

## Job Seeker Compliance Data – December Quarter 2009

The following tables show the most frequently occurring reasons for Financial Penalties, Connection Failures and Comprehensive Compliance Assessments (CCAs) for all registered job seekers for the quarter. The data is broken down by Gender, Indigenous Status, Age Group, Job Services Australia (Stream/Disability Employment Services (DES)) and Allowance Type.

**Financial Penalties** - A job seeker can have an eight week non payment period for persistent and wilful non compliance for refusing an offer of suitable work, for voluntarily leaving work or being dismissed for misconduct. A No Show No Pay (NSNP) penalty can be applied for failing to attend activities within the Employment Pathway Plan (EPP), or for failing to attend a job interview. A reconnection penalty can be applied for failing to attend a reconnection appointment, or for failing to return a Job Seeker Diary.

**Connection Failures** occur when a job seeker, without reasonable excuse:

- does not attend an appointment;
- refuses to enter into an Employment Pathway Plan;
- fails to meet a job search requirement in their Employment Pathway Plan.

A **Comprehensive Compliance Assessment (CCA)** is conducted where a job seeker has:

- three (3) applied failures as a result of failing to attend an appointment or interview within a six month period; or
- three (3) days of applied No Show No Pay penalties, within a six month period.

A CCA can also be requested at any time by either a Job Services Australia provider or Centrelink if a job seeker is failing to meet their participation requirements to determine why the job seeker is failing to meet their requirements.

Notes:

1. The following tables show all Financial Penalties, Connection Failures and CCAs that were applied or finalised during the first quarter of the 2009/10 financial year (i.e. applied/finalised in the period 1/10/2009 -31/12/2009 inclusive) and not under review, revoked or otherwise overturned by the end of the next quarter (i.e. at 31/12/2009). The lag allowed to the end of the subsequent quarter was to allow for reviews and appeals to be finalised.
2. The Allowance Type breakdown refers to the payment type that a job seeker was in receipt of at the time of the compliance action ie New Start Allowance (NSA), Youth Allowance (YAL), Parenting Payment Partnered (PPP) & Parenting Payment Single (PPS) allowance.
3. This data was extracted by the Department of Education, Employment and Workplace Relations from the DEEWR DB2/CDS database.
4. Where very small numbers of failures (less than 20) of a particular type occur, the actual number is not published.

**Table I - Financial Penalties, Connection Failures and CCAs By Gender**

<b>Financial Penalties - December quarter 2009 by Gender</b>								
<b>Eight week Non Payment Periods</b>	<b>Male</b>	<b>Male %</b>	<b>Female</b>	<b>Female %</b>	<b>Total</b>	<b>Total %</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Voluntary unemployment	989	38.70%	469	18.30%	1,458	57.00%	2,407	56.19%
Unemployment due to misconduct	707	27.70%	194	7.60%	901	35.30%	1,584	36.97%
Refused a suitable job	57	2.20%	<20	N/A	64	2.50%	107	2.50%
Did not commence suitable work	34	1.30%	<20	N/A	41	1.60%	82	1.91%
Persistent non-compliance	80	3.10%	<20	N/A	92	3.60%	104	2.43%
<b>Sub Total 8 Week NPPs</b>	<b>1,867</b>	<b>73.00%</b>	<b>689</b>	<b>27.00%</b>	<b>2,556</b>	<b>100.00%</b>	<b>4,284</b>	<b>100.00%</b>
<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>Male</b>	<b>Male %</b>	<b>Female</b>	<b>Female %</b>	<b>Total</b>	<b>Total %</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Failure to attend reconnection appointment	807	15.00%	237	4.40%	1,044	19.40%	1,824	23.47%
Failure to attend activity specified in EPP - NSNP	3,130	58.10%	852	15.80%	3,982	73.90%	5,303	68.25%
Failure to attend job interview - NSNP	163	3.00%	85	1.60%	248	4.60%	470	6.05%
Inappropriate presentation or conduct at job interview - NSNP	47	0.90%	<20	N/A	63	1.20%	92	1.18%
Inappropriate conduct in EPP activity - NSNP	41	0.80%	<20	N/A	52	1.00%	81	1.04%
<b>Sub Total Other Financial penalties</b>	<b>4,188</b>	<b>77.70%</b>	<b>1201</b>	<b>22.30%</b>	<b>5,389</b>	<b>100.00%</b>	<b>7,770</b>	<b>100.00%</b>
<b>Total Financial Penalties</b>	<b>6,055</b>	<b>76.20%</b>	<b>1,890</b>	<b>23.80%</b>	<b>7,945</b>	<b>100.00%</b>	<b>12,054</b>	<b>100.00%</b>

**Connection Failures - December quarter 2009 by Gender**

Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider appointment	11,907	59.37%	4,747	23.67%	16,654	83.05%	30,501	82.98%
Failure to attend provider reengagement appointment	1,664	8.30%	610	3.04%	2,274	11.34%	3,923	10.67%
Failure to attend other provider appointment	362	1.81%	129	0.64%	491	2.45%	925	2.52%
Failure to comply with Job Search requirement in EPP	179	0.89%	67	0.33%	246	1.23%	430	1.17%
Failure to enter EPP with provider	102	0.51%	27	0.13%	129	0.64%	213	0.58%
Failure to attend Centrelink appointment	69	0.34%	29	0.14%	98	0.49%	281	0.76%
Failure to return Job Seeker Diary	72	0.36%	<20	N/A	83	0.41%	256	0.70%
Unsatisfactory Job Seeker Diary	45	0.22%	<20	N/A	57	0.28%	182	0.50%
Other	20	0.10%	<20	N/A	22	0.11%	43	0.12%
<b>Total</b>	<b>14,420</b>	<b>71.91%</b>	<b>5,634</b>	<b>28.09%</b>	<b>20,054</b>	<b>100.00%</b>	<b>36,756</b>	<b>100.00%</b>

**Finalised Comprehensive Compliance Assessments - December quarter 2009 by Gender**

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	343	33.33%	113	10.98%	456	44.31%	559	46.54%
No changes to servicing arrangements	275	26.72%	81	7.87%	356	34.60%	410	34.14%
Persistent non-compliance (also appears as 8 wk NPP)	80	7.77%	<20	N/A	92	8.94%	104	8.66%
Change in activity - update EPP	71	6.90%	26	2.53%	97	9.43%	111	9.24%
JSCI updated. Referral to other stream recommended	<20	N/A	<20	N/A	28	2.72%	29	2.41%
<b>Total</b>	<b>788</b>	<b>76.58%</b>	<b>241</b>	<b>23.42%</b>	<b>1,029</b>	<b>100.00%</b>	<b>1,201</b>	<b>100.00%</b>

**Table 2 - Financial Penalties, Connection Failures and CCAs By Indigenous and Non Indigenous Status**

**Financial Penalties - December quarter 2009 by Indigenous Status**

<b>Eight week Non Payment Periods</b>	<b>Indigenous</b>	<b>Indigenous %</b>	<b>Non Indigenous</b>	<b>Non Indigenous %</b>	<b>Total</b>	<b>Total %</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Voluntary unemployment	86	3.36%	1372	53.68%	1,458	57.04%	2,407	56.19%
Unemployment due to misconduct	50	1.96%	851	33.29%	901	35.25%	1,584	36.97%
Refused a suitable job	<20	N/A	59	2.31%	64	2.50%	107	2.50%
Did not commence suitable work	<20	N/A	35	1.37%	41	1.60%	82	1.91%
Persistent non-compliance	<20	N/A	78	3.05%	92	3.60%	104	2.43%
<b>Sub Total 8 Week NPPs</b>	<b>161</b>	<b>6.30%</b>	<b>2395</b>	<b>93.70%</b>	<b>2,556</b>	<b>100.00%</b>	<b>4,284</b>	<b>100.00%</b>

<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>Indigenous</b>	<b>Indigenous %</b>	<b>Non Indigenous</b>	<b>Non Indigenous %</b>	<b>Total</b>	<b>Total %</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Failure to attend reconnection appointment	159	2.95%	885	16.42%	1,044	19.37%	1,824	23.47%
Failure to attend activity specified in EPP - NSNP	587	10.89%	3395	63.00%	3,982	73.89%	5,303	68.25%
Failure to attend job interview - NSNP	<20	N/A	229	4.25%	248	4.60%	470	6.05%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	53	0.98%	57	1.06%	86	1.11%
Inappropriate conduct in EPP activity - NSNP	<20	N/A	55	1.02%	58	1.08%	87	1.12%
<b>Sub Total Other Financial penalties</b>	<b>772</b>	<b>14.33%</b>	<b>4617</b>	<b>85.67%</b>	<b>5,389</b>	<b>100.00%</b>	<b>7,770</b>	<b>100.00%</b>

<b>Total Financial Penalties</b>	<b>933</b>	<b>11.74%</b>	<b>7,012</b>	<b>88.26%</b>	<b>7,945</b>	<b>100.00%</b>	<b>12,054</b>	<b>100.00%</b>
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**Connection Failures - December quarter 2009 by Indigenous Status**

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider appointment	2,625	13.09%	14,029	69.96%	16,654	83.05%	30,501	82.98%
Failure to attend provider reengagement appointment	430	2.14%	1,844	9.20%	2,274	11.34%	3,923	10.67%
Failure to attend other provider appointment	75	0.37%	416	2.07%	491	2.45%	925	2.52%
Failure to comply with Job Search requirement in EPP	21	0.10%	225	1.12%	246	1.23%	430	1.17%
Failure to enter EPP with provider	<20	N/A	123	0.61%	129	0.64%	213	0.58%
Failure to attend Centrelink appointment	<20	N/A	89	0.44%	98	0.49%	281	0.76%
Failure to return Job Seeker Diary	<20	N/A	80	0.40%	83	0.41%	256	0.70%
Unsatisfactory Job Seeker Diary	<20	N/A	55	0.27%	57	0.28%	182	0.50%
Other	<20	N/A	<20	N/A	22	0.10%	43	0.12%
<b>Total</b>	<b>3,176</b>	<b>15.84%</b>	<b>16,878</b>	<b>84.16%</b>	<b>20,054</b>	<b>100.00%</b>	<b>36,756</b>	<b>100.00%</b>

**Finalised Comprehensive Compliance Assessments - December quarter 2009 by Indigenous Status**

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	77	7.48%	379	36.83%	456	44.31%	559	46.54%
No changes to servicing arrangements	42	4.08%	314	30.52%	356	34.60%	410	34.14%
Persistent non-compliance (also appears as 8 wk NPP)	<20	N/A	78	7.58%	92	8.94%	104	8.66%
Change in activity - update EPP	22	2.14%	75	7.29%	97	9.43%	111	9.24%
JSCI updated. Referral to other stream recommended	<20	N/A	20	1.94%	28	2.72%	29	2.41%
<b>Total</b>	<b>163</b>	<b>15.84%</b>	<b>866</b>	<b>84.16%</b>	<b>1,029</b>	<b>100.00%</b>	<b>1,201</b>	<b>100.00%</b>

**Table 3 - Financial Penalties, Connection Failures and CCAs By Age Group**

Financial Penalties - December quarter 2009 by Age Group								
<b>Eight week Non Payment Periods</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Voluntary unemployment	169	652	317	243	77	1,458	2,407	56.19%
Unemployment due to misconduct	112	359	224	170	36	901	1,584	36.97%
Refused a suitable job	<20	26	<20	<20	<20	64	107	2.50%
Did not commence suitable work	<20	19	<20	<20	<20	41	82	1.91%
Persistent non-compliance	24	45	<20	<20	<20	92	104	2.43%
<b>Sub Total 8 Week NPPs</b>	<b>325</b>	<b>1,101</b>	<b>580</b>	<b>435</b>	<b>115</b>	<b>2,556</b>	<b>4,284</b>	<b>100.00%</b>
<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Failure to attend reconnection appointment	332	512	152	45	<20	1,044	1,824	23.47%
Failure to attend activity specified in EPP - NSNP	938	1,876	738	381	49	3,982	5,303	68.25%
Failure to attend job interview - NSNP	70	109	37	24	<20	248	470	6.05%
Inappropriate presentation or conduct at job interview - NSNP	<20	<20	<20	<20	<20	57	86	1.11%
Inappropriate conduct in EPP activity - NSNP	<20	<20	<20	<20	<20	58	87	1.12%
<b>Sub Total Other Financial penalties</b>	<b>1,354</b>	<b>2,535</b>	<b>960</b>	<b>472</b>	<b>68</b>	<b>5,389</b>	<b>7,770</b>	<b>100.00%</b>
<b>Total Financial Penalties</b>	<b>1,679</b>	<b>3,636</b>	<b>1,540</b>	<b>907</b>	<b>183</b>	<b>7,945</b>	<b>12,054</b>	<b>100.00%</b>

**Connection Failures - December quarter 2009 by Age Group**

<b>Connection Failures</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Failure to attend provider appointment	4,250	7,450	3,103	1,642	209	16,654	30,501	82.98%
Failure to attend provider reengagement appointment	622	1,068	417	157	<20	2,274	3,923	10.67%
Failure to attend other provider appointment	113	232	96	44	<20	491	925	2.52%
Failure to comply with Job Search requirement in EPP	46	102	46	43	<20	246	430	1.17%
Failure to enter EPP with provider	<20	<20	30	55	<20	129	213	0.58%
Failure to attend Centrelink appointment	29	44	<20	<20	<20	98	281	0.76%
Failure to return Job Seeker Diary	<20	41	<20	<20	<20	83	256	0.70%
Unsatisfactory Job Seeker Diary	<20	33	<20	<20	<20	57	182	0.50%
Other	<20	<20	<20	<20	<20	22	43	0.12%
<b>Total</b>	<b>5,098</b>	<b>9,003</b>	<b>3,733</b>	<b>1,967</b>	<b>253</b>	<b>20,054</b>	<b>36,756</b>	<b>100.00%</b>

**Finalised Comprehensive Compliance Assessments - December quarter 2009 by Age Group**

<b>Finalised CCA Outcome</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
JSCI updated - referral for JCA	126	217	74	35	<20	456	559	46.54%
No changes to servicing arrangements	94	176	57	24	<20	356	410	34.14%
Persistent non-compliance (also appears as 8 wk NPP)	24	45	<20	<20	<20	92	104	8.66%
Change in activity - update EPP	28	49	<20	<20	<20	97	111	9.24%
JSCI updated. Referral to other stream recommended	<20	<20	<20	<20	<20	28	29	2.41%
<b>Total</b>	<b>282</b>	<b>501</b>	<b>162</b>	<b>73</b>	<b>&lt;20</b>	<b>1,029</b>	<b>1,201</b>	<b>100.00%</b>

**Table 4 - Financial Penalties, Connection Failures and CCAs By Employment Services**

**Financial Penalties - December quarter 2009 by Employment Services**

<b>Eight week Non Payment Periods</b>	<b>JSA Stream 1</b>	<b>JSA Stream 2</b>	<b>JSA Stream 3</b>	<b>JSA Stream 4</b>	<b>DES</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Voluntary unemployment	N/A *	N/A *	N/A *	N/A *	N/A *	1,458	2,407	56.19%
Unemployment due to misconduct	N/A *	N/A *	N/A *	N/A *	N/A *	901	1,584	36.97%
Refused a suitable job	<20	40	<20	<20	<20	64	107	2.50%
Did not commence suitable work	<20	<20	<20	<20	<20	41	82	1.91%
Persistent non-compliance	25	27	34	<20	<20	92	104	2.43%
<b>Sub Total 8 Week NPPs</b>	<b>30</b>	<b>85</b>	<b>63</b>	<b>&lt;20</b>	<b>&lt;20</b>	<b>2,556</b>	<b>4,284</b>	<b>100.00%</b>

Note \*: Penalties accrued while not in receipt of payment or in Employment Services

<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>JSA Stream 1</b>	<b>JSA Stream 2</b>	<b>JSA Stream 3</b>	<b>JSA Stream 4</b>	<b>DES</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Failure to attend reconnection appointment	266	317	275	158	28	1,044	1,824	23.47%
Failure to attend activity specified in EPP - NSNP	1,192	930	1,446	327	87	3,982	5,303	68.25%
Failure to attend job interview - NSNP	<20	125	78	<20	<20	248	470	6.05%
Inappropriate presentation or conduct at job interview - NSNP	<20	29	22	<20	<20	57	86	1.11%
Inappropriate conduct in EPP activity - NSNP	16	<20	23	<20	<20	58	87	1.12%
<b>Sub Total Other Financial penalties</b>	<b>1,490</b>	<b>1,410</b>	<b>1,844</b>	<b>511</b>	<b>134</b>	<b>5,389</b>	<b>7,770</b>	<b>100.00%</b>

<b>Total Financial Penalties</b>	<b>1,520</b>	<b>1,495</b>	<b>1,907</b>	<b>523</b>	<b>141</b>	<b>7,945</b>	<b>12,054</b>	<b>100.00%</b>
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**Connection Failures - December quarter 2009 by Employment Services**

<b>Connection Failures</b>	<b>JSA Stream 1</b>	<b>JSA Stream 2</b>	<b>JSA Stream 3</b>	<b>JSA Stream 4</b>	<b>DES</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Failure to attend provider appointment	4,018	4,509	4,521	2,805	801	16,654	30,501	82.98%
Failure to attend provider reengagement appointment	433	468	655	610	108	2,274	3,923	10.67%
Failure to attend other provider appointment	113	122	130	75	51	491	925	2.52%
Failure to comply with Job Search requirement in EPP	58	76	76	30	<20	246	430	1.17%
Failure to enter EPP with provider	45	<20	45	<20	<20	129	213	0.58%
Failure to attend Centrelink appointment	25	<20	23	24	<20	98	281	0.76%
Failure to return Job Seeker Diary	60	<20	<20	<20	<20	83	256	0.70%
Unsatisfactory Job Seeker Diary	45	<20	<20	<20	<20	57	182	0.50%
Other	<20	<20	<20	<20	<20	22	43	0.12%
<b>Total</b>	<b>4,801</b>	<b>5,242</b>	<b>5,463</b>	<b>3,561</b>	<b>987</b>	<b>20,054</b>	<b>36,756</b>	<b>100.00%</b>

**Finalised Comprehensive Compliance Assessments - December quarter 2009 by Employment Services**

<b>Finalised CCA Outcome</b>	<b>JSA Stream 1</b>	<b>JSA Stream 2</b>	<b>JSA Stream 3</b>	<b>JSA Stream 4</b>	<b>DES</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
JSCI updated - referral for JCA	78	101	199	62	<20	456	559	46.54%
No changes to servicing arrangements	84	81	127	45	<20	356	410	34.14%
Persistent non-compliance (also appears as 8 wk NPP)	25	27	34	<20	<20	92	104	8.66%
Change in activity - update EPP	<20	<20	48	<20	<20	97	111	9.24%
JSCI updated. Referral to other stream recommended	<20	<20	<20	<20	<20	28	29	2.41%
<b>Total</b>	<b>203</b>	<b>230</b>	<b>422</b>	<b>133</b>	<b>&lt;20</b>	<b>1,029</b>	<b>1,201</b>	<b>100.00%</b>

**Table 5 - Financial Penalties, Connection Failures and CCAs By Allowance Type****Financial Penalties incurred by all job seekers - December quarter 2009 by Allowance Type**

<b>Eight week Non Payment Periods</b>	<b>NSA</b>	<b>YAL</b>	<b>PPP</b>	<b>PPS</b>	<b>Other</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Voluntary unemployment	Note *	Note *	Note *	Note *	Note *	1,458	2,407	56.19%
Unemployment due to misconduct	Note *	Note *	Note *	Note *	Note *	901	1,584	36.97%
Refused a suitable job	52	<20	<20	<20	<20	64	107	2.50%
Did not commence suitable work	32	<20	<20	<20	<20	41	82	1.91%
Persistent non-compliance	66	<20	<20	<20	<20	92	104	2.43%
<b>Sub Total 8 Week NPPs</b>	<b>150</b>	<b>45</b>	<b>&lt;20</b>	<b>&lt;20</b>	<b>&lt;20</b>	<b>2,556</b>	<b>4,284</b>	<b>100.00%</b>

Note \*: Penalties accrued while not in receipt of payment or in Employment Services

<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>NSA</b>	<b>YAL</b>	<b>PPP</b>	<b>PPS</b>	<b>Other</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Failure to attend activity specified in EPP - NSNP	2,889	945	<20	82	53	3,982	5,303	68.25%
Failure to attend reconnection appointment	685	333	<20	<20	<20	1,044	1,824	23.47%
Failure to attend job interview - NSNP	166	71	<20	<20	<20	248	470	6.05%
Inappropriate presentation or conduct at job interview - NSNP	48	<20	<20	<20	<20	57	86	1.11%
Inappropriate conduct in EPP activity - NSNP	47	<20	<20	<20	<20	58	87	1.12%
<b>Sub Total Other Financial penalties</b>	<b>3,835</b>	<b>1,363</b>	<b>&lt;20</b>	<b>109</b>	<b>65</b>	<b>5,389</b>	<b>7,770</b>	<b>100.00%</b>

<b>Total Financial Penalties</b>	<b>3,985</b>	<b>1,408</b>	<b>17</b>	<b>111</b>	<b>65</b>	<b>7,945</b>	<b>12,054</b>	<b>100.00%</b>
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**Connection Failures - December quarter 2009 by Allowance Type**

<b>Connection Failures</b>	<b>NSA</b>	<b>YAL</b>	<b>PPP</b>	<b>PPS</b>	<b>Other</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
Failure to attend provider appointment	11,535	4,237	79	580	223	16,654	30,501	82.98%
Failure to attend provider reengagement appointment	1,545	619	<20	72	32	2,274	3,923	10.67%
Failure to attend other provider appointment	352	114	<20	<20	<20	491	925	2.52%
Failure to comply with Job Search requirement in EPP	187	46	<20	<20	<20	246	430	1.17%
Failure to enter EPP with provider	116	<20	<20	<20	<20	129	213	0.58%
Failure to attend Centrelink appointment	61	29	<20	<20	<20	98	281	0.76%
Failure to return Job Seeker Diary	65	<20	<20	<20	<20	83	256	0.70%
Unsatisfactory Job Seeker Diary	47	<20	<20	<20	<20	57	182	0.50%
Other	<20	<20	<20	<20	<20	22	43	0.12%
<b>Total</b>	<b>13,923</b>	<b>5,085</b>	<b>93</b>	<b>683</b>	<b>270</b>	<b>20,054</b>	<b>36,756</b>	<b>100.00%</b>

**Finalised Comprehensive Compliance Assessments - December quarter 2009 by Allowance Type**

<b>Finalised CCA Outcome</b>	<b>NSA</b>	<b>YAL</b>	<b>PPP</b>	<b>PPS</b>	<b>Other</b>	<b>Total</b>	<b>Financial YTD</b>	<b>Financial YTD %</b>
JSCI updated - referral for JCA	319	125	<20	<20	<20	456	559	46.54%
No changes to servicing arrangements	248	94	<20	<20	<20	356	410	34.14%
Persistent non-compliance (also appears as 8 wk NPP)	66	25	<20	<20	<20	92	104	8.66%
Change in activity - update EPP	64	29	<20	<20	<20	97	111	9.24%
JSCI updated. Referral to other stream recommended	<20	<20	<20	<20	<20	28	29	2.41%
<b>Total</b>	<b>714</b>	<b>283</b>	<b>&lt;20</b>	<b>&lt;20</b>	<b>&lt;20</b>	<b>1,029</b>	<b>1,201</b>	<b>100.00%</b>