

New Methodology:

Table 3: Attendance at appointments with Employment Services providers

Year/Quarter		Appointments attended		Appointments not attended					Total Appointments
				Valid reason	Invalid reason	Discretion	Total		
		No.	%	%	%	%	No.	%	No.
2008-09	Q1	1,147,027	59%	24%	17%	N/A	783,663	41%	1,930,690
	Q2	1,098,140	59%	23%	18%	N/A	752,876	41%	1,851,016
	Q3	1,340,752	61%	22%	17%	N/A	856,451	39%	2,197,203
	Q4	1,236,305	60%	23%	17%	N/A	835,107	40%	2,071,412
	Total	4,822,224	60%	23%	17%	N/A	3,228,097	40%	8,050,321
2009-10	Q1	1,253,214	65%	14%	10%	10%	668,138	35%	1,921,352
	Q2	1,402,878	63%	16%	11%	10%	819,803	37%	2,222,681
	Q3	1,574,580	63%	16%	11%	10%	919,517	37%	2,494,097
	Q4	1,676,046	63%	16%	12%	10%	1,002,719	37%	2,678,765
	Total	5,906,718	63%	16%	11%	10%	3,410,177	37%	9,316,895
2010-11	Q1	1,759,146	62%	16%	13%	10%	1,070,045	38%	2,829,191
	Q2	1,572,054	61%	16%	14%	9%	993,275	39%	2,565,329
	Q3	1,685,629	61%	15%	15%	9%	1,086,197	39%	2,771,826
	Q4	1,730,451	61%	15%	15%	8%	1,085,373	39%	2,815,824
	Total	6,747,280	61%	16%	14%	9%	4,234,890	39%	10,982,170
2011-12	Q1	1,837,698	63%	15%	14%	7%	1,059,098	37%	2,896,796
	Q2	1,639,814	63%	16%	14%	7%	963,269	37%	2,603,083
	Q3	1,814,954	64%	15%	14%	7%	1,027,514	36%	2,842,468
	Q4	1,860,470	62%	15%	16%	7%	1,126,165	38%	2,986,635
	Total	7,152,936	63%	15%	15%	7%	4,176,046	37%	11,328,982

Appointment data is a count of all appointments with Job Services Australia and Disability Employment Services providers which 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)

Old Methodology:

Table 3: Attendance at appointments with JSA Providers

Year		Appointments attended		Appointments not attended					Total Appointments
				Valid reason	Invalid reason	Discretion	Total		
		No.	%	%	%	%	No.	%	No.
2008-09	Q1	892,017	55%	27%	18%	N/A	716,275	45%	1,608,292
	Q2	859,641	56%	26%	19%	N/A	683,675	44%	1,543,316
	Q3	1,082,204	58%	23%	19%	N/A	782,605	42%	1,864,809
	Q4	943,092	56%	25%	19%	N/A	736,000	44%	1,679,092
	Total	3,776,954	56%	25%	19%	N/A	2,918,555	44%	6,695,509
2009-10	Q1	1,273,292	59%	18%	11%	11%	886,064	41%	2,159,356
	Q2	1,180,667	58%	20%	11%	10%	844,364	42%	2,025,031
	Q3	1,389,794	58%	19%	12%	10%	987,760	42%	2,377,554
	Q4	1,342,742	56%	20%	13%	10%	1,045,579	44%	2,388,321
	Total	5,186,495	58%	20%	12%	10%	3,763,767	42%	8,950,262
2010-11	Q1	1,422,824	56%	20%	14%	10%	1,136,353	44%	2,559,177
	Q2	1,267,224	55%	21%	15%	9%	1,054,767	45%	2,321,991
	Q3	1,287,024	55%	19%	16%	9%	1,034,386	45%	2,321,410
	Q4	1,311,153	56%	19%	17%	8%	1,021,709	44%	2,332,862
	Total	5,288,225	55%	20%	16%	9%	4,247,215	45%	9,535,440
2011-12	Q1	1,375,689	58%	19%	16%	7%	1,012,729	42%	2,388,418
	Q2	1,234,016	57%	20%	16%	7%	928,639	43%	2,162,655
	Q3	1,402,533	58%	19%	16%	7%	999,399	42%	2,401,932
	Q4	1,374,755	57%	19%	17%	7%	1,021,160	43%	2,395,915
	Total	5,386,993	58%	19%	16%	7%	3,961,927	42%	9,348,920

Appointment data is a count of all initial and ongoing contact appointments with Job Services Australia providers.

“*Valid reason*” means the provider considers that the job seeker had a reasonable excuse for not attending the appointment.

“*Invalid reason*” means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment, or they have been unable to make contact with the job seeker. If a provider records a result of ‘invalid reason’, they can decide to submit a Participation Report to 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)