

**Question on notice no. 2**

**Portfolio question number: SA SQ25-000216**

**2025-26 Budget estimates**

**Community Affairs Committee, Services Australia Portfolio**

**Senator Penny Allman-Payne:** asked the Services Australia on 4 February 2025—

On how many occasions has Services Australia flagged issues with payment suspensions for "mutual" obligation failures, unemployment failures and work refusals it has had to review, in line with policy, where providers have initiated the failures?

**Answer —**

Please see attached answer.

## **Senate Community Affairs Legislation Committee**

### **2025 - 2026 Budget Estimates ANSWERS TO QUESTION ON NOTICE**

#### **Social Services Services Australia**

**Department/Agency:** Services Australia

**Outcome Number:** 1

**Topic:** Issues with Payment Suspensions for Mutual Obligation Failures

**Question reference number:** SA SQ25-000216

**Senator:** Penny Allman-Payne

**Type of Question:** Written

**Date set by the Committee for the return of answer:** 29 May 2025

#### **Question:**

On how many occasions has Services Australia flagged issues with payment suspensions for “mutual” obligation failures, unemployment failures and work refusals it has had to review, in line with policy, where providers have initiated the failures?

#### **Answer:**

Nil. The payment suspension process is resolved between the participant and the provider. Services Australia plays no intermediary role in the process.