

## Summary of Changes to Job Seeker Compliance Public Data

### Attendance at Re-engagement Appointments with Employment Services Providers

Data on attendance at re-engagement appointments with employment services providers is included in the quarterly job seeker compliance public data from the September quarter 2015.

The quarterly data report now includes a table on re-engagement appointments where reconnection is required following a missed appointment with an employment services provider. Re-engagement appointments are scheduled following reported non-compliance. Generally, the job seeker is required to attend a re-engagement appointment before an income support payment suspension is lifted. The not attended result of “Discretion” is not available to employment services providers for this particular type of appointment.

A historical quarterly time series of re-engagement appointment data back to the September quarter 2014 is also provided for context.

**Table 3a – Historical Quarterly Time Series**

#### Attendance at Re-engagement Appointments with Employment Services Providers

	Appointments Attended		Appointments Not Attended				Total Appointments
			Valid Reason	Invalid Reason	Total		
	No.	%	%	%	No.	%	No.
<b>1 July to 30 September 2014</b>	163,860	66%	1%	33%	83,446	34%	247,306
<b>1 October to 31 December 2014</b>	181,112	78%	3%	19%	50,323	22%	231,435
<b>1 January to 31 March 2015</b>	206,958	88%	2%	10%	28,756	12%	235,714
<b>1 April to 30 June 2015</b>	179,956	88%	6%	6%	25,265	12%	205,221
<b>1 July to 30 September 2015</b>	296,617	89%	3%	8%	38,509	11%	335,126
<b>1 October to 31 December 2015</b>	299,035	89%	2%	9%	35,887	11%	334,922

### Numbers of Non-Attendance Reports, Participation Reports and Provider Appointment Reports

Provider Appointment Reports were introduced on 1 July 2015. A provider submits a Provider Appointment Report when they want the Department of Human Services to investigate whether a 'Non-attendance failure' should be applied. From the September quarter 2015, data on the combined number of Provider Appointment Reports and Participation Reports submitted directly by providers to the Department of Human Services for investigation are reported in Table 5 of the quarterly compliance public data report. Note: Provider Appointment Reports are also now referenced elsewhere in Part A of the public data (i.e. Tables 6, 7, 8).

In respect of Table 5, additional changes have been made to the way in which certain data items are expressed. Non-Attendance Reports are no longer reported as a proportion of the active job seeker caseload flow ("% active job seekers") but rather as a proportion of missed provider appointments without a valid reason. This data provides an indication of the use by employment services providers of Non-Attendance Reports and the 'suspend until attend' mechanism (versus use of discretion) to manage non-attendance.

**Table 5 – Historical Quarterly Time Series**

**Numbers of Non-Attendance Reports, Participation Reports and Provider Appointment Reports**

	No. of NARs	NARs as a % of non-attended appointments without a valid reason	No. of PRs and PARs*
<b>1 July to 30 September 2014</b>	309,944	39.4%	129,729
<b>1 October to 31 December 2014</b>	255,985	38.5%	89,913
<b>1 January to 31 March 2015</b>	325,320	46.0%	78,481
<b>1 April to 30 June 2015</b>	266,179	44.1%	66,758
<b>1 July to 30 September 2015</b>	515,265	55.2%	50,700
<b>1 October to 31 December 2015</b>	488,187	59.5%	114,685

\* "No. of PRs and PARs" only includes PARs for the period 1 July to 30 September 2015, as PARs were introduced from 1 July 2015

## Number of Participation Failures Applied

The quarterly public compliance data previously reported the number of participation failures applied by the Department of Human Services during the past quarter, and further expressed this number as a proportion of the active job seeker caseload flow (i.e. “% active job seekers”).

From the September quarter 2015, Table 9 of the public data will report the total number of participation failures applied over the previous 12 months, as at the end of the quarter. Table 9 will also report the number of job seekers with at least one participation failure applied over the previous 12 months and the proportion that they represented of all activity tested job seekers at that point in time. A historical time series of the data back to the September quarter 2014 is also provided for context below.

The new Table 9 on Applied Participation Failures will provide a mirror table to Table 8 which captures data on the number and proportion of job seekers with submitted Compliance Reports over the previous 12 months.

**Table 9 – Historical Quarterly Time Series**

### Number of Participation Failures Applied

Number of Participation Failures 1 October 2013 to 30 September 2014	Number of job seekers with a Participation Failure applied in past 12 months, as at 30 September 2014	% of activity tested job seekers at 30 September 2014 with a Participation Failure applied in past 12 months
545,672	169,363	19.9%
Number of Participation Failures 1 January 2014 to 31 December 2014	Number of job seekers with a Participation Failure applied in past 12 months, as at 31 December 2014	% of activity tested job seekers at 31 December 2014 with a Participation Failure applied in past 12 months
448,993	149,761	16.8%
Number of Participation Failures 1 April 2014 to 31 March 2015	Number of job seekers with a Participation Failure applied in past 12 months, as at 31 March 2015	% of activity tested job seekers at 31 March 2015 with a Participation Failure applied in past 12 months
378,249	114,441	13.0%
Number of Participation Failures 1 July 2014 to 30 June 2015	Number of job seekers with a Participation Failure applied in past 12 months, as at 30 June 2015	% of activity tested job seekers at 30 June 2015 with a Participation Failure applied in past 12 months
253,931	82,377	9.0%
Number of Participation Failures 1 October 2014 to 30 September 2015	Number of job seekers with a Participation Failure applied in past 12 months, as at 30 September 2015	% of activity tested job seekers at 30 September 2015 with a Participation Failure applied in past 12 months
200,733	57,737	6.7%
Number of Participation Failures 1 January 2015 to 31 December 2015	Number of job seekers with a Participation Failure applied in past 12 months, as at 31 December 2015	% of activity tested job seekers at 31 December 2015 with a Participation Failure applied in past 12 months
202,774	60,668	6.6%

## Types of Participation Failures

From 1 July 2015, following legislative changes to the job seeker compliance framework, where a job seeker does not attend an appointment with their employment services provider and does not give prior notice of a valid reason, employment services providers have had the option to utilise 'suspend till attend' (through a Non-Attendance Report), or submit a Provider Appointment Report to the Department of Human Services to recommend a financial penalty be applied for the non-attendance. Where a Provider Appointment Report is applied by the Department of Human Services, it results in a failure and a financial penalty (loss of 1/10th income support until the job seeker attends).

From the September quarter 2015, these new 'Appointment Related Failures' are included in Part B of the public compliance data, and in Table 10a of Part A usually as 'Non-Attendance Failures' (refer new column in Table 10a below). However, in instances where there is a series of missed appointments for which Provider Appointment Reports have been applied, the first failure will be reported as a 'Non-Attendance Failure' and the second instance will be reported as a 'Reconnection Failure'. This is consistent with legislative changes made to the job seeker compliance framework from 1 July 2015.

**Table 10a - September quarter and December quarter 2015**

### Types of Participation Failures: Overview

	Connection Failures		Reconnection Failures		Non-Attendance Failures		No Show No Pay Failures		Serious Failures		Total Failures
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<b>1 July to 30 September 2015</b>	2,765	9%	221	<1%	600	2%	26,504	81%	2,451	8%	32,541
<b>1 October to 31 December 2015</b>	8,436	13%	844	1%	2,568	4%	49,176	74%	5,597	8%	66,621

### Appointment Related Failures included in Part B - September quarter and December quarter 2015

	Appointment related failures – Provider (NAF), Third Party and the DHS (Reconnection)	Other failures to comply with a reconnection requirement that resulted in a financial penalty <sup>3</sup>	Financial Year to Date	
			No.	%
<b>1 July to 30 September 2015</b>	821	0	821	3.0%
<b>1 October to 31 December 2015</b>	3,411	<20	4,232	5.3%