**New Methodology:**

**Table 3: Attendance at appointments with Employment Services providers**

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

Appointment data is a count of all appointments with Job Services Australia and Disability Employment Services providers which job seekers are required to attend.

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

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

*“Discretion”* means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment, or they have been unable to make contact with the job seeker but they have nonetheless decided not to submit a Participation Report to DHS and are instead using another method to re-engage the job seeker (e.g. rescheduling the appointment until another day or, if unable to make contact, submitting a Contact Request)

**Old Methodology:**

**Table 3: Attendance at appointments with JSA Providers**

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

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

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

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

*“Discretion”* means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment, or they have been unable to make contact with the job seeker but they have nonetheless decided not to submit a Participation Report to DHS and are instead using another method to re-engage the job seeker (e.g. rescheduling the appointment until another day or, if unable to make contact, submitting a Contact Request)