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. |
| **2007-8** | **Qtr Av** | 515,154 | 79% | 69,875 | NA | 69,108 | 138,982 | 21% | 654,136 |
| **2008-9** | **Qtr Av** | 531,617 | 77% | 70,212 | NA | 92,843 | 163,055 | 23% | 694,672 |
| **2009-10** | **Q1** | 558,595 | 73% | 69,055 | 38,515 | 99,335 | 206,905 | 27% | 765,500 |
| **Q2** | 585,021 | 74% | 70,473 | 46,036 | 91,533 | 208,042 | 26% | 793,063 |
| **Q3** | 588,155 | 74% | 64,793 | 44,703 | 93,971 | 203,467 | 26% | 791,622 |
| **Q4** | 571,702 | 74% | 58,265 | 49,355 | 97,868 | 205,488 | 26% | 777,190 |
| **2010-11** | **Q1** | 525,765 | 71% | 62,545 | 49,451 | 103,239 | 215,235 | 29% | 741,000 |
| **Q2** | 552,451 | 73% | 63,198 | 50,019 | 92,333 | 205,550 | 27% | 758,001 |
| **Q3** | 545,860 | 72% | 61,590 | 45,575 | 100,651 | 207,816 | 28% | 753,676 |
| **Q4** | 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 appoint-ments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Valid reason** | **Invalid Reason** | **Discretion** |
| **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. |
| **2007-8** | **Qtr Av** | 51,827 | 44% | 67,238 | 56% | 119,065 |
| **2008-9** | **Qtr Av** | 38,039 | 31% | 85,222 | 69% | 123,262 |
| **2009-10** | **Q1** | 19,167 | 27% | 50,995 | 73% | 70,162 |
| **Q2** | 25,548 | 26% | 73,420 | 74% | 98,968 |
| **Q3** | 30,040 | 31% | 68,412 | 69% | 98,452 |
| **Q4** | 40,757 | 37% | 68,459 | 63% | 109,216 |
| **2010-11** | **Q1** | 55,630 | 43% | 72,517 | 57% | 128,127 |
| **Q2** | 66,832 | 49% | 68,755 | 51% | 135,587 |
| **Q3** | 82,595 | 53% | 73,857 | 47% | 156,452 |
| **Q4** | 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 require-ments** | **Notifying require-ments** | **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% | 74653 |
| **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 respon-sibilities** | **Home-less-ness** | **Transport difficul-ties** | **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

|  | **2009-10** | | | **2010-11** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Number of PRs per job seeker** | **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% |
| **Total** | ***777,190*** | ***100%*** | ***100%*** | 734,599 | 100% | 100% |

## 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. |
| **2007-8** | **Qtr Av** | 45,748 | 82% | NA | NA | 5,401 | 10% | 4,866 | 9% | 56,015 |
| **2008-9** | **Qtr Av** | 34,509 | 85% | NA | NA | 3,251 | 8% | 2,961 | 7% | 40,721 |
| **2009-10** | **Q1** | 16,702 | 87% | 780 | 4% | 1,601 | 8% | 96 | 1% | 19,179 |
| **Q2** | 20,054 | 78% | 1,044 | 4% | 4,345 | 17% | 197 | 1% | 25,640 |
| **Q3** | 23,917 | 79% | 1,299 | 4% | 4,710 | 16% | 236 | 1% | 30,162 |
| **Q4** | 32,350 | 79% | 2,236 | 5% | 6,038 | 15% | 385 | 1% | 41,009 |
| **2010-11** | **Q1** | 43,822 | 78% | 3,659 | 7% | 7,943 | 14% | 706 | 1% | 56,130 |
| **Q2** | 51,794 | 75% | 5,264 | 8% | 9,527 | 14% | 2,225 | 3% | 68,810 |
| **Q3** | 64,684 | 76% | 6,576 | 8% | 10,973 | 13% | 2,659 | 3% | 84,892 |
| **Q4** | 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. |  |
| **2007/08** | **Qtr Av** | 2,608 | 54% | 353 | 7% | 325 | 7% | 1,579 | 32% | 4,866 |  |
| **2008/09** | **Qtr Av** | 1,380 | 47% | 131 | 4% | 148 | 5% | 1,302 | 44% | 2,961 |  |
| **2009-10** | **Q1** | 12 | 13% | 43 | 45% | 41 | 43% | NA | NA | 96 |  |
| **Q2** | 92 | 47% | 64 | 32% | 41 | 21% | NA | NA | 197 |  |
| **Q3** | 122 | 52% | 54 | 23% | 60 | 25% | NA | NA | 236 |  |
| **Q4** | 252 | 65% | 77 | 20% | 56 | 15% | NA | NA | 385 |  |
| **2010-11** | **Q1** | 500 | 71% | 110 | 16% | 96 | 14% | NA | NA | 706 |  |
| **Q2** | 1,978 | 89% | 127 | 6% | 120 | 5% | NA | NA | 2,225 |  |
| **Q3** | 2,297 | 87% | 164 | 6% | 198 | 7% | NA | NA | 2,659 |  |
|  | **Q4** | 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. | % | 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. |
| **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.