

Job Seeker Compliance Data – March Quarter 2010

The following tables show the most frequently occurring reasons for Financial Penalties, Connection Failures and Comprehensive Compliance Assessments (CCAs) for all registered job seekers for the quarter. The data is broken down by Gender, Indigenous Status, Age Group, Employment Services Type (ie Job Services Australia (JSA) Stream/Disability Employment Services (DES)) and Allowance Type.

Financial Penalties - A job seeker can have an eight week non payment period for persistent and wilful non compliance 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.

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.

A **Comprehensive Compliance Assessment (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 a Job Services Australia provider or Centrelink if a job seeker is failing to meet their participation requirements to determine why the job seeker is failing to meet their requirements.

Notes:

1. The following tables show all Financial Penalties, Connection Failures and CCAs that were applied or finalised during the third quarter of the 2009/10 financial year (i.e. applied/finalised in the period 1/1/2010 -31/3/2010 inclusive) and not under review, revoked or otherwise overturned by the end of the next quarter (i.e. at 30/06/2010). The lag allowed to the end of the subsequent quarter was to allow for reviews and appeals to be finalised. NOTE: the March quarter was extracted 2 weeks earlier than our normal lag period.
2. The Allowance Type breakdown refers to the payment type that a job seeker was in receipt of at the time of the compliance action ie New Start Allowance (NSA), Youth Allowance (YAL), Parenting Payment Partnered (PPP) & Parenting Payment Single (PPS) allowance.
3. This data was extracted by the Department of Education, Employment and Workplace Relations from the DEEWR DB2/CDS database.
4. Where very small numbers of failures (less than 20) of a particular type occur, the actual number is not published.

Table I - Financial Penalties, Connection Failures and CCAs By Gender

Financial Penalties - March quarter 2010 by Gender

Eight week Non Payment Periods	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment	1,134	38.14%	639	21.49%	1,773	59.64%	4,180	57.60%
Unemployment due to misconduct	767	25.80%	197	6.63%	964	32.43%	2,548	35.11%
Persistent non compliance	112	3.77%	<20	N/A	122	4.10%	226	3.11%
Did not commence suitable work	52	1.75%	<20	N/A	60	2.02%	142	1.96%
Refused a suitable job	40	1.35%	<20	N/A	54	1.82%	161	2.22%
Sub Total 8 Week NPPs	2,105	70.80%	868	29.20%	2,973	100.00%	7,257	100.00%

Other Financial Penalties (Reconnection and NSNP)	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	1,015	16.89%	284	4.73%	1,299	21.62%	3,123	22.66%
Failure to attend activity specified in EPP - NSNP	3,404	56.65%	930	15.48%	4,334	72.13%	9,637	69.94%
Failure to attend job interview - NSNP	173	2.88%	84	1.40%	257	4.28%	727	5.28%
Inappropriate conduct in EPP activity - NSNP	54	0.90%	<20	N/A	66	1.10%	153	1.11%
Inappropriate presentation or conduct at job interview - NSNP	40	0.67%	<20	N/A	53	0.88%	139	1.01%
Other	<20	N/A	<20	N/A	<20	N/A	<20	N/A
Sub Total Other Financial penalties	4,686	77.98%	1,323	22.02%	6,009	100.00%	13,779	100.00%

Total Financial Penalties	6,791	75.61%	2,191	24.39%	8,982	100.00%	21,036	100.00%
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Connection Failures - March quarter 2010 by Gender

Connection Failures	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend Provider appointment	14,425	60.31%	5,950	24.88%	20,375	85.19%	50,876	83.85%
Failure to attend provider reengagement appointment	1,804	7.54%	635	2.66%	2,439	10.20%	6,362	10.49%
Failure to attend other Provider appointment	373	1.56%	129	0.54%	502	2.10%	1,427	2.35%
Failure to comply with Job Search requirement in EPP	122	0.51%	39	0.16%	161	0.67%	591	0.97%
Failure to enter EPP with provider	119	0.50%	27	0.11%	146	0.61%	359	0.59%
Failure to attend Centrelink appointment	90	0.38%	38	0.16%	128	0.54%	409	0.67%
Failure to attend CCA appointment	64	0.27%	<20	N/A	74	0.31%	98	0.16%
Failure to return Job Seeker Diary	38	0.16%	<20	N/A	47	0.20%	303	0.50%
Unsatisfactory Job Seeker Diary	28	0.12%	<20	N/A	39	0.16%	221	0.36%
Other	<20	N/A	<20	N/A	<20	N/A	25	0.04%
Total	17,069	71.37%	6,848	28.63%	23,917	100.00%	60,671	100.00%

Finalised Comprehensive Compliance Assessments - March quarter 2010 by Gender

Finalised CCA Outcome	Male	Male %	Female	Female %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	452	33.02%	111	8.11%	563	41.12%	1,122	43.66%
No changes to servicing arrangements	395	28.85%	114	8.33%	509	37.18%	919	35.76%
Persistent non compliance (also appears as 8 wk NPP)	112	8.18%	<20	N/A	122	8.91%	226	8.79%
Change in activity - update EPP	95	6.94%	24	1.75%	119	8.69%	230	8.95%
JSCI updated. Referral to other stream recommended	47	3.43%	<20	N/A	56	4.09%	85	3.31%
Total	1,101	80.42%	268	19.58%	1,369	100.00%	2,582	100.00%

Table 2 - Financial Penalties, Connection Failures and CCAs By Indigenous and Non Indigenous Status

Financial Penalties - March quarter 2010 by Indigenous Status								
Eight week Non Payment Periods	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Voluntary unemployment	123	4.14%	1,650	55.50%	1,773	59.64%	4,180	57.60%
Unemployment due to misconduct	53	1.78%	911	30.64%	964	32.43%	2,548	35.11%
Persistent non compliance	<20	N/A	106	3.57%	122	4.10%	226	3.11%
Did not commence suitable work	<20	N/A	57	1.92%	60	2.02%	142	1.96%
Refused a suitable job	<20	N/A	51	1.72%	54	1.82%	161	2.22%
Sub Total 8 Week NPPs	198	6.66%	2,775	93.34%	2,973	100.00%	7,257	100.00%
Other Financial Penalties (Reconnection and NSNP)	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend provider reconnection	240	3.99%	1,059	17.59%	1,299	21.58%	3,123	22.65%
Failure to attend activity specified in EPP - NSNP	735	12.23%	3,599	59.89%	4,334	72.13%	9,637	69.94%
Failure to attend job interview - NSNP	<20	N/A	241	4.01%	257	4.28%	727	5.28%
Inappropriate conduct in EPP activity - NSNP	<20	N/A	60	1.00%	66	1.10%	153	1.11%
Inappropriate presentation or conduct at job interview - NSNP	<20	N/A	52	0.87%	53	0.88%	139	1.01%
Sub Total Other Financial penalties	975	16.23%	5,009	83.39%	6,009	100.00%	13,779	100.00%
Total Financial Penalties	1,173	12.82%	7,784	86.68%	8,982	100.00%	21,036	100.00%

Connection Failures - March quarter 2010 by Indigenous Status

Connection Failures	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
Failure to attend Provider appointment	3,287	13.74%	17,088	71.45%	20,375	85.19%	50,876	83.85%
Failure to attend provider reengagement appointment	545	2.28%	1,894	7.92%	2,439	10.20%	6,362	10.49%
Failure to attend other Provider appointment	102	0.43%	400	1.67%	502	2.10%	1,427	2.35%
Failure to comply with Job Search requirement in EPP	<20	N/A	144	0.60%	161	0.67%	591	0.97%
Failure to enter EPP with provider	<20	N/A	138	0.58%	146	0.61%	359	0.59%
Failure to attend Centrelink appointment	<20	N/A	113	0.47%	128	0.54%	409	0.67%
Failure to attend CCA appointment	<20	N/A	60	0.25%	74	0.31%	98	0.16%
Failure to return Job Seeker Diary	<20	N/A	45	0.19%	47	0.20%	303	0.50%
Unsatisfactory Job Seeker Diary	<20	N/A	35	0.15%	39	0.16%	221	0.36%
Other	<20	N/A	<20	N/A	<20	N/A	25	0.04%
Total	3,994	16.70%	19,923	83.30%	23,917	100.00%	60,671	100.00%

Finalised Comprehensive Compliance Assessments - March quarter 2010 by Indigenous Status

Finalised CCA Outcome	Indigenous	Indigenous %	Non Indigenous	Non Indigenous %	Total	Total %	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	81	5.92%	482	35.21%	563	41.12%	1,122	43.66%
No changes to servicing arrangements	91	6.65%	418	30.53%	509	37.18%	919	35.76%
Persistent non compliance	<20	N/A	106	7.74%	122	8.91%	226	8.79%
Change in activity - update EPP	27	1.97%	92	6.72%	119	8.69%	230	8.95%
JSCI updated. Referral to other stream recommended	<20	N/A	40	2.92%	56	4.09%	85	3.31%
Total	231	16.87%	1,138	83.13%	1,369	100.00%	2,582	100.00%

Table 3 - Financial Penalties, Connection Failures and CCAs By Age Group

Financial Penalties - March quarter 2010 by Age Group								
Eight week Non Payment Periods	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Voluntary unemployment	237	852	346	279	59	1,773	4,180	57.60%
Unemployment due to misconduct	121	429	216	170	28	964	2,548	35.11%
Persistent non compliance	21	79	<20	<20	<20	122	226	3.11%
Did not commence suitable work	<20	24	<20	<20	<20	60	142	1.96%
Refused a suitable job	<20	21	<20	<20	<20	54	161	2.22%
Sub Total 8 Week NPPs	393	1,405	598	484	93	2,973	7,257	100.00%
Other Financial Penalties (Reconnection and NSNP)	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Failure to attend provider reconnection	394	659	185	58	<20	1,299	3,123	22.65%
Failure to attend activity specified in EPP - NSNP	961	2,116	771	435	51	4,334	9,637	69.94%
Failure to attend job interview - NSNP	62	127	38	28	<20	257	727	5.28%
Inappropriate conduct in EPP activity - NSNP	<20	21	<20	<20	<20	66	153	1.11%
Inappropriate presentation or conduct at job interview - NSNP	<20	<20	<20	<20	<20	53	139	1.01%
Sub Total Other Financial penalties	1,438	2,940	1,016	553	62	6,009	13,779	100.00%
Total Financial Penalties	1,831	4,345	1,614	1,037	155	8,982	21,036	100.00%

Connection Failures - March quarter 2010 by Age Group

Connection Failures	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	5,062	9,410	3,761	1,905	237	20,375	50,876	83.85%
Failure to attend provider reengagement appointment	661	1,196	408	161	<20	2,439	6,362	10.49%
Failure to attend other Provider appointment	121	247	82	46	<20	502	1,427	2.35%
Failure to comply with Job Search requirement in EPP	<20	72	34	31	<20	161	591	0.97%
Failure to enter EPP with provider	<20	34	36	42	21	146	359	0.59%
Failure to attend Centrelink appointment	24	62	31	<20	<20	128	409	0.67%
Failure to attend CCA appointment	<20	51	<20	<20	<20	74	98	0.16%
Failure to return Job Seeker Diary	<20	<20	<20	<20	<20	47	303	0.50%
Unsatisfactory Job Seeker Diary	<20	22	<20	<20	<20	39	221	0.36%
Other	<20	<20	<20	<20	<20	<20	25	0.04%
Total	5,928	11,115	4,377	2,211	286	23,917	60,671	100.00%

Finalised Comprehensive Compliance Assessments - March quarter 2010 by Age Group

Finalised CCA Outcome	Under 21	21 - 30	31 - 40	41 - 54	55 +	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	123	307	88	41	<20	563	1,122	43.66%
No changes to servicing arrangements	123	257	86	36	<20	509	919	35.76%
Persistent non compliance	21	79	<20	<20	<20	122	226	8.79%
Change in activity - update EPP	31	58	25	<20	<20	119	230	8.95%
JSCI updated. Referral to other stream recommended	<20	38	<20	<20	<20	56	85	3.31%
Total	306	739	218	93	13	1,369	2,582	100.00%

Table 4 - Financial Penalties, Connection Failures and CCAs By Employment Services

Financial Penalties - March quarter 2010 by Employment Services

Eight week Non Payment Periods	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Financial YTD	Financial YTD %
Voluntary unemployment	N/A *	N/A *	N/A *	N/A *	N/A *	1,773	4,180	57.60%
Unemployment due to misconduct	N/A *	N/A *	N/A *	N/A *	N/A *	964	2,548	35.11%
Persistent non compliance	35	41	42	<20	<20	122	226	3.11%
Did not commence suitable work	<20	35	<20	<20	<20	60	142	1.96%
Refused a suitable job	<20	39	<20	<20	<20	54	161	2.22%
Sub Total 8 Week NPPs	40	115	71	<20	<20	2,973	7,257	100.00%

Note *: Penalties accrued while not in receipt of payment or in Employment Services

Other Financial Penalties (Reconnection and NSNP)	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Financial YTD	Financial YTD %
Failure to attend provider reconnection	350	427	305	201	<20	1,299	3,123	22.65%
Failure to attend activity specified in EPP - NSNP	1,073	1,240	1,506	427	88	4,334	9,637	69.94%
Failure to attend job interview - NSNP	23	110	76	43	<20	257	727	5.28%
Inappropriate conduct in EPP activity - NSNP	<20	<20	29	<20	<20	66	153	1.11%
Inappropriate presentation or conduct at job interview - NSNP	<20	29	<20	<20	<20	53	139	1.01%
Sub Total Other Financial penalties	1,453	1,819	1,932	686	119	6,009	13,779	100.00%

Total Financial Penalties	1,493	1,934	2,003	694	121	8,982	21,036	100.00%
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Connection Failures - March quarter 2010 by Employment Services

Connection Failures	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	4,679	6,213	4,858	3,790	835	20,375	50,876	83.85%
Failure to attend provider reengagement appointment	441	552	630	741	75	2,439	6,362	10.49%
Failure to attend other Provider appointment	78	126	169	95	34	502	1,427	2.35%
Failure to comply with Job Search requirement in EPP	33	47	55	26	<20	161	591	0.97%
Failure to enter EPP with provider	39	35	38	<20	<20	146	359	0.59%
Failure to attend Centrelink appointment	22	24	39	32	<20	128	409	0.67%
Failure to attend CCA appointment	<20	<20	32	<20	<20	74	98	0.16%
Failure to return Job Seeker Diary	26	<20	<20	<20	<20	47	303	0.50%
Unsatisfactory Job Seeker Diary	24	<20	<20	<20	<20	39	221	0.36%
Other	<20	<20	<20	<20	<20	<20	25	0.04%
Total	5,356	7,044	5,825	4,719	973	23,917	60,671	100.00%

Finalised Comprehensive Compliance Assessments - March quarter 2010 by Employment Services

Finalised CCA Outcome	JSA Stream 1	JSA Stream 2	JSA Stream 3	JSA Stream 4	DES	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	139	145	202	63	<20	563	1,122	43.66%
No changes to servicing arrangements	92	127	156	114	20	509	919	35.76%
Persistent non compliance	35	41	42	<20	<20	122	226	8.79%
Change in activity - update EPP	<20	23	46	38	<20	119	230	8.95%
JSCI updated. Referral to other stream recommended	<20	<20	32	<20	<20	56	85	3.31%
Total	287	346	478	220	38	1,369	2,582	100.00%

Table 5 - Financial Penalties, Connection Failures and CCAs By Allowance Type

Financial Penalties - March quarter 2010 by Allowance Type

Eight week Non Payment Periods	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
Voluntary unemployment	N/A *	N/A *	N/A *	N/A *	N/A *	1,773	4,180	57.60%
Unemployment due to misconduct	N/A *	N/A *	N/A *	N/A *	N/A *	964	2,548	35.11%
Persistent non compliance	99	23	<20	<20	<20	122	226	3.11%
Did not commence suitable work	52	<20	<20	<20	<20	60	142	1.96%
Refused a suitable job	46	<20	<20	<20	<20	54	161	2.22%
Sub Total 8 Week NPPs	197	38	<20	<20	<20	2,973	7,257	100.00%

Note *: Penalties accrued while not in receipt of payment or in Employment Services

Other Financial Penalties (Reconnection and NSNP)	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
Failure to attend provider reconnection	868	396	<20	24	<20	1,299	3,123	22.65%
Failure to attend activity specified in EPP - NSNP	3,224	972	<20	81	42	4,334	9,637	69.94%
Failure to attend job interview - NSNP	188	64	<20	<20	<20	257	727	5.28%
Inappropriate conduct in EPP activity - NSNP	48	<20	<20	<20	<20	66	153	1.11%
Inappropriate presentation or conduct at job interview - NSNP	43	<20	<20	<20	<20	53	139	1.01%
Sub Total Other Financial penalties	4,371	1,456	21	108	53	6,009	13,779	100.00%

Total Financial Penalties	4,568	1,494	27	127	53	8,982	21,036	100.00%
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Connection Failures - March quarter 2010 by Allowance Type

Connection Failures	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
Failure to attend Provider appointment	14,218	5,068	80	757	252	20,375	50,876	83.85%
Failure to attend provider reengagement appointment	1,693	654	<20	63	25	2,439	6,362	10.49%
Failure to attend other Provider appointment	357	119	<20	<20	<20	502	1,427	2.35%
Failure to comply with Job Search requirement in EPP	131	<20	<20	<20	<20	161	591	0.97%
Failure to enter EPP with provider	121	<20	<20	<20	<20	146	359	0.59%
Failure to attend Centrelink appointment	99	24	<20	<20	<20	128	409	0.67%
Failure to attend CCA appointment	59	<20	<20	<20	<20	74	98	0.16%
Failure to return Job Seeker Diary	38	<20	<20	<20	<20	47	303	0.50%
Unsatisfactory Job Seeker Diary	32	<20	<20	<20	<20	39	221	0.36%
Other	<20	<20	<20	<20	<20	<20	25	0.04%
Total	16,752	5,926	88	850	301	23,917	60,671	100.00%

Finalised Comprehensive Compliance Assessments - March quarter 2010 by Allowance Type

Finalised CCA Outcome	NSA	YAL	PPP	PPS	Other	Total	Financial YTD	Financial YTD %
JSCI updated - referral for JCA	422	126	<20	<20	<20	563	1,122	43.66%
No changes to servicing arrangements	363	122	<20	<20	<20	509	919	35.76%
Persistent non compliance	99	23	<20	<20	<20	122	226	8.79%
Change in activity - update EPP	83	31	<20	<20	<20	119	230	8.95%
JSCI updated. Referral to other stream recommended	46	<20	<20	<20	<20	56	85	3.31%
Total	1,013	310	4	29	13	1,369	2,582	100.00%