

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Supplementary Budget Estimates 19-23 October 2015

Prime Minister and Cabinet Portfolio

Department/Agency: Department of the Prime Minister and Cabinet
Outcome/Program: Outcome 2: Indigenous
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Senator: Senator Rachel Siewert

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Question:

In the six months to 1 July 2015, and the period since: (or the most appropriate period that relevant data is available)

What proportion and number of CDP participants were subject to a financial penalty?

- Of these, what proportion were Indigenous?
- What proportion spoke an Indigenous language at home?
- What proportion had one or more vulnerability indicators?
- Please provide a breakdown by age and gender.

Answer:

The Department of Employment's Job Seeker Compliance Data Report can be accessed from the following website:

<https://www.employment.gov.au/job-seeker-compliance-data>.

The most recent data on financial penalties are at Attachment A (refer Part B, pages 15 to 28).

These data identify that the total financial penalties for RJCP/CDP jobseekers from 1 April 2015 to 30 June 2015 were 10,842 (refer page 25, Attachment A).

The Department of Employment has advised that the identification of compliance data by Indigeneity, language spoken at home, whether job seekers had vulnerability flags, gender and age breakdown specific to RJCP/CDP is not readily obtainable and would represent an unreasonable diversion of departmental resources.

Job Seeker Compliance Data –June Quarter 2015

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Part A

1 - Number of Job seekers (at 30 June 2015)

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.
707,378	77%	76,579	32,879	96,150	205,608	23%	912,986

All the numbers of job seekers shown in this table are point in time at 30 June 2015.

“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 that is fully meeting their mutual obligation requirements.

“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 June 2015	Number of job seekers with a Vulnerability Indicator	% of all job seekers
		112,852

“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 April to 30 June 2015	2,062,627	68%	12%	11%	9%	975,255	32%	3,037,882
1 July 2014 to 30 June 2015	9,260,062	67%	12%	13%	8%	4,474,169	33%	13,734,231

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 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).

4 - Income support payment suspensions for non-attendance at appointments/activities

	Number of Payment suspensions for job seekers missing usual appointment with their 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 job seekers not attending a reconnection appointment	Total Suspensions
1 April to 30 June 2015	223,691	1,526	15,962	16,820	257,999
1 July 2014 to 30 June 2015	994,875	8,658	65,344	141,364	1,210,241

This table includes all participation payment suspensions applied as a result of providers submitting Non-Attendance Reports for non-attendance at a usual provider appointment (see note to Table 5) or as a result of providers submitting Participation Reports for non-attendance at a third party appointment (such as an initial appointment with a Work for the Dole Host or Skills for Employment and Education provider), following disengagement from an activity or for not attending a reconnection appointment.

5 - Numbers of Participation Reports and Non-Attendance Reports

1 April to 30 June 2015	Participation Reports (PRs)		Non-Attendance Reports (NARs)	
	No. of PRs	% of active job seekers	No. of NARs	% of active job seekers
	66,758	7%	266,179	27%

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 Reports 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

I April to 30 June 2015	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.
	286,236	86%	42,097	13%	328,333	99%	1%	332,937
I July 2014 to 30 June 2015	1,317,262	87%	180,096	12%	1,497,358	99%	1%	1,522,309

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

I April to 30 June 2015	Participation Failure imposed (“PR Applied”)		Participation Failure not imposed (“PR Rejected”)		Total Reports
	No.	%	No.	%	No.
	44,596	67%	22,162	33%	66,758
I July 2014 to 30 June 2015	237,218	65%	127,663	35%	364,881

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 II 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 II 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

I April to 30 June 2015	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.	6,928	7,415	8,913	1,078	3,491	3,823	2,670	275	<20	140	9,646	44,596
%	15.5%	16.6%	20.0%	2.4%	7.8%	8.6%	6.0%	0.6%	0.0%	0.3%	21.6%	100%
I July 2014 to 30 June 2015												
No.	42,986	37,820	47,105	8,481	22,908	19,649	14,710	1,382	57	747	39,961	237,218
%	18.1%	15.9%	19.9%	3.6%	9.7%	8.3%	6.2%	0.6%	0.0%	0.3%	16.8%	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 Service's 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 (e.g. 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

I April to 30 June 2015	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.
	9,646	22%	18,448	41%	1,063	2%	15,439	35%	44,596
I July 2014 to 30 June 2015	39,961	17%	78,495	33%	6,015	3%	112,747	47%	237,218

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

I April to 30 June 2015	Job seeker had reasonable excuse		Procedural errors relating to:			Total procedural errors		Total Rejections
			Nature of requirements	Notifying requirements	Submitting PRs	No.	%	No.
	No.	%	%	%	%			
	11,686	53%	18%	9%	20%	10,476	47%	22,162
I July 2014 to 30 June 2015	71,993	56%	14%	10%	20%	55,670	44%	127,663

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 Failure 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

I April to 30 June 2015	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%	12%	9%	6%	4%	2%	4%	1%	4%	53%	11,686
I July 2014 to 30 June 2015	10%	13%	11%	6%	4%	3%	4%	1%	4%	56%	71,993

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 June 2015)

Number of PRs or NARs per job seeker	No. of all job seekers	% of all job seekers	% of PRs/NARs
0	562,826	61.6%	N/A
1	139,507	15.3%	13%
2	66,612	7.3%	12%
3	41,095	4.5%	11%
4	27,730	3.0%	10%
5+	75,216	8.2%	54%
Total	912,986	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 June 2015.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 30 June 2015 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 June 2015 during the preceding twelve month period (e.g. 12 per cent of all PRs/NARs submitted between 1 July 2014 and 30 June 2015 were submitted in relation to those job seekers at 30 June 2015 who received two Participation Reports and/or Non-Attendance Reports during this period).

11 - Number of Participation Failures

1 April to 30 June 2015	No. of Participation Failures	% of active job seekers
		47,915

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 financial 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 actioning 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

I April to 30 June 2015	Connection Failures		Reconnection Failures		No Show No Pay Failures		Serious Failures		Total Failures
	No.	%	No.	%	No.	%	No.	%	No.
	2,604	5%	12,806	27%	28,970	60%	3,535	7%	47,915
I July 2014 to 30 June 2015	12,985	5%	99,165	39%	123,656	49%	18,125	7%	253,931

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

I April to 30 June 2015	Persistent non-compliance		Refused Suitable Job		Did Not Commence Suitable Job		Total Serious Failures
	No.	%	No.	%	No.	%	No.
	3,319	94%	104	3%	112	3%	3,535
I July 2014 to 30 June 2015	16,713	92%	699	4%	713	4%	18,125

14 - Outcomes of Comprehensive Compliance Assessments

I April to 30 June 2015	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 _t	JSCI updated – eligible for higher stream	Total		Other Outcomes	No Outcomes	Total		
	No.	%	No.	No.	No.	%	No.	No.	No.	%	No.
	3,319	46%	320	43	363	5%	2,863	704	3,567	49%	7,249
I July 2014 to 30 June 2015	16,713	45%	2,586	329	2,915	8%	14,391	3,339	17,730	47%	37,358

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

The Outcome Hierarchy is:

1. Serious Failure
2. JSCI – Referral for ESA_t
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 October 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 April to 30 June 2015	Serious Failures						Total
	Non-payment Period		Financial Penalty waived				
			Compliance Activity		Financial Hardship		
	No.	%	No.	%	No.	%	
	696	20%	2,805	79%	34	1%	3,535
1 July 2014 to 30 June 2015	3,925	22%	13,962	77%	238	1%	18,125

“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 April to 30 June 2015

Non Payment Periods (Serious and UNPPs)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	1,930	23.82%	1,128	13.92%	3,058	37.75%	12,777	34.66%
Unemployment due to misconduct – UNPP	1,184	14.62%	324	4.00%	1,508	18.61%	5,964	16.18%
Persistent non-compliance – Serious	2,464	30.42%	855	10.55%	3,319	40.97%	16,713	45.33%
Did not commence suitable work - Serious	84	1.04%	28	0.35%	112	1.38%	713	1.93%
Refused a suitable job – Serious	73	0.90%	31	0.38%	104	1.28%	699	1.90%
Sub Total NPPs	5,735	70.79%	2,366	29.21%	8,101	100.00%	36,866	100.00%

1 April to 30 June 2015

Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	8,531	20.42%	4,275	10.23%	12,806	30.65%	99,165	44.50%
Failure to attend activity specified in EPP - NSNP	19,923	47.69%	8,362	20.02%	28,285	67.71%	120,021	53.86%
Failure to attend job interview – NSNP	184	0.44%	107	0.26%	291	0.70%	1,853	0.83%
Inappropriate conduct in EPP activity - NSNP	253	0.61%	62	0.15%	315	0.75%	1,394	0.63%
Inappropriate presentation or conduct at job interview – NSNP	59	0.14%	20	0.05%	79	0.19%	388	0.17%
Sub Total Other Financial penalties	28,950	69.30%	12,826	30.70%	41,776	100.00%	222,821	100.00%

I April to 30 June 2015

	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Total Financial Penalties	34,685	69.54%	15,192	30.46%	49,877	100.00%	259,687	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 I April to 30 June 2015.

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

I April to 30 June 2015

Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend third party provider appointment*	434	16.67%	170	6.53%	604	23.20%	2,714	20.90%
Failure to attend CCA appointment	721	27.69%	272	10.45%	993	38.13%	5,320	40.97%
Failure to comply with Job Search requirement in EPP	572	21.97%	187	7.18%	759	29.15%	3,624	27.91%
Failure to enter EPP with provider	124	4.76%	32	1.23%	156	5.99%	928	7.15%
Failure to attend Centrelink appointment	<20	N/A	<20	N/A	<20	N/A	66	0.51%
Unsatisfactory Job Seeker Diary	31	1.19%	<20	N/A	41	1.57%	205	1.58%
Failure to return Job Seeker Diary	25	0.96%	<20	N/A	29	1.11%	115	0.89%
Failure to negotiate EPP with Centrelink	<20	N/A	0	0.00%	<20	N/A	<20	N/A
Other	<20	N/A	<20	N/A	<20	N/A	<20	N/A
Total	1,920	73.73%	684	26.27%	2,604	100.00%	12,985	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 initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I April to 30 June 2015

Income Support payment suspensions	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	152,607	59.15%	89,430	34.66%	242,037	93.81%	1,144,897	94.60%
Income support payment suspension – disengagement from activity	10,725	4.16%	5,237	2.03%	15,962	6.19%	65,344	5.40%
Total Income Support payment suspensions	163,332	63.31%	94,667	36.69%	257,999	100.00%	1,210,241	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.

I April to 30 June 2015

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESAt	223	3.08%	97	1.34%	320	4.41%	2,586	6.92%
JSCI updated - eligible for higher stream	31	0.43%	<20	N/A	43	0.59%	329	0.88%
Persistent non-compliance (Serious Failure)	2,464	33.99%	855	11.79%	3,319	45.79%	16,713	44.74%
Other outcomes	1,994	27.51%	869	11.99%	2,863	39.50%	14,391	38.52%
No outcomes	484	6.68%	220	3.03%	704	9.71%	3,339	8.94%
Total	5,196	71.68%	2,053	28.32%	7,249	100.00%	37,358	100.00%

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

I April to 30 June 2015

Non Payment Periods (Serious and UNPPs)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	345	4.26%	2,713	33.49%	3,058	37.75%	12,777	34.66%
Unemployment due to misconduct – UNPP	140	1.73%	1,368	16.89%	1,508	18.61%	5,964	16.18%
Persistent non-compliance - Serious	1,945	24.01%	1,374	16.96%	3,319	40.97%	16,713	45.33%
Did not commence suitable work - Serious	<20	N/A	98	1.21%	112	1.38%	713	1.93%
Refused a suitable job - Serious	<20	N/A	96	1.19%	104	1.28%	699	1.90%
Sub Total NPPs	2,452	30.27%	5,649	69.73%	8,101	100.00%	36,866	100.00%

I April to 30 June 2015

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	4,269	10.22%	8,537	20.44%	12,806	30.65%	99,165	44.50%
Failure to attend activity specified in EPP – NSNP	13,039	31.21%	15,246	36.49%	28,285	67.71%	120,021	53.86%
Failure to attend job interview – NSNP	35	0.08%	256	0.61%	291	0.70%	1,853	0.83%
Inappropriate conduct in EPP activity – NSNP	53	0.13%	262	0.63%	315	0.75%	1,394	0.63%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	76	0.18%	79	0.19%	388	0.17%
Sub Total Other Financial penalties	17,399	41.65%	24,377	58.35%	41,776	100.00%	222,821	100.00%

I April to 30 June 2015

	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Total Financial Penalties	19,851	39.80%	30,026	60.20%	49,877	100.0%	259,687	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 I April to 30 June 2015.

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

I April to 30 June 2015

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment *	141	5.41%	463	17.78%	604	23.20%	2,714	20.90%
Failure to attend CCA appointment	445	17.09%	548	21.04%	993	38.13%	5,320	40.97%
Failure to comply with Job Search requirement in EPP	96	3.69%	663	25.46%	759	29.15%	3,624	27.91%
Failure to enter EPP with provider	<20	N/A	148	5.68%	156	5.99%	928	7.15%
Failure to attend Centrelink appointment	<20	N/A	<20	N/A	<20	N/A	66	0.51%
Unsatisfactory Job Seeker Diary	<20	N/A	40	1.54%	41	1.57%	205	1.58%
Failure to return Job Seeker Diary	<20	N/A	27	1.04%	29	1.11%	115	0.89%
Failure to negotiate EPP with Centrelink	0	0.00%	<20	N/A	<20	N/A	<20	N/A
Other	0	0.00%	<20	N/A	<20	N/A	<20	N/A
Total	695	26.69%	1,909	73.31%	2,604	100.00%	12,985	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 initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I April to 30 June 2015

Income support payment suspensions	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	54,917	21.29%	187,120	72.53%	242,037	93.81%	1,144,897	94.60%
Income support payment suspension – disengagement from activity	8,063	3.13%	7,899	3.06%	15,962	6.19%	65,344	5.40%
Total Income Support payment suspensions	62,980	24.41%	195,019	75.59%	257,999	100.00%	1,210,241	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.

I April to 30 June 2015

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD%
JSCI updated - referral for ESA	96	1.32%	224	3.09%	320	4.41%	2,586	6.92%
JSCI updated - eligible for higher stream	<20	N/A	25	0.34%	43	0.59%	329	0.88%
Persistent non-compliance (Serious Failure)	1,945	26.83%	1,374	18.95%	3,319	45.79%	16,713	44.74%
Other outcomes	1,207	16.65%	1,656	22.84%	2,863	39.50%	14,391	38.52%
No outcomes	310	4.28%	394	5.44%	704	9.71%	3,339	8.94%
Total	3,576	49.33%	3,673	50.67%	7,249	100.00%	37,358	100.00%

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

I April to 30 June 2015

Non Payment Periods (Serious and UNPPs)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	344	1,334	631	574	175	3,058	12,777	34.66%
Unemployment due to misconduct – UNPP	124	556	358	391	79	1,508	5,964	16.18%
Persistent non-compliance - Serious	640	1,701	616	339	23	3319	16,713	45.33%
Did not commence suitable work - Serious	<20	57	23	<20	<20	112	713	1.93%
Refused a suitable job - Serious	<20	34	<20	28	<20	104	699	1.90%
Sub Total NPPs	1,135	3,682	1,644	1,351	289	8,101	36,866	100.00%

I April to 30 June 2015

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	2,923	5,784	2,722	1,265	112	12,806	99,165	44.50%
Failure to attend activity specified in EPP – NSNP	5,615	13,061	5,636	3,608	365	28,285	120,021	53.86%
Failure to attend job interview – NSNP	69	99	69	46	<20	291	1,853	0.83%
Inappropriate conduct in EPP activity – NSNP	70	123	51	48	23	315	1,394	0.63%
Inappropriate presentation or conduct at job interview - NSNP	<20	<20	<20	27	<20	79	388	0.17%
Sub Total Other Financial penalties	8,688	19,084	8,496	4,994	514	41,776	222,821	100.00%

I April to 30 June 2015

	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Total Financial Penalties	9,823	22,766	10,140	6,345	803	49,877	259,687	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 I April to 30 June 2015.

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

I April to 30 June 2015

Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment*	167	234	110	86	<20	604	2,714	20.90%
Failure to attend CCA appointment	185	488	220	91	<20	993	5,320	40.97%
Failure to comply with Job Search requirement in EPP	96	308	149	167	39	759	3,624	27.91%
Failure to enter EPP with provider	<20	53	29	46	23	156	928	7.15%
Failure to attend Centrelink appointment	0	<20	<20	<20	<20	<20	66	0.51%
Unsatisfactory Job Seeker Diary	<20	<20	<20	<20	<20	41	205	1.58%
Failure to return Job Seeker Diary	<20	<20	<20	<20	0	29	115	0.89%
Failure to negotiate EPP with Centrelink	0	<20	0	0	0	<20	<20	N/A
Other	<20	<20	<20	0	0	<20	<20	N/A
Total	474	1,119	524	403	84	2,604	12,985	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 initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I April to 30 June 2015

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	40,765	93,043	57,200	43,248	7,781	242,037	1,144,897	94.60%
Income support payment suspension – disengagement from activity	3,012	6,805	3,368	2,468	309	15,962	65,344	5.40%
Total Income Support payment suspensions	43,777	99,848	60,568	45,716	8,090	257,999	1,210,241	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.

I April to 30 June 2015

Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESAt	57	159	69	34	<20	320	2,586	6.92%
JSCI updated - eligible for higher stream	<20	25	<20	<20	<20	43	329	0.88%
Persistent non-compliance (Serious Failure)	640	1,701	616	339	23	3,319	16,713	44.74%
Other outcomes	591	1,310	597	332	33	2,863	14,391	38.52%
No outcomes	164	313	142	76	<20	704	3,339	8.94%
Total	1,460	3,508	1,432	782	67	7,249	37,358	100.00%

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

I April to 30 June 2015

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	858	182	55	69	37	50	1,807	3,058	12,777	34.66%
Unemployment due to misconduct – UNPP	379	78	21	39	<20	<20	969	1,508	5,964	16.18%
Persistent non-compliance – Serious	285	621	730	463	24	1,196	0	3,319	16,713	45.33%
Did not commence suitable work - Serious	<20	33	22	29	<20	<20	0	112	713	1.93%
Refused a suitable job – Serious	20	37	<20	<20	20	0	0	104	699	1.90%
Sub Total NPPs	1,556	951	837	618	107	1,256	2,776	8,101	36,866	100.00%

I April to 30 June 2015

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	2,275	2,870	2,014	3,675	605	1,367	0	12,806	99,165	44.50%
Failure to attend activity specified in EPP – NSNP	2,991	5,775	5,207	5,593	519	8,200	0	28,285	120,021	53.86%
Failure to attend job interview – NSNP	44	85	42	52	65	<20	0	291	1,853	0.83%
Inappropriate conduct in EPP activity – NSNP	50	78	62	60	49	<20	0	315	1,394	0.63%
Inappropriate presentation or conduct at job interview - NSNP	<20	21	<20	<20	24	0	0	79	388	0.17%

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	5,376	8,829	7,338	9,385	1,262	9,586	0	41,776	222,821	100.00%

1 April to 30 June 2015

	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	6,932	9,780	8,175	10,003	1,369	10,842	2,776	49,877	259,687	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received Relocation Assistance To Get A Job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 April to 30 June 2015..

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

1 April to 30 June 2015

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*	50	154	105	185	96	<20	604	2,714	20.90%
Failure to attend CCA appointment	79	143	160	384	<20	214	993	5,320	40.97%
Failure to comply with Job Search requirement in EPP	235	175	110	175	63	<20	759	3,624	27.91%
Failure to enter EPP with provider	31	31	<20	42	37	<20	156	928	7.15%
Failure to attend Centrelink appointment	<20	<20	<20	<20	<20	<20	18	66	0.51%
Unsatisfactory Job Seeker Diary	38	<20	<20	<20	0	0	41	205	1.58%
Failure to return Job Seeker Diary	23	<20	0	<20	0	0	29	115	0.89%
Failure to negotiate EPP with Centrelink	0	0	0	<20	0	0	<20	<20	N/A
Other	<20	<20	0	<20	0	0	<20	<20	N/A
Total	458	512	394	794	215	231	2,604	12,985	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 initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

1 April to 30 June 2015

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	60,300	50,378	33,523	58,562	19,446	19,828	242,037	1,144,897	94.60%
Income support payment suspension – disengagement from activity	1,390	2,763	2,775	2,829	266	5,939	15,962	65,344	5.40%
Total Income Support payment suspensions	61,690	53,141	36,298	61,391	19,712	25,767	257,999	1,210,241	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.

1 April to 30 June 2015

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 ESAt	31	80	89	103	<20	<20	320	2,586	6.92%
JSCI updated – eligible for higher stream	<20	<20	<20	0	0	0	43	329	0.88%
Persistent non-compliance (Serious Failure)	285	621	730	463	24	1,196	3,319	16,713	44.74%
Other outcomes	236	442	465	1,011	69	640	2,863	14,391	38.52%
No outcomes	116	190	150	41	<20	201	704	3,339	8.94%
Total	680	1,350	1,448	1,618	104	2,049	7,249	37,358	100.00%

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

I April to 30 June 2015

Non Payment Periods (Serious Failure and UNPP)	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Voluntary unemployment- UNPP	777	267	<20	2,000	3,058	12,777	34.66%
Unemployment due to misconduct – UNPP	345	122	<20	1,033	1,508	5,964	16.18%
Persistent non-compliance – Serious	2,360	922	37	0	3,319	16,713	45.33%
Did not commence suitable work - Serious	95	<20	0	0	112	713	1.93%
Refused a suitable job – Serious	80	22	<20	0	104	699	1.90%
Sub Total NPPs	3,657	1,350	61	3,033	8,101	36,866	100.00%

I April to 30 June 2015

Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Failure to comply with a reconnection requirement	8,882	3,715	209	0	12,806	99,165	44.50%
Failure to attend activity specified in EPP – NSNP	19,991	7,863	431	0	28,285	120,021	53.86%
Failure to attend job interview - NSNP	203	84	<20	0	291	1,853	0.83%
Inappropriate conduct in EPP activity - NSNP	222	93	0	0	315	1,394	0.63%
Inappropriate presentation or conduct at job interview - NSNP	62	<20	0	0	79	388	0.17%
Sub Total Other Financial penalties	29,360	11,772	644	0	41,776	222,821	100.00%

I April to 30 June 2015

	NSA	YAL	PPS	Not on allowance	Total	Financial YTD	Financial YTD%
Total Financial Penalties	33,017	13,122	705	3,033	49,877	259,687	100.00%

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received Relocation Assistance To Get A Job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, 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 April to 30 June 2015.

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

1 April to 30 June 2015

Connection Failures	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Failure to attend third party Provider appointment*	376	218	<20	604	2,714	20.90%
Failure to attend CCA appointment	731	254	<20	993	5,320	40.97%
Failure to comply with Job Search requirement in EPP	619	140	0	759	3,624	27.91%
Failure to enter EPP with provider	145	<20	<20	156	928	7.15%
Failure to attend Centrelink appointment	<20	<20	0	<20	66	0.51%
Unsatisfactory Job Seeker Diary	23	<20	0	41	205	1.58%
Failure to return Job Seeker Diary	25	<20	0	29	115	0.89%
Failure to negotiate EPP with Centrelink	<20	0	0	<20	<20	N/A
Other	<20	<20	0	<20	<20	N/A
Total	1,939	646	<20	2,604	12,985	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 initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I April to 30 June 2015

Income Support payment suspensions	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
Income support payment suspension - non-attendance at appointment	184,228	51,433	6,376	242,037	1,144,897	94.60%
Income support payment suspension – disengagement from activity	11,696	3,963	303	15,962	65,344	5.40%
Total Income Support payment suspensions	195,924	55,396	6,679	257,999	1,210,241	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.

I April to 30 June 2015

Finalised CCA Outcome	NSA	YAL	PPS	Total	Financial YTD	Financial YTD%
JSCI updated - referral for ESA	244	75	<20	320	2,586	6.92%
JSCI updated - eligible for higher stream	32	<20	0	43	329	0.88%
Persistent non-compliance (Serious Failure)	2,360	922	37	3,319	16,713	44.74%
Other outcomes	2,066	762	35	2,863	14,391	38.52%
No outcomes	486	206	<20	704	3,339	8.94%
Total	5,188	1,976	85	7,249	37,358	100.00%

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 initial appointment with a third party provider (e.g. a Work for the Dole host organisation or training provider – not an employment provider);
- 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 incur 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 satisfactory Job Seeker Diary.

Income Support Payment suspensions are applied when a job seeker fails to attend an appointment with their employment 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.

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.

Further information on job seeker compliance penalties can be found within the 'Explanatory Notes' document on the Department of Employment website.

Notes:

1. The above tables show all compliance actions that were applied or finalised during the fourth quarter of the 2014/15 financial year (i.e. applied/finalised in the period 1/4/2015 – 30/6/2015 inclusive) and not under review, revoked or otherwise overturned as at 30/07/2015. This lag is to allow for reviews and appeals to be finalised.
2. The tables in Part B 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. Newstart 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.