

Job Seeker Compliance Data – December Quarter 2012

Contents

- Part A 2**
 - 1 - Number of job seekers..... 2**
 - 2 – Job seekers with a Vulnerability Indicator..... 2**
 - 3 – Attendance at Appointments with Employment Services providers..... 3**
 - 4 –Income support payment suspensions for non-attendance at appointments/activities..... 4**
 - 5 – Numbers of Participation Reports and Contact Requests..... 5**
 - 6 – Reasons for Participation Reports submitted 5**
 - 7 – DHS responses to Participation Reports..... 6**
 - 8 – DHS reasons for applying Participation Reports 8**
 - 9 – DHS reasons for rejecting Participation Reports 8**
 - 10 - Number of Participation Reports per job seeker 10**
 - 11 – Number of Participation Failures 10**
 - 12 – Types of Participation Failures: Overview 11**
 - 13 – Types of Participation Failures: Serious Failures 11**
 - 14 – Outcomes of Comprehensive Compliance Assessments..... 12**
 - 15 - Sanctions for Serious Failures..... 13**
- Part B 14**
 - 16 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Gender..... 14**
 - 17 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Indigenous Status..... 16**
 - 18 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Age Group..... 18**
 - 19 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Employment Services 20**
 - 20 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Allowance Type..... 22**
- Glossary..... 24**

Part A

1 - Number of job seekers

	Active job seekers		Job seekers suspended in employment services				Total job seekers	
			Temporary exemption	Reduced work capacity	Approved activity	Total suspended job seekers		
	No.	%	No.	No.	No.	No.	%	No.
31 December 2012	588,788	74%	73,057	39,255	91,292	203,604	26%	792,392

All the numbers of job seekers shown in this table are point in time which means they reflect Activity Tested job seekers in each category at 31 December 2012.

“*Active job seekers*” means job seekers (including early school leavers) who were engaging with their employment services provider and actively seeking work or undertaking activities targeted at non-vocational barriers with a view to becoming work-ready.

“*Job seekers suspended in employment services*” means job seekers whose obligation to meet with an employment services provider has been suspended because they have a temporary exemption from the activity test, have a reduced work capacity below 15 hours a week or are undertaking an approved activity.

“*Temporary exemptions*” means exemptions for job seekers for a specified period of time from all 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 the Department of Human Services (DHS).

“*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.

2 – Job seekers with a Vulnerability Indicator

	Number of job seekers with a Vulnerability Indicator	% of all job seekers
31 December 2012	128,616	16%

“*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 participation requirements, although it does not exempt a job seeker from these requirements

“*Number of job seekers with a Vulnerability Indicator*” means job seekers (including early school leavers) who, at the end of the quarter, had one or more Vulnerability Indicators on their record.

3 – Attendance at Appointments with Employment Services providers

		Appointments attended		Appointments not attended					Total Appointments
				Valid reason	Invalid reason	Discretion	Total		
		No.	%	%	%	%	No.	%	No.
I October to 31 December 2012	JSA	1,402,498	60%	15%	18%	7%	916,795	40%	2,319,293
	DES	322,749	75%	11%	5%	9%	108,904	25%	431,653
	Total	1,725,247	63%	14%	16%	7%	1,025,699	37%	2,750,946

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

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

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

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

	Number of payment suspensions for job seekers missing usual appointment	Number of payment suspensions for job seekers following disengagement from an activity	Number of payment suspensions for not attending a reconnection appointment		Total suspensions
			Job seeker with Vulnerability Indicator	Job seeker without Vulnerability Indicator	
1 October to 31 December 2012	84,234	13,804	6,639	22,806	127,483

This table includes all participation payment suspensions as a result of non-attendance at JSA and DES provider appointments.

'Number of payment suspensions for not attending a reconnection appointment' includes income support payment suspensions relating to a reconnection requirement given under the new arrangements. A reconnection requirement is given following an initial failure to attend a usual appointment or where the provider indicates on a Participation Report submitted for a No Show No Pay failure that the job seeker has disengaged from their activity. Although job seekers with Vulnerability Indicators do not have their income support payment suspended for either of these reasons, they are still required to attend a reconnection appointment following a failure to attend a usual appointment or following disengagement from an activity and can be suspended for missing the reconnection appointment.

5 – Numbers of Participation Reports and Contact Requests

	Participation Reports (PRs)		Contact Requests (CRs)	
	No. of PRs	% of active job seekers	No. of CRs	% of active job seekers
1 October to 31 December 2012	183,391	22%	57,251	7%

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. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by DHS 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 (including early school leavers) who were active at some point over the duration of the quarter (i.e. this is not a point in time population of job seekers). This does not represent the actual proportion of job seekers who received a Participation Report or Contact Request as one job seeker may be the subject of more than one Participation Report or Contact Request.

6 – Reasons for Participation Reports submitted

	Main Reasons		Total for main reasons		Other reasons	Total for all reasons
	Failure to attend provider appointment	Failure to attend activity				
	%	%	No.	%	%	No.
1 October to 31 December 2012	80%	15%	174,598	95%	5%	183,391

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. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by DHS prior to the job seeker commencing in employment services.

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

7 – DHS responses to Participation Reports

DHS responses to Participation Reports: Overview					
	Participation Failure imposed ("PR applied")		Participation Failure not imposed ("PR rejected")		Total Reports
	No.	%	No.	%	No.
1 October to 31 December 2012	134,317	73%	49,074	27%	183,391

Figures for “Participation Failure imposed” may differ from figures for “No. of Participation Failures” in Table 11 below because the above table only includes failures that are reported via a Participation Report from a provider; that is, Connection, Reconnection, No Show No Pay, and Serious Failures for refusing to accept or commence in a suitable job. Participation Reports are not directly submitted for Serious Failures due to persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by DHS prior to the job seeker commencing in employment services.

“PR Applied %” means the proportion of Participation Reports that have led to imposition of a Participation Failure by DHS.

“PR Rejected %” means the proportion of Participation Reports that have not led to imposition of a failure by DHS.

DHS responses to Participation Reports: Failures applied due to unacceptable reasons given by job seekers for non-attendance												
	Job seeker error	Manage-able 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 issue	Job seeker considered work offered was unsuitable	No reason offered	Reasonable excuse but no prior notice	TOTAL
No	29,807	14,628	21,750	19,856	8,384	7,637	6,696	306	47	468	24,738	134,317
%	22.2%	10.9%	16.2%	14.8%	6.2%	5.7%	5.0%	0.2%	0.0%	0.3%	18.4%	100%

- Note:**
1. Job seekers are required to give prior notice of their inability to attend an appointment or activity. For example, if the job seeker is genuinely unwell and gives prior notice of their inability to attend, then a failure would not be applied.
 2. Job seekers who have a reasonable excuse but who cannot, for good reason, give prior notice of their non-attendance will also not have a failure applied.

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 Providers, with DHS, with employers or for non-attendance at activities, which accounts for the majority of failures. The data gives the types of excuses that job seekers provided to DHS that DHS did not accept as reasonable in the specific circumstances of each case. DHS is required under legislation to determine each case on its merits and to consider whether or not the job seeker’s personal circumstances affected their ability to comply or to give prior notice of their inability to comply for each incidence of non-attendance. In these instances, the DHS 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 seekers reason for non-attendance or failure to give prior notice.

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

“Manageable or unproven medical issue” means that the job seeker indicated that a medical condition prevented their attendance, but their explanation was not accepted as reasonable. This will generally be because the job seeker did not appear ill or provide evidence of their illness, or where evidence was provided but the condition was manageable and should not have prevented attendance at the time of the appointment or activity. This category also covers situations where the excuse relates to substance or alcohol use or mental health issues but where the decision-maker has determined that in this instance the person’s condition would not have prevented compliance.

“Job seeker chose not to participate” means the job seeker did not want to attend an appointment or activity because the time was not convenient for the job seeker, because the job seeker did not see value in attending or because they indicated that they did not care whether they attended or not.

“Job seeker denied being notified” means that the job seeker believed that they were not notified of the requirement. DHS must be satisfied that the job seeker was properly notified of their requirement before a failure can be applied. In these cases, DHS was satisfied this had occurred and found no reason to accept the job seeker’s explanation.

“Foreseeable or unacceptable activity prevented compliance” means that the job seeker claimed to have been undertaking other acceptable activities at the time of the requirement, such as a legal commitment (eg. attending court), attending a job interview or working. If a failure is applied in these circumstances it means the decision-maker was not satisfied that the timing of the other activity would have prevented attendance at the appointment or activity or the decision maker did not believe the other activity occurred. In the case of a job seeker claiming to have been working, it may mean that the job seeker did not provide evidence to verify this or declare any earnings.

“Personal matter” means the job seeker indicated they had personal relationship issues, caring responsibilities, difficulties with accommodation, or bereavement following the death of a friend, relative or pet. While such circumstances can impact on a job seeker’s capacity to comply, the DHS decision-maker found that they did not do so in these instances.

“Transport difficulties - insufficient to prevent compliance” means that the excuse related to general transport difficulties, an objection to the commuting distance or the job seeker indicated that they could not afford to attend. In setting any requirement the cost and difficulty of transport must be considered, so in determining a failure the DHS decision-maker must be satisfied that these things did not prevent compliance.

“Cultural/language issue” means that the job seeker indicated that cultural diversity, language, literacy or numeracy issues affected their capacity to comply. The impact of these factors must be considered by decision-makers in setting requirements and determining failures.

“Job seeker considered work offered was unsuitable” means that the job seeker failed to attend a job interview because, for example, they did not like the prospective job, did not think they would have the necessary skills or did not think it would pay enough. Before applying a failure in these circumstances, DHS decision-makers are required under social security law to ensure, among other things, that the prospective job met the applicable statutory conditions relating to wages and conditions and that the job seeker had the skills to do the work or would have been given appropriate training by the employer to enable them to do the work.

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

“Reasonable excuse but no prior notice” means that the job seeker had a reasonable excuse for not attending their appointment but failed to give prior notice of their inability to attend an appointment when it would have been reasonable to expect them to do so.

8 – DHS reasons for applying Participation Reports

DHS reasons for applying Participation Reports									
	Prior notice of reasonable excuse for non-attendance required						Prior notice not relevant – no reasonable excuse		Total applied
	Prior notice not given				Prior notice given but no reasonable excuse				
	Reasonable excuse		No reasonable excuse						
	No.	%	No.	%	No.	%	No.	%	No.
1 October to 31 December 2012	24,738	18%	78,210	58%	6,002	5%	25,367	19%	134,317

Since 1 July 2011, if a job seeker is unable to attend an appointment or activity they must give prior notice of their reason for not being able to attend where it is reasonable to expect them to do so. If they fail to do so, a penalty may be applied regardless of the reason for non-attendance. Job seekers can therefore have penalties applied where: they failed to give prior notice of a reasonable excuse for not attending an appointment or activity; they gave prior notice but their excuse was not accepted by DHS as reasonable; or where there was no requirement to give prior notice (because the failure did not relate to attendance - for example, a failure to enter an Employment Pathway Plan) but the job seeker had no reasonable excuse for their action.

9 – DHS reasons for rejecting Participation Reports

DHS reasons for rejecting Participation Reports: Overview									
	Job seeker had reasonable excuse		Procedural errors relating to:				Total procedural errors		Total rejections
			Nature of requirements	Notifying requirements	Submitting PRs	Other			
	No.	%	%	%	%	%	No.	%	No.
1 October to 31 December 2012	30,043	61%	7%	19%	10%	3%	19,031	39%	49,074

“*Job seeker had reasonable excuse*” means that DHS determined that the job seeker had a reasonable excuse for failing to comply with the requirement.

“*Nature of requirements*” means that DHS 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 DHS determined that the job seeker did not receive notification, was not notified correctly, or was not given enough time to meet their requirement. This includes, for example, instances where mail may have gone astray, or the job seeker had no permanent residence for mail to be sent to.

“*Submitting PRs*” means that DHS rejected the Participation Report on the grounds that it was not valid. This includes, for example, where the report was submitted for a period during which the job seeker had an exemption or was not receiving any payments; it was submitted for a requirement not contained in the Employment Pathway Plan; or the report was filled out incorrectly containing the wrong code or date of incident

“*Other*” includes a small number of Participation Reports rejected by DHS 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).

DHS reasons for rejecting Participation Reports: Reasonable Excuse											
	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.
I October to 31 December 2012	9%	14%	13%	7%	4%	4%	4%	1%	5%	61%	30,043

Percentages above represent the proportion of all Participation Reports rejected, and as such each row equals the “Total reasonable excuse” percentage, rather than adding up to 100%.

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

“*Medical reason A*” means that DHS 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 DHS 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 DHS 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 DHS 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 DHS 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 DHS determined that a job seeker’s homelessness prevented the job seeker from being able to comply with the requirement.

“*Transport difficulties*” means that DHS 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 DHS determined that cultural diversity, language, literacy or numeracy issues prevented the job seeker from being able to understand or comply with the requirement.

“*Other*” includes all other Participation Reports rejected on the grounds that the job seeker had a reasonable excuse for not complying (for example, a police restriction, community service order or legal appointment).

10 - Number of Participation Reports per job seeker

	No. of PRs per job seeker	No. of all job seekers	% of all job seekers	% of Participation Reports
	0	602,548	76%	N/A
	1	82,750	10%	16%
	2	39,350	5%	16%
	3	23,777	3%	14%
	4	14,727	2%	12%
	5+	29,240	4%	42%
31 December 2012	Total	792,392	100%	100%

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 31 December 2012.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 31 December 2012 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 31 December 2012 during the preceding twelve month period (e.g. 16 per cent of all PRs submitted between 1 January 2012 and 31 December 2012 were submitted in relation to those job seekers at 31 December 2012 who received two Participation Reports during this period).

11 – Number of Participation Failures

	No. of Participation Failures	% of active job seekers
1 October to 31 December 2012	140,795	17%

Participation Failures shown include applied Connection, Reconnection, No Show No Pay failures, and also for Serious Failures for persistent non-compliance or failing to accept or commence in a suitable job. Unemployment Non Payment Periods (UNPPs) are excluded from the table as the majority of UNPPs are initiated by DHS prior to a job seeker commencing in employment services.

“% of active job seekers” means the number of Participation Failures expressed as a proportion of the total number of job seekers (including early school leavers) who were active at some point over the duration of the quarter (i.e. this is not a point in time population of job seekers). This does not represent the actual proportion of job seekers who incurred a Participation failure as one job seeker may have incurred more than one Participation Failure.

Figures for “No. of participation failures” may differ from figures for “Participation failures imposed” in Table 7 above because Table 7 does not include Serious Failures for persistent non-compliance (for the reason given in the note to Table 7).

12 – Types of Participation Failures: Overview

	Connection Failures		Reconnection Failures		No Show No Pay Failures		Serious Failures		Total Failures
	No.	%	No.	%	No.	%	No	%	No.
1 October to 31 December 2012	92,857	66%	19,998	14%	20,972	15%	6,968	5%	140,795

Serious Failures shown are for failing to accept or commence a suitable job as well as for persistent non-compliance.

13 – Types of Participation Failures: Serious Failures

	Persistent non-compliance		Refused Suitable Job		Did Not Commence Suitable Job		Total Serious Failures
	No.	%	No.	%	No.	%	No.
1 October to 31 December 2012	6,478	93%	206	3%	284	4%	6,968

14 – Outcomes of Comprehensive Compliance Assessments

Year	Serious Failure (8 week penalty) imposed for persistent non- compliance		Further assessment/assistance				No change in Employment Services Program 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.	%	
1 October to 31 December 2012	6,478	34%	1,931	173	2,104	11%	9,305	1,180	10,485	55%	19,067

Note: A CCA can result in multiple outcomes but in the above table each CCA is counted only once under whichever outcome is highest within the Hierarchy below. For example, where a CCA recommends both referral for an Employment Services Assessment and another intervention, the CCA would be counted under JSCI- Referral for ESAt.

The Outcome Hierarchy is:

1. Serious Failure
2. JSCI – Referral for ESAt
3. JSCI – Eligible for higher stream
4. Other Outcomes
5. No Outcomes

“JSCI - Referral for ESAt” means a job seeker had their Job Seeker Classification Instrument (JSCI) updated and the outcome of the JSCI was for the job seeker to be referred to an Employment Services Assessment. Employment Services Assessments superseded Job Capacity Assessments from 1 July 2011.

“JSCI – Eligible for higher stream” means a job seeker had their JSCI updated and the outcome of the JSCI was for the job seeker to be referred to a higher–numbered stream of service in the Job Services Australia system.

“No change in Employment Services Program or Stream” means there has been no recommendation to change the job seeker’s Employment Services Program or Stream. CCAs in this category can recommend one or more outcomes that can be undertaken or arranged by the job seeker’s current provider or they may not recommend any particular action.

“Other Outcomes” includes any sort of recommended outcome that does not involve a change of Employment Services Program or Stream and can therefore be undertaken or arranged by the job seeker’s current provider. These include suggested changes to the job seeker’s Employment Pathway Plan to include any vocational or non-vocational activities designed to help the job seeker to become more job-ready (e.g. a referral for housing assistance or literacy and numeracy training).

“No Outcomes” means there were no outcomes or other action recommended by DHS as part of the CCA. This means that the DHS specialist officer who conducted the CCA found that the job seeker had no barriers to participation that warranted a specific sort of intervention but that there were insufficient grounds to determine that the job seeker had been persistently and deliberately non-compliant.

15 - Sanctions for Serious Failures

	Serious Failures						
	Non Payment Period		Financial penalty waived				Total
			Compliance Activity		Financial Hardship		
	No.	%	No.	%	No.	%	No.
1 October to 31 December 2012	1,840	26%	5,003	72%	125	2%	6,968

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

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

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

“*Financial Hardship*” means that the non-payment period was waived due to the job seeker being unable to undertake a Compliance Activity and having liquid assets below a specified amount.

Part B

16 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Gender

1 October 2012 to 31 December 2012						
Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %
Voluntary unemployment- UNPP	2,633	20.73%	1,473	11.60%	4,106	32.33%
Unemployment due to misconduct – UNPP	1,262	9.94%	363	2.86%	1,625	12.80%
Persistent non-compliance – Serious	4,797	37.77%	1,681	13.24%	6,478	51.01%
Did not commence suitable work - Serious	222	1.75%	62	0.49%	284	2.24%
Refused a suitable job – Serious	146	1.15%	60	0.47%	206	1.62%
Sub Total NPPs	9,060	71.34%	3,639	28.66%	12,699	100.00%

1 October 2012 to 31 December 2012						
Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %
Failure to attend provider reconnection	14,054	34.30%	5,944	14.51%	19,998	48.81%
Failure to attend activity specified in EPP - NSNP	13,850	33.81%	6,114	14.92%	19,964	48.73%
Failure to attend job interview - NSNP	404	0.99%	191	0.47%	595	1.45%
Inappropriate conduct in EPP activity - NSNP	234	0.57%	66	0.16%	300	0.73%
Inappropriate presentation or conduct at job interview - NSNP	83	0.20%	30	0.07%	113	0.28%
Sub Total Other Financial penalties	28,625	69.87%	12,345	30.13%	40,970	100.00%

Total Financial Penalties	37,685	70.22%	15,984	29.78%	53,669	100.00%
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Non-payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period 1 October 2012 and 31 December 2012.

I October 2012 to 31 December 2012						
Connection Failures	Male	Male %	Female	Female %	Total	Total %
Failure to attend Provider appointment	56,849	61.22%	29,708	31.99%	86,557	93.22%
Failure to attend other Provider appointment	1,258	1.35%	639	0.69%	1,897	2.04%
Failure to attend CCA appointment	2,108	2.27%	891	0.96%	2,999	3.23%
Failure to comply with Job Search requirement in EPP	673	0.72%	205	0.22%	878	0.95%
Failure to enter EPP with provider	262	0.28%	72	0.08%	334	0.36%
Failure to attend provider reengagement appointment (connect)	22	0.02%	<20	N/A	27	0.03%
Failure to attend Centrelink appointment	58	0.06%	39	0.04%	97	0.10%
Unsatisfactory Job Seeker Diary	30	0.03%	<20	N/A	39	0.04%
Failure to return Job Seeker Diary	20	0.02%	<20	N/A	25	0.03%
Failure to negotiate EPP with Centrelink	<20	N/A	<20	N/A	<20	N/A
Other	<20	N/A	0	N/A	<20	N/A
Total	61,282	66.00%	31,575	34.00%	92,857	100.00%

I October 2012 to 31 December 2012	Male	Male %	Female	Female %	Total	Total %
Income support payment suspensions	83,093	65.18%	44,390	34.82%	127,483	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I October 2012 to 31 December 2012						
Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %
JSCI updated - referral for ESAt	1,240	6.50%	691	3.62%	1,931	10.13%
JSCI updated - eligible for higher stream	115	0.60%	58	0.30%	173	0.91%
Persistent non-compliance (Serious Failure)	4,797	25.16%	1,681	8.82%	6,478	33.97%
Other outcomes	6,250	32.78%	3,055	16.02%	9,305	48.80%
No outcomes	809	4.24%	371	1.95%	1,180	6.19%
Total	13,211	69.29%	5,856	30.71%	19,067	100.00%

17 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Indigenous Status

1 October 2012 to 31 December 2012						
Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Voluntary unemployment- UNPP	547	4.31%	3,559	28.03%	4,106	32.33%
Unemployment due to misconduct – UNPP	179	1.41%	1,446	11.39%	1,625	12.80%
Persistent non-compliance - Serious	2,260	17.80%	4,218	33.22%	6,478	51.01%
Did not commence suitable work - Serious	26	0.20%	258	2.03%	284	2.24%
Refused a suitable job - Serious	<20	N/A	189	1.49%	206	1.62%
Sub Total NPPs	3,029	23.85%	9,670	76.15%	12,699	100.00%

1 October 2012 to 31 December 2012						
Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Failure to attend provider reconnection	5,858	14.30%	14,140	34.51%	19,998	48.81%
Failure to attend activity specified in EPP – NSNP	6,383	15.58%	13,581	33.15%	19,964	48.73%
Failure to attend job interview – NSNP	61	0.15%	534	1.30%	595	1.45%
Inappropriate conduct in EPP activity – NSNP	56	0.14%	244	0.60%	300	0.73%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	110	0.27%	113	0.28%
Sub Total Other Financial penalties	12,361	30.17%	28,609	69.83%	40,970	100.00%

Total Financial Penalties	15,390	28.68%	38,279	71.32%	53,669	100.00%
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Non-payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period 1 October 2012 and 31 December 2012.

I October 2012 to 31 December 2012						
Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Failure to attend Provider appointment	19,416	20.91%	67,141	72.31%	86,557	93.22%
Failure to attend other Provider appointment	516	0.56%	1,381	1.49%	1,897	2.04%
Failure to attend CCA appointment	957	1.03%	2,042	2.20%	2,999	3.23%
Failure to comply with Job Search requirement in EPP	113	0.12%	765	0.82%	878	0.95%
Failure to enter EPP with provider	31	0.03%	303	0.33%	334	0.36%
Failure to attend provider reengagement appointment (connect)	<20	N/A	24	0.03%	27	0.03%
Failure to attend Centrelink appointment	<20	N/A	86	0.09%	97	0.10%
Unsatisfactory Job Seeker Diary	<20	N/A	38	0.04%	39	0.04%
Failure to return Job Seeker Diary	<20	N/A	23	0.02%	25	0.03%
Failure to negotiate EPP with Centrelink	0	N/A	<20	N/A	<20	N/A
Other	0	N/A	<20	N/A	<20	N/A
Total	21,050	22.67%	71,807	77.33%	92,857	100.00%

I October 2012 to 31 December 2012	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Income support payment suspensions	29,050	22.79%	98,433	77.21%	127,483	100.00%

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I October 2012 to 31 December 2012						
Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
JSCI updated - referral for ESAt	458	2.40%	1,473	7.73%	1,931	10.13%
JSCI updated - eligible for higher stream	33	0.17%	140	0.73%	173	0.91%
Persistent non-compliance (Serious Failure)	2,260	11.85%	4,218	22.12%	6,478	33.97%
Other outcomes	2,721	14.27%	6,584	34.53%	9,305	48.80%
No outcomes	376	1.97%	804	4.22%	1,180	6.19%
Total	5,848	30.67%	13,219	69.33%	19,067	100.00%

18 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Age Group

1 October 2012 to 31 December 2012						
Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Voluntary unemployment- UNPP	575	1,753	891	699	188	4,106
Unemployment due to misconduct – UNPP	211	656	372	335	51	1,625
Persistent non-compliance - Serious	1,670	3,345	1,056	389	<20	6,478
Did not commence suitable work - Serious	38	127	87	28	<20	284
Refused a suitable job - Serious	32	83	45	37	<20	206
Sub Total NPPs	2,526	5,964	2,451	1,488	270	12,699

1 October 2012 to 31 December 2012						
Other Financial Penalties (Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Failure to attend provider reconnection	5,050	9,282	3,923	1,621	122	19,998
Failure to attend activity specified in EPP – NSNP	5,436	8,344	3,722	2,250	212	19,964
Failure to attend job interview – NSNP	126	259	123	75	<20	595
Inappropriate conduct in EPP activity – NSNP	79	102	51	60	<20	300
Inappropriate presentation or conduct at job interview - NSNP	<20	37	21	31	<20	113
Sub Total Other Financial penalties	10,705	18,024	7,840	4,037	364	40,970

Total Financial Penalties	13,231	23,988	10,291	5,525	634	53,669
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Non-payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period 1 October 2012 and 31 December 2012.

I October 2012 to 31 December 2012						
Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Failure to attend Provider appointment	18,755	36,065	18,708	11,478	1,551	86,557
Failure to attend other Provider appointment	478	767	376	236	40	1,897
Failure to attend CCA appointment	842	1,415	546	193	<20	2,999
Failure to comply with Job Search requirement in EPP	151	384	148	161	34	878
Failure to enter EPP with provider	49	81	89	94	21	334
Failure to attend provider reengagement appointment (connect)	<20	<20	<20	<20	0	27
Failure to attend Centrelink appointment	<20	32	<20	29	<20	97
Unsatisfactory Job Seeker Diary	<20	24	<20	<20	0	39
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	25
Failure to negotiate EPP with Centrelink	<20	0	0	<20	0	<20
Other	0	0	<20	0	0	<20
Total	20,305	38,788	19,898	12,207	1,659	92,857

I October 2012 to 31 December 2012						
	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Income support payment suspensions	28,209	52,547	27,308	16,922	2,497	127,483

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I October 2012 to 31 December 2012						
Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
JSCI updated - referral for ESA	657	770	354	139	<20	1,931
JSCI updated - eligible for higher stream	86	52	27	<20	<20	173
Persistent non-compliance (Serious Failure)	1,670	3,345	1,056	389	<20	6,478
Other outcomes	2,366	4,010	1,973	902	54	9,305
No outcomes	186	577	282	126	<20	1,180
Total	4,965	8,754	3,692	1,562	94	19,067

19 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Employment Services

1 October 2012 to 31 December 2012							
Non Payment Periods (Serious and UNPPs)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Not in Employment Services	Total
Voluntary unemployment- UNPP	668	309	207	214	49	2,659	4,106
Unemployment due to misconduct – UNPP	264	108	60	91	26	1,076	1,625
Persistent non-compliance – Serious	653	1,482	1,848	2,390	105	0	6,478
Did not commence suitable work - Serious	30	74	73	93	<20	0	284
Refused a suitable job – Serious	23	66	42	61	<20	0	206
Sub Total NPPs	1,638	2,039	2,230	2,849	208	3,735	12,699

1 October 2012 to 31 December 2012							
Other Financial Penalties (Reconnection and NSNP)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Not in Employment Services	Total
Failure to attend provider reconnection	2,874	4,139	4,032	8,349	604	0	19,998
Failure to attend activity specified in EPP - NSNP	1,486	5,352	6,272	6,543	311	0	19,964
Failure to attend job interview - NSNP	70	185	117	162	61	0	595
Inappropriate conduct in EPP activity - NSNP	30	74	74	99	23	0	300
Inappropriate presentation or conduct at job interview - NSNP	<20	34	25	21	<20	0	113
Sub Total Other Financial penalties	4,479	9,784	10,520	15,174	1,013	0	40,970

Total Financial Penalties	6,117	11,823	12,750	18,023	1,221	3,735	53,669
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Non-payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period 1 October 2012 and 31 December 2012.

I October 2012 to 31 December 2012						
Connection Failures	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
Failure to attend Provider appointment	15,159	19,980	16,701	30,819	3,898	86,557
Failure to attend other Provider appointment	147	397	453	685	215	1,897
Failure to attend CCA appointment	248	582	600	1,493	76	2,999
Failure to comply with Job Search requirement in EPP	251	241	155	221	<20	878
Failure to enter EPP with provider	31	69	81	103	50	334
Failure to attend provider reengagement appointment (connect)	<20	<20	<20	<20	<20	27
Failure to attend Centrelink appointment	<20	<20	<20	51	<20	97
Unsatisfactory Job Seeker Diary	36	<20	<20	0	0	39
Failure to return Job Seeker Diary	20	<20	<20	<20	0	25
Failure to negotiate EPP with Centrelink	<20	<20	0	<20	0	<20
Other	<20	0	0	0	0	<20
Total	15,914	21,283	18,012	33,386	4,262	92,857

I October 2012 to 31 December 2012	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
Income support payment Suspensions	24,273	32,422	27,930	37,941	4,917	127,483

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I October 2012 to 31 December 2012						
Finalised CCA Outcome	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
JSCI updated - referral for ESAAt	259	667	472	482	51	1,931
JSCI updated - eligible for higher stream	37	88	43	<20	<20	173
Persistent non-compliance (Serious Failure)	653	1,482	1,848	2,390	105	6,478
Other outcomes	696	1,518	1,826	4,881	384	9,305
No outcomes	178	271	364	326	41	1,180
Total	1,823	4,026	4,553	8,082	583	19,067

20 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and Comprehensive Compliance Assessments by Allowance Type

1 October 2012 to 31 December 2012						
Non Payment Periods (Serious Failure and UNPP)	NSA	YAL	PPP	PPS	Not on allowance	Total
Voluntary unemployment- UNPP	477	158	<20	23	3,446	4,106
Unemployment due to misconduct – UNPP	196	59	0	<20	1,359	1,625
Persistent non-compliance – Serious	4,333	2,022	<20	108	0	6,478
Did not commence suitable work - Serious	228	50	0	<20	0	284
Refused a suitable job – Serious	163	37	<20	<20	0	206
Sub Total NPPs	5,397	2,326	<20	153	4,805	12,699

1 October 2012 to 31 December 2012						
Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPP	PPS	Not on allowance	Total
Failure to attend provider reconnection	13,458	6,000	25	515	0	19,998
Failure to attend activity specified in EPP - NSNP	12,967	6,363	68	566	0	19,964
Failure to attend job interview - NSNP	422	152	0	21	0	595
Inappropriate conduct in EPP activity - NSNP	199	97	0	<20	0	300
Inappropriate presentation or conduct at job interview - NSNP	94	<20	<20	<20	0	113
Sub Total Other Financial penalties	27,140	12,628	94	1,108	0	40,970

Total Financial Penalties	32,537	14,954	112	1,261	4,805	53,669
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Non-payment penalty periods generally are for a period of eight weeks. However, under the 'Connecting People with Jobs' initiative which commenced on 1 January 2011, should a participant voluntarily leave a relocation job within the first six months without a reasonable excuse or their employment is terminated during this period due to misconduct, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period 1 October 2012 and 31 December 2012.

I October 2012 to 31 December 2012					
Connection Failures	NSA	YAL	PPP	PPS	Total
Failure to attend Provider appointment	60,342	22,309	195	3,711	86,557
Failure to attend other Provider appointment	1,249	583	<20	62	1,897
Failure to attend CCA appointment	1,932	1,000	<20	65	2,999
Failure to comply with Job Search requirement in EPP	696	182	0	0	878
Failure to enter EPP with provider	263	58	<20	<20	334
Failure to attend provider reengagement appointment (connect)	<20	<20	0	0	27
Failure to attend Centrelink appointment	80	<20	<20	<20	97
Unsatisfactory Job Seeker Diary	32	<20	0	0	39
Failure to return Job Seeker Diary	<20	<20	0	0	25
Failure to negotiate EPP with Centrelink	<20	<20	0	0	<20
Other	<20	0	0	0	<20
Total	64,629	24,171	206	3,851	92,857

I October 2012 to 31 December 2012					
	NSA	YAL	PPP	PPS	Total
Income support payment suspensions	87,677	33,436	357	6,013	127,483

Income support payment suspensions are applied when a job seeker fails to attend an appointment or disengages from an activity. As payment is immediately restored (with full back pay) once the job seeker agrees to re-engage, suspension is not a failure or penalty under the compliance framework. A failure or penalty may, however, be separately applied.

I October 2012 to 31 December 2012					
Finalised CCA Outcome	NSA	YAL	PPP	PPS	Total
JSCI updated - referral for ESA _t	1,153	711	0	67	1,931
JSCI updated - eligible for higher stream	74	96	0	<20	173
Persistent non-compliance (Serious Failure)	4,333	2,022	<20	108	6,478
Other outcomes	6,377	2,601	<20	316	9,305
No outcomes	918	204	<20	54	1,180
Total	12,855	5,634	30	548	19,067

Glossary

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

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

- does not attend an appointment;
- refuses to enter into an Employment Pathway Plan;
- Fails to meet a job search requirement in their Employment Pathway Plan.

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

Financial Penalties - A job seeker can have a non-payment period for persistent and wilful non-compliance or for refusing an offer of suitable work, for voluntarily leaving work or being dismissed for misconduct. A No Show No Pay (NSNP) penalty can be applied for failing to attend activities within the Employment Pathway Plan (EPP), or for failing to attend a job interview. A reconnection penalty can be applied for failing to attend a reconnection appointment, or for failing to return a Job Seeker Diary.

Income Support Payment suspensions are applied when a job seeker fails to attend an appointment with their provider or when a provider advises DHS that a job seeker has disengaged from an activity. As payment is restored once the job seeker agrees to attend a reconnection appointment, payment suspension is not a failure or financial penalty under the compliance framework. A failure and/or penalty may be separately applied where DHS determines that the job seeker had no reasonable excuse for their non-attendance or failed to give prior notice of a reasonable excuse when it was reasonable to expect them to do so.

A Comprehensive Compliance Assessment (CCA) must be conducted before a job seeker can have a penalty applied for persistent non-compliance.

A CCA is conducted where a job seeker has:

- three (3) applied failures as a result of failing to attend an appointment or interview within a six month period; or
- three (3) days of applied No Show No Pay penalties, within a six month period.

A CCA can also be requested at any time by either an employment services provider or DHS if a job seeker is failing to meet their participation requirements to determine why the job seeker is failing to meet their requirements.

Further information on job seeker compliance penalties can be found within the '*Explanatory Notes*' document on the DEEWR website.

Notes:

1. The above tables show all compliance actions that were applied or finalised during the second quarter of the 2012/13 financial year (i.e. applied/finalised in the period 1/10/2012 - 31/12/2012 inclusive) and not under review, revoked or otherwise overturned as at 11/2/2013. This lag is to allow for reviews and appeals to be finalised.
2. The tables 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. New Start Allowance (NSA), Youth Allowance (YAL), Parenting Payment Partnered (PPP) & Parenting Payment Single (PPS).
4. Where very small numbers of compliance actions (less than 20) of a particular type occur, the actual number is not published.
5. Many of the tables include financial year to date figures, however there are some tables that do not include financial year to date figures due to the way the data is captured.
6. This data was extracted by the Department of Education, Employment and Workplace Relations from the DEEWR DB2/CDS database.