

Job Seeker Compliance Data – September Quarter 2009

The following tables show the most frequently occurring reasons for Financial Penalties, Connection Failures and Comprehensive Compliance Assessments (CCAs) for all registered job seekers for the quarter. The data is broken down by Gender, Indigenous Status, Age Group, 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 first quarter of the 2009/10 financial year (i.e. applied/finalised in the period 1/07/2009 -30/09/2009 inclusive) and not under review, revoked or otherwise overturned by the end of the next quarter (i.e. at 31/12/2009). The lag allowed to the end of the subsequent quarter was to allow for reviews and appeals to be finalised.
2. The Allowance Type breakdown refers to the payment type that a job seeker was in receipt of at the time of the compliance action ie New Start Allowance (NSA), Youth Allowance (YAL), Parenting Payment Partnered (PPP) & Parenting Payment Single (PPS) allowance.
3. This data was extracted by the Department of Education, Employment and Workplace Relations from the DEEWR DB2/CDS database.
4. Where very small numbers of failures (less than 20) of a particular type occur, the actual number is not published.

Table I - Financial Penalties, Connection Failures and CCAs By Gender**Financial Penalties - September quarter 2009 by Gender**

Eight week Non Payment Periods	Male	Male %	Female	Female %	Total	Total %
Voluntary unemployment	666	38.54%	283	16.38%	949	54.92%
Unemployment due to misconduct	527	30.50%	156	9.03%	683	39.53%
Refused a suitable job	33	1.91%	10	0.58%	43	2.49%
Did not commence suitable work	33	1.91%	8	0.46%	41	2.37%
Persistent non-compliance	11	0.64%	1	0.06%	12	0.69%
Sub Total 8 Week NPPs	1,270	73.50%	458	26.50%	1,728	100.00%

Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %
Failure to attend reconnection appointment	606	25.45%	174	7.31%	780	32.76%
Failure to attend activity specified in EPP - NSNP	986	41.41%	335	14.07%	1,321	55.48%
Failure to attend job interview - NSNP	144	6.05%	78	3.28%	222	9.32%
Inappropriate conduct in EPP activity - NSNP	22	0.92%	7	0.29%	29	1.22%
Inappropriate presentation or conduct at job interview - NSNP	18	0.76%	11	0.46%	29	1.22%
Sub Total Other Financial penalties	1,776	74.59%	605	25.41%	2,381	100.00%

Total Financial Penalties	3,046	74.13%	1,063	25.87%	4,109	100.00%
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Connection Failures - September quarter 2009 by Gender

Connection Failures	Male	Male %	Female	Female %	Total	Total %
Failure to attend provider appointment	9,550	57.18%	4,297	25.73%	13,847	82.91%
Failure to attend provider reengagement appointment	1,177	7.05%	472	2.83%	1,649	9.87%
Failure to attend other provider appointment	301	1.80%	133	0.80%	434	2.60%
Failure to comply with Job Search requirement in EPP	137	0.82%	47	0.28%	184	1.10%
Failure to enter EPP with provider	64	0.38%	20	0.12%	84	0.50%
Failure to return Job Seeker Diary	138	0.83%	45	0.27%	183	1.10%
Failure to attend Centrelink appointment	120	0.72%	53	0.32%	173	1.04%
Unsatisfactory Job Seeker Diary	87	0.52%	38	0.23%	125	0.75%
Other	20	0.13%	3	0.02%	23	0.14%
Total	11,594	69.42%	5,108	30.58%	16,702	100.00%

Finalised Comprehensive Compliance Assessments - September quarter 2009 by Gender

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %
JSCI updated - referral for JCA	76	41.30%	27	14.67%	103	55.98%
No changes to servicing arrangements	41	22.28%	13	7.07%	54	29.35%
Persistent non-compliance (also appears as 8 wk NPP)	12	6.52%	2	1.09%	14	7.61%
Change in activity - update EPP	11	5.98%	1	0.54%	12	6.52%
JSCI updated. Referral to other stream recommended	1	0.54%	0	0.00%	1	0.54%
Total	141	76.63%	43	23.37%	184	100.00%

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

Financial Penalties - September quarter 2009 by Indigenous Status						
Eight week Non Payment Periods	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Voluntary unemployment	54	3.13%	895	51.79%	949	54.92%
Unemployment due to misconduct	37	2.14%	646	37.38%	683	39.53%
Refused a suitable job	1	0.06%	42	2.43%	43	2.49%
Did not commence suitable work	2	0.12%	39	2.26%	41	2.37%
Persistent non-compliance	1	0.06%	11	0.64%	12	0.69%
Sub Total 8 Week NPPs	95	5.50%	1,633	94.50%	1,728	100.00%
Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Failure to attend reconnection appointment	126	5.29%	654	27.47%	780	32.76%
Failure to attend activity specified in EPP - NSNP	258	10.84%	1,063	44.65%	1,321	55.48%
Failure to attend job interview - NSNP	27	1.13%	195	8.19%	222	9.32%
Inappropriate conduct in EPP activity - NSNP	2	0.08%	27	1.13%	29	1.22%
Inappropriate presentation or conduct at job interview - NSNP	0	0.00%	29	1.22%	29	1.22%
Sub Total Other Financial penalties	413	17.35%	1,968	82.65%	2,381	100.00%
Total Financial Penalties	508	12.36%	3,601	87.64%	4,109	100.00%

Connection Failures - September quarter 2009 by Indigenous Status

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Failure to attend provider appointment	2,261	13.54%	11,586	69.37%	13,847	82.91%
Failure to attend provider reengagement appointment	387	2.32%	1,262	7.56%	1,649	9.87%
Failure to attend other provider appointment	72	0.43%	362	2.17%	434	2.60%
Failure to comply with Job Search requirement in EPP	15	0.09%	169	1.01%	184	1.10%
Failure to enter EPP with provider	5	0.03%	79	0.47%	84	0.50%
Failure to return Job Seeker Diary	11	0.07%	172	1.03%	183	1.10%
Failure to attend Centrelink appointment	26	0.16%	147	0.88%	173	1.04%
Unsatisfactory Job Seeker Diary	10	0.06%	115	0.69%	125	0.75%
Other	1	0.01%	22	0.14%	23	0.14%
Total	2,788	16.69%	13,914	83.31%	16,702	100.00%

Finalised Comprehensive Compliance Assessments - September quarter 2009 by Indigenous Status

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
JSCI updated - referral for JCA	18	9.78%	85	46.20%	103	55.98%
No changes to servicing arrangements	6	3.26%	48	26.09%	54	29.35%
Persistent non-compliance (also appears as 8 wk NPP)	1	0.54%	11	5.98%	12	6.52%
Change in activity - update EPP	2	1.09%	12	6.52%	14	7.61%
JSCI updated. Referral to other stream recommended	1	0.54%	0	0.00%	1	0.54%
Total	28	15.22%	156	84.78%	184	100.00%

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

Financial Penalties - September quarter 2009 by Age Group

Eight week Non Payment Periods	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Voluntary unemployment	94	403	222	182	48	949
Unemployment due to misconduct	55	311	160	131	26	683
Refused a suitable job	3	16	15	5	4	43
Did not commence suitable work	5	14	11	8	3	41
Persistent non-compliance	2	7	1	2	0	12
Sub Total 8 Week NPPs	159	751	409	328	81	1,728

Other Financial Penalties (Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Failure to attend reconnection appointment	238	403	95	41	3	780
Failure to attend activity specified in EPP - NSNP	357	619	182	139	24	1,321
Failure to attend job interview - NSNP	65	94	34	25	4	222
Inappropriate conduct in EPP activity - NSNP	5	12	3	6	3	29
Inappropriate presentation or conduct at job interview - NSNP	3	5	6	10	5	29
Sub Total Other Financial penalties	668	1,133	320	221	39	2,381

Total Financial Penalties	827	1,884	729	549	120	4,109
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Connection Failures - September quarter 2009 by Age Group

Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Failure to attend provider appointment	3,231	6,326	2,639	1,465	186	13,847
Failure to attend provider reengagement appointment	431	780	302	131	5	1,649
Failure to attend other provider appointment	104	194	80	52	4	434
Failure to comply with Job Search requirement in EPP	43	73	25	34	9	184
Failure to enter EPP with provider	5	21	21	21	16	84
Failure to return Job Seeker Diary	38	86	39	18	2	183
Failure to attend Centrelink appointment	36	79	41	15	2	173
Unsatisfactory Job Seeker Diary	33	51	20	17	4	125
Other	3	9	5	6	0	23
Total	3,924	7,619	3,172	1,759	228	16,702

Finalised Comprehensive Compliance Assessments - September quarter 2009 by Age Group

Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
JSCI updated - referral for JCA	34	47	14	7	1	103
No changes to servicing arrangements	11	30	6	7	0	54
Persistent non-compliance (also appears as 8 wk NPP)	2	7	1	2	0	12
Change in activity - update EPP	5	4	4	1	0	14
JSCI updated. Referral to other stream recommended	0	1	0	0	0	1
Total	52	89	25	17	1	184

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

Financial Penalties - September quarter 2009 by Employment Services

Eight week Non Payment Periods	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
Voluntary unemployment	N/A *	N/A *	N/A *	N/A *	N/A *	949
Unemployment due to misconduct	N/A *	N/A *	N/A *	N/A *	N/A *	683
Refused a suitable job	1	20	14	3	5	43
Did not commence suitable work	0	28	8	3	2	41
Persistent non-compliance	4	2	5	0	1	12
Sub Total 8 Week NPPs	5	50	27	6	8	1,728

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
Failure to attend reconnection appointment	179	209	233	137	22	780
Failure to attend activity specified in EPP - NSNP	50	389	658	163	61	1,321
Failure to attend job interview - NSNP	13	110	65	22	12	222
Inappropriate conduct in EPP activity - NSNP	1	4	12	3	9	29
Inappropriate presentation or conduct at job interview - NSNP	2	11	9	1	6	29
Sub Total Other Financial penalties	245	723	977	326	110	2,381

Total Financial Penalties	250	773	1,004	332	118	4,109
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Connection Failures - September quarter 2009 by Employment Services

Connection Failures	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
Failure to attend provider appointment	3,074	3,159	4,053	2,666	895	13,847
Failure to attend provider reengagement appointment	332	330	472	429	86	1,649
Failure to attend other provider appointment	70	98	149	59	58	434
Failure to comply with Job Search requirement in EPP	50	51	61	15	7	184
Failure to enter EPP with provider	2	16	33	22	11	84
Failure to return Job Seeker Diary	113	36	17	16	1	183
Failure to attend Centrelink appointment	46	28	50	42	7	173
Unsatisfactory Job Seeker Diary	86	26	4	5	4	125
Other	7	3	7	5	1	23
Total	3,780	3,747	4,846	3,259	1,070	16,702

Finalised Comprehensive Compliance Assessments - September quarter 2009 by Employment Services

Finalised CCA Outcome	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
JSCI updated - referral for JCA	18	22	42	14	7	103
No changes to servicing arrangements	7	8	27	8	4	54
Persistent non-compliance (also appears as 8 wk NPP)	4	2	5	0	1	12
Change in activity - update EPP	2	1	10	1	0	14
JSCI updated. Referral to other stream recommended	0	1	0	0	0	1
Total	31	34	84	23	12	184

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

Financial Penalties - September quarter 2009 by Allowance Type

Eight week Non Payment Periods	NSA	YAL	PPP	PPS	Other	Total
Voluntary unemployment	N/A *	N/A *	N/A *	N/A *	N/A *	949
Unemployment due to misconduct	N/A *	N/A *	N/A *	N/A *	N/A *	683
Refused a suitable job	38	3	0	1	1	43
Did not commence suitable work	33	5	1	0	2	41
Persistent non-compliance	10	2	0	0	0	12
Sub Total 8 Week NPPs	81	10	1	1	3	1,728

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
Failure to attend reconnection appointment	503	243	2	24	8	780
Failure to attend activity specified in EPP - NSNP	895	356	7	39	24	1,321
Failure to attend job interview - NSNP	148	66	1	2	5	222
Inappropriate conduct in EPP activity - NSNP	22	5	0	1	1	29
Inappropriate presentation or conduct at job interview - NSNP	22	3	1	2	1	29
Sub Total Other Financial penalties	1,590	673	11	68	39	2,381

Total Financial Penalties	1,671	683	12	69	42	4,109
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Connection Failures - September quarter 2009 by Allowance Type

Connection Failures	NSA	YAL	PPP	PPS	Other	Total
Failure to attend provider appointment	9,470	3,199	110	722	346	13,847
Failure to attend provider reengagement appointment	1,118	424	9	69	29	1,649
Failure to attend other provider appointment	294	101	5	21	13	434
Failure to comply with Job Search requirement in EPP	128	44	0	4	8	184
Failure to enter EPP with provider	70	5	1	3	5	84
Failure to return Job Seeker Diary	136	40	0	4	3	183
Failure to attend Centrelink appointment	121	32	0	14	6	173
Unsatisfactory Job Seeker Diary	85	35	2	0	3	125
Other	17	3	0	1	2	23
Total	11,439	3,883	127	838	415	16,702

Finalised Comprehensive Compliance Assessments - September quarter 2009 by Allowance Type

Finalised CCA Outcome	NSA	YAL	PPP	PPS	Other	Total
JSCI updated - referral for JCA	60	35	0	5	3	103
No changes to servicing arrangements	38	11	0	4	1	54
Persistent non-compliance (also appears as 8 wk NPP)	10	2	0	0	0	12
Change in activity - update EPP	8	5	0	1	0	14
JSCI updated. Referral to other stream recommended	1	0	0	0	0	1
Total	117	53	0	10	4	184