

Job Seeker Compliance Data – March Quarter 2015

Contents

Part A	2
1 - Number of Job seekers (as at 31 March 2015)	2
2 - Job Seekers with a Vulnerability Indicator	3
3 - Attendance at Appointments with Employment Services providers.....	3
4 - Income support payment suspensions for non-attendance at appointments/activities	4
5 - Numbers of Participation Reports and Non-attendance Reports	4
6 - Reasons for providers reporting non-compliance to Human Services.....	5
7 - Human Services responses to Participation Reports: Overview	5
8 - Human Services reasons for applying Participation Reports.....	8
9 - Human Services reasons for rejecting Participation Reports: Overview	8
10 - Number of Participation Reports and/or Non-attendance Reports per job seeker (at 31 March 2015).....	10
11 - Number of Participation Failures.....	11
12 - Types of Participation Failures: Overview.....	11
13 - Types of Participation Failures: Serious Failures	12
14 - Outcomes of Comprehensive Compliance Assessments.....	12
15 - Sanctions for Serious Failures.....	13
Part B	14
16 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Gender	14
17 - Financial penalties, Connection Failures, Payment Suspensions and CCAs by Indigenous Status	17
18 - Financial penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Age Group.....	20
19 - Financial penalties, Connection failures, Payment Suspensions and CCAs by Employment Services	23
20 - Financial Penalties, Connection Failures, Payment Suspensions and CCAs by Allowance Types.....	27
Glossary.....	30

Part A

1 - Number of Job seekers (as at 31 March 2015)

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.
666,997	76%	79,854	32,544	98,930	211,328	24%	878,325

All the numbers of job seekers shown in this table are point in time at 31 March 2015.

“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 mutual obligation requirements. 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 mutual obligation requirements through a quarterly interview with the Department of Human Services (Human Services).

“Approved activity” means an activity such as part-time work or education which fully meets the job seeker’s mutual obligation 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

31 March 2015	Number of job seekers with a Vulnerability Indicator	% of all job seekers
		110,381

“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 mutual obligation 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

	Appointments attended		Appointments not attended				Total Appointments	
			Valid reason	Invalid reason	Discretion	Total		
	No.	%	%	%	%	No.	%	No.
1 January to 31 March 2015	2,449,237	68%	12%	13%	7%	1,135,274	32%	3,584,511

Appointment data is a 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 Human Services.

“Discretion” means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment but they have nonetheless decided not to submit a Participation Report to Human Services and are instead using another method to re-engage the job seeker (e.g. rescheduling the appointment until another day).

4 - Income support payment suspensions for non-attendance at appointments/activities

1 January to 31 March 2015	Number of Payment suspensions for job seekers missing usual appointment with their provider	Number of payment suspensions for job seekers missing an appointment with a third party	Number of payment suspensions for job seekers following disengagement from an activity	Number of payment suspensions for job seekers not attending a reconnection appointment	Total Suspensions
		286,115	2,300	18,672	19,910

This table includes all participation payment suspensions applied as a result of providers submitting Non-attendance Reports for non-attendance at a usual provider appointment (see note to Table 5) or as a result of providers submitting Participation Reports for non-attendance at a third party appointment (such as an initial appointment with a Work for the Dole Host or Skills for Employment and Education provider), following disengagement from an activity or for not attending a reconnection appointment.

5 - Numbers of Participation Reports and Non-attendance Reports

1 January to 31 March 2015	Participation Reports (PRs)		Non-attendance Reports (NARs)	
	No. of PRs	% of active job seekers	No. of NARs	% of active job seekers
	78,481	8%	325,320	33%

Prior to the September quarter 2014, this table included Participation Reports and Contact Requests. From 1 July 2014, the use of Contact Requests was discontinued as the introduction of Non-attendance Reports made Contact Requests redundant because they achieve the same thing. Non-attendance Reports are used by providers to report to Human Services when a job seeker fails to attend a usual provider appointment. The submission of a Non-attendance Report triggers an income support payment suspension. Connection failure Participation Reports, which trigger payment suspension and, in addition, the investigation of a Connection failure, were also discontinued for the purpose of reporting non-attendance at provider appointments from 1 July 2014. The shift from the use of Participation Reports to the use of Non-attendance Reports for reporting non-attendance at provider appointments is reflected in the above data.

Participation Reports shown are for 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 for persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods are also excluded from the table as they are generally initiated by Human Services prior to the job seeker commencing in employment services.

“% of active job seekers” means the number of Participation Reports or Non-attendance Reports 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 Non-attendance Report as one job seeker may be the subject of more than one Participation Report or Non-attendance Report. It is therefore included only to provide an indicative comparison with earlier quarters.

6 - Reasons for providers reporting non-compliance to Human Services

1 January to 31 March 2015	Main reasons				Total for main reasons		Other reasons	Total for all reasons
	Failure to attend provider appointment		Failure to attend activity					
	No	%	No	%	No	%	%	No
	348,213	86%	50,072	13%	398,285	99%	1%	403,801

This table includes a count of all Non-attendance Reports and Participation Reports for 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 are also excluded from the table as they are generally initiated by Human Services prior to the job seeker commencing in employment services.

“Failure to attend activity” means failure to attend an activity specified in an Employment Pathway Plan.

7 - Human Services responses to Participation Reports: Overview

1 January to 31 March 2015	Participation Failure imposed (“PR Applied”)		Participation Failure not imposed (“PR Rejected”)		Total Reports
	No.	%	No.	%	No.
	52,565	67%	25,916	33%	78,481

Participation Reports are rejected if Human Services determines that the job seeker gave prior notice of a reasonable excuse for their failure to attend an appointment or had a reasonable excuse but was unable to give prior notice. Although Non-attendance Reports are also used to report non-compliance and can be found to be invalid (for example, the job seeker was not on payment at the time of their non-attendance), Human Services is not required to determine whether or not the job seeker had a reasonable excuse for their non-attendance because no participation failure can be applied. For this reason, Non-attendance Reports cannot be “rejected” in the way Participation Reports are and so are not included in the table above or the table below.

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 Human Services prior to the job seeker commencing in employment services. Table I I includes Serious Failures for persistent non-compliance and UNPPs.

‘PR Rejected %’ means the proportion of Participation Reports that have not led to imposition of a failure by Human Services.

Participation Failures applied by Human Services due to unacceptable reasons given by job seekers for non-attendance

I January to 31 March 2015	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	Reason not recorded	Reasonable excuse but no prior notice	TOTAL
No	8,469	8,312	10,586	1,492	4,561	4,466	3,243	309	<20	np	298	10,673	52,565
%	16.1%	15.8%	20.1%	2.8%	8.7%	8.5%	6.2%	0.6%	N/A	N/A	0.6%	20.3%	100%

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 Human Services, with employers or for non-attendance at activities. Non-attendance Reports, which are used to report non-attendance at provider appointments (which constitute the bulk of appointment types) are not included in this table because they do not result in a Participation Failure under the compliance framework and simply delay a job seeker’s income support payment rather than result in a penalty. Because of this, the job seeker’s reason for non-attendance is not sought or recorded by Human Services

The data gives the types of excuses that job seekers provided to Human Services that Human Services did not accept as reasonable in the specific circumstances of each case. Human Services 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 Human Services 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 seeker’s 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. Human Services must be satisfied that the job seeker was properly notified of their requirement before a failure can be applied. In these cases, Human Services 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 Human Services 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 Human Services 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, Human Services 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 - Human Services reasons for applying Participation Reports

1 January to 31 March 2015	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
	10,673	20%	22,384	43%	1,563	3%	17,945	34%	52,565

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 Human Services 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.

Non-attendance Reports, which are used to report non-attendance at provider appointments (which constitute the bulk of appointment types) are not included in this table because they do not result in a Participation Failure under the compliance framework and simply delay a job seeker’s income support payment rather than result in a penalty. Because of this, whether or not the job seeker had a reasonable excuse is not investigated or recorded by Human Services.

9 - Human Services reasons for rejecting Participation Reports: Overview

1 January to 31 March 2015	Job seeker had reasonable excuse		Procedural errors relating to:			Total procedural errors		Total Rejections
			Nature of requirements	Notifying requirements	Submitting PRs	No.	%	No.
	No.	%	%	%	%	No.	%	No.
12,735	49%	20%	9%	22%	13,181	51%	25,916	

Non-attendance Reports, which are used to report non-attendance at provider appointments where no prior notice of a valid reason was given (which constitute the bulk of reports to Human Services) are not included in this table or the table below because they do not result in a Participation Failure under the compliance

framework and simply delay a job seeker’s income support payment rather than result in a penalty. Because of this, whether or not the job seeker had a reasonable excuse is not investigated or recorded by Human Services.

“Job seeker had reasonable excuse” means that Human Services determined that the job seeker had a reasonable excuse for failing to comply with the requirement and therefore a Participation Failure should not be applied.

“Nature of requirements” means that Human Services 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 Human Services 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 Human Services 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

Human Services reasons for rejecting Participation Reports: Reasonable Excuse

1 January to 31 March 2015	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.
	9%	12%	10%	5%	4%	2%	3%	1%	3%	49%	12,735

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 Human Services 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 Human Services 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 Human Services 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 Human Services 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 Human Services 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 Human Services determined that a job seeker’s homelessness prevented the job seeker from being able to comply with the requirement.

“Transport difficulties” means that Human Services 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 Human Services 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 and/or Non-attendance Reports per job seeker (at 31 March 2015)

Number of PRs or NARs per job seeker	No. of all job seekers	% of all job seekers	% of PRs/NARs
0	556,211	63.3%	N/A
1	132,445	15.1%	14%
2	62,363	7.1%	13%
3	37,441	4.3%	12%
4	24,632	2.8%	10%
5+	65,233	7.4%	52%
Total	878,325	100%	100%

This table shows the number and percentage of job seekers who have not been reported for non-compliance and the number and percentage who have been reported, either through a Participation Report or Non-Attendance Report, on one or multiple occasions.

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 31 March 2015.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 31 March 2015 who received the specified number of Participation Reports and/or Non-attendance Reports over the preceding twelve months.

“% of PRs/NARs” indicates the % of Participation Reports and/or Non-attendance Reports submitted in relation to each particular cohort of job seekers at 31 March 2015 during the preceding twelve month period (e.g. 12 per cent of all PRs submitted between 1 April 2014 and 31 March 2015 were submitted in relation to those job seekers at 31 March 2015 who received two Participation Reports and/or Non-Attendance Reports during this period).

11 - Number of Participation Failures

1 January to 31 March 2015	No. of Participation Failures	% of active job seekers
		55,697

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. Participation Failures are applied where Human Services has assessed a Participation Report and has determined under social security law that the job seeker did not have a reasonable excuse. Human Services then records the Participation Failure on the job seeker’s record and this may or may not result in the application of a financial penalty, depending on the failure type. Although Non-attendance Reports, like Participation Reports, are a mechanism for employment providers to report non-compliance, Human Services does not consider reasonable excuse before actioning them and they do not result in the application of a Participation Failure or penalty (only income support payment suspension). Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Human Services 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 January to 31 March 2015	Connection Failures		Reconnection Failures		No Show No Pay Failures		Serious Failures		Total Failures
	No.	%	No.	%	No.	%	No.	%	No.
	3,048	5%	14,945	27%	34,274	62%	3,430	6%	55,697

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

1 January to 31 March 2015	Persistent non-compliance		Refused Suitable Job		Did Not Commence Suitable Job		Total Serious Failures
	No.	%	No.	%	No.	%	No.
	3,132	92%	147	4%	151	4%	3,430

14 - Outcomes of Comprehensive Compliance Assessments

1 January to 31 March 2015	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.
	3,132	44%	484	56	540	8%	2,743	664	3,407	48%	7,079

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 (ESAt) 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 October 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 Human Services as part of the CCA. This means that the Human Services 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

1 January to 31 March 2015	Serious Failures						Total
	Non-payment Period		Financial Penalty waived				
			Compliance Activity		Financial Hardship		
	No.	%	No.	%	No.	%	
	680	20%	2,712	79%	38	1%	3,430

“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 January to 31 March 2015

Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	2,206	26.01%	1,281	15.10%	3,487	41.11%	9,719	33.79%
Unemployment due to misconduct – UNPP	1,208	14.24%	357	4.21%	1,565	18.45%	4,456	15.49%
Persistent non-compliance – Serious	2,284	26.93%	848	10.00%	3,132	36.93%	13,394	46.56%
Did not commence suitable work - Serious	133	1.57%	<20	N/A	151	1.78%	601	2.09%
Refused a suitable job – Serious	111	1.31%	36	0.42%	147	1.73%	595	2.07%
Sub Total NPPs	5,942	70.05%	2,540	29.95%	8,482	100.00%	28,765	100.00%

1 January to 31 March 2015

Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	10,233	20.79%	4,712	9.57%	14,945	30.36%	86,359	47.70%
Failure to attend activity specified in EPP - NSNP	23,679	48.11%	9,676	19.66%	33,355	67.77%	91,736	50.67%
Failure to attend job interview - NSNP	326	0.66%	142	0.29%	468	0.95%	1,562	0.86%
Inappropriate conduct in EPP activity - NSNP	276	0.56%	72	0.15%	348	0.71%	1,079	0.60%
Inappropriate presentation or conduct at job interview – NSNP	81	0.16%	22	0.04%	103	0.21%	309	0.17%
Sub Total Other Financial penalties	34,595	70.29%	14,624	29.71%	49,219	100.00%	181,045	100.00%

I January to 31 March 2015

	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Total Financial Penalties	40,537	70.25%	17,164	29.75%	57,701	100.00%	209,810	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 January to 31 March 2015.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at provider reconnection appointments.

I January to 31 March 2015

Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend third party provider appointment*	575	18.86%	248	8.14%	823	27.00%	2,110	20.33%
Failure to attend CCA appointment	702	23.03%	252	8.27%	954	31.30%	4,327	41.68%
Failure to comply with Job Search requirement in EPP	689	22.60%	218	7.15%	907	29.76%	2,865	27.60%
Failure to enter EPP with provider	203	6.66%	49	1.61%	252	8.27%	772	7.44%
Failure to attend Centrelink appointment	<20	N/A	<20	N/A	<20	N/A	48	0.46%
Unsatisfactory Job Seeker Diary	48	1.57%	<20	N/A	60	1.97%	164	1.58%
Failure to return Job Seeker Diary	24	0.79%	<20	N/A	32	1.05%	86	0.83%
Failure to negotiate EPP with Centrelink	<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	2,253	73.92%	795	26.08%	3,048	100.00%	10,381	100.00%

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I January to 31 March 2015

Income Support payment suspensions	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	195,775	59.87%	112,550	34.42%	308,325	94.29%	902,860	94.81%
Income support payment suspension – disengagement from activity	12,618	3.86%	6,054	1.85%	18,672	5.71%	49,382	5.19%
Total Income Support payment suspensions	208,393	63.73%	118,604	36.27%	326,997	100.00%	952,242	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

I January to 31 March 2015

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESAt	333	4.70%	151	2.13%	484	6.84%	2,266	7.53%
JSCI updated - eligible for higher stream	42	0.59%	<20	N/A	56	0.79%	286	0.95%
Persistent non-compliance (Serious Failure)	2,284	32.26%	848	11.98%	3,132	44.24%	13,394	44.49%
Other outcomes	1,970	27.83%	773	10.92%	2,743	38.75%	11,528	38.29%
No outcomes	487	6.88%	177	2.50%	664	9.38%	2,635	8.75%
Total	5,116	72.27%	1,963	27.73%	7,079	100.00%	30,109	100.00%

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

1 January to 31 March 2015

Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	330	3.89%	3,157	37.22%	3,487	41.11%	9,719	33.79%
Unemployment due to misconduct – UNPP	154	1.82%	1,411	16.64%	1,565	18.45%	4,456	15.49%
Persistent non-compliance - Serious	1,657	19.54%	1,475	17.39%	3,132	36.93%	13,394	46.56%
Did not commence suitable work - Serious	21	0.25%	130	1.53%	151	1.78%	601	2.09%
Refused a suitable job - Serious	<20	N/A	136	1.60%	147	1.73%	595	2.07%
Sub Total NPPs	2,173	25.62%	6,309	74.38%	8,482	100.00%	28,765	100.00%

1 January to 31 March 2015

Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	4,209	8.55%	10,736	21.81%	14,945	30.36%	86,359	47.70%
Failure to attend activity specified in EPP – NSNP	13,264	26.95%	20,091	40.82%	33,355	67.77%	91,736	50.67%
Failure to attend job interview – NSNP	50	0.10%	418	0.85%	468	0.95%	1,562	0.86%
Inappropriate conduct in EPP activity – NSNP	60	0.12%	288	0.59%	348	0.71%	1,079	0.60%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	98	0.20%	103	0.21%	309	0.17%
Sub Total Other Financial penalties	17,588	35.73%	31,631	64.27%	49,219	100.00%	181,045	100.00%

I January to 31 March 2015

	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Total Financial Penalties	19,761	34.25%	37,940	65.75%	57,701	100.0%	209,810	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 I January to 31 March 2015.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

I January to 31 March 2015

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment *	223	7.32%	600	19.69%	823	27.00%	2,110	20.33%
Failure to attend CCA appointment	377	12.37%	577	18.93%	954	31.30%	4,327	41.68%
Failure to comply with Job Search requirement in EPP	139	4.56%	768	25.20%	907	29.76%	2,865	27.60%
Failure to enter EPP with provider	<20	N/A	238	7.81%	252	8.27%	772	7.44%
Failure to attend Centrelink appointment	<20	N/A	<20	N/A	<20	N/A	48	0.46%
Unsatisfactory Job Seeker Diary	<20	N/A	55	1.80%	60	1.97%	164	1.58%
Failure to return Job Seeker Diary	<20	N/A	30	0.98%	32	1.05%	86	0.83%
Failure to negotiate EPP with Centrelink	0	0.00%	<20	N/A	<20	N/A	<20	N/A
Other	<20	N/A	<20	N/A	<20	N/A	<20	N/A
Total	763	25.03%	2,285	74.97%	3,048	100.00%	10,381	100.00%

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

1 January to 31 March 2015

Income support payment suspensions	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	64,302	19.66%	244,023	74.63%	308,325	94.29%	902,860	94.81%
Income support payment suspension – disengagement from activity	7,878	2.41%	10,794	3.30%	18,672	5.71%	49,382	5.19%
Total Income Support payment suspensions	72,180	22.07%	254,817	77.93%	326,997	100.00%	952,242	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

1 January to 31 March 2015

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESA	133	1.88%	351	4.96%	484	6.84%	2,266	7.53%
JSCI updated - eligible for higher stream	<20	N/A	37	0.52%	56	0.79%	286	0.95%
Persistent non-compliance (Serious Failure)	1,657	23.41%	1,475	20.84%	3,132	44.24%	13,394	44.49%
Other outcomes	997	14.08%	1,746	24.66%	2,743	38.75%	11,528	38.29%
No outcomes	248	3.50%	416	5.88%	664	9.38%	2,635	8.75%
Total	3,054	43.14%	4,025	56.86%	7,079	100.00%	30,109	100.00%

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

1 January to 31 March 2015

Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	353	1,617	714	601	202	3,487	9,719	33.79%
Unemployment due to misconduct – UNPP	108	616	379	387	75	1,565	4,456	15.49%
Persistent non-compliance - Serious	624	1,661	564	269	<20	3132	13,394	46.56%
Did not commence suitable work - Serious	21	70	40	<20	<20	151	601	2.09%
Refused a suitable job - Serious	20	43	37	34	<20	147	595	2.07%
Sub Total NPPs	1,126	4,007	1,734	1,307	308	8,482	28,765	100.00%

1 January to 31 March 2015

Other Financial Penalties (Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	3,340	6,969	3,135	1,411	90	14945	86,359	47.70%
Failure to attend activity specified in EPP – NSNP	7,020	15,591	6,214	4,114	416	33,355	91,736	50.67%
Failure to attend job interview – NSNP	82	215	83	74	<20	468	1,562	0.86%
Inappropriate conduct in EPP activity – NSNP	86	131	58	53	20	348	1,079	0.60%
Inappropriate presentation or conduct at job interview - NSNP	<20	24	20	36	<20	103	309	0.17%
Sub Total Other Financial penalties	10,538	22,930	9,510	5,688	553	49,219	181,045	100.00%

1 January to 31 March 2015

	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Total Financial Penalties	11,664	26,937	11,244	6,995	861	57,701	209,810	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 January to 31 March 2015.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

1 January to 31 March 2015

Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment*	218	358	144	92	<20	823	2,110	20.33%
Failure to attend CCA appointment	177	508	188	77	<20	954	4,327	41.68%
Failure to comply with Job Search requirement in EPP	121	426	170	152	38	907	2,865	27.60%
Failure to enter EPP with provider	32	70	54	72	24	252	772	7.44%
Failure to attend Centrelink appointment	<20	<20	<20	<20	<20	<20	48	0.46%
Unsatisfactory Job Seeker Diary	<20	24	<20	<20	<20	60	164	1.58%
Failure to return Job Seeker Diary	<20	<20	<20	<20	0	32	86	0.83%
Failure to negotiate EPP with Centrelink	<20	0	0	0	0	<20	<20	N/A
Other	<20	<20	<20	0	0	<20	<20	N/A
Total	573	1,403	572	419	81	3,048	10,381	100.00%

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I January to 31 March 2015

Income support payment suspensions	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	54,555	119,827	71,462	53,149	9,332	308,325	902,860	94.81%
Income support payment suspension – disengagement from activity	3,919	8,068	3,739	2,644	302	18,672	49,382	5.19%
Total Income Support payment suspensions	58,474	127,895	75,201	55,793	9,634	326,997	952,242	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

I January to 31 March 2015

Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESA	83	261	98	41	<20	484	2,266	7.53%
JSCI updated - eligible for higher stream	<20	26	<20	<20	0	56	286	0.95%
Persistent non-compliance (Serious Failure)	624	1,661	564	269	<20	3,132	13,394	44.49%
Other outcomes	604	1,287	520	308	24	2,743	11,528	38.29%
No outcomes	162	306	114	76	<20	664	2,635	8.75%
Total	1,485	3,541	1,307	701	45	7,079	30,109	100.00%

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

I January to 31 March 2015

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	1,002	234	79	113	36	28	1,995	3,487	9,719	33.79%
Unemployment due to misconduct – UNPP	354	83	32	45	26	<20	1,008	1,565	4,456	15.49%
Persistent non-compliance – Serious	304	665	762	569	22	810	0	3,132	13,394	46.56%
Did not commence suitable work - Serious	20	55	26	39	<20	<20	0	151	601	2.09%
Refused a suitable job – Serious	30	43	25	27	<20	<20	0	147	595	2.07%
Sub Total NPPs	1,710	1,080	924	793	112	860	3,003	8,482	28,765	100.00%

I January to 31 March 2015

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 comply with a reconnection requirement	2,949	3,392	2,369	4,703	587	945	0	14,945	86,359	47.70%
Failure to attend activity specified in EPP – NSNP	4,165	7,699	6,452	7,921	483	6,635	0	33,355	91,736	50.67%
Failure to attend job interview – NSNP	72	164	79	91	59	<20	0	468	1,562	0.86%
Inappropriate conduct in EPP activity – NSNP	46	84	80	96	32	<20	0	348	1,079	0.60%
Inappropriate presentation or conduct at job interview - NSNP	<20	40	20	<20	<20	0	0	103	309	0.17%

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%
Sub Total Other Financial penalties	7,250	11,379	9,000	12,822	1,175	7,593	0	49,219	181,045	100.00%

1 January to 31 March 2015

	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	8,960	12,459	9,924	13,615	1,287	8,453	3,003	57,701	209,810	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 January to 31 March 2015.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

I January to 31 March 2015

Connection Failures	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Total	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment*	80	213	132	300	58	40	823	2,110	20.33%
Failure to attend CCA appointment	83	157	160	420	<20	122	954	4,327	41.68%
Failure to comply with Job Search requirement in EPP	285	220	159	214	28	<20	907	2,865	27.60%
Failure to enter EPP with provider	30	69	28	72	52	<20	252	772	7.44%
Failure to attend Centrelink appointment	<20	0	<20	<20	<20	0	<20	48	0.46%
Unsatisfactory Job Seeker Diary	49	<20	0	<20	0	0	60	164	1.58%
Failure to return Job Seeker Diary	24	<20	<20	<20	<20	0	32	86	0.83%
Failure to negotiate EPP with Centrelink	<20	0	0	0	0	0	<20	<20	N/A
Other	<20	0	0	<20	0	0	<20	<20	N/A
Total	556	669	484	1,022	153	164	3,048	10,381	100.00%

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I January to 31 March 2015

Income Support payment suspensions	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Total	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	81,757	67,266	43,444	78,842	17,961	19,055	308,325	902,860	94.81%
Income support payment suspension – disengagement from activity	1,948	3,995	3,541	4,208	297	4,683	18,672	49,382	5.19%
Total Income Support payment suspensions	83,705	71,261	46,985	83,050	18,258	23,738	326,997	952,242	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

1 January to 31 March 2015

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 ESAt	52	119	92	200	<20	<20	484	2,266	7.53%
JSCI updated – eligible for higher stream	<20	20	24	0	0	0	56	286	0.95%
Persistent non-compliance (Serious Failure)	304	665	762	569	22	810	3,132	13,394	44.49%
Other outcomes	272	516	452	1,101	56	346	2,743	11,528	38.29%
No outcomes	139	198	142	51	<20	126	664	2,635	8.75%
Total	779	1,518	1,472	1,921	98	1,291	7,079	30,109	100.00%

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

I January to 31 March 2015

Non Payment Periods (Serious Failure and UNPP)	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	917	307	<20	2,244	3,487	9,719	33.79%
Unemployment due to misconduct – UNPP	392	103	<20	1,060	1,565	4,456	15.49%
Persistent non-compliance – Serious	2,181	936	<20	0	3,132	13,394	46.56%
Did not commence suitable work - Serious	112	39	0	0	151	601	2.09%
Refused a suitable job – Serious	118	25	<20	0	147	595	2.07%
Sub Total NPPs	3,720	1,410	48	3,304	8,482	28,765	100.00%

I January to 31 March 2015

Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	10,229	4,499	217	0	14,945	86,359	47.70%
Failure to attend activity specified in EPP - NSNP	23,129	9,834	392	0	33,355	91,736	50.67%
Failure to attend job interview - NSNP	341	123	<20	0	468	1,562	0.86%
Inappropriate conduct in EPP activity - NSNP	244	102	<20	0	348	1,079	0.60%
Inappropriate presentation or conduct at job interview - NSNP	89	<20	<20	0	103	309	0.17%
Sub Total Other Financial penalties	34,032	14,571	616	0	49,219	181,045	100.00%

I October to 31 December 2014

	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Total Financial Penalties	37,752	15,981	664	3,304	57,701	209,810	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 January to 31 March 2015.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

1 January to 31 March 2015

Connection Failures	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment*	533	285	<20	823	2,110	20.33%
Failure to attend CCA appointment	691	259	<20	954	4,327	41.68%
Failure to comply with Job Search requirement in EPP	735	172	0	907	2,865	27.60%
Failure to enter EPP with provider	212	39	<20	252	772	7.44%
Failure to attend Centrelink appointment	<20	<20	<20	<20	48	0.46%
Unsatisfactory Job Seeker Diary	43	<20	0	60	164	1.58%
Failure to return Job Seeker Diary	24	<20	0	32	86	0.83%
Failure to negotiate EPP with Centrelink	0	<20	0	<20	<20	N/A
Other	<20	<20	0	<20	<20	N/A
Total	2,252	785	<20	3,048	10,381	100.00%

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I January to 31 March 2015

Income Support payment suspensions	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	231,665	68,757	7,903	308,325	902,860	94.81%
Income support payment suspension – disengagement from activity	13,271	5,084	317	18,672	49,382	5.19%
Total Income Support payment suspensions	244,936	73,841	8,220	326,997	952,242	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

I January to 31 March 2015

Finalised CCA Outcome	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESAt	374	104	<20	484	2,266	7.53%
JSCI updated - eligible for higher stream	40	<20	<20	56	286	0.95%
Persistent non-compliance (Serious Failure)	2,181	936	<20	3,132	13,394	44.49%
Other outcomes	1,936	778	29	2,743	11,528	38.29%
No outcomes	455	205	<20	664	2,635	8.75%
Total	4,986	2,038	55	7,079	30,109	100.00%

Glossary

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

Connection Failures occur when a job seeker, without reasonable excuse:

- does not attend an initial appointment with a third party provider (eg a Work for the Dole host organisation or training provider – not an employment provider);
- 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 incur 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 satisfactory Job Seeker Diary.

Income Support Payment suspensions are applied when a job seeker fails to attend an appointment with their employment provider or when a provider advises Human Services 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 Human Services 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 Human Services if a job seeker is failing to meet their participation requirements to determine why the job seeker is failing to meet their requirements.

A Non-attendance Report is submitted by an employment services provider when a job seeker fails to attend a regular provider appointment. The Non-attendance Report replaces the Connection Failure Participation Report which was used to report this type of non-attendance from 1 July 2014.

Further information on job seeker compliance penalties can be found within the 'Explanatory Notes' document on the Department of Employment website.

Notes:

1. The above tables show all compliance actions that were applied or finalised during the third quarter of the 2014/15 financial year (i.e. applied/finalised in the period 1/1/2015 – 31/3/2015 inclusive) and not under review, revoked or otherwise overturned as at 12/5/2015. This lag is to allow for reviews and appeals to be finalised.
2. The tables in Part B 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. Newstart 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 Employment from the Employment DB2/CDS database.