5%	106,520	19.9%
		EX-OFFENDERS	26,112	36.7%	20,991	16,224	4,438	1,461	75	43,189	60.8%	919	87	439	326	1,771	2.5%	71,072	13.3%
		<b>jobactive- Total</b>		<b>285,238</b>	<b>53.3%</b>	<b>139,566</b>	<b>81,625</b>	<b>17,153</b>	<b>5,395</b>	<b>226</b>	<b>243,965</b>	<b>45.6%</b>	<b>2,944</b>	<b>298</b>	<b>1,412</b>	<b>1,023</b>	<b>5,677</b>	<b>1.1%</b>	<b>534,880</b>
PARENTSNEXT	DEMOGRAPHIC <sup>^</sup>	FEMALE	62,469	95.2%	2,641	475	48	10	<10	np	np	<10	-	<10	-	<10	0.0%	65,647	95.1%
		MALE	3,122	93.0%	198	31	<10	<10	-	np	np	<10	-	-	-	<10	0.0%	3,357	4.9%
		INDIGENOUS	12,151	90.1%	1,046	243	34	11	<10	np	np	<10	-	<10	-	<10	0.0%	13,489	19.5%
		SINGLE PARENTS	40,912	94.1%	2,112	388	46	<10	<10	np	np	<10	-	<10	-	<10	0.0%	43,471	63.0%
		DISABILITY	10,036	95.1%	428	85	<10	<10	-	521	4.9%	-	-	-	-	-	0.0%	10,557	15.3%
		HOMELESSNESS	3,543	92.7%	230	41	<10	<10	-	np	np	<10	-	<10	-	<10	0.1%	3,823	5.5%
		CALD	12,889	98.2%	201	np	<10	-	-	233	1.8%	-	-	-	-	-	0.0%	13,122	19.0%
		EX-OFFENDERS	4,768	90.8%	382	89	<10	<10	-	np	np	<10	-	-	-	<10	0.0%	5,251	7.6%
		<b>ParentsNext - Total</b>		<b>65,591</b>	<b>95.1%</b>	<b>2,839</b>	<b>506</b>	<b>52</b>	<b>np</b>	<b>&lt;10</b>	<b>np</b>	<b>np</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>0.0%</b>	<b>69,004</b>
jobactive and PN	PAYMENT	JOBSEEKER	252,991	53.8%	122,582	70,474	14,587	4,474	181	212,298	45.2%	2,463	246	1,154	819	4,682	1.0%	469,971	77.8%
		YOUTH ALLOWANCE (O)	20,841	45.6%	12,212	8,693	2,220	813	40	23,978	52.4%	440	np	238	np	922	2.0%	45,741	7.6%
		OTHER PAYMENT	76,997	87.3%	7,611	2,964	398	np	<10	np	np	np	<10	np	<10	np	np	88,172	14.6%
		<b>All Payments</b>		<b>350,829</b>	<b>58.1%</b>	<b>142,405</b>	<b>82,131</b>	<b>17,205</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>298</b>	<b>np</b>	<b>1,023</b>	<b>np</b>	<b>np</b>	<b>603,884</b>

NOTES: From 20 March 2020 JobSeeker Payment replaced Newstart. Any non-compliance recorded where the payment type at the time was Newstart has now been converted to JobSeeker Payment

#P means job seekers in jobactive and participants in ParentsNext

<sup>^</sup>Job Seekers can belong to more than one demographic cohort.

<sup>`</sup>A Capability Interview is triggered after 3 demerits are accrued by a job seeker within a six month period. A Capability Assessment is triggered after 5 demerits are accrued within six months. Once the job seeker has been found capable of meeting their requirements at a Capability Assessment, they will enter the Penalty Zone.

Job seekers with a Demerit Count of 5 in the above table have had a Capability Assessment triggered which had yet to be finalised as at the report date. Job Seekers with a Penalty Count of 0 were in the Penalty Zone but had not incurred a penalty as at the report date - may include those who had a Capability Assessment Finalised or were recommenced in the Penalty Zone after serving a preclusion period, prior to the report date.

Due to rounding, percentages may not add up to 100%

Where a number is less than 10 this is indicated by '<10'. To prevent these numbers from being reverse engineered some other numbers are not published (indicated by 'np').

Table 2.5.3b: Targeted Compliance Framework Capability Data – 1 December to 31 December 2021

PROGRAMME	Demographic	1st Penalty in PZ or Total PZ with 4 Penalty in PZ		2nd Penalty in PZ		3rd Penalty in PZ		4th Penalty in PZ		WV/UE Failure		Total Financial Penalty Events		Total Financial Penalty Events		Total		Total		Total		#	%
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
Stream A	Total	105	16	208	31.10	810	74%	2,300	74%	810	26%	279	34%	34%	34%	376	46%	434	53%	363	45%	71	16%
		105	16	208	31.10	810	74%	2,300	74%	810	26%	279	34%	34%	34%	376	46%	434	53%	363	45%	71	16%
Stream B	Total	248	47	65	54%	2,987	65%	1,625	35%	849	35%	526	22%	924	67%	309	33%	615	67%	241	26%	41	13%
		248	47	65	54%	2,987	65%	1,625	35%	849	35%	526	22%	924	67%	309	33%	615	67%	241	26%	41	13%
Stream C	Total	148	37	14	9%	2,044	68%	1,745	50%	560	32%	227	41%	148	62%	399	33%	418	62%	60	6%	49	33%
		148	37	14	9%	2,044	68%	1,745	50%	560	32%	227	41%	148	62%	399	33%	418	62%	60	6%	49	33%
Female	Total	194	37	83	32%	3,533	62%	2,182	47%	723	30%	425	31%	557	46%	363	35%	633	55%	194	19%	98	25%
		194	37	83	32%	3,533	62%	2,182	47%	723	30%	425	31%	557	46%	363	35%	633	55%	194	19%	98	25%
Male	Total	334	21	186	56%	5,934	72%	4,290	72%	1,644	28%	703	38%	856	43%	1,190	43%	1,903	43%	1,194	28%	141	12%
		334	21	186	56%	5,934	72%	4,290	72%	1,644	28%	703	38%	856	43%	1,190	43%	1,903	43%	1,194	28%	141	12%
Indigenous	Total	199	130	64	32%	2,329	64%	1,488	44%	841	36%	362	43%	414	41%	602	41%	814	69%	188	31%	100	100%
		199	130	64	32%	2,329	64%	1,488	44%	841	36%	362	43%	414	41%	602	41%	814	69%	188	31%	100	100%
Single Parents	Total	28	13	11	43%	961	51%	486	47%	475	49%	345	73%	73	19%	111	15%	111	15%	73	34%	18	47%
		28	13	11	43%	961	51%	486	47%	475	49%	345	73%	73	19%	111	15%	111	15%	73	34%	18	47%
Disability	Total	91	49	30	33%	2,562	66%	1,695	66%	867	41%	353	41%	274	59%	191	41%	274	59%	191	41%	80	42%
		91	49	30	33%	2,562	66%	1,695	66%	867	41%	353	41%	274	59%	191	41%	274	59%	191	41%	80	42%
Homelessness	Total	169	42	32	19%	1,201	26%	44	5%	1,201	26%	44	5%	1,201	26%	44	5%	1,201	26%	44	5%	1,201	26%
		169	42	32	19%	1,201	26%	44	5%	1,201	26%	44	5%	1,201	26%	44	5%	1,201	26%	44	5%	1,201	26%
CADD	Total	34	22	17	50%	1,006	72%	223	22%	283	28%	164	58%	96	34%	34	100%	34	100%	34	100%	19	56%
		34	22	17	50%	1,006	72%	223	22%	283	28%	164	58%	96	34%	34	100%	34	100%	34	100%	19	56%
EX-OFFENDERS	Total	206	146	83	46%	2,343	70%	784	69%	5,520	70%	2,344	30%	949	40%	1,449	41%	1,003	69%	446	31%	28	6%
		206	146	83	46%	2,343	70%	784	69%	5,520	70%	2,344	30%	949	40%	1,449	41%	1,003	69%	446	31%	28	6%
JOBSEEKER	Total	446	356	219	98	256	75	931	21%	2,412	69%	747	31%	280	37%	325	44%	615	67%	409	67%	746	33%
		446	356	219	98	256	75	931	21%	2,412	69%	747	31%	280	37%	325	44%	615	67%	409	67%	746	33%
YOUTH ALLOWANCE (O)	Total	76	87	63	36	11	23	197	1,326	839	63%	487	37%	276	57%	147	30%	270	72%	76	28%	40	53%
		76	87	63	36	11	23	197	1,326	839	63%	487	37%	276	57%	147	30%	270	72%	76	28%	40	53%
OTHER PAYMENT	Total	528	450	285	136	269	100	1,142	9,467	4,472	48%	2,995	32%	1,355	45%	1,128	38%	1,747	1,219	70%	528	30%	
		528	450	285	136	269	100	1,142	9,467	4,472	48%	2,995	32%	1,355	45%	1,128	38%	1,747	1,219	70%	528	30%	
All Payments	Total	105	16	208	31.10	810	74%	2,300	74%	810	26%	279	34%	34%	34%	376	46%	434	53%	363	45%	71	16%
		105	16	208	31.10	810	74%	2,300	74%	810	26%	279	34%	34%	34%	376	46%	434	53%	363	45%	71	16%

Not Capable (Reset to Green Zone)

number of completed CVs

Capable - All (enter Penalty Zone)

Not Capable - All

Errors in job plan

Job Plan is inappropriate

Declared new information

Stability change

CI - found not capable reset to green zone

NOTES:

From 20 March 2020 JobSeeker Payment replaced Newstart. Any non-compliance recorded where the payment type at the time was Newstart has now been converted to JobSeeker Payment.

#F means job seekers in job seekers and participants in ParentsNext.

#E means non-compliance events. A job seeker or participant may experience more than one non-compliance event of the same type in the period.

Job Seekers/Participants can belong to more than one demographic cohort.

When a Capability Interview or Capability Assessment is finalised with a result of Not Capable, the Employment Services System will assign a single reason for this result for reporting purposes. This reason is assigned by the System using a hierarchical matrix. While the system will only suggest one reason for the job seeker/participant being found not capable, the capability review may reveal more than one reason for the job seeker/participant being found not capable e.g. there may be errors in the Job/Participation Plan and the job seeker/participant may have disclosed information.

Due to rounding, percentages may not add up to 100%.

Where a number is less than 10 this is indicated by '<10'. To prevent these numbers from being reverse engineered some other numbers are not published (indicated by 'np').

Table 2.5.4a: Targeted Compliance Framework Cohort Data – 1 January to 31 January 2022

Data below is as at 31 January 2021																			
COHORT			Green Zone		Warning Zone						Penalty Zone						All Zones		
			All		By Demerit Count					All		By Penalty Count				All			
			#P	% CL	1	2	3`	4	5`	#P	% CL	0	Returned after serving preclusion	1	2	#P	%	#P	% CL
jobactive and PN	STREAM	Stream A	126,153	50.3%	76,166	40,074	5,212	1,975	121	123,548	49.2%	748	35	298	197	1,278	0.5%	250,979	46.6%
		Stream B	95,691	44.3%	62,286	43,745	7,670	3,404	272	117,377	54.3%	1,419	181	800	623	3,023	1.4%	216,091	40.1%
		Stream C	29,777	41.5%	20,486	15,433	3,143	1,283	124	40,469	56.5%	698	97	363	274	1,432	2.0%	71,678	13.3%
	<b>jobactive - Total</b>		<b>251,621</b>	<b>46.7%</b>	<b>158,938</b>	<b>99,252</b>	<b>16,025</b>	<b>6,662</b>	<b>517</b>	<b>281,394</b>	<b>52.2%</b>	<b>2,865</b>	<b>313</b>	<b>1,461</b>	<b>1,094</b>	<b>5,733</b>	<b>1.1%</b>	<b>538,748</b>	<b>100.0%</b>
	<b>ParentsNext - Total</b>		<b>69,403</b>	<b>94.6%</b>	<b>3,323</b>	<b>531</b>	<b>58</b>	<b>&lt;10</b>	<b>-</b>	<b>np</b>	<b>np</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>0.0%</b>	<b>73,326</b>	<b>100.0%</b>
<b>Total (jobactive and ParentsNext)</b>		<b>321,024</b>	<b>52.4%</b>	<b>162,261</b>	<b>99,783</b>	<b>16,083</b>	<b>np</b>	<b>517</b>	<b>np</b>	<b>np</b>	<b>np</b>	<b>313</b>	<b>np</b>	<b>1,095</b>	<b>np</b>	<b>np</b>	<b>612,074</b>	<b>100.0%</b>	
jobactive	DEMOGRAPHIC <sup>^</sup>	FEMALE	127,517	51.3%	70,215	40,787	5,852	2,270	178	119,302	48.0%	919	98	439	315	1,771	0.7%	248,590	46.1%
		MALE	124,104	42.8%	88,723	58,465	10,173	4,392	339	162,092	55.9%	1,946	215	1,022	779	3,962	1.4%	290,158	53.9%
		INDIGENOUS	21,325	30.8%	20,671	18,996	4,052	1,725	169	45,613	66.0%	962	167	562	502	2,193	3.2%	69,131	12.8%
		SINGLE PARENTS	30,362	51.8%	16,246	9,842	1,304	484	41	27,917	47.6%	198	17	94	71	380	0.6%	58,659	10.9%
		DISABILITY	58,751	45.7%	37,246	24,891	4,374	1,799	138	68,448	53.2%	707	67	360	232	1,366	1.1%	128,565	23.9%
		HOMELESSNESS	21,414	34.9%	18,745	15,266	3,120	1,398	132	38,661	63.0%	621	76	344	249	1,290	2.1%	61,365	11.4%
		CALD	57,821	55.0%	30,717	13,731	1,710	659	54	46,871	44.6%	241	24	138	79	482	0.5%	105,174	19.5%
		EX-OFFENDERS	22,276	30.8%	22,711	19,392	4,122	1,838	182	48,245	66.7%	851	107	472	369	1,799	2.5%	72,320	13.4%
		<b>jobactive- Total</b>		<b>251,621</b>	<b>46.7%</b>	<b>158,938</b>	<b>99,252</b>	<b>16,025</b>	<b>6,662</b>	<b>517</b>	<b>281,394</b>	<b>52.2%</b>	<b>2,865</b>	<b>313</b>	<b>1,461</b>	<b>1,094</b>	<b>5,733</b>	<b>1.1%</b>	<b>538,748</b>
PARENTSNEXT	DEMOGRAPHIC <sup>^</sup>	FEMALE	66,061	94.8%	3,079	495	51	<10	-	np	np	<10	-	<10	<10	<10	0.0%	69,695	95.0%
		MALE	3,342	92.0%	244	36	<10	<10	-	np	np	<10	-	-	-	<10	0.0%	3,631	5.0%
		INDIGENOUS	12,837	89.5%	1,207	247	37	<10	-	np	np	<10	-	<10	-	<10	0.0%	14,338	19.6%
		SINGLE PARENTS	43,249	93.7%	2,438	401	45	<10	-	np	np	<10	-	<10	<10	<10	0.0%	46,142	62.9%
		DISABILITY	10,530	94.7%	502	78	<10	<10	-	588	5.3%	-	-	-	-	-	0.0%	11,118	15.2%
		HOMELESSNESS	3,834	92.5%	260	44	<10	<10	-	np	np	<10	-	<10	-	<10	0.0%	4,146	5.7%
		CALD	13,549	97.9%	251	np	<10	-	-	286	2.1%	-	-	-	-	-	0.0%	13,835	18.9%
		EX-OFFENDERS	5,047	90.2%	455	84	<10	<10	-	np	np	<10	-	<10	-	<10	0.0%	5,598	7.6%
		<b>ParentsNext - Total</b>		<b>69,403</b>	<b>94.6%</b>	<b>3,323</b>	<b>531</b>	<b>58</b>	<b>&lt;10</b>	<b>-</b>	<b>np</b>	<b>np</b>	<b>&lt;10</b>	<b>-</b>	<b>&lt;10</b>	<b>&lt;10</b>	<b>&lt;10</b>	<b>0.0%</b>	<b>73,326</b>
jobactive and PN	PAYMENT	JOBSEEKER	222,689	47.1%	139,648	86,178	13,651	5,606	413	245,496	51.9%	2,391	248	1,192	901	4,732	1.0%	472,917	77.3%
		YOUTH ALLOWANCE (O)	18,232	39.3%	13,928	10,190	2,046	np	np	27,197	58.7%	435	np	246	np	921	2.0%	46,350	7.6%
		OTHER PAYMENT	80,103	86.3%	8,685	3,415	386	np	np	12,619	13.6%	np	np	np	<10	np	np	92,807	15.2%
		<b>All Payments</b>		<b>321,024</b>	<b>52.4%</b>	<b>162,261</b>	<b>99,783</b>	<b>16,083</b>	<b>np</b>	<b>517</b>	<b>285,312</b>	<b>46.6%</b>	<b>np</b>	<b>313</b>	<b>np</b>	<b>1,095</b>	<b>np</b>	<b>np</b>	<b>612,074</b>

NOTES: From 20 March 2020 JobSeeker Payment replaced Newstart. Any non-compliance recorded where the payment type at the time was Newstart has now been converted to JobSeeker Payment

#P means job seekers in jobactive and participants in ParentsNext

<sup>^</sup>Job Seekers can belong to more than one demographic cohort.

\*A Capability Interview is triggered after 3 demerits are accrued by a job seeker within a six month period. A Capability Assessment is triggered after 5 demerits are accrued within six months. Once the job seeker has been found capable of meeting their requirements at a Capability Assessment, they will enter the Penalty Zone.

Job seekers with a Demerit Count of 5 in the above table have had a Capability Assessment triggered which had yet to be finalised as at the report date. Job Seekers with a Penalty Count of 0 were in the Penalty Zone but had not incurred a penalty as at the report date - may include those who had a Capability Assessment Finalised or were recommenced in the Penalty Zone after serving a preclusion period, prior to the report date.

Due to rounding, percentages may not add up to 100%

Where a number is less than 10 this is indicated by '<10'. To prevent these numbers from being reverse engineered some other numbers are not published (indicated by 'np').



**Table 2.6 – Potential Payment Suspensions by Category – October 2021 to January 2022**

Program	Suspension reason	Potential Suspensions	Suspension Not Applied	Suspension Applied	Potential Suspensions	Suspension Not Applied	Suspension Applied	Potential Suspensions	Suspension Not Applied	Suspension Applied	Potential Suspensions	Suspension Not Applied	Suspension Applied
		Oct-21			Nov-21			Dec-21			Jan-22		
Jobactive	Provider Appointment	87,969	31,435	56,534	148,763	48,260	100,503	109,384	49,559	59,825	96,147	28,775	67,372
	Activity	15,359	10,012	5,347	20,947	13,570	7,377	17,434	12,855	4,579	12,929	7,720	5,209
	Third Party Appointment	481	201	280	673	261	412	405	185	220	222	80	142
	Job Interview	338	154	184	577	258	319	293	134	159	179	73	106
	Job Plan	5,826	1,825	4,001	8,140	2,066	6,074	3,998	1,325	2,673	6,276	1,606	4,670
	Job Referral	563	239	324	1,845	670	1,175	1,396	619	777	864	308	556
	Job Search	67,424	17,360	50,064	103,294	26,036	77,258	77,927	22,673	55,254	112,488	24,376	88,112
	Flexible Learning	222	86	136	371	136	235	248	112	136	251	95	156
	Points Based Period	1,552	960	592	1,973	1,289	684	953	626	327	1,613	1,099	514
	Work Refusal	103	38	65	220	80	140	147	59	88	72	29	43
Total	179,837	62,310	117,527	286,803	92,626	194,177	212,185	88,147	124,038	231,041	64,161	166,880	
ParentsNext	Provider Appointment	3,633	980	2,653	5,267	1,492	3,775	4,372	1,741	2,631	4,468	1,228	3,240
	Activity	697	251	446	919	312	607	666	323	343	420	131	np
	Third Party Appointment	12	<10	np	10	<10	<10	<10	0	<10	<10	<10	<10
	Job Interview	0	0	0	0	0	0	0	0	0	0	0	0
	Job Plan	200	np	np	280	np	np	np	57	np	np	np	319
	Job Referral	0	0	0	0	0	0	0	0	0	0	0	0
	Job Search	0	0	0	0	0	0	0	0	0	0	0	0
	Flexible Learning	0	0	0	0	0	0	0	0	0	0	0	0
	Points Based Period	0	0	0	0	0	0	0	0	0	0	0	0
	Work Refusal	0	0	0	0	0	0	0	0	0	0	0	0
Total	4,542	1,274	3,268	6,476	1,868	4,608	5,231	2,121	3,110	5,298	1,449	3,849	
Total	Provider Appointment	91,602	32,415	59,187	154,030	49,752	104,278	113,756	51,300	62,456	100,615	30,003	70,612
	Activity	16,056	10,263	5,793	21,866	13,882	7,984	18,100	13,178	4,922	13,349	7,851	np
	Third Party Appointment	493	np	np	683	np	np	np	185	np	np	np	np
	Job Interview	338	154	184	577	258	319	293	134	159	179	73	106
	Job Plan	6,026	np	np	8,420	np	np	np	1,382	np	np	np	4,989
	Job Referral	563	239	324	1,845	670	1,175	1,396	619	777	864	308	556
	Job Search	67,424	17,360	50,064	103,294	26,036	77,258	77,927	22,673	55,254	112,488	24,376	88,112
	Flexible Learning	222	86	136	371	136	235	248	112	136	251	95	156
	Points Based Period	1,552	960	592	1,973	1,289	684	953	626	327	1,613	1,099	514
	Work Refusal	103	38	65	220	80	140	147	59	88	72	29	43
Total	184,379	63,584	120,795	293,279	94,494	198,785	217,416	90,268	127,148	236,339	65,610	170,729	

Where a number is less than 10 this is indicated by '<10'. To prevent these numbers from being reverse engineered some other numbers are not published (indicated by 'np'). Data is a 31 January 2022.





**Table 3.1: Number of Jobactive Payment Suspension events leading to a payment cancellation by Age, Gender, Demographic - 2021 and Jan 2022**

	Cohort	2021	Jan-22
Age	30 and under	67,707	0
	31-54	57,618	0
	55+	7,274	0
	<b>Total</b>	<b>132,599</b>	<b>0</b>
Gender	FEMALE	46,435	0
	MALE	86,164	0
	<b>Total</b>	<b>132,599</b>	<b>0</b>
Demographic	INDIGENOUS	13,581	0
	SINGLE PARENTS	5,736	0
	DISABILITY	14,777	0
	HOMELESSNESS	11,874	0
	CALD	21,000	0
	EX-OFFENDERS	15,325	0
	<b>Total</b>	<b>132,599</b>	<b>0</b>

Data as at 31 January 2022. Individuals may belong to more than one demographic cohort  
Please note the department does not collect specific reasons for payment cancellations  
January 2022 had no payment cancellations. This was because all payment suspensions were lifted as part of the temporary suspension of mutual obligations for the Christmas and New Year period. Mutual Obligations resumed on 4th January 2022 and any payment suspensions applied since then (that required cancellation of payment) would not have been cancelled until February 2022.

**Table 3.2: Jobactive Payment Suspension events by Age, Gender, Demographic –2021 and Jan 2022**

	Cohort	2021	Jan-22
Age	30 and under	870,976	73,517
	31-54	968,141	84,133
	55+	124,950	12,154
	<b>Total</b>	<b>1,962,870</b>	<b>169,804</b>
Gender	FEMALE	764,561	66,633
	MALE	1,198,309	103,171
	<b>Total</b>	<b>1,962,870</b>	<b>169,804</b>
Demographic	INDIGENOUS	403,038	35,610
	SINGLE PARENTS	171,073	15,448
	DISABILITY	424,490	41,878
	HOMELESSNESS	307,717	28,470
	CALD	298,770	27,519
	EX-OFFENDERS	409,577	37,960
	<b>Total</b>	<b>1,962,870</b>	<b>169,804</b>

Data as at 31 January 2022. Individuals may belong to more than one demographic cohort

**Table 4: Jobactive Work Refusals by Cohort- 2021**

COHORT		2021
STREAM	Stream A	222
	Stream B	314
	Stream C	106
	<b>All Streams</b>	642
DEMOGRAPHIC	FEMALE	141
	MALE	501
	INDIGENOUS	111
	SINGLE PARENTS	28
	DISABILITY	120
	HOMELESSNESS	99
	CALD	171
	EX-OFFENDERS	100
	<b>jobactive- Total</b>	642
AGE	Under 30	552
	31-54	86
	55+	4
	<b>All Ages</b>	642
GEOGRAPHIC	Capital City	386
	Rest of State	256
	<b>All Regions</b>	642

The Work refusal numbers only include those applied by Service Australia. Work Refusal failures that are pending are not included in the above counts.  
 Data for January 2022 has not been provided as the 'Work Refusals' events are still being processed by Services Australia.  
 Individuals may belong to more than one demographic cohort.