

**Senate Standing Committee on Education and Employment**

**QUESTIONS ON NOTICE  
Budget Estimates 2017 - 2018**

**Outcome 1 - Employment**

**Department of Employment Question No. EMSQ17-004266**

**Senator Marshall provided in writing.**

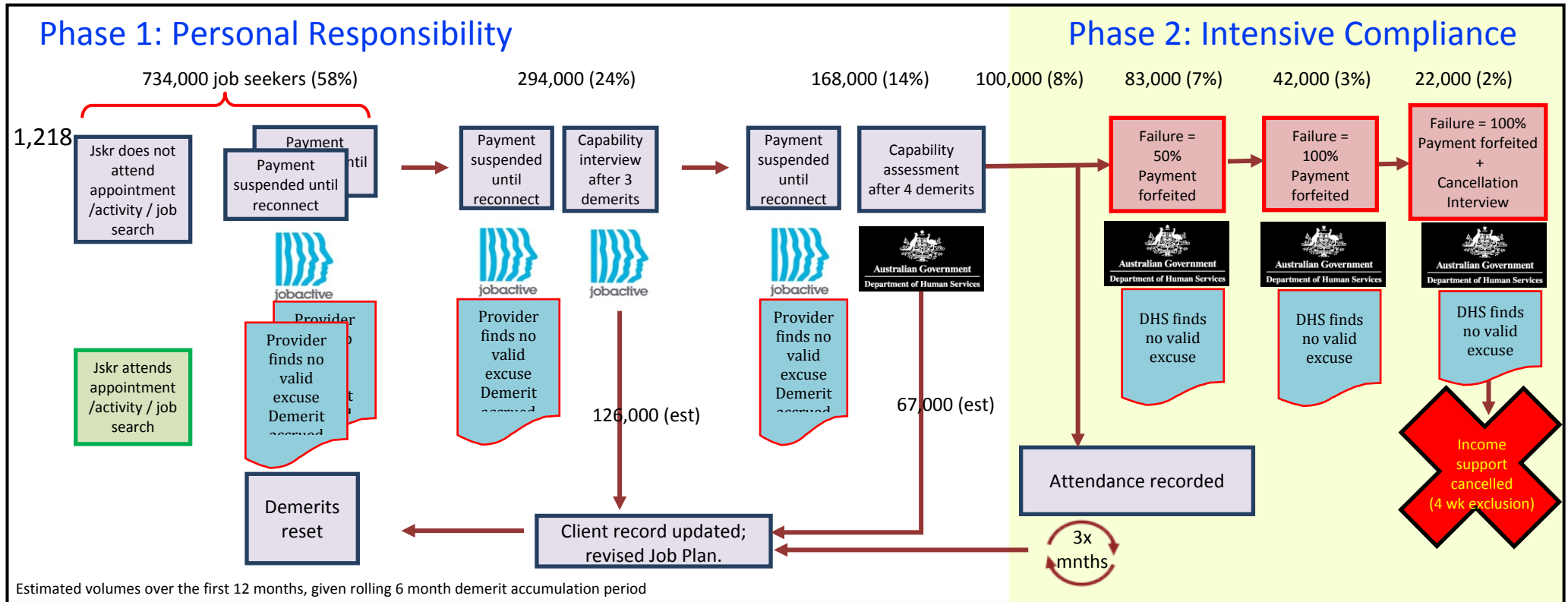
**Question**

**New job seeker compliance measures - flow chart**

Please provide a flow chart comparing in detail the decision points and decision-making process (first breach, second, third, etc.) in the present and proposed systems, including estimates for the numbers of people who reach each point in a given year.

**Answer**

# Targeted Compliance framework



### Current Job Seeker Compliance Framework

The following table describes the architecture of the current job seeker compliance framework in detail, including the number of job seekers incurring each failure type.

Requirement	Compliance Action	Penalty (if applied - DHS make all financial penalty decisions)	Number of job seekers incurring applied failures (2015-16) excl. CDP
Job Plan	Connection Failure Participation Report - Failure to enter into or vary a Job Plan	<b>First Instance:</b> DHS will not withhold a job seeker's income support payment, however the job seeker will be required to attend a re-engagement Appointment with their Provider, booked by DHS, and accept a Job Plan.	1,426
		<b>3 applied failures for non-attendance at appointments, not entering into Job Plan and unsatisfactory job search in 6 months:</b> A Comprehensive Compliance Assessment (CCA) will be automatically triggered.	-
Provider Appointment	Non-Attendance Report - Must be submitted on day of missed Appointment	Immediate suspension of income support payment until the job seeker attends a Re-engagement Appointment.	617,092
	Provider Appointment Report - Must be submitted on day contact achieved with job seeker and Re-engagement Appointment booked	In addition to immediate suspension of income support payment until the job seeker attends a Re-engagement Appointment, loss of a day's income support payment until they attend a new Appointment.	15,520
		<b>3 applied failures for non-attendance at appointments, not entering into Job Plan and unsatisfactory job search in 6 months:</b> A Comprehensive Compliance Assessment (CCA) will be automatically triggered.	-
Job Search	Connection Failure Participation Report - Failure to meet job search requirements	<b>First Instance:</b> Job seeker issued with Job Seeker Diary (JSD) by DHS as their Reconnection Requirement, to be completed over 12 weeks, with the same job search efforts continuing to be reported monthly to their Provider.	21,045
		<b>Second Instance:</b> If the JSD is not completed satisfactorily, DHS will issue Employer Contact Certificates.	56
		<b>3 applied failures for non-attendance at appointments, not entering into Job Plan and unsatisfactory job search in 6 months:</b> A Comprehensive Compliance Assessment (CCA) will be automatically triggered.	-

Requirement	Compliance Action	Penalty (if applied - DHS make all financial penalty decisions)	Number of job seekers incurring applied failures (2015-16) excl. CDP
Third Party Appointment	Connection Failure Participation Report - Failure to attend appointment with third party	Immediate income support payment suspension for all job seekers until job seeker agrees to re-engage and attend a Re-engagement appointment, booked by DHS.	1,395
		<b>3 applied failures for non-attendance at appointments, not entering into Job Plan and unsatisfactory Job Search in 6 months:</b> A Comprehensive Compliance Assessment (CCA) will be automatically triggered.	-
Activities	No Show No Pay Participation Report - Failure to attend an Activity	<b>Each No Show No Pay Failure applied:</b> Loss of business day's income support payment for every day they do not attend.	37,010
		Where job seeker disengagement is indicated in the Participation Report, immediate income support payment suspension until job seeker agrees to re-engage and attend a Re-engagement appointment booked by DHS.	41,906
		<b>3 No Show No Pay Failures applied in 6 months:</b> A Comprehensive Compliance Assessment (CCA) will be automatically triggered.	-
	No Show No Pay Participation Report - Failure to behave appropriately at an Activity	<b>Each No Show No Pay Failure applied:</b> Loss of business day's income support payment for every day they behave inappropriately.	952
<b>3 No Show No Pay Failures applied in 6 months:</b> A Comprehensive Compliance Assessment (CCA) will be automatically triggered.		-	
Job Interviews	No Show No Pay Participation Report - Failure to attend a job interview	<b>Each No Show No Pay Failure applied:</b> Loss of business day's income support payment for every day they do not attend.	1,807
		<b>3 No Show No Pay Failures applied in 6 months:</b> A Comprehensive Compliance Assessment (CCA) will be automatically triggered.	-
	No Show No Pay Participation Report - Failure to behave appropriately at a job interview	<b>Each No Show No Pay Failure applied:</b> Loss of business day's income support payment for every day they behave inappropriately.	308
		<b>3 No Show No Pay Failures applied in 6 months:</b> A Comprehensive Compliance Assessment (CCA) will be automatically triggered.	-

<b>Requirement</b>	<b>Compliance Action</b>	<b>Penalty (if applied - DHS make all financial penalty decisions)</b>	<b>Number of job seekers incurring applied failures (2015-16) excl. CDP</b>
<b>Suitable Job</b>	<b>Serious Failure Participation Report - Failure to accept a suitable job</b>	Job seeker will incur a Serious Failure Penalty (loss of income support payment for eight weeks). This can be waived if the job seeker chooses to undertake a Compliance Activity.	578
	<b>Serious Failure Participation Report - Failure to commence a suitable job</b>		449
	<b>Unemployment Non Payment Period - Voluntarily leave a suitable job</b>	Job seeker will lose income support payment for eight weeks (Unemployment Non-Payment Period) (or 12 weeks if they received relocation assistance to help them to move to take up the job). The Unemployment Non-Payment Period cannot be waived by undertaking a Compliance Activity, but can be waived due to severe financial hardship.	7,330
	<b>Unemployment Non Payment Period - Dismissed for misconduct from a suitable job</b>		4,500
<b>Various</b>	<b>Comprehensive Compliance Assessment (once triggered)</b>	Can result in a Serious Failure Penalty (loss of income support payment for eight weeks). This can be waived if the job seeker chooses to undertake a Compliance Activity.	3,201