

Job Seeker Compliance Data – June Quarter 2012

Contents

Part A 2

- 1 - Number of job seekers..... 2**
- 2 – Job seekers with a Vulnerability Indicator..... 3**
- 3 – Attendance at Appointments with JSA providers 3**
- 4 –Income support payment suspensions for non-attendance at appointments/activities..... 4**
- 5 – Numbers of Participation Reports and Contact Requests..... 4**
- 6 – Reasons for Participation Reports submitted 5**
- 7 – DHS responses to Participation Reports – Overview..... 6**
- 8 – DHS reasons for applying Participation Reports 6**
- 9 – DHS reasons for rejecting Participation Reports 7**
- 10 - Number of Participation Reports per job seeker 9**
- 11 – Number of Participation Failures 9**
- 12 – Types of Participation Failures: Overview 10**
- 13 – Types of Participation Failures: Serious Failures 10**
- 14 – Outcomes of Comprehensive Compliance Assessments..... 11**
- 15 - Sanctions for Serious Failures..... 12**

Part B 13

- 16 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Gender..... 13**
- 17 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Indigenous Status..... 15**
- 18 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Age Group..... 17**
- 19 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Employment Services 19**
- 20 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Allowance Type..... 21**

Glossary..... 23

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 June 2012	538,361	72%	69,721	39,290	99,543	208,554	28%	746,915

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 2012.

“*Active job seekers*” means job seekers (including early school leavers) who were engaging with their employment services 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 the Department of Human Services (DHS).

“*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 June 2012	136,468	18%

“*Vulnerability*” means that a job seeker has a diagnosed condition or personal circumstance (e.g. homelessness, mental illness) that may currently impact on their capacity to comply with participation requirements, although 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 Employment Services providers

Quarter/Financial Year		Appointments attended		Appointments not attended					Total Appointments
				Valid reason	Invalid reason	Discretion	Total		No.
		No.	%	%	%	%	No.	%	No.
I April to 30 June 2012	JSA	1,520,354	60%	16%	18%	6%	1,012,967	40%	2,533,321
	DES	340,116	75%	12%	5%	8%	113,198	25%	453,314
	TOTAL	1,860,470	62%	15%	16%	7%	1,126,165	38%	2,986,635
I July 2011 to 30 June 2012	JSA	5,829,844	61%	16%	16%	7%	3,758,535	39%	9,588,379
	DES	1,323,092	76%	12%	4%	8%	417,511	24%	1,740,603
	TOTAL	7,152,936	63%	15%	15%	7%	4,176,046	37%	11,328,982

Commencing from the June quarter of 2011-12, the methodology for extracting attendance data has been revised. Historical data showing attendance rates using both the old and new methodology is available separately on the Job Seeker Compliance Data web page.

Appointment data is a count of all appointments with Job Services Australia and Disability Employment Services providers that activity tested job seekers are required to attend.

“*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 DHS.

“*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 DHS 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 –Income support payment suspensions for non-attendance at appointments/activities

	Number of payment suspensions for job seekers missing usual appointment	Number of payment suspensions for job seekers following disengagement from an activity	Number of payment suspensions for not attending a reconnection appointment		Total suspensions
			Job seeker with Vulnerability Indicator	Job seeker without Vulnerability Indicator	
1 April to 30 June 2012	80,034	10,352	7,078	17,429	114,893
1 July 2011 to 30 June 2012	287,649	35,368	29,748	69,257	422,022

This table includes all participation payment suspensions as a result of non attendance at JSA and DES provider appointments applied under the compliance arrangements introduced from 1 July 2011.

'Number of payment suspensions for not attending a reconnection appointment' includes income support payment suspensions relating to a reconnection requirement given under the new arrangements. A reconnection requirement is given following an initial failure to attend a usual appointment or where the provider indicates on a Participation Report submitted for a No Show No Pay failure that the job seeker has disengaged from their activity. Although job seekers with Vulnerability Indicators do not have their income support payment suspended for either of these reasons, they are still required to attend a reconnection appointment following a failure to attend a usual appointment or following disengagement from an activity and can be suspended for missing the reconnection appointment.

5 – 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 April to 30 June 2012	176,496	21%	53,438	6%

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 DHS 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.

6 – Reasons for Participation Reports submitted

	Main Reasons		Total for main reasons		Other reasons	Total for all reasons
	Failure to attend provider appointment	Failure to attend activity				
	%	%	No.	%	%	No.
1 April to 30 June 2012	79%	16%	168,045	95%	5%	176,496
1 July 2011 to 30 June 2012	79%	16%	661,078	95%	5%	698,151

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 DHS 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.

7 – DHS responses to Participation Reports – Overview

	Participation Failure imposed ("PR applied")		Participation Failure not imposed ("PR rejected")		Total Reports
	No.	%	No.	%	No.
1 April to 30 June 2012	117,686	67%	58,810	33%	176,496
1 July 2011 to 30 June 2012	457,814	66%	240,337	34%	698,151

Figures for “Participation Failure imposed” may differ from figures for “No. of Participation Failures” in Table I I below because the above table only includes failures that are reported via a Participation Report from a provider; that is, Connection, Reconnection, No Show No Pay, and 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 DHS prior to the job seeker commencing in employment services.

“PR Applied %” means the proportion of Participation Reports that have led to imposition of a Participation Failure by DHS.

“PR Rejected %” means the proportion of Participation Reports that have not led to imposition of a failure by DHS.

8 – DHS reasons for applying Participation Reports

	Prior notice of reasonable excuse required				Prior notice not relevant – no reasonable excuse		Total applied	
	Prior notice not given		Prior notice given but no reasonable excuse		No	%	No.	%
	No.	%	No.	%				
1 April to 30 June 2012	92,570	79%	6,587	5%	18,529	16%	117,686	67%
1 July 2011 to 30 June 2012	339,366	74%	24,239	5%	94,209	21%	457,814	66%

Since 1 July 2011, if a job seeker is unable to attend an appointment or activity they must give prior notice of a reasonable excuse where it is reasonable to expect them to do so. If they fail to do so, a penalty may be applied regardless of the reason for non-attendance. Job seekers can therefore have penalties applied where: they failed to give prior notice of a reason for not attending an appointment or activity; they gave prior notice but their excuse was not accepted by DHS as reasonable; or where there was no requirement to give prior notice (because the failure did not relate to attendance - for example, a failure to enter an Employment Pathway Plan) but the job seeker had no reasonable excuse for their action.

9 – DHS reasons for rejecting Participation Reports

DHS reasons for rejecting Participation Reports: Overview									
	Job seeker had reasonable excuse		Procedural errors relating to:				Total procedural errors		Total rejections
			Nature of requirements	Notifying requirements	Submitting PRs	Other			
	No.	%	%	%	%	%	No.	%	No.
1 April to 30 June 2012	33,967	58%	7%	22%	11%	2%	24,843	42%	58,810
1 July 2011 to 30 June 2012	141,413	59%	7%	21%	11%	2%	98,924	41%	240,337

“*Job seeker had reasonable excuse*” means that DHS determined that the job seeker had a reasonable excuse for failing to comply with the requirement.

“*Nature of requirements*” means that DHS 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 DHS 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 DHS 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 DHS 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).

DHS 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 rejections for reasonable excuse	
	%	%	%	%	%	%	%	%	%	%	No.
1 April to 30 June 2012	8%	16%	10%	6%	4%	5%	3%	1%	5%	58%	33,967
1 July 2011 to 30 June 2012	7%	15%	11%	7%	4%	5%	3%	2%	4%	59%	141,413

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%.

Discrepancies may occur between the sum of the component percentages and the total percentage, due to the rounding.

“*Medical reason A*” means that DHS 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 DHS 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 DHS 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 DHS 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 DHS 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 DHS determined that a job seeker’s homelessness prevented the job seeker from being able to comply with the requirement.

“*Transport difficulties*” means that DHS 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 DHS 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).

10 - 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	567,350	76%	N/A
	1	79,843	11%	17%
	2	36,959	5%	16%
	3	22,471	3%	14%
	4	13,863	2%	12%
	5+	26,429	3%	41%
30 June 2012	Total	746,915	100%	100%

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 30 June 2012.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 30 June 2012 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 2012 during the preceding twelve month period (e.g. 16 per cent of all PRs submitted between 1 July 2011 and 30 June 2012 were submitted in relation to those job seekers at 30 June 2012 who received two Participation Reports during this period).

11 – Number of Participation Failures

	No. of Participation Failures	% of active job seekers
1 April to 30 June 2012	122,428	14%

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 DHS 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 participation failures” may differ from figures for “Participation failures imposed” in Table 7 above because Table 7 does not include Serious Failures for persistent non-compliance (for the reason given in the note to Table 7).

12 – Types of Participation Failures: Overview

	Connection Failures		Reconnection Failures		No Show No Pay Failures		Serious Failures		Total Failures
	No.	%	No.	%	No.	%	No	%	No.
1 April to 30 June 2012	82,992	68%	14,239	12%	20,038	16%	5,159	4%	122,428
1 July 2011 to 30 June 2012	325,368	68%	54,782	12%	75,653	16%	20,135	4%	475,938

Serious Failures shown are for failing to accept or commence a suitable job as well as for persistent non-compliance.

13 – 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 April to 30 June 2012	4,742	91%	184	4%	233	5%	5,159
1 July 2011 to 30 June 2012	18,124	90%	887	4%	1,124	6%	20,135

14 – Outcomes of Comprehensive Compliance Assessments

	Serious Failure (8 week penalty) imposed for persistent non-compliance		Further assessment/assistance				Change in activity		Other action or no action		Total
			Referral for ESAt	Referral to other stream	Total						
	No.	%	No.	No.	No.	%	No.	%	No.	%	No.
1 April to 30 June 2012	4,742	30%	1,265	268	1,533	10%	3,041	20%	6,236	40%	15,552
1 July 2011 to 30 June 2012	18,124	29%	6,291	1,086	7,377	12%	12,907	21%	23,563	38%	61,971

“Referral for ESAt” 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 an Employment Services Assessment. Employment Services Assessments superseded Job Capacity Assessments from 1 July 2011.

“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.

15 - Sanctions for Serious Failures

	Serious Failures						
	Non Payment Period		Financial penalty waived				Total
			Compliance Activity		Financial Hardship		
	No.	%	No.	%	No.	%	No.
1 April to 30 June 2012	1,462	29%	3,627	70%	70	1%	5,159
1 July 2011 to 30 June 2012	6,652	33%	13,247	66%	236	1%	20,135

Discrepancies may occur between the sum of the component percentages and the total percentage, due to rounding.

“*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

16 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Gender

I April 2012 to 30 June 2012								
Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	2,776	25.18%	1,476	13.39%	4,252	38.57%	17,222	39.21%
Unemployment due to misconduct – UNPP	1,243	11.27%	371	3.37%	1,614	14.64%	6,566	14.95%
Persistent non compliance – Serious	3,548	32.18%	1,194	10.83%	4,742	43.01%	18,124	41.26%
Did not commence suitable work - Serious	182	1.65%	51	0.46%	233	2.11%	1,124	2.56%
Refused a suitable job – Serious	143	1.30%	41	0.37%	184	1.67%	887	2.02%
Sub Total NPPs	7,892	71.58%	3,133	28.42%	11,025	100.00%	43,923	100.00%

I April 2012 to 30 June 2012								
Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend provider reconnection	10,018	29.23%	4,221	12.31%	14,239	41.54%	54,782	42.00%
Failure to attend activity specified in EPP - NSNP	13,197	38.50%	5,812	16.96%	19,009	55.46%	71,033	54.46%
Failure to attend job interview - NSNP	445	1.30%	194	0.57%	639	1.86%	3,106	2.38%
Inappropriate conduct in EPP activity - NSNP	211	0.62%	45	0.13%	256	0.75%	948	0.73%
Inappropriate presentation or conduct at job interview - NSNP	90	0.26%	44	0.13%	134	0.39%	566	0.43%
Sub Total Other Financial penalties	23,961	69.90%	10,316	30.10%	34,277	100.00%	130,435	100.00%

Total Financial Penalties	31,853	70.31%	13,449	29.69%	45,302	100.00%	174,358	100.00%
----------------------------------	---------------	---------------	---------------	---------------	---------------	----------------	----------------	----------------

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. The above data includes <20 12 week non payment penalties applied during the period 1 April 2012 and 30 June 2012.

I April 2012 to 30 June 2012								
Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend Provider appointment	51,757	62.36%	26,980	32.51%	78,737	94.87%	306,050	94.06%
Failure to comply with Job Search requirement in EPP	868	1.05%	337	0.41%	1,205	1.45%	5,198	1.60%
Failure to attend other Provider appointment	582	0.70%	273	0.33%	855	1.03%	4,107	1.26%
Failure to attend CCA appointment	554	0.67%	210	0.25%	764	0.92%	3,368	1.04%
Failure to attend DHS appointment	471	0.57%	315	0.38%	786	0.95%	3,572	1.10%
Failure to attend provider reengagement appointment (connect)	210	0.25%	95	0.11%	305	0.37%	1,731	0.53%
Failure to enter EPP with provider	232	0.28%	55	0.07%	287	0.35%	1,150	0.35%
Unsatisfactory Job Seeker Diary	25	0.03%	<20	N/A	29	0.03%	96	0.03%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	68	0.02%
Failure to enter EPP at ESP reengage (connect)	<20	N/A	0	0.00%	<20	N/A	<20	N/A
Other	<20	N/A	0	0.00%	<20	N/A	<20	N/A
Total	54,717	65.93%	28,275	34.07%	82,992	100.00%	325,368	100.00%

I April 2012 to 30 June 2012	Male	Male %	Female	Female %	Total	Total %	Financial YTD
Income support payment suspensions	74,608	64.94%	40,285	35.06%	114,893	100.00%	422,022

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I April 2012 to 30 June 2012								
Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESAt	850	5.47%	415	2.67%	1,265	8.13%	6,291	10.15%
No changes to servicing arrangements	4,281	27.53%	1,955	12.57%	6,236	40.10%	23,563	38.02%
Persistent non compliance (Serious Failure)	3,548	22.81%	1,194	7.68%	4,742	30.49%	18,124	29.25%
Change in activity - update EPP	2,052	13.19%	989	6.36%	3,041	19.55%	12,907	20.83%
JSCI updated. Referral to other stream recommended	175	1.13%	93	0.60%	268	1.72%	1,086	1.75%
Total	10,906	70.13%	4,646	29.87%	15,552	100.00%	61,971	100.00%

17 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Indigenous Status

1 April 2012 to 30 June 2012								
Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	477	4.33%	3,775	34.24%	4,252	38.57%	17,222	39.21%
Unemployment due to misconduct – UNPP	154	1.40%	1,460	13.24%	1,614	14.64%	6,566	14.95%
Persistent non compliance - Serious	1,452	13.17%	3,290	29.84%	4,742	43.01%	18,124	41.26%
Did not commence suitable work - Serious	45	0.41%	188	1.71%	233	2.11%	1,124	2.56%
Refused a suitable job - Serious	23	0.21%	161	1.46%	184	1.67%	887	2.02%
Sub Total NPPs	2,151	19.51%	8,874	80.49%	11,025	100.00%	43,923	100.00%

1 April 2012 to 30 June 2012								
Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend provider reconnection	4,043	11.80%	10,196	29.75%	14,239	41.54%	54,782	42.00%
Failure to attend activity specified in EPP – NSNP	4,996	14.58%	14,013	40.88%	19,009	55.46%	71,033	54.46%
Failure to attend job interview – NSNP	67	0.20%	572	1.67%	639	1.86%	3,106	2.38%
Inappropriate conduct in EPP activity – NSNP	27	0.08%	229	0.67%	256	0.75%	948	0.73%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	128	0.37%	134	0.39%	566	0.43%
Sub Total Other Financial penalties	9,139	26.66%	25,138	73.34%	34,277	100.00%	130,435	100.00%

Total Financial Penalties	11,290	24.92%	34,012	75.08%	45,302	100.00%	174,358	100.00%
----------------------------------	---------------	---------------	---------------	---------------	---------------	----------------	----------------	----------------

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. The above data includes <20 12 week non payment penalties applied during the period 1 April 2012 and 30 June 2012.

I April 2012 to 30 June 2012								
Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend Provider appointment	16,512	19.90%	62,225	74.98%	78,737	94.87%	306,050	94.06%
Failure to comply with Job Search requirement in EPP	164	0.20%	1,041	1.25%	1,205	1.45%	5,198	1.60%
Failure to attend other Provider appointment	214	0.26%	641	0.77%	855	1.03%	4,107	1.26%
Failure to attend CCA appointment	238	0.29%	526	0.63%	764	0.92%	3,368	1.04%
Failure to attend DHS appointment	139	0.17%	647	0.78%	786	0.95%	3,572	1.10%
Failure to attend provider reengagement appointment (connect)	71	0.09%	234	0.28%	305	0.37%	1,731	0.53%
Failure to enter EPP with provider	21	0.03%	266	0.32%	287	0.35%	1,150	0.35%
Unsatisfactory Job Seeker Diary	<20	N/A	24	0.03%	29	0.03%	96	0.03%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	<20	N/A	68	0.02%
Failure to enter EPP at ESP reengage (connect)	<20	N/A	<20	N/A	<20	N/A	<20	N/A
Other	0	0.00%	<20	N/A	<20	N/A	<20	N/A
Total	17,366	20.92%	65,626	79.08%	82,992	100.00%	325,368	100.00%

I April 2012 to 30 June 2012	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD
Income support payment suspensions	23,440	20.40%	91,453	79.60%	114,893	100.00%	422,022

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I April 2012 to 30 June 2012								
Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESAt	296	1.90%	969	6.23%	1,265	8.13%	6,291	10.15%
No changes to servicing arrangements	1,722	11.07%	4,514	29.03%	6,236	40.10%	23,563	38.02%
Persistent non compliance (Serious Failure)	1,452	9.34%	3,290	21.15%	4,742	30.49%	18,124	29.25%
Change in activity - update EPP	917	5.90%	2,124	13.66%	3,041	19.55%	12,907	20.83%
JSCI updated. Referral to other stream recommended	62	0.40%	206	1.32%	268	1.72%	1,086	1.75%
Total	4,449	28.61%	11,103	71.39%	15,552	100.00%	61,971	100.00%

18 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Age Group

1 April 2012 to 30 June 2012								
Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	663	1,927	833	673	156	4,252	17,222	39.21%
Unemployment due to misconduct – UNPP	271	593	373	318	59	1,614	6,566	14.95%
Persistent non compliance - Serious	1,451	2,355	707	219	10	4,742	18,124	41.26%
Did not commence suitable work - Serious	35	116	47	30	<20	233	1,124	2.56%
Refused a suitable job - Serious	35	72	33	38	<20	184	887	2.02%
Sub Total NPPs	2,455	5,063	1,993	1,278	236	11,025	43,923	100.00%

1 April 2012 to 30 June 2012								
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	3,981	6,562	2,654	972	70	14,239	54,782	42.00%
Failure to attend activity specified in EPP – NSNP	5,874	7,852	3,249	1,852	182	19,009	71,033	54.46%
Failure to attend job interview – NSNP	141	278	128	82	<20	639	3,106	2.38%
Inappropriate conduct in EPP activity – NSNP	74	84	47	40	<20	256	948	0.73%
Inappropriate presentation or conduct at job interview - NSNP	21	31	22	45	<20	134	566	0.43%
Sub Total Other Financial penalties	10,091	14,807	6,100	2,991	288	34,277	130,435	100.00%

Total Financial Penalties	12,546	19,870	8,093	4,269	524	45,302	174,358	100.00%
----------------------------------	---------------	---------------	--------------	--------------	------------	---------------	----------------	----------------

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. The above data includes <20 12 week non payment penalties applied during the period 1 April 2012 and 30 June 2012.

I April 2012 to 30 June 2012								
Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Failure to attend Provider appointment	19,183	32,552	16,124	9,732	1,146	78,737	306,050	94.06%
Failure to comply with Job Search requirement in EPP	221	547	203	197	37	1,205	5,198	1.60%
Failure to attend other Provider appointment	265	319	149	108	<20	855	4,107	1.26%
Failure to attend CCA appointment	220	342	148	52	<20	764	3,368	1.04%
Failure to attend DHS appointment	142	337	174	106	27	786	3,572	1.10%
Failure to attend provider reengagement appointment (connect)	77	129	57	38	<20	305	1,731	0.53%
Failure to enter EPP with provider	43	60	71	90	23	287	1,150	0.35%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	0	29	96	0.03%
Failure to return Job Seeker Diary	<20	<20	<20	<20	0	<20	68	0.02%
Failure to enter EPP at ESP reengage (connect)	<20	<20	0	0	0	<20	<20	0.00%
Other	0	0	0	<20	0	<20	<20	0.00%
Total	20,167	34,307	16,935	10,330	1,253	82,992	325,368	100.00%

I April 2012 to 30 June 2012	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD
Income support payment suspensions	26,752	47,233	23,907	14,962	2,039	114,893	422,022

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I April 2012 to 30 June 2012								
Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESA	359	562	240	94	<20	1,265	6,291	10.15%
No changes to servicing arrangements	1,691	2,731	1,228	550	36	6,236	23,563	38.02%
Persistent non compliance (Serious Failure)	1,451	2,355	707	219	<20	4,742	18,124	29.25%
Change in activity - update EPP	794	1,301	641	288	<20	3,041	12,907	20.83%
JSCI updated. Referral to other stream recommended	87	110	50	20	<20	268	1,086	1.75%
Total	4,382	7,059	2,866	1,171	74	15,552	61,971	100.00%

19 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Employment Services

1 April 2012 to 30 June 2012									
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	725	342	193	239	55	2,698	4,252	17,222	39.21%
Unemployment due to misconduct – UNPP	239	95	60	99	20	1,101	1,614	6,566	14.95%
Persistent non compliance – Serious	494	1,222	1,318	1,623	85	0	4,742	18,124	41.26%
Did not commence suitable work - Serious	<20	80	53	79	<20	0	233	1,124	2.56%
Refused a suitable job – Serious	23	63	38	44	<20	0	184	887	2.02%
Sub Total NPPs	1,493	1,802	1,662	2,084	185	3,799	11,025	43,923	100.00%

1 April 2012 to 30 June 2012									
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	1,988	2,910	2,978	5,960	403	0	14,239	54,782	42.00%
Failure to attend activity specified in EPP - NSNP	2,314	5,328	5,352	5,742	273	0	19,009	71,033	54.46%
Failure to attend job interview - NSNP	39	203	152	185	60	0	639	3,106	2.38%
Inappropriate conduct in EPP activity - NSNP	24	82	59	77	<20	0	256	948	0.73%
Inappropriate presentation or conduct at job interview - NSNP	<20	48	28	33	<20	0	134	566	0.43%
Sub Total Other Financial penalties	4,373	8,571	8,569	11,997	767	0	34,277	130,435	100.00%

Total Financial Penalties	5,866	10,373	10,231	14,081	952	3,799	45,302	174,358	100.00%
----------------------------------	--------------	---------------	---------------	---------------	------------	--------------	---------------	----------------	----------------

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. The above data includes <20 12 week non payment penalties applied during the period 1 April 2012 and 30 June 2012.

I April 2012 to 30 June 2012								
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	14,152	18,120	15,507	27,575	3,383	78,737	306,050	94.06%
Failure to comply with Job Search requirement in EPP	285	326	275	297	22	1,205	5,198	1.60%
Failure to attend other Provider appointment	105	152	197	258	143	855	4,107	1.26%
Failure to attend CCA appointment	53	146	194	352	<20	764	3,368	1.04%
Failure to attend DHS appointment	231	274	229	33	<20	786	3,572	1.10%
Failure to attend provider reengagement appointment (connect)	42	54	64	137	<20	305	1,731	0.53%
Failure to enter EPP with provider	26	60	66	72	63	287	1,150	0.35%
Unsatisfactory Job Seeker Diary	25	<20	0	<20	0	29	96	0.03%
Failure to return Job Seeker Diary	<20	<20	<20	0	0	<20	68	0.02%
Failure to enter EPP at ESP reengage (connect)	<20	<20	0	<20	0	<20	<20	0.00%
Other	<20	0	0	0	0	<20	<20	0.00%
Total	14,936	19,138	16,533	28,728	3,657	82,992	325,368	100.00%

I April 2012 to 30 June 2012	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Financial YTD
Income support payment Suspensions	24,011	29,446	24,677	32,757	4,002	114,893	422,022

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I April 2012 to 30 June 2012								
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 ESA	210	425	384	229	<20	1,265	6,291	10.15%
No changes to servicing arrangements	670	1,385	1,568	2,412	201	6,236	23,563	38.02%
Persistent non compliance (Serious Failure)	494	1,222	1,318	1,623	85	4,742	18,124	29.25%
Change in activity - update EPP	67	245	402	2,216	111	3,041	12,907	20.83%
JSCI updated. Referral to other stream recommended	42	114	89	21	<20	268	1,086	1.75%
Total	1,483	3,391	3,761	6,501	416	15,552	61,971	100.00%

20 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Allowance Type

1 April 2012 to 30 June 2012								
Non Payment Periods (Serious Failure and UNPP)	NSA	YAL	PPP	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	548	132	<20	<20	3,551	4,252	17,222	39.21%
Unemployment due to misconduct – UNPP	157	47	<20	<20	1,402	1,614	6,566	14.95%
Persistent non compliance – Serious	3,229	1,438	<20	73	0	4,742	18,124	41.26%
Did not commence suitable work - Serious	195	34	0	<20	0	233	1,124	2.56%
Refused a suitable job – Serious	142	35	<20	<20	0	184	887	2.02%
Sub Total NPPs	4,271	1,686	6	109	4,953	11,025	43,923	100.00%

1 April 2012 to 30 June 2012								
Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPP	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Failure to attend provider reconnection	9,954	3,940	<20	337	0	14,239	54,782	42.00%
Failure to attend activity specified in EPP - NSNP	12,641	5,876	31	461	0	19,009	71,033	54.46%
Failure to attend job interview - NSNP	484	141	0	<20	0	639	3,106	2.38%
Inappropriate conduct in EPP activity - NSNP	173	74	<20	<20	0	256	948	0.73%
Inappropriate presentation or conduct at job interview - NSNP	109	21	<20	<20	0	134	566	0.43%
Sub Total Other Financial penalties	23,361	10,052	42	822	0	34,277	130,435	100.00%

Total Financial Penalties	27,632	11,738	48	931	4,953	45,302	174,358	100.00%
----------------------------------	---------------	---------------	-----------	------------	--------------	---------------	----------------	----------------

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. The above data includes <20 12 week non payment penalties applied during the period 1 April 2012 and 30 June 2012.

I April 2012 to 30 June 2012							
Connection Failures	NSA	YAL	PPP	PPS	Total	Financial YTD	Financial YTD%
Failure to attend Provider appointment	56,223	19,178	173	3,163	78,737	306,050	94.06%
Failure to comply with Job Search requirement in EPP	986	219	0	0	1,205	5,198	1.60%
Failure to attend other Provider appointment	557	265	<20	30	855	4,107	1.26%
Failure to attend CCA appointment	533	220	0	<20	764	3,368	1.04%
Failure to attend DHS appointment	593	139	<20	52	786	3,572	1.10%
Failure to attend provider reengagement appointment (connect)	220	76	<20	<20	305	1,731	0.53%
Failure to enter EPP with provider	239	43	<20	<20	287	1,150	0.35%
Unsatisfactory Job Seeker Diary	<20	<20	0	0	29	96	0.03%
Failure to return Job Seeker Diary	<20	<20	0	0	<20	68	0.02%
Failure to enter EPP at ESP reengage (connect)	<20	<20	0	0	<20	<20	0.00%
Other	<20	0	0	0	<20	<20	0.00%
Total	59,389	20,155	181	3,267	82,992	325,368	100.00%

I April 2012 to 30 June 2012	NSA	YAL	PPP	PPS	Total	Financial YTD
Income support payment suspensions	80,979	28,335	300	5,279	114,893	422,022

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I April 2012 to 30 June 2012							
Finalised CCA Outcome	NSA	YAL	PPP	PPS	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESAt	868	359	0	38	1,265	6,291	10.15%
No changes to servicing arrangements	4,356	1,690	<20	184	6,236	23,563	38.02%
Persistent non compliance (Serious Failure)	3,229	1,438	<20	73	4,742	18,124	29.25%
Change in activity - update EPP	2,165	794	<20	80	3,041	12,907	20.83%
JSCI updated. Referral to other stream recommended	169	88	0	<20	268	1,086	1.75%
Total	10,787	4,369	10	386	15,552	61,971	100.00%

Glossary

The Department of Human Services (DHS) – From 1 July 2011, Centrelink became part of DHS. Data releases dated prior to 1 July 2011 refer to Centrelink instead of DHS.

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.

Income Support Payment suspensions are applied when a job seeker fails to attend an appointment with their provider or when a provider advises DHS that a job seeker has disengaged from an activity. As payment is restored once the job seeker agrees to attend a reconnection appointment, payment suspension is not a failure or financial penalty under the compliance framework. A failure and/or penalty may be separately applied where DHS determines that the job seeker had no reasonable excuse for their non-attendance or failed to give prior notice of a reasonable excuse when it was reasonable to expect them to do so.

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 DHS 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 2011/12 financial year (i.e. applied/finalised in the period 1/4/2012 -30/6/2012 inclusive) and not under review, revoked or otherwise overturned as at 13/08/2012. 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.

