

Note:

The rate at which Participation Reports were applied rose in the June 2014 quarter, but is still lower than the June 2013 quarter as a result of a process that was adopted by DHS in October 2013 to address workload issues. This has also resulted in an artificial increase in the number of Participation Reports rejected due to procedural error, which are consequently overstated in this data.

Job Seeker Compliance Data – June Quarter 2014

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Part A

1 - Number of Job seekers (as at 30 June 2014)

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.
652,153	75%	80,142	37,811	99,641	217,594	25%	869,747

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 2014.

“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

30 June 2014	Number of job seekers with a Vulnerability Indicator	% of all job seekers
	117,997	14%

“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

I April to 30 June 2014	Appointments attended		Appointments not attended				Total Appointments	
			Valid reason	Invalid reason	Discretion	Total		
	No.	%	%	%	%	No.	%	No.
	2,304,107	65%	13%	12%	10%	1,255,125	35%	3,559,232
I July 2013 to 30 June 2014	8,455,834	64%	14%	11%	11%	4,667,115	36%	13,122,949

Appointment data is count of all appointments with 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

I April to 30 June 2014	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	
	170,322	12,482	10,733	37,996	231,533
I July 2013 to 30 June 2014	542,132	41,665	36,736	124,172	744,705

This table includes all participation payment suspensions applied to activity tested job seekers across all Employment Services programs.

'Number of payment suspensions for not attending a reconnection appointment' includes income support payment suspensions relating to a reconnection requirement 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

I April to 30 June 2014	Participation Reports (PRs)		Contact Requests (CRs)	
	No. of PRs	% of active job seekers	No. of CRs	% of active job seekers
	328,799	34%	45,209	5%

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

I April to 30 June 2014	Main reasons		Total for main reasons		Other reasons	Total for all reasons
	Failure to attend provider appointment	Failure to attend activity	No.	%		
		%	%	No.	%	%
	85%	13%	320,704	98%	2%	328,799
I July 2013 to 30 June 2014	85%	12%	1,128,003	97%	3%	1,169,880

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

I April to 30 June 2014	Participation Failure imposed (“PR Applied”)		Participation Failure not imposed (“PR Rejected”)		Total Reports
	No.	%	No.	%	No.
	165,508	50%	163,291	50%	328,799
I July 2013 to 30 June 2014	624,004	53%	545,876	47%	1,169,880

As a result of a process that was adopted by DHS in October 2013 to address workload issues, Table 7 shows an artificial increase in the number of Participation Reports (PRs) rejected together with a commensurate decrease in the PR applied rate. DHS’s process involved rejecting large numbers of Connection failure PRs without considering if a reasonable excuse actually existed. Omitting PRs in the specific category of procedural error rejections used by DHS under this internal process shows what the overarching PR application rate would have approximated if DHS had not adopted this process. That application rate for the June 2014 quarter would have been in the order of 66 percent and the application rate for the financial year 2013-14 would have been in the order of 67 percent.

Figures for “Participation Failure imposed” may differ from figures for “No. of Participation Failures” in Table 11 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 the Department of Human Services (DHS) prior to the job seeker commencing in employment services.

Failures applied by DHS due to unacceptable reasons given by job seekers for non-attendance

I April to 30 June 2014	Job seeker error	Manageable or unproven medical issue	Job seeker chose not to participate	Job seeker denied being notified	Foreseeable or unacceptable activity prevented compliance	Personal matter	Transport difficulties – insufficient to prevent compliance	Cultural/ language issues	Job seeker considered work offered was unsuitable	No reason offered	Reasonable excuse but no prior notice	TOTAL
No	37,975	15,109	23,607	22,943	10,472	7,669	7,211	267	56	449	39,750	165,508
%	22.9%	9.1%	14.3%	13.9%	6.3%	4.6%	4.4%	<1%	<1%	<1%	24.0%	100%
I July 2013 to 30 June 2014												
No	142,352	58,895	92,792	90,137	38,474	29,805	28,446	859	254	1,524	140,466	624,004
%	22.8%	9.4%	14.9%	14.4%	6.2%	4.8%	4.6%	<1%	<1%	<1%	22.5%	100%

Note:

1. Job seekers are required to give prior notice of their inability to attend an appointment or activity. For example, if the job seeker is genuinely unwell and gives prior notice of their inability to attend, then a failure would not be applied.
2. Job seekers who have a reasonable excuse but who cannot, for good reason, give prior notice of their non-attendance will also not have a failure applied.

This table breaks down the data included in the ‘Participation Failure imposed’ column of the previous overview table by the reason the job seeker gave for their failure. Reasons are recorded where the failure is for non-attendance at appointments with Providers, with DHS, with employers or for non-attendance at activities, which accounts for the majority of failures. The data gives the types of excuses that job seekers provided to DHS that DHS did not accept as reasonable in the specific circumstances of each case. DHS is required under legislation to determine each case on its merits and to consider whether or not the job seeker’s personal circumstances affected their ability to comply or to give prior notice of their inability to comply for each incidence of non-attendance. In these instances, the DHS decision-maker has determined that the circumstances described by the job seeker did not impact sufficiently on the job seeker’s capacity to attend the appointment or activity at the scheduled time or there is no evidence to support the job seekers reason for non-attendance or failure to give prior notice.

“Job seeker error” means the job seeker got the time or date of a requirement wrong, they slept in or forgot to attend.

“Manageable or unproven medical issue” means that the job seeker indicated that a medical condition prevented their attendance, but their explanation was not accepted as reasonable. This will generally be because the job seeker did not appear ill or provide evidence of their illness, or where evidence was provided but the condition was manageable and should not have prevented attendance at the time of the appointment or activity. This category also covers situations where the excuse relates to substance or alcohol use or mental health issues but where the decision-maker has determined that in this instance the person’s condition would not have prevented compliance.

“Job seeker chose not to participate” means the job seeker did not want to attend an appointment or activity because the time was not convenient for the job seeker, because the job seeker did not see value in attending or because they indicated that they did not care whether they attended or not.

“Job seeker denied being notified” means that the job seeker believed that they were not notified of the requirement. DHS must be satisfied that the job seeker was properly notified of their requirement before a failure can be applied. In these cases, DHS was satisfied this had occurred and found no reason to accept the job seeker’s explanation.

“Foreseeable or unacceptable activity prevented compliance” means that the job seeker claimed to have been undertaking other acceptable activities at the time of the requirement, such as a legal commitment (eg. attending court), attending a job interview or working. If a failure is applied in these circumstances it means the decision-maker was not satisfied that the timing of the other activity would have prevented attendance at the appointment or activity or the decision maker did not believe the other activity occurred. In the case of a job seeker claiming to have been working, it may mean that the job seeker did not provide evidence to verify this or declare any earnings.

“Personal matter” means the job seeker indicated they had personal relationship issues, caring responsibilities, difficulties with accommodation, or bereavement following the death of a friend, relative or pet. While such circumstances can impact on a job seeker’s capacity to comply, the DHS decision-maker found that they did not do so in these instances.

“Transport difficulties - insufficient to prevent compliance” means that the excuse related to general transport difficulties, an objection to the commuting distance or the job seeker indicated that they could not afford to attend. In setting any requirement the cost and difficulty of transport must be considered, so in determining a failure the DHS decision-maker must be satisfied that these things did not prevent compliance.

“Cultural/language issue” means that the job seeker indicated that cultural diversity, language, literacy or numeracy issues affected their capacity to comply. The impact of these factors must be considered by decision-makers in setting requirements and determining failures.

“Job seeker considered work offered was unsuitable” means that the job seeker failed to attend a job interview because, for example, they did not like the prospective job, did not think they would have the necessary skills or did not think it would pay enough. Before applying a failure in these circumstances, DHS decision-makers are required under social security law to ensure, among other things, that the prospective job met the applicable statutory conditions relating to wages and conditions and that the job seeker had the skills to do the work or would have been given appropriate training by the employer to enable them to do the work.

“No reason offered” means that the job seeker did not offer a reason for their non-attendance.

“Reason not recorded” are those failures that are not attendance-related. While the job seeker’s reason for non-compliance must be considered before the failure can be applied, it is not recorded in a way which can be easily extracted for the purposes of this data.

“Reasonable excuse but no prior notice” means that the job seeker had a reasonable excuse for not attending their appointment but failed to give prior notice of their inability to attend an appointment when it would have been reasonable to expect them to do so.

8 - DHS reasons for applying Participation Reports

I April to 30 June 2014	Prior notice of reasonable excuse for non-attendance required						Prior notice not relevant – no reasonable excuse		Total Applied
	Prior notice not given - Reasonable Excuse		Prior notice not given -No reasonable excuse		Prior notice given but no reasonable excuse				
	No	%	No	%	No	%	No	%	No
	39,750	24%	82,359	50%	4,925	3%	38,474	23%	165,508
I July 2013 to 30 June 2014	140,466	23%	329,260	53%	21,557	3%	132,721	21%	624,004

Since 1 July 2011, if a job seeker is unable to attend an appointment or activity they must give prior notice of their reason for not being able to attend 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 reasonable excuse 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: Overview

I April to 30 June 2014	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.
	57,737	35%	3%	53%	5%	4%	105,554	65%	163,291
I July 2013 to 30 June 2014	204,471	37%	3%	51%	6%	3%	341,405	63%	545,876

As a result of a process that was adopted by DHS in October 2013 to address workload issues, Table 9 shows an artificial increase in the number of Participation Reports (PRs) rejected on the basis of procedural error. The PRs rejected by DHS as part of this internal process are included in the “Notifying requirements” column above due to the specific rejection category utilised by DHS as well as in the two “Total” columns. The reason these particular PRs were not rejected, however, was not due to deficiencies of notification from their employment services provider.

“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 invalid).

DHS reasons for rejecting Participation Reports: Reasonable Excuse

I April to 30 June 2014	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.
	6%	7%	10%	3%	2%	2%	2%	<1%	3%	35%	57,737
I July 2013 to 30 June 2014	6%	8%	9%	3%	3%	2%	2%	<1%	4%	37%	204,471

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 (at 30 June 2014)

Number of PRs per job seeker	No. of all job seekers	% of all job seekers	% of Participation Reports
0	590,961	67.9%	N/A
1	118,704	13.7%	15%
2	54,850	6.3%	13%
3	32,154	3.7%	12%
4	20,892	2.4%	10%
5+	52,186	6.0%	50%
Total	869,747	100%	100%

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 30 June 2014.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 30 June 2014 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 2014 during the preceding twelve month period (e.g. 13 per cent of all PRs submitted between 1 July 2013 and 30 June 2014 were submitted in relation to those job seekers at 30 June 2014 who received two Participation Reports during this period).

11 - Number of Participation Failures

1 April to 30 June 2014	No. of Participation Failures	% of active job seekers
		172,233

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

1 April to 30 June 2014	Connection Failures		Reconnection Failures		No Show No Pay Failures		Serious Failures		Total Failures
	No.	%	No.	%	No.	%	No.	%	No.
	103,014	60%	33,018	19%	29,111	17%	7,090	4%	172,233
1 July 2013 to 30 June 2014	415,119	64%	108,092	17%	99,167	15%	29,863	4%	652,241

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

I April to 30 June 2014	Persistent non-compliance		Refused Suitable Job		Did Not Commence Suitable Job		Total Serious Failures
	No.	%	No.	%	No.	%	No.
	6,725	95%	180	2%	185	3%	7,090
I July 2013 to 30 June 2014	28,237	95%	760	2%	866	3%	29,863

14 - Outcomes of Comprehensive Compliance Assessments

I April to 30 June 2014	Serious Failure (8 week penalty) imposed for persistent non-compliance		Further assessment/assistance				No change in Employment Services Programme or Stream				Overall Total
			JSCI updated – referral for ESAt	JSCI updated – eligible for higher stream	Total		Other Outcomes	No Outcomes	Total		
	No.	%	No.	No.	No.	%	No.	No.	No.	%	No.
	6,725	38%	1,143	135	1,278	7%	8,113	1,423	9,536	55%	17,539
I July 2013 to 30 June 2014	28,237	35%	5,206	704	5,910	7%	40,116	5,886	46,002	58%	80,149

Note: A CCA can result in multiple outcomes but in the above table each CCA is counted only once under whichever outcome is highest within the Hierarchy below. For example, where a CCA recommends both referral for an Employment Services Assessment and another intervention, the CCA would be counted under JSCI-Referral for ESAt.

The Outcome Hierarchy is:

1. Serious Failure
2. JSCI – Referral for ESAt
3. JSCI – Eligible for higher stream
4. Other Outcomes
5. No Outcomes

“JSCI - 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.

“JSCI – Eligible for higher 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.

“No change in Employment Services Program or Stream” means there has been no recommendation to change the job seeker’s Employment Services Program or Stream. CCAs in this category can recommend one or more outcomes that can be undertaken or arranged by the job seeker’s current provider or they may not recommend any particular action.

“Other Outcomes” includes any sort of recommended outcome that does not involve a change of Employment Services Program or Stream and can therefore be undertaken or arranged by the job seeker’s current provider. These include suggested changes to the job seeker’s Employment Pathway Plan to include any vocational or non-vocational activities designed to help the job seeker to become more job-ready (e.g. a referral for housing assistance or literacy and numeracy training).

“No Outcomes” means there were no outcomes or other action recommended by DHS as part of the CCA. This means that the DHS specialist officer who conducted the CCA found that the job seeker had no barriers to participation that warranted a specific sort of intervention but that there were insufficient grounds to determine that the job seeker had been persistently and deliberately non-compliant.

15 - Sanctions for Serious Failures

I April to 30 June 2014	Serious Failures						Total
	Non-payment Period		Financial Penalty waived				
			Compliance Activity		Financial Hardship		
	No.	%	No.	%	No.	%	
	1,459	21%	5,538	78%	93	1%	7,090
I July 2013 to 30 June 2014	6,321	21%	23,014	77%	528	2%	29,863

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 CCAs by Gender

1 April 2014 to to 30 June 2014

Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	2,138	17.86%	1,255	10.48%	3,393	28.35%	13,225	27.09%
Unemployment due to misconduct – UNPP	1,131	9.45%	356	2.97%	1,487	12.42%	5,731	11.74%
Persistent non-compliance – Serious	4,894	40.89%	1,831	15.30%	6,725	56.18%	28,237	57.84%
Did not commence suitable work - Serious	152	1.27%	33	0.28%	185	1.55%	866	1.77%
Refused a suitable job – Serious	126	1.05%	54	0.45%	180	1.50%	760	1.56%
Sub Total NPPs	8,441	70.52%	3,529	29.48%	11,970	100.00%	48,819	100.00%

1 April 2014 to 30 June 2014

Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend provider reconnection	23,090	37.16%	9,928	15.98%	33,018	53.14%	108,092	52.15%
Failure to attend activity specified in EPP - NSNP	19,875	31.99%	8,278	13.32%	28,153	45.31%	95,137	45.90%
Failure to attend job interview - NSNP	311	0.50%	195	0.31%	506	0.81%	2,221	1.07%
Inappropriate conduct in EPP activity - NSNP	298	0.48%	87	0.14%	385	0.62%	1,421	0.69%
Inappropriate presentation or conduct at job interview - NSNP	51	0.08%	<20	N/A	67	0.11%	388	0.19%
Sub Total Other Financial penalties	43,625	70.22%	18,504	29.78%	62,129	100.00%	207,259	100.00%

1 April 2014 to 30 June 2014

	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Total Financial Penalties	52,066	70.27%	22,033	29.73%	74,099	100.00%	256,078	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 to 30 June 2014.

1 April 2014 to 30 June 2014

Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend Provider appointment	62,208	60.39%	35,645	34.60%	97,853	94.99%	388,422	93.57%
Failure to attend other Provider appointment	1,177	1.14%	596	0.58%	1,773	1.72%	6,890	1.66%
Failure to attend CCA appointment	1488	1.44%	582	0.56%	2,070	2.01%	14,333	3.45%
Failure to comply with Job Search requirement in EPP	757	0.73%	244	0.24%	1,001	0.97%	4,046	0.97%
Failure to enter EPP with provider	174	0.17%	61	0.06%	235	0.23%	971	0.23%
Failure to attend provider reengagement appointment (connect)	0	0.00%	<20	N/A	<20	N/A	30	0.01%
Failure to attend Centrelink appointment	<20	N/A	<20	N/A	<20	N/A	122	0.03%
Unsatisfactory Job Seeker Diary	34	0.03%	<20	N/A	44	0.04%	205	0.05%
Failure to return Job Seeker Diary	21	0.02%	<20	N/A	26	0.03%	91	0.02%
Failure to negotiate EPP with Centrelink	0	0.00%	0	0.00%	0	0.00%	<20	N/A
Other	0	0.00%	0	0.00%	0	0.00%	<20	N/A
Total	65,864	63.94%	37,150	36.06%	103,014	100.00%	415,119	100.00%

1 April 2014 to 30 June 2014

	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Income Support payment suspensions	146,516	63.28%	85,017	36.72%	231,533	100.00%	744,705	100.00%

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.

1 April 2014 to 30 June 2014

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESA _t	742	4.23%	401	2.29%	1,143	6.52%	5,206	6.50%
JSCI updated - eligible for higher stream	84	0.48%	51	0.29%	135	0.77%	704	0.88%
Persistent non-compliance (Serious Failure)	4,894	27.90%	1,831	10.44%	6,725	38.34%	28,237	35.23%
Other outcomes	5,564	31.72%	2,549	14.53%	8,113	46.26%	40,116	50.05%
No outcomes	966	5.51%	457	2.61%	1,423	8.11%	5,886	7.34%
Total	12,250	69.84%	5,289	30.16%	17,539	100.00%	80,149	100.00%

17 - Financial penalties, Connection Failures, Payment Suspensions and CCAs by Indigenous Status

1 April 2014 to 30 June 2014

Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	378	3.16%	3,015	25.19%	3,393	28.35%	13,225	27.09%
Unemployment due to misconduct – UNPP	141	1.18%	1,346	11.24%	1,487	12.42%	5,731	11.74%
Persistent non-compliance - Serious	2,704	22.59%	4,021	33.59%	6,725	56.18%	28,237	57.84%
Did not commence suitable work - Serious	27	0.23%	158	1.32%	185	1.55%	866	1.77%
Refused a suitable job - Serious	28	0.23%	152	1.27%	180	1.50%	760	1.56%
Sub Total NPPs	3,278	27.39%	8,692	72.61%	11,970	100.00%	48,819	100.00%

1 April 2014 to 30 June 2014

Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend provider reconnection	9,100	14.65%	23,918	38.50%	33,018	53.14%	108,092	52.15%
Failure to attend activity specified in EPP – NSNP	8,383	13.49%	19,770	31.82%	28,153	45.31%	95,137	45.90%
Failure to attend job interview – NSNP	47	0.08%	459	0.74%	506	0.81%	2,221	1.07%
Inappropriate conduct in EPP activity – NSNP	56	0.09%	329	0.53%	385	0.62%	1,421	0.69%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	63	0.10%	67	0.11%	388	0.19%
Sub Total Other Financial penalties	17,590	28.31%	44,539	71.69%	62,129	100.00%	207,259	100.00%

1 April 2014 to 30 June 2014

	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Total Financial Penalties	20,868	28.16%	53,231	71.84%	74,099	100.00%	256,078	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 to 30 June 2014.

1 April 2014 to 30 June 2014

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend Provider appointment	21,600	20.97%	76,253	74.02%	97,853	94.99%	388,422	93.57%
Failure to attend other Provider appointment	420	0.41%	1,353	1.31%	1,773	1.72%	6,890	1.66%
Failure to attend CCA appointment	767	0.74%	1303	1.26%	2,070	2.01%	14,333	3.45%
Failure to comply with Job Search requirement in EPP	131	0.13%	870	0.84%	1,001	0.97%	4,046	0.97%
Failure to enter EPP with provider	<20	N/A	232	0.23%	235	0.23%	971	0.23%
Failure to attend provider reengagement appointment (connect)	0	0.00%	<20	N/A	<20	N/A	30	0.01%
Failure to attend Centrelink appointment	<20	N/A	<20	N/A	<20	N/A	122	0.03%
Unsatisfactory Job Seeker Diary	<20	N/A	40	0.04%	44	0.04%	205	0.05%
Failure to return Job Seeker Diary	<20	N/A	22	0.02%	26	0.03%	91	0.02%
Failure to negotiate EPP with Centrelink	0	0.00%	0	0.00%	0	0.00%	<20	N/A
Other	0	0.00%	0	0.00%	0	0.00%	<20	N/A
Total	22,931	22.26%	80,083	77.74%	103,014	100.00%	415,119	100.00%

1 April 2014 to 30 June 2014

	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Income support payment suspensions	47,186	20.38%	184,347	79.62%	231,533	100.00%	744,705	100.00%

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.

1 April 2014 to 30 June 2014

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESAt	308	1.76%	835	4.76%	1,143	6.52%	5,206	6.50%
JSCI updated - eligible for higher stream	28	0.16%	107	0.61%	135	0.77%	704	0.88%
Persistent non-compliance (Serious Failure)	2,704	15.42%	4,021	22.93%	6,725	38.34%	28,237	35.23%
Other outcomes	2,379	13.56%	5,734	32.69%	8,113	46.26%	40,116	50.05%
No outcomes	316	1.80%	1107	6.31%	1,423	8.11%	5,886	7.34%
Total	5,735	32.70%	11,804	67.30%	17,539	100.00%	80,149	100.00%

18 - Financial penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Age Group

1 April 2014 to 30 June 2014

Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	424	1,497	692	607	173	3,393	13,225	27.09%
Unemployment due to misconduct – UNPP	134	543	392	357	61	1,487	5,731	11.74%
Persistent non-compliance - Serious	1,620	3,401	1210	463	31	6,725	28,237	57.84%
Did not commence suitable work - Serious	39	72	36	31	<20	185	866	1.77%
Refused a suitable job - Serious	26	66	37	43	<20	180	760	1.56%
Sub Total NPPs	2,243	5,579	2,367	1,501	280	11,970	48,819	100.00%

1 April 2014 to 30 June 2014

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	7,016	15,599	7,111	3,035	257	33,018	108,092	52.15%
Failure to attend activity specified in EPP – NSNP	6,854	12,224	5,451	3,306	318	28,153	95,137	45.90%
Failure to attend job interview – NSNP	105	221	88	80	<20	506	2,221	1.07%
Inappropriate conduct in EPP activity – NSNP	106	131	62	70	<20	385	1,421	0.69%
Inappropriate presentation or conduct at job interview - NSNP	<20	<20	<20	20	<20	67	388	0.19%
Sub Total Other Financial penalties	14,089	28,193	12,725	6,511	611	62,129	207,259	100.00%

1 April 2014 to 30 June 2014

	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Total Financial Penalties	16,332	33,772	15,092	8,012	891	74,099	256,078	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 to 30 June 2014.

1 April 2014 to 30 June 2014

Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Failure to attend Provider appointment	18,359	39,266	22,036	15,705	2,487	97,853	388,422	93.57%
Failure to attend other Provider appointment	397	732	359	243	42	1,773	6,890	1.66%
Failure to attend CCA appointment	493	960	437	171	<20	2,070	14,333	3.45%
Failure to comply with Job Search requirement in EPP	154	441	198	165	43	1,001	4,046	0.97%
Failure to enter EPP with provider	24	50	51	74	36	235	971	0.23%
Failure to attend provider reengagement appointment (connect)	0	<20	0	0	0	<20	30	0.01%
Failure to attend Centrelink appointment	<20	<20	<20	<20	<20	<20	122	0.03%
Unsatisfactory Job Seeker Diary	<20	22	<20	<20	<20	44	205	0.05%
Failure to return Job Seeker Diary	<20	<20	<20	<20	0	26	91	0.02%
Failure to negotiate EPP with Centrelink	0	0	0	0	0	0	<20	N/A
Other	0	0	0	0	0	0	<20	N/A
Total	19,439	41,487	23,099	16,370	2,619	103,014	415,119	100.00%

1 April 2014 to 30 June 2014

	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Income support payment suspensions	45,403	91,757	52,587	35,724	6,062	231,533	744,705	100.00%

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.

1 April 2014 to 30 June 2014

Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESA _t	209	532	286	109	<20	1,143	5,206	6.50%
JSCI updated - eligible for higher stream	35	68	24	<20	0	135	704	0.88%
Persistent non-compliance (Serious Failure)	1,620	3,401	1,210	463	31	6,725	28,237	35.23%
Other outcomes	1,833	3,640	1,768	814	58	8,113	40,116	50.05%
No outcomes	383	600	293	140	<20	1,423	5,886	7.34%
Total	4,080	8,241	3,581	1,534	103	17,539	80,149	100.00%

19 - Financial penalties, Connection failures, Payment Suspensions and CCAs by Employment Services

I April 2014 to 30 June 2014

Non Payment Periods (Serious and UNPPs)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Not in Employment Services	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	796	215	82	125	47	52	2,076	3,393	13,225	27.09%
Unemployment due to misconduct – UNPP	288	89	50	49	28	<20	972	1,487	5,731	11.74%
Persistent non-compliance – Serious	960	1,654	1,430	1,578	103	1,000	0	6,725	28,237	57.84%
Did not commence suitable work - Serious	<20	65	20	59	<20	<20	0	185	866	1.77%
Refused a suitable job – Serious	24	56	36	33	26	<20	0	180	760	1.56%
Sub Total NPPs	2,087	2,079	1,618	1,844	221	1,073	3,048	11,970	48,819	100.00%

I April 2014 to 30 June 2014

Other Financial Penalties (Reconnection and NSNP)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Not in Employment Services	Total	Financial YTD	Financial YTD%
Failure to attend provider reconnection	6,482	7,155	5,154	11,493	1,068	1,666	0	33,018	108,092	52.15%
Failure to attend activity specified in EPP – NSNP	3,436	8,059	6,212	7,444	508	2,494	0	28,153	95,137	45.90%
Failure to attend job interview – NSNP	69	197	72	101	65	<20	0	506	2,221	1.07%
Inappropriate conduct in EPP activity – NSNP	36	120	72	108	43	<20	0	385	1,421	0.69%
Inappropriate presentation or conduct at job interview - NSNP	<20	22	<20	<20	<20	0	0	67	388	0.19%
Sub Total Other Financial penalties	10,033	15,553	11,524	19,157	1,694	4,168	0	62,129	207,259	100.00%

1 April 2014 to 30 June 2014

	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Not in Employment Services	Total	Financial YTD	Financial YTD%
Total Financial Penalties	12,120	17,632	13,142	21,001	1,915	5,241	3,048	74,099	256,078	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 to 30 June 2014.

1 April 2014 to 30 June 2014

Connection Failures	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Total	Financial YTD	Financial YTD%
Failure to attend Provider appointment	26,624	21,654	13,538	24,159	4,495	7,383	97,853	388,422	93.57%
Failure to attend other Provider appointment	322	349	284	374	365	79	1,773	6,890	1.66%
Failure to attend CCA appointment	204	341	306	993	45	181	2,070	14,333	3.45%
Failure to comply with Job Search requirement in EPP	333	284	138	228	<20	<20	1,001	4,046	0.97%
Failure to enter EPP with provider	25	47	39	59	64	<20	235	971	0.23%
Failure to attend provider reengagement appointment (connect)	0	0	0	<20	0	0	<20	30	0.01%
Failure to attend Centrelink appointment	<20	<20	<20	<20	0	<20	<20	122	0.03%
Unsatisfactory Job Seeker Diary	36	<20	<20	<20	0	0	44	205	0.05%
Failure to return Job Seeker Diary	23	<20	0	<20	0	0	26	91	0.02%
Failure to negotiate EPP with Centrelink	0	0	0	0	0	0	0	<20	N/A
Other	0	0	0	0	0	0	0	<20	N/A
Total	27,570	22,684	14,307	25,821	4,986	7,646	103,014	415,119	100.00%

1 April 2014 to 30 June 2014

	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Total	Financial YTD	Financial YTD%
Income Support payment suspensions	61,981	55,970	37,634	56,019	9,290	10,639	231,533	744,705	100.00%

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.

1 April 2014 to 30 June 2014

Finalised CCA Outcome	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Total	Financial YTD	Financial YTD%
JSCI updated – referral for ESA _t	187	277	244	359	31	45	1,143	5,206	6.50%
JSCI updated – eligible for higher stream	36	62	37	0	0	0	135	704	0.88%
Persistent non-compliance (Serious Failure)	960	1,654	1,430	1,578	103	1,000	6,725	28,237	35.23%
Other outcomes	902	1,565	1,253	3,479	335	579	8,113	40,116	50.05%
No outcomes	364	514	272	166	47	60	1,423	5,886	7.34%
Total	2,449	4,072	3,236	5,582	516	1,684	17,539	80,149	100.00%

20 - Financial Penalties, Connection Failures, Payment Suspensions and CCAs by Allowance Types

1 April 2014 to 30 June 2014

Non Payment Periods (Serious Failure and UNPP)	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	825	302	23	2,243	3,393	13,225	27.09%
Unemployment due to misconduct – UNPP	362	104	<20	1,016	1,487	5,731	11.74%
Persistent non-compliance – Serious	4,377	2,259	89	0	6,725	28,237	57.84%
Did not commence suitable work - Serious	138	47	0	0	185	866	1.77%
Refused a suitable job – Serious	140	38	<20	0	180	760	1.56%
Sub Total NPPs	5,842	2,750	119	3,259	11,970	48,819	100.00%

1 April 2014 to 30 June 2014

Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Failure to attend provider reconnection	22,912	9,568	538	0	33,018	108,092	52.15%
Failure to attend activity specified in EPP - NSNP	18,376	9,334	443	0	28,153	95,137	45.90%
Failure to attend job interview - NSNP	348	152	<20	0	506	2,221	1.07%
Inappropriate conduct in EPP activity - NSNP	245	136	<20	0	385	1,421	0.69%
Inappropriate presentation or conduct at job interview - NSNP	55	<20	<20	0	67	388	0.19%
Sub Total Other Financial penalties	41,936	19,201	992	0	62,129	207,259	100.00%

1 April 2014 to 30 June 2014

	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Total Financial Penalties	47,778	21,951	1,111	3,259	74,099	256,078	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 to 30 June 2014.

Connection Failures	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Failure to attend Provider appointment	70,597	24,393	2,863	97,853	388,422	93.57%
Failure to attend other Provider appointment	1,210	518	45	1,773	6,890	1.66%
Failure to attend CCA appointment	1408	651	<20	2,070	14,333	3.45%
Failure to comply with Job Search requirement in EPP	791	210	0	1,001	4,046	0.97%
Failure to enter EPP with provider	204	31	0	235	971	0.23%
Failure to attend provider reengagement appointment (connect)	<20	0	0	<20	30	0.01%
Failure to attend Centrelink appointment	<20	<20	<20	<20	122	0.03%
Unsatisfactory Job Seeker Diary	34	<20	0	44	205	0.05%
Failure to return Job Seeker Diary	22	<20	0	26	91	0.02%
Failure to negotiate EPP with Centrelink	0	0	0	0	<20	N/A
Other	0	0	0	0	<20	N/A
Total	74,276	25,818	2,920	103,014	415,119	100.00%

1 April 2014 to 30 June 2014

	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Income Support payment suspensions	167,209	57,157	7,167	231,533	744,705	100.00%

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 2014 to 30 June 2014

Finalised CCA Outcome	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESA _t	850	270	23	1,143	5,206	6.50%
JSCI updated - eligible for higher stream	84	44	<20	135	704	0.88%
Persistent non-compliance (Serious Failure)	4,377	2,259	89	6,725	28,237	35.23%
Other outcomes	5,662	2,320	131	8,113	40,116	50.05%
No outcomes	919	474	30	1,423	5,886	7.34%
Total	11,892	5,367	280	17,539	80,149	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 2013/14 financial year (i.e. applied/finalised in the period 1/4/2014 - 30/6/2014 inclusive) and not under review, revoked or otherwise overturned as at 11/8/2014. 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.