

#### Terms of use

The NIAA takes seriously its obligations to protect the personal information of those about whom it holds information. Information is published in accordance with the [NIAA Privacy Policy](#) .

You may use this information to the extent permitted by, and provided that you comply with:

- these terms of use
- any additional terms and conditions as specified by the NIAA from time to time
- any applicable obligations under the Privacy Act 1988

By accessing the information contained in this report, you:

- must not attempt to use this information to re-identify, or attempt to re-identify, any individual to whom the information relates;
- must promptly notify the NIAA if you become aware that any individual can be identified from the information in the report, or as a result of publication of the report; and
- if you become aware of the identity of any individual as a result of publication of the report, you must not use or disclose that information, for any reason, without the written approval of the NIAA.

#### Disclaimer

Whilst the NIAA makes all attempts to ensure the information contained in this report is accurate and current, the NIAA recommends that users exercise their own skill and care with respect to their use of these reports and that users carefully evaluate the accuracy, currency, completeness and relevance of the material in these reports for their purposes. The NIAA does not guarantee, and accepts no legal liability arising from or connected to, the accuracy, currency or completeness of any material contained in these reports.

### **Penalties and Suspensions: 2020-21**

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 2020 to 30 June 2021.

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	21,930	8,769	15,500	3,897	1,261	942
SA	3,343	1,631	1,940	558	148	126
NSW	1,377	707	378	146	np	np
NT	32,600	13,918	19,229	5,336	1,991	1,295
QLD	13,841	6,503	7,809	2,210	639	457
<b>National</b>	<b>73,091</b>	<b>31,283</b>	<b>44,856</b>	<b>12,127</b>	<b>4,052</b>	<b>2,832</b>