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Penalties and Suspensions: 2019-20

A Participant can be found to have not met their mutual obligation requirements for failing to attend an appointment or job interview, or for failing to sign a job plan or to accept a suitable job (without a valid reason). Note that from 21 May 2021, attendance at activities – previously also a mutual obligation requirement – became voluntary.

When a Provider reports a failure to Services Australia, the Participant's income support payments are automatically suspended. Participants with a suspension are required to re-engage with their Provider and/or contact Services Australia to discuss the reasons. Services Australia decides whether to apply a penalty based on the rules set out in social security law. A failure is only investigated by Services Australia if reported by the CDP Provider.

The below table identifies the number of Financial Penalties and Income Support Payment Suspensions for CDP Participants from 1 July 2019 to 30 June 2020.

Note: Data is accurate as at 13 October 2021. To protect individuals' privacy, cells less than 20 have been replaced with '<20'. There are times when numbers less than 20 can be obtained. This can occur when subtracting numbers from totals in this report or other publicly available reports. It is best practice to not publish numbers where this can occur. We have replaced these numbers with 'np' in these instances.

State/Territory	Suspensions - Total		Short Term Financial Penalties		Non Payment Penalties	
	Suspensions	Job Seekers	Penalties	Job Seekers	Penalties	Job Seekers
WA	15,676	6,219	20,036	4,038	3,901	2,099
SA	2,004	1,112	2,809	658	525	271
NSW	1,204	535	1,477	311	208	114
NT	30,769	11,166	31,212	6,339	7,293	3,420
QLD	9,974	4,566	11,353	2,652	2,049	1,051
National	59,627	23,367	66,887	13,928	13,976	6,916