

Job Seeker Compliance Data – March Quarter 2013

Contents

Part A	2
1 - Number of Job seekers (as at 31 March 2013)	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	3
5 - Numbers of Participation Reports and Contact Requests	4
6 - Reasons for Participation Reports submitted	4
7 - DHS responses to Participation Reports: Overview	5
8 - DHS reasons for applying Participation Reports.....	7
9 - DHS reasons for rejecting Participation Reports: Overview	7
10 - Number of Participation Reports per job seeker (31 March 2013).....	9
11 - Number of Participation Failures.....	10
12 - Types of Participation Failures: Overview.....	10
13 - Types of Participation Failures: Serious Failures	10
14 - Outcomes of Comprehensive Compliance Assessments.....	11
15 - Sanctions for Serious Failures.....	12
Part B	13
16 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Gender	13
17 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Indigenous Status	15
18 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Age Group.....	17
19 - Financial Penalties, Connection Failures, Payment Suspensions and CCCAs by Employment Services.....	19
20 - Financial Penalties, Connection Failures, Payment Suspensions and CCAs by Allowance Type.....	22
Glossary.....	25

Part A

1 - Number of Job seekers (as at 31 March 2013)

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.
599,065	75%	74,298	32,856	93,291	200,445	25%	799,510

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 March 2013.

“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. Job Seekers with a Vulnerability Indicator

2 - Job seekers with a Vulnerability Indicator

	Number of job seekers with a Vulnerability Indicator	% of all job seekers
31 March 2013	122,861	15%

“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

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 January to 31 March 2013	JSA	1,482,023	60%	15%	18%	7%	968,225	40%	2,450,248
	DES	333,173	74%	11%	5%	9%	114,969	26%	448,142
	Total	1,815,196	63%	14%	16%	7%	1,083,194	37%	2,898,390

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	
I January to 31 March 2013	99,155	14,035	7,354	20,875	141,419

This table includes all participation payment suspensions as a result of non-attendance at JSA and DES provider appointments applied under the new compliance arrangements introduced from 1 July 2011.

‘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
I January to 31 March 2013	204,127	23%	60,574	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.	
I January to 31 March 2013	82%	14%	195,694	96%	4%	204,127

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: Overview

	Participation Failure imposed (“PR Applied”)		Participation Failure not imposed (“PR Rejected”)		Total Reports
	No.	%	No.	%	No.
I January to 31 March 2013	145,939	71%	58,188	29%	204,127

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.

Failures applied by DHS due to unacceptable reasons given by job seekers for non-attendance

Failures applied by DHS due to unacceptable reasons given by job seekers for non-attendance

		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	Reasonable excuse but no prior notice	TOTAL
I January to 31 March 2013	No	33,005	14,458	24,566	23,320	8,890	7,800	7,029	325	38	404	26,104	145,939
	%	22.6	9.9%	16.8%	16.0%	6.1%	5.3%	4.8%	0.2%	0.0%	0.3%	17.9%	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.

“Reason not recorded” are those failures that are not attendance-related. While the job seeker’s reason for non-compliance must be considered before the failure can be applied, it is not recorded in a way which can be easily extracted for the purposes of this data.

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

8 - 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		No	%	
	Reasonable Excuse		No reasonable excuse						
	No	%	No	%	No	%	No		
I January to 31 March 2013	26,104	18%	89,727	62%	6,073	4%	24,035	16%	145,939

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: 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.
I January to 31 March 2013	35,317	61%	6%	21%	9%	3%	22,871	39%	58,188

“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 percentage of rejections for reasonable excuse	Total number of rejections for reasonable excuse
1 January to 31 March 2013	8%	13%	14%	7%	4%	4%	4%	1%	6%	61%	35,317

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 (31 March 2013)

No. of PRs per job seeker	No. of all job seekers	% of all job seekers	% of Participation Reports
0	605,894	76%	N/A
1	86,318	11%	17%
2	39,964	5%	16%
3	23,834	3%	14%
4	14,595	2%	12%
5+	28,905	3%	41%
Total	799,510	100%	100%

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 31 March 2013.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 31 March 2013 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 March 2013 during the preceding twelve month period (e.g. 15 per cent of all PRs submitted between 1 April 2012 and 31 March 2013 were submitted in relation to those job seekers at 31 March 2013 who received two Participation Reports during this period).

11 - Number of Participation Failures

	Number of Participation Failures	% of all job seekers
1 January to 31 March 2013	151,974	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 January to 31 March 2013	105,968	70%	18,849	12%	20,772	14%	6,385	4%	151,974

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 January to 31 March 2013	6,035	94%	164	3%	186	3%	6,385

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 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.	%	
1 January to 31 March 2013	6,035	34%	1,695	110	1,805	10%	8,848	1,240	10,088	56%	17,928

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.	%	
I January to 31 March 2013	1,572	25%	4,694	73%	119	2%	6,385

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 CCAs by Gender

1 January 2013 to 13 March 2013

Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %
Voluntary unemployment- UNPP	2,152	19.05%	1,319	11.68%	3,471	30.73%
Unemployment due to misconduct – UNPP	1,151	10.19%	287	2.54%	1,438	12.73%
Persistent non-compliance – Serious	4,456	39.45%	1,579	13.98%	6,035	53.44%
Did not commence suitable work - Serious	156	1.38%	30	0.27%	186	1.65%
Refused a suitable job – Serious	125	1.11%	39	0.35%	164	1.45%
Sub Total NPPs	8,040	71.19%	3,254	28.81%	11,294	100.00%

1 January 2013 to 13 March 2013

Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %
Failure to attend provider reconnection	13,164	33.22%	5,685	14.35%	18,849	47.57%
Failure to attend activity specified in EPP - NSNP	13,926	35.15%	6,016	15.18%	19,942	50.33%
Failure to attend job interview - NSNP	318	0.80%	163	0.41%	481	1.21%
Inappropriate conduct in EPP activity - NSNP	191	0.48%	67	0.17%	258	0.65%
Inappropriate presentation or conduct at job interview - NSNP	58	0.15%	33	0.08%	91	0.23%
Sub Total Other Financial penalties	27,657	69.80%	11,964	30.20%	39,621	100.00%

1 January 2013 to 31 March 2013	Male	Male %	Female	Female %	Total	Total %
Total Financial Penalties	35,697	70.11%	15,218	29.89%	50,915	100.00%

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. No 12 week non-payment penalties were applied during the period 1 January 2013 and 31 March 2013.

I January 2013 to 13 March 2013

Connection Failures	Male	Male %	Female	Female %	Total	Total %
Failure to attend Provider appointment	65,068	61.40%	34,466	32.52%	99,534	93.93%
Failure to attend other Provider appointment	1,329	1.25%	646	0.61%	1,975	1.86%
Failure to attend CCA appointment	2,185	2.06%	1,011	0.95%	3,196	3.02%
Failure to comply with Job Search requirement in EPP	577	0.54%	179	0.17%	756	0.71%
Failure to enter EPP with provider	267	0.25%	74	0.07%	341	0.32%
Failure to attend provider reengagement appointment (connect)	<20	N/A	<20	N/A	<20	N/A
Failure to attend Centrelink appointment	47	0.04%	37	0.03%	84	0.08%
Unsatisfactory Job Seeker Diary	32	0.03%	<20	N/A	41	0.04%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	23	0.02%
Failure to negotiate EPP with Centrelink	<20	N/A	<20	N/A	<20	N/A
Other	<20	N/A	<20	N/A	<20	N/A
Total	69,537	65.62%	36,431	34.38%	105,968	100.00%

I January 2013 to 31 March 2013	Male	Male %	Female	Female %	Total	Total %
Income support payment suspensions	91,099	64.42%	50,320	35.58%	141,419	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 January 2013 to 13 March 2013

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %
JSCI updated - referral for ESA	1,092	6.09%	603	3.36%	1,695	9.45%
JSCI updated - eligible for higher stream	69	0.38%	41	0.23%	110	0.61%
Persistent non-compliance (Serious Failure)	4,456	24.85%	1,579	8.81%	6,035	33.66%

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %
Other outcomes	6,002	33.48%	2,846	15.87%	8,848	49.35%
No outcomes	856	4.77%	384	2.14%	1,240	6.92%
Total	12,475	69.58%	5,453	30.42%	17,928	100.00%

17 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Indigenous Status

I January 2013 to 13 March 2013

Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Voluntary unemployment- UNPP	416	3.68%	3,055	27.05%	3,471	30.73%
Unemployment due to misconduct – UNPP	143	1.27%	1,295	11.47%	1,438	12.73%
Persistent non-compliance - Serious	2,024	17.92%	4,011	35.51%	6,035	53.44%
Did not commence suitable work - Serious	28	0.25%	158	1.40%	186	1.65%
Refused a suitable job - Serious	<20	N/A	155	1.37%	164	1.45%
Sub Total NPPs	2,620	23.20%	8,674	76.80%	11,294	100.00%

I January 2013 to 13 March 2013

Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Failure to attend provider reconnection	5,489	13.85%	13,360	33.72%	18,849	47.57%
Failure to attend activity specified in EPP – NSNP	6,454	16.29%	13,488	34.04%	19,942	50.33%
Failure to attend job interview – NSNP	44	0.11%	437	1.10%	481	1.21%
Inappropriate conduct in EPP activity – NSNP	29	0.07%	229	0.58%	258	0.65%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	85	0.21%	91	0.23%
Sub Total Other Financial penalties	12,022	30.34%	27,599	69.66%	39,621	100.00%

I January 2013 to 13 March 2013

I January 2013 to 31 March 2013	Indigenous	Indigenous %	Non	Non Indigenous	Total	Total %
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			Indigenous	%		
Total Financial Penalties	14,642	28.76%	36,273	71.24%	50,915	100.00%

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. No 12 week non-payment penalties were applied during the period 1 January 2013 and 31 March 2013.

1 January 2013 to 13 March 2013

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Failure to attend Provider appointment	21,894	20.66%	77,640	73.27%	99,534	93.93%
Failure to attend other Provider appointment	526	0.50%	1,449	1.37%	1,975	1.86%
Failure to attend CCA appointment	1,043	0.98%	2,153	2.03%	3,196	3.02%
Failure to comply with Job Search requirement in EPP	90	0.08%	666	0.63%	756	0.71%
Failure to enter EPP with provider	23	0.02%	318	0.30%	341	0.32%
Failure to attend provider reengagement appointment (connect)	<20	N/A	<20	N/A	<20	N/A
Failure to attend Centrelink appointment	<20	N/A	71	0.07%	84	0.08%
Unsatisfactory Job Seeker Diary	<20	N/A	38	0.04%	41	0.04%
Failure to return Job Seeker Diary	0	0.00%	23	0.02%	23	0.02%
Failure to negotiate EPP with Centrelink	<20	N/A	<20	N/A	<20	N/A
Other	<20	N/A	<20	N/A	<20	N/A
Total	23,596	22.27%	82,372	77.73%	105,968	100.00%

1 January 2013 to 31 March 2013	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
Income support payment suspensions	31,213	22.07%	110,206	77.93%	141,419	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.

1 January 2013 to 13 March 2013

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %
JSCI updated - referral for ESA	403	2.25%	1,292	7.21%	1,695	9.45%
JSCI updated - eligible for higher stream	24	0.13%	86	0.48%	110	0.61%
Persistent non-compliance (Serious Failure)	2,024	11.29%	4,011	22.37%	6,035	33.66%
Other outcomes	2,528	14.10%	6,320	35.25%	8,848	49.35%
No outcomes	360	2.01%	880	4.91%	1,240	6.92%
Total	5,339	29.78%	12,589	70.22%	17,928	100.00%

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

1 January 2013 to 31 March 2013

Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Voluntary unemployment- UNPP	429	1,551	752	590	149	3,471
Unemployment due to misconduct – UNPP	180	546	347	308	57	1,438
Persistent non-compliance - Serious	1,641	3,092	951	335	<20	6,035
Did not commence suitable work - Serious	23	87	52	23	<20	186
Refused a suitable job - Serious	25	62	38	32	<20	164
Sub Total NPPs	2,298	5,338	2,140	1,288	230	11,294

1 January 2013 to 31 March 2013

Other Financial Penalties (Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Failure to attend provider reconnection	4,910	8,714	3,573	1,533	119	18,849
Failure to attend activity specified in EPP – NSNP	5,112	8,419	3,825	2,354	232	19,942

Other Financial Penalties (Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Failure to attend job interview – NSNP	109	195	105	62	<20	481
Inappropriate conduct in EPP activity – NSNP	73	67	49	58	<20	258
Inappropriate presentation or conduct at job interview - NSNP	<20	25	22	22	<20	91
Sub Total Other Financial penalties	10,219	17,420	7,574	4,029	379	39,621

1 January 2013 to 31 March 2013	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Total Financial Penalties	12,517	22,758	9,714	5,317	609	50,915

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. No 12 week non-payment penalties were applied during the period 1 January 2013 and 31 March 2013.

1 January 2013 to 31 March 2013

Connection Failure	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Failure to attend Provider appointment	21,432	41,497	21,413	13,439	1,753	99,534
Failure to attend other Provider appointment	453	807	404	267	44	1,975
Failure to attend CCA appointment	835	1,517	592	241	<20	3,196
Failure to comply with Job Search requirement in EPP	138	338	140	112	28	756
Failure to enter EPP with provider	54	95	79	87	26	341
Failure to attend provider reengagement appointment (connect)	<20	<20	<20	<20	0	<20
Failure to attend Centrelink appointment	<20	29	23	22	<20	84
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	0	41
Failure to return Job Seeker Diary	<20	<20	<20	<20	0	23
Failure to negotiate EPP with Centrelink	0	<20	<20	0	0	<20

Connection Failure	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Other	0	<20	0	<20	<20	<20
Total	22,936	44,321	22,664	14,182	1,865	105,968

1 January 2013 to 31 March 2013	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
Income support payment suspensions	30,986	57,463	30,300	19,684	2,986	141,419

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.

1 January 2013 to 31 March 2013

Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total
JSCI updated - referral for ESA	525	688	329	146	<20	1,695
JSCI updated - eligible for higher stream	39	38	28	<20	0	110
Persistent non-compliance (Serious Failure)	1,641	3,092	951	335	<20	6,035
Other outcomes	2,127	3,939	1,861	856	65	8,848
No outcomes	249	587	254	138	<20	1,240
Total	4,581	8,344	3,423	1,480	100	17,928

19 - Financial Penalties, Connection Failures, Payment Suspensions and CCCAs by Employment Services

1 January 2013 to 31 March 2013

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	589	223	137	174	34	2,314	3,471
Unemployment due to misconduct – UNPP	222	87	48	62	<20	1,004	1,438

Non Payment Periods (Serious and UNPPs)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Not in Employment Services	Total
Persistent non-compliance – Serious	620	1,517	1,670	2,115	113	0	6,035
Did not commence suitable work - Serious	22	54	44	57	<20	0	186
Refused a suitable job – Serious	36	60	25	22	21	0	164
Sub Total NPPs	1,489	1,941	1,924	2,430	192	3,318	11,294

1 January 2013 to 31 March 2013

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	2,765	4,055	3,768	7,726	535	0	18,849
Failure to attend activity specified in EPP – NSNP	1,638	5,342	6,311	6,306	345	0	19,942
Failure to attend job interview – NSNP	42	173	99	127	40	0	481
Inappropriate conduct in EPP activity – NSNP	22	75	56	90	<20	0	258
Inappropriate presentation or conduct at job interview - NSNP	<20	38	24	<20	<20	0	91
Sub Total Other Financial penalties	4,474	9,683	10,258	14,265	941	0	39,621

1 January 2013 to 31 March 2013	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Not in Employment Services	Total
Total Financial Penalties	5,963	11,624	12,182	16,695	1,133	3,318	50,915

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 zero 12 week non-payment penalties applied during the period 1 January 2013 and 31 March 2013.

1 January 2013 to 31 March 2013

Connection Failures	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
Failure to attend Provider appointment	18,537	23,192	19,340	34,273	4,192	99,534
Failure to attend other Provider appointment	240	403	385	709	238	1,975
Failure to attend CCA appointment	211	592	667	1,650	76	3,196
Failure to comply with Job Search requirement in EPP	203	213	142	191	<20	756
Failure to enter EPP with provider	34	75	64	109	59	341
Failure to attend provider reengagement appointment (connect)	0	<20	<20	<20	<20	<20
Failure to attend Centrelink appointment	<20	<20	<20	39	<20	84
Unsatisfactory Job Seeker Diary	36	<20	0	<20	0	41
Failure to return Job Seeker Diary	<20	<20	0	<20	0	23
Failure to negotiate EPP with Centrelink	0	0	0	<20	0	<20
Other	<20	<20	<20	<20	0	<20
Total	19,286	24,498	20,616	36,982	4,586	105,968

1 January 2013 to 31 March 2013	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
Income Support payment suspensions	28,947	36,283	30,578	40,310	5,301	141,419

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.

1 January 2013 to 31 March 2013

Finalised CCA Outcome	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
JSCI updated – referral for ESAAt	259	552	447	398	39	1,695
JSCI updated – eligible for higher stream	24	51	30	<20	0	110

Finalised CCA Outcome	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total
Persistent non-compliance (Serious Failure)	620	1,517	1,670	2,115	113	6,035
Other outcomes	672	1,446	1,646	4,721	363	8,848
No outcomes	234	354	385	223	44	1,240
Total	1,809	3,920	4,178	7,462	559	17,928

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

1 January 2013 to 31 March 2013

Non Payment Periods (Serious Failure and UNPP)	NSA	YAL	PPP	PPS	Not on allowance	Total
Voluntary unemployment- UNPP	385	111	0	<20	2,968	3,471
Unemployment due to misconduct – UNPP	143	47	0	<20	1,243	1,438
Persistent non-compliance – Serious	3,908	2,091	0	36	0	6,035
Did not commence suitable work - Serious	148	34	0	<20	0	186
Refused a suitable job – Serious	131	31	0	<20	0	164
Sub Total NPPs	4,715	2,314	0	54	4,211	11,294

1 January 2013 to 31 March 2013

Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPP	PPS	Not on allowance	Total
Failure to attend provider reconnection	12,454	6,174	0	221	0	18,849
Failure to attend activity specified in EPP - NSNP	13,463	6,311	0	168	0	19,942
Failure to attend job interview - NSNP	347	131	0	<20	0	481
Inappropriate conduct in EPP activity - NSNP	175	83	0	0	0	258
Inappropriate presentation or conduct at job interview - NSNP	74	<20	0	0	0	91
Sub Total Other Financial penalties	26,513	12,716	0	392	0	39,621

1 January 2013 to 31 March 2013	NSA	YAL	PPP	PPS	Not on allowance	Total
Total Financial Penalties	31,228	15,030	0	446	4,211	50,915

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. No 12 week non-payment penalties were applied during the period 1 January 2013 and 31 March 2013.

1 January 2013 to 31 March 2013

Connection Failures	NSA	YAL	PPP	PPS	Total
Failure to attend Provider appointment	70,747	26,783	0	2,004	99,534
Failure to attend other Provider appointment	1,408	542	0	25	1,975
Failure to attend CCA appointment	2,116	1,048	0	32	3,196
Failure to comply with Job Search requirement in EPP	588	168	0	0	756
Failure to enter EPP with provider	273	67	0	<20	341
Failure to attend provider reengagement appointment (connect)	<20	<20	0	0	<20
Failure to attend Centrelink appointment	71	<20	0	<20	84
Unsatisfactory Job Seeker Diary	30	<20	0	0	41
Failure to return Job Seeker Diary	<20	<20	0	0	23
Failure to negotiate EPP with Centrelink	<20	0	0	0	<20
Other	<20	0	0	0	<20
Total	75,266	28,637	0	2,065	105,968

1 January 2013 to 31 March 2013	NSA	YAL	PPP	PPS	Total
Income support payment suspensions	99,511	38,630	0	3,278	141,419

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.

1 January 2013 to 31 March 2013

Finalised CCA Outcome	NSA	YAL	PPP	PPS	Total
JSCI updated - referral for ESAt	1,079	601	0	<20	1,695
JSCI updated - eligible for higher stream	62	46	0	<20	110
Persistent non-compliance (Serious Failure)	3,908	2,091	0	36	6,035
Other outcomes	6,219	2,521	0	108	8,848
No outcomes	922	292	0	26	1,240
Total	12,190	5,551	0	187	17,928

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 third quarter of the 2012/13 financial year (i.e. applied/finalised in the period 1/1/2013 - 31/3/2013 inclusive) and not under review, revoked or otherwise overturned as at 13/5/2013. 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.