

Job Seeker Compliance Data – December Quarter 2010

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Part A

1 – Number of job seekers

	Active job seekers		Job Seekers suspended in employment services					Total job seekers
			Temporary exemption	Reduced work capacity	Approved activity	Total suspended job seekers		
	No.	%	No.	No.	No.	No.	%	No.
31 Dec 2010	552,451	73%	63,198	50,019	92,333	205,550	27%	758,001

All the numbers of job seekers shown in this table are point in time which means they reflect Activity Tested job seekers in each category at 31 December 2010.

“*Active job seekers*” means job seekers (including early school leavers) who, were engaging with their provider and actively seeking work or undertaking activities targeted at non-vocational barriers with a view to becoming work-ready.

“*Job seekers suspended in employment services*” means job seekers whose obligation to meet with an employment services provider has been suspended because they have a temporary exemption from the activity test, have a reduced work capacity below 15 hours a week or are undertaking an approved activity.

“*Temporary exemptions*” means exemptions for job seekers for a specified period of time from all participation requirements (including the Activity Test and Employment Pathway Plan). Job seekers are not required to engage with an employment services provider for the duration of their exemption.

“*Reduced work capacity*” means job seekers who have a reduced work capacity of 0-14 hours a week and are not required to engage with an employment service provider. They are able to fully satisfy their participation requirements through a quarterly interview with Centrelink.

“*Approved activity*” means an activity such as part-time work or education which fully meets the job seeker’s participation requirements for a specified period. Job seekers undertaking approved activities are not required to engage with an employment services provider.

2 – Job seekers with a Vulnerability Indicator

	Number of job seekers with a Vulnerability Indicator	% of all job seekers
31 Dec 2010	155,562	21%

“*Vulnerability*” means that a job seeker has a diagnosed condition or personal circumstance (e.g. homelessness, mental illness) that currently impacts on their capacity to comply with participation requirements, though it does not exempt a job seeker from these requirements.

“*Number of job seekers with a Vulnerability Indicator*” means job seekers (including early school leavers) who, at the end of the quarter, had one of more Vulnerability Indicators on their record.

3- Attendance at Appointments with JSA provider

	Appointments attended		Appointments not attended			Total appointments not attended		Total appointments
			Valid reason	Invalid reason	Discretion			
	No.	%	%	%	%	No.	%	No.
1 Oct 2010 – 31 Dec 2010	1,267,224	55%	21%	15%	9%	1,054,767	45%	2,321,991
1 July 2010 – 30 December 2010	2,690,048	55%	21%	14%	10%	2,191,120	45%	4,881,168

Appointment data is a count of all initial and ongoing contact appointments with Job Services Australia providers.

“*Valid reason*” means the provider considers that the job seeker had a reasonable excuse for not attending the appointment.

“*Invalid reason*” means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment, or has been unable to make contact with the job seeker. If a provider records a result of ‘invalid reason’, they can decide to submit a Participation Report to Centrelink.

“*Discretion*” means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment, or they have been unable to make contact with the job seeker, but they have nonetheless decided not to submit a Participation Report to Centrelink and are instead using another method to re-engage the job seeker (e.g. rescheduling the appointment until another day or, if unable to make contact, submitting a Contact Request).

4 – Number of Participation Reports and Contact Requests

	Participation Reports (PRs)		Contact Requests (CRs)	
	No. of PRs	% of active job seekers	No. of CRs	% of active job seekers
1 Oct 2010 – 31 Dec 2010	135,587	16%	74,587	9%

Participation Reports shown are for Connection, Reconnection, No Show, No Pay, and also for Serious Failures for refusing to accept or commence in a suitable job. Participation Reports are not directly submitted for Serious Failures due to persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Centrelink prior to the job seeker commencing in employment services.

“% of active job seekers” means the number of Participation Reports or Contact Requests expressed as a proportion of the total number of job seekers (including early school leavers) who were active at some point over the duration of the quarter (i.e. this is not a point in time population of job seekers). This does not represent the actual proportion of job seekers who received a Participation Report or Contact Request as one job seeker may be the subject of more than one Participation Report or Contact Request.

5 – Reasons for Participation Reports submitted

	Main Reasons		Total for main reasons		All other reasons	Total Reasons
	Failure to attend provider appointment	Failure to attend activity				
	%	%	No.	%	No.	%
1 Oct 2010 – 31 Dec 2010	81%	14%	129,914	95%	5%	135,587
1 July 2010 – 31 December 2010	82%	15%	254,870	97%	3%	263,734

Participation Reports shown are for Connection, Reconnection, No Show, No Pay and also for Serious Failures for refusing to accept or commence in a suitable job. Participation Reports are not directly submitted for Serious Failures due to persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Centrelink prior to the job seeker commencing in employment services.

“Failure to attend an activity” means failure to attend an activity specified in an Employment Pathway Plan.

6 – Centrelink Responses to Participation Reports – Overview

	Participation Failure imposed (“PR applied”)		Participation Failure not imposed (“PR rejected”)		Total Reports
	No.	%	No.	%	No.
1 Oct 2010 – 31 Dec 2010	66,832	49%	68,755	51%	135,587
1 July 2010 – 31 December 2010	122,462	46%	141,272	54%	263,734

Participation Reports shown are for Connection, Reconnection, No Show, No Pay and also for Serious Failures for refusing to accept or commence in a suitable job. Participation Reports are not directly submitted for Serious Failures due to persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Centrelink prior to the job seeker commencing in employment services.

Figures for “*Participation Failure imposed*” may differ from figures for “*No. of Participation Failures*” in Table 9 below because Participation Reports are not submitted directly for Serious Failures for persistent non-compliance.

“*PR Applied %*” means the proportion of Participation Reports that have led to imposition of a Participation Failure by Centrelink.

“*PR Rejected %*” means the proportion of Participation Reports that have not led to imposition of a failure by Centrelink.

7- Centrelink Reasons for rejecting Participation Reports

Centrelink reasons for rejecting Participation Reports: Overview									
	Job Seeker had reasonable excuse		Procedural errors relating to:				Total procedural errors		Total Reasons
			Nature of requirements	Notifying requirements	Submitting PRs	Other			
	No.	%	%	%	%	%	No.	%	No.
1 Oct 2010 – 31 Dec 2010	46,964	68%	6%	15%	10%	1%	21,791	32%	68,755
1 July 2010 – 31 December 2010	96,742	68%	6%	15%	10%	1%	44,530	32%	141,272

“*Job seeker had reasonable excuse*” means that Centrelink determined that the job seeker had a reasonable excuse for failing to comply with the requirement.

“*Nature of requirements*” means that Centrelink determined that the requirement with which the job seeker did not comply was not reasonable or appropriate to the circumstances of the job seeker. This includes, for example, where a job seeker was referred to an unsuitable activity, where attendance required an unreasonable travel distance, or where a job did not meet minimum work conditions or enable a job seeker to arrange or access childcare.

“*Notifying requirements*” means that Centrelink determined that the job seeker did not receive notification, was not notified correctly, or was not given enough time to meet their requirement. This includes, for example, instances where mail may have gone astray, or the job seeker had no permanent residence for mail to be sent to.

“*Submitting PRs*” means that Centrelink rejected the Participation Report on the grounds that it was not valid. This includes, for example, where the report was submitted for a period during which the job seeker had an exemption or was not receiving any payments; it was submitted for a requirement not contained in the Employment Pathway Plan; or the report was filled out incorrectly containing the wrong code or date of incident

“*Other*” includes a small number of Participation Reports rejected by Centrelink for reasons other than the above (for example, where a Participation Report for a Reconnection Failure is rejected because the earlier Connection Failure was revoked following an appeal).

Centrelink reasons for rejecting Participation Reports: Reasonable Excuse											
	Medical reason - A	Medical reason - B	Other acceptable activity	Personal crisis	Caring responsibilities	Homelessness	Transport difficulties	Cultural/Language issues	Other	Total Reasonable Excuse	
	%	%	%	%	%	%	%	%	%	%	No.
1 Oct 2010 – 31 Dec 2010	11%	14%	15%	7%	5%	5%	4%	3%	4%	68%	46,964
1 July 2010 – 31 December 2010	12%	14%	15%	7%	5%	5%	4%	3%	4%	68%	96,742

Percentages above represent a proportion of all Participation Reports rejected, and as such each row equals the “Total reasonable excuse” percentage, rather than adding up to 100%.

“*Medical reason A*” means that Centrelink determined that a medical reason prevented the job seeker from complying with the requirement, but the job seeker did not provide specific evidence relating to this particular incident. Included in this category are instances where the job seeker had previously provided evidence of the medical condition or it was not considered reasonable or necessary for the job seeker to attend a doctor.

“*Medical reason B*” means that Centrelink determined that a medical reason prevented the job seeker from complying with the requirement, and the job seeker provided specific evidence relating to the particular incident.

“*Other acceptable activity*” means that Centrelink determined that the job seeker was participating in an activity that made it acceptable not to meet the requirement (for example, undertaking paid work, attending an interview, etc).

“*Personal crisis*” means that Centrelink determined that a personal crisis prevented the job seeker from complying with the requirement (for example, a bereavement of a family member).

“*Caring responsibilities*” means that Centrelink determined that the job seeker had caring responsibilities that prevented them from complying with the requirement (for example, caring for a sick dependant or relative).

“*Homelessness*” means that Centrelink determined that a job seeker’s homelessness prevented the job seeker from being able to comply with the requirement.

“*Transport difficulties*” means that Centrelink determined that unforeseeable transport difficulties prevented the job seeker from complying with the requirement (for example, a car breaking down or public transport services being cancelled or disrupted).

“*Cultural / language issues*” means that Centrelink determined that cultural diversity, language, literacy or numeracy issues prevented the job seeker from being able to understand or comply with the requirement.

“*Other*” includes all other Participation Reports rejected on the grounds that the job seeker had a reasonable excuse for not complying (for example, a police restriction, community service order or legal appointment).

8- Number of Participation Reports per job seeker

	No. of PRs per job seeker	No. of all job seekers	% of all job seekers	% of Participation Reports
	0	618,553	82%	N/A
	1	66,349	9%	23%
	2	29,270	4%	18%
	3	15,740	2%	14%
	4	9,568	1%	11%
	5+	18,521	2%	34%
1 January 2010 – 31 December 2010		758,001	100%	100%

“No. of job seekers” means the total number of job seekers (including early school leavers) as at 31 December 2010.

“% of job seekers” indicates the proportion of the total number of job seekers as at 31 December 2010 who received the specified number of Participation Reports over the preceding twelve months.

“% of Participation Reports” indicates the % of Participation Reports submitted in relation to each particular cohort of job seekers as at 31 December 2010 during the preceding twelve month period (e.g. 18 per cent of all PRs submitted between 1 January 2010 and 31 December 2010 were submitted in relation to job seekers at 31 December 2010 who received two Participation Reports during this period).

9 – Number of Participation Failures

	No. of Participation Failures	% of active job seekers
1 Oct 2010 – 31 Dec 2010	68,810	8%

Participation Failures shown include applied Connection, Reconnection, No Show, No Pay failures, and also for Serious Failures for persistent non-compliance or failing to accept or commence in a suitable job. Unemployment Non Payment Periods (UNPPs) are excluded from the table as the majority of UNPPs are initiated by Centrelink prior to a job seeker commencing in employment services.

“% of active job seekers” means the number of Participation Failures expressed as a proportion of the total number of job seekers (including early school leavers) who were active at some point over the duration of the quarter (i.e. this is not a point in time population of job seekers). This does not represent the actual proportion of job seekers who incurred a Participation Failure as one job seeker may have incurred more than one Participation Failure.

Figures for “No. of failures” may differ from figures for “Participation Failures imposed” in Table 6 above because Participation Reports are not submitted directly for Serious Failures for persistent non-compliance.

10 – Types of Participation Failures: Overview

	Connection Failures		Reconnection Failures		No Show No Pay Failures		Serious Failures		Total Failures
	No.	%	No.	%	No.	%	No.	%	No.
1 Oct 2010 – 31 Dec 2010	51,794	75%	5,264	8%	9,527	14%	2,225	3%	68,810
1 July 2010 – 31 December 2010	95,616	77%	8,923	7%	17,470	14%	2,931	2%	124,940

Serious Failures shown are for persistent non-compliance as well as for failing to accept or commence a suitable job.

11- Types of Participation Failures: Serious Failures

	Persistent non-compliance		Refused Suitable Job		Did Not Commence Suitable Job		Total Serious Failures
	No.	%	No.	%	No.	%	No.
1 Oct 2010 – 31 Dec 2010	1,978	89%	127	6%	120	5%	2,225
1 July 2010 – 31 December 2010	2,478	85%	237	8%	216	7%	2,931

12 – Outcomes of Comprehensive Compliance Assessments

	Serious Failures (8 wk penalty imposed)		Further assessment/assistance				Change in activity		Other action or no action		Total
			Referral for JCA	Referral to other stream	Total						
	No.	%	No.	No.	No.	%	No.	%	No.	%	No.
1 Oct 2010 – 31 Dec 2010	1,978	25%	1,289	289	1,578	21%	2,226	28%	2,077	26%	7,859
1 July 2010 – 31 December 2010	2,478	20%	2,227	477	2,704	22%	3,527	28%	3,653	30%	12,362

“Referral for JCA” means a job seeker had their Job Seeker Classification Instrument (JSCI) updated and the outcome of the JSCI was for the job seeker to be referred to a Job Capacity Assessment.

“Referral to other stream” means a job seeker had their JSCI updated and the outcome of the JSCI was for the job seeker to be referred to a higher- numbered stream of service in the Job Services Australia system.

“Change in activity” means a formal recommendation was made for a provider to update a job seeker’s Employment Pathway Plan with other or additional activities.

“Other action or no action” means no formal recommendation was made to change servicing arrangements, but additional information or suggestions may have been made for providers to take account of when dealing with a job seeker.

13- Sanctions for Serious Failures

	Serious failures						
	Non Payment Period		Financial penalty waived				Total
			Compliance Activity		Financial Hardship		
No.	%	No.	%	No.	%	No.	
31 Dec 2010	943	42%	1,256	57%	26	1%	2,225
1 July 2010 – 31 December 2010	1,292	44%	1,601	55%	38	1%	2,931

“Serious Failures” shown are for refusing to accept or commence a suitable job, and for persistent non-compliance following a Comprehensive Compliance Assessment.

“Compliance Activity” means that the non payment period was waived due to the job seeker agreeing to undertake a Compliance Activity involving weekly participation typically of 25 hours.

“Financial Hardship” means that the non payment period was waived due to the job seeker being unable to undertake a Compliance Activity and having liquid assets below a specified amount.

Part B

14 - Financial Penalties, Connection Failures and Comprehensive Compliance Assessments by Gender

I October 2010 to 31 December 2010								
Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment – UNPP	1,698	29.16%	825	14.17%	2,523	43.32%	4,646	48.06%
Unemployment due to misconduct – UNPP	835	14.34%	241	4.14%	1,076	18.48%	2,091	21.63%
Persistent non compliance – Serious	1,589	27.28%	389	6.68%	1,978	33.96%	2,478	25.63%
Refused a suitable job – Serious	101	1.73%	26	0.45%	127	2.18%	237	2.45%
Did not commence suitable work – Serious	93	1.60%	27	0.46%	120	2.06%	216	2.23%
Sub Total NPPs	4,316	74.11%	1,508	25.89%	5,824	100.00%	9,668	100.00%

I October 2010 to 31 December 2010								
Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	3,907	26.41%	1,357	9.17%	5,264	35.59%	8,923	33.81%
Failure to attend activity specified in EPP - NSNP	6,320	42.73%	2,541	17.18%	8,861	59.91%	16,174	61.28%
Failure to attend job interview - NSNP	346	2.34%	145	0.98%	491	3.32%	949	3.60%
Inappropriate conduct in EPP activity - NSNP	86	0.58%	<20	N/A	103	0.70%	199	0.75%
Inappropriate presentation or conduct at job interview - NSNP	59	0.40%	<20	N/A	72	0.49%	148	0.56%
Sub Total Other Financial penalties	10,718	72.46%	4,073	27.54%	14,791	100.00%	26,393	100.00%

Total Financial Penalties	15,034	72.93%	5,581	27.07%	20,615	100.00%	36,061	100.00%
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1 October 2010 to 31 December 2010								
Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend Provider appointment	30,521	58.93%	14,302	27.61%	44,823	86.54%	82,280	86.05%
Failure to attend provider reengagement appointment (connect)	3,256	6.29%	1,420	2.74%	4,676	9.03%	9,021	9.43%
Failure to attend other Provider appointment	513	0.99%	256	0.49%	769	1.48%	1,521	1.59%
Failure to attend Centrelink appointment	446	0.86%	242	0.47%	688	1.33%	1,333	1.39%
Failure to comply with Job Search requirement in EPP	321	0.62%	115	0.22%	436	0.84%	708	0.74%
Failure to enter EPP with provider	146	0.28%	39	0.08%	185	0.36%	352	0.37%
Failure to attend CCA appointment	153	0.30%	32	0.06%	185	0.36%	315	0.33%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	31	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	N/A	<20	N/A	<20	N/A	21	0.02%
Unsatisfactory Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	22	0.02%
Other	<20	N/A	<20	N/A	<20	N/A	<20	N/A
Total	35,381	68.31%	16,413	31.69%	51,794	100.00%	95,616	100.00%

1 October 2010 to 31 December 2010								
Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	931	11.85%	358	4.56%	1,289	16.40%	2,227	18.01%
No changes to servicing arrangements	1,498	19.06%	579	7.37%	2,077	26.43%	3,653	29.55%
Persistent non compliance (Serious Failure)	1,589	20.22%	389	4.95%	1,978	25.17%	2,478	20.05%
Change in activity - update EPP	1,595	20.30%	631	8.03%	2,226	28.32%	3,527	28.53%
JSCI updated. Referral to other stream recommended	196	2.49%	93	1.18%	289	3.68%	477	3.86%
Total	5,809	73.92%	2,050	26.08%	7,859	100.00%	12,362	100.00%

15 - Financial Penalties, Connection Failures and Comprehensive Compliance Assessments by Indigenous Status

1 October 2010 to 31 December 2010								
Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment – UNPP	253	4.34%	2,270	38.98%	2,523	43.32%	4,646	48.06%
Unemployment due to misconduct – UNPP	69	1.18%	1,007	17.29%	1,076	18.48%	2,091	21.63%
Persistent non compliance – Serious	409	7.02%	1,569	26.94%	1,978	33.96%	2,478	25.63%
Refused a suitable job – Serious	<20	N/A	116	1.99%	127	2.18%	237	2.45%
Did not commence suitable work – Serious	<20	N/A	106	1.82%	120	2.06%	216	2.23%
Sub Total NPPs	756	12.98%	5,068	87.02%	5,824	100.00%	9,668	100.00%

1 October 2010 to 31 December 2010								
Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	1,296	8.76%	3,968	26.83%	5,264	35.59%	8,923	33.81%
Failure to attend activity specified in EPP - NSNP	1,915	12.95%	6,946	46.96%	8,861	59.91%	16,174	61.28%
Failure to attend job interview - NSNP	57	0.39%	434	2.93%	491	3.32%	949	3.60%
Inappropriate conduct in EPP activity - NSNP	<20	N/A	90	0.61%	103	0.70%	199	0.75%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	69	0.47%	72	0.49%	148	0.56%
Sub Total Other Financial penalties	3,284	22.20%	11,507	77.80%	14,791	100.00%	26,393	100.00%

Total Financial Penalties	4,040	19.60%	16,575	80.40%	20,615	100.00%	36,061	100.00%
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1 October 2010 to 31 December 2010								
Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend Provider appointment	8,991	17.36%	35,832	69.18%	44,823	86.54%	82,280	86.05%
Failure to attend provider reengagement appointment (connect)	1,064	2.05%	3,612	6.97%	4,676	9.03%	9,021	9.43%
Failure to attend other Provider appointment	243	0.47%	526	1.02%	769	1.48%	1,521	1.59%
Failure to attend Centrelink appointment	171	0.33%	517	1.00%	688	1.33%	1,333	1.39%
Failure to comply with Job Search requirement in EPP	39	0.08%	397	0.77%	436	0.84%	708	0.74%
Failure to enter EPP with provider	<20	N/A	176	0.34%	185	0.36%	352	0.37%
Failure to attend CCA appointment	44	0.08%	141	0.27%	185	0.36%	315	0.33%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	31	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	N/A	<20	N/A	<20	N/A	21	0.02%
Unsatisfactory Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	22	0.02%
Other	<20	N/A	<20	N/A	<20	N/A	<20	N/A
Total	10,563	20.39%	41,231	79.61%	51,794	100.00%	95,616	100.00%

1 October 2010 to 31 December 2010								
Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	288	3.66%	1,001	12.74%	1,289	16.40%	2,227	18.01%
No changes to servicing arrangements	530	6.74%	1,547	19.68%	2,077	26.43%	3,653	29.55%
Persistent non compliance (Serious Failure)	409	5.20%	1,569	19.96%	1,978	25.17%	2,478	20.05%
Change in activity - update EPP	594	7.56%	1,632	20.77%	2,226	28.32%	3,527	28.53%
JSCI updated. Referral to other stream recommended	74	0.94%	215	2.74%	289	3.68%	477	3.86%
Total	1,895	24.11%	5,964	75.89%	7,859	100.00%	12,362	100.00%

16 - Financial Penalties, Connection Failures and Comprehensive Compliance Assessment by Age Group

I October 2010 to 31 December 2010								
Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Voluntary unemployment – UNPP	398	1,071	505	435	114	2,523	4,646	48.06%
Unemployment due to misconduct – UNPP	127	446	252	213	38	1,076	2,091	21.63%
Persistent non compliance – Serious	615	1,030	255	70	<20	1,978	2,478	25.63%
Refused a suitable job – Serious	25	48	21	27	<20	127	237	2.45%
Did not commence suitable work – Serious	<20	56	25	<20	<20	120	216	2.23%
Sub Total 8 Week NPPs	1,186	2,651	1,058	762	167	5,824	9,668	100.00%

I October 2010 to 31 December 2010								
Other Financial Penalties (Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Failure to attend provider reconnection	1,571	2,599	768	306	20	5,264	8,923	33.81%
Failure to attend activity specified in EPP - NSNP	2,214	4,095	1,536	922	94	8,861	16,174	61.28%
Failure to attend job interview - NSNP	107	222	94	60	<20	491	949	3.60%
Inappropriate conduct in EPP activity - NSNP	29	36	<20	<20	<20	103	199	0.75%
Inappropriate presentation or conduct at job interview - NSNP	<20	33	<20	<20	<20	72	148	0.56%
Sub Total Other Financial penalties	3,926	6,985	2,429	1,324	127	14,791	26,393	100.00%

Total Financial Penalties	5,112	9,636	3,487	2,086	294	20,615	36,061	100.00%
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1 October 2010 to 31 December 2010								
Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	10,734	19,632	8,981	4,875	601	44,823	82,280	86.05%
Failure to attend provider reengagement appointment (connect)	1,085	2,255	936	380	20	4,676	9,021	9.43%
Failure to attend other Provider appointment	215	306	143	94	<20	769	1,521	1.59%
Failure to attend Centrelink appointment	122	298	144	108	<20	688	1,333	1.39%
Failure to comply with Job Search requirement in EPP	56	202	86	63	29	436	708	0.74%
Failure to enter EPP with provider	<20	43	43	55	27	185	352	0.37%
Failure to attend CCA appointment	58	94	23	<20	<20	185	315	0.33%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	<20	31	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	21	0.02%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	22	0.02%
Other	<20	<20	<20	<20	<20	<20	<20	0.01%
Total	12,292	22,844	10,364	5,587	707	51,794	95,616	100.00%

1 October 2010 to 31 December 2010								
Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	314	653	224	94	<20	1,289	2,227	18.01%
No changes to servicing arrangements	539	998	365	160	<20	2,077	3,653	29.55%
Persistent non compliance (Serious Failure)	615	1,030	255	70	<20	1,978	2,478	20.05%
Change in activity - update EPP	622	1,062	388	142	<20	2,226	3,527	28.53%
JSCI updated. Referral to other stream recommended	98	121	56	<20	<20	289	477	3.86%
Total	2,188	3,864	1,288	477	42	7,859	12,362	100.00%

17 - Financial Penalties, Connection Failures and Comprehensive Compliance Assessment by Employment Services

I October 2010 to 31 December 2010									
Non Payment Periods (Serious and UNPPs)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Not in Employment Services	Total	Financial YTD	Financial YTD %
Voluntary unemployment – UNPP	402	337	152	95	<20	1,518	2,523	4,646	48.06%
Unemployment due to misconduct – UNPP	167	125	39	40	<20	688	1,076	2,091	21.63%
Persistent non compliance – Serious	259	731	627	335	26	N/A	1,978	2,478	25.63%
Refused a suitable job – Serious	<20	60	30	22	<20	N/A	127	237	2.45%
Did not commence suitable work – Serious	<20	41	35	24	<20	N/A	120	216	2.23%
Sub Total NPPs	858	1,294	883	516	67	2,206	5,824	9,668	100.00%

I October 2010 to 31 December 2010									
Other Financial Penalties (Reconnection and NSNP)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Not in Employment Services	Total	Financial YTD	Financial YTD %
Failure to attend provider reconnection	723	1,489	1321	1566	165	N/A	5,264	8,923	33.81%
Failure to attend activity specified in EPP - NSNP	994	3,059	3,146	1,533	129	N/A	8,861	16,174	61.28%
Failure to attend job interview - NSNP	39	200	132	99	21	N/A	491	949	3.60%
Inappropriate conduct in EPP activity - NSNP	<20	31	37	<20	<20	N/A	103	199	0.75%
Inappropriate presentation or conduct at job interview - NSNP	<20	34	<20	<20	<20	N/A	72	148	0.56%
Sub Total Other Financial penalties	1,773	4,813	4,654	3,223	328	N/A	14,791	26,393	100.00%

Total Financial Penalties	2,631	6,107	5,537	3,739	395	2,206	20,615	36,061	100.00%
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1 October 2010 to 31 December 2010								
Connection Failures	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	6,354	13,010	10,792	12,852	1,815	44,823	82,280	86.05%
Failure to attend provider reengagement appointment (connect)	571	1,027	1,069	1,857	152	4,676	9,021	9.43%
Failure to attend other Provider appointment	65	154	247	195	108	769	1,521	1.59%
Failure to attend Centrelink appointment	174	251	249	<20	<20	688	1,333	1.39%
Failure to comply with Job Search requirement in EPP	83	160	120	68	<20	436	708	0.74%
Failure to enter EPP with provider	22	46	52	29	36	185	352	0.37%
Failure to attend CCA appointment	<20	46	66	44	<20	185	315	0.33%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	<20	31	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	21	0.02%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	22	0.02%
Other	<20	<20	<20	<20	<20	<20	<20	0.01%
Total	7,302	14,702	12,598	15,061	2,131	51,794	95,616	100.00%

1 October 2010 to 31 December 2010								
Finalised CCA Outcome	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	185	483	465	137	<20	1,289	2,227	18.01%
No changes to servicing arrangements	196	511	593	701	76	2,077	3,653	29.55%
Persistent non compliance (Serious Failure)	259	731	627	335	26	1,978	2,478	20.05%
Change in activity - update EPP	70	309	526	1,226	95	2,226	3,527	28.53%
JSCI updated. Referral to other stream recommended	31	133	117	<20	<20	289	477	3.86%
Total	741	2,167	2,328	2,403	220	7,859	12,362	100.00%

18 - Financial Penalties, Connection Failures and Comprehensive Compliance Assessments by Allowance Type

I October 2010 to 31 December 2010									
Non Payment Periods (Serious Failures and UNPPs)	NSA	YAL	PPP	PPS	Other	Not on allowance	Total	Financial YTD	Financial YTD %
Voluntary unemployment – UNPP	454	112	<20	<20	0	1,954	2,523	4,646	48.06%
Unemployment due to misconduct – UNPP	168	30	<20	<20	0	875	1,076	2,091	21.63%
Persistent non compliance – Serious	1,318	614	<20	28	0	N/A	1,978	2,478	25.63%
Refused a suitable job – Serious	99	25	<20	<20	0	N/A	127	237	2.45%
Did not commence suitable work – Serious	98	21	<20	<20	0	N/A	120	216	2.23%
Sub Total NPPs	2,137	802	<20	50	0	2,829	5,824	9,668	100.00%

I October 2010 to 31 December 2010									
Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPP	PPS	Other	Not on allowance	Total	Financial YTD	Financial YTD %
Failure to attend provider reconnection	3,541	1,563	<20	90	53	N/A	5,264	8,923	33.81%
Failure to attend activity specified in EPP - NSNP	6,236	2,207	29	255	134	N/A	8,861	16,174	61.28%
Failure to attend job interview - NSNP	366	107	<20	<20	<20	N/A	491	949	3.60%
Inappropriate conduct in EPP activity - NSNP	71	29	<20	<20	<20	N/A	103	199	0.75%
Inappropriate presentation or conduct at job interview - NSNP	63	<20	<20	<20	<20	N/A	72	148	0.56%
Sub Total Other Financial penalties	10,277	3,911	48	360	195	N/A	14,791	26,393	100.00%

Total Financial Penalties	12,414	4,713	54	410	195	2,829	20,615	36,061	100.00%
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I October 2010 to 31 December 2010								
Connection Failures	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	31,446	10,675	220	1,841	641	44,823	82,280	86.05%
Failure to attend provider reengagement appointment (connect)	3,385	1,077	<20	138	57	4,676	9,021	9.43%
Failure to attend other Provider appointment	506	211	<20	32	<20	769	1,521	1.59%
Failure to attend Centrelink appointment	505	122	<20	45	<20	688	1,333	1.39%
Failure to comply with Job Search requirement in EPP	356	58	<20	<20	<20	436	708	0.74%
Failure to enter EPP with provider	154	<20	<20	<20	<20	185	352	0.37%
Failure to attend CCA appointment	121	58	<20	<20	<20	185	315	0.33%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	<20	31	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	21	0.02%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	22	0.02%
Other	<20	<20	<20	<20	<20	<20	<20	0.01%
Total	36,500	12,223	253	2,069	749	51,794	95,616	100.00%

I October 2010 to 31 December 2010								
Finalised CCA Outcome	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	910	315	<20	35	25	1,289	2,227	18.01%
No changes to servicing arrangements	1,456	531	<20	50	29	2,077	3,653	29.55%
Persistent non compliance (Serious Failure)	1,318	614	<20	28	<20	1,978	2,478	20.05%
Change in activity - update EPP	1,519	616	<20	54	27	2,226	3,527	28.53%
JSCI updated. Referral to other stream recommended	177	98	<20	<20	<20	289	477	3.86%
Total	5,380	2,174	26	173	106	7,859	12,362	100.00%

Glossary

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.

Job seekers do not incur financial penalties if they have a Connection Failure applied.

Financial Penalties - A job seeker can have a non payment period for persistent and wilful non compliance or 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.

A **Comprehensive Compliance Assessment (CCA)** must be conducted before a job seeker can have a penalty applied for persistent non-compliance.

A 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 an employment services 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.

Further information on job seeker compliance penalties can be found within the '*Explanatory Notes*' document on the DEEWR website.

Notes:

1. The above tables show all compliance actions that were applied or finalised during the second quarter of the 2010/11 financial year (i.e. applied/finalised in the period 1/10/2010 – 31/12/2010 inclusive) and not under review, revoked or otherwise overturned as at 31/03/2011. This lag is to allow for reviews and appeals to be finalised.
2. The tables exclude failures that were submitted and subsequently rejected due to the job seeker not being in receipt of income support payment at the time of the failure, a Comprehensive Compliance Assessment had been triggered at the time of the failure, the job seeker's record was cancelled or the provider withdrew the Participation Report.
3. The Allowance Type breakdown refers to the payment type that a job seeker was in receipt of at the time of the compliance action i.e. New Start Allowance (NSA), Youth Allowance (YAL), Parenting Payment Partnered (PPP) & Parenting Payment Single (PPS).
4. Where very small numbers of compliance actions (less than 20) of a particular type occur, the actual number is not published.
5. Many of the tables include financial year to date figures, however there are some tables that do not include financial year to date figures due to the way the data is captured.
6. This data was extracted by the Department of Education, Employment and Workplace Relations from the DEEWR DB2/CDS database.

