

This data is updated annually as full financial year data becomes available and for this reason it includes more recent data than the original data annexure from the Independent Review of the Job Seeker Compliance Framework. Changes have also been made to some of the data and notes from the original annexure to the Review Report in order to ensure consistency with the Department's quarterly data releases. Any changes made to data or notes that were present in the original data annexure to the Review Report are in bold, italicised text.

**Table A1: Numbers of Job Seekers**

Year		Active job seekers		Job seeker suspended in employment services					Total job seekers
				Temporary exemption	Reduced work capacity	Approved activity	Total suspended job seekers		
		No.	%	No.	No.	No.	No.	%	No.
<b>2007-8</b>	<b>Qtr Av</b>	515,154	79%	69,875	NA	69,108	138,982	21%	654,136
<b>2008-9</b>	<b>Qtr Av</b>	531,617	77%	70,212	NA	92,843	163,055	23%	694,672
<b>2009-10</b>	<b>Q1</b>	558,595	73%	69,055	38,515	99,335	206,905	27%	765,500
	<b>Q2</b>	585,021	74%	70,473	46,036	91,533	208,042	26%	793,063
	<b>Q3</b>	588,155	74%	64,793	44,703	93,971	203,467	26%	791,622
	<b>Q4</b>	571,702	74%	58,265	49,355	97,868	205,488	26%	777,190
<b>2010-11</b>	<b>Q1</b>	525,765	71%	62,545	49,451	103,239	215,235	29%	741,000
	<b>Q2</b>	552,451	73%	63,198	50,019	92,333	205,550	27%	758,001
	<b>Q3</b>	545,860	72%	61,590	45,575	100,651	207,816	28%	753,676
	<b>Q4</b>	525,523	72%	65,799	40,384	102,893	209,076	28%	734,599

**Notes:**

- The quarter average for 2008-9 does not exclude the final quarter as no transition effects are apparent in job seeker numbers.
- “Active job seekers” means job seekers who are currently engaging with their provider and actively seeking work or undertaking activities targeted at non-vocational barriers with a view to becoming work-ready.
- “Job seekers suspended in employment services” means job seekers whose obligation to meet with an employment services provider has been suspended because they have a temporary exemption from the activity test, have a reduced work capacity below 15 hours a week or are undertaking an approved activity.
- “Temporary exemptions” means exemptions for job seekers for a specified period of time from all participation requirements (including the Activity Test and Employment Pathway Plan). Job seekers are not required to engage with an employment services provider for the duration of their exemption.
- “Reduced work capacity” means job seekers who have a reduced work capacity of 0-14 hours a week and are not required to engage with an employment services provider. They are able to fully satisfy their participation requirements through a quarterly interview with Centrelink.

- “Approved activity” means an activity such as part-time work or education which fully meets the job seeker’s participation requirements for a specified period. Job seekers undertaking approved activities are not required to engage with an employment services provider.
- “NA” indicates that the suspension for “reduced work capacity” was not available prior to July 2009.

**Table A2: Job Seekers with a Vulnerability Indicator (Vi)**

Year		No. of job seekers with a VI	% of all job seekers
2008-9	Q1	130,501	21%
	Q2	142,281	21%
	Q3	140,105	20%
	Q4	146,725	20%
2009-10	Q1	157,025	21%
	Q2	164,006	21%
	Q3	161,147	20%
	Q4	163,237	21%
2010-11	Q1	154,955	21%
	Q2	155,562	21%
	Q3	138,351	18%
	Q4	132,284	18%

**Notes:**

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

**Table A3: Attendance at appointments with JSA providers**

		Appointments attended		Appointments not attended			Total appointments not attended		Total appointments
				Valid reason	Invalid Reason	Discretion	No.	%	No.
Year		No.	%	%	%	%	No.	%	No.
2008-9	Q1	892,017	55%	27%	18%	NA	716,275	45%	1,608,292
	Q2	859,641	56%	26%	19%	NA	683,675	44%	1,543,316
	Q3	1,082,204	58%	23%	19%	NA	782,605	42%	1,864,809
	Q4	943,092	56%	25%	19%	NA	736,000	44%	1,679,092
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
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	1,287,021	55%	20%	16%	9%	1,034,386	45%	2,321,410
	Q4	1,311,153	56%	19%	17%	8%	1,021,709	44%	2,332,862

**Notes:**

- “Valid reason” means the provider considers that the job seeker had a reasonable excuse for not attending the appointment.
- “Invalid reason” means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment, or they have been unable to make contact with the job seeker. If a provider records a result of ‘invalid reason’, they can decide to submit a Participation Report to Centrelink.
- “Discretion” means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment, or they have been unable to make contact with the job seeker but they have nonetheless decided not to submit a Participation Report to Centrelink and are instead using another method to re-engage the job seeker (e.g. rescheduling the appointment until another day or, if unable to make contact, submitting a Contact Request)  
“NA” means this non-attendance code was not available for a provider to use in the 2008-9 period. Prior to July 2009 if a job seeker did not have a reasonable excuse for missing an appointment, the provider was required to submit a PR.

**Table A4: Numbers of participation reports and contact requests**

Year		Participation Reports (PRs)		Contact Requests (CRs)	
		No. of PRs	% of active job seekers	No. of CRs	% of active job seekers
2007-8	Qtr Av	119,065	20%	NA	NA
2008-9	Qtr Av	123,262	18%	NA	NA
2009-10	Q1	70,162	12%	60,379	10%
	Q2	98,968	14%	69,283	10%
	Q3	98,452	12%	73,546	9%
	Q4	109,216	13%	76,282	9%
2010-11	Q1	128,147	15%	83,631	10%
	Q2	135,587	16%	74,587	9%
	Q3	156,452	18%	78,788	9%
	Q4	172,843	20%	71,655	8%

**Notes:**

- 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 for persistent non-compliance as these are determined following a Comprehensive Compliance Assessment which is triggered by three previous Participation Reports or through a request from a provider or Centrelink. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Centrelink prior to the job seeker commencing in employment services.
- “% of active job seekers” means the number of Participation Reports or Contact Requests expressed as a proportion of the total number of job seekers 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 Requests as one job seeker may be the subject of more than one Participation Report or Contact Request.
- “NA” means there was no historical equivalent procedure to the Contact Request, which was introduced in July 2009.

**Table A5: Reasons for participation reports submitted**

Year		Main Reasons			Total for main reasons		All other reasons	Total reasons
		Failure to attend provider appointment	Failure to attend activity	Failure to attend Work for the Dole				
		%	%	%	No.	%	%	No.
2007-8	Qtr Av	62%	19%	13%	112,329	94%	6%	119,065
2008-9	Qtr Av	63%	21%	12%	118,643	96%	4%	123,262
2009-10	Q1	89%	9%	NA	68,903	98%	2%	70,162
	Q2	81%	18%	NA	97,730	99%	1%	98,968
	Q3	82%	17%	NA	97,407	99%	1%	98,452
	Q4	83%	16%	NA	108,057	99%	1%	109,216
2010-11	Q1	83%	15%	N/A	124,956	98%	2%	128,147
	Q2	81%	14%	N/A	129,914	95%	5%	135,587
	Q3	83%	13%	N/A	150,471	96%	4%	156,452
	Q4	80%	15%	N/A	164,780	95%	5%	172,843

**Notes:**

- 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 which is triggered by three previous Participations Reports or through a request from a provider or Centrelink. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Centrelink prior to the job seeker commencing in employment services.
- “Failure to attend activity” means failure to attend activity specified in an Employment Pathway Plan.
- “NA” means that no separate Participation Report category existed for failing to attend Work for the Dole from July 2009. These are now reported as Participation Reports for No Show, No Pay Failures due to failing to attend an activity and included in above data under “Failure to ATTEND ACTIVITY SPECIFIED IN EPP”.

**Table A6: Centrelink responses to participation reports – overview**

Year		Participation failure imposed ("PR applied")		Participation failure not imposed ("PR rejected")		Total Reports
		No.	%	No.	%	No.
<b>2007-8</b>	<b>Qtr Av</b>	51,827	44%	67,238	56%	119,065
<b>2008-9</b>	<b>Qtr Av</b>	38,039	31%	85,222	69%	123,262
<b>2009-10</b>	<b>Q1</b>	19,167	27%	50,995	73%	70,162
	<b>Q2</b>	25,548	26%	73,420	74%	98,968
	<b>Q3</b>	30,040	31%	68,412	69%	98,452
	<b>Q4</b>	40,757	37%	68,459	63%	109,216
<b>2010-11</b>	<b>Q1</b>	55,630	43%	72,517	57%	128,127
	<b>Q2</b>	66,832	49%	68,755	51%	135,587
	<b>Q3</b>	82,595	53%	73,857	47%	156,452
	<b>Q4</b>	98,190	57%	74,653	43%	172,843

**Notes:**

- Participation Reports shown are for Connection, Reconnection, No Show, No Pay Failures and also for Serious Failures for refusing to accept or commence in a suitable job. Participation Reports are not directly submitted for Serious Failures for persistent non-compliance as these are determined following a Comprehensive Compliance Assessment which is triggered by three previous Participation Reports or through a request from a provider or Centrelink. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Centrelink prior to the job seeker commencing in employment services.
- Figures for "Participation failure imposed" may differ from the totals shown for failures in Table A9 because Participation Reports are not submitted directly for Serious Failures for persistent non-compliance.
- "PR Applied %" means the proportion of Participation Reports that have led to imposition of a Participation failure by Centrelink.
- "PR Rejected %" means the proportion of Participation Reports that have not led to imposition of a failure by Centrelink

**Table A7a: Centrelink reasons for rejecting participation reports: overview**

Year		Job seeker had reasonable excuse		Procedural errors relating to:				Total procedural errors		Total reasons
				Nature of requirements	Notifying requirements	Submitting PRs	Other			
		No.	%	%	%	%	%	No.	%	No.
2007-8	Qtr Av	31,958	57%	12%	9%	21%	3%	24,198	43%	56,155
2008-9	Qtr Av	48,185	68%	7%	12%	11%	1%	22,580	32%	71,395
2009-10	Q1	32,296	61%	3%	14%	18%	<1%	20,964	39%	53,260
	Q2	48,908	64%	3%	11%	17%	<1%	27,319	36%	76,227
	Q3	47,119	66%	3%	11%	14%	<1%	23,777	34%	70,896
	Q4	47,016	66%	3%	10%	14%	<1%	24,343	34%	71,359
	Year	175,339	65%	3%	13%	18%	<1%	96,403	35%	271,742
2010-11	Q1	49,778	69%	6%	16%	9%	<1%	22,739	31%	72,517
	Q2	46,964	68%	6%	15%	10%	1%	21,791	32%	68,755
	Q3	50,457	68%	6%	16%	9%	1%	23,400	32%	73,857
	Q4	51,555	69%	6%	14%	10%	1%	23,098	31%	74,653
	Year	198,754	69%	6%	15%	9%	1%	91,028	31%	289,782

**Notes:**

- “Job Seeker had Reasonable Excuse” means that Centrelink determined that the job seeker had a reasonable excuse for failing to comply with the requirement.
- “Nature of requirements” means that Centrelink determined that the requirement with which the job seeker did not comply was not reasonable or appropriate to the circumstances of the job seeker. This includes, for example, where a job seeker was referred to an unsuitable activity, where attendance required an unreasonable travel distance, or where a job did not meet minimum work conditions or enable a job seeker to arrange or access childcare.
- “Notifying requirements” means that Centrelink determined that the jobseeker did not receive notification, was not notified correctly, or was not given enough time to meet their requirement. This includes, for example, instances where mail may have gone astray, or the job seeker had no permanent residence for mail to be sent to.
- “Submitting PRs” means that Centrelink rejected the Participation Report on the ground that it was not valid. This includes, for example, where the report was submitted for a period during which the job seeker had an exemption or was not receiving any payments; it was submitted for a requirement not contained in the Employment Pathway Plan; or the report was filled out incorrectly containing the wrong code or date of incident
- “Other” includes a small number of Participation Reports rejected by Centrelink for reasons other than the above (for example, where a

Participation Report for a Reconnection Failure is rejected because the earlier Connection Failure was revoked following an appeal).

**Table A7b: Centrelink reasons for rejecting participation reports: reasonable excuse**

Year		Medical reason A	Medical reason-B	Other acceptable activity	Personal crisis	Caring responsibilities	Homelessness	Transport difficulties	Cultural / language issues	Other	Total reasonable excuse	
		%	%	%	%	%	%	%	%	%	%	No.
2007-8	Qtr Av	12%	20%	12%	2%	5%	1%	1%	1%	3%	57%	31,958
2008-9	Qtr Av	20%	13%	13%	5%	7%	3%	3%	2%	4%	68%	48,815
2009-10	Q1	17%	7%	12%	6%	5%	4%	4%	2%	3%	61%	32,296
	Q2	17%	8%	13%	8%	5%	4%	4%	3%	3%	64%	48,908
	Q3	16%	8%	13%	8%	5%	4%	5%	4%	3%	66%	47,119
	Q4	14%	11%	13%	7%	5%	5%	4%	5%	3%	66%	47,016
	Year	16%	9%	13%	7%	5%	4%	4%	4%	3%	65%	175,339
2010-11	Q1	13%	13%	15%	7%	5%	5%	4%	3%	4%	69%	49,778
	Q2	11%	14%	15%	7%	5%	5%	4%	3%	4%	68%	46,964
	Q3	9%	16%	15%	8%	5%	5%	4%	3%	4%	68%	50,457
	Q4	9%	17%	15%	7%	5%	5%	4%	3%	4%	69%	51,555
	Year	10%	16%	15%	7%	5%	5%	4%	3%	4%	69%	198,754

**Notes:**

- Percentages above represent the proportion of all Participation Reports rejected, and as such each row equals the “Total reasonable excuse” percentage, rather than adding up to 100%.
- “Medical reason A” means that Centrelink determined that a medical reason prevented the job seeker from complying with the requirement, but the job seeker did not provide specific evidence relating to this particular incident. Included in this category are instances where the job seeker had previously provided evidence of the medical condition or it was not considered reasonable or necessary for the job seeker to attend a doctor.
- “Medical reason B” means that Centrelink determined that a medical reason prevented the job seeker from complying with the requirement, and the job seeker provided specific evidence relating to the particular incident.
- “Other acceptable activity” means that Centrelink determined that the job seeker was participating in an activity that made it acceptable not to meet the requirement (for example, undertaking paid work, attending an interview, etc).
- - “Personal crisis” means that Centrelink determined that a personal crisis prevented the job seeker from complying with the requirement (for example, a bereavement of a family member).
- “Caring responsibilities” means that Centrelink determined that the job seeker had caring responsibilities that prevented them from complying with the requirement (for example, caring for a sick dependant or relative).



- “Homelessness” means that Centrelink determined that a jobseeker’s homelessness prevented the job seeker from being able to comply with the requirement.
- “Transport difficulties” means that Centrelink determined that unforeseeable transport difficulties prevented the job seeker from complying with the requirement (for example, a car breaking down or public transport services being cancelled or disrupted).
- “Cultural / language issues” means that Centrelink determined that cultural diversity, language, literacy or numeracy issues prevented the job seeker from being able to understand or comply with the requirement.
- “Other” includes all other Participation Reports rejected on grounds that the job seeker had a reasonable excuse for not complying (for example, a police restriction, community service order or legal appointment). Prior to July 2009, this also included instances where the Participation Report related to the first offence of a job seeker and a warning was given rather than a failure being imposed.

**Table A8: Number of participation reports per job seeker**

Number of PRs per job seeker	2009-10			2010-11		
	Number of all job seekers	% of all job seekers	% of PRs	Number of all job seekers	% of all job seekers	% of PRs
0	656,228	84%	N/A	570,498	78%	N/A
1	62,656	8%	23%	73,181	10%	19%
2	24,595	3%	18%	33,976	4%	17%
3	13,051	2%	14%	20,162	3%	14%
4	7,352	1%	11%	12,337	2%	12%
5+	13,308	2%	34%	24,445	3%	38%
<b>Total</b>	<b>777,190</b>	<b>100%</b>	<b>100%</b>	<b>734,599</b>	<b>100%</b>	<b>100%</b>

**Notes:**

- “Number of all job seekers” means the total number of job seekers (including early school leavers) as at 30 June 2011.
- “% of all job seekers” indicates the proportion of the total number of job seekers as at 30 June 2011 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 2011 during the preceding twelve month period (e.g. 17 per cent of all PRs submitted between 1 July 2010 and 30 June 2011 were submitted in relation to job seekers at 30 June 2011 who received two Participation Reports during this period).

**Table A9: Numbers of participation failures**

Year		No. of Participation failures	% of active job seekers
2007-8	Qtr Av	56,015	9%
2008-9	Qtr Av	40,721	6%
2009-10	Q1	19,179	3%
	Q2	25,640	4%
	Q3	30,162	4%
	Q4	41,009	5%
2010-11	Q1	56,130	7%
	Q2	68,810	8%
	Q3	84,892	10%
	Q4	101,790	12%

**Notes:**

- Participation Failures shown include Connection, Reconnection and No Show, No Pay Failures, and also for Serious Failures for persistent non-compliance or failing to accept or commence in a suitable job. Unemployment Non Payment Periods (UNPPs) are excluded from the table as the majority of UNPPs are initiated by Centrelink prior to the 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 who were active at some point over the duration of a quarter (i.e. this is not a point in time population of job seekers). This does not represent the actual proportion of job seekers who incurred a participation failure, as one job seeker may have incurred more than one participation failure.
- Figures for “No. of failures” may differ from figures for “Participation failures imposed” in Table A6 because Participation Reports are not submitted directly for Serious Failures for persistent non-compliance.

**Table A10a: Types of participation failure: overview**

Year		Connection Failures		Reconnection Failures		No Show No Pay Failures		Serious Failures		Total Failures
		No.	%	No.	%	No.	%	No.	%	No.
<b>2007-8</b>	<b>Qtr Av</b>	45,748	82%	NA	NA	5,401	10%	4,866	9%	56,015
<b>2008-9</b>	<b>Qtr Av</b>	34,509	85%	NA	NA	3,251	8%	2,961	7%	40,721
<b>2009-10</b>	<b>Q1</b>	16,702	87%	780	4%	1,601	8%	96	1%	19,179
	<b>Q2</b>	20,054	78%	1,044	4%	4,345	17%	197	1%	25,640
	<b>Q3</b>	23,917	79%	1,299	4%	4,710	16%	236	1%	30,162
	<b>Q4</b>	32,350	79%	2,236	5%	6,038	15%	385	1%	41,009
<b>2010-11</b>	<b>Q1</b>	43,822	78%	3,659	7%	7,943	14%	706	1%	56,130
	<b>Q2</b>	51,794	75%	5,264	8%	9,527	14%	2,225	3%	68,810
	<b>Q3</b>	64,684	76%	6,576	8%	10,973	13%	2,659	3%	84,892
	<b>Q4</b>	74,449	73%	8,534	8%	14,801	15%	4,006	4%	101,790

**Notes:**

- Current categories of failures did not exist prior to 1 July 2009, so the most comparable previous failure types have been used for earlier years.
- “NA” means there is no comparable failure type for Reconnection Failures as the most similar types of failures were previously counted under the historical equivalent of Connection Failures.

**Table A10b: Types of participation failure: serious failures**

Year		Persistent non-compliance		Refused suitable job		Did not commence suitable Job		Other reasons		Total Serious Failures
		No.	%	No.	%	No.	%	No.	%	No.
<b>2007/08</b>	<b>Qtr Av</b>	2,608	54%	353	7%	325	7%	1,579	32%	4,866
<b>2008/09</b>	<b>Qtr Av</b>	1,380	47%	131	4%	148	5%	1,302	44%	2,961
<b>2009-10</b>	<b>Q1</b>	12	13%	43	45%	41	43%	NA	NA	96
	<b>Q2</b>	92	47%	64	32%	41	21%	NA	NA	197
	<b>Q3</b>	122	52%	54	23%	60	25%	NA	NA	236
	<b>Q4</b>	252	65%	77	20%	56	15%	NA	NA	385
<b>2010-11</b>	<b>Q1</b>	500	71%	110	16%	96	14%	NA	NA	706
	<b>Q2</b>	1,978	89%	127	6%	120	5%	NA	NA	2,225
	<b>Q3</b>	2,297	87%	164	6%	198	7%	NA	NA	2,659
	<b>Q4</b>	3,600	90%	185	5%	221	5%	N/A	N/A	4,006

**Notes:**

- “Other Reasons” includes a number of participation failures that were counted as Serious Failures and received an 8 week penalty (eg, not attending full-time Work for the Dole) prior to July 2009.

**Table A11: Outcomes of comprehensive compliance assessments**

Year		Serious Failures (8 wk penalty imposed)		Further assessment/assistance				Change in Activity		Other action or no action		Total
				Referral for JCA	Referral to other stream	Total						
		No.	%			No.	No.	No.	%	No.	%	No.
2009-10	Q1	12	7%	103	1	104	57%	14	7%	54	29%	184
	Q2	92	9%	456	28	484	47%	97	9%	356	35%	1,029
	Q3	122	9%	563	56	619	45%	119	9%	509	37%	1,369
	Q4	252	13%	604	94	698	36%	288	15%	721	37%	1,959
	Year	478	10%	1,726	179	1,905	42%	518	13%	1,640	36%	4,541
2010-11	Q1	500	11%	938	188	1,126	25%	1,301	29%	1,576	35%	4,503
	Q2	1,978	25%	1,289	289	1,578	21%	2,226	28%	2,077	26%	7,859
	Q3	2,297	26%	1,261	268	1,529	18%	2,630	30%	2,219	26%	8,675
	Q4	3,600	29%	1,621	280	1,901	15%	3,341	27%	3,640	29%	12,482
	Year	8,375	25%	5,109	1,025	6,134	18%	9,498	28%	9,512	29%	33,519

**Notes:**

- “Referral for JCA” means a job seeker had their Job Seeker Classification Instrument (JSCI updated and the outcome of the JSCI was for the job seeker to be referred for a Job Capacity Assessment
- “Referral to other stream” means a job seeker had their JSCI updated and the outcome of the JSCI was for the job seeker to be referred to a higher – numbered stream of service in the Job Services Australia system.
- “Change in activity” means a formal recommendation was made for the 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.

**Table A12: Sanctions for serious failures**

Year		Non Payment Period		Financial penalty waived				Total
				Compliance Activity		Financial hardship		No.
		No.	%	No.	%	No.	%	No.
2009-10	Q1	45	47%	48	50%	3	3%	96
	Q2	124	63%	70	36%	3	2%	197
	Q3	142	60%	88	37%	6	3%	236
	Q4	196	51%	183	48%	6	2%	385
	Year	507	55%	389	43%	18	2%	914
2009-10	Q1	349	49%	345	49%	12	2%	706
	Q2	943	42%	1,256	57%	26	1%	2,225
	Q3	1,213	46%	1,404	53%	42	1%	2,659
	Q4	1,534	38%	2,427	61%	45	1%	4,006
	Year	4,039	42%	5,432	57%	125	1%	9,596

**Notes:**

- “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.