

Job Seeker Compliance Data – September Quarter 2010

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Part A

1- Number of job seekers

	Active job seekers		Job Seekers suspended in employment services					Total job seekers
			Temporary exemption	Reduced work capacity	Approved activity	Total suspended job seekers		
	No.	%	No.	No.	No.	No.	%	No.
30 Sept 2010	525,765	71%	62,545	49,451	103,239	215,235	29%	741,000

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 September 2010.

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

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

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

“Reduced work capacity” means job seekers who have a reduced work capacity of 0-14 hours a week and are not required to engage with an employment 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
30 Sept 2010	154,955	21%

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

“Number of job seekers with a Vulnerability Indicator” means job seekers (including early school leavers) who, at the end of the quarter, had one 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 Jul 2010 – 30 Sept 2010	1,422,824	56%	20%	14%	10%	1,136,353	44%	2,559,177

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 – Number of Participation Reports and Contact Requests

	Participation Reports (PRs)		Contact Requests (CRs)	
	No. of PRs	% of active job seekers	No. of CRs	% of active job seekers
1 Jul 2010 – 30 Sept 2010	128,147	15%	83,631	10%

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 of the job seekers 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 Jul 2010 – 30 Sept 2010	83%	15%	124,956	98%	2%	128,147

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 Response to Participation Reports – Overview

	Participation Failure imposed ("PR Applied")		Participation Failure not imposed ("PR Rejected")		Total Reports
	No.	%	No.	%	No.
1 Jul 2010 - 30 Sept 2010	55,630	43%	72,517	57%	128,147

Participation Reports shown are for Connection, Reconnection, No Show, No Pay and also for Serious Failure 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 Jul 2010 – 30 Sept 2010	49,778	69%	6%	16%	9%	<1%	22,739	31%	72,517

“*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 Jul 2010 – 30 Sept 2010	13%	13%	15%	7%	5%	5%	4%	3%	4%	69%	49,778

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	610,270	82%	N/A
	1	64,793	9%	23%
	2	27,008	4%	18%
	3	14,283	2%	14%
	4	8,407	1%	11%
	5+	16,239	2%	34%
1 October 2009 – 30 Sept 2010		741,000	100%	100%

“No. of job seekers” means the total number of job seekers (including early school leavers) as at 30 September 2010.

“% of job seekers” indicates the proportion of the total number of job seekers as at 30 September 2010 who received the specified number of Participation Reports over the preceding twelve months.

“% of all Participation Reports” indicates the % of Participation Reports submitted in relation to each particular cohort of job seekers as at 30 September 2010 during the preceding twelve month period (e.g. 18 per cent of all PRs submitted between 1 October 2009 and 30 September 2010 were submitted in relation to job seekers at 30 September who received two Participation Reports during this period).

9 – Number of Participation Failures

	No. of Participation Failures	% of active job seekers
1 Jul 2010 – 30 Sept 2010	56,130	7%

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 Jul 2010 – 30 Sept 2010	43,822	78%	3,659	7%	7,943	14%	706	1%	56,130

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 Jul 2010 – 30 Sept 2010	500	71%	110	15%	96	14%	706

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 Jul 2010 – 31 Sept 2010	500	11%	938	188	1,126	25%	1,301	29%	1,576	35%	4,503

“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.
30 Sept 2010	349	49%	345	49%	12	2%	706

“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 Assessment by Gender

I July 2010 to 30 September 2010						
Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %
Voluntary unemployment – UNPP	1,496	38.92%	627	16.31%	2,123	55.23%
Unemployment due to misconduct – UNPP	820	21.33%	195	5.07%	1,015	26.40%
Persistent non compliance – Serious	422	10.98%	78	2.03%	500	13.01%
Refused a suitable job – Serious	76	1.98%	34	0.88%	110	2.86%
Did not commence suitable work – Serious	77	2.00%	<20	N/A	96	2.50%
Sub Total NPPs	2,891	75.21%	953	24.79%	3,844	100.00%

I July 2010 to 30 September 2010						
Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %
Failure to attend provider reconnection	2,821	24.31%	838	7.22%	3,659	31.54%
Failure to attend activity specified in EPP - NSNP	5,440	46.89%	1,873	16.14%	7,313	63.03%
Failure to attend job interview - NSNP	304	2.62%	154	1.33%	458	3.95%
Inappropriate conduct in EPP activity - NSNP	78	0.67%	<20	N/A	96	0.83%
Inappropriate presentation or conduct at job interview - NSNP	54	0.47%	22	0.19%	76	0.66%
Sub Total Other Financial penalties	8,697	74.96%	2,905	25.04%	11,602	100.00%

Total Financial Penalties	11,588	75.02%	3,858	24.98%	15,446	100.00%
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1 July 2010 to 30 September 2010						
Connection Failures	Male	Male %	Female	Female %	Total	Total %
Failure to attend Provider appointment	26,051	59.45%	11,406	26.03%	37,457	85.48%
Failure to attend provider reengagement appointment (connect)	3,005	6.86%	1,340	3.06%	4,345	9.92%
Failure to attend other Provider appointment	562	1.28%	190	0.43%	752	1.72%
Failure to attend Centrelink appointment	457	1.04%	188	0.43%	645	1.47%
Failure to comply with Job Search requirement in EPP	187	0.43%	85	0.19%	272	0.62%
Failure to enter EPP with provider	130	0.30%	37	0.08%	167	0.38%
Failure to attend CCA appointment	105	0.24%	25	0.06%	130	0.30%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	20	0.05%
Failure to enter EPP at ESP reengage (connect)	<20	N/A	<20	N/A	<20	N/A
Unsatisfactory Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A
Other	<20	N/A	<20	N/A	<20	N/A
Total	30,540	69.69%	13,282	30.31%	43,822	100.00%

1 July 2010 to 30 September 2010						
Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %
JSCI updated - referral for JCA	723	16.06%	215	4.77%	938	20.83%
No changes to servicing arrangements	1,150	25.54%	426	9.46%	1,576	35.00%
Persistent non compliance (Serious Failure)	422	9.37%	78	1.73%	500	11.10%
Change in activity - update EPP	961	21.34%	340	7.55%	1,301	28.89%
JSCI updated. Referral to other stream recommended	146	3.24%	42	0.93%	188	4.17%
Total	3,402	75.55%	1,101	24.45%	4,503	100.00%

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

1 July 2010 to 30 September 2010						
Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Voluntary unemployment – UNPP	192	4.99%	1,931	50.23%	2,123	55.23%
Unemployment due to misconduct – UNPP	84	2.19%	931	24.22%	1,015	26.40%
Persistent non compliance – Serious	109	2.84%	391	10.17%	500	13.01%
Refused a suitable job – Serious	<20	N/A	101	2.63%	110	2.86%
Did not commence suitable work – Serious	<20	N/A	83	2.16%	96	2.50%
Sub Total NPPs	407	10.59%	3,437	89.41%	3,844	100.00%

1 July 2010 to 30 September 2010						
Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Failure to attend provider reconnection	897	7.73%	2,762	23.81%	3,659	31.54%
Failure to attend activity specified in EPP - NSNP	1,401	12.08%	5,912	50.96%	7,313	63.03%
Failure to attend job interview - NSNP	42	0.36%	416	3.59%	458	3.95%
Inappropriate conduct in EPP activity - NSNP	<20	N/A	85	0.73%	96	0.83%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	70	0.60%	76	0.66%
Sub Total Other Financial penalties	2,357	20.32%	9,245	79.68%	11,602	100.00%

Total Financial Penalties	2,764	17.89%	12,682	82.11%	15,446	100.00%
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1 July 2010 to 30 September 2010						
Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Failure to attend Provider appointment	7,491	17.09%	29,966	68.38%	37,457	85.48%
Failure to attend provider reengagement appointment (connect)	1,076	2.46%	3,269	7.46%	4,345	9.92%
Failure to attend other Provider appointment	160	0.37%	592	1.35%	752	1.72%
Failure to attend Centrelink appointment	160	0.37%	485	1.11%	645	1.47%
Failure to comply with Job Search requirement in EPP	26	0.06%	246	0.56%	272	0.62%
Failure to enter EPP with provider	20	0.05%	147	0.34%	167	0.38%
Failure to attend CCA appointment	21	0.05%	109	0.25%	130	0.30%
Failure to return Job Seeker Diary	<20	<20	20	0.05%	20	0.05%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20
Other	<20	<20	<20	<20	<20	<20
Total	8,956	20.44%	34,866	79.56%	43,822	100.00%

1 July 2010 to 30 September 2010						
Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
JSCI updated - referral for JCA	176	3.91%	762	16.92%	938	20.83%
No changes to servicing arrangements	336	7.46%	1,240	27.54%	1,576	35.00%
Persistent non compliance (Serious Failure)	109	2.42%	391	8.68%	500	11.10%
Change in activity - update EPP	356	7.91%	945	20.99%	1,301	28.89%
JSCI updated. Referral to other stream recommended	33	0.73%	155	3.44%	188	4.17%
Total	1,010	22.43%	3,493	77.57%	4,503	100.00%

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

I July 2010 to 30 September 2010							
Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Total %
Voluntary unemployment – UNPP	275	927	461	355	105	2,123	55.23%
Unemployment due to misconduct – UNPP	120	437	238	185	35	1,015	26.40%
Persistent non compliance – Serious	151	269	50	27	<20	500	13.01%
Refused a suitable job – Serious	<20	54	<20	23	<20	110	2.86%
Did not commence suitable work – Serious	<20	43	20	<20	<20	96	2.50%
Sub Total NPPs	579	1,730	785	602	148	3,844	100%

I July 2010 to 30 September 2010							
Other Financial Penalties (Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Total %
Failure to attend provider reconnection	1,121	1,792	547	179	20	3,659	31.54%
Failure to attend activity specified in EPP - NSNP	2,013	3,227	1,188	811	74	7,313	63.03%
Failure to attend job interview - NSNP	112	222	74	44	<20	458	3.95%
Inappropriate conduct in EPP activity - NSNP	29	33	<20	<20	<20	96	0.83%
Inappropriate presentation or conduct at job interview - NSNP	<20	<20	<20	21	<20	76	0.65%
Sub Total Other Financial penalties	3,289	5,290	1,841	1,074	108	11,602	100%

Total Financial Penalties	3,868	7,020	2,626	1,676	256	15,446	100%
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I July 2010 to 30 September 2010							
Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Total %
Failure to attend Provider appointment	8,963	16,807	7,364	3858	465	37457	85.48%
Failure to attend provider reengagement appointment (connect)	1,044	2,105	845	321	30	4345	9.92%
Failure to attend other Provider appointment	187	338	135	89	<20	752	1.72%
Failure to attend Centrelink appointment	105	300	133	88	<20	645	1.47%
Failure to comply with Job Search requirement in EPP	26	121	57	55	<20	272	0.62%
Failure to enter EPP with provider	21	44	30	61	<20	167	0.38%
Failure to attend CCA appointment	37	77	<20	<20	<20	130	0.30%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	20	0.05%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	N/A
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	N/A
Other	<20	<20	<20	<20	<20	<20	N/A
Total	10,395	19,821	8,583	4,480	543	43,822	100%

I July 2010 to 30 September 2010							
Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Total %
JSCI updated - referral for JCA	230	496	155	54	<20	938	20.83%
No changes to servicing arrangements	458	770	248	90	<20	1,576	35.00%
Persistent non compliance (Serious Failure)	151	269	50	27	<20	500	11.10%
Change in activity - update EPP	387	603	203	97	<20	1,301	28.89%
JSCI updated. Referral to other stream recommended	44	101	30	<20	<20	188	4.17%
Total	1,270	2,239	686	281	27	4,503	100%

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

I July 2010 to 30 September 2010								
Non Payment Periods (Serious and UNPPs)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Not in Employment Services	Total	Total %
Voluntary unemployment – UNPP	362	267	86	46	<20	1,355	2,123	55.23%
Unemployment due to misconduct – UNPP	179	116	22	<20	<20	672	1,015	26.40%
Persistent non compliance – Serious	99	197	162	41	<20	N/A	500	13.01%
Refused a suitable job – Serious	<20	61	25	<20	<20	N/A	110	2.86%
Did not commence suitable work – Serious	<20	47	23	<20	<20	N/A	96	2.50%
Sub Total NPPs	653	688	318	141	<20	2,027	3,844	100%

I July 2010 to 30 September 2010								
Other Financial Penalties (Reconnection and NSNP)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Not in Employment Services	Total	Total %
Failure to attend provider reconnection	658	1,122	857	943	79	N/A	3,659	31.54%
Failure to attend activity specified in EPP - NSNP	976	2,683	2,509	1,035	110	N/A	7,313	63.03%
Failure to attend job interview - NSNP	32	215	114	83	<20	N/A	458	3.95%
Inappropriate conduct in EPP activity - NSNP	<20	29	29	24	<20	N/A	96	0.83%
Inappropriate presentation or conduct at job interview - NSNP	<20	43	23	<20	<20	N/A	76	0.66%
Sub Total Other Financial penalties	1,676	4,092	3,532	2,089	213	N/A	11,602	100%

Total Financial Penalties	2,329	4,780	3,850	2,230	230	2,027	15,446	100%
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1 July 2010 to 30 September 2010							
Connection Failures	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Total %
Failure to attend Provider appointment	6,297	11,493	8,770	9,374	1,523	37,457	85.48%
Failure to attend provider reengagement appointment (connect)	531	1,022	1,037	1,597	158	4,345	9.92%
Failure to attend other Provider appointment	125	193	173	188	73	752	1.72%
Failure to attend Centrelink appointment	209	200	218	<20	<20	645	1.47%
Failure to comply with Job Search requirement in EPP	50	95	93	32	<20	272	0.62%
Failure to enter EPP with provider	28	33	53	35	<20	167	0.38%
Failure to attend CCA appointment	26	44	42	<20	<20	130	0.30%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	20	0.05%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	N/A
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	N/A
Other	<20	<20	<20	<20	<20	<20	N/A
Total	7,302	13,091	10,388	11,263	1,778	43,822	100%

1 July 2010 to 30 September 2010							
Finalised CCA Outcome	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Total %
JSCI updated - referral for JCA	131	363	327	96	21	938	20.83%
No changes to servicing arrangements	176	451	450	427	72	1,576	35.00%
Persistent non compliance (Serious Failure)	99	197	162	41	<20	500	11.10%
Change in activity - update EPP	73	201	333	644	50	1,301	28.89%
JSCI updated. Referral to other stream recommended	33	74	76	<20	<20	188	4.17%
Total	512	1,286	1,348	1,210	147	4,503	100%

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

I July 2010 to 30 September 2010								
Non Payment Periods (Serious and UNPPs)	NSA	YAL	PPP	PPS	Other	Not on allowance	Total	Total %
Voluntary unemployment – UNPP	292	58	0	<20	0	1,766	2,123	55.23%
Unemployment due to misconduct – UNPP	107	<20	0	<20	0	893	1,015	26.40%
Persistent non compliance – Serious	339	150	<20	<20	<20	N/A	500	13.01%
Refused a suitable job – Serious	90	<20	<20	<20	<20	N/A	110	2.86%
Did not commence suitable work – Serious	75	<20	<20	<20	<20	N/A	96	2.50%
Sub Total NPPs	903	252	<20	<20	<20	2,659	3,844	100%

I July 2010 to 30 September 2010								
Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPP	PPS	Other	Not on allowance	Total	Total %
Failure to attend provider reconnection	2,436	1,114	<20	73	29	N/A	3,659	31.54%
Failure to attend activity specified in EPP - NSNP	5,006	2,001	24	176	106	N/A	7,313	63.03%
Failure to attend job interview - NSNP	329	111	<20	<20	<20	N/A	458	3.95%
Inappropriate conduct in EPP activity - NSNP	66	29	<20	<20	<20	N/A	96	0.83%
Inappropriate presentation or conduct at job interview - NSNP	59	14	<20	<20	<20	N/A	76	0.66%
Sub Total Other Financial penalties	7,896	3,269	34	260	143	N/A	11,602	100%

Total Financial Penalties	8,799	3,521	36	284	147	2,659	15,446	100%
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I July 2010 to 30 September 2010							
Connection Failures	NSA	YAL	PPP	PPS	Other	Total	Total %
Failure to attend Provider appointment	26,479	8,917	155	1,375	531	37,457	85.48%
Failure to attend provider reengagement appointment (connect)	3,081	1,037	19	144	64	4,345	9.92%
Failure to attend other Provider appointment	528	184	<20	<20	<20	752	1.72%
Failure to attend Centrelink appointment	502	106	<20	<20	<20	645	1.47%
Failure to comply with Job Search requirement in EPP	226	26	<20	<20	<20	272	0.62%
Failure to enter EPP with provider	131	21	<20	<20	<20	167	0.38%
Failure to attend CCA appointment	90	38	<20	<20	<20	130	0.30%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	20	0.05%
Failure to enter EPP at ESP reengage (connect)	<20	<20	<20	<20	<20	<20	N/A
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	<20	N/A
Other	<20	<20	<20	<20	<20	<20	N/A
Total	31,079	10,341	191	1,576	635	43,822	100%

I July 2010 to 30 September 2010							
Finalised CCA Outcome	NSA	YAL	PPP	PPS	Other	Total	Total %
JSCI updated - referral for JCA	662	228	<20	24	21	938	20.83%
No changes to servicing arrangements	1,069	452	<20	25	23	1,576	35.00%
Persistent non compliance (Serious Failure)	339	150	<20	<20	<20	500	11.10%
Change in activity - update EPP	861	382	<20	29	26	1,301	28.89%
JSCI updated. Referral to other stream recommended	139	42	<20	<20	<20	188	4.17%
Total	3,070	1,254	<20	92	74	4,503	100%

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 DEEWR website.

Notes:

1. The above tables show all compliance actions that were applied or finalised during the first quarter of the 2010/11 financial year (i.e. applied/finalised in the period 1/7/2010 - 30/9/2010 inclusive) and not under review, revoked or otherwise overturned as at 31/12/2010. 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. This data was extracted by the Department of Education, Employment and Workplace Relations from the DEEWR DB2/CDS database.