

# SENATOR JANET RICE

Greens Senator for Victoria



Secretary Ms. Natalie James  
Department of Employment and Workplace Relations  
GPO Box 9828  
Canberra ACT 2601  
via email: [estimates@dewr.gov.au](mailto:estimates@dewr.gov.au)

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Dear Secretary James,

I am writing in advance of the appearance of the Department of Employment and Workplace Relations before the Education and Employment hearing at the upcoming Supplementary Budget Estimates.

To assist the Committee with its inquiries, I ask that you come prepared to table the following information:

- An update to Senate Question Number 1989, including:
  - Any more recent data available since 31 May 2023;
  - All related entity data available, including a breakdown by provider, in each employment region, of referrals to related organisations, including:
    - The value and number of referrals to Employability Skills Training, and;
    - The value and number of referrals to Careers Transition Assistance.
- An update to Senate Question 1530, including the dollar value of payment suspensions;
- The impact of payment suspensions as part of the Targeted Compliance Framework, including
  - Latest available data on the total dollar value of payment suspensions by quarter, across all payments 2022-23, and;
  - A breakdown by payment types (eg. the dollar value of payment suspensions impacting people on JobSeeker in 2022-23, etc.).
- The total number and cost of Jobseeker recipients participating in the following programs:
  - Employability Skills Training;
  - Career Transition Assistance;
  - JobTrainer;
  - Skills for Education and Employment;
  - Work for the Dole;
- The total dollar amount of Employment Fund credits allocated to providers since the commencement of Workforce Australia, including the:
  - Percentage of this amount claimed by providers, and the;
  - Percentage of this amount not claimed by providers.
  - Income support recipients who have accessed the fund through their provider, broken down by:
    - age (Under 25, 25-34, 35-54, 55+ years)
    - Gender
    - duration of income support (1-2 years, 2-5 years, 5 years +)
    - State/Territory
    - partial work capacity
    - principal carer

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- Indigenous status
- Vulnerability indicators
- Last available data on the total dollar amount of the Employment Fund credits paid by the department to providers since 1 July last year.
  - Proportion of this figure that has been assessed as eligible credits.
- Number of participants in the following wage subsidy programs (through 2020 and latest available month):
  - Long Term Unemployed
  - Indigenous
  - Parents
  - Young people
- An update on SQ20-001960 for the forward estimates
- Activities in mandatory activity periods for people in the system for 12 months or more:
  - Number of participants in provider and online services with activity requirements through the year (latest available data) who have been registered for:
    - less than 12 months
    - 1-2 years
    - 2-3 years
    - 3 years or more
  - Number of participants in each of the above categories with a mandatory activity requirement during the year, broken down by:
    - type and duration of activity (refer to list in (6) below)
    - employment outcomes three months after commencement (where available)
  - Employment service
    - 4, 12 and 26 week outcomes by duration of unemployment
    - 1-2 years
    - 2+ years
    - 4+ years
    - 10+ years
- The latest available data on suspension of Mutual Obligations due to vulnerability status, including:
  - the time period of suspension, broken down by:
    - Age
    - Gender
    - Duration of income support
    - State/Territory
    - Partial Capacity to Work
    - Principal carer Status
    - Indigenous status
  - The latest available data on the number of people whose debt recovery has waived due to their vulnerability status as determined by the Agency, broken down as in (a)
  - The latest available data on the number of people provided flexibility for debt repayments based on the customer's circumstances as determined by the Agency, broken down as in (a)
    - The latest available data on what flexibility was provided.

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# SENATOR JANET RICE

Greens Senator for Victoria



Kind regards,

A handwritten signature in black ink, appearing to read 'Janet Rice'.

Senator Janet Rice, Australian Greens Senator for Victoria

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1. An update to Senate Question Number 1989, including:
- Any more recent data available since 31 May 2023;
  - All related entity data available, including a breakdown by provider, in each employment region, of referrals to related organisations, including:
    - The value and number of referrals to Employability Skills Training, and;
    - The value and number of referrals to Careers Transition Assistance.

**Answer**

**Table 1: Workforce Australia Services Employment Fund Own Organisation and Related Entity Commitments and Value of Commitments, 1 July 2022 to 30 September 2023**

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
Adelaide North	APM EMPLOYMENT SERVICES	—	—	1,314	\$372,810
	ATWORK AUSTRALIA PTY LTD	4,063	\$984,598	—	—
	JOB STATEWIDE EMPLOYMENT SOLUTIONS	1,241	\$297,576	14	\$7,134
	WORKSKIL AUSTRALIA LTD.	1,491	\$354,845	—	—
Adelaide South	JOB STATEWIDE EMPLOYMENT SOLUTIONS	1,687	\$404,716	19	\$8,822
	SYC LTD	540	\$154,306	—	—
	WISE EMPLOYMENT LTD	1,308	\$311,311	—	—
	WORKSKIL AUSTRALIA LTD.	413	\$93,292	—	—
Ballarat	ASURIA PEOPLE SERVICES PTY LIMITED	614	\$149,496	130	\$83,490
	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	978	\$227,534	78	\$84,673
	ATWORK AUSTRALIA PTY LTD	1,816	\$429,726	—	—
Barwon	JOB FIND CENTRES	3,740	\$931,060	66	\$97,053
	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	858	\$201,852	71	\$87,342
Bendigo	APM EMPLOYMENT SERVICES	—	—	1,355	\$340,239
	CVGT EMPLOYMENT	—	—	—	—
Brisbane South East	JOB FUTURES	8	\$2,318	974	\$307,986
	MATCHWORKS	1,758	\$719,102	—	—

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
	ON-Q HUMAN RESOURCES LIMITED	922	\$267,428	42	\$14,830
	THE SALVATION ARMY EMPLOYMENT PLUS	1,108	\$284,383	76	\$159,117
	THE TRUSTEE FOR DESIGNER LIFE (QUEENSLAND) TRUST	3,042	\$967,351	—	—
	WES.JOBS	2	\$ 902	—	—
	WORKWAYS AUSTRALIA LIMITED	1	\$ 107	—	—
Broome	NIRRUMBUK ABORIGINAL CORPORATION	1	\$7,623	52	\$54,899
	APM EMPLOYMENT SERVICES	5	\$1,510	1,757	\$473,296
Cairns	INDIVIDUAL EMPOWERMENT NETWORK PTY LTD	17	\$15,550	—	—
	MAX EMPLOYMENT	1,270	\$492,032	—	—
	APM EMPLOYMENT SERVICES	11	\$ 567	1,531	\$389,307
Capital Region	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	1,918	\$457,315	239	\$148,171
	THE SALVATION ARMY EMPLOYMENT PLUS	596	\$144,504	57	\$110,966
	JOB LINK PLUS LIMITED	192	\$53,113	136	\$31,824
Central West	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	793	\$185,915	54	\$41,978
	VERTO LTD	12	\$2,112	—	—
	AIMBIG EMPLOYMENT PTY LTD	—	—	87	\$15,641
Darling Downs	JOB FUTURES	10	\$1,683	468	\$135,898
	SARINA RUSSO JOB ACCESS	1,940	\$492,125	11	\$3,731
	AMES AUSTRALIA	—	—	—	—
Darwin (includes Alice Springs)	APM EMPLOYMENT SERVICES	—	—	380	\$91,134
	INTOJOBS	2	\$ 179	—	—
Esperance	APM EMPLOYMENT SERVICES	—	—	174	\$41,829
Far West Orana (includes Broken Hill)	BEST EMPLOYMENT	1	\$ 69	—	—
	VERTO LTD	9	\$5,247	—	—
	INTOJOBS	9	\$1,042	—	—
Fitzroy	JOB FUTURES	12	\$1,705	248	\$70,761
	MAX EMPLOYMENT	1,328	\$475,979	2	\$1,520

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
Geraldton	WORKSKIL AUSTRALIA LTD.	303	\$82,752	—	—
	JOBFIND CENTRES	3,319	\$844,408	5	\$54,082
Gippsland	THE SALVATION ARMY EMPLOYMENT PLUS	258	\$63,034	45	\$86,111
	WORKWAYS AUSTRALIA LIMITED	7	\$ 554	—	—
Gold Coast	APM EMPLOYMENT SERVICES	1	\$ 550	453	\$119,771
	ETC	231	\$140,408	—	—
	FAMILY SERVICES AUSTRALIA	626	\$152,343	—	—
	JOB FUTURES	20	\$6,370	1,094	\$327,148
	ON-Q HUMAN RESOURCES LIMITED	540	\$158,726	18	\$6,966
	ASURIA PEOPLE SERVICES PTY LIMITED	690	\$164,756	32	\$19,360
Goulburn/Murray	CVGT EMPLOYMENT	—	—	—	—
	MADEC AUSTRALIA	1,273	\$308,052	—	—
Great Southern - Wheatbelt	ATWORK AUSTRALIA PTY LTD	4,656	\$1,247,398	-	-
	ASURIA PEOPLE SERVICES PTY LIMITED	920	\$244,598	88	\$56,320
Hobart and Southern Tasmania	MAX EMPLOYMENT	843	\$317,072	—	—
	WORKSKILLS TASMANIA	—	—	—	—
Hunter	JOBLINK PLUS LIMITED	3,446	\$520,163	2,732	\$843,515
	THE SALVATION ARMY EMPLOYMENT PLUS	2,403	\$609,063	99	\$146,935
	VERTO LTD	5	\$1,199	—	—
Illawarra South Coast	APM EMPLOYMENT SERVICES	1	\$ 633	1,199	\$286,409
	ATWORK AUSTRALIA PTY LTD	4,651	\$1,133,772	—	—
	MAX EMPLOYMENT	1,435	\$393,667	—	—
	YILABARA SOLUTIONS	14	\$1,262	—	—
Inner Metropolitan Melbourne	APM EMPLOYMENT SERVICES	—	—	1,802	\$465,510
	JOBFIND CENTRES	8,616	\$2,089,738	43	\$75,793
	JOBS STATEWIDE EMPLOYMENT SOLUTIONS	599	\$143,760	—	—
	WORKSKIL AUSTRALIA LTD.	1,846	\$413,542	—	—

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
Kalgoorlie	TRAINING ALLIANCE GROUP AUSTRALIA PTY LTD	528	\$145,846	13	\$3,785
	WAALITJ FOUNDATION LIMITED	—	—	—	—
Mackay	AIMBIG EMPLOYMENT PTY LTD	—	—	88	\$21,793
	INTOJOBS	5	\$1,415	—	—
Mid North Coast	WES.JOBS	1	\$ 130	—	—
	ETC	621	\$292,746	—	—
	TURSA EMPLOYMENT & TRAINING	423	\$285,894	—	—
	ATWORK AUSTRALIA PTY LTD	1,525	\$402,593	—	—
Mid North SA	WORKSKIL AUSTRALIA LTD.	331	\$78,543	—	—
	INTOJOBS	—	—	8	\$13,200
Murray and South East	SYC LTD	915	\$211,103	—	—
	APM EMPLOYMENT SERVICES	—	—	1,277	\$315,567
Murray Riverina	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	975	\$227,306	87	\$27,241
	BEST EMPLOYMENT	171	\$44,172	—	—
New England and North West	JOBLINK PLUS LIMITED	636	\$153,263	226	\$129,350
	JOBS AUSTRALIA ENTERPRISES	5	\$5,198	—	—
North and North Western Tasmania	ASURIA PEOPLE SERVICES PTY LIMITED	495	\$125,630	22	\$13,310
	ATWORK AUSTRALIA PTY LTD	976	\$242,600	—	—
North Coast	CVGT EMPLOYMENT	—	—	—	—
	MAX EMPLOYMENT	1,127	\$345,636	—	—
	TURSA EMPLOYMENT & TRAINING	268	\$147,293	—	—
	VERTO LTD	8	\$3,707	—	—
North Eastern Melbourne	AMES AUSTRALIA	—	—	—	—
	SARINA RUSSO JOB ACCESS	1,275	\$330,070	—	—
	SYC LTD	1,059	\$234,584	—	—
	THE SALVATION ARMY EMPLOYMENT PLUS	1,008	\$243,462	52	\$91,686
	WCIG	1,298	\$364,595	—	—



Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
North West Country SA	APM EMPLOYMENT SERVICES	—	—	644	\$150,625
	WORKSKIL AUSTRALIA LTD.	356	\$85,424	—	—
	AMES AUSTRALIA	1	\$ 61	—	—
North Western Melbourne	ASURIA PEOPLE SERVICES PTY LIMITED	824	\$197,887	33	\$20,625
	JOBFIND CENTRES	6,076	\$1,472,704	16	\$65,580
	ATWORK AUSTRALIA PTY LTD	10,627	\$2,650,021	—	—
Perth - North	IMPACT SERVICES PTY LTD	90	\$21,540	54	\$20,774
	WORKSKIL AUSTRALIA LTD.	587	\$146,036	—	—
	MATCHWORKS	3,614	\$1,702,875	—	—
Perth - South	WISE EMPLOYMENT LTD	674	\$185,130	—	—
	WORKSKIL AUSTRALIA LTD.	1,753	\$382,877	—	—
	APM EMPLOYMENT SERVICES	4	\$ 941	3,022	\$812,789
Somerset	ETC	408	\$329,021	—	—
	MTC AUSTRALIA	2,453	\$647,270	—	—
	ON-Q HUMAN RESOURCES LIMITED	757	\$201,382	38	\$6,462
South Coast of Victoria	SUREWAY EMPLOYMENT AND TRAINING PTY LTD	549	\$128,175	88	\$73,230
	WDEA WORKS	665	\$158,429	97	\$19,929
	INTOJOBS	28	\$6,511	28	\$46,200
South Eastern Melbourne and Peninsula	MATCHWORKS	2,072	\$576,488	—	—
	SYC LTD	1,633	\$374,781	—	—
	WISE EMPLOYMENT LTD	2,606	\$618,527	—	—
South West WA	APM EMPLOYMENT SERVICES	—	—	1,698	\$428,525
	MAX EMPLOYMENT	795	\$230,216	—	—
	APM EMPLOYMENT SERVICES	—	—	3,422	\$889,262
Sydney East Metro	ASURIA PEOPLE SERVICES PTY LIMITED	1,239	\$306,821	203	\$129,195
	ATWORK AUSTRALIA PTY LTD	4,773	\$1,046,342	—	—
	MAX EMPLOYMENT	1,577	\$553,838	—	—

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
	MTC AUSTRALIA	3,379	\$903,616	—	—
	AMES AUSTRALIA	—	—	—	—
Sydney Greater West	ASURIA PEOPLE SERVICES PTY LIMITED	1,153	\$277,964	137	\$87,065
	ATWORK AUSTRALIA PTY LTD	4,906	\$1,133,602	—	—
	THE SALVATION ARMY EMPLOYMENT PLUS	2,404	\$610,275	61	\$101,439
	APM EMPLOYMENT SERVICES	—	—	1,580	\$396,150
Sydney North and West	GLOBAL SKILLS	—	—	—	—
	JOB FUTURES	73	\$14,780	1,510	\$355,051
	WISE EMPLOYMENT LTD	2,343	\$612,692	—	—
	GLOBAL SKILLS	—	—	—	—
Sydney South West	JOBS STATEWIDE EMPLOYMENT SOLUTIONS	389	\$92,618	—	—
	MATCHWORKS	2,541	\$1,018,036	—	—
	SARINA RUSSO JOB ACCESS	2,520	\$633,091	10	\$3,000
	JOB FUTURES	23	\$7,283	224	\$71,692
Townsville (includes Mt Isa)	MAREEBA SHIRE JOB TRAINING ASSOC INC	—	—	—	—
	THE TRUSTEE FOR DESIGNER LIFE (QUEENSLAND) TRUST	2,046	\$663,106	—	—
	MATCHWORKS	1,858	\$770,422	8	\$1,346
	MEGT (AUSTRALIA) LTD	3	\$ 228	—	—
Western Melbourne	SARINA RUSSO JOB ACCESS	2,508	\$619,626	18	\$19,100
	SYC LTD	1,960	\$382,775	—	—
	WISE EMPLOYMENT LTD	1,369	\$328,025	—	—
	APM EMPLOYMENT SERVICES	1	\$ 99	4,670	\$1,184,460
Wide Bay and Sunshine Coast	JOB FUTURES	3	\$1,002	248	\$69,641
	MAX EMPLOYMENT	4,758	\$1,451,621	—	—
	ON-Q HUMAN RESOURCES LIMITED	335	\$100,855	—	—
	CVGT EMPLOYMENT	—	—	—	—
Wimmera Mallee	MADEC AUSTRALIA	1,901	\$442,201	—	—

Employment Region	Provider	Own Organisation Commitments		Related Entity Commitments	
		Number	Value	Number	Value
Wivenhoe	APM EMPLOYMENT SERVICES	—	—	1,228	\$306,211
	ETC	308	\$163,902	—	—
	FAMILY SERVICES AUSTRALIA	290	\$72,292	—	—
Yarrabah	THE SALVATION ARMY EMPLOYMENT PLUS	1,203	\$298,099	134	\$248,364
	WUGU NYAMBIL	11	\$2,030	—	—
<b>TOTAL</b>		<b>166,515</b>	<b>\$44,667,314</b>	<b>37,889</b>	<b>\$11,785,017</b>

Notes:

- The use of Own Organisations or Related Entities is not prohibited under the Employment Fund, except where claims are related to a Wage Subsidy.
- Not all commitments result in a claim for reimbursement.
- '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.
- '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 2: Employment Ability Skills Training Own Organisation and Related Entity Commencements and Payments, 4 July 2022 to 30 September 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	55	\$39,875	—	—
Adelaide South	Jobs Statewide Employment Solutions	51	\$38,700	—	—
Brisbane South East	JOB FUTURES	—	—	7	—
	The Salvation Army Employment Plus	42	\$34,275	—	—
Cairns	Jobfind Centres	8	\$3,425	—	—
Capital Region	APM Employment Services	38	\$30,850	—	—
Darwin (includes Alice Springs)	Bamara	7	\$5,150	—	—
Esperance	Training Alliance Group Australia Pty Ltd	1	—	—	—
Fitzroy	IntoJobs	124	\$82,350	—	—
	JOB FUTURES	—	—	49	\$38,300
Gold Coast	APM Employment Services	23	\$18,850	—	—
Goulburn/Murray	ASURIA PEOPLE SERVICES PTY LIMITED	—	—	30	\$23,250
Hobart and Southern Tasmania	ASURIA PEOPLE SERVICES PTY LIMITED	—	—	40	\$30,875
Illawarra South Coast	APM Employment Services	12	\$9,150	—	—
Inner Metropolitan Melbourne	APM Employment Services	96	\$64,700	—	—
Kalgoorlie	Training Alliance Group Australia Pty Ltd	73	\$45,900	—	—

Employment Region	Provider	Own Organisation		Related Entity	
		Commencements	Payment Amount	Commencements	Payment Amount
Mackay	IntoJobs	40	\$32,375	—	—
Murray and South East	IntoJobs	75	\$65,425	—	—
New England and North West	JOBLINK PLUS LIMITED	2	—	—	—
	Jobs Australia Enterprises	1	\$950	—	—
North Eastern Melbourne	Sarina Russo Job Access	—	—	2	\$1,525
Perth - South	Training Alliance Group Australia Pty Ltd	12	\$6,900	—	—
Somerset	APM Employment Services	103	\$76,600	—	—
South Coast of Victoria	WDEA Works	194	\$154,200	—	—
Sydney East Metro	ASURIA PEOPLE SERVICES PTY LIMITED	—	—	32	\$25,525
	MTC Australia	22	\$12,000	—	—
Sydney Greater West	ASURIA PEOPLE SERVICES PTY LIMITED	—	—	54	\$40,975
	The Salvation Army Employment Plus	47	\$40,150	—	—
Sydney North and West	APM Employment Services	76	\$59,250	—	—
Sydney South West	Sarina Russo Job Access	—	—	149	\$120,350
	JOB FUTURES	—	—	4	\$2,850
Townsville (includes Mt Isa)	The Trustee for Designer Life (Queensland) Trust	174	\$126,300	—	—
Western Melbourne	JOB FUTURES	—	—	26	\$7,250

Employment Region	Provider	Own Organisation		Related Entity	
		Commencements	Payment Amount	Commencements	Payment Amount
	Sarina Russo Job Access	—	—	2	\$1,525
Wivenhoe	APM Employment Services	18	\$11,475	—	—
<b>TOTAL</b>		<b>1,303</b>	<b>\$967,025</b>	<b>395</b>	<b>\$292,425</b>

Notes:

- Excludes claims manually processed by the department prior to 20 April 2023 and Transition to Work data prior to 27 February 2023.
- Count of commencements includes both Training Block 1 and Training Block 2.
- 'Own Organisation' is classified as the arranging provider ABN and the referring provider ABN being the same. This may include entities under the same ABN that do not deliver services under the Workforce Australia Services Deed of Standing Offer 2022-2028 or Workforce Australia – Transition to Work Deed 2022-2027.
- '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 3: Career Transition Assistance Own Organisation and Related Entity Commencements and Payments, 4 July 2022 to 30 September 2023**

Employment Region	Provider	Own Organisation		Related Entity	
		Commencements	Payment Amount	Commencements	Payment Amount
Adelaide North	APM Employment Services	76	\$130,860	—	—
	WORKSKIL AUSTRALIA LTD.	86	\$143,460	—	—
Adelaide South	WORKSKIL AUSTRALIA LTD.	52	\$83,880	—	—
Ballarat	ASURIA PEOPLE SERVICES PTY LIMITED	—	—	34	\$47,700
Brisbane South East	The Trustee for Designer Life (Queensland) Trust	151	\$225,720	—	—
Broome	NIRRUMBUK ABORIGINAL CORPORATION	8	\$10,080	—	—
Central West	Sureway Employment and Training Pty Ltd	92	\$139,680	—	—
Fitzroy	IntoJobs	41	\$61,380	—	—
Geraldton	WORKSKIL AUSTRALIA LTD.	88	\$132,480	—	—
Gold Coast	APM Employment Services	53	\$84,060	—	—
Illawarra South Coast	APM Employment Services	48	\$76,140	—	—
Mid North Coast	ETC	97	\$160,020	—	—
Murray Riverina	Sureway Employment and Training Pty Ltd	67	\$110,340	—	—
North Eastern Melbourne	Sarina Russo Job Access	—	—	28	\$43,920
North West Country SA	WORKSKIL AUSTRALIA LTD.	52	\$77,400	—	—
Somerset	ETC	56	\$89,460	—	—

Employment Region	Provider	Own Organisation		Related Entity	
		Commencements	Payment Amount	Commencements	Payment Amount
Sydney East Metro	APM Employment Services	224	\$370,800	—	—
	ASURIA PEOPLE SERVICES PTY LIMITED	—	—	41	\$59,580
Sydney North and West	APM Employment Services	104	\$171,000	—	—
	Global Skills	8	\$12,780	—	—
	JOB FUTURES	—	—	3	\$4,320
Sydney South West	Global Skills	3	\$4,860	—	—
	Jobs Statewide Employment Solutions	16	\$21,780	—	—
Townsville (includes Mt Isa)	The Trustee for Designer Life (Queensland) Trust	117	\$167,400	—	—
Wivenhoe	ETC	54	\$88,560	—	—
	Family Services Australia	47	\$73,260	—	—
<b>TOTAL</b>		<b>1,540</b>	<b>\$2,435,400</b>	<b>106</b>	<b>\$155,520</b>

**Notes:**

- Excludes claims manually processed by the department prior to 20 April 2023.
- 'Own Organisation' is classified as the arranging provider ABN and the referring provider ABN being the same. This may include entities under the same ABN that do not deliver services under the Workforce Australia Services Deed of Standing Offer 2022-2028.
- '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.



**2. An update to Senate Question 1530, including the dollar value of payment suspensions.**

**Answer**

The latest available data on payment suspensions under the Targeted Compliance Framework is published at <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.

**3. The impact of payment suspensions as part of the Targeted Compliance Framework, including**

- **Latest available data on the total dollar value of payment suspensions by quarter, across all payments 2022-23, and;**
- **A breakdown by payment types (eg. the dollar value of payment suspensions impacting people on JobSeeker in 2022-23, etc.).**

**Answer**

Please see answer to Question 2.

4. The total number and cost of Jobseeker recipients participating in the following programs:

- Employability Skills Training
- Career Transition Assistance
- JobTrainer
- Skills for Education and Employment
- Work for the Dole

Answer

Table 4: Program Commencements and Expenditure – 4 July 2022 to 30 September 2023

	Commencements	Expenditure (millions)
Employability Skills Training	14,729	\$11.9
Career Transition Assistance	6,868	\$9.5
Work for the Dole	9,605	\$6.7
Skills for Education and Employment	14,578	\$108.9
JobTrainer	N/A	N/A

- The commencement data in the table refers to the total number of participants in employment services who have commenced in the listed programs, not just participants on JobSeeker Payment. It is not a unique number of participants as they may undertake the program more than once.
- Commencement and expenditure data is for the period 4 July 2022 to 30 September 2023. Participant numbers for the Skills for Education and Employment program are the number of clients in training rather than program commencements.
- The definition of job seeker under the JobTrainer Fund, agreed by all states and territories, is much broader than those individuals in receipt of a Jobseeker payment.
- Under the Schedule *job seekers* were defined as:
  - individuals out of work;
  - individuals who are in receipt of income support payments; or
  - individuals expected to become unemployed as agreed bilaterally between the Commonwealth and the relevant State.
- The states and territories were not required to provide reporting to the Department on the breakdown of the job seeker cohort that were in receipt of income support or associated training costs.

5. The total dollar amount of Employment Fund credits allocated to providers since the commencement of Workforce Australia, including the:
- Percentage of this amount claimed by providers, and the;
  - Percentage of this amount not claimed by providers.
  - Income support recipients who have accessed the fund through their provider broken down by:
    - age (Under 25, 25-34, 35-54, 55+ years)
    - Gender
    - Duration of income support (1-2 years, 2-5 years, 5 years +)
    - State/Territory
    - partial work capacity
    - principal carer
    - Indigenous status
    - Vulnerability indicators

**Answer**

**Table 5: Employment Fund credits allocated to providers in Workforce Australia, as at 30 September 2023**

	Amount (\$millions)	Percentage of total
Credits committed by providers	\$300.04 (including GST)	41.2%
Credits not committed by providers	\$427.5 (GST free)	58.8%
Total credits allocated to providers	\$727.6 (GST free)	100.0%

**Notes:**

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

Table 6 shows the number of individuals in Workforce Australia who have received Employment Fund assistance. Please note that employment services caseload data does not include specific vulnerability indicators.

**Table 6: Workforce Australia participants assisted through the Employment Fund, as at 30 September 2023**

<b>Cohort</b>	<b>Unique recipients</b>
<b>Age group</b>	
Under 25 years	39,427
25-34 years	67,717
35-54 years	118,224
55 years and over	37,726
<b>Gender</b>	
Male	141,964
Female	116,873
<b>Length of time in employment services</b>	
Under 12 months	58,837
12 to 23 months	41,969
24 to 59 Months	108,971
60+ Months	70,945

<b>Cohort</b>	<b>Unique recipients</b>
State/territory	
ACT	2,638
NSW	74,799
NT	2,055
QLD	61,616
SA	26,123
TAS	8,909
VIC	55,860
WA	32,706
Partial work capacity	50,838
Parent	39,160
Indigenous	50,769
<b>Total</b>	<b>258,823</b>

Note: Total number of unique 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 ages.

- 6. Last available data on the total dollar amount of the Employment Fund credits paid by the department to providers since 1 July last year.**
- **Proportion of this figure that has been assessed as eligible credits.**

**Answer**

Over the period 4 July 2022 to 30 September 2023, Employment Fund expenditure for Workforce Australia Services was \$192.2 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 4 July 2022, the compliance rate is approximately 99 per cent. This is due to a focus on the early detection and remediation of non-compliant behaviour.

**7. Number of participants in the following wage subsidy programs (through 2020 and latest available month):**

- **Long Term Unemployed**
- **Indigenous**
- **Parents**
- **Young people**

**Answer**

Data from 2020 to March 2023 was provided in the response to SQ23-000739.

Under Workforce Australia, there are no longer specific wage subsidies targeting long-term participants, Indigenous participants or parents. Table 7 provides the number of agreements, and number of participants with Workforce Australia Services or Youth Bonus Wage Subsidies.

**Table 7: Workforce Australia wage subsidy participants and agreements by wage subsidy program, 1 July 2022 to 30 September 2023**

<b>Agreement type</b>	<b>Participants</b>	<b>Agreements</b>
Workforce Australia Services	15,435	16,225
Youth Bonus	5,438	5,685
<b>Total</b>	<b>20,854</b>	<b>21,910</b>

Note: Participants can be supported by wage subsidies across multiple subsidy types. Therefore the total count of unique participants assisted may not equal to the sum of participants by subsidy type.

**8. An update on SQ20-001960 for the forward estimates.**

**Answer**

1. The table below outlines the number of job seekers forecast to participate in the employment service programs in a given year, as at the 2023–24 Budget:

	2023–24	2024–25	2025–26	2026–27
Workforce Australia Online <sup>^</sup>	172,777	177,970	183,325	180,156
Workforce Australia Services <sup>^</sup>	352,833	349,180	350,423	355,636
Work for the Dole <sup>*</sup>	61,939	61,671	62,339	63,604
Youth Jobs PaTH (Internships) <sup>*</sup>	0	0	0	0
Employability Skills Training <sup>*</sup>	94,788	98,366	100,351	98,394
Transition to Work <sup>^</sup>	34,201	35,462	36,062	35,737
ParentsNext <sup>^</sup>	89,110	90,563	91,556	93,081

<sup>^</sup> Workforce Australia Online, Workforce Australia Services, Transition to Work and ParentsNext numbers reflect the forecasted average caseload in a given year. The Government in the 2023–24 Budget announced its intention to abolish ParentsNext from 1 July 2024 and the forecast caseload is subject to revision pending the outcomes of the consultation process for a new voluntary service for parents.

<sup>\*</sup> Work for the Dole, Youth Jobs PaTH (Internships) and Employability Skills Training numbers are the forecasted commencements into the programs during each year. Youth Jobs Path (Internships) was abolished in the October 2022–23 Budget.

2. The forecasts for the original question on notice were based on Treasury unemployment and Department of Social Services income support forecasts as at the 2020–21 Budget. The updated forecasts are based on the respective forecasts as at the 2023–24 Budget.
3. The Department of Employment and Workplace Relations forecasts of employment program commencements do not include assumptions on how many job seekers will commence who are on partial rate of income support.

9. Activities in mandatory activity periods for people in the system for 12 months or more:
- a) Number of participants in provider and online services with activity requirements through the year (latest available data) who have been registered for:
    - o less than 12 months
    - o 1-2 years
    - o 2-3 years
    - o 3 years or more
  - b) Number of participants in each of the above categories with a mandatory activity requirement during the year, broken down by:
    - o type and duration of activity (refer to list in (6) below)
    - o employment outcomes three months after commencement (where available)
  - c) Employment service
    - o 4, 12 and 26 week outcomes by duration of unemployment
    - o 1-2 years
    - o 2+ years
    - o 4+ years
    - o 10+ years

**Answer**

The department has taken Question 9a and Question 9b on notice.

Information in response to Question 9c is below. Table 8 relates to all outcomes under Workforce Australia and is not linked to mandatory activation.

**Table 8: Outcomes by period of registration in employment services, 1 July 2022 – 30 September 2023**

	4 week outcomes	12 week outcomes	26 week outcomes
<b>Workforce Australia Services</b>			
<12 months	30,786	23,380	10,662
12-23 months	18,695	13,783	9,178
24-59 months	58,436	45,093	28,839
60+ months	25,953	19,214	11,621
<b>Transition to Work</b>			
<12 months	n.a.	4,564	1,884
12-23 months	n.a.	1,704	809
24-59 months	n.a.	1,355	666
60+ months	n.a.	181	74

**Notes:**

- 4 week outcomes are not available in Transition to Work.
- Outcomes are claimed by providers, so do not apply to Workforce Australia Online.
- There is typically a lag period between when outcomes are achieved and when they are claimed, so data is subject to revision in future updates.
- Period of registration is the length of time that a participant has been registered for employment services, across all programs. If a participant exits income support for 91 days or more and subsequently returns, a new period of registration begins.



10. The latest available data on suspension of Mutual Obligations due to vulnerability status, including:
- a) the time period of suspension, broken down by:
    - Age
    - Gender
    - Duration of income support
    - State/Territory
    - Partial Capacity to Work
    - Principal carer Status
    - Indigenous status
  - b) The latest available data on the number of people whose debt recovery has waived due to their vulnerability status as determined by the Agency, broken down as in (a)
  - c) The latest available data on the number of people provided flexibility for debt repayments based on the customer's circumstances as determined by the Agency, broken down as in (a)
    - The latest available data on what flexibility was provided.

**Answer**

The following tables provide information in response to Question 10a. Question 10b and Question 10c are matters for Services Australia.

**Table 9: Mutual Obligations exemption by age as at 29 September 2023**

Age	Exempt
Under 25 Years	9,475
25-34 Years	20,745
35-44 Years	28,955
45-54 Years	37,190
55+ Years	57,940

**Table 10: Mutual Obligations exemption by by gender as at 29 September 2023**

Female	Male	Total participants
24705	69285	154,305

**Table 11: Mutual Obligations exemption by participant with Partial Capacity to Work as at 29 September 2023**

Partial Capacity to Work	Participants
Exemptions	83,645

**Table 12: Mutual Obligations exemption by Principal Carer participants as at 29 September 2023**

	Principal Carer participants
Exemptions	24,705

**Table 12: Mutual Obligations exemption by Indigenous participants as at 29 September 2023**

	Indigenous participants
Exemptions	154,305

The department does not currently have data on duration and states and territories.

