

# Job Seeker Compliance Data – September Quarter 2013

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## Part A

### 1 - Number of Job seekers (as at 30 September 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.
595,791	73%	84,007	36,488	97,357	217,852	27%	813,643

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 30 Sept 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.

### 2 - Job Seekers with a Vulnerability Indicator

	Number of job seekers with a Vulnerability Indicator	% of all job seekers
<b>30 Sept 2013</b>	118,198	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

“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.
<b>I July to 30 September 2013</b>	1,991,615	65%	15%	8%	12%	1,064,348	35%	3,055,963

Appointment data is a 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 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	
<b>I July to 30 September 2013</b>	76,269	8,874	7,777	24,414	117,334

This table includes all participation payment suspensions as a result of non-attendance at Employment Services 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.

Note that suspension numbers are a little lower than normal for this quarter due to an IT system issue which resulted in the suspension information not being sent to the DHS system (that would normally automatically suspend the job seeker's income support payment) during July 2013. This issue has been rectified and only affected reported suspensions during July. While the IT issue reduced the number of income support payment suspensions reported, the jobseeker compliance framework was not compromised, and participation reports continued to be submitted, investigated and actioned as appropriate during this period. There was also no impact on job seeker payments or government outlays as a result.

## 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
<b>I July to 30 September 2013</b>	271,274	30%	47,733	5%

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.	%
<b>I July to 30 September 2013</b>	84%	11%	257,507	95%	5%	271,274

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.
<b>I July to 30 September 2013</b>	184,033	68%	87,241	32%	271,274

Figures for “Participation Failure imposed” may differ from figures for “No. of Participation Failures” in Table I I 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

		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
<b>I July to 30 September 2013</b>	No	41,340	17,930	25,705	29,205	10,263	8,555	8,198	195	63	423	42,156	184,033
	%	22.5%	9.7%	14.0%	15.9%	5.6%	4.6%	4.5%	0.1%	0.0%	0.2%	22.9%	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				
	Reasonable Excuse		No reasonable excuse						
	No	%	No	%	No	%	No	%	No
<b>1 July to 30 September 2013</b>	42,156	23%	103,932	56%	7,080	4%	30,865	17%	184,033

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.
<b>1 July to 30 September 2013</b>	53,994	62%	5%	20%	10%	3%	33,247	38%	87,241

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

“Nature of requirements” means that DHS determined that the requirement with which the job seeker did not comply was not reasonable or appropriate to the circumstances of the job seeker. This includes, for example, where a job seeker was referred to an unsuitable activity, where attendance required an unreasonable travel distance, or where a job did not meet minimum work conditions or enable a job seeker to arrange or access childcare.

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

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

“Other” includes a small number of Participation Reports rejected by DHS for reasons other than the above (for example, where a Participation Report for a Reconnection Failure is rejected because the earlier Connection Failure was revoked following an appeal).

**DHS reasons for rejecting Participation Reports: Reasonable Excuse**

	Medical reason – A	Medical reason – B	Other acceptable activity	Personal crisis	Caring responsibilities	Homelessness	Transport difficulties	Cultural/language issues	Other	Total rejections for reasonable excuse	
	%	%	%	%	%	%	%	%	%	%	No.
<b>1 July to 30 September 2013</b>	10%	14%	14%	6%	5%	3%	3%	1%	6%	62%	53,994

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 (at 30 September 2013)**

<b>Number of PRs per job seeker</b>	<b>No. of all job seekers</b>	<b>% of all job seekers</b>	<b>% of Participation Reports</b>
<b>0</b>	581,533	71%	N/A
<b>1</b>	101,008	12%	16%
<b>2</b>	47,410	6%	15%
<b>3</b>	28,218	4%	13%
<b>4</b>	17,456	2%	11%
<b>5+</b>	38,018	5%	45%
<b>Total</b>	<b>813,643</b>	<b>100%</b>	<b>100%</b>

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 30 September 2013.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 30 September 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 30 September 2013 during the preceding twelve month period (e.g. 15 per cent of all PRs submitted between 1 October 2012 and 30 September 2013 were submitted in relation to those job seekers at 30 September 2013 who received two Participation Reports during this period).

### 11 - Number of Participation Failures

	<b>No. of Participation Failures</b>	<b>% of active job seekers</b>
<b>1 July to 30 Sept 2013</b>	192,308	21%

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

	<b>Connection Failures</b>		<b>Reconnection Failures</b>		<b>No Show No Pay Failures</b>		<b>Serious Failures</b>		<b>Total Failures</b>
	No.	%	No.	%	No.	%	No.	%	No.
<b>1 July to 30 September 2013</b>	139,707	73%	22,488	12%	21,350	11%	8,763	4%	192,308

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.
<b>1 July to 30 September 2013</b>	8,275	94%	231	3%	257	3%	8,763

### 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 ESA <sub>t</sub>	JSCI updated – eligible for higher stream	Total		Other Outcomes	No Outcomes	Total		
					No.	%			No.	%	
<b>1 July to 30 September 2013</b>	<b>8,275</b>	<b>32%</b>	<b>1,810</b>	<b>216</b>	<b>2,026</b>	<b>8%</b>	<b>13,330</b>	<b>1,836</b>	<b>15,166</b>	<b>60%</b>	<b>25,467</b>

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 ESA<sub>t</sub>.

The Outcome Hierarchy is:

1. Serious Failure
2. JSCI – Referral for ESA<sub>t</sub>
3. JSCI – Eligible for higher stream
4. Other Outcomes
5. No Outcomes

“JSCI - Referral for ESA<sub>t</sub>” 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.	%	
<b>1 July to 30 September 2013</b>	1,843	21%	6,753	77%	167	2%	8,763

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 2013 to 30 September 2013

<b>Non Payment Periods (Serious and UNPPs)</b>	<b>Male</b>	<b>Male %</b>	<b>Female</b>	<b>Female %</b>	<b>Total</b>	<b>Total %</b>
Voluntary unemployment- UNPP	2,118	15.74%	1,199	8.91%	3,317	24.65%
Unemployment due to misconduct – UNPP	1,067	7.93%	310	2.30%	1,377	10.23%
Persistent non-compliance – Serious	6,217	46.20%	2,058	15.29%	8,275	61.49%
Did not commence suitable work - Serious	189	1.40%	68	0.51%	257	1.91%
Refused a suitable job – Serious	149	1.11%	82	0.61%	231	1.72%
<b>Sub Total NPPs</b>	<b>9,740</b>	<b>72.38%</b>	<b>3,717</b>	<b>27.62%</b>	<b>13,457</b>	<b>100.00%</b>

1 July 2013 to 30 September 2013

<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>Male</b>	<b>Male %</b>	<b>Female</b>	<b>Female %</b>	<b>Total</b>	<b>Total %</b>
Failure to attend provider reconnection	15,731	35.88%	6,757	15.41%	22,488	47.62%
Failure to attend activity specified in EPP - NSNP	14,542	33.17%	5,659	12.91%	20,201	48.91%
Failure to attend job interview - NSNP	417	0.95%	244	0.56%	661	2.08%
Inappropriate conduct in EPP activity - NSNP	295	0.67%	66	0.15%	361	0.91%
Inappropriate presentation or conduct at job interview - NSNP	89	0.20%	38	0.09%	127	0.48%
<b>Sub Total Other Financial penalties</b>	<b>31,074</b>	<b>70.88%</b>	<b>12,764</b>	<b>29.12%</b>	<b>43,838</b>	<b>100.00%</b>

<b>1 July 2013 to 30 September 2013</b>	<b>Male</b>	<b>Male %</b>	<b>Female</b>	<b>Female %</b>	<b>Total</b>	<b>Total %</b>
<b>Total Financial Penalties</b>	<b>40,814</b>	<b>71.23%</b>	<b>16,481</b>	<b>28.77%</b>	<b>57,295</b>	<b>100.00%</b>

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 July 2013 and 30 September 2013.

**1 July 2013 to 30 September 2013**

<b>Connection Failures</b>	<b>Male</b>	<b>Male %</b>	<b>Female</b>	<b>Female %</b>	<b>Total</b>	<b>Total %</b>
Failure to attend Provider appointment	85,548	61.23%	44,528	31.87%	130,076	93.11%
Failure to attend other Provider appointment	1,547	1.11%	741	0.53%	2,288	1.64%
Failure to attend CCA appointment	4292	3.07%	1745	1.25%	6,037	4.32%
Failure to comply with Job Search requirement in EPP	656	0.47%	202	0.14%	858	0.61%
Failure to enter EPP with provider	260	0.19%	59	0.04%	319	0.23%
Failure to attend provider reengagement appointment (connect)	<20	N/A	<20	N/A	<20	N/A
Failure to attend Centrelink appointment	<20	N/A	<20	N/A	33	0.02%
Unsatisfactory Job Seeker Diary	43	0.03%	<20	N/A	55	0.04%
Failure to return Job Seeker Diary	<20	N/A	<20	N/A	21	0.02%
Failure to negotiate EPP with Centrelink	<20	N/A	<20	N/A	<20	N/A
Other	<20	N/A	0	0.00%	<20	N/A
<b>Total</b>	<b>92,394</b>	<b>66.13%</b>	<b>47,313</b>	<b>33.87%</b>	<b>139,707</b>	<b>100.00%</b>

<b>1 July 2013 to 30 September 2013</b>	<b>Male</b>	<b>Male %</b>	<b>Female</b>	<b>Female %</b>	<b>Total</b>	<b>Total %</b>
<b>Income Support payment suspensions</b>	75,907	64.69%	41,427	35.31%	117,334	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 July 2013 to 30 September 2013**

<b>Finalised CCA Outcome</b>	<b>Male</b>	<b>Male %</b>	<b>Female</b>	<b>Female %</b>	<b>Total</b>	<b>Total %</b>
JSCI updated - referral for ESA <sub>t</sub>	1,193	4.68%	617	2.42%	1,810	7.11%
JSCI updated - eligible for higher stream	130	0.51%	86	0.34%	216	0.85%
Persistent non-compliance (Serious Failure)	6,217	24.41%	2,058	8.08%	8,275	32.49%
Other outcomes	9,122	35.82%	4,208	16.52%	13,330	52.34%
No outcomes	1,259	4.94%	577	2.27%	1,836	7.21%
<b>Total</b>	<b>17,921</b>	<b>70.37%</b>	<b>7,546</b>	<b>29.63%</b>	<b>25,467</b>	<b>100.00%</b>

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

**1 July 2013 to 30 September 2013**

<b>Non Payment Periods (Serious and UNPPs)</b>	<b>Indigenous</b>	<b>Indigenous %</b>	<b>Non Indigenous</b>	<b>Non Indigenous %</b>	<b>Total</b>	<b>Total %</b>
Voluntary unemployment- UNPP	415	3.08%	2,902	21.56%	3,317	24.65%
Unemployment due to misconduct – UNPP	119	0.88%	1,258	9.35%	1,377	10.23%
Persistent non-compliance - Serious	2,560	19.02%	5,715	42.47%	8,275	61.49%
Did not commence suitable work - Serious	41	0.30%	216	1.61%	257	1.91%
Refused a suitable job - Serious	<20	N/A	213	1.58%	231	1.72%
<b>Sub Total NPPs</b>	<b>3,153</b>	<b>23.43%</b>	<b>10,304</b>	<b>76.57%</b>	<b>13,457</b>	<b>100.00%</b>

**1 July 2013 to 30 September 2013**

<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>Indigenous</b>	<b>Indigenous %</b>	<b>Non Indigenous</b>	<b>Non Indigenous %</b>	<b>Total</b>	<b>Total %</b>
Failure to attend provider reconnection	5,910	13.48%	16,578	37.82%	22,488	51.30%
Failure to attend activity specified in EPP – NSNP	5,045	11.51%	15,156	34.57%	20,201	46.08%
Failure to attend job interview – NSNP	74	0.17%	587	1.34%	661	1.51%
Inappropriate conduct in EPP activity – NSNP	46	0.10%	315	0.72%	361	0.82%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	124	0.28%	127	0.29%
<b>Sub Total Other Financial penalties</b>	<b>11,078</b>	<b>25.27%</b>	<b>32,760</b>	<b>74.73%</b>	<b>43,838</b>	<b>100.00%</b>

<b>1 July 2013 to 30 September 2013</b>	<b>Indigenous</b>	<b>Indigenous %</b>	<b>Non Indigenous</b>	<b>Non Indigenous %</b>	<b>Total</b>	<b>Total %</b>
<b>Total Financial Penalties</b>	<b>14,231</b>	<b>24.84%</b>	<b>43,064</b>	<b>75.16%</b>	<b>57,295</b>	<b>100.00%</b>

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 2013 and 30 September 2013.



**1 July 2013 to 30 September 2013**

<b>Connection Failures</b>	<b>Indigenous</b>	<b>Indigenous %</b>	<b>Non Indigenous</b>	<b>Non Indigenous %</b>	<b>Total</b>	<b>Total %</b>
Failure to attend Provider appointment	26,864	19.23%	103,212	73.88%	130,076	93.11%
Failure to attend other Provider appointment	425	0.30%	1,863	1.33%	2,288	1.64%
Failure to attend CCA appointment	1832	1.31%	4205	3.01%	6,037	4.32%
Failure to comply with Job Search requirement in EPP	79	0.06%	779	0.56%	858	0.61%
Failure to enter EPP with provider	<20	N/A	306	0.22%	319	0.23%
Failure to attend provider reengagement appointment (connect)	<20	N/A	<20	N/A	<20	N/A
Failure to attend Centrelink appointment	<20	N/A	29	0.02%	33	0.02%
Unsatisfactory Job Seeker Diary	0	0.00%	55	0.04%	55	0.04%
Failure to return Job Seeker Diary	<20	N/A	20	0.01%	21	0.02%
Failure to negotiate EPP with Centrelink	<20	N/A	<20	N/A	<20	N/A
Other	0	0.00%	<20	N/A	<20	N/A
<b>Total</b>	<b>29,222</b>	<b>20.92%</b>	<b>110,485</b>	<b>79.08%</b>	<b>139,707</b>	<b>100.00%</b>

<b>1 July 2013 to 30 September 2013</b>	<b>Indigenous</b>	<b>Indigenous %</b>	<b>Non Indigenous</b>	<b>Non Indigenous %</b>	<b>Total</b>	<b>Total %</b>
<b>Income support payment suspensions</b>	26,282	22.40%	91052	77.60%	117334	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 July 2013 to 30 September 2013**

<b>Finalised CCA Outcome</b>	<b>Indigenous</b>	<b>Indigenous %</b>	<b>Non Indigenous</b>	<b>Non Indigenous %</b>	<b>Total</b>	<b>Total %</b>
JSCI updated - referral for ESA	413	1.62%	1,397	5.49%	1,810	7.11%
JSCI updated - eligible for higher stream	49	0.19%	167	0.66%	216	0.85%
Persistent non-compliance (Serious Failure)	2,560	10.05%	5,715	22.44%	8,275	32.49%
Other outcomes	3,521	13.83%	9,809	38.52%	13,330	52.34%
No outcomes	409	1.61%	1,427	5.60%	1,836	7.21%
<b>Total</b>	<b>6,952</b>	<b>27.30%</b>	<b>18,515</b>	<b>72.70%</b>	<b>25,467</b>	<b>100.00%</b>

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

**1 July 2013 to 30 September 2013**

<b>Non Payment Periods (Serious and UNPPs)</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>
Voluntary unemployment- UNPP	371	1,438	729	615	164	3,317
Unemployment due to misconduct – UNPP	171	517	338	304	47	1,377
Persistent non-compliance - Serious	2,244	4,216	1,341	446	28	8,275
Did not commence suitable work - Serious	44	122	51	35	<20	257
Refused a suitable job - Serious	44	79	42	56	<20	231
<b>Sub Total NPPs</b>	<b>2,874</b>	<b>6,372</b>	<b>2,501</b>	<b>1,456</b>	<b>254</b>	<b>13,457</b>

**1 July 2013 to 30 September 2013**

<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>
Failure to attend provider reconnection	5,181	10,529	4,698	1,913	167	22,488
Failure to attend activity specified in EPP – NSNP	5,425	8,738	3,628	2,217	193	20,201
Failure to attend job interview – NSNP	159	279	111	101	<20	661
Inappropriate conduct in EPP activity – NSNP	103	116	63	65	<20	361
Inappropriate presentation or conduct at job interview - NSNP	<20	30	<20	46	<20	127
<b>Sub Total Other Financial penalties</b>	<b>10,884</b>	<b>19,692</b>	<b>8,519</b>	<b>4,342</b>	<b>401</b>	<b>43,838</b>

<b>1 July 2013 to 30 September 2013</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>
<b>Total Financial Penalties</b>	<b>13,758</b>	<b>26,064</b>	<b>11,020</b>	<b>5,798</b>	<b>655</b>	<b>57,295</b>

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 2013 and 30 September 2013.

**1 July 2013 to 30 September 2013**

<b>Connection Failures</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>
Failure to attend Provider appointment	26,416	54,063	28,577	18,470	2,550	130,076
Failure to attend other Provider appointment	460	900	482	388	58	2,288
Failure to attend CCA appointment	1,282	2,930	1,325	473	27	6,037
Failure to comply with Job Search requirement in EPP	149	368	165	146	30	858
Failure to enter EPP with provider	40	70	81	94	34	319
Failure to attend provider reengagement appointment (connect)	<20	<20	<20	<20	<20	<20
Failure to attend Centrelink appointment	0	<20	<20	<20	<20	33
Unsatisfactory Job Seeker Diary	<20	26	<20	<20	0	55
Failure to return Job Seeker Diary	<20	<20	<20	<20	0	21
Failure to negotiate EPP with Centrelink	0	0	<20	<20	0	<20
Other	0	<20	0	0	0	<20
<b>Total</b>	<b>28,364</b>	<b>58,379</b>	<b>30,662</b>	<b>19,600</b>	<b>2,702</b>	<b>139,707</b>

<b>1 July 2013 to 30 September 2013</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>
<b>Income support payment suspensions</b>	23,812	47,132	26,368	17,324	2,698	117,334

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 July 2013 to 30 September 2013**

<b>Finalised CCA Outcome</b>	<b>Under 21</b>	<b>21 - 30</b>	<b>31 - 40</b>	<b>41 - 54</b>	<b>55 +</b>	<b>Total</b>
JSCI updated - referral for ESA	363	798	447	188	<20	1,810
JSCI updated - eligible for higher stream	47	104	51	<20	0	216
Persistent non-compliance (Serious Failure)	2,244	4,216	1,341	446	28	8,275
Other outcomes	3,125	5,943	2,851	1,322	89	13,330
No outcomes	465	809	344	194	24	1,836
<b>Total</b>	<b>6,244</b>	<b>11,870</b>	<b>5,034</b>	<b>2,164</b>	<b>155</b>	<b>25,467</b>

**19 - Financial penalties, Connection failures, Payment Suspensions and CCAs by Employment Services**
**1 July 2013 to 30 September 2013**

<b>Non Payment Periods (Serious and UNPPs)</b>	<b>JSA Stream 1</b>	<b>JSA Stream 2</b>	<b>JSA Stream 3</b>	<b>JSA Stream 4</b>	<b>DES</b>	<b>RJCP</b>	<b>Not in Employment Services</b>	<b>Total</b>
Voluntary unemployment- UNPP	526	275	115	150	47	38	2,166	3,317
Unemployment due to misconduct – UNPP	176	84	38	60	20	<20	993	1,377
Persistent non-compliance – Serious	1,045	2,263	2,008	2,586	173	200	0	8,275
Did not commence suitable work - Serious	22	86	53	79	<20	<20	0	257
Refused a suitable job – Serious	36	78	46	48	22	<20	0	231
<b>Sub Total NPPs</b>	<b>1,805</b>	<b>2,786</b>	<b>2,260</b>	<b>2,923</b>	<b>277</b>	<b>247</b>	<b>3,159</b>	<b>13,457</b>

**1 July 2013 to 30 September 2013**

<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>JSA Stream 1</b>	<b>JSA Stream 2</b>	<b>JSA Stream 3</b>	<b>JSA Stream 4</b>	<b>DES</b>	<b>RJCP</b>	<b>Not in Employment Services</b>	<b>Total</b>
Failure to attend provider reconnection	3,853	4,965	3,661	8,847	749	413	0	22,488
Failure to attend activity specified in EPP – NSNP	1,905	6,032	5,520	5,972	398	374	0	20,201



<b>Connection Failures</b>	<b>JSA Stream 1</b>	<b>JSA Stream 2</b>	<b>JSA Stream 3</b>	<b>JSA Stream 4</b>	<b>DES</b>	<b>RJCP</b>	<b>Total</b>
Unsatisfactory Job Seeker Diary	51	<20	<20	<20	0	0	55
Failure to return Job Seeker Diary	<20	<20	0	<20	0	0	21
Failure to negotiate EPP with Centrelink	<20	<20	<20	0	<20	0	<20
Other	0	<20	0	<20	0	0	<20
<b>Total</b>	<b>28,065</b>	<b>32,196</b>	<b>23,579</b>	<b>45,991</b>	<b>6,737</b>	<b>3,139</b>	<b>139,707</b>

<b>1 July 2013 to 30 September 2013</b>	<b>JSA Stream 1</b>	<b>JSA Stream 2</b>	<b>JSA Stream 3</b>	<b>JSA Stream 4</b>	<b>DES</b>	<b>RJCP</b>	<b>Total</b>
<b>Income Support payment suspensions</b>	25,501	29,386	21,468	32,264	5,003	3,712	117,334

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 July 2013 to 30 September 2013**

<b>Finalised CCA Outcome</b>	<b>JSA Stream 1</b>	<b>JSA Stream 2</b>	<b>JSA Stream 3</b>	<b>JSA Stream 4</b>	<b>DES</b>	<b>RJCP</b>	<b>Total</b>
JSCI updated – referral for ESAat	255	481	461	547	56	<20	1,810
JSCI updated – eligible for higher stream	50	86	75	<20	N/A	N/A	214
Persistent non-compliance (Serious Failure)	1,045	2,263	2,008	2,586	173	200	8,275
Other outcomes	1296	2,500	2,376	6,330	651	179	13,332
No outcomes	360	645	420	307	83	21	1,836
<b>Total</b>	<b>3,006</b>	<b>5,975</b>	<b>5,340</b>	<b>9,773</b>	<b>963</b>	<b>410</b>	<b>25,467</b>

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

1 July 2013 to 30 September 2013

<b>Non Payment Periods (Serious Failure and UNPP)</b>	<b>NSA</b>	<b>YAL</b>	<b>PPS</b>	<b>Not on allowance</b>	<b>Total</b>
Voluntary unemployment- UNPP	451	164	<20	2,693	3,317
Unemployment due to misconduct – UNPP	134	63	<20	1,178	1,377
Persistent non-compliance – Serious	5,217	2,989	69	0	8,275
Did not commence suitable work - Serious	188	68	<20	0	257
Refused a suitable job – Serious	169	57	<20	0	231
<b>Sub Total NPPs</b>	<b>6,159</b>	<b>3,341</b>	<b>86</b>	<b>3,871</b>	<b>13,457</b>

1 July 2013 to 30 September 2013

<b>Other Financial Penalties (Reconnection and NSNP)</b>	<b>NSA</b>	<b>YAL</b>	<b>PPS</b>	<b>Not on allowance</b>	<b>Total</b>
Failure to attend provider reconnection	15,212	6,870	406	0	22,488
Failure to attend activity specified in EPP - NSNP	12,858	7,080	263	0	20,201
Failure to attend job interview - NSNP	433	216	<20	0	661
Inappropriate conduct in EPP activity - NSNP	233	124	<20	0	361
Inappropriate presentation or conduct at job interview - NSNP	104	23	0	0	127
<b>Sub Total Other Financial penalties</b>	<b>28,840</b>	<b>14,313</b>	<b>685</b>	<b>0</b>	<b>43,838</b>

<b>1 July 2013 to 30 September 2013</b>	<b>NSA</b>	<b>YAL</b>	<b>PPS</b>	<b>Not on allowance</b>	<b>Total</b>
<b>Total Financial Penalties</b>	<b>34,999</b>	<b>17,654</b>	<b>771</b>	<b>3,871</b>	<b>57,295</b>

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 2013 and 30 September 2013.



<b>Connection Failures</b>	<b>NSA</b>	<b>YAL</b>	<b>PPS</b>	<b>Total</b>
Failure to attend Provider appointment	91,848	35,069	3,159	130,076
Failure to attend other Provider appointment	1,633	619	36	2,288
Failure to attend CCA appointment	4197	1782	58	6,037
Failure to comply with Job Search requirement in EPP	650	208	0	858
Failure to enter EPP with provider	267	48	<20	319
Failure to attend provider reengagement appointment (connect)	<20	<20	0	<20
Failure to attend Centrelink appointment	29	<20	<20	33
Unsatisfactory Job Seeker Diary	44	<20	0	55
Failure to return Job Seeker Diary	<20	<20	0	21
Failure to negotiate EPP with Centrelink	<20	0	<20	<20
Other	<20	<20	0	<20
<b>Total</b>	<b>98,698</b>	<b>37,749</b>	<b>3,260</b>	<b>139,707</b>

<b>1 July 2013 to 30 September 2013</b>	<b>NSA</b>	<b>YAL</b>	<b>PPS</b>	<b>Total</b>
<b>Income Support payment suspensions</b>	82,796	31,185	3,353	117,334

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 July 2013 to 30 September 2013**

<b>Finalised CCA Outcome</b>	<b>NSA</b>	<b>YAL</b>	<b>PPS</b>	<b>Total</b>
JSCI updated - referral for ESA	1,337	446	27	1,810
JSCI updated - eligible for higher stream	152	61	<20	216
Persistent non-compliance (Serious Failure)	5,217	2,989	69	8,275
Other outcomes	9,164	3,912	254	13,330
No outcomes	1,214	578	44	1,836

<b>Finalised CCA Outcome</b>	<b>NSA</b>	<b>YAL</b>	<b>PPS</b>	<b>Total</b>
<b>Total</b>	<b>17,084</b>	<b>7,986</b>	<b>397</b>	<b>25,467</b>

## 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 fourth quarter of the 2012/13 financial year (i.e. applied/finalised in the period 1/4/2013 -30/6/2013 inclusive) and not under review, revoked or otherwise overturned as at 12/8/2013. 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.