

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

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2012-2013**

Outcome 3 - Employment

DEEWR Question No. EW0549_13

Refers to previous Question numbers EW1057_12, EW1131_12, EW1056_12.

Senator Siewert provided in writing.

Question

Job Seeker Compliance Issues

1. With reference to DEEWR Question EW1057_12, please provide an update to Tables 1 and 2 for the quarter ending June 2012, showing the number of all financial penalties imposed (eg. Eight week, serious, daily, etc) by Indigenous and non-Indigenous recipients, and by age.
2. Provide an update to question EW1131_12 and EW1056_12 for the period Jan 1st to June 30th 2012 by providing details of the numbers of people under each of these provisions.
 - a. Breakdown of No Show No Pay penalties, indicating number of days served per event e.g. 1 day; 500 recipients; 2 days, 300 recipients, etc.
 - b. Number of job seekers accessing of 'working off' provisions (including partial use) and numbers electing not to access them.
 - c. Details of how many people sought to access the hardship provisions and how many met the criteria.
 - d. Numbers with access to payment pending review provisions.
 - e. The number and percentage of participation failures recommended by Job Services Australia on job seekers subject to current activity requirements, compared to those imposed by Centrelink.
 - f. Eight week no payment periods and 'no show no pay' penalties by the following parameters: age, gender, Indigenous status, and Centrelink area.
 - g. Eight week penalties and no show no pay penalties applied to job seekers with Centrelink vulnerability indicators (by type of vulnerability) and by total.
 - h. Eight week penalties and no show no pay penalties by State and Centrelink Area, for Aboriginal and non-Aboriginal clients.
 - i. Eight week penalties and no show no pay penalties segregated by the reason for the no payment period, such as those found to be wilfully and consistently non-compliant, refused a suitable job offer, voluntarily left employment, wilfully non-compliant, etc.

- j. Appeals data, by ODM, ARO, SSAT, AAT, including outcome, for Aboriginal and non-Aboriginal clients cross-tabulated by State.
- k. The number of Comprehensive Compliance Assessments for Aboriginal and non-Aboriginal clients. (Detailing outcomes, review of activity requirements, referrals, eight week penalty, etc).
- l. The percentage of appointments attended (by each month).
- m. The number of job seekers who had their income support cut as a result of the July 2011 “missed appointment” changes and the number of job seekers with vulnerabilities who also had their payments reduced under these rules.
- n. The numbers of job seekers who accessed the “working off” penalty provisions.

Answer

Answers are below. However, note that job seeker Compliance data can be accessed for all quarters up to and including June 2012 on the DEEWR internet site at:

www.deewr.gov.au/Employment/ResearchStatistics/JobSeekerComplianceData/ComplianceData/Pages/home.aspx

Question 1

With reference to DEEWR Question EW1057_12, please provide an update to Tables 1 and 2 for the quarter ending June 2012, showing the number of all financial penalties imposed (eg. Eight week, serious, daily, etc) by Indigenous and non-Indigenous recipients, and by age.

Financial penalties incurred by job seekers by Indigenous and non-Indigenous status 1 April 2012 to 30 June 2012 (numbers are penalties not job seekers).

Type of Financial Penalty	Indigenous Job Seekers	Non-Indigenous Job Seekers
No Show No Pay	5 096	14 942
Reconnection	4 043	10 196
Total short financial penalties	9 139	25 138
Serious Failure – Refused a suitable job	23	161
Serious Failure – Did not commence suitable work	45	188
Serious Failure - Persistent non compliance	1 452	3 290
Total Serious Failures	1 520	3 639
Unemployment Non Payment Penalty (UNPP) – Voluntary unemployment	477	3 775
UNPP – Unemployment due to misconduct	154	1 460
Total UNPPs	631	5 235
Total Financial Penalties	11 290	34 012

Financial penalties incurred by job seekers by age group 1 April 2012 to 30 June 2012 (numbers are penalties not job seekers)

Financial Penalties incurred	Aged under 21	Aged 21 to 30	Aged 31 to 40	Aged 41 to 54	Aged 55 and Over
No Show No Pay	6 110	8 245	3 446	2 019	218
Reconnection	3 981	6 562	2 654	972	70
Total short financial penalties	10 091	14 807	6 100	2 991	288
Serious Failure – Refused a suitable job	35	72	33	38	<20
Serious Failure – Did not commence suitable work	35	116	47	30	<20
Serious Failure - Persistent non compliance	1 451	2 355	707	219	<20
Total Serious Failures	1 521	2 543	787	287	21
Unemployment Non Payment Penalty (UNPP) – Voluntary unemployment	663	1 927	833	673	156
UNPP – Unemployment due to misconduct	271	593	373	318	59
Total UNPPs	934	2 520	1 206	991	215
Total Financial Penalties	12 546	19 870	8 093	4 269	524

Note:

1. In order to protect the privacy of individuals, populations of less than twenty are reported as "<20".

Question 2

Provide an update to question EW1131_12 and EW1056_12 for the period Jan 1st to June 30th 2012 by providing details of the numbers of people under each of these provisions.

2a. Breakdown of No Show No Pay penalties, indicating number of days served per event e.g. 1 day; 500 recipients; 2 days, 300 recipients, etc

Note: A separate NSNP penalty is applied for each day. It is not possible to indicate the number of days served per event. However, the following table shows the number of job seekers who incurred one or more NSNP penalties. Where job seekers incur multiple failures these are not necessarily consecutive.

Number of NSNPs	Number of job seekers
1	13 334
2	4 368
3	3 532
4	456
5 or more	675
Total	22,365

2b and 2n. Number of job seekers accessing of 'working off' provisions (including partial use) and numbers electing not to access them.

Between 1 January 2012 to 30 June 2012, 6 177 job seekers chose to undertake a compliance activity in lieu of serving a full or partial eight week non-payment penalty for a serious failure.

Within the same period, 2 626 job seekers chose to serve the serious failure non-payment period in full.

2c. Details of how many people sought to access the hardship provisions and how many met the criteria.

Between 1 January 2012 to 30 June 2012, 3 752 job seekers had an eight week non-payment penalty waived in full or part under the hardship provisions. 3 589 job seekers had unemployment non-payment periods waived and 163 had serious failures waived. Data is not available on how many job seekers applied but were not eligible to have a penalty waived under the hardship provisions.

2d. Numbers with access to payment pending review provisions.

For the period 1 January 2012 to 30 June 2012, there were 2 454 job seekers who were granted payment pending review of their 8 week non-payment penalty.

2e. *The number and percentage of participation failures recommended by Job Services Australia on job seekers subject to current activity requirements, compared to those imposed by Centrelink.*

Participation Reports (PRs) submitted by Job Services Australia providers and the number and proportion of failures applied from 1 January 2012 to 30 June 2012.

PRs Submitted by JSA Providers	JSA PRs with Failures Applied by DHS	
	Number	%
331 999	221 129	67

2f. *Eight week non payment periods and 'no show no pay' penalties by the following parameters: age, gender, Indigenous status, and Centrelink area.*

For the period 1 January to 30 June 2012, eight week non-payment periods and 'no show no pay' penalties by the following parameters: age, gender, Indigenous status, and Department of Human Services Zone.

Demographic Parameters	Financial Penalty	
	8 week non payment period	No Show No Pay
Aged under 21	4 729	11 430
Aged 21 to 30	10 147	16 176
Aged 31 to 40	4 011	6 675
Aged 41 to 54	2 659	4 036
Aged 55 and over	487	484
Total	22 033	38 801
Male	15 723	27 074
Female	6 310	11 727
Total	22 033	38 801
Indigenous	4 193	10 034
Non-Indigenous	17 840	28 767
Total	22 033	38 801

Department of Human Services Zone	Financial Penalty	
	8 week non payment period	NSNP
Border Ranges	1 318	1 583
Central New South Wales	2 169	5 748
Eastern Victoria	1 506	2 193
Mid Coast New South Wales	1 277	2 815
Northern Australia	712	1 674
Northern Queensland	2 001	3 467
Northern Victoria	1 624	2 431
Pacific Coast	1 028	1 778
South Australia	1 812	2 877
Southern New South Wales	1 023	1 493
Southern Queensland	1 396	1 699
Sunshine Coast	1 006	1 717
Sydney	1 161	2 661
Tasmania	504	746
West Victoria	1 363	2 335
Western Australia	2 133	3 584
Total	22 033	38 801

2g. Eight week penalties and no show no pay penalties applied to job seekers with Centrelink vulnerability indicators (by type of vulnerability) and by total.

The following table shows the number of NSNPs and eight week NPPs incurred by job seekers by type of Vulnerability Indicator. Because job seekers can have more than one Vulnerability Indicator, penalties may be counted more than once:

Type of Vulnerability Indicator	Indigenous		Non Indigenous		All job seekers	
	NSNP	8 Week NPP	NSNP	8 Week NPP	NSNP	8 Week NPP
Cognitive or neurological impairment	33	<20	96	43	129	56
Drug/alcohol dependent	513	167	729	257	1 242	424
Homelessness	309	129	715	256	1 024	385
Illness/injury requiring frequent treatment	101	39	463	152	564	191
Job seeker in transition	53	<20	<20	<20	59	21
Nationally approved vulnerability	<20	<20	<20	<20	<20	<20
Psychiatric problems or mental illness	343	118	1 832	622	2 175	740
Recent traumatic relationship breakdown	45	<20	120	36	165	45
Released prisoner (in jail for more than 14 days)	72	25	90	23	162	48
Served an 8 week NPP in the previous 12 months	<20	20	45	42	57	62
Significant caring responsibilities	27	<20	30	<20	57	<20
Significant lack of literacy and language skills	764	185	246	71	1 010	256
Total	2 274	729	4 373	1 516	6 647	2 245

Note:

1. In order to protect the privacy of individuals, populations of less than twenty are reported as "<20".
2. Data has been sourced through the DEEWR administrative source system – ESS.

2h. Eight week penalties and no show no pay penalties by State and Centrelink Area, for Aboriginal and non-Aboriginal clients.

In the period 1 January 2012 to 30 June 2012:

- 22 365 job seekers incurred a NSNP penalty
- 20 719 job seekers incurred an eight week NPP, including unemployment NPPs.

The following table provides a breakdown of these job seekers by State.

State	No Show No Pay		8 Week NPP	
	Indigenous	Non Indigenous	Indigenous	Non Indigenous
ACT	20	177	22	213
NSW	1 395	6 438	852	4 943
NT	750	47	432	162
QLD	1 858	3 228	1 497	4 211
SA	265	1 382	234	1 442
TAS	44	372	53	426
VIC	203	4 041	143	4 000
WA	734	1 411	653	1 436
Total	5 269	17 096	3 886	16 833

Data has been sourced through the DEEWR administrative source system – ESS.

The following table provides a breakdown of these job seekers by the Department of Human Services (DHS) Zone.

DHS Zone	No Show No Pay		8 Week NPP	
	Indigenous	Non Indigenous	Indigenous	Non Indigenous
Border Ranges	257	742	193	1 044
Central New South Wales	554	2 512	294	1 670
Eastern Victoria	53	1 292	32	1 391
Mid Coast New South Wales	214	1 326	150	1 040
Northern Australia	795	49	498	185
Northern Queensland	1 327	543	1 058	846
Northern Victoria	85	1 431	60	1 475
Pacific Coast	216	845	157	824
South Australia	285	1 400	234	1 452
Southern New South Wales	153	740	122	854
Southern Queensland	248	779	202	1 118
Sunshine Coast	150	853	100	857
Sydney	105	1 443	75	1 020
Tasmania	44	372	53	426
West Victoria	94	1 360	65	1 217
Western Australia	689	1 409	593	1 414
Total	5 269	17 096	3 886	16 833

2i. Eight week penalties and no show no pay penalties segregated by the reason for the non payment period, such as those found to be wilfully and consistently non-compliant, refused a suitable job offer, voluntarily left employment, wilfully non-compliant, etc.

Number of job seekers compared to number of events in respect of eight week non-payment penalty (NPP) reasons between 1 January 2012 and 30 June 2012.

Type of 8 week NPP*	Job Seekers	Events
Persistent non compliance	8 078	8 935
Refused a suitable job	357	400
Did not commence a suitable job	433	498
Left job voluntarily	8 770	8 928
Dismissed from job due to misconduct	3 207	3 272
Total	20 845*	22 033

***Note:**

1. The table provides a unique job seeker count for each type of eight week NPP and for the total.
2. Job seekers may incur multiple serious failures and can therefore be counted more than once.

Number of job seekers compared to number of events in respect of No Show No Pay reasons between 1 January 2012 and 30 June 2012.

Type of NSNP	Job seeker	Event
Failure to attend activity specified in EPP	20,719	36,685
Failure to attend job interview	1,340	1,373
Inappropriate conduct in EPP activity	456	498
Inappropriate presentation or conduct at job interview	234	245
Total*	22,365	38,801

***Note:**

1. The table provides a unique job seeker count for each type of No Show No Pay and for the total.
2. Job seekers may incur multiple No Show No Pay failures and can therefore be counted more than once.

2j. Appeals data by ODM, ARO, SSAT, AAT including outcome for Aboriginal and non-Aboriginal clients cross-tabulated by State.

Appeals Data for 1 January 2012 to 30 June 2012 – as supplied by the Department of Human Services

Geographic State	Internal Review			Social Security Appeals Tribunal			Administrative Appeals Tribunal		
	Indigenous	Non Indigenous	Unknown	Indigenous	Non Indigenous	Unknown	Indigenous	Non Indigenous	Unknown
ACT	45	674	57	< 20	48	< 20	< 20	< 20	< 20
NSW	1,754	20,071	1,740	76	1,759	129	< 20	273	23
NT	578	500	49	< 20	28	< 20	< 20	< 20	< 20
QLD	1,367	12,811	1,080	74	887	86	< 20	113	< 20
SA	299	4,767	383	< 20	464	35	< 20	67	< 20
TAS	124	1,540	146	< 20	114	< 20	< 20	< 20	< 20
VIC	336	16,635	1,213	< 20	1,350	121	< 20	182	< 20
WA	750	4,976	378	35	343	33	< 20	52	< 20
Other	30	364	35	< 20	37	< 20	< 20	< 20	< 20
(blank)	< 20	< 20	33	< 20	< 20	< 20	< 20	< 20	< 20
Total	N/A	N/A	5,114	241	N/A	418	< 20	718	54

NOTE: In order to protect individuals' privacy, populations <20 are reported as "<20" and other data that would allow these populations to be derived are not provided "N/A"

		Original Decision Maker (Excl. SME)			Review Officer (SME + ARO)			Social Security Appeals Tribunal			Administrative Appeals Tribunal		
Geographic State	Appeal Decision Outcome	Indigenous	Non Indigenous	Unknown	Indigenous	Non Indigenous	Unknown	Indigenous	Non Indigenous	Unknown	Indigenous	Non Indigenous	Unknown
ACT	Affirmed	< 20	167	< 20	27	245	25	< 20	37	< 20	< 20	< 20	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Set Aside	< 20	54	< 20	< 20	151	< 20	< 20	< 20	< 20	< 20	< 20	
	Settled/Decision by Consent	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Varied	< 20	29	< 20	< 20	39	< 20	< 20	< 20	< 20	< 20	< 20	
	Withdrawn	< 20	38	< 20	< 20	34	< 20	< 20	< 20	< 20	< 20	< 20	
ACT Total		< 20	288	< 20	44	471	47	< 20	55	< 20	< 20	< 20	
NSW	Affirmed	383	5,311	394	878	7,511	685	43	935	59	< 20	37	
	Affirmed	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	66	< 20	< 20	71	< 20	< 20	22	
	Set Aside	172	1,868	147	296	3,765	373	20	371	29	< 20	< 20	
	Settled/Decision by Consent	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	98	
	Varied	51	917	69	60	975	66	< 20	< 20	< 20	< 20	< 20	
	Withdrawn	60	1,098	95	105	1,216	114	< 20	152	< 20	< 20	91	
NSW Total		666	9,194	705	1,343	13,536	1,240	90	1,544	105	< 20	260	
NT	Affirmed	153	138	< 20	131	124	< 20	< 20	< 20	< 20	< 20	< 20	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Set Aside	146	88	< 20	98	81	< 20	< 20	< 20	< 20	< 20	< 20	
	Varied	20	28	< 20	29	25	< 20	< 20	< 20	< 20	< 20	< 20	
	Withdrawn	< 20	25	< 20	< 20	32	< 20	< 20	< 20	< 20	< 20	< 20	
NT Total		331	N/A	30	276	N/A	< 20	< 20	< 20	< 20	< 20	< 20	
QLD	Affirmed	281	3,653	236	780	4,459	396	< 20	223	< 20	< 20	30	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	29	< 20	< 20	28	< 20	< 20	< 20	
	Set Aside	106	1,301	118	231	2,261	205	< 20	139	< 20	< 20	< 20	
	Settled/Decision by Consent	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	22	
	Varied	42	565	58	68	710	53	< 20	31	< 20	< 20	< 20	

	Withdrawn	48	602	51	75	877	81	< 20	51	< 20	< 20	< 20	
QLD Total		477	6,121	463	1,156	N/A	736	26	N/A	44	< 20	97	
SA	Affirmed	35	1,003	82	170	2,059	150	< 20	224	< 20	< 20	< 20	
	Affirmed	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Set Aside	25	317	23	50	999	87	< 20	145	< 20	< 20	< 20	
	Settled/Decision by Consent	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	30	
	Varied	< 20	175	< 20	< 20	309	22	< 20	< 20	< 20	< 20	< 20	
	Withdrawn	< 20	203	< 20	24	281	35	< 20	43	< 20	< 20	< 20	
SA Total		85	1,698	131	262	3,663	294	< 20	431	30	< 20	54	
TAS	Affirmed	20	389	38	71	591	56	< 20	67	< 20	< 20	< 20	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Set Aside	< 20	133	< 20	31	306	20	< 20	28	< 20	< 20	< 20	
	Settled/Decision by Consent	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Varied	< 20	86	< 20	< 20	81	< 20	< 20	< 20	< 20	< 20	< 20	
	Withdrawn	< 20	63	< 20	< 20	93	< 20	< 20	< 20	< 20	< 20	< 20	
TAS Total		32	671	72	115	1,075	97	< 20	115	< 20	< 20	22	
VIC	Affirmed	70	4,486	263	186	5,980	440	< 20	785	67	< 20	26	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	44	< 20	< 20	53	< 20	< 20	< 20	
	Set Aside	23	1,708	122	77	3,283	253	< 20	302	< 20	< 20	< 20	
	Settled/Decision by Consent	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	78	
	Varied	< 20	876	56	< 20	820	57	< 20	< 20	< 20	< 20	< 20	
	Withdrawn	< 20	900	78	20	1,079	81	< 20	77	< 20	< 20	46	
VIC Total		107	7,970	519	296	N/A	833	< 20	1,221	93	< 20	177	
WA	Affirmed	120	1,410	110	483	1,828	145	< 20	173	< 20	< 20	< 20	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	24	< 20	< 20	< 20	< 20	< 20	< 20	
	Set Aside	68	431	31	128	879	80	< 20	90	< 20	< 20	< 20	
	Settled/Decision by Consent	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Varied	< 20	219	< 20	25	242	< 20	< 20	< 20	< 20	< 20	< 20	
	Withdrawn	29	261	23	30	329	32	< 20	29	< 20	< 20	20	

WA Total		233	2,321	176	667	N/A	274	25	314	30	< 20	65	
Other	Affirmed	< 20	118	< 20	24	190	< 20	< 20	24	< 20	< 20	< 20	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Set Aside	< 20	30	< 20	< 20	63	< 20	< 20	< 20	< 20	< 20	< 20	
	Settled/Decision by Consent	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Varied	< 20	21	< 20	< 20	20	< 20	< 20	< 20	< 20	< 20	< 20	
	Withdrawn	< 20	< 20	< 20	< 20	28	< 20	< 20	< 20	< 20	< 20	< 20	
Other Total		< 20	186	21	27	302	< 20	< 20	33	< 20	< 20	< 20	
(blank)	Affirmed	< 20	< 20	< 20	< 20	< 20	26	< 20	< 20	< 20	< 20	< 20	
	Dismissed/No Jurisdiction	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Set Aside	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Varied	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
	Withdrawn	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	< 20	
(blank) Total		< 20	< 20	< 20	< 20	< 20	41	< 20	< 20	< 20	< 20	< 20	
Total		1,959	28,728	2,143	4,186	42,154	3,594	195	4,193	316	< 20	689	

Source: Centrelink SAS Extract

NOTE: In order to protect individuals' privacy, populations <20 are reported as ""<20"" and other data that would allow these populations to be derived are not provided "N/A"

Glossary	
Administrative Appeals Tribunal (AAT)	The Administrative Appeals Tribunal (AAT) provides independent review of a wide range of administrative decisions made by the Australian government and some non-government bodies.
Appeals Decided	The number of Appeals Decided. For ODM/SME jurisdiction, ODM Reconsideration Decision Date is critical. For ARO jurisdiction, ARO Advice Dispatch Date is critical. For SSAT jurisdiction, SSAT Decision Date is critical. For AAT jurisdiction, AAT Decision Date is critical. Please note: some ARO decisions may have also been subject to ODM reconsideration.
Appeals Received	The number of Appeals Received. Date of receipt must fall within reporting period, and the case must lack any finalisation action. The following mainframe APL fields are critical: AM.AAT.S29.REC.DATE, AM.SSAT.DSS.LODGED.DATE, AM.ARO.REVIEW.REQUEST.DATE, CO.COURT.APP.LODG.DATE, AM.RECON.LDGMT.DATE.
Appellant Category	The type of person or Department lodging the Appeal.
Geographic State	The State the customer resides in as at the date of extract.
Indigenous Category	The category to distinguish whether the customer is Indigenous, Non-Indigenous or Unknown.
Jurisdiction	Level of Appeal (hierarchical).
Review Officer	Under the internal review process, only one internal review of a decision takes place. A review of a decision is completed by a review officer who is either a Subject Matter Expert (SME) or an Authorised Review Officer (ARO). A SME can only finalise a review of a decision when a fully favourable decision can be made or when the customers' requests their review to be withdrawn. All other requests must be referred to an ARO. Review Officers undertake the first formal review of a decision, having regard to the facts of the case as well as the correct application of the policy and the law.
Social Security Appeals Tribunal (SSAT)	The Social Security Appeals Tribunal SSAT is an independent statutory authority established as the first tier of external review of Social Security decisions. The SSAT is able to review a decision regarding a customer's file only if that decision has been reviewed by a review officer.

2k. The number of Comprehensive Compliance Assessments for Aboriginal and non-Aboriginal clients. (Detailing outcomes, review of activity requirements, referrals, eight week penalty, etc).

Outcomes of Comprehensive Compliance Assessments (CCAs) undertaken 1 January 2012 to 30 June 2012

CCA Outcomes	Indigenous	Non Indigenous	Total
Referral for ESA ^t	616	2 047	2 663
No change to servicing arrangements	3 290	8 563	11 853
Employment Pathway Plan updated	1 766	4 226	5 992
Referral to other stream	119	409	528
8 week non payment penalty applied	2 767	6 168	8 935
Total	8 558	21 413	29 971

2l. The percentage of appointments attended (by each month).

Proportion of all appointments with Job Services Australia providers attended by job seekers each month between 1 January 2012 to 30 June 2012.

1 January 2012 to 30 June 2012	Attended %
January	62%
February	62%
March	60%
April	60%
May	62%
June	61%

Data has been sourced through the DEEWR administrative source system – ESS.

2m. *The number of job seekers who had their income support cut as a result of the July 2011 “missed appointment” changes and the number of job seekers with vulnerabilities who also had their payments reduced under these rules.*

It should be noted that a suspension of payment, introduced as part of the 1 July 2011 changes, is not the same as a penalty. When payment is suspended it is held back only until the job seeker agrees to comply with participation requirements, at which point it is restored with full back pay.

Number of job seekers whose income support payments were suspended between 1 January 2012 and 30 June 2012 as a result of the new compliance arrangements introduced from 1 July 2011.

Suspension reason	Job Seekers suspended
Appointment related	127 798
Activities	10 853
Total	138 651

Number of job seekers with a Vulnerability Indicator whose payments were suspended under the new compliance arrangements between 1 January 2012 and 30 June 2012.

Suspension reason	Job Seekers suspended
Appointment related	13 868
Activities	N/A
Total	13 868

Note:

1. Job seekers with a Vulnerability Indicator cannot incur a suspension for not attending an activity or a first appointment in a series of appointments. Vulnerable job seekers can only be suspended if they fail to attend the subsequent reconnection appointment.