

Job Seeker Compliance Data – September Quarter 2014

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Part A

1 - Number of Job seekers (as at 30 September 2014)

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.
629,163	74%	79,067	39,159	102,942	221,168	26%	850,331

All the numbers of job seekers shown in this table are point in time at 30 September 2014.

“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 mutual obligation requirements. 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 mutual obligation requirements through a quarterly interview with the Department of Human Services (Human Services).

“Approved activity” means an activity such as part-time work or education which fully meets the job seeker’s mutual obligation 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

30 September 2014	Number of job seekers with a Vulnerability Indicator	% of all job seekers
		115,158

“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 mutual obligation 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.
1 July to 30 September 2014	2,465,427	66%	13%	14%	7%	1,269,255	34%	3,734,682

Appointment data is count of all appointments with 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 Human Services.

“Discretion” means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment but they have nonetheless decided not to submit a Participation Report to Human Services 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

1 July to 30 September 2014	Number of Payment suspensions for job seekers missing a usual appointment with a provider	Number of Payment suspensions for job seekers missing an appointment with a third party	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	
	272,798	2,348	14,853	13,584	53,553	357,136

This table includes all participation payment suspensions applied as a result of providers submitting Non-attendance Reports for non-attendance at a usual appointment with an employment services provider (see note to Table 5) or a third party (eg. training provider), following disengagement from an activity or for not attending a reconnection appointment.

Income support payment is suspended and a reconnection requirement is given following the submission of a Non-attendance Report for 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 following disengagement from an activity, they are still required to attend a reconnection appointment and can be suspended for missing the reconnection appointment. This is why job seekers with and without Vulnerability Indicators are identified separately within the data showing payment suspensions for not attending a reconnection appointment.

5 - Numbers of Participation Reports and Non-attendance Reports

1 July to 30 September 2014	Participation Reports (PRs)		Non-attendance Reports (NARs)	
	No. of PRs	% of active job seekers	No. of NARs	% of active job seekers
	129,729	14%	309,944	33%

Prior to the September quarter 2014, this table included Participation Reports and Contact Requests. From 1 July 2014, the use of Contact Requests was discontinued as the introduction of Non-attendance Reports made Contact Requests redundant because they achieve the same thing. Non-Attendance Reports are used by providers to report to Human Services when a job seeker fails to attend a usual provider appointment. The submission of a Non-attendance Report triggers an income support payment suspension. Connection failure Participation Reports, which trigger payment suspension and, in addition, the investigation of a Connection failure, were also discontinued for the purpose of reporting non-attendance at provider appointments from 1 July 2014. The shift from the use of Participation Reports to the use of Non-attendance Reports for reporting non-attendance at provider appointments is reflected in the above data..

Participation Reports shown are for 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 for persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods are also excluded from the table as they are generally initiated by Human Services prior to the job seeker commencing in employment services.

“% of active job seekers” means the number of Participation Reports or Non-attendance Report 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 Non-attendance Report as one job seeker may be the subject of more than one Participation Report or Non-attendance Report. It is therefore included only to provide an indicative comparison with earlier quarters.

6 - Reasons for providers reporting non-compliance to Human Services

1 July to 30 September 2014	Main reasons				Total for main reasons		Other reasons	Total for all reasons
	Failure to attend provider appointment		Failure to attend activity					
	No	%	No	%	No	%	%	No
	385,768	88%	45,616	10%	431,384	98%	2%	439,673

This table includes a count of all Non-attendance Reports and Participation Reports for 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 are also excluded from the table as they are generally initiated by Human Services prior to the job seeker commencing in employment services.

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

7 - Human Services responses to Participation Reports: Overview

1 July to 30 September 2014	Participation Failure imposed (“PR Applied”)		Participation Failure not imposed (“PR Rejected”)		Total Reports
	No.	%	No.	%	No.
	79,608	61%	50,121	39%	129,729

Participation Reports are rejected if Human Services determines that the job seeker gave prior notice of a reasonable excuse for their failure to attend an appointment or had a reasonable excuse but was unable to give prior notice. Although Non-attendance Reports are also used to report non-compliance and can be found to be invalid (for example, the job seeker was not on payment at the time of their non-attendance), Human Services is not required to determine whether or not the job seeker had a reasonable excuse for their non-attendance because no participation failure can be applied. For this reason, Non-attendance Reports cannot be “rejected” in the way Participation Reports are and so are not included in the table above or the table below.

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 Human Services prior to the job seeker commencing in employment services. Table 11 includes Serious Failures for persistent non-compliance and UNPPs.

‘PR Rejected %’ means the proportion of Participation Reports that have not led to imposition of a failure by Human Services.

Participation Failures applied by Human Services due to unacceptable reasons given by job seekers for non-attendance

1 July to 30 September 2014	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
No	16,058	13,586	15,298	3,787	8,807	6,599	4,761	472	34	249	9,957	79,608
%	20.2%	17.1%	19.2%	4.8%	11.1%	8.3%	6.0%	0.6%	0.0%	0.3%	12.5%	100%

This table breaks down the data included in the ‘Participation Failure imposed’ column of the previous overview table by the reason the job seeker gave for their failure. Reasons are recorded where the failure is for non-attendance at appointments with Human Services, with employers or for non-attendance at activities. Non-attendance Reports, which are used to report non-attendance at provider appointments (which constitute the bulk of appointment types) are not included in this table because they do not result in a Participation Failure under the compliance framework and simply delay a job seeker’s income support payment rather than result in a penalty. Because of this, the job seeker’s reason for non-attendance is not sought or recorded by Human Services

The data gives the types of excuses that job seekers provided to Human Services that Human Services did not accept as reasonable in the specific circumstances of each case. Human Services is required under legislation to determine each case on its merits and to consider whether or not the job seeker's personal circumstances affected their ability to comply or to give prior notice of their inability to comply for each incidence of non-attendance. In these instances, the Human Services decision-maker has determined that the circumstances described by the job seeker did not impact sufficiently on the job seeker's capacity to attend the appointment or activity at the scheduled time or there is no evidence to support the job seeker's reason for non-attendance or failure to give prior notice.

"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. Human Services must be satisfied that the job seeker was properly notified of their requirement before a failure can be applied. In these cases, Human Services 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 Human Services 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 Human Services 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, Human Services decision-makers are required under social security law to ensure, among other things, that the prospective job met the applicable statutory conditions relating to wages and conditions and that the job seeker had the skills to do the work or would have been given appropriate training by the employer to enable them to do the work.

“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 - Human Services reasons for applying Participation Reports

1 July to 30 September 2014	Prior notice of reasonable excuse for non-attendance required						Prior notice not relevant – no reasonable excuse		Total Applied
	Prior notice not given -Reasonable Excuse		Prior notice not given -No reasonable excuse		Prior notice given but no reasonable excuse				
	No	%	No	%	No	%	No	%	No
	9,957	13%	19,246	24%	1,817	2%	48,588	61%	79,608

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 Human Services as reasonable; or where there was no requirement to give prior notice (because the failure did not relate to attendance - for example, a failure to enter an Employment Pathway Plan) but the job seeker had no reasonable excuse for their action.

Non-attendance Reports, which are used to report non-attendance at provider appointments (which constitute the bulk of appointment types) are not included in this table because they do not result in a Participation Failure under the compliance framework and simply delay a job seeker's income support payment rather than result in a penalty. Because of this, whether or not the job seeker had a reasonable excuse is not investigated or recorded by Human Services.

9 - Human Services reasons for rejecting Participation Reports: Overview

1 July to 30 September 2014	Job seeker had reasonable excuse		Procedural errors relating to:			Total procedural errors		Total Rejections
			Nature of requirements	Notifying requirements	Submitting PRs	No.	%	No.
	No.	%	%	%	%			
	31,144	62%	9%	11%	18%	18,977	38%	50,121

Non-attendance Reports, which are used to report non-attendance at provider appointments where no prior notice of a valid reason was given (which constitute the bulk of reports to Human Services) are not included in this table or the table below because they do not result in a Participation Failure under the compliance framework and simply delay a job seeker's income support payment rather than result in a penalty. Because of this, whether or not the job seeker had a reasonable excuse is not investigated or recorded by Human Services.

“Job seeker had reasonable excuse” means that Human Services determined that the job seeker had a reasonable excuse for failing to comply with the requirement and therefore a participation report should not be applied.

“Nature of requirements” means that Human Services 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 Human Services 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 Human Services 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

Human Services reasons for rejecting Participation Reports: Reasonable Excuse

1 July to 30 September 2014	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.
	11%	15%	13%	6%	4%	3%	4%	1%	5%	62%	31,144

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 Human Services 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 Human Services 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 Human Services 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 Human Services 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 Human Services 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 Human Services determined that a job seeker’s homelessness prevented the job seeker from being able to comply with the requirement.

“Transport difficulties” means that Human Services 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 Human Services 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 and/or Non-attendance Reports per job seeker (at 30 September 2014)

Number of PRs or NARs per job seeker	No. of all job seekers	% of all job seekers	% of PRs/NARs
0	551,022	64.8%	N/A
1	124,447	14.6%	14%
2	59,187	7.0%	13%
3	34,386	4.0%	12%
4	22,729	2.7%	10%
5+	58,560	6.9%	51%
Total	850,331	100%	100%

This table shows the number and percentage of job seekers who have not been reported for non-compliance and the number and percentage who have been reported, either through a Participation Report or Non-Attendance Report, on one or multiple occasions.

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 30 September 2014..

“% of all job seekers” indicates the proportion of the total number of job seekers as at 30 September 2014 who received the specified number of Participation Reports and/or Non Attendance Reports over the preceding twelve months.

“% of PRs/NARs” indicates the % of Participation Reports and/or Non-attendance Reports submitted in relation to each particular cohort of job seekers at 30 September 2014 during the preceding twelve month period (e.g. 13 per cent of all PRs submitted between 1 October 2013 and 30 September 2014 were submitted in relation to those job seekers at 30 September 2014 who received two Participation Reports and/or Non-Attendance Reports during this period).

11 - Number of Participation Failures

1 July to 30 September 2014	No. of Participation Failures		% of active job seekers	
		85,739		9%

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. Participation Failures are applied where Human Services has assessed a Participation Report and has determined under social security law that the job seeker did not have a reasonable excuse. Human Services then records the Participation Failure on the job seeker’s record and this may or may not result in the application of a penalty, depending on the failure type. Although Non-attendance Reports, like Participation Reports, are a mechanism for employment providers to report non-compliance, Human Services does not consider reasonable excuse before applying them and they do not result in the application of a Participation Failure or penalty (only income support payment suspension). Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Human Services 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

1 July to 30 September 2014	Connection Failures		Reconnection Failures		No Show No Pay Failures		Serious Failures		Total Failures
	No.	%	No.	%	No.	%	No.	%	No.
	3,848	4%	44,193	52%	31,077	36%	6,621	8%	85,739

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

1 July to 30 September 2014	Persistent non-compliance		Refused Suitable Job		Did Not Commence Suitable Job		Total Serious Failures
	No.	%	No.	%	No.	%	No.
	6,131	93%	261	4%	229	3%	6,621

14 - Outcomes of Comprehensive Compliance Assessments

1 July to 30 September 2014	Serious Failure (8 week penalty) imposed for persistent non- compliance		Further assessment/assistance				No change in Employment Services Programme or Stream				Overall Total
			JSCI updated – referral for ESAt	JSCI updated – eligible for higher stream	Total		Other Outcomes	No Outcomes	Total		
	No.	%	No.	No.	No.	%	No.	No.	No.	%	No.
6,131	44%	1,044	150	1,194	8%	5,609	1,138	6,747	48%	14,072	

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 (ESAt) and another intervention, the CCA would be counted under JSCI- Referral for ESAt.

The Outcome Hierarchy is:

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

“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 Human Services as part of the CCA. This means that the Human Services specialist officer who conducted the CCA found that the job seeker had no barriers to participation that warranted a specific sort of intervention but that there were insufficient grounds to determine that the job seeker had been persistently and deliberately non-compliant.

15 - Sanctions for Serious Failures

1 July to 30 September 2014	Serious Failures						Total
	Non-payment Period		Financial Penalty waived				
			Compliance Activity		Financial Hardship		
	No.	%	No.	%	No.	%	
	1,568	24%	4,958	75%	95	1%	

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 July to 30 September 2014

Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	1,946	17.80%	1,005	9.19%	2,951	26.99%		
Unemployment due to misconduct – UNPP	1,060	9.70%	301	2.75%	1,361	12.45%		
Persistent non-compliance – Serious	4,379	40.05%	1,752	16.02%	6,131	56.08%		
Did not commence suitable work - Serious	187	1.71%	42	0.38%	229	2.09%		
Refused a suitable job – Serious	175	1.60%	86	0.79%	261	2.39%		
Sub Total NPPs	7,747	70.86%	3,186	29.14%	10,933	100.00%		

1 July to 30 September 2014

Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	30,278	40.23%	13,915	18.49%	44,193	58.71%		
Failure to attend activity specified in EPP - NSNP	21,162	28.11%	8,868	11.78%	30,030	39.90%		
Failure to attend job interview - NSNP	391	0.52%	199	0.26%	590	0.78%		
Inappropriate conduct in EPP activity - NSNP	278	0.37%	80	0.11%	358	0.48%		
Inappropriate presentation or conduct at job interview – NSNP	69	0.09%	30	0.04%	99	0.13%		
Sub Total Other Financial penalties	52,178	69.32%	23,092	30.68%	75,270	100.00%		

1 July to 30 September 2014

	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Total Financial Penalties	59,925	69.52%	26,278	30.48%	86,203	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. The above data includes <20 12 week non-payment penalties applied during the period 1 July to 30 September 2014.

The majority of penalties for ‘failing to comply with a reconnection requirement’ are for non-attendance at provider reconnection appointments.

1 July to 30 September 2014

Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend third party provider appointment*	291	7.56%	153	3.98%	444	11.54%		
Failure to attend CCA appointment	1408	36.59%	603	15.67%	2,011	52.26%		
Failure to comply with Job Search requirement in EPP	791	20.56%	223	5.80%	1,014	26.35%		
Failure to enter EPP with provider	195	5.07%	77	2.00%	272	7.07%		
Failure to attend Centrelink appointment	<20	N/A	<20	N/A	<20	N/A		
Unsatisfactory Job Seeker Diary	41	1.07%	21	0.55%	62	1.61%		
Failure to return Job Seeker Diary	23	0.60%	<20	N/A	29	0.75%		
Failure to negotiate EPP with Centrelink	<20	N/A	<20	N/A	<20	N/A		
Other	0	0.00%	0	0.00%	0	0.00%		
Total	2,759	71.70%	1,089	28.30%	3,848	100.00%		

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend appointments with third party providers, such as Work for the Dole providers, can result in a Connection Failure.

1 July to 30 September 2014

Income Support payment suspensions	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	215,749	60.41%	126,534	35.43%	342,283	95.84%		
Income support payment suspension – disengagement from activity	9,962	2.79%	4,891	1.37%	14,853	4.16%		
Total Income Support payment suspensions	225,711	63.20%	131,425	36.80%	357,136	100.00%		

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker. Payment is immediately restored (with full back pay) once the job seeker agrees to re-engage 1 July to 30 September 2014

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESA	739	5.25%	305	2.17%	1,044	7.42%		
JSCI updated - eligible for higher stream	99	0.70%	51	0.36%	150	1.07%		
Persistent non-compliance (Serious Failure)	4,379	31.12%	1,752	12.45%	6,131	43.57%		
Other outcomes	3,883	27.59%	1,726	12.27%	5,609	39.86%		
No outcomes	801	5.69%	337	2.39%	1,138	8.09%		
Total	9,901	70.36%	4,171	29.64%	14,072	100.00%		

17 - Financial penalties, Connection Failures, Payment Suspensions and CCAs by Indigenous Status

1 July to 30 September 2014

Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	362	3.31%	2,589	23.68%	2,951	26.99%		
Unemployment due to misconduct – UNPP	125	1.14%	1,236	11.31%	1,361	12.45%		
Persistent non-compliance - Serious	2,653	24.27%	3,478	31.81%	6,131	56.08%		
Did not commence suitable work - Serious	34	0.31%	195	1.78%	229	2.09%		
Refused a suitable job - Serious	24	0.22%	237	2.17%	261	2.39%		
Sub Total NPPs	3,198	29.25%	7,735	70.75%	10,933	100.00%		

1 July to 30 September 2014

Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	13,649	18.13%	30,544	40.58%	44,193	58.71%		
Failure to attend activity specified in EPP – NSNP	9,873	13.12%	20,157	26.78%	30,030	39.90%		
Failure to attend job interview – NSNP	85	0.11%	505	0.67%	590	0.78%		
Inappropriate conduct in EPP activity – NSNP	56	0.07%	302	0.40%	358	0.48%		
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	95	0.13%	99	0.13%		
Sub Total Other Financial penalties	23,667	31.44%	51,603	68.56%	75,270	100.00%		

1 July to 30 September 2014

	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Total Financial Penalties	26,865	31.16%	59,338	68.84%	86,203	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. The above data includes <20 12 week non-payment penalties applied during the period 1 July to 30 September 2014.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

1 July to 30 September 2014

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment *	107	2.78%	337	8.76%	444	11.54%		
Failure to attend CCA appointment	693	18.01%	1318	34.25%	2,011	52.26%		
Failure to comply with Job Search requirement in EPP	133	3.46%	881	22.90%	1,014	26.35%		
Failure to enter EPP with provider	<20	N/A	254	6.60%	272	7.07%		
Failure to attend Centrelink appointment	<20	N/A	<20	N/A	<20	N/A		
Unsatisfactory Job Seeker Diary	<20	N/A	60	1.56%	62	1.61%		
Failure to return Job Seeker Diary	<20	N/A	28	0.73%	29	0.75%		
Failure to negotiate EPP with Centrelink	<20	N/A	<20	N/A	<20	N/A		
Other	0	0.00%	0	0.00%	0	0.00%		
Total	954	24.79%	2,894	75.21%	3,848	100.00%		

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend appointments with third party providers, such as Work for the Dole providers, can result in a Connection Failure.

I July to 30 September 2014

Income support payment suspensions	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	75,539	21.15%	266,744	74.69%	342,283	95.84%		
Income support payment suspension – disengagement from activity	4,531	1.27%	10,322	2.89%	14,853	4.16%		
Total Income Support payment suspensions	80,070	22.42%	277,066	77.58%	357,136	100.00%		

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker. Payment is immediately restored (with full back pay) once the job seeker agrees to re-engage.

I July to 30 September 2014

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESA _t	231	1.64%	813	5.78%	1,044	7.42%		
JSCI updated - eligible for higher stream	36	0.26%	114	0.81%	150	1.07%		
Persistent non-compliance (Serious Failure)	2,653	18.85%	3,478	24.72%	6,131	43.57%		
Other outcomes	1,740	12.36%	3,869	27.49%	5,609	39.86%		
No outcomes	303	2.15%	835	5.93%	1,138	8.09%		
Total	4,963	35.27%	9,109	64.73%	14,072	100.00%		

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

1 July to 30 September 2014

Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	291	1,209	633	642	176	2,951		
Unemployment due to misconduct – UNPP	126	501	324	344	66	1,361		
Persistent non-compliance - Serious	1,407	3,049	1,165	483	27	6,131		
Did not commence suitable work - Serious	35	107	49	35	<20	229		
Refused a suitable job - Serious	44	93	46	59	<20	261		
Sub Total NPPs	1,903	4,959	2,217	1,563	291	10,933		

1 July to 30 September 2014

Other Financial Penalties (Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	9,222	20,383	9,757	4,488	343	44,193		
Failure to attend activity specified in EPP – NSNP	7,103	13,057	5,862	3,630	378	30,030		
Failure to attend job interview – NSNP	132	249	117	78	<20	590		
Inappropriate conduct in EPP activity – NSNP	85	112	78	68	<20	358		
Inappropriate presentation or conduct at job interview - NSNP	<20	31	21	31	<20	99		
Sub Total Other Financial penalties	16,551	33,832	15,835	8,295	757	75,270		

1 July to 30 September 2014

	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Total Financial Penalties	18,454	38,791	18,052	9,858	1,048	86,203		

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 July to 30 September 2014.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

1 July to 30 September 2014

Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment*	108	180	91	58	<20	444		
Failure to attend CCA appointment	416	975	446	173	<20	2,011		
Failure to comply with Job Search requirement in EPP	166	395	205	210	38	1,014		
Failure to enter EPP with provider	33	69	56	94	20	272		
Failure to attend Centrelink appointment	<20	<20	<20	<20	<20	<20		
Unsatisfactory Job Seeker Diary	<20	24	<20	<20	<20	62		
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	29		
Failure to negotiate EPP with Centrelink	<20	<20	0	0	0	<20		
Other	0	0	0	0	0	0		
Total	746	1,661	818	554	69	3,848		

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend appointments with third party providers, such as Work for the Dole providers, can result in a Connection Failure.

1 July to 30 September 2014

Income support payment suspensions	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	61,598	132,140	80,126	58,337	10,082	342,283		
Income support payment suspension – disengagement from activity	3,575	5,923	3,014	2,097	244	14,853		
Total Income Support payment suspensions	65,173	138,063	83,140	60,434	10,326	357,136		

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker. Payment is immediately restored (with full back pay) once the job seeker agrees to re-engage.

1 July to 30 September 2014

Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESA	195	489	247	106	<20	1,044		
JSCI updated - eligible for higher stream	31	78	26	<20	<20	150		
Persistent non-compliance (Serious Failure)	1,407	3,049	1,165	483	27	6,131		
Other outcomes	1,261	2,525	1,235	558	30	5,609		
No outcomes	277	490	239	118	<20	1,138		
Total	3,171	6,631	2,912	1,278	80	14,072		

19 - Financial penalties, Connection failures, Payment Suspensions and CCAs by Employment Services

I July to 30 September 2014

Non Payment Periods (Serious and UNPPs)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Not in Employment Services	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	905	233	86	115	55	49	1,508	2,951		
Unemployment due to misconduct – UNPP	334	95	39	91	25	<20	763	1,361		
Persistent non-compliance – Serious	877	1,445	1,231	1,331	95	1,152	0	6,131		
Did not commence suitable work - Serious	24	84	34	63	<20	<20	0	229		
Refused a suitable job – Serious	39	100	40	50	28	<20	0	261		
Sub Total NPPs	2,179	1,957	1,430	1,650	221	1,225	2,271	10,933		

I July to 30 September 2014

Other Financial Penalties (Reconnection and NSNP)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Not in Employment Services	Total	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	8,877	9,101	6,118	14,378	1,576	4,143	0	44,193		
Failure to attend activity specified in EPP – NSNP	3,729	8,122	6,402	7,424	605	3,748	0	30,030		
Failure to attend job interview – NSNP	65	191	120	140	71	<20	0	590		
Inappropriate conduct in EPP activity – NSNP	42	99	69	104	33	<20	0	358		
Inappropriate presentation or conduct at job interview - NSNP	<20	28	<20	23	<20	0	0	99		

Other Financial Penalties (Reconnection and NSNP)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Not in Employment Services	Total	Financial YTD	Financial YTD%
Sub Total Other Financial penalties	12,732	17,541	12,723	22,069	2,300	7,905	0	75,270		

1 July to 30 September 2014

	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Not in Employment Services	Total	Financial YTD	Financial YTD%
Total Financial Penalties	14,911	19,498	14,153	23,719	2,521	9,130	2,271	86,203		

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 July to 30 September 2014.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

I July to 30 September 2014

Connection Failures	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Total	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment*	69	109	73	143	30	20	444		
Failure to attend CCA appointment	193	306	244	1027	52	189	2,011		
Failure to comply with Job Search requirement in EPP	257	277	178	272	30	0	1,014		
Failure to enter EPP with provider	48	69	35	76	38	<20	272		
Failure to attend Centrelink appointment	<20	<20	<20	<20	<20	0	<20		
Unsatisfactory Job Seeker Diary	54	<20	0	0	0	0	62		
Failure to return Job Seeker Diary	25	<20	0	<20	0	0	29		
Failure to negotiate EPP with Centrelink	0	0	<20	<20	0	0	<20		
Other	0	0	0	0	0	0	0		
Total	647	774	532	1,529	151	215	3,848		

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend appointments with third party providers, such as Work for the Dole providers, can result in a Connection Failure.

I July to 30 September 2014

Income Support payment suspensions	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Total	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	86,400	71,467	47,600	94,295	19,551	22,970	342,283		
Income support payment suspension – disengagement from activity	2,137	4,138	3,371	3,013	315	1,879	14,853		
Total Income Support payment suspensions	88,537	75,605	50,971	97,308	19,866	24,849	357,136		

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker. Payment is immediately restored (with full back pay) once the job seeker agrees to re-engage.

I July to 30 September 2014

Finalised CCA Outcome	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	RJCP	Total	Financial YTD	Financial YTD%
JSCI updated – referral for ESA _t	119	267	199	418	30	<20	1,044		
JSCI updated – eligible for higher stream	34	64	47	0	0	0	145		
Persistent non-compliance (Serious Failure)	877	1,445	1,231	1,331	95	1,152	6,131		
Other outcomes	616	993	875	2,558	228	344	5,614		
No outcomes	268	384	224	144	30	88	1,138		
Total	1,914	3,153	2,576	4,451	383	1,595	14,072		

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

I July to 30 September 2014

Non Payment Periods (Serious Failure and UNPP)	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	971	281	23	1,676	2,951		
Unemployment due to misconduct – UNPP	413	134	<20	804	1,361		
Persistent non-compliance – Serious	4,111	1,956	64	0	6,131		
Did not commence suitable work - Serious	180	49	0	0	229		
Refused a suitable job – Serious	193	63	<20	0	261		
Sub Total NPPs	5,868	2,483	102	2,480	10,933		

I July to 30 September 2014

Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	30,857	12,571	765	0	44,193		
Failure to attend activity specified in EPP - NSNP	19,945	9,565	520	0	30,030		
Failure to attend job interview - NSNP	401	182	<20	0	590		
Inappropriate conduct in EPP activity - NSNP	254	103	<20	0	358		
Inappropriate presentation or conduct at job interview - NSNP	85	<20	<20	0	99		
Sub Total Other Financial penalties	51,542	22,433	1,295	0	75,270		

I July to 30 September 2014

	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Total Financial Penalties	57,410	24,916	1,397	2,480	86,203		

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 July to 30 September 2014.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

1 July to 30 September 2014

Connection Failures	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment*	293	147	<20	444		
Failure to attend CCA appointment	1403	584	24	2,011		
Failure to comply with Job Search requirement in EPP	803	211	0	1,014		
Failure to enter EPP with provider	221	46	<20	272		
Failure to attend Centrelink appointment	<20	<20	0	<20		
Unsatisfactory Job Seeker Diary	41	21	0	62		
Failure to return Job Seeker Diary	23	<20	0	29		
Failure to negotiate EPP with Centrelink	<20	<20	0	<20		
Other	0	0	0	0		
Total	2,798	1,017	33	3,848		

* Non-attendance at employment provider appointments is reported through a Non-attendance report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend appointments with third party providers, such as Work for the Dole providers, can result in a Connection Failure.

I July to 30 September 2014

Income Support payment suspensions	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	254,765	77,954	9,564	342,283		
Income support payment suspension – disengagement from activity	10,021	4,471	361	14,853		
Total Income Support payment suspensions	264,786	82,425	9,925	357,136		

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker. Payment is immediately restored (with full back pay) once the job seeker agrees to re-engage.

I July to 30 September 2014

Finalised CCA Outcome	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESA	760	271	<20	1,044		
JSCI updated - eligible for higher stream	99	42	<20	150		
Persistent non-compliance (Serious Failure)	4,111	1,956	64	6,131		
Other outcomes	3,937	1,583	89	5,609		
No outcomes	763	353	22	1,138		
Total	9,670	4,205	197	14,072		

Glossary

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

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 Human Services 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 Human Services determines that the job seeker had no reasonable excuse for their non-attendance or failed to give prior notice of a reasonable excuse when it was reasonable to expect them to do so.

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 Human Services 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 Department of Employment website.

A Non-attendance Report is submitted by an employment services provider when a job seeker fails to attend a regular provider appointment. The Non-attendance Report replaces the Connection Failure Participation Report which was used to report this type of non-attendance from 1 July 2014.

Notes:

1. The above tables show all compliance actions that were applied or finalised during the first quarter of the 2014/15 financial year (i.e. applied/finalised in the period 1/7/2014 - 30/9/2014 inclusive) and not under review, revoked or otherwise overturned as at 10/11/2014. 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 Employment from the Employment DB2/CDS database.

