

Job Seeker Compliance Data – March 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.
31 Mar 2011	545,860	72%	61,590	45,575	100,651	207,816	28%	753,676

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 March 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
31 March 2011	138,351	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.
1 Jan 2011 – 31 Mar 2011	1,287,021	55%	20%	16%	9%	1,034,386	45%	2,321,410
1 July 2010 – 31 March 2011	3,977,069	55%	20%	15%	10%	3,225,506	45%	7,202,578

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
1 Jan 2011 – 31 Mar 2011	156,452	18%	78,788	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 Jan 2011 - 31 Mar 2011	83%	13%	150,471	96%	4%	156,452
1 July 2010 – 31 March 2011	83%	14%	405,341	97%	3%	420,186

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 Jan 2011 – 31 Mar 2011	82,595	53%	73,857	47%	156,452
1 July 2010 – 31 March 2011	205,057	49%	215,129	51%	420,186

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 Jan 2011 – 31 Mar 2011	50,457	68%	6%	16%	9%	1%	23,400	32%	73,857
1 July 2010 – 31 March 2011	147,199	68%	6%	16%	9%	1%	67,930	32%	215,129

“*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 Jan 2011 – 31 Mar 2011	9%	16%	15%	8%	5%	5%	4%	3%	4%	68%	50,457
1 July 2010 – 31 March 2011	11%	15%	15%	7%	5%	5%	4%	3%	4%	68%	147,199

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	598,854	79%	N/A
	1	71,550	10%	18%
	2	31,903	4%	16%
	3	18,738	2%	15%
	4	11,258	2%	12%
	5+	21,273	3%	39%
1 April 2010 – 31 March 2011		753,676	100%	100%

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 31 March 2011.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 31 March 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 31 March 2011 during the preceding twelve month period (e.g. 16 per cent of all PRs submitted between 1 April 2010 and 31 March 2011 were submitted in relation to job seekers at 31 March 2011 who received two Participation Reports during this period).

9 – Number of Participation Failures

	No. of Participation Failures	% of active job seekers
1 Jan 2011 – 31 March 2011	84,892	10%

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 Jan 2011 – 31 Mar 2011	64,684	76%	6,576	8%	10,973	13%	2,659	3%	84892
1 July 2010 – 31 March 2011	160,300	76%	15,499	7%	28,443	14%	5,590	3%	209,832

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 Jan 2011 – 31 Mar 2011	2,297	87%	164	6%	198	7%	2,659
1 July 2010 – 31 March 2011	4,775	86%	401	7%	414	7%	5,590

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 Jan 2011 – 31 Mar 2011	2,297	26%	1,261	268	1,529	18%	2,630	30%	2,219	26%	8,675
1 July 2010 – 31 March 2011	4,775	23%	3,488	745	4,233	20%	6,157	29%	5,872	28%	21,037

“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 Mar 2011	1,213	46%	1,404	53%	42	1%	2,659
1 July 2010 – 31 March 2011	2,505	45%	3,005	54%	80	1%	5,590

“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 January 2011 to 31 March 2011								
Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment- UNPP	2,238	30.02%	1157	15.52%	3,395	45.53%	8,041	46.96%
Unemployment due to misconduct – UNPP	1,080	14.48%	322	4.32%	1,402	18.80%	3,493	20.40%
Persistent non compliance – Serious	1,821	24.42%	476	6.38%	2,297	30.81%	4,775	27.88%
Refused a suitable job – Serious	114	1.53%	50	0.67%	164	2.20%	401	2.34%
Did not commence suitable work - Serious	162	2.17%	36	0.48%	198	2.66%	414	2.42%
Sub Total NPPs	5,415	72.63%	2,041	27.37%	7,456	100.00%	17,124	100.00%

I January 2011 to 31 March 2011								
Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	4,868	27.74%	1,708	9.73%	6,576	37.47%	15,499	35.27%
Failure to attend activity specified in EPP - NSNP	7,311	41.66%	2,895	16.50%	10,206	58.16%	26,380	60.03%
Failure to attend job interview - NSNP	343	1.95%	190	1.08%	533	3.04%	1,482	3.37%
Inappropriate conduct in EPP activity - NSNP	119	0.68%	22	0.13%	141	0.80%	340	0.77%
Inappropriate presentation or conduct at job interview - NSNP	66	0.38%	27	0.15%	93	0.53%	241	0.55%
Sub Total Other Financial penalties	12,707	72.41%	4,842	27.59%	17,549	100.00%	43,942	100.00%

Total Financial Penalties	18,122	72.47%	6,883	27.53%	25,005	100.00%	61,066	100.00%
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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 January 2011 – 31 March 2011.

I January 2011 to 31 March 2011								
Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend Provider appointment	38,847	60.06%	18,828	29.11%	57,675	89.16%	139,955	87.31%
Failure to attend provider reengagement appointment (connect)	3,305	5.11%	1,544	2.39%	4,849	7.50%	13,870	8.65%
Failure to attend other Provider appointment	519	0.80%	244	0.38%	763	1.18%	2,284	1.42%
Failure to attend Centrelink appointment	304	0.47%	166	0.26%	470	0.73%	1,803	1.12%
Failure to comply with Job Search requirement in EPP	317	0.49%	105	0.16%	422	0.65%	1,130	0.70%
Failure to enter EPP with provider	156	0.24%	43	0.07%	199	0.31%	551	0.34%
Failure to attend CCA appointment	205	0.32%	66	0.10%	271	0.42%	586	0.37%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	45	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	N/A	<20	N/A	<20	N/A	25	0.02%
Unsatisfactory Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	33	0.02%
Other	<20	N/A	<20	N/A	<20	N/A	<20	N/A
Total	43,679	67.53%	21,005	32.47%	64,684	100.00%	160,300	100.00%

I January 2011 to 31 March 2011								
Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	891	10.27%	370	4.27%	1,261	14.54%	3,488	16.58%
No changes to servicing arrangements	1,550	17.87%	669	7.71%	2,219	25.58%	5,872	27.91%
Persistent non compliance (Serious Failure)	1,821	20.99%	476	5.49%	2,297	26.48%	4,775	22.70%
Change in activity - update EPP	1,914	22.06%	716	8.25%	2,630	30.32%	6,157	29.27%
JSCI updated. Referral to other stream recommended	188	2.17%	80	0.92%	268	3.09%	745	3.54%
Total	6,364	73.36%	2,311	26.64%	8,675	100.00%	21,037	100.00%

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

I January 2011 to 31 March 2011								
Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment- UNPP	346	4.64%	3,049	40.89%	3,395	45.53%	8,041	46.96%
Unemployment due to misconduct – UNPP	109	1.46%	1,293	17.34%	1,402	18.80%	3,493	20.40%
Persistent non compliance - Serious	512	6.87%	1,785	23.94%	2,297	30.81%	4,775	27.88%
Refused a suitable job - Serious	<20	N/A	156	2.09%	164	2.20%	401	2.34%
Did not commence suitable work - Serious	27	0.36%	171	2.29%	198	2.66%	414	2.42%
Sub Total NPPs	1,002	13.44%	6,454	86.56%	7,456	100.00%	17,124	100.00%

I January 2011 to 31 March 2011								
Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	1,694	9.65%	4,882	27.82%	6,576	37.47%	15,499	35.27%
Failure to attend activity specified in EPP – NSNP	2,294	13.07%	7,912	45.09%	10,206	58.16%	26,380	60.03%
Failure to attend job interview – NSNP	41	0.23%	492	2.80%	533	3.04%	1,482	3.37%
Inappropriate conduct in EPP activity – NSNP	<20	N/A	126	0.72%	141	0.80%	340	0.77%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	87	0.50%	93	0.53%	241	0.55%
Sub Total Other Financial penalties	4,050	23.08%	13,499	76.92%	17,549	100.00%	43,942	100.00%

Total Financial Penalties	5,052	20.20%	19,953	79.80%	25,005	100.00%	61,066	100.00%
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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 January 2011 – 31 March 2011.

I January 2011 to 31 March 2011								
Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend Provider appointment	11,487	17.76%	46,188	71.41%	57,675	89.16%	139,955	87.31%
Failure to attend provider reengagement appointment (connect)	1,190	1.84%	3,659	5.66%	4,849	7.50%	13,870	8.65%
Failure to attend other Provider appointment	164	0.25%	599	0.93%	763	1.18%	2,284	1.42%
Failure to attend Centrelink appointment	121	0.19%	349	0.54%	470	0.73%	1,803	1.12%
Failure to comply with Job Search requirement in EPP	28	0.04%	394	0.61%	422	0.65%	1,130	0.70%
Failure to enter EPP with provider	<20	N/A	189	0.29%	199	0.31%	551	0.34%
Failure to attend CCA appointment	78	0.12%	193	0.30%	271	0.42%	586	0.37%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	45	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	N/A	<20	N/A	<20	N/A	25	0.02%
Unsatisfactory Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	33	0.02%
Other	<20	N/A	<20	N/A	<20	N/A	<20	N/A
Total	13,081	20.22%	51,603	79.78%	64,684	100.00%	160,300	100.00%

I January 2011 to 31 March 2011								
Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	293	3.38%	968	11.16%	1,261	14.54%	3,488	16.58%
No changes to servicing arrangements	578	6.66%	1,641	18.92%	2,219	25.58%	5,872	27.91%
Persistent non compliance (Serious Failure)	512	5.90%	1,785	20.58%	2,297	26.48%	4,775	22.70%
Change in activity - update EPP	712	8.21%	1,918	22.11%	2,630	30.32%	6,157	29.27%
JSCI updated. Referral to other stream recommended	68	0.78%	200	2.31%	268	3.09%	745	3.54%
Total	2,163	24.93%	6,512	75.07%	8,675	100.00%	21,037	100.00%

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

I January 2011 to 31 March 2011								
Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Voluntary unemployment- UNPP	536	1,508	656	544	151	3,395	8,041	46.96%
Unemployment due to misconduct – UNPP	204	555	321	276	46	1,402	3,493	20.40%
Persistent non compliance - Serious	650	1,221	295	124	<20	2,297	4,775	27.88%
Refused a suitable job - Serious	21	57	27	47	<20	164	401	2.34%
Did not commence suitable work - Serious	20	88	48	40	<20	198	414	2.42%
Sub Total NPPs	1,431	3,429	1,347	1,031	218	7,456	17,124	100.00%

I January 2011 to 31 March 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	1,985	3,170	992	394	35	6,576	15,499	35.27%
Failure to attend activity specified in EPP – NSNP	2,437	4,643	1,873	1,112	141	10,206	26,380	60.03%
Failure to attend job interview – NSNP	126	214	98	78	<20	533	1,482	3.37%
Inappropriate conduct in EPP activity – NSNP	35	52	28	22	<20	141	340	0.77%
Inappropriate presentation or conduct at job interview - NSNP	<20	26	23	30	<20	93	241	0.55%
Sub Total Other Financial penalties	4,592	8,105	3,014	1,636	202	17,549	43,942	100.00%

Total Financial Penalties	6,023	11,534	4,361	2,667	420	25,005	61,066	100.00%
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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 January 2011 – 31 March 2011.

I January 2011 to 31 March 2011								
Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	13,607	25,391	11,513	6,365	799	57,675	139,955	87.31%
Failure to attend provider reengagement appointment (connect)	1,123	2,285	1,003	411	27	4,849	13,870	8.65%
Failure to attend other Provider appointment	219	284	159	86	<20	763	2,284	1.42%
Failure to attend Centrelink appointment	103	192	97	68	<20	470	1,803	1.12%
Failure to comply with Job Search requirement in EPP	43	195	84	83	<20	422	1,130	0.70%
Failure to enter EPP with provider	22	51	40	66	20	199	551	0.34%
Failure to attend CCA appointment	81	129	40	<20	<20	271	586	0.37%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	<20	45	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	25	0.02%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	33	0.02%
Other	<20	<20	<20	<20	<20	<20	<20	N/A
Total	15,209	28,541	12,942	7,102	890	64,684	160,300	100.00%

I January 2011 to 31 March 2011								
Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	321	647	209	78	<20	1,261	3,488	16.58%
No changes to servicing arrangements	605	1,042	386	172	<20	2,219	5,872	27.91%
Persistent non compliance (Serious Failure)	650	1,221	295	124	<20	2,297	4,775	22.70%
Change in activity - update EPP	650	1,286	464	216	<20	2,630	6,157	29.27%
JSCI updated. Referral to other stream recommended	60	139	53	<20	<20	268	745	3.54%
Total	2,286	4,335	1,407	606	41	8,675	21,037	100.00%

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

I January 2011 to 31 March 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	569	333	150	108	23	2,212	3,395	8,041	46.96%
Unemployment due to misconduct – UNPP	214	121	66	55	<20	940	1,402	3,493	20.40%
Persistent non compliance – Serious	269	784	670	531	43	0	2,297	4,775	27.88%
Refused a suitable job – Serious	<20	76	49	21	<20	0	164	401	2.34%
Did not commence suitable work - Serious	<20	68	57	47	<20	0	198	414	2.42%
Sub Total NPPs	1,078	1,382	992	762	90	3,152	7,456	17,124	100.00%

I January 2011 to 31 March 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	830	1,798	1,530	2,256	162	0	6,576	15,499	35.27%
Failure to attend activity specified in EPP - NSNP	1,190	3,318	3,408	2,121	169	0	10,206	26,380	60.03%
Failure to attend job interview - NSNP	27	220	138	113	35	0	533	1,482	3.37%
Inappropriate conduct in EPP activity - NSNP	<20	42	37	41	<20	0	141	340	0.77%
Inappropriate presentation or conduct at job interview - NSNP	<20	36	31	<20	<20	0	93	241	0.55%
Sub Total Other Financial penalties	2,066	5,414	5,144	4,545	380	0	17,549	43,942	100.00%

Total Financial Penalties	3,144	6,796	6,136	5,307	470	3,152	25,005	61,066	100.00%
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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 January 2011 – 31 March 2011.

I January 2011 to 31 March 2011								
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	7,579	15,963	13,168	18,566	2,399	57,675	139,955	87.31%
Failure to attend provider reengagement appointment (connect)	494	1,028	1,037	2,125	165	4,849	13,870	8.65%
Failure to attend other Provider appointment	83	199	182	204	95	763	2,284	1.42%
Failure to attend Centrelink appointment	86	221	157	<20	<20	470	1,803	1.12%
Failure to comply with Job Search requirement in EPP	69	150	121	76	<20	422	1,130	0.70%
Failure to enter EPP with provider	25	40	48	53	33	199	551	0.34%
Failure to attend CCA appointment	24	62	87	90	<20	271	586	0.37%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	<20	45	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	25	0.02%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	33	0.02%
Other	<20	<20	<20	<20	<20	<20	<20	N/A
Total	8,383	17,666	14,804	21,125	2,706	64,684	160,300	100.00%

I January 2011 to 31 March 2011								
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	168	454	438	174	27	1,261	3,488	16.58%
No changes to servicing arrangements	208	568	622	733	88	2,219	5,872	27.91%
Persistent non compliance (Serious Failure)	269	784	670	531	43	2,297	4,775	22.70%
Change in activity - update EPP	94	323	546	1,534	133	2,630	6,157	29.27%
JSCI updated. Referral to other stream recommended	41	98	113	<20	<20	268	745	3.54%
Total	780	2,227	2,389	2,985	294	8,675	21,037	100.00%

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

I January 2011 to 31 March 2011									
Non Payment Periods (Serious Failure and UNPP)	NSA	YAL	PPP	PPS	Other	Not on allowance	Total	Financial YTD	Financial YTD %
Voluntary unemployment- UNPP	573	92	<20	<20	0	2,711	3,395	8,041	46.96%
Unemployment due to misconduct – UNPP	203	33	<20	<20	0	1,159	1,402	3,493	20.40%
Persistent non compliance – Serious	1,566	709	<20	21	0	0	2,297	4,775	27.88%
Refused a suitable job – Serious	133	25	<20	<20	0	0	164	401	2.34%
Did not commence suitable work - Serious	173	23	0	<20	0	0	198	414	2.42%
Sub Total NPPs	2,648	882	<20	52	0	3,870	7,456	17,124	100.00%

I January 2011 to 31 March 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	4,339	2,132	<20	96	0	0	6,576	15,499	35.27%
Failure to attend activity specified in EPP - NSNP	7,281	2,646	36	243	0	0	10,206	26,380	60.03%
Failure to attend job interview - NSNP	390	132	0	<20	0	0	533	1,482	3.37%
Inappropriate conduct in EPP activity - NSNP	103	38	0	0	0	0	141	340	0.77%
Inappropriate presentation or conduct at job interview - NSNP	81	<20	0	<20	0	0	93	241	0.55%
Sub Total Other Financial penalties	12,194	4,958	45	352	0	0	17,549	43,942	100.00%

Total Financial Penalties	14,842	5,840	49	404	0	3,870	25,005	61,066	100.00%
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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 January 2011 – 31 March 2011.

I January 2011 to 31 March 2011								
Connection Failures	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	40,616	14,721	150	2,188	0	57,675	139,955	87.31%
Failure to attend provider reengagement appointment (connect)	3,453	1,223	<20	163	0	4,849	13,870	8.65%
Failure to attend other Provider appointment	506	236	<20	<20	0	763	2,284	1.42%
Failure to attend Centrelink appointment	330	119	<20	<20	0	470	1,803	1.12%
Failure to comply with Job Search requirement in EPP	363	45	<20	<20	0	422	1,130	0.70%
Failure to enter EPP with provider	168	22	<20	<20	0	199	551	0.34%
Failure to attend CCA appointment	182	89	<20	<20	0	271	586	0.37%
Failure to return Job Seeker Diary	<20	<20	<20	<20	0	<20	45	0.03%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	0	<20	25	0.02%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	0	<20	33	0.02%
Other	<20	<20	<20	<20	0	<20	<20	N/A
Total	45,640	16,466	170	2,408	0	64,684	160,300	100.00%

I January 2011 to 31 March 2011								
Finalised CCA Outcome	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	887	350	<20	21	0	1,261	3,488	16.58%
No changes to servicing arrangements	1,494	663	<20	57	0	2,219	5,872	27.91%
Persistent non compliance (Serious Failure)	1,566	709	<20	21	0	2,297	4,775	22.70%
Change in activity - update EPP	1,854	709	<20	64	0	2,630	6,157	29.27%
JSCI updated. Referral to other stream recommended	196	65	<20	<20	0	268	745	3.54%
Total	5,997	2,496	<20	170	0	8,675	21,037	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 third quarter of the 2010/11 financial year (i.e. applied/finalised in the period 1/1/2011 -31/3/2011 inclusive) and not under review, revoked or otherwise overturned as at 08/06/2011. 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.