



Australian Government

Department of Jobs and Small Business

Targeted Compliance Framework - update

Ty Emerson, Branch Manager, Job Seeker Participation and Compliance

Danielle Williams, A/g Director, Job Seeker Compliance

Department of Jobs & Small Business

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Current Status

- To date, noting the size and scale of the change, the implementation of the Targeted Compliance Framework (TCF) has been relatively smooth, with minimal issues with new system functionality.
- Early feedback from Providers is that they felt well prepared for the change, noting however there have been some IT system and job seeker awareness issues relating to compliance.
- Queries to the Help Desk and National Customer Service Line were of a higher volume than usual in the first few weeks of implementation, but have since plateaued – but still remain higher than usual.

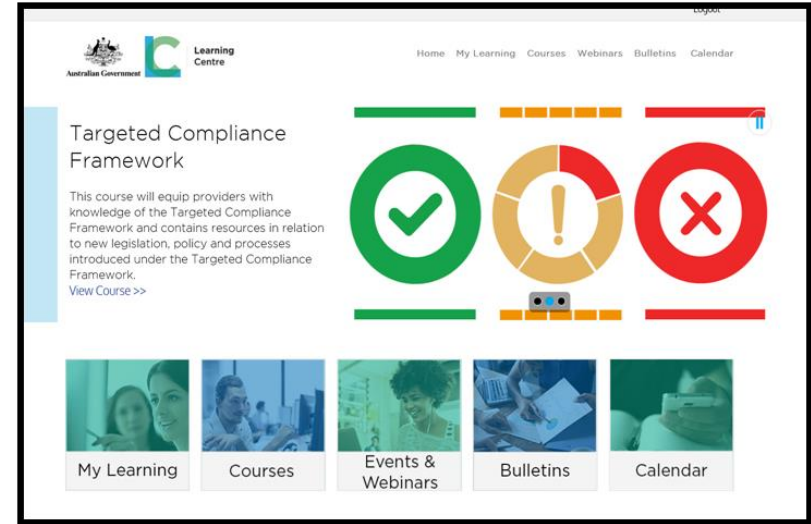
Current Status

- The **Targeted Compliance Framework CEO Working Group** continues to provide advice (has done so since late 2018) – including input into Guidelines, training, implementation strategies and Provider support arrangements:
 - The CEO Working Group had its most recent monthly meeting on 19 July 2018 and will meet again on 15 August 2018.
 - Feedback regarding face to face training was very positive, noting that the materials produced for Providers are valuable resources.
 - Members noted that some knowledge gaps exist, which the Department is working to address with additional webinars, Q&As, Job Aids, short IT demos and other materials on the Learning Centre.
 - Members suggested a number of system fixes that would assist smoother implementation

Headline data – TCF Quiz

Compulsory Quiz completions

- **14,054** Employment Provider Staff across all three programs have completed the compulsory quiz
- **790** Employment Provider Staff across all three programs have commenced the quiz



*note all data is point in time, unless indicated all data is jobactive data, as at 01/08/2018.

Headline data – Transition (2 July to 31 October)

- **Transition arrangements** were developed and communicated to providers early, using a staggered approach to mitigate the impact of the transition
 - **Priority 1** – most non-compliant job seekers; and Employability Skills Training job seekers
 - **Priority 2** – job seekers with current Annual Activity Requirement (AAR) who are participating in Work for the Dole activity
 - **Priority 3** – job seekers with current activities in Job Plan that require daily requirements to be set in ESSWeb
 - **Priority 4** – job seekers with no activities–Job Search/Appointments only in their Job Plan
- **61.7%** of commenced jobactive job seekers in *Priority Group 1* have been transitioned
- **61.0%** of commenced jobactive job seekers in *Priority Group 2* have been transitioned
- **49.8%** of commenced jobactive job seekers in *Priority Group 3* have been transitioned
- **47.5%** of commenced jobactive job seekers in *Priority Group 4* have been transitioned



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Headline data – Personal Responsibility

Job Plan code – PA03 – Personal Responsibility to record and report attendance

- of those that have transitioned, **91.4%** have the code PA03 (Personal Responsibility) in their Job Plan

Job Seeker Personal Responsibility

- **63,161** job seekers have reported their own attendance

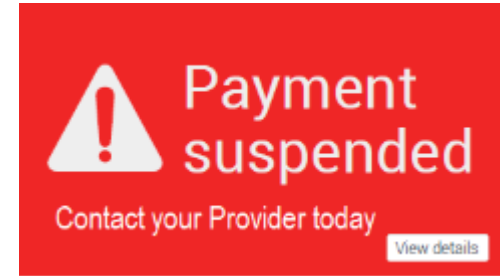


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Headline data – Payment Suspensions

Payment Suspensions

- Approximately **162,210** payment suspensions have occurred as a result of non-compliance since 2 July 2018.
- Provider Appointment non-attendance is the primary reason for suspension of payment. Currently, around **6.8%** of the jobactive caseload have a payment suspension for this reason.

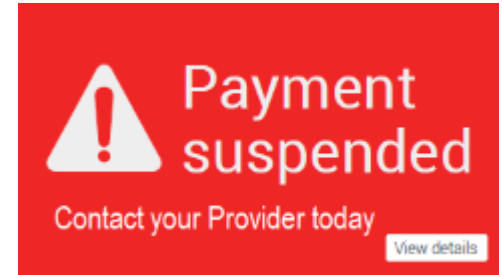


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Headline data – Payment Suspensions

Top non-compliance types triggering payment suspension

- **130,252** Provider Appointment - Did Not Attend Invalid
- **8,511** Activity - Did Not Attend Invalid
- **1,412** Did not sign Job Plan
- **271** Provider Appointment - Misconduct
- **89** Did not commence Suitable Job
- **73** Refused to accept Suitable Job
- **65** Activity – Misconduct

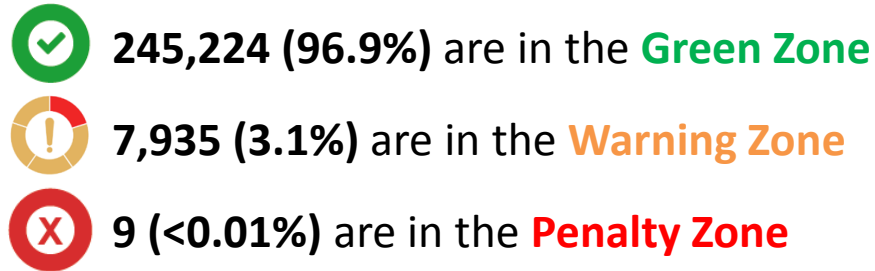


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Headline data – Compliance Zones

Compliance Zones

- Of the **253,168** job seekers with an approved post 1 July Job Plan



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Headline data – Demerits

Demerits

Of those **7,935** job seekers in the **Warning Zone**:

- **6,303 (79.4%)** have one Demerit accrued
- **1,106 (13.9%)** have two Demerits accrued
- **501 (6.3%)** have three Demerits accrued
- **19 (0.2%)** have accrued four Demerits
- **6 (0.1%)** have accrued five Demerits



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Headline data – Capability Reviews

Of the **253,168** job seekers with an approved post 1 July Job Plan:

- **817** *Capability Interviews (providers)* have been conducted since 2 July 2018
- **13** *Capability Assessments (DHS)* have been conducted



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Headline data – Failures

Of the **253,168** job seekers with an approved post 1 July Job Plan:

- **71** *Work Refusal Failures* have been applied since 2 July 2018
- **9** *Unemployment Failures* have been applied since 2 July 2018



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Headline data – Online

Job seeker online jobactive accounts

- **336,926** of all *active* job seekers now have online jobactive account, which is **76%** of **444,855** (all active job seekers).
- **50,142** new online accounts have been created since 1 July 2018

The screenshot shows a user interface for a job seeker's online account. At the top, it displays the user's last visit: "Your last visit was 16 June 2018 2:11 PM AEST." and a "Help" button.

The main dashboard is divided into several sections:

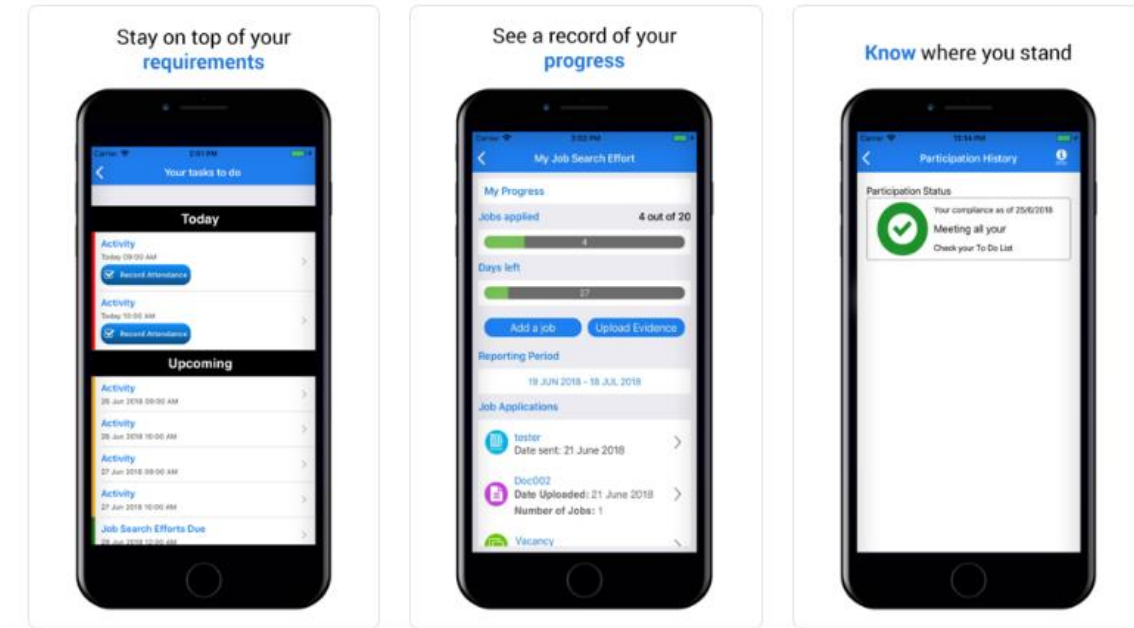
- My Job Search Effort:** A circular progress indicator shows 17 jobs to go with 4 days left. A table lists: Job Search Target (20), Jobs Applied For (3), Jobs To Go (17), and Days Left (4). A "View my job search effort" button is present.
- Compliance:** A large green checkmark icon indicates the user is meeting requirements as of 03/07/2018. A "View compliance help" button is provided.
- Your tasks to do:** A list of tasks categorized into "Urgent" and "Upcoming".
 - Urgent:** "Confirm Attendance" (Today at 9:00 AM) and "Other Appointment" (Today at 3:30 PM).
 - Upcoming:** "Job Search Efforts Due" (Fri 20 Jul), "Activity" (Wed 18 Jul at 2:00 PM), "Activity" (Wed 25 Jul at 2:00 PM), and "Personal Event (confirmed)" (Fri 27 Jul at 2:30 PM).
- Did you know?:** A sidebar with tips such as "You can earn an extra \$5,000", "Employers look for licences", "Review your Job Seeker Snapshot", "Search for a PaTH internship", and "Upload a resume now".

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Headline data – Job Seeker App

Job Seeker App downloads

- Since 1 July 2018, the Job Seeker App has been downloaded **31,940** times.
- There has also been **53,590** unique users of the App since 1 July 2018.

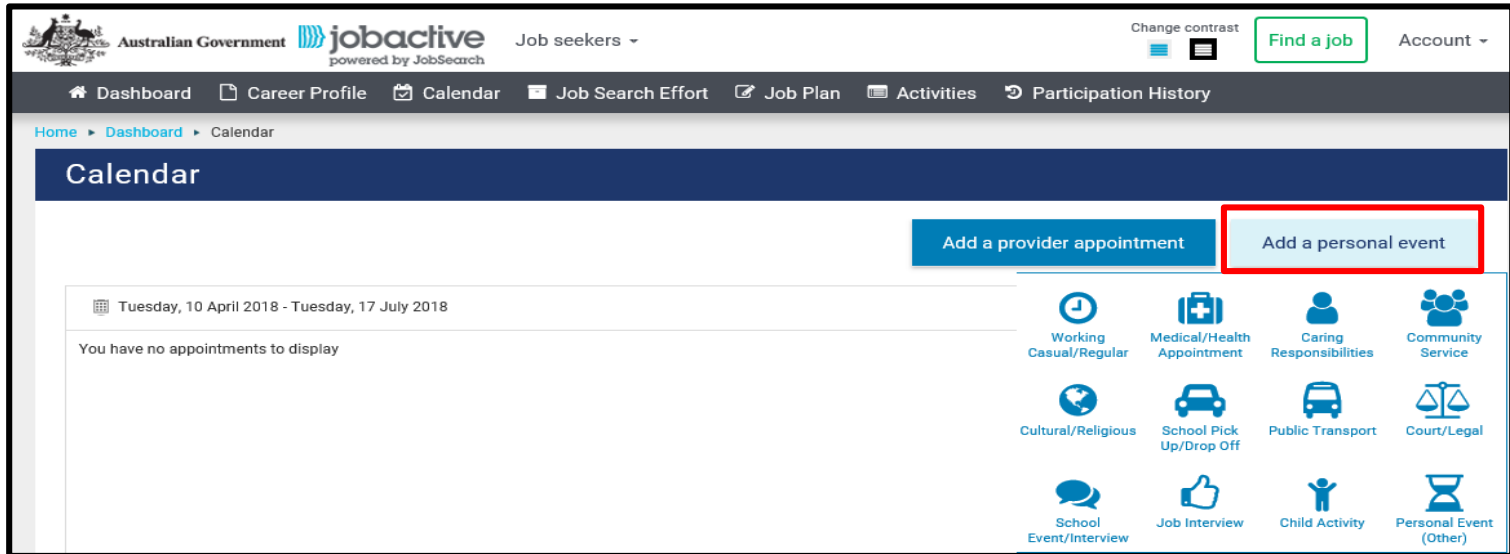


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Headline data – Personal Events

Job Seeker Personal Events

- **8,682** job seekers have recorded a Personal Event in their Calendar



The screenshot shows the Jobactive user interface for a job seeker's calendar. At the top, there is a navigation bar with the Australian Government logo, the Jobactive logo (powered by JobSearch), and a user profile dropdown labeled 'Job seekers'. To the right of the navigation bar are links for 'Change contrast', 'Find a job', and 'Account'. Below the navigation bar is a secondary menu with links for 'Dashboard', 'Career Profile', 'Calendar', 'Job Search Effort', 'Job Plan', 'Activities', and 'Participation History'. The main content area has a breadcrumb trail: 'Home > Dashboard > Calendar'. A large blue header for the 'Calendar' section is visible. Below this header, there are two buttons: 'Add a provider appointment' and 'Add a personal event'. The 'Add a personal event' button is highlighted with a red border. Below the buttons, the calendar view shows the date range 'Tuesday, 10 April 2018 - Tuesday, 17 July 2018' and the message 'You have no appointments to display'. To the right of the calendar view is a grid of 12 event categories, each with an icon and a label: Working Casual/Regular, Medical/Health Appointment, Caring Responsibilities, Community Service, Cultural/Religious, School Pick Up/Drop Off, Public Transport, Court/Legal, School Event/Interview, Job Interview, Child Activity, and Personal Event (Other).

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Case Studies and Feedback: Provider use of the TCF

Case study feedback is now being used to review Provider decision making for non-compliance. The feedback gathered is delivered to Providers via Account Managers. Analysis of case studies and cross-Department feedback to date has identified the following trends:

- Providers **not assessing re-engagement requirements for job seekers immediately** following recording the reason accepted or not accepted for non-compliance.
- Activities such as supervised or group Job Search clubs conducted in-house being **inappropriately scheduled as Provider Appointments** in the job seeker's Calendar.

Case Studies and Feedback: Provider use of the TCF

- **Inappropriate setting of Provider Appointments** as a way to remind staff to complete tasks, for example, confirm start of employment or follow up on attendance, rather than using new Job seeker/Consultant Task functionality.
- The **Free Text Job Plan code being incorrectly utilised**, where there is a more appropriate Job Plan code for use.
- Job seekers being **inappropriately directed to Centrelink to discuss payment suspension**, when correct processes to re-engage the job seeker are not being undertaken by Providers.
- Requirements being scheduled in the job seeker's Calendar and notification being issued **after the requirement was scheduled to occur, and non-attendance reported**.

Current Reports for Providers

The current suite of Reports available to Providers include:

- Days since last attended Provider Appointment
- jobactive Caseload
- Future Appointment Timeslots App
- Job Plans with out-of-date activities
- Targeted Compliance Framework Cohorts for jobactive Job Plan Transition
- Targeted Compliance Framework Training Report.



Future Reports for Providers

Reports will be released to providers (QAP Reports) on an ongoing basis from **mid August 2018**. The reports include:

- Demerit Report
- Setting Requirements Report
- No result entered – Payment Suspension Report
- Job Seeker Zone Report
- Job search Requirement and Job Referral Report
- Re-engagement Report
- Capability Interview Report
- Capability Assessment Report
- Work Refusal and Unemployment Failures Report
- Mutual Obligation Failures – Penalty Zone Report
- Provider Task Report



Capability Interview Assurance Activity

- The Department will regularly review jobactive and ParentsNext providers' compliance with Capability Interview requirements.
- A regular sample will be selected from all Capability Interviews that include, for example, job seekers returning to the Green Zone.
- Review results will be communicated to assist providers to improve compliance.

Capability Interview Assurance Activity

- Results from Capability Interviews conducted before 31 December 2018 will not be included in Compliance Indicator calculations.
- Results from Capability Interviews conducted from 1 January 2019 will be included in the Compliance Indicator score.

Looking Forward

- Provider access to **additional Reports** will be provided in the coming weeks (mid August 2018)
- The Department will continue to **manage monitor and communicate** TCF issues, including system based issues via the Provider Portal News items and EAKB articles.
- The Department is working to **consolidate TCF information into one location.**
- **Support materials will continue to be released** on a rolling basis on the Learning Centre.

Looking Forward

- Identified provider knowledge gaps, particularly (and initially) in relation to **managing Activities** will be addressed via:
 - Job Aids and Q&A's
 - Targeted webinar's and short IT demonstrations
- **Refresher training** is being planned – the schedule for which will be released shortly.
- The Department will **continue to review case studies**, with feedback sent via Account Managers.
- **Program assurance** will commence following transition.
- The Department is **currently scoping the 12 month Review and the TCF Evaluation**.

Questions?

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