

# Job Seeker Compliance Data – June Quarter 2011

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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.
<b>30 June 2011</b>	525,523	72%	65,799	40,384	102,893	209,076	28%	734,599

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 30 June 2011.

“*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 services 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
<b>30 June 2011</b>	132,284	18%

“*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 or 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.
<b>1 April 2011 – 30 June 2011</b>	1,311,153	56%	19%	17%	8%	1,021,709	44%	2,332,862
<b>1 July 2010 – 30 June 2011</b>	<b>5,288,225</b>	<b>55%</b>	<b>20%</b>	<b>15%</b>	<b>10%</b>	<b>4,247,215</b>	<b>45%</b>	<b>9,535,440</b>

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 they have 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 – Numbers 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
<b>I April 2011 – 30 June 2011</b>	172,843	20%	71,655	8%

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.
<b>1 April 2011 - 30 June 2011</b>	80%	15%	164,780	95%	5%	172,843
<b>1 July 2010 – 30 June 2011</b>	82%	14%	<b>570,121</b>	<b>96%</b>	<b>4%</b>	<b>593,029</b>

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.
<b>1 April 2011 – 30 June 2011</b>	98,190	57%	74,653	43%	172,843
<b>1 July 2010 – 31 June 2011</b>	<b>303,247</b>	<b>51%</b>	<b>289,782</b>	<b>49%</b>	<b>593,029</b>

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.
<b>1 April 2011 – 30 June 2011</b>	51,555	69%	6%	14%	10%	1%	23,098	31%	74,653
<b>1 July 2010 – 30 June 2011</b>	<b>198,754</b>	<b>69%</b>	<b>6%</b>	<b>15%</b>	<b>9%</b>	<b>1%</b>	<b>91,028</b>	<b>31%</b>	<b>289,782</b>

“*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.
<b>1 April 2011 – 30 June 2011</b>	9%	17%	15%	7%	5%	5%	4%	3%	4%	69%	51,555
<b>1 July 2010 – 30 June 2011</b>	<b>10%</b>	<b>16%</b>	<b>15%</b>	<b>7%</b>	<b>5%</b>	<b>5%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>69%</b>	<b>198,754</b>

Percentages above represent the 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	570,498	78%	N/A
	1	73,181	10%	19%
	2	33,976	4%	17%
	3	20,162	3%	14%
	4	12,337	2%	12%
	5+	24,445	3%	38%
<b>1 July 2010 – 30 June 2011</b>		<b>734,599</b>	<b>100%</b>	<b>100%</b>

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 30 June 2011.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 30 June 2011 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 at 30 June 2011 during the preceding twelve month period (e.g. 17 per cent of all PRs submitted between 1 July 2010 and 30 June 2011 were submitted in relation to job seekers at 30 June 2011 who received two Participation Reports during this period).

## 9 – Number of Participation Failures

	No. of Participation Failures	% of active job seekers
<b>1 April 2011 – 30 June 2011</b>	<b>101,790</b>	<b>12%</b>

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.
<b>1 April 2011 – 30 June 2011</b>	74,449	73%	8,534	8%	14,801	15%	4,006	4%	101,790
<b>1 July 2010 – 30 June 2011</b>	<b>234,749</b>	<b>75%</b>	<b>24,033</b>	<b>8%</b>	<b>43,244</b>	<b>14%</b>	<b>9,596</b>	<b>3%</b>	<b>311,622</b>

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.
<b>1 April 2011 – 30 June 2011</b>	3,600	90%	185	5%	221	5%	4,006
<b>1 July 2010 – 30 June 2011</b>	<b>8,375</b>	<b>87%</b>	<b>586</b>	<b>6%</b>	<b>635</b>	<b>7%</b>	<b>9,596</b>

## 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.
<b>1 April 2011 – 30 June 2011</b>	3,600	29%	1,621	280	1,901	15%	3,341	27%	3,640	29%	12,482
<b>1 July 2010 – 30 June 2011</b>	8,375	25%	5,109	1,025	6,134	18%	9,498	28%	9,512	29%	33,519

“*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.
<b>1 April – 30 June 2011</b>	1,534	38%	2,427	61%	45	1%	4,006
<b>1 July 2010 – 30 June 2011</b>	<b>4,039</b>	<b>42%</b>	<b>5,432</b>	<b>57%</b>	<b>125</b>	<b>1%</b>	<b>9,596</b>

“*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

1 April 2011 to 30 June 2011								
Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment- UNPP	2,451	26.25%	1,292	13.84%	3,743	40.09%	11,784	44.54%
Unemployment due to misconduct – UNPP	1,238	13.26%	349	3.74%	1,587	17.00%	5,080	19.20%
Persistent non compliance – Serious	2,769	29.66%	831	8.90%	3,600	38.56%	8,375	31.65%
Refused a suitable job – Serious	141	1.51%	44	0.47%	185	1.98%	586	2.21%
Did not commence suitable work - Serious	182	1.95%	39	0.42%	221	2.37%	635	2.40%
<b>Sub Total NPPs</b>	<b>6,781</b>	<b>72.63%</b>	<b>2,555</b>	<b>27.37%</b>	<b>9,336</b>	<b>100.00%</b>	<b>26,460</b>	<b>100.00%</b>

1 April 2011 to 30 June 2011								
Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	6,272	26.88%	2,262	9.69%	8,534	36.57%	24,033	35.72%
Failure to attend activity specified in EPP - NSNP	9,738	41.73%	4,041	17.32%	13,779	59.05%	40,159	59.69%
Failure to attend job interview - NSNP	493	2.11%	232	0.99%	725	3.11%	2,207	3.28%
Inappropriate conduct in EPP activity - NSNP	133	0.57%	42	0.18%	175	0.75%	515	0.77%
Inappropriate presentation or conduct at job interview - NSNP	89	0.38%	33	0.14%	122	0.52%	363	0.54%
<b>Sub Total Other Financial penalties</b>	<b>16,725</b>	<b>71.67%</b>	<b>6,610</b>	<b>28.33%</b>	<b>23,335</b>	<b>100.00%</b>	<b>67,277</b>	<b>100.00%</b>

<b>Total Financial Penalties</b>	<b>23,506</b>	<b>71.95%</b>	<b>9,165</b>	<b>28.05%</b>	<b>32,671</b>	<b>100.00%</b>	<b>93,737</b>	<b>100.00%</b>
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Non payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. There were no 12 week non payment penalties applied during the period 1 April 2011 – 30 June 2011.

<b>I April 2011 to 30 June 2011</b>								
<b>Connection Failures</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 Provider appointment	44,361	59.59%	22,337	30.00%	66,698	89.59%	206,653	88.03%
Failure to attend provider reengagement appointment (connect)	3,187	4.28%	1,534	2.06%	4,721	6.34%	18,591	7.92%
Failure to attend other Provider appointment	681	0.91%	298	0.40%	979	1.31%	3,263	1.39%
Failure to attend Centrelink appointment	300	0.40%	180	0.24%	480	0.64%	2,283	0.97%
Failure to comply with Job Search requirement in EPP	548	0.74%	197	0.26%	745	1.00%	1,875	0.80%
Failure to enter EPP with provider	221	0.30%	51	0.07%	272	0.37%	823	0.35%
Failure to attend CCA appointment	383	0.51%	125	0.17%	508	0.68%	1,094	0.47%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	62	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	N/A	<20	N/A	<20	N/A	28	0.01%
Unsatisfactory Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	52	0.02%
Other	<20	N/A	<20	N/A	<20	N/A	25	0.01%
<b>Total</b>	<b>49,716</b>	<b>66.78%</b>	<b>24,733</b>	<b>33.22%</b>	<b>74,449</b>	<b>100.00%</b>	<b>234,749</b>	<b>100.00%</b>

<b>I April 2011 to 30 June 2011</b>								
<b>Finalised CCA Outcome</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>
JSCI updated - referral for JCA	1,115	8.93%	506	4.05%	1,621	12.99%	5,109	15.24%
No changes to servicing arrangements	2,571	20.60%	1,069	8.56%	3,640	29.16%	9,512	28.38%
Persistent non compliance (Serious Failure)	2,769	22.18%	831	6.66%	3,600	28.84%	8,375	24.99%
Change in activity - update EPP	2,305	18.47%	1,036	8.30%	3,341	26.77%	9,498	28.34%
JSCI updated. Referral to other stream recommended	192	1.54%	88	0.71%	280	2.24%	1,025	3.06%
<b>Total</b>	<b>8,952</b>	<b>71.72%</b>	<b>3,530</b>	<b>28.28%</b>	<b>12,482</b>	<b>100.00%</b>	<b>33,519</b>	<b>100.00%</b>

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

1 April 2011 to 30 June 2011								
Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment- UNPP	358	3.83%	3,385	36.26%	3,743	40.09%	11,784	44.54%
Unemployment due to misconduct – UNPP	119	1.27%	1,468	15.72%	1,587	17.00%	5,080	19.20%
Persistent non compliance - Serious	957	10.25%	2,643	28.31%	3,600	38.56%	8,375	31.65%
Refused a suitable job - Serious	<20	N/A	166	1.78%	185	1.98%	586	2.21%
Did not commence suitable work - Serious	28	0.30%	193	2.07%	221	2.37%	635	2.40%
<b>Sub Total NPPs</b>	<b>1,481</b>	<b>15.86%</b>	<b>7,855</b>	<b>84.14%</b>	<b>9,336</b>	<b>100.00%</b>	<b>26,460</b>	<b>100.00%</b>

1 April 2011 to 30 June 2011								
Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	2,293	9.83%	6,241	26.75%	8,534	36.57%	24,033	35.72%
Failure to attend activity specified in EPP – NSNP	3,246	13.91%	10,533	45.14%	13,779	59.05%	40,159	59.69%
Failure to attend job interview – NSNP	72	0.31%	653	2.80%	725	3.11%	2,207	3.28%
Inappropriate conduct in EPP activity – NSNP	<20	N/A	156	0.67%	175	0.75%	515	0.77%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	114	0.49%	122	0.52%	363	0.54%
<b>Sub Total Other Financial penalties</b>	<b>5,638</b>	<b>24.16%</b>	<b>17,697</b>	<b>75.84%</b>	<b>23,335</b>	<b>100.00%</b>	<b>67,277</b>	<b>100.00%</b>

<b>Total Financial Penalties</b>	<b>7,119</b>	<b>21.79%</b>	<b>25,552</b>	<b>78.21%</b>	<b>32,671</b>	<b>100.00%</b>	<b>93,737</b>	<b>100.00%</b>
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Non payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. There were no 12 week non payment penalties applied during the period 1 April 2011 – 30 June 2011.

<b>I April 2011 to 30 June 2011</b>								
<b>Connection Failures</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 Provider appointment	13,922	18.70%	52,776	70.89%	66,698	89.59%	206,653	88.03%
Failure to attend provider reengagement appointment (connect)	1,210	1.63%	3,511	4.72%	4,721	6.34%	18,591	7.92%
Failure to attend other Provider appointment	231	0.31%	748	1.00%	979	1.31%	3,263	1.39%
Failure to attend Centrelink appointment	86	0.12%	394	0.53%	480	0.64%	2,283	0.97%
Failure to comply with Job Search requirement in EPP	67	0.09%	678	0.91%	745	1.00%	1,875	0.80%
Failure to enter EPP with provider	<20	N/A	261	0.35%	272	0.37%	823	0.35%
Failure to attend CCA appointment	161	0.22%	347	0.47%	508	0.68%	1,094	0.47%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	62	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	N/A	<20	N/A	<20	N/A	28	0.01%
Unsatisfactory Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	52	0.02%
Other	<20	N/A	<20	N/A	<20	N/A	25	0.01%
<b>Total</b>	<b>15,693</b>	<b>21.08%</b>	<b>58,756</b>	<b>78.92%</b>	<b>74,449</b>	<b>100.00%</b>	<b>234,749</b>	<b>100.00%</b>

<b>I April 2011 to 30 June 2011</b>								
<b>Finalised CCA Outcome</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>
JSCI updated - referral for JCA	377	3.02%	1,244	9.97%	1,621	12.99%	5,109	15.24%
No changes to servicing arrangements	945	7.57%	2,695	21.59%	3,640	29.16%	9,512	28.38%
Persistent non compliance (Serious Failure)	957	7.67%	2,643	21.17%	3,600	28.84%	8,375	24.99%
Change in activity - update EPP	916	7.34%	2,425	19.43%	3,341	26.77%	9,498	28.34%
JSCI updated. Referral to other stream recommended	60	0.48%	220	1.76%	280	2.24%	1,025	3.06%
<b>Total</b>	<b>3,255</b>	<b>26.08%</b>	<b>9,227</b>	<b>73.92%</b>	<b>12,482</b>	<b>100.00%</b>	<b>33,519</b>	<b>100.00%</b>



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

I April 2011 to 30 June 2011								
Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Voluntary unemployment- UNPP	593	1,638	710	643	159	3,743	11,784	44.54%
Unemployment due to misconduct – UNPP	252	605	357	306	67	1,587	5,080	19.20%
Persistent non compliance - Serious	1,108	1,833	466	177	<20	3,600	8,375	31.65%
Refused a suitable job - Serious	21	67	53	37	<20	185	586	2.21%
Did not commence suitable work - Serious	31	100	51	36	<20	221	635	2.40%
<b>Sub Total NPPs</b>	<b>2,005</b>	<b>4,243</b>	<b>1,637</b>	<b>1,199</b>	<b>252</b>	<b>9,336</b>	<b>26,460</b>	<b>100.00%</b>

I April 2011 to 30 June 2011								
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	2,535	3,963	1,454	544	38	8,534	24,033	35.72%
Failure to attend activity specified in EPP – NSNP	3,714	5,895	2,560	1,441	169	13,779	40,159	59.69%
Failure to attend job interview – NSNP	152	351	121	90	<20	725	2,207	3.28%
Inappropriate conduct in EPP activity – NSNP	47	54	24	46	<20	175	515	0.77%
Inappropriate presentation or conduct at job interview - NSNP	<20	38	32	34	<20	122	363	0.54%
<b>Sub Total Other Financial penalties</b>	<b>6,458</b>	<b>10,301</b>	<b>4,191</b>	<b>2,155</b>	<b>230</b>	<b>23,335</b>	<b>67,277</b>	<b>100.00%</b>

<b>Total Financial Penalties</b>	<b>8,463</b>	<b>14,544</b>	<b>5,828</b>	<b>3,354</b>	<b>482</b>	<b>32,671</b>	<b>93,737</b>	<b>100.00%</b>
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Non payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. There were no 12 week non payment penalties applied during the period 1 April 2011 – 30 June 2011.

<b>1 April 2011 to 30 June 2011</b>								
<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	15,980	28,002	13,908	7,866	942	66,698	206,653	88.03%
Failure to attend provider reengagement appointment (connect)	1,120	2,177	970	418	36	4,721	18,591	7.92%
Failure to attend other Provider appointment	289	398	170	112	<20	979	3,263	1.39%
Failure to attend Centrelink appointment	84	229	89	69	<20	480	2,283	0.97%
Failure to comply with Job Search requirement in EPP	117	327	150	133	<20	745	1,875	0.80%
Failure to enter EPP with provider	41	57	66	84	24	272	823	0.35%
Failure to attend CCA appointment	142	259	73	30	<20	508	1,094	0.47%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	<20	62	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	28	0.01%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	52	0.02%
Other	<20	<20	<20	<20	<20	<20	25	0.01%
<b>Total</b>	<b>17,785</b>	<b>31,471</b>	<b>15,435</b>	<b>8,715</b>	<b>1,043</b>	<b>74,449</b>	<b>234,749</b>	<b>100.00%</b>

<b>1 April 2011 to 30 June 2011</b>								
<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	458	747	304	104	<20	1,621	5,109	15.24%
No changes to servicing arrangements	871	1,703	707	339	20	3,640	9,512	28.38%
Persistent non compliance (Serious Failure)	1,108	1,833	466	177	<20	3,600	8,375	24.99%
Change in activity - update EPP	947	1,505	638	240	<20	3,341	9,498	28.34%
JSCI updated. Referral to other stream recommended	100	134	38	<20	<20	280	1,025	3.06%
<b>Total</b>	<b>3,484</b>	<b>5,922</b>	<b>2,153</b>	<b>868</b>	<b>55</b>	<b>12,482</b>	<b>33,519</b>	<b>100.00%</b>

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

1 April 2011 to 30 June 2011									
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	607	390	168	187	35	2,356	3,743	11,784	44.54%
Unemployment due to misconduct – UNPP	247	131	60	77	<20	1,055	1,587	5,080	19.20%
Persistent non compliance – Serious	367	1,097	1,101	981	54	<20	3,600	8,375	31.65%
Refused a suitable job – Serious	<20	73	56	37	<20	<20	185	586	2.21%
Did not commence suitable work - Serious	<20	65	63	75	<20	<20	221	635	2.40%
<b>Sub Total NPPs</b>	<b>1,246</b>	<b>1,756</b>	<b>1,448</b>	<b>1,357</b>	<b>118</b>	<b>3,411</b>	<b>9,336</b>	<b>26,460</b>	<b>100.00%</b>

1 April 2011 to 30 June 2011									
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	1,048	2,047	1,961	3,279	199	0	8,534	24,033	35.72%
Failure to attend activity specified in EPP - NSNP	1,512	4,269	4,376	3,440	182	0	13,779	40,159	59.69%
Failure to attend job interview - NSNP	32	272	187	188	46	0	725	2,207	3.28%
Inappropriate conduct in EPP activity - NSNP	<20	48	57	47	<20	0	175	515	0.77%
Inappropriate presentation or conduct at job interview - NSNP	<20	48	42	<20	<20	0	122	363	0.54%
<b>Sub Total Other Financial penalties</b>	<b>2,609</b>	<b>6,684</b>	<b>6,623</b>	<b>6,972</b>	<b>447</b>	<b>0</b>	<b>23,335</b>	<b>67,277</b>	<b>100.00%</b>

<b>Total Financial Penalties</b>	<b>3,855</b>	<b>8,440</b>	<b>8,071</b>	<b>8,329</b>	<b>565</b>	<b>3,411</b>	<b>32,671</b>	<b>93,737</b>	<b>100.00%</b>
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Non payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. There were no 12 week non payment penalties applied during the period 1 April 2011 – 30 June 2011.

<b>I April 2011 to 30 June 2011</b>								
<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	9,236	16,913	14,815	22,962	2,772	66,698	206,653	88.03%
Failure to attend provider reengagement appointment (connect)	489	929	1,020	2,102	181	4,721	18,591	7.92%
Failure to attend other Provider appointment	147	203	199	302	128	979	3,263	1.39%
Failure to attend Centrelink appointment	94	197	174	<20	<20	480	2,283	0.97%
Failure to comply with Job Search requirement in EPP	171	212	198	153	<20	745	1,875	0.80%
Failure to enter EPP with provider	26	76	58	74	38	272	823	0.35%
Failure to attend CCA appointment	34	121	165	178	<20	508	1,094	0.47%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	<20	62	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	28	0.01%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	52	0.02%
Other	<20	<20	<20	<20	<20	<20	25	0.01%
<b>Total</b>	<b>10,232</b>	<b>18,653</b>	<b>16,636</b>	<b>25,786</b>	<b>3,142</b>	<b>74,449</b>	<b>234,749</b>	<b>100.00%</b>

<b>I April 2011 to 30 June 2011</b>								
<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	209	600	536	245	31	1,621	5,109	15.24%
No changes to servicing arrangements	352	881	1,011	1,249	147	3,640	9,512	28.38%
Persistent non compliance (Serious Failure)	367	1,097	1,101	981	54	3,600	8,375	24.99%
Change in activity - update EPP	66	322	510	2,297	146	3,341	9,498	28.34%
JSCI updated. Referral to other stream recommended	38	119	106	<20	<20	280	1,025	3.06%
<b>Total</b>	<b>1,032</b>	<b>3,019</b>	<b>3,264</b>	<b>4,784</b>	<b>383</b>	<b>12,482</b>	<b>33,519</b>	<b>100.00%</b>

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

1 April 2011 to 30 June 2011									
Non Payment Periods (Serious Failure and UNPP)	NSA	YAL	PPP	PPS	Other	Not on allowance	Total	Financial YTD	Financial YTD %
Voluntary unemployment- UNPP	723	136	<20	24	<20	2,860	3,743	11,784	44.54%
Unemployment due to misconduct – UNPP	237	59	<20	<20	<20	1,286	1,587	5,080	19.20%
Persistent non compliance – Serious	2,360	1,174	<20	59	<20	<20	3,600	8,375	31.65%
Refused a suitable job – Serious	155	22	<20	<20	<20	<20	185	586	2.21%
Did not commence suitable work - Serious	184	34	<20	<20	<20	<20	221	635	2.40%
<b>Sub Total NPPs</b>	<b>3,659</b>	<b>1,425</b>	<b>&lt;20</b>	<b>97</b>	<b>&lt;20</b>	<b>4,146</b>	<b>9,336</b>	<b>26,460</b>	<b>100.00%</b>

1 April 2011 to 30 June 2011									
Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPP	PPS	Other	Not on allowance	Total	Financial YTD	Financial YTD %
Failure to attend provider reconnection	5,702	2,674	<20	148	0	0	8,534	24,033	35.72%
Failure to attend activity specified in EPP - NSNP	9,425	3,906	47	401	0	0	13,779	40,159	59.69%
Failure to attend job interview - NSNP	538	162	<20	23	0	0	725	2,207	3.28%
Inappropriate conduct in EPP activity - NSNP	121	49	<20	<20	0	0	175	515	0.77%
Inappropriate presentation or conduct at job interview - NSNP	102	<20	<20	<20	0	0	122	363	0.54%
<b>Sub Total Other Financial penalties</b>	<b>15,888</b>	<b>6,802</b>	<b>65</b>	<b>580</b>	<b>0</b>	<b>0</b>	<b>23,335</b>	<b>67,277</b>	<b>100.00%</b>

<b>Total Financial Penalties</b>	<b>19,547</b>	<b>8,227</b>	<b>73</b>	<b>677</b>	<b>&lt;20</b>	<b>4,146</b>	<b>32,671</b>	<b>93,737</b>	<b>100.00%</b>
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Non payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. There were no 12 week non payment penalties applied during the period 1 April 2011 – 30 June 2011.

<b>I April 2011 to 30 June 2011</b>								
<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	46,844	16,954	203	2,697	0	66,698	206,653	88.03%
Failure to attend provider reengagement appointment (connect)	3,370	1,187	<20	151	0	4,721	18,591	7.92%
Failure to attend other Provider appointment	642	306	<20	29	0	979	3,263	1.39%
Failure to attend Centrelink appointment	348	94	<20	37	0	480	2,283	0.97%
Failure to comply with Job Search requirement in EPP	595	119	<20	25	0	745	1,875	0.80%
Failure to enter EPP with provider	220	43	<20	<20	0	272	823	0.35%
Failure to attend CCA appointment	349	147	<20	<20	0	508	1,094	0.47%
Failure to return Job Seeker Diary	<20	<20	<20	<20	0	<20	62	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	0	<20	28	0.01%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	0	<20	52	0.02%
Other	<20	<20	<20	<20	0	<20	25	0.01%
<b>Total</b>	<b>52,401</b>	<b>18,862</b>	<b>227</b>	<b>2,959</b>	<b>0</b>	<b>74,449</b>	<b>234,749</b>	<b>100.00%</b>

<b>I April 2011 to 30 June 2011</b>								
<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	1,095	483	<20	42	<20	1,621	5,109	15.24%
No changes to servicing arrangements	2,612	913	<20	106	<20	3,640	9,512	28.38%
Persistent non compliance (Serious Failure)	2,360	1,174	<20	59	<20	3,600	8,375	24.99%
Change in activity - update EPP	2,250	1,015	<20	72	<20	3,341	9,498	28.34%
JSCI updated. Referral to other stream recommended	170	105	<20	<20	<20	280	1,025	3.06%
<b>Total</b>	<b>8,487</b>	<b>3,690</b>	<b>20</b>	<b>284</b>	<b>&lt;20</b>	<b>12,482</b>	<b>33,519</b>	<b>100.00%</b>

## 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 fourth quarter of the 2010/11 financial year (i.e. applied/finalised in the period 1/4/2011 -30/6/2011 inclusive) and not under review, revoked or otherwise overturned as at 12/08/2011. 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.