

Job Seeker Compliance Data – March Quarter 2017

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Part A

1. Number of job seekers

As at 31 March 2017							
Active job seekers		Other job seekers					Total job seekers
		Temporary exemption	Reduced work capacity	Approved activity	Sub-Total		
No.	%	No.	No.	No.	No.	%	No.
659,942	73%	116,115	22,302	100,583	239,000	27%	898,942

'Total job seekers' comprises 'Active job seekers' who currently need to use employment services (i.e. jobactive, Disability Employment Services (DES), the Community Development Programme (CDP) or the Transition to Work (TTW) Service), as well as 'Other job seekers' who have a 'Temporary exemption', 'Reduced work capacity' or are undertaking an 'Approved activity' - refer to 'Glossary' for further explanation of these terms.

Note: As TTW participants are not subject to the same job seeker compliance framework as other activity tested job seekers they are not included elsewhere in this report.

2. Job seekers with a Vulnerability Indicator

As at 31 March 2017	Number of job seekers with a Vulnerability Indicator	% of all job seekers
		88,177

3. Attendance at Appointments

3a. Attendance at Appointments with employment services providers

1 January to 31 March 2017	Appointments attended		Appointments not attended				Total Appointments	
			Valid reason	Invalid reason	Discretion	Total		
	No.	%	%	%	%	No.	%	No.
	2,452,957	69%	10%	16%	5%	1,093,973	31%	3,546,930

3b. Attendance at Re-engagement Appointments with employment services providers

1 January to 31 March 2017	Appointments attended		Appointments not attended				Total Appointments
			Valid reason	Invalid reason	Total		
	No.	%	%	%	No.	%	No.
	303,377	87%	2%	11%	45,232	13%	348,609

This table includes re-engagement appointments where reconnection was required following a missed appointment with an employment services provider.

The “not attended” result of “Discretion” is not available to employment services providers for this type of appointment.

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

1 January to 31 March 2017	Number of income support payment suspensions for job seekers missing appointment with their provider	Number of income support payment suspensions for job seekers missing an appointment with a third party	Number of income support payment suspensions for job seekers following disengagement from an activity	Total Income Support Payment Suspensions
	435,851	411	29,902	466,164

This table is a count of all participation payment suspensions applied as a result of providers submitting:

- Non-Attendance Reports for non-attendance at a provider appointment (see note to Table 5); or
- 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) or disengagement from an activity.

Where an income support payment suspension has started it will continue until it is lifted, which is usually when a job seeker attends the appointment.

5. Numbers of Non-Attendance Reports, Participation Reports and Provider Appointment Reports

1 January to 31 March 2017	Number of Non-Attendance Reports	Number of Non-Attendance Reports as a % of non-attended appointments without a valid reason	Number of Participation Reports and Provider Appointment Reports
	544,988	74.7%	190,738

Non-Attendance Reports may be used by providers, after first attempting to contact the job seeker, to report to the Department of Human Services where a job seeker fails to attend a provider appointment without giving prior notice of a valid reason.

Once received by the Department of Human Services, a Non-Attendance Report will trigger an income support payment suspension which will generally remain in place until the job seeker attends a re-engagement appointment. Submission of a Non-Attendance Report by a provider does not require the Department of Human Services to investigate whether a participation failure has occurred.

“Number of Non-Attendance Reports as a % of non-attended appointments” is the number of submitted Non-Attendance Reports as a proportion of the number of provider appointments not attended during the quarter (excluding where the provider considered the job seeker had a reasonable excuse for their non-attendance - i.e. ‘Valid Reason’).

Provider Appointment Reports were introduced on 1 July 2015. A provider submits a Provider Appointment Report when they want the Department of Human Services to investigate whether a ‘Non-Attendance Failure’ should be applied. In the above table, Provider Appointment Reports have been grouped with Participation Reports for Connection, Reconnection, No Show No Pay and Serious Failures for refusing to accept or commence in a suitable job (i.e. those Participation Reports which are directly submitted by providers to the Department of Human Services for investigation).

Participation Reports can also be submitted for non-appointment related reasons. As such, the number of Provider Appointment Reports and Participation Reports is not expressed “as a % of non-attended appointments”.

6. Reasons for providers reporting non-compliance to the Department of Human Services

1 January to 31 March 2017	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.
	565,311	77%	140,935	19%	706,246	96%	4%	735,726

This table includes a count of all Non-Attendance Reports, Provider Appointment Reports and Participation Reports.

7. Department of Human Services responses to Provider Appointment Reports and Participation Reports

7a. Department of Human Services responses to Provider Appointment Reports and Participation Reports

1 January to 31 March 2017	Participation Failure imposed (Applied)		Participation Failure not imposed (Rejected)		Total reports
	No.	%	No.	%	No.
	104,104	55%	86,634	45%	190,738

Participation Reports and Provider Appointment Reports are rejected if the Department of 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), the Department of 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, which are used to report non-attendance at provider appointments, 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 resulting in a penalty.

Figures for “Participation Failure imposed” may differ from figures for “No. of Participation Failures” in Tables 9 and 10a because the above table only includes failures that are reported via a Provider Appointment Report or Participation Report from a provider; that is, Non-Attendance Failures, Connection, Reconnection, No Show No Pay, and Serious Failures for refusing to accept or commence in a suitable job. Provider Appointment Reports and Participation Reports are not directly submitted for Serious Failures due to persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by the Department of Human Services prior to the job seeker commencing in employment services. Tables 9 and 10a include Serious Failures for persistent non-compliance as well as UNPPs.

7b. Participation Failures applied by the Department of Human Services due to unacceptable reasons given by job seekers for non-attendance

1 January to 31 March 2017	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.	16,086	12,023	27,897	3,164	3,557	6,142	3,383	904	26	320	330	30,272	104,104
%	15.5%	11.5%	26.8%	3.0%	3.4%	5.9%	3.2%	<1%	<1%	<1%	<1%	29.1%	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 the Department of Human Services, third party appointments, with employers or for non-attendance at activities.

Non-Attendance Reports, which are used to report non-attendance at provider appointments, 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 resulting in a penalty. Because of this, the job seeker’s reason for non-attendance is not sought or recorded by the Department of Human Services

The Department of 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. This table gives the types of excuses that job seekers provided to the Department of Human Services and which the Department of Human Services did not accept as reasonable in the specific circumstances of each case. In these instances, the Department of 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.

7c. Department of Human Services' reasons for applying Provider Appointment Reports or Participation Reports

1 January to 31 March 2017	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.
	30,272	29%	54,700	52%	1,786	2%	17,346	17%	104,104

Where 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 the Department of 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 into a Job 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. Instead they 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 the Department of Human Services.

Since 1 July 2015, a provider will submit a Provider Appointment Report if they want to recommend to the Department of Human Services that a penalty be applied for the job seeker's non-attendance. The Department of Human Services will investigate the job seeker's non-compliance and determine if a Non-Attendance Failure should be applied.

Note: Discrepancies may occur between the sum of component percentages and the total percentage, due to rounding.

7d. Department of Human Services' reasons for rejecting Provider Appointment Reports and Participation Reports

I January to 31 March 2017	Job seeker had reasonable excuse		Procedural errors relating to:			Total procedural errors		Total Rejections
			Nature of requirements	Notifying requirements	Submitting Provider Appointment Reports and Participation Reports			
	No.	%	%	%	%	No.	%	No.
	47,741	55%	12%	9%	24%	38,893	45%	86,634

Non-Attendance Reports, which are used to report non-attendance at provider appointments where no prior notice of a valid reason was given, are not included in this table because they do not result in a Participation Failure under the compliance framework. Instead they 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 the Department of Human Services.

7e. Department of Human Services' reasons for rejecting Provider Appointment Reports and Participation Reports: Reasonable Excuse

I January to 31 March 2017	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.
	7.5%	10.9%	11.4%	11.1%	4.5%	1.7%	1.9%	2.8%	3.4%	55%	47,741

Percentages in this table represent the proportion of all Provider Appointment Reports and Participation Reports rejected. Each row equals the "Total reasonable excuse" percentage, rather than adding up to 100%. Discrepancies may occur between the sum of component percentages and the total percentage, due to rounding.

8. Number of Compliance Reports Submitted per job seeker over past 12 months (as at 31 March 2017)

Number of PRs, NARs or PARs per job seeker	Number of all job seekers	% of all job seekers	% of PRs, NARs or PARs
0	491,172	54.6%	N/A
1	131,516	14.6%	7.1%
2	68,750	7.6%	7.4%
3	44,491	4.9%	7.2%
4	31,625	3.5%	6.9%
5+	131,388	14.6%	71.3%
Total	898,942	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 that have been reported, either through a Participation Report, Non-Attendance Report and/or Provider Appointment Report, on one or multiple occasions.

A Provider Appointment Report must be preceded by a Non-Attendance Report; however, every Non-Attendance Report may not result in a Provider Appointment Report being submitted by a provider. When a Provider Appointment Report is submitted, the preceding Non-Attendance Report is not counted in the table above.

“No. of all job seekers” and “% of all job seekers” indicates the total number and proportion of all job seekers as at 31 December 2016 who received the specified number of Participation Reports, Provider Appointment Reports and/or Non-Attendance Reports over the preceding twelve months.

“% of PRs, NARs, PARs” indicates the percentage of Participation Reports, Provider Appointment Reports and Non-Attendance Reports submitted in relation to each particular cohort of job seekers at 31 March 2017 during the preceding twelve month period (e.g. 71.3 per cent of all compliance reports submitted between 1 April 2016 and 31 March 2017 were submitted in relation to those job seekers who, as at 31 March 2017, had received five or more Participation Reports, Provider Appointment Reports and/or Non-Attendance Reports during the previous 12 months).

9. Number of Participation Failures Applied

Number of Participation Failures 1 January to 31 March 2017	Number of job seekers with a Participation Failure applied in past 12 months, as at 31 March 2017	% of activity tested job seekers at 31 March 2017 with a Participation Failure in past 12 months
113,010	89,149	9.9%

“Number of Participation Failures” shown include applied Connection, Reconnection, No Show No Pay failures, Non-Attendance failures, and Serious Failures for persistent non-compliance or failing to accept or commence in a suitable job.

Participation Failures are applied where the Department of Human Services has assessed a Participation Report or a Provider Appointment Report and has determined under social security law that the job seeker did not have a reasonable excuse. The Department of 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.

Non-Attendance Reports, like Participation Reports, are a mechanism for providers to report non-compliance. However, the Department of Human Services does not consider reasonable excuse before actioning Non-Attendance Reports 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 the Department of Human Services prior to a job seeker commencing in employment services.

Figures for “Number of Participation Failures” during the quarter above may differ from the figures for “Participation Failures imposed” in Table 7, as Table 7 does not include Serious Failures for persistent non-compliance.

“Number of job seekers with a Participation Failure applied in past 12 months” indicates the total number of job seekers as at 31 March 2017 who had at least one Participation Failure applied over the preceding twelve months.

The “% of job seekers with a Participation Failure applied” figure gives the “No. of job seekers with a Participation Failure applied in past 12 months” figure as a proportion of all activity tested job seekers at that point in time (i.e. 31 March 2017).

10. Types of Participation Failures

10a. Types of Participation Failures

1 January to 31 March 2017	Connection Failures		Reconnection Failures		Non-Attendance Failures		No Show No Pay Failures		Serious Failures		Total Failures
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
	16,623	15%	2,855	3%	10,631	9%	73,665	65%	9,236	8%	113,010

“Total Failures” above includes applied Connection failures, Reconnection failures, Non-Attendance failures, No Show No Pay failures, and Serious Failures for refusing to accept or commence a suitable job, and for persistent non-compliance following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods (UNPPs) are excluded as the majority of UNPPs are initiated by the Department of Human Services prior to the job seeker commencing in employment services. For further explanation of the various failure types refer to the Glossary.

10b. Types of Participation Failures: Serious Failures

1 January to 31 March 2017	Persistent non-compliance [^]		Refused Suitable Job		Did Not Commence Suitable Job		Total Serious Failures
	No.	%	No.	%	No.	%	No.
	8,906	96%	195	2%	135	2%	9,236

[^]The Department of Human Services undertake a Comprehensive Compliance Assessment before determining if a job seeker has persistently failed to comply with their activity test requirements. A number of matters, set out in the *Social Security (Administration) (Persistent Non-compliance) (Employment) Determination 2015 (No. 1)*, assist decision makers in deciding whether a job seeker has been persistently non-compliant.

11. Outcomes of Comprehensive Compliance Assessments

1 January to 31 March 2017	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.
	8,906	44%	579	50	629	3%	9,072	1,650	10,722	53%	20,257

Note: A Comprehensive Compliance Assessment (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

12. Sanctions for Serious Failures

1 January to 31 March 2017	Serious Failures							Total
	Non-payment Period		Financial Penalty waived					
			Compliance Activity		Financial Hardship			
	No.	%	No.	%	No.	%		
	1,107	12%	8,053	87%	76	1%	9,236	

“Serious Failures” shown are for refusing to accept or commence a suitable job, and for persistent non-compliance following a Comprehensive Compliance Assessment.

Part B

13. Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Gender

I January to 31 March 2017

Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment – UNPP	1,052	8.95%	533	4.53%	1,585	13.48%	4,606	12.33%
Unemployment due to misconduct – UNPP	719	6.11%	219	1.86%	938	7.98%	2,825	7.56%
Persistent non-compliance – Serious	5,807	49.38%	3,099	26.35%	8,906	75.74%	28,928	77.44%
Did not commence suitable work – Serious	*	1.00%	<20	N/A	135	1.15%	424	1.14%
Refused a suitable job – Serious	161	1.37%	*	0.29%	195	1.66%	573	1.53%
Sub Total NPPs	7,857	66.82%	3,902	33.18%	11,759	100.00%	37,356	100.00%

I January to 31 March 2017

Short Term Financial Penalties (Non-Attendance, Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Appointment related failures – Provider (NAF and Reconnection) and DHS (Reconnection)	9,215	10.57%	4,044	4.64%	13,259	15.21%	39,152	15.33%
Other failures to comply with a reconnection requirement that resulted in a financial penalty ^	164	0.19%	63	0.07%	227	0.26%	519	0.20%
Failure to attend activity specified in a Job Plan (NSNP)	46,734	53.62%	25,892	29.71%	72,626	83.33%	212,617	83.27%
Failure to attend job interview (NSNP)	450	0.52%	181	0.21%	631	0.72%	1,763	0.69%
Inappropriate conduct in a Job Plan activity (NSNP)	220	0.25%	73	0.08%	293	0.34%	941	0.37%
Inappropriate presentation or conduct at job interview (NSNP)	85	0.10%	30	0.03%	115	0.13%	351	0.14%
Sub Total Short Term Financial Penalties	56,868	65.25%	30,283	34.75%	87,151	100.00%	255,343	100.00%

^For example, issue of Employment Contact Certificates and some Job Plan failures (Reconnection).

(Table 13 cont'd)**I January to 31 March 2017**

Total Financial Penalties	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
	64,725	65.44%	34,185	34.56%	98,910	100.00%	292,699	100.00%

Unemployment non-payment periods are generally for eight weeks. However, a person who has received Relocation Assistance to take up a job and voluntarily leaves this job without a reasonable excuse, or is dismissed for misconduct within the first six months, 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.

Appointment related failures comprise of financial penalties for non-attendance at a provider or Department of Human Services (including Comprehensive Compliance Assessment) appointment.

Reconnection failures for not entering into a Job Plan can be applied when a job seeker does not attend an appointment with their Provider then refuses to enter into a Job Plan at their re-engagement appointment. This refusal represents the job seekers first refusal to enter into a Job Plan.

I January to 31 March 2017

Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend third party appointment [^]	238	1.43%	129	0.78%	367	2.21%	1,207	2.45%
Failure to attend CCA appointment	1,666	10.02%	932	5.61%	2,598	15.63%	12,199	24.71%
Failure to comply with Job Search requirement in a Job Plan	9,737	58.58%	3,623	21.80%	13,360	80.37%	34,708	70.31%
Failure to enter a Job Plan with provider or Department of Human Services	185	1.11%	48	0.29%	233	1.40%	845	1.71%
Failure to attend Department of Human Services appointment	35	0.21%	30	0.18%	65	0.39%	406	0.82%
Total	11,861	71.35%	4,762	28.65%	16,623	100.00%	49,365	100.00%

Failure to attend an initial appointment with a third party, such as Work for the Dole host organisation, can result in a Connection Failure.

[^] Non-attendance at employment services provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. Providers can recommend to the Department of Human Services that a financial penalty be applied where they consider the job seeker had no reasonable excuse for non-attendance at the appointment.

(Table 13 cont'd)

I January to 31 March 2017

Income Support payment suspensions	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	270,348	57.99%	165,914	35.59%	436,262	93.59%	1,244,972	92.83%
Income support payment suspension – disengagement from activity	18,848	4.04%	11,054	2.37%	29,902	6.41%	96,109	7.17%
Total Income Support payment suspensions	289,196	62.04%	176,968	37.96%	466,164	100.00%	1,341,081	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment with their employment services provider 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 2017

Finalised Comprehensive Compliance Assessment Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated – referral for ESA	*	N/A	*	N/A	579	2.86%	1,823	2.84%
JSCI updated – eligible for higher stream	*	N/A	<20	N/A	50	0.25%	262	0.41%
Persistent non-compliance (Serious Failure)	5,807	28.67%	3,099	15.30%	8,906	43.97%	28,928	45.13%
Other outcomes	5,784	28.55%	3,288	16.23%	9,072	44.78%	27,504	42.91%
No outcomes	1,079	5.33%	571	2.82%	1,650	8.15%	5,577	8.70%
Total	13,087	64.60%	7,170	35.40%	20,257	100.00%	64,094	100.00%

14. Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Indigenous Status

I January to 31 March 2017

Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	213	1.81%	1,372	11.67%	1,585	13.48%	4,606	12.33%
Unemployment due to misconduct – UNPP	84	0.71%	854	7.26%	938	7.98%	2,825	7.56%
Persistent non-compliance - Serious	7,501	63.79%	1,405	11.95%	8,906	75.74%	28,928	77.44%
Did not commence suitable work - Serious	*	N/A	*	N/A	135	1.15%	424	1.14%
Refused a suitable job - Serious	<20	N/A	*	N/A	195	1.66%	573	1.53%
Sub Total NPPs	7,837	66.65%	3,922	33.35%	11,759	100.00%	37,356	100.00%

I January to 31 March 2017

Short Term Financial Penalties (Non-Attendance, Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Appointment related failures – Provider (NAF and Reconnection) and DHS (Reconnection)	3,486	4.00%	9,773	11.21%	13,259	15.21%	39,152	15.33%
Other failures to comply with a reconnection requirement that resulted in a financial penalty [^]	58	0.07%	169	0.19%	227	0.26%	519	0.20%
Failure to attend activity specified in a Job Plan (NSNP)	48,405	55.54%	24,221	27.79%	72,626	83.33%	212,617	83.27%
Failure to attend job interview (NSNP)	102	0.12%	529	0.61%	631	0.72%	1,763	0.69%
Inappropriate conduct in a Job Plan activity (NSNP)	*	N/A	*	N/A	293	0.34%	941	0.37%
Inappropriate presentation or conduct at job interview (NSNP)	<20	N/A	*	N/A	115	0.13%	351	0.14%
Sub Total Short Term Financial Penalties	52,091	59.77%	35,060	40.23%	87,151	100.00%	255,343	100.00%

[^]For example, issue of Employment Contact Certificates and some Job Plan failures (Reconnection).

(Table 14 cont'd)**I January to 31 March 2017**

Total Financial Penalties	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
	59,928	60.59%	38,982	39.41%	98,910	100.0%	292,699	100.00%

Unemployment non-payment periods are generally for eight weeks. However, a person who has received Relocation Assistance to take up a job and voluntarily leaves this job without a reasonable excuse, or is dismissed for misconduct within the first six months, 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.

Appointment related failures comprise of financial penalties for non-attendance at a provider or Department of Human Services (including Comprehensive Compliance Assessment) appointment.

Reconnection failures for not entering into a Job Plan can be applied when a job seeker does not attend an appointment with their Provider then refuses to enter into a Job Plan at their re-engagement appointment. This refusal represents the job seekers first refusal to enter into a Job Plan.

I January to 31 March 2017

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend third party appointment ^	74	0.45%	293	1.76%	367	2.21%	1,207	2.45%
Failure to attend CCA appointment	1,873	11.27%	725	4.36%	2,598	15.63%	12,199	24.71%
Failure to comply with Job Search requirement in a Job Plan	2,433	14.64%	10,927	65.73%	13,360	80.37%	34,708	70.31%
Failure to enter a Job Plan with provider or the Department of Human Services	<20	N/A	*	N/A	232	1.40%	842	1.71%
Failure to attend Department of Human Services appointment	<20	N/A	*	N/A	66	0.40%	409	0.83%
Total	4,406	26.51%	12,217	73.49%	16,623	100.00%	49,365	100.00%

Failure to attend an initial appointment with a third party, such as Work for the Dole host organisation, can result in a Connection Failure.

^ Non-attendance at employment services provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. Providers can recommend to the Department of Human Services that a financial penalty be applied where they consider the job seeker had no reasonable excuse for non-attendance at the appointment.

(Table 14 cont'd)

I January to 31 March 2017

Income support payment suspensions	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Income support payment suspension – non-attendance at appointment	85,001	18.23%	351,261	75.35%	436,262	93.59%	1,244,972	92.83%
Income support payment suspension – disengagement from activity	14,088	3.02%	15,814	3.39%	29,902	6.41%	96,109	7.17%
Total Income Support payment suspensions	99,089	21.26%	367,075	78.74%	466,164	100.00%	1,341,081	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment with their employment services provider 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 2017

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated – referral for ESA _t	*	N/A	*	N/A	579	2.86%	1,823	2.84%
JSCI updated – eligible for higher stream	<20	N/A	*	N/A	50	0.25%	262	0.41%
Persistent non-compliance (Serious Failure)	7,501	37.03%	1,405	6.94%	8,906	43.97%	28,928	45.13%
Other outcomes	5,782	28.54%	3,290	16.24%	9,072	44.78%	27,504	42.91%
No outcomes	968	4.78%	682	3.37%	1,650	8.15%	5,577	8.70%
Total	14,465	71.41%	5,792	28.59%	20,257	100.00%	64,094	100.00%

15. Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Age Group

I January to 31 March 2017

Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Voluntary unemployment – UNPP	140	681	323	324	117	1,585	4,606	12.33%
Unemployment due to misconduct – UNPP	76	342	231	226	63	938	2,825	7.56%
Persistent non-compliance – Serious	790	4,134	2,506	1,436	40	8,906	28,928	77.44%
Did not commence suitable work – Serious	<20	62	39	<20	<20	135	424	1.14%
Refused a suitable job – Serious	*	60	49	*	<20	195	573	1.53%
Sub Total NPPs	1,044	5,279	3,148	2,054	234	11,759	37,356	100.00%

I January to 31 March 2017

Short Term Financial Penalties (Non-Attendance, Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Appointment related failures – Provider (NAF and Reconnection) and DHS (Reconnection)	2,066	5,958	3,188	1,869	178	13,259	39,152	15.33%
Other failures to comply with a reconnection requirement that resulted in a financial penalty ^	*	122	37	30	<20	227	519	0.20%
Failure to attend activity specified in a Job Plan (NSNP)	7,639	30,817	19,526	13,726	918	72,626	212,617	83.27%
Failure to attend job interview (NSNP)	84	287	148	91	21	631	1,763	0.69%
Inappropriate conduct in a Job Plan activity (NSNP)	37	94	44	89	29	293	941	0.37%
Inappropriate presentation or conduct at job interview (NSNP)	<20	37	28	30	<20	115	351	0.14%
Sub Total Short Term Financial Penalties	9,863	37,315	22,971	15,835	1,167	87,151	255,343	100.00%

^For example, issue of Employment Contact Certificates and some Job Plan failures (Reconnection).

(Table 15 cont'd)

I January to 31 March 2017

Total Financial Penalties	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
	10,907	42,594	26,119	17,889	1,401	98,910	292,699	100.00%

Unemployment non-payment periods are generally for eight weeks. However, a person who has received Relocation Assistance to take up a job and voluntarily leaves this job without a reasonable excuse, or is dismissed for misconduct within the first six months, 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.

Appointment related failures comprise of financial penalties for non-attendance at a provider or Department of Human Services (including Comprehensive Compliance Assessment) appointment.

Reconnection failures for not entering into a Job Plan can be applied when a job seeker does not attend an appointment with their Provider then refuses to enter into a Job Plan at their re-engagement appointment. This refusal represents the job seekers first refusal to enter into a Job Plan.

I January to 31 March 2017

Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Failure to attend third party appointment [^]	70	150	*	50	<20	367	1,207	2.45%
Failure to attend CCA appointment	419	1,154	*	386	<20	2,598	12,199	24.71%
Failure to comply with Job Search requirement in a Job Plan	1,708	5,753	3,082	2,341	476	13,360	34,708	70.31%
Failure to enter a Job Plan with provider or the Department of Human Services	<20	57	61	69	*	232	842	1.71%
Failure to attend Department of Human Services appointment	*	24	<20	23	<20	66	409	0.83%
Total	2,205	7,138	3,866	2,869	545	16,623	49,365	100.00%

Failure to attend an initial appointment with a third party, such as Work for the Dole host organisation, can result in a Connection Failure.

[^] Non-attendance at employment services provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. Providers can recommend to the Department of Human Services that a financial penalty be applied where they consider the job seeker had no reasonable excuse for non-attendance at the appointment.

(Table 15 cont'd)**I January to 31 March 2017**

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	53,717	160,040	110,507	92,786	19,212	436,262	1,244,972	92.83%
Income Support Payment Suspension – disengagement from activity	2,976	11,477	7,986	6,757	706	29,902	96,109	7.17%
Total Income Support Payment Suspensions	56,693	171,517	118,493	99,543	19,918	466,164	1,341,081	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment with their employment services provider 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 2017

Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESAt	98	*	*	*	<20	579	1,823	2.84%
JSCI updated - eligible for higher stream	<20	<20	<20	<20	<20	50	262	0.41%
Persistent non-compliance (Serious Failure)	790	4,134	2,506	1,436	40	8,906	28,928	45.13%
Other outcomes	1,300	3,668	2,318	1,689	97	9,072	27,504	42.91%
No outcomes	*	760	464	351	*	1,650	5,577	8.70%
Total	2,249	8,827	5,430	3,579	172	20,257	64,094	100.00%

16. Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Allowance Types

I January to 31 March 2017

Non Payment Periods (Serious Failure and UNPP)	NSA[^]	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Voluntary unemployment – UNPP	272	*	<20	1,258	1,585	4,606	12.33%
Unemployment due to misconduct – UNPP	142	*	<20	762	938	2,825	7.56%
Persistent non-compliance – Serious	7,603	1,197	106	0	8,906	28,928	77.44%
Did not commence suitable work – Serious	112	*	<20	0	135	424	1.14%
Refused a suitable job – Serious	165	*	<20	0	195	573	1.53%
Sub Total NPPs	8,294	1,326	119	2,020	11,759	37,356	100.00%

[^] Due to the small number of Activity Tested recipients of Special Benefit (SpB), these job seekers are included under the Newstart Allowance (NSA) column in Table 16.

I January to 31 March 2017

Short Term Financial Penalties (Non-Attendance, Reconnection and NSNP)	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Appointment related failures – Provider (NAF and Reconnection) and DHS (Reconnection)	10,068	2,960	231	0	13,259	39,152	15.33%
Other failures to comply with a reconnection requirement that resulted in a financial penalty [^]	184	43	0	0	227	519	0.20%
Failure to attend activity specified in a Job Plan (NSNP)	60,049	11,435	1,142	0	72,626	212,617	83.27%
Failure to attend job interview (NSNP)	501	*	<20	0	631	1,763	0.69%
Inappropriate conduct in a Job Plan activity (NSNP)	*	*	<20	0	293	941	0.37%
Inappropriate presentation or conduct at job interview (NSNP)	*	<20	0	0	115	351	0.14%
Sub Total Short Term Financial Penalties	71,147	14,619	1,385	0	87,151	255,343	100.00%

[^]For example, issue of Employment Contact Certificates and some Job Plan failures (Reconnection).

(Table 16 cont'd)

I January to 31 March 2017

Total Financial Penalties	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
	79,441	15,945	1,504	2,020	98,910	292,699	100.00%

Unemployment non-payment periods are generally for eight weeks. However, a person who has received Relocation Assistance to take up a job and voluntarily leaves this job without a reasonable excuse, or is dismissed for misconduct within the first six months, 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.

Appointment related failures comprise of financial penalties for non-attendance at a provider or Department of Human Services (including Comprehensive Compliance Assessment) appointment.

Reconnection failures for not entering into a Job Plan can be applied when a job seeker does not attend an appointment with their Provider then refuses to enter into a Job Plan at their re-engagement appointment. This refusal represents the job seekers first refusal to enter into a Job Plan.

I January to 31 March 2017

Connection Failures	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Failure to attend third party appointment [^]	272	*	<20	367	1,207	2.45%
Failure to attend CCA appointment	1,955	614	29	2,598	12,199	24.71%
Failure to comply with Job Search requirement in a Job Plan	10,897	2,463	0	13,360	34,708	70.31%
Failure to enter a Job Plan with provider or the Department of Human Services	215	<20	<20	232	842	1.71%
Failure to attend Department of Human Services appointment	56	<20	<20	66	409	0.83%
Total	13,395	3,190	38	16,623	49,365	100.00%

Failure to attend an initial appointment with a third party, such as Work for the Dole host organisation, can result in a Connection Failure.

[^] Non-attendance at employment services provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. Providers can recommend to the Department of Human Services that a financial penalty be applied where they consider the job seeker had no reasonable excuse for non-attendance at the appointment.

(Table 16 cont'd)

I January to 31 March 2017

Income Support payment suspensions	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	354,117	69,575	12,570	436,262	1,244,972	92.83%
Income support payment suspension – disengagement from activity	25,129	4,135	638	29,902	96,109	7.17%
Total Income Support payment suspensions	379,246	73,710	13,208	466,164	1,341,081	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment with their employment services provider 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 2017

Finalised CCA Outcome	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESA	*	139	<20	579	1,823	2.84%
JSCI updated - eligible for higher stream	*	<20	0	50	262	0.41%
Persistent non-compliance (Serious Failure)	7,603	1,197	106	8,906	28,928	45.13%
Other outcomes	7,183	1,762	127	9,072	27,504	42.91%
No outcomes	1,541	*	*	1,650	5,577	8.70%
Total	16,791	3,186	280	20,257	64,094	100.00%

17. Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Employment Services

I January to 31 March 2017

Non Payment Periods (Serious and UNPPs)	jobactive Stream A	jobactive Stream B	jobactive Stream C	DES	CDP	Not in Employment Services	Total	Financial YTD	Financial YTD%
Voluntary unemployment – UNPP	543	115	56	44	25	802	1,585	4,606	12.33%
Unemployment due to misconduct – UNPP	274	65	*	22	<20	530	938	2,825	7.56%
Persistent non-compliance – Serious	347	776	363	<20	7,413	0	8,906	28,928	77.44%
Did not commence suitable work – Serious	45	47	*	<20	0	0	135	424	1.14%
Refused a suitable job – Serious	71	68	*	27	<20	0	195	573	1.53%
Sub Total NPPs	1,280	1,071	525	108	7,443	1,332	11,759	37,356	100.00%

I January to 31 March 2017

Short Term Financial Penalties (Non-Attendance, Reconnection and NSNP)	jobactive Stream A	jobactive Stream B	jobactive Stream C	DES	CDP	Not in Employment Services	Total	Financial YTD	Financial YTD%
Appointment related failures – Provider (NAF and Reconnection) and DHS (Reconnection)	3,999	5,218	3,439	399	204	0	13,259	39,152	15.33%
Other failures to comply with a reconnection requirement that resulted in a financial penalty^	118	80	23	<20	<20	0	227	519	0.20%
Failure to attend activity specified in a Job Plan (NSNP)	6,649	11,843	7,529	515	46,090	0	72,626	212,617	83.27%
Failure to attend job interview (NSNP)	184	249	120	78	0	0	631	1,763	0.69%
Inappropriate conduct in a Job Plan activity (NSNP)	70	97	65	*	<20	0	293	941	0.37%
Inappropriate presentation or conduct at job interview (NSNP)	39	42	<20	*	0	0	115	351	0.14%
Sub Total Short Term Financial Penalties	11,059	17,529	11,190	1,068	46,305	0	87,151	255,343	100.00%

^For example, issue of Employment Contact Certificates and some Job Plan failures (Reconnection).

(Table 17 cont'd)

I January to 31 March 2017

Total Financial Penalties	jobactive Stream A	jobactive Stream B	jobactive Stream C	DES	CDP	Not in Employment Services	Total	Financial YTD	Financial YTD%
	12,339	18,600	11,715	1,176	53,748	1,332	98,910	292,699	100.00%

Unemployment non-payment periods are generally for eight weeks. However, a person who has received Relocation Assistance to take up a job and voluntarily leaves this job without a reasonable excuse, or is dismissed for misconduct within the first six months, 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.

Appointment related failures comprise of financial penalties for non-attendance at a provider or Department of Human Services (including Comprehensive Compliance Assessment) appointment.

Reconnection failures for not entering into a Job Plan can be applied when a job seeker does not attend an appointment with their Provider then refuses to enter into a Job Plan at their re-engagement appointment. This refusal represents the job seekers first refusal to enter into a Job Plan.

I January to 31 March 2017

Connection Failures	jobactive Stream A	jobactive Stream B	jobactive Stream C	DES	CDP	Total	Financial YTD	Financial YTD%
Failure to attend third party appointment [^]	72	146	101	*	<20	367	1,207	2.45%
Failure to attend CCA appointment	217	434	295	<20	1644	2,598	12,199	24.71%
Failure to comply with Job Search requirement in a Job Plan	5,989	4,354	2,651	*	<20	13,360	34,708	70.31%
Failure to enter a Job Plan with provider or the Department of Human Services	51	*	*	36	<20	232	842	1.71%
Failure to attend Department of Human Services appointment	21	<20	<20	20	<20	66	409	0.83%
Total	6,350	5,016	3,132	467	1,658	16,623	49,365	100.00%

Failure to attend an initial appointment with a third party, such as Work for the Dole host organisation, can result in a Connection Failure.

[^] Non-attendance at employment services provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. Providers can recommend to the Department of Human Services that a financial penalty be applied where they consider the job seeker had no reasonable excuse for non-attendance at the appointment.

(Table 17 cont'd)

I January to 31 March 2017

Income Support payment suspensions	jobactive Stream A	jobactive Stream B	jobactive Stream C	DES	CDP	Total	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	155,485	144,890	89,764	29,517	16,606	436,262	1,244,972	92.83%
Income support payment suspension – disengagement from activity	4,805	7,790	5,460	396	11,451	29,902	96,109	7.17%
Total Income Support payment suspensions	160,290	152,680	95,224	29,913	28,057	466,164	1,341,081	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment with their employment services provider 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 2017

Finalised Comprehensive Compliance Assessment Outcome	jobactive Stream A	jobactive Stream B	jobactive Stream C	DES	CDP	Total	Financial YTD	Financial YTD%
JSCI updated – referral for ESAt	106	244	109	<20	*	579	1,823	2.84%
JSCI updated – eligible for higher stream	<20	31	<20	*	*	50	262	0.41%
Persistent non-compliance (Serious Failure)	*	776	363	<20	7,413	8,906	28,928	45.13%
Other outcomes	862	1,679	1,283	70	5,178	9,072	27,504	42.91%
No outcomes	272	338	*	<20	851	1,650	5,577	8.70%
Total	1,601	3,068	1,935	96	13,557	20,257	64,094	100.00%

Glossary

Active job seekers - job seekers on activity-tested income support payments that are currently active in employment services. These job seekers meet their mutual obligation requirements for income support through activities such as: attending provider appointments; undertaking activities to help them become more job ready; and looking for work.

Approved activity – job seekers fully meeting their activity test requirements through doing a sufficient amount of approved activities, such as part-time work or education, for a specified period (e.g. Principal Carer Parents undertaking 30 hours a fortnight of paid work and/or study). These job seekers do not have to use employment services for the period they are doing a sufficient amount of approved activity or activities.

Caring responsibilities - means that the Department of Human Services determined the job seeker had caring responsibilities preventing them from complying with the requirement (for example, caring for a sick dependant or relative).

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, enter into a Job Plan or satisfactorily meet their Job Search Requirement 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 the Department of Human Services if a job seeker is failing to meet their activity test requirements to determine why the job seeker is failing to meet their requirements.

Compliance Activity - the non-payment period was waived due to the job seeker agreeing to undertake a Compliance Activity involving weekly participation typically of 25 hours.

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

- does not attend an initial appointment with a third party provider (e.g. a Work for the Dole host organisation or training provider – not an employment services provider);
- refuses to enter into a Job Plan;
- fails to meet a job search requirement in their Job Plan.

Job seekers do not incur financial penalties if they have a Connection Failure applied.

Cultural / language issues - means that the Department of Human Services has determined cultural diversity, language, literacy or numeracy issues prevented the job seeker from being able to understand or comply with the requirement. The impact of these factors must be considered by decision-makers in setting requirements and determining failures.

Discretion - means that the provider considers the job seeker did not have a reasonable excuse for not attending the appointment but they have nonetheless decided not to submit a Non-Attendance Report to the Department of Human Services and are instead using another method to re-engage the job seeker (e.g. booking a new appointment for the job seeker).

Explanatory Notes - this document can be found on the Department of Employment website and provides further information on job seeker compliance penalties.

Failure to attend activity - means failure to attend an activity specified as a compulsory term in a Job Plan.

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.

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 penalty can be applied for failing to attend activities within the Job Plan, 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.

Foreseeable or unacceptable activity prevented compliance - the job seeker claimed to have been undertaking other acceptable activities at the time of the requirement, such as a legal commitment (e.g. 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.

Homelessness - means that the Department of Human Services determined a job seeker's homelessness prevented the job seeker from being able to comply with the requirement.

Income Support Payment suspensions - are applied when a job seeker fails to attend an appointment with their employment provider or when a provider advises the Department of Human Services that a job seeker has disengaged from an activity. As payment is restored once the job seeker attends a reengagement appointment, payment suspension is not a failure or financial penalty under the compliance framework. A failure and/or penalty may be separately applied where the Department of 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.

Invalid reason - means that the provider considers 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 will submit a Non-Attendance Report to the Department of Human Services. Where the Non-Attendance Report is not successfully submitted to the Department of Human Services, the 'invalid' reason result will be automatically updated to a 'discretion' result.

Job seeker chose not to participate - 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 considered work offered was unsuitable - 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, the Department of 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.

Job seeker denied being notified - the job seeker believed they were not notified of the requirement. The Department of Human Services must be satisfied that the job seeker was properly notified of their requirement before a failure can be applied. In these cases, the Department of Human Services was satisfied that this had occurred and found no reason to accept the job seeker's explanation.

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

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

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 stream of service in the jobactive system.

JSCI - Referral for ESA - means a job seeker had their 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.

Manageable or unproven medical issue - the job seeker indicated 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.

Medical reason A - means that the Department of Human Services determined 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 the Department of Human Services determined a medical reason prevented the job seeker from complying with the requirement and the job seeker provided specific evidence relating to the particular incident.

Nature of requirements - means that the Department of Human Services determined 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.

Non-Attendance Failure - is applied when a job seeker has no reasonable excuse for not attending their initial appointment or fails to give prior notice of a reasonable excuse if it was reasonable to expect them to do so. A Non-Attendance Failure results in a loss of one-tenth of the job seeker's fortnightly income support payment for each business day for the day the job seeker was notified until the day the job seeker attends.

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 replaced the Connection Failure Participation Report which was used to report this type of non-attendance from 1 July 2014.

No change in Employment Services Program or Stream - means there has been no recommendation to change the job seeker's Employment Services Programme 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.

No Outcomes - there were no outcomes or other action recommended by the Department of Human Services as part of the CCA. This means that the Department of 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.

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

No Show No Pay Failure - may be applied if the job seeker has failed to either attend or behave appropriately at an activity in the Job Plan, or attend or behave appropriately at a job interview with a prospective employer. Following an investigation by DHS into the non-compliance, the job seeker may lose one-tenth of their fortnightly income support payment for every day they do not participate and did not have a reasonable excuse.

Notifying requirements - means that the Department of Human Services determined 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.

Number of job seekers with a Vulnerability Indicator - means job seekers who, at the end of the quarter, had one or more Vulnerability Indicators on their record.

Other - includes all other Participation Reports or Provider Appointment 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).

Other acceptable activity - means that the Department of Human Services determined 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.).

Other job seekers – job seekers that do not currently have to use employment services because they have a 'Temporary exemption', 'Reduced work capacity' or are undertaking an 'Approved activity'. These job seekers can use employment services voluntarily, but are not required to do so.

Other Outcomes - includes any sort of recommended outcome that does not involve a change of Employment Services Programme 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 Job 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).

Personal crisis - means that the Department of Human Services determined a personal crisis prevented the job seeker from complying with the requirement (for example, a bereavement of a family member).

Personal matter - the job seeker indicated that 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 Department of Human Services decision-maker found that they did not do so in these instances.

Provider Appointment Report - is submitted by providers when they want a job seeker's income support payment suspension to remain and to recommend to the Department of Human Services that a financial penalty be applied.

Reason not recorded - are 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 - 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.

Reconnection Failure - may be applied as a result of a provider submitting a Provider Appointment Report (PAR) for non-attendance at a Re-engagement appointment or if the provider reports to DHS that a job seeker fails to meet another reconnection requirement without a reasonable excuse. A Reconnection Failure results in loss of payment from the date of the failure until the day the job seeker meets a further reconnection requirement.

Reduced work capacity - job seekers with an assessed temporary or partial reduced work capacity of 0-14 hours a week do not have to be in employment services, and are able to fully satisfy their activity test requirements through a quarterly interview with the Department of Human Services.

Serious Failure - may be applied for either refusing a suitable job offer, failing to commence in a suitable job (after having accepted it); or persistent and wilful non-compliance (can only be applied following a Comprehensive Compliance Assessment to ensure that the job seeker's behaviour is not the result of unidentified barriers to participation beyond their control).

Submitting PRs/PARs - means that the Department of Human Services rejected the Participation Report or Provider Appointment 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 Job Plan; or the report was filled out incorrectly containing the wrong code or date of incident.

Temporary exemption - job seekers can be granted an exemption by the Department of Human Services, for a specified period of time, from complying with their requirements. Exemptions are granted if the job seeker does not have the capacity to undertake mutual obligation requirements due to the impact of personal

or other circumstances beyond their control (e.g. temporary medical incapacity). Job seekers do not have to use employment services for the duration of their exemption.

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

Total job seekers - are all people receiving an income support payment with mutual obligation requirements (but excluding recipients of Disability Support pension). It comprises 'Active job seekers' who currently need to use employment services (i.e. jobactive, Disability Employment Services (DES), the Community Development Programme (CDP) or the Transition to Work (TTW) Service), as well as 'Other job seekers' who have a 'Temporary exemption', 'Reduced work capacity' or are undertaking an 'Approved activity'.

Transport difficulties - means that the Department of Human Services determined 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).

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

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 activity test requirements, although it does not exempt a job seeker from these requirements.

Notes:

1. The above tables show all compliance actions that were applied or finalised during the third quarter of the 2016 - 17 financial year (i.e. applied/finalised in the period 1/1/2017 – 31/3/017 inclusive) and not under review, revoked or otherwise overturned as at 14 May 2017. 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 Single (PPS).
4. Where very small numbers of compliance actions (less than 20) of a particular type occur, the actual number is not published. An * is used where the <20 can be derived through totals or other values.
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 Social Services, sourcing information through the Employment Business Intelligence Warehouse.