

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Additional Estimates 2011-2012**

Outcome 4 - Employment

DEEWR Question No. EW1046_12

Senator Siewert provided in writing.

Question

Job seeker missed appointments data

The May 2011 House of Representatives report into Social Security Job Seeker Compliance Bill 2011 directed the Department of Education, Employment and Workplace Relations and the Department of Human Services to collect and publish data in relation to why job seekers without reasonable excuses miss appointments. What data is currently being collected? Where is it published? If it is not published or available, why not? What are the plans for the publishing of data?

Answer

DEEWR publishes a range of data about job seeker compliance on a quarterly basis on its website, including data on Comprehensive Compliance Assessment (CCA) outcomes, which gives some indication of job seekers' reasons for not complying with their requirements where they don't have a reasonable excuse (e.g. other levels of service or programs are required, the job seeker has been wilfully and persistently non-compliant or further servicing suggestions are made).

Enhancements to the Participation Report and Comprehensive Compliance Assessment process from 1 July 2012 as part of the 2011-12 Budget *Building Australia's Future Workforce* measure, Streamlining services for job seekers, will provide further opportunity for capturing data in relation to why job seekers without a reasonable excuse miss appointments and activities.