

Job Seeker Compliance Data – June Quarter 2010

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, Employment Services Type (ie Job Services Australia (JSA) 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 third quarter of the 2009/10 financial year (i.e. applied/finalised in the period 1/4/2010 -30/6/2010 inclusive) and not under review, revoked or otherwise overturned by the end of the next quarter (i.e. at 30/09/2010). The lag allowed to the end of the subsequent quarter was to allow for reviews and appeals to be finalised. NOTE: the June quarter was extracted 2 weeks earlier than our normal lag period.
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

Financial Penalties - June quarter 2010 by Gender

Eight week Non Payment Periods	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment	1,335	51.17%	644	66.26%	1,979	55.26%	6,159	56.83%
Unemployment due to misconduct	950	36.41%	267	27.47%	1,217	33.98%	3,765	34.74%
Persistent non compliance	214	8.20%	38	3.91%	252	7.04%	478	4.41%
Did not commence suitable work	51	1.95%	<20	N/A	56	1.56%	198	1.83%
Refused a suitable job	59	2.26%	<20	N/A	77	2.15%	238	2.20%
Sub Total 8 Week NPPs	2,609	72.86%	972	27.14%	3,581	100.00%	10,838	100.00%

Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	1,756	21.13%	480	5.79%	2,236	26.92%	5,359	24.30%
Failure to attend activity specified in EPP - NSNP	4,228	51.10%	1,331	16.09%	5,559	67.19%	15,196	68.91%
Failure to attend job interview - NSNP	211	2.55%	104	1.26%	315	3.81%	1,042	4.72%
Inappropriate conduct in EPP activity - NSNP	73	0.88%	31	0.37%	104	1.26%	257	1.17%
Inappropriate presentation or conduct at job interview - NSNP	51	0.62%	<20	N/A	60	0.73%	199	0.90%
Sub Total Other Financial penalties	6,319	76.37%	1,955	23.63%	8,274	100.00%	22,053	100.00%

Total Financial Penalties	8,928	75.61%	2,927	24.39%	11,855	100.00%	32,891	100.00%
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Connection Failures - June quarter 2010 by Gender

Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend Provider appointment	19,678	60.83%	8,277	25.59%	27,955	86.41%	78,831	84.75%
Failure to attend provider reengagement appointment	2,211	6.83%	889	2.75%	3,100	9.58%	9,462	10.17%
Failure to attend other Provider appointment	429	1.33%	165	0.51%	594	1.84%	2,021	2.17%
Failure to comply with Job Search requirement in EPP	179	0.55%	43	0.13%	222	0.69%	813	0.87%
Failure to enter EPP with provider	112	0.35%	27	0.08%	139	0.43%	498	0.54%
Failure to attend Centrelink appointment	75	0.23%	29	0.09%	104	0.32%	513	0.55%
Failure to attend CCA appointment	106	0.33%	30	0.09%	136	0.42%	234	0.25%
Failure to return Job Seeker Diary	48	0.15%	<20	N/A	58	0.18%	361	0.39%
Unsatisfactory Job Seeker Diary	24	0.07%	<20	N/A	34	0.11%	255	0.27%
Other	<20	N/A	<20	N/A	<20	N/A	33	0.04%
Total	22,868	70.69%	9,482	29.31%	32,350	100.00%	93,021	100.00%

Finalised Comprehensive Compliance Assessments - June quarter 2010 by Gender

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	469	23.94%	135	6.89%	604	30.83%	1,726	38.01%
No changes to servicing arrangements	574	29.30%	147	7.50%	721	36.80%	1,640	36.12%
Persistent non compliance (also appears as 8 wk NPP)	214	10.92%	38	1.94%	252	12.86%	478	10.53%
Change in activity - update EPP	228	11.64%	60	3.06%	288	14.70%	518	11.41%
JSCI updated. Referral to other stream recommended	77	3.93%	<20	N/A	94	4.80%	179	3.94%
Total	1,562	79.73%	397	20.27%	1,959	100.00%	4,541	100.00%

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

Financial Penalties - June quarter 2010 by Indigenous Status								
Eight week Non Payment Periods	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment	166	4.64%	1,813	50.63%	1,979	55.26%	6,159	56.83%
Unemployment due to misconduct	66	1.84%	1,151	32.14%	1,217	33.98%	3,765	34.74%
Persistent non compliance	42	1.17%	210	5.86%	252	7.04%	478	4.41%
Did not commence suitable work	<20	N/A	47	1.31%	56	1.56%	198	1.83%
Refused a suitable job	<20	N/A	69	1.93%	77	2.15%	238	2.20%
Sub Total 8 Week NPPs	291	8.13%	3,290	91.87%	3,581	100.00%	10,838	100.00%
Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	463	5.60%	1,773	21.43%	2,236	27.02%	5,359	24.30%
Failure to attend activity specified in EPP - NSNP	947	11.45%	4,612	55.74%	5,559	67.19%	15,196	68.91%
Failure to attend job interview - NSNP	27	0.33%	288	3.48%	315	3.81%	1,042	4.72%
Inappropriate conduct in EPP activity - NSNP	<20	N/A	91	1.10%	104	1.26%	257	1.17%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	56	0.68%	60	0.73%	199	0.90%
Sub Total Other Financial penalties	1,454	17.57%	6,820	82.43%	8,274	100.00%	22,053	100.00%
Total Financial Penalties	1,745	14.72%	10,110	85.28%	11,855	100.00%	32,891	100.00%

Connection Failures - June quarter 2010 by Indigenous Status

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend Provider appointment	5,072	15.68%	22,883	70.74%	27,955	86.41%	78,831	84.75%
Failure to attend provider reengagement appointment	701	2.17%	2,399	7.42%	3,100	9.58%	9,462	10.17%
Failure to attend other Provider appointment	118	0.36%	476	1.47%	594	1.84%	2,021	2.17%
Failure to comply with Job Search requirement in EPP	<20	N/A	208	0.64%	222	0.69%	813	0.87%
Failure to enter EPP with provider	<20	N/A	135	0.42%	139	0.43%	498	0.54%
Failure to attend Centrelink appointment	<20	N/A	87	0.27%	104	0.32%	513	0.55%
Failure to attend CCA appointment	32	0.10%	104	0.32%	136	0.42%	234	0.25%
Failure to return Job Seeker Diary	<20	N/A	57	0.18%	58	0.18%	361	0.39%
Unsatisfactory Job Seeker Diary	<20	N/A	33	0.10%	34	0.11%	255	0.27%
Other	<20	N/A	<20	N/A	<20	N/A	33	0.04%
Total	5,963	18.43%	26,387	81.57%	32,350	100.00%	93,021	100.00%

Finalised Comprehensive Compliance Assessments - June quarter 2010 by Indigenous Status

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	145	7.40%	576	29.40%	721	36.80%	1,726	38.01%
No changes to servicing arrangements	122	6.23%	482	24.60%	604	30.83%	1,640	36.12%
Persistent non compliance	42	2.14%	210	10.72%	252	12.86%	478	10.53%
Change in activity - update EPP	74	3.78%	214	10.92%	288	14.70%	518	11.41%
JSCI updated. Referral to other stream recommended	23	1.17%	71	3.62%	94	4.80%	179	3.94%
Total	406	20.72%	1,553	79.28%	1,959	100.00%	4,541	100.00%

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

Financial Penalties - June quarter 2010 by Age Group

Eight week Non Payment Periods	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Voluntary unemployment	254	883	432	317	93	1,979	6,159	56.83%
Unemployment due to misconduct	146	539	279	206	47	1,217	3,765	34.74%
Persistent non compliance	58	155	25	<20	<20	252	478	4.41%
Did not commence suitable work	<20	25	<20	<20	<20	56	198	1.83%
Refused a suitable job	<20	22	20	20	<20	77	238	2.20%
Sub Total 8 Week NPPs	478	1,624	772	562	145	3,581	10,838	100.00%

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	669	1,109	326	116	<20	2,236	5,359	24.30%
Failure to attend activity specified in EPP - NSNP	1,416	2,623	924	529	67	5,559	15,196	68.91%
Failure to attend job interview - NSNP	65	136	67	42	<20	315	1,042	4.72%
Inappropriate conduct in EPP activity - NSNP	32	32	24	<20	<20	104	257	1.17%
Inappropriate presentation or conduct at job interview - NSNP	<20	26	<20	<20	<20	60	199	0.90%
Sub Total Other Financial penalties	2,190	3,926	1,348	715	95	8,274	22,053	100.00%

Total Financial Penalties	2,668	5,550	2,120	1,277	240	11,855	32,891	100.00%
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Connection Failures - June quarter 2010 by Age Group

Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	7,278	12,317	5,332	2,694	334	27,955	78,831	84.75%
Failure to attend provider reengagement appointment	817	1,484	553	230	<20	3,100	9,462	10.17%
Failure to attend other Provider appointment	152	271	109	57	<20	594	2,021	2.17%
Failure to comply with Job Search requirement in EPP	<20	103	53	38	<20	222	813	0.87%
Failure to enter EPP with provider	20	25	31	51	<20	139	498	0.54%
Failure to attend Centrelink appointment	21	49	27	<20	<20	104	513	0.55%
Failure to attend CCA appointment	44	72	<20	<20	<20	136	234	0.25%
Failure to return Job Seeker Diary	<20	36	<20	<20	<20	58	361	0.39%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	34	255	0.27%
Other	<20	<20	<20	<20	<20	<20	33	0.04%
Total	8,356	14,380	6,141	3,094	379	32,350	93,021	100.00%

Finalised Comprehensive Compliance Assessments - June quarter 2010 by Age Group

Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	155	289	119	37	<20	604	1,726	38.01%
No changes to servicing arrangements	218	376	78	46	<20	721	1,640	36.12%
Persistent non compliance	58	155	25	<20	<20	252	478	10.53%
Change in activity - update EPP	101	131	41	<20	<20	288	518	11.41%
JSCI updated. Referral to other stream recommended	30	46	<20	<20	<20	94	179	3.94%
Total	562	997	278	115	<20	1,959	4,541	100.00%

Table 4 - Financial Penalties, Connection Failures and CCAs By Employment Services**Financial Penalties - June quarter 2010 by Employment Services**

Eight week Non Payment Periods	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Financial YTD	Financial YTD %
Voluntary unemployment	N/A *	N/A *	N/A *	N/A *	N/A *	1,979	6,159	56.83%
Unemployment due to misconduct	N/A *	N/A *	N/A *	N/A *	N/A *	1,217	3,765	34.74%
Persistent non compliance	48	97	89	<20	<20	252	478	4.41%
Did not commence suitable work	<20	29	<20	<20	<20	56	198	1.83%
Refused a suitable job	<20	32	26	<20	<20	77	238	2.20%
Sub Total 8 Week NPPs	51	158	132	35	<20	3,581	10,838	100.00%

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

Other Financial Penalties (Reconnection and NSNP)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Financial YTD	Financial YTD %
Failure to attend provider reconnection	357	662	636	518	63	2,236	5,359	24.30%
Failure to attend activity specified in EPP - NSNP	836	1,870	1,917	819	117	5,559	15,196	68.91%
Failure to attend job interview - NSNP	<20	131	95	58	<20	315	1,042	4.72%
Inappropriate conduct in EPP activity - NSNP	<20	38	30	22	<20	104	257	1.17%
Inappropriate presentation or conduct at job interview - NSNP	<20	27	<20	<20	<20	60	199	0.90%
Sub Total Other Financial penalties	1,218	2,728	2,694	1,427	207	8,274	22,053	100.00%

Total Financial Penalties	1,269	2,886	2,826	1,462	216	11,855	32,891	100.00%
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Connection Failures - June quarter 2010 by Employment Services

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	4,534	8,574	6,842	6,707	1,298	27,955	78,831	84.75%
Failure to attend provider reengagement appointment	382	699	770	1,121	128	3,100	9,462	10.17%
Failure to attend other Provider appointment	66	155	169	156	48	594	2,021	2.17%
Failure to comply with Job Search requirement in EPP	32	91	75	<20	<20	222	813	0.87%
Failure to enter EPP with provider	<20	24	41	32	23	139	498	0.54%
Failure to attend Centrelink appointment	<20	21	34	32	<20	104	513	0.55%
Failure to attend CCA appointment	<20	22	64	35	<20	136	234	0.25%
Failure to return Job Seeker Diary	42	<20	<20	<20	<20	58	361	0.39%
Unsatisfactory Job Seeker Diary	27	<20	<20	<20	<20	34	255	0.27%
Other	<20	<20	<20	<20	<20	<20	33	0.04%
Total	5,125	9,601	8,002	8,104	1,518	32,350	93,021	100.00%

Finalised Comprehensive Compliance Assessments - June quarter 2010 by Employment Services

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	109	197	220	72	<20	604	1,726	38.01%
No changes to servicing arrangements	101	198	233	166	23	721	1,640	36.12%
Persistent non compliance	48	97	89	<20	<20	252	478	10.53%
Change in activity - update EPP	<20	47	105	107	<20	288	518	11.41%
JSCI updated. Referral to other stream recommended	20	38	35	<20	<20	94	179	3.94%
Total	293	577	682	364	43	1,959	4,541	100.00%

Table 5 - Financial Penalties, Connection Failures and CCAs By Allowance Type

Financial Penalties - June quarter 2010 by Allowance Type

Eight week Non Payment Periods	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
Voluntary unemployment	N/A *	N/A *	N/A *	N/A *	N/A *	1,979	6,159	56.83%
Unemployment due to misconduct	N/A *	N/A *	N/A *	N/A *	N/A *	1,217	3,765	34.74%
Persistent non compliance	191	57	0	<20	<20	252	478	4.41%
Did not commence suitable work	46	<20	0	<20	<20	56	198	1.83%
Refused a suitable job	63	<20	0	<20	<20	77	238	2.20%
Sub Total 8 Week NPPs	300	77	0	<20	<20	3,581	10,838	100.00%

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

Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
Failure to attend provider reconnection	1,515	667	<20	28	<20	2,236	5,359	24.30%
Failure to attend activity specified in EPP - NSNP	3,934	1,408	<20	132	71	5,559	15,196	68.91%
Failure to attend job interview - NSNP	237	65	<20	<20	<20	315	1,042	4.72%
Inappropriate conduct in EPP activity - NSNP	62	32	<20	<20	<20	104	257	1.17%
Inappropriate presentation or conduct at job interview - NSNP	49	<20	<20	<20	<20	60	199	0.90%
Sub Total Other Financial penalties	5,797	2,179	25	177	96	8,274	22,053	100.00%

Total Financial Penalties	6,097	2,256	25	180	101	11,855	32,891	100.00%
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Connection Failures - June quarter 2010 by Allowance Type

Connection Failures	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	19,157	7,254	129	1,061	354	27,955	78,831	84.75%
Failure to attend provider reengagement appointment	2,137	811	<20	105	33	3,100	9,462	10.17%
Failure to attend other Provider appointment	414	151	<20	<20	<20	594	2,021	2.17%
Failure to comply with Job Search requirement in EPP	197	<20	<20	<20	<20	222	813	0.87%
Failure to enter EPP with provider	108	20	<20	<20	<20	139	498	0.54%
Failure to attend Centrelink appointment	76	<20	<20	<20	<20	104	513	0.55%
Failure to attend CCA appointment	90	44	<20	<20	<20	136	234	0.25%
Failure to return Job Seeker Diary	52	<20	<20	<20	<20	58	361	0.39%
Unsatisfactory Job Seeker Diary	31	<20	<20	<20	<20	34	255	0.27%
Other	<20	<20	<20	<20	<20	<20	33	0.04%
Total	22,270	8,322	149	1,195	414	32,350	93,021	100.00%

Finalised Comprehensive Compliance Assessments - June quarter 2010 by Allowance Type

Finalised CCA Outcome	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	424	152	<20	<20	<20	604	1,726	38.01%
No changes to servicing arrangements	479	216	<20	<20	<20	721	1,640	36.12%
Persistent non compliance	191	57	<20	<20	<20	252	478	10.53%
Change in activity - update EPP	175	99	<20	<20	<20	288	518	11.41%
JSCI updated. Referral to other stream recommended	62	30	<20	<20	<20	94	179	3.94%
Total	1,331	554	<20	42	30	1,959	4,541	100.00%