

Question 1.Expanding the response to SQ23-001220, to include the top ten Workforce Australia provider organisations for number of suspensions applied compared to the compellable caseload

Answer

Table 1 shows the number of suspensions applied divided by the number of commenced clients who were compellable at any point over the period 1 October 2023 to 31 December 2023.

It is important to note that payment suspension volumes may be affected by the number and type of requirements clients have, which vary between client characteristics and locations, as well as the length of time a client has been on the caseload. These factors can vary significantly between providers, so comparisons between providers should be made with caution.

Table 1: Workforce Australia Services Organisations with number of suspensions applied compared to the compellable caseload, 1 October 2023 to 31 December 2023

Provider Name	Suspensions	Compellable Flow Caseload	Suspensions Applied per Client
Yilabara Solutions	945	860	1.10
Training Alliance Group Australia Pty Ltd	660	695	0.95
ON-Q HUMAN RESOURCES LIMITED	7,025	7,635	0.92
Wugu Nyambil	875	995	0.88
INDIVIDUAL EMPOWERMENT NETWORK PTY LTD	2,115	2,715	0.78
Waalitj Foundation Limited	360	465	0.77
wes.jobs	1,750	2,365	0.74
JOBLINK PLUS LIMITED	9,125	13,090	0.70
MAREEBA SHIRE JOB TRAINING ASSOC INC	2,580	3,780	0.68
The Trustee for Designer Life (Queensland) Trust	4,450	8,260	0.54
Jobs Statewide Employment Solutions	10,370	19,370	0.54
Impact Services Pty Ltd	2,155	4,090	0.53
Global Skills	8,175	15,850	0.52
MEGT (AUSTRALIA) LTD	2,540	5,075	0.50
Tursa Employment & Training	6,280	12,785	0.49
SYC Ltd	9,940	20,700	0.48
Max Employment	12,750	26,690	0.48
VERTO Ltd	4,685	9,845	0.48
Best Employment	3,240	6,845	0.47
WORKSKIL AUSTRALIA LTD	21,790	46,070	0.47
MADEC Australia	2,930	6,265	0.47
MatchWorks	13,100	28,395	0.46
AIMBIG EMPLOYMENT PTY LTD	2,070	4,610	0.45
CoAct	11,795	26,530	0.44
APM Employment Services	32,220	72,965	0.44
WCIG	2,110	4,820	0.44
The Salvation Army Employment Plus	16,470	38,610	0.43
Atwork Australia Pty Ltd	18,740	44,260	0.42
Workways Australia Limited	3,240	7,835	0.41
ASURIA PEOPLE SERVICES PTY LIMITED	8,660	21,060	0.41
ETC	8,610	20,955	0.41
Jobfind Centres	6,285	15,650	0.40
CVGT Employment	4,210	10,535	0.40

Provider Name	Suspensions	Compellable Flow Caseload	Suspensions Applied per Client
WISE Employment Ltd	10,665	27,270	0.39
IntoJobs	4,920	12,730	0.39
are-able	695	1,890	0.37
Sureway Employment and Training Pty Ltd	5,265	14,355	0.37
Family Services Australia	2,205	6,025	0.37
East Kimberley Job Pathways	10	20	0.36
Jobs Australia Enterprises	1,115	3,080	0.36
Sarina Russo Job Access	5,840	16,535	0.35
MTC Australia	3,505	10,225	0.34
AMES Australia	4,955	14,790	0.33
Workskills Tasmania	1,125	3,655	0.31
NIRRUMBUK ABORIGINAL CORPORATION	290	1,070	0.27
All Providers	282,830	622,315	0.45

Notes:

1. Compellable caseload refers the number of clients who were required to meet mutual obligations requirements in order to receive an income support payment under social security legislation.
2. All cells (including totals) within the table have been rounded to the nearest 5. This may result in non-additivity for some totals. Zero cells are actual zeros. Caution should be taken in re-calculating totals from rounded data, as this may compound the effects of rounding.

Question 2. An update to SQ23-001226

Answer

Table 2: Incidents and injuries

WHS incident categories Please note, all of these incidents resulted in minor injury/illness	1 Jul 2022 - 30 Jun 2023	1 Jul 2023 – 31 Dec 2023	Total
Trauma to muscles and tendons	21	9	30
*Wounds Lacerations Amputations and Internal Organ Damage (includes contusion, bruising and superficial crushing, Laceration or open wound not involving traumatic amputation, Superficial injury) –No Amputations or internal organ damage incidents have occurred to date.	16	16	32
No injury or disease occurred	8	6	14
Trauma to joints and ligaments	< 5	< 5	6
Other injuries	< 5	< 5	5
Circulatory system diseases	< 5	< 5	< 5
Residual soft tissue disorders	<5	<5	<5
Fractures	< 5	< 5	< 5
Burn	< 5	< 5	< 5
Respiratory system diseases	< 5	< 5	< 5
Other diseases	< 5	< 5	< 5
Other soft tissue diseases	< 5	< 5	< 5
Intracranial injuries	<5	<5	<5
Total	53	50	103

Notes:

1. This table reports the primary injury as a result of a work health and safety incident by participant. As a result, there is no double counting of participants in this table.
2. Work for the Dole is captured by activity rather than site, noting that a host site can have more than one activity.
3. The category of *Wounds, Lacerations, Amputations and Internal Organ Damage* is made up of the sub categories of Contusion, bruising and superficial crushing, Laceration or open wound not involving traumatic amputation, Superficial injury which make up the total of the figures to date.
4. The category titles in this table align with Safe Work Australia reporting categories.

The 103 incidents above represents 1% of unique participants in Work for the Dole under Workforce Australia over this period. In comparison, Safe Work Australia advise that 3.5% of the working population experienced a work-related injury or illness in financial year 2021-22 (*Analysis of ABS Work-related injuries survey data, 2021-2022*).

For the period 1 July 2022 to 31 December 2023, 52 complaints were received by the Department’s National Customer Service Line about Work for the Dole from Participants in Workforce Australia Services.

The topics associated with the 52 complaints have not changed from what was provided in the response to SQ23-001226.

Question 3. An update to SQ23-001233

Answer

There have been 14,940 activity commencements for participants with a mandatory activity requirement in their job plan at the time of activity referral creation. Table 3 breaks these commencements down by activity type and registration group.

The mandatory activity for Workforce Australia Online is Employability Skills Training (EST) and activities are either 3 or 5 weeks in length. The mandatory activity for Workforce Australia Services is Work for the Dole (WfD) and is typically 8 weeks in length.

Table 3: Mandatory Activity Commencements by Time in Employment Services, as at 31 December 2023

	EST 3 Weeks - Online Services	EST 5 Weeks - Online Services	WfD - Provider Services	Total
Under 12 Months	6,125	1,141	343	7,609
12 to 23 Months	137	41	918	1,096
24 to 59 Months	117	60	2,883	3,060
60+ Months	62	22	3,091	3,175
Total	6,441	1,264	7,235	14,940

Note: The department's Activities Survey records employment outcomes and participants' experience three months after exiting an activity. The survey is conducted monthly over a 12-month data collection period to account for seasonality and promote adequate sample sizes. The survey commenced in March 2023, collecting data from clients who exited an activity in January 2023. The first results will be available in June 2024.

Employment outcomes 3 months after commencement are collected from clients who have exited an activity via the Activities Survey. The Activities Survey is conducted monthly over a 12-month data collection period to account for seasonality and promote adequate sample sizes. The survey commenced in March 2023, collecting data from clients who exited an activity in January 2023.

Question 4. An update to SQ23-001219

Answer

Between 1 October 2023 and 31 December 2023, there were 282,710 suspensions applied to clients in Workforce Australia Services, of which 38.1% became demerits.

In Workforce Australia Online, clients received 39,985 suspensions, of which 52.4% became demerits.

Table 4: Percentage of suspensions that converted to demerits, by event type, 1 October 2023 to 31 December 2023

Programs	Workforce Australia Services		Workforce Australia Online	
	Suspensions	% converting to demerits	Suspensions	% converting to demerits
Provider Appointment	168,010	20.0%	1,905	3.7%
Points Based Period	109,850	66.7%	31,345	57.3%
Job Plan	490	25.5%	6,155	47.2%
Job Referral	510	32.9%	0	0%
Job Interview	520	8.1%	0	0%
Activity	3,330	7.7%	575	0.5%
Total	282,710	38.1%	39,985	52.4%

Notes:

1. Some non-compliance events where a client completes their re-engagement requirements within two business days do not result in a suspension. Other non-compliance events may result in automatic demerits. These are excluded from the conversion calculations.
2. Points-Based Period suspensions and demerits refer to failure to meet a points target, job search target, or both, in any given points period.
3. All cells (including totals) within the table have been rounded to the nearest 5. This may result in non-additivity for some totals. Zero cells are actual zeros. Caution should be taken in re-calculating totals from rounded data, as this may compound the effects of rounding.

Question 5. Please provide the following data for each of the three months from October to December 2023:

- a. Compellable flow caseload in Workforce Australia (broken down into online and provider services);**
- b. Number of 'payment on hold' messages (broken down into online and provider services);**
- c. Number of payment suspensions and number of participants facing payment suspensions, broken down by demographic group, sub-program, and reason for suspension;**
- d. Number of payment suspensions leading to a payment delay or cancellation, broken down as above;**
- e. Demerit counts, broken down as above;**
- f. Number of financial penalties applied and number of participants on whom penalties were imposed, broken down by type of penalty;**
- g. Number of Workforce Australia participants in each of the three TCF zones as at the end of December 2023**

Answer

Data on the Targeted Compliance Framework is published quarterly on the department's website:
<https://www.dewr.gov.au/employment-services-data>

Information on payment suspensions leading to a delay, but not a cancellation, is a matter for Department of Social Services.

Question 6. Number of jobseekers participating in the following programs and average unit costs during 2023-24 (taking into account non-completion):

- a. Each category of wage subsidies;
- b. Vocational education or training paid for using the Employment Fund;
- c. Employability Skills Training;
- d. Adult Migrant Employment Program (AMEP);
- e. Career Transition Assistance (CTA)
- f. Self-Employment Assistance Small Business Training;
- g. Skills for Education and Employment (SEE);
- h. Work for the Dole (WfD);
- i. Local Jobs Program;
- j. Launch into Work;
- k. Voluntary work

Answer

Table 5: Clients receiving a wage subsidy, 1 July 2023 – 31 December 2023

Type of Assistance	Clients	Expenditure (millions)	Unit Cost	Agreements
Wage subsidy	6,203	\$26.9	\$4,312	6,237

Notes:

1. Number of clients is not equal to number of agreements as clients can be assisted more than once.
2. Wage subsidy expenditure data relates to **approved or pending reimbursement** claims for wage subsidies finalised between 1 July 2023 and 5 November 2023. To calculate the average cost of a wage subsidy in 2023-24, only wage subsidies which have ended in the data period and have completed expenditure have been used. Wage subsidy payments are made to employers over a 6-month period and Providers then have up to 56 days after the agreement ends to claim reimbursements from the department. This means the average will include wage subsidies which commenced in the previous financial year. Including all clients with an active wage subsidy agreement for the period 1 July 2023 to 31 December 2023 will include wage subsidy agreements where the full expenditure has not been finalised, meaning it would not be possible to provide an accurate representation of the average cost for a wage subsidy.
3. Wage subsidy data excludes ParentsNext.

Table 6: Clients assisted by the Employment Fund, 1 July 2023 – 31 December 2023

Type of Assistance	Clients	Expenditure (millions)	Unit Cost	Commitments
Accredited Training	17,000	\$13.2	\$735	17,963

Notes:

1. Number of clients is not equal to number of commitments as clients can be assisted more than once.
2. Employment Fund commitment amounts include reimbursed and non-reimbursed commitments and are GST inclusive for Provider and Digital Employment Fund between 1/07/2023 to 31/12/2023 for claims under the "Accredited Training" category.

Table 7: Clients participating in Employability Skills Training, 1 July 2023 – 31 December 2023

Type of Assistance	Clients	Expenditure (millions)	Average Unit Cost	Commencements
Employability Skills Training	9,845	\$8.8	\$873	10,082

Notes:

1. Number of clients is not equal to number of commencements as clients can commence in more than one activity.
2. Average Unit cost has been derived by total expenditure divided by number of Commencements.
3. Commencements are those that were active between 1 July and 31 December 2023 – that is, the referral ended after 1 July 2023 and commenced by 31 December 2023.
4. Includes Disability Employment Services commencements.
5. Defined unit costs per commencement are:
 - a. \$875 for Workforce Australia Online clients in EST (plus \$375 if additional contractual conditions are met)
 - b. \$575 for Workforce Australia Services and Transition to Work clients in EST Training Block 2 (plus \$375 if additional contractual conditions are met)

Adult Migrant English Program (AMEP)

The Adult Migrant English Program (AMEP) is administered by the Department of Home Affairs.

Table 8: Clients participating in Career Transition Assistance, 1 July 2023 – 31 December 2023

Type of Assistance	Clients	Expenditure (millions)	Average Unit Cost	Commencements
Career Transition Assistance	3,177	\$4.2	\$1,320	3,182

Notes:

1. Number of clients is not equal to number of commencements as clients can commence in more than one activity.
2. Average Unit cost has been derived by total expenditure divided by number of Commencements.
3. Commencements are those that were active between 1 July and 31 December 2023 – that is, the referral ended after 1 July 2023 and commenced by 31 December 2023.
4. Includes Disability Employment Services commencements.
5. Defined unit costs per commencement is \$1,260, plus an additional \$540 if contractual conditions are met.

Table 9: Clients participating in Self Employment Assistance Small Business Training, 1 July 2023 – 31 December 2023

Type of Assistance	Clients	Expenditure (millions)	Unit Cost	Commencements
Small Business Training	6,553	\$5.9	n.a.	6,705

Notes:

1. Number of clients is not equal to number of commencements as clients can be commence in more than one activity.
2. Commencements are those that were active between 1 July and 31 December 2023 – that is, the referral ended after 1 July 2023 and commenced by 31 December 2023.
3. Average unit costs are not able to be provided as not all activity expenditure related to a commencement or client. Defined unit costs per commencement is \$1,320.

Table 10: Skills for Education and Employment (SEE) program, 1 July 2023 – 31 December 2023

Type of Assistance	Clients assisted	Expenditure (millions)	Average Unit Cost	Commencements
Skills for Education and Employment (SEE) program	14,903	\$51.5	\$3,457	6,054

Notes:

1. Clients assisted is the total number of SEE clients that have participated in training during the financial year to date. It includes clients that have commenced in previous financial years and continued to train, as well as new commencements in the financial year. Number of commencements is those clients who have commenced during the financial year only.
2. Average unit cost is indicative only and has been derived by dividing program expenditure to 31 December 2023 by the number of clients assisted, noting that this only includes six months of expenditure, and duration of training varies by client.

Table 11: Clients participating in Work for the Dole, 1 July 2023 – 31 December 2023

Type of Assistance	Clients	Expenditure (millions)	Unit Cost	Commencements
Work for the Dole	6,072	\$4.1	n.a.	6,666

Notes:

1. Number of clients is not equal to number of commencements as clients can be commence in more than one activity.
2. Commencements are those that were active between 1 July and 31 December 2023 – that is, the referral ended after 1 July 2023 and commenced by 31 December 2023.
3. Average unit costs are not able to be provided as not all activity expenditure related to a commencement or client. Funding for Work for the Dole Projects is not linked to a specific client. Work for the Dole Placements have defined unit of \$500 per commencement (of which a minimum of 50% must be passed onto the host organisation).

Question 7. Number of participants in each of the above programs in (2) during 2023-24 who were also participants in Workforce Australia, broken down by total duration of time in employment services (including other programs such as jobactive):

- a. less than 12 months;
- b. 1-2 years;
- c. 2-5 years;
- d. 5 years or more

Answer

The following response is based on the programs listed in Question 6, above. The department has taken on notice a response to Question 7 in relation to the Skills for Education and Employment (SEE) program.

Table 13: Clients receiving a wage subsidy by time in employment services, 1 July – 31 December 2023

Type of Assistance	Under 12 months	12 to 23 months	24 to 59 months	60+ months
Wage subsidy	627	1,004	2,945	1,632

Notes:

1. The number of clients receiving a subsidy is not equal the sum of each *time in employment services* group as clients can be assisted more than once.
2. Wage subsidy data excludes ParentsNext.

Table 14: Clients assisted by Employment Fund by time in employment services, 1 July – 31 December 2023

Type of Assistance	Under 12 months	12 to 23 months	24 to 59 months	60+ months
Employment Fund	3,419	2,894	6,068	4,692

Notes:

1. The number of clients assisted by the Employment Fund is not equal the sum of each *time in employment services* group as clients can be assisted more than once.

Table 15: Clients participating in activity programs by time in employment services, 1 July – 31 December 2023

Type of Assistance	Under 12 months	12 to 23 months	24 to 59 months	60+ months
Career Transition Assistance	1,279	356	711	827
Employability Skills Training	7,229	711	1,134	771
Small Business Training	3,176	963	1,703	721
Voluntary work - Community/non-profit sector	83	58	123	106
Work for the Dole	493	855	2,272	2,485

Note: The number of clients participating in an activity is not the sum of each *time in employment services* group as clients can participate in an activity more than once.

Table 16: Clients participating in Launch into Work, 1 July – 31 December 2023

Type of Assistance	Under 12 months	12 to 23 months	24 to 59 months	60+ months
Launch into Work	17	16	20	11

Question 8. Number of participants in Workforce Australia through the year during 2023-24, broken down by total duration of time in employment services (including other programs such as jobactive) and whether in online or provider services:

- a. less than 12 months;
- b. 1-2 years;
- c. 2-5 years;
- d. 5 years or more

Answer

Caseload data is published monthly on the department's website:
<https://www.dewr.gov.au/employment-services-data>

Question 9. Percentage of participants in Workforce Australia during its first six months (July – December 2023) attaining employment outcomes attracting provider payments broken down by outcome type (4, 12 and 26 week, partial and full) and total duration of time in employment services among participants (including other programs such as jobactive):

- a. less than 12 months;
- b. 1-2 years;
- c. 2-5 years;
- d. 5 years or more

Answer

The following information is for July – December 2022, which was the first six months of Workforce Australia

Table 17: Outcome rates for Workforce Australia who were commenced between July 2022 and December 2022, as at 31 December 2023

	4 Week outcomes	12 Week outcomes	26 Week outcomes
Workforce Australia Services			
Under 12 Months	31.4%	27.8%	21.1%
12 to 23 Months	28.0%	24.1%	17.9%
24 to 59 Months	25.9%	22.1%	15.9%
60+ Months	19.8%	16.3%	11.0%
All clients	25.6%	22.0%	15.9%
Transition to Work			
Under 12 Months	n.a	22.8%	13.3%
12 to 23 Months	n.a	20.7%	12.5%
24 to 59 Months	n.a	17.8%	10.0%
60+ Months	n.a	16.1%	9.3%
All clients	n.a	21.3%	12.4%

Notes:

1. Time in Employment Services is as at commencement date in the program.
2. Transition to Work does not have 4 week outcome payments.
3. Employment outcomes are not paid in Workforce Australia Online.

For participants who were commenced in the first six months of Workforce Australia Services and recorded an employment outcome:

- 74.7% of 4 week outcomes were full outcomes
- 61.0% of 12 week outcomes were full outcomes
- 76.6% of 26 week outcomes were full outcomes.

All Transition to Work outcomes were full outcomes.

Question 10. An update to Question on Notice 1989, including:

a. All related entity data available, including a breakdown by provider, in each employment region, of referrals to related organisations, including:

- i. The value and number of referrals to Employability Skills Training;**
- ii. The value and number of referrals to Careers Assistance Training**

Answer

Table 18: Workforce Australia Services Employment Fund Own Organisation and Related Entity Commitments and Value of Commitments, 1 July 2022 to 31 December 2023

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
Adelaide North	APM EMPLOYMENT SERVICES	-	-	1,716	\$469,227
	ATWORK AUSTRALIA PTY LTD	4,877	\$1,203,675	-	-
	JOBS STATEWIDE EMPLOYMENT SOLUTIONS	1,346	\$322,851	14	\$7,134
	WORKSKIL AUSTRALIA LTD.	1,844	\$443,391	-	-
Adelaide South	JOBS STATEWIDE EMPLOYMENT SOLUTIONS	1,749	\$419,596	19	\$8,822
	SYC LTD	708	\$211,214	-	-
	WISE EMPLOYMENT LTD	1,765	\$421,670	-	-
	WORKSKIL AUSTRALIA LTD.	517	\$117,026	-	-
Ballarat	ASURIA PEOPLE SERVICES PTY LIMITED	679	\$165,101	130	\$83,490
	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	1,106	\$257,594	131	\$159,072
	ATWORK AUSTRALIA PTY LTD	2,188	\$526,169	-	-
Barwon	JOBFIND CENTRES	4,276	\$1,063,728	88	\$123,915
	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	1,028	\$241,332	147	\$120,810
Bendigo	APM EMPLOYMENT SERVICES	-	-	1,581	\$392,772
	CVGT EMPLOYMENT	-	-	-	-

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
	COACT	11	\$3,787	1,264	\$390,936
	MATCHWORKS	2,252	\$879,677	-	-
Brisbane South East	ON-Q HUMAN RESOURCES LIMITED	1,144	\$322,227	44	\$15,519
	THE SALVATION ARMY EMPLOYMENT PLUS	1,379	\$349,633	85	\$172,064
	THE TRUSTEE FOR DESIGNER LIFE (QUEENSLAND) TRUST	4,061	\$1,285,531	-	-
	WES.JOBS	2	\$902	-	-
	WORKWAYS AUSTRALIA LIMITED	2	\$655	-	-
Broome	NIRRUMBUK ABORIGINAL CORPORATION	2	\$9,153	64	\$62,649
	APM EMPLOYMENT SERVICES	5	\$1,510	2,286	\$591,108
Cairns	INDIVIDUAL EMPOWERMENT NETWORK PTY LTD	29	\$62,192	-	-
	MAX EMPLOYMENT	1,626	\$636,637	-	-
	APM EMPLOYMENT SERVICES	11	\$567	1,610	\$405,012
Capital Region	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	2,216	\$527,155	448	\$237,882
	THE SALVATION ARMY EMPLOYMENT PLUS	760	\$184,002	87	\$162,918
	JOBLINK PLUS LIMITED	192	\$53,113	170	\$39,840
Central West	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	1,013	\$237,515	59	\$45,479
	VERTO LTD	14	\$2,739	-	-
	AIMBIG EMPLOYMENT PTY LTD	-	-	137	\$22,964
Darling Downs	COACT	12	\$2,323	550	\$158,578
	SARINA RUSSO JOB ACCESS	2,272	\$578,130	11	\$3,731
	AMES AUSTRALIA	-	-	-	-
Darwin (includes Alice Springs)	APM EMPLOYMENT SERVICES	-	-	477	\$113,085
	INTOJOBS	2	\$179	-	-
Esperance	APM EMPLOYMENT SERVICES	-	-	211	\$50,913
Far West Orana (includes Broken Hill)	BEST EMPLOYMENT	1	\$69	-	-
	VERTO LTD	10	\$5,522	-	-

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
Fitzroy	COACT	13	\$1,750	402	\$116,779
	INTOJOBS	9	\$1,042	-	-
	MAX EMPLOYMENT	1,740	\$595,542	2	\$1,520
Geraldton	WORKSKIL AUSTRALIA LTD.	384	\$100,216	-	-
	JOBFIND CENTRES	4,286	\$1,086,135	5	\$54,082
Gippsland	THE SALVATION ARMY EMPLOYMENT PLUS	336	\$83,253	50	\$97,098
	WORKWAYS AUSTRALIA LIMITED	9	\$628	-	-
Gold Coast	APM EMPLOYMENT SERVICES	1	\$550	475	\$123,336
	COACT	39	\$10,607	1,545	\$444,384
	ETC	265	\$173,793	-	-
Goulburn/Murray	FAMILY SERVICES AUSTRALIA	841	\$204,904	-	-
	ON-Q HUMAN RESOURCES LIMITED	706	\$200,360	20	\$8,044
	ASURIA PEOPLE SERVICES PTY LIMITED	825	\$196,499	75	\$42,650
Great Southern - Wheatbelt	CVGT EMPLOYMENT	-	-	-	-
	MADEC AUSTRALIA	1,581	\$382,251	-	-
	ATWORK AUSTRALIA PTY LTD	5,914	\$1,585,791	-	-
Hobart and Southern Tasmania	ASURIA PEOPLE SERVICES PTY LIMITED	1,132	\$300,930	91	\$57,220
	MAX EMPLOYMENT	1,064	\$375,207	-	-
	WORKSKILLS TASMANIA	-	-	-	-
Hunter	JOBLINK PLUS LIMITED	4,318	\$721,605	3,802	\$1,144,507
	THE SALVATION ARMY EMPLOYMENT PLUS	2,970	\$752,280	109	\$165,804
Illawarra South Coast	VERTO LTD	7	\$1,837	-	-
	APM EMPLOYMENT SERVICES	1	\$633	1,547	\$363,364
	ATWORK AUSTRALIA PTY LTD	5,495	\$1,355,373	-	-
	MAX EMPLOYMENT	1,840	\$511,423	-	-

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
	YILABARA SOLUTIONS	16	\$1,587	-	-
Inner Metropolitan Melbourne	APM EMPLOYMENT SERVICES	1	\$55	2,279	\$583,216
	JOBFIND CENTRES	10,956	\$2,662,053	43	\$75,793
	JOBS STATEWIDE EMPLOYMENT SOLUTIONS	598	\$143,520	-	-
	WORKSKIL AUSTRALIA LTD.	2,243	\$501,335	-	-
	TRAINING ALLIANCE GROUP AUSTRALIA PTY LTD	577	\$157,667	32	\$10,250
Kalgoorlie	WAALITJ FOUNDATION LIMITED	-	-	-	-
	AIMBIG EMPLOYMENT PTY LTD	-	-	110	\$27,291
Mackay	INTOJOBS	5	\$1,415	12	\$19,800
	WES.JOBS	1	\$130	-	-
	ETC	769	\$341,367	-	-
Mid North Coast	TURSA EMPLOYMENT & TRAINING	533	\$346,991	-	-
	ATWORK AUSTRALIA PTY LTD	1,899	\$500,669	-	-
Mid North SA	WORKSKIL AUSTRALIA LTD.	365	\$85,907	-	-
	INTOJOBS	1	\$193	13	\$21,450
Murray and South East	SYC LTD	1,092	\$254,719	-	-
	APM EMPLOYMENT SERVICES	-	-	1,564	\$381,255
Murray Riverina	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	1,193	\$279,626	143	\$40,761
	BEST EMPLOYMENT	177	\$45,730	-	-
New England and North West	JOBLINK PLUS LIMITED	800	\$183,781	317	\$158,300
	JOBS AUSTRALIA ENTERPRISES	5	\$5,198	-	-
	ASURIA PEOPLE SERVICES PTY LIMITED	633	\$159,301	23	\$14,732
North and North Western Tasmania	ATWORK AUSTRALIA PTY LTD	1,239	\$323,554	-	-
	CVGT EMPLOYMENT	-	-	-	-
	MAX EMPLOYMENT	1,595	\$493,050	-	-
	TURSA EMPLOYMENT & TRAINING	342	\$199,986	-	-
North Coast	VERTO LTD	8	\$3,707	-	-

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
North Eastern Melbourne	AMES AUSTRALIA	-	-	-	-
	SARINA RUSSO JOB ACCESS	1,462	\$377,954	1	\$300
	SYC LTD	1,281	\$294,428	-	-
	THE SALVATION ARMY EMPLOYMENT PLUS	1,276	\$308,624	83	\$157,852
	WCIG	1,932	\$539,559	-	-
North West Country SA	APM EMPLOYMENT SERVICES	-	-	761	\$172,503
	WORKSKIL AUSTRALIA LTD.	446	\$104,202	-	-
North Western Melbourne	AMES AUSTRALIA	1	\$61	-	-
	ASURIA PEOPLE SERVICES PTY LIMITED	1,000	\$240,547	33	\$20,625
	JOBFIND CENTRES	7,768	\$1,875,405	16	\$65,580
	ATWORK AUSTRALIA PTY LTD	12,102	\$3,083,513	-	-
	IMPACT SERVICES PTY LTD	741	\$154,900	56	\$21,544
Perth - North	WORKSKIL AUSTRALIA LTD.	811	\$202,130	-	-
	MATCHWORKS	4,847	\$2,129,540	-	-
Perth - South	WISE EMPLOYMENT LTD	1,174	\$305,435	-	-
	WORKSKIL AUSTRALIA LTD.	2,032	\$447,733	-	-
	APM EMPLOYMENT SERVICES	4	\$941	3,718	\$984,124
Somerset	ETC	481	\$378,224	-	-
	MTC AUSTRALIA	2,846	\$749,631	-	-
	ON-Q HUMAN RESOURCES LIMITED	914	\$248,283	38	\$6,462
South Coast of Victoria	ARE-ABLE	806	\$191,776	105	\$21,381
	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	644	\$150,315	122	\$99,368
	INTOJOBS	28	\$6,511	74	\$105,402
South Eastern Melbourne and Peninsula	MATCHWORKS	2,707	\$826,034	-	-
	SYC LTD	1,911	\$442,663	-	-
South West WA	WISE EMPLOYMENT LTD	3,589	\$850,585	-	-
	APM EMPLOYMENT SERVICES	-	-	2,023	\$506,591

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
	MAX EMPLOYMENT	1,039	\$317,916	-	-
	APM EMPLOYMENT SERVICES	-	-	3,572	\$920,844
Sydney East Metro	ASURIA PEOPLE SERVICES PTY LIMITED	1,424	\$351,400	206	\$130,095
	ATWORK AUSTRALIA PTY LTD	5,515	\$1,237,367	-	-
	MAX EMPLOYMENT	2,056	\$715,039	-	-
	MTC AUSTRALIA	3,776	\$1,010,904	-	-
	AMES AUSTRALIA	-	-	-	-
Sydney Greater West	ASURIA PEOPLE SERVICES PTY LIMITED	1,327	\$318,523	148	\$92,330
	ATWORK AUSTRALIA PTY LTD	5,901	\$1,396,029	-	-
	THE SALVATION ARMY EMPLOYMENT PLUS	2,992	\$758,958	74	\$119,450
	APM EMPLOYMENT SERVICES	-	-	1,774	\$440,394
Sydney North and West	COACT	75	\$15,105	1,875	\$440,131
	GLOBAL SKILLS	-	-	-	-
	WISE EMPLOYMENT LTD	3,119	\$802,653	-	-
	GLOBAL SKILLS	6	\$1,485	-	-
Sydney South West	JOBS STATEWIDE EMPLOYMENT SOLUTIONS	389	\$92,618	-	-
	MATCHWORKS	3,092	\$1,182,562	-	-
	SARINA RUSSO JOB ACCESS	2,961	\$741,111	35	\$10,500
	COACT	24	\$7,366	316	\$98,814
Townsville (includes Mt Isa)	MAREEBA SHIRE JOB TRAINING ASSOC INC	-	-	-	-
	THE TRUSTEE FOR DESIGNER LIFE (QUEENSLAND) TRUST	2,838	\$874,306	-	-
	MATCHWORKS	2,323	\$916,125	8	\$1,346
	MEGT (AUSTRALIA) LTD	3	\$228	-	-
Western Melbourne	SARINA RUSSO JOB ACCESS	3,223	\$796,428	18	\$19,100
	SYC LTD	2,319	\$462,405	-	-
	WISE EMPLOYMENT LTD	2,048	\$488,557	-	-

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
Wide Bay and Sunshine Coast	APM EMPLOYMENT SERVICES	1	\$99	5,600	\$1,403,610
	COACT	3	\$1,002	332	\$91,575
	MAX EMPLOYMENT	5,868	\$1,782,617	-	-
Wimmera Mallee	ON-Q HUMAN RESOURCES LIMITED	435	\$130,529	-	-
	CVGT EMPLOYMENT	-	-	-	-
	MADEC AUSTRALIA	2,289	\$534,056	-	-
Wivenhoe	APM EMPLOYMENT SERVICES	-	-	1,517	\$367,770
	ETC	443	\$212,280	-	-
	FAMILY SERVICES AUSTRALIA	542	\$136,019	-	-
Yarrabah	THE SALVATION ARMY EMPLOYMENT PLUS	1,498	\$369,001	140	\$263,721
	WUGU NYAMBIL	11	\$2,030	-	-
TOTAL		206,266	\$55,434,427	46,633	\$14,350,967

Notes:

1. The use of Own Organisations or Related Entities is not prohibited under the Employment Fund, except where claims are related to a Wage Subsidy.
2. Not all commitments result in a claim for reimbursement.
3. 'Own Organisation' commitments are commitments where the provider ABN matches the supplier ABN. This may include entities under the same ABN that do not deliver services under the Workforce Australia Services Deed of Standing Offer 2022-2028.
4. 'Related entities' are identified via departmental review of the Australian Business Register and other sources and confirmed with providers, current as at 12 July 2023.

Table 19: CTA Own Organisation and Related Entity Commencements and Payments, 1 July 2022 to 31 December 2023

Employment Region	Provider	Own Organisation		Related Entity	
		Commencements	Payment Amount	Commencements	Payment Amount
Adelaide North	APM EMPLOYMENT SERVICES	86	\$149,400	-	-
	WORKSKIL AUSTRALIA LTD.	98	\$163,980	-	-
Adelaide South	WORKSKIL AUSTRALIA LTD.	54	\$87,840	-	-
Ballarat	ASURIA PEOPLE SERVICES PTY LIMITED	-	-	34	\$48,780
Brisbane South East	THE TRUSTEE FOR DESIGNER LIFE (QUEENSLAND) TRUST	161	\$242,640	-	-
Broome	NIRRUMBUK ABORIGINAL CORPORATION	8	\$10,080	-	-
Central West	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	95	\$148,860	-	-
Fitzroy	INTOJOBS	50	\$77,580	-	-
Geraldton	WORKSKIL AUSTRALIA LTD.	98	\$152,100	-	-
Gold Coast	APM EMPLOYMENT SERVICES	64	\$106,560	-	-
Illawarra South Coast	APM EMPLOYMENT SERVICES	61	\$99,540	-	-
Inner Metropolitan Melbourne	APM EMPLOYMENT SERVICES	1	\$1,800	-	-
Mid North Coast	ETC	106	\$184,320	-	-
Murray Riverina	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	80	\$132,120	-	-
North Eastern Melbourne	SARINA RUSSO JOB ACCESS	-	-	32	\$51,120

Employment Region	Provider	Own Organisation		Related Entity	
		Commencements	Payment Amount	Commencements	Payment Amount
North West Country SA	WORKSKIL AUSTRALIA LTD.	63	\$96,660	-	-
Somerset	ETC	58	\$94,140	-	-
	APM EMPLOYMENT SERVICES	255	\$426,060	-	-
Sydney East Metro	ASURIA PEOPLE SERVICES PTY LIMITED	-	-	41	\$61,740
	MTC AUSTRALIA	1	\$1,260	-	-
Sydney North and West	APM EMPLOYMENT SERVICES	123	\$211,140	-	-
	GLOBAL SKILLS	8	\$12,780	-	-
	GLOBAL SKILLS	3	\$4,860	-	-
Sydney South West	JOBS STATEWIDE EMPLOYMENT SOLUTIONS	29	\$44,100	-	-
Townsville (includes Mt Isa)	THE TRUSTEE FOR DESIGNER LIFE (QUEENSLAND) TRUST	126	\$181,440	-	-
Wivenhoe	ETC	54	\$89,100	-	-
	FAMILY SERVICES AUSTRALIA	59	\$91,620	-	-
TOTAL		1741	\$2,809,980	107	\$161,640

Notes:

1. Excludes claims manually processed by the department prior to 20 April 2023.
2. Where the ABN of the referring and training providers are the same, the referral is classified as an own organisation referral. There may be instances where an entity with the same ABN as the referring provider does not deliver services under the same deed (i.e. Workforce Australia Services Deed of Standing Offer 2022–2028).
3. 'Related entities' are identified via departmental review of the Australian Business Register and other sources and confirmed with providers, current as at 12 July 2023.

Table 20: EST Own Organisation and Related Entity Commencements and Payments, 1 July 2022 to 31 December 2023

Employment Region	Provider	Own Organisation		Related Entity	
		Commencements	Payment Amount	Commencements	Payment Amount
Adelaide North	APM Employment Services	9	\$8,175	-	-
	Jobs Statewide Employment Solutions	70	\$54,125	-	-
Adelaide South	Jobs Statewide Employment Solutions	58	\$46,100	-	-
Brisbane South East	The Salvation Army Employment Plus	42	\$34,275	-	-
	CoAct	-	-	7	-
Cairns	Jobfind Centres	8	\$3,425	-	-
Capital Region	APM Employment Services	54	\$45,675	-	-
Darwin (includes Alice Springs)	Bamara	7	\$5,150	-	-
Esperance	Training Alliance Group Australia Pty Ltd	-	-	-	-
Fitzroy	IntoJobs	124	\$82,350	-	-
	CoAct	-	-	49	\$38,300
Gold Coast	APM Employment Services	30	\$24,000	0	-
Goulburn/Murray	ASURIA PEOPLE SERVICES PTY LIMITED	-	-	31	\$24,575
Hobart and Southern Tasmania	ASURIA PEOPLE SERVICES PTY LIMITED	-	-	41	\$31,450
Illawarra South Coast	APM Employment Services	12	\$9,150	-	-

Employment Region	Provider	Own Organisation		Related Entity	
		Commencements	Payment Amount	Commencements	Payment Amount
Inner Metropolitan Melbourne	APM Employment Services	101	\$71,700	-	-
Kalgoorlie	Training Alliance Group Australia Pty Ltd	74	\$46,475	-	-
Mackay	IntoJobs	40	\$32,375	-	-
Murray and South East	IntoJobs	75	\$65,800	-	-
New England and North West	JOBLINK PLUS LIMITED	5	\$1,725	-	-
	Jobs Australia Enterprises	1	\$950	-	-
North Eastern Melbourne	Sarina Russo Job Access	-	-	2	\$1,525
Perth - South	Training Alliance Group Australia Pty Ltd	12	\$8,775	-	-
Somerset	APM Employment Services	113	\$86,300	-	-
South Coast of Victoria	are-able	194	\$154,575	-	-
Sydney East Metro	ASURIA PEOPLE SERVICES PTY LIMITED	-	-	33	\$26,475
	MTC Australia	22	\$13,125	-	-
Sydney Greater West	ASURIA PEOPLE SERVICES PTY LIMITED	-	-	56	\$43,250
	The Salvation Army Employment Plus	47	\$40,150	-	-
Sydney North and West	APM Employment Services	92	\$74,075	-	-
Sydney South West	Sarina Russo Job Access	-	-	162	\$135,325
Townsville (includes Mt Isa)	The Trustee for Designer Life (Queensland) Trust	234	\$167,550	-	-

Employment Region	Provider	Own Organisation		Related Entity	
		Commencements	Payment Amount	Commencements	Payment Amount
Western Melbourne	CoAct	-	-	4	\$2,850
	Sarina Russo Job Access	-	-	2	\$1,525
	CoAct	-	-	30	\$11,050
Wivenhoe	APM Employment Services	32	\$22,125	-	-
Gippsland	Workforce Plus Inc	2	\$1,900	-	-
TOTAL		1459	\$1,100,025	417	\$316,325

Notes:

1. Excludes claims manually processed by the department prior to 20 April 2023 and Transition to Work data prior to 27 February 2023.
2. Count of commencements includes both Training Block 1 and Training Block 2.
3. Where the ABN of the referring and training providers are the same, the referral is classified as an own organisation referral. There may be instances where an entity with the same ABN as the referring provider does not deliver services under the same deed (i.e. Workforce Australia Services Deed of Standing Offer 2022-2028 or Workforce Australia – Transition to Work Deed 2022-2027).
4. 'Related entities' are identified via departmental review of the Australian Business Register and other sources and confirmed with providers, current as at 12 July 2023.

Question 11. An update to Question on Notice 1530, including the dollar value of payment suspensions

Answer

Data on the Targeted Compliance Framework is published quarterly on the department's website:
<https://www.dewr.gov.au/employment-services-data>

As payment suspensions do not involve a reduction in a participant's income support payment, there is no dollar value associated with payment suspensions.

Question 12. The total dollar amount of employment fund credits allocated to providers since the commencement of Workforce Australia, including:

- a. Percentage of this amount claimed by providers;
- b. Percentage of this amount not claimed by providers;
- c. Income support recipients who have accessed the fund through their provider, broken down by:
 - i. age (Under 25, 25-34, 35-54, 55+ years);
 - ii. Gender;
 - iii. duration of income support (1-2 years, 2-5 years, 5 years +)
 - iv. State/Territory;
 - v. partial work capacity;
 - vi. principal carer;
 - vii. Indigenous status;
 - viii. Vulnerability indicators

Answer

Table 21: Employment Fund credits allocated to providers in Workforce Australia, as at 31 December 2023

	Amount (\$millions)	Percentage of total
Credits committed by providers	\$360.01 (including GST)	45.0%
Credits not committed by providers	\$441.30 (GST free)	55.0%
Total credits allocated to providers	\$802.30 (GST free)	100.0%

Notes:

1. Committed amounts include reimbursed and non-reimbursed commitments and are GST inclusive. Not all commitments eventuate.
2. Credits are GST free.

Table 22: Workforce Australia clients assisted through the Employment Fund, as at 31 December 2023

Cohort	Recipients
Partial work capacity	58,195
Parent	45,005
Indigenous	58,015
Age group	
Under 25 years	45,945
25-34 years	77,880
35-54 years	134,190
55 years and over	43,440
Gender	
Male	162,215
Female	133,225
Length of time in employment services	
Under 12 months	72,665
12 to 23 months	53,075
24 to 59 Months	120,540
60+ Months	81,130
State/territory	
ACT	2,955
NSW	85,795
NT	2,450
QLD	70,995
SA	29,700
TAS	9,995
VIC	63,785
WA	37,765
Total	295,410

Notes:

1. Total number of recipients is not the sum of recipients by cohort. Participants can be supported multiple times across multiple locations, or be represented across multiple cohorts or age groups.
2. To protect individuals' privacy, all cells (including totals) within the table have been rounded to the nearest 5. This may result in non-additivity for some totals. Zero cells are actual zeros. Caution should be taken in re-calculating totals from rounded data, as this may compound the effects of rounding.

Question 13. Latest available data on the total dollar amount of Employment Fund credits paid by the department to providers since the 1st July last year;

a. Proportion of this figure that has been assessed as eligible credits

Answer

Over the period 1 July 2023 to 31 December 2023, Employment Fund expenditure for Workforce Australia Services was \$103.7 million (GST exclusive). This excludes commitments made by providers which are yet to be claimed from the Employment Fund.

There are a range of activities the Department undertakes to assess eligibility of an Employment Fund claim for reimbursement from Workforce Australia Services providers, including through:

- system controls
- program desk top monitoring
- use of data analytics
- targeted assurance activities
- the Continuous Assessment of Payment Integrity
- investigations from tip-offs.

On the basis of the above activities, since 1 July 2023, the compliance rate is approximately 99 per cent. This is due to a focus on the early detection and remediation of non-compliant behaviour.