

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

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2010-2011**

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0442_11

Senator Abetz provided in writing.

Question

CONNECTION FAILURES

What has been the Department's most recent advice to providers on connection failures? How many connection failures have been applied to job seekers in the last six months? Can the Department provide a breakdown by failure type? How many financial penalties have been imposed in this period?

Answer

The Department has developed and made available guidelines and training material for providers in relation to job seeker compliance. This material explains job seeker compliance policy and offers operational advice should providers want to pursue compliance action against job seekers. Fact sheets and job aids for providers on aspects of the compliance framework, including connection failures, were updated most recently in late July / early August 2010. Training for providers on compliance matters is available on-line.

In the six months (from March 2010 to August 2010) there were:

- 69 550 connection failures applied
- 12 864 no show no pay failures applied
- 5 127 reconnection failures applied
- 435 serious failures applied
- 4 838 unemployment non-payment periods applied

Other than connection failures, the failures specified above result in a financial penalty for job seekers.