



Australian Government

Department of Education, Employment  
and Workplace Relations

# Labour Market Assistance Outcomes

December 2010

## Contents

Key Results	3
Table 1.1 – Labour Market Status .....	4
Table 1.2 – Employment .....	5
Table 1.3 – Education.....	6
Job Services Australia	7
Table 2.1– Streams 1 to 4 (Job Services Australia) .....	7
Table 2.2– Stream 1 (Job Services Australia) .....	8
Table 2.3– Stream 2 (Job Services Australia) .....	9
Table 2.4 - Stream 3 (Job Services Australia) .....	10
Table 2.5 - Stream 4 (Job Services Australia) .....	11
Table 2.6 - Job Placements (Job Services Australia) .....	12
Table 2.7 - Activities (Job Services Australia) .....	13
Table 2.8 - Employment & Positive Outcomes by Region (Job Services Australia) .....	14
Indigenous Employment Program	15
Table 3.1 - Employment related activities (Indigenous Employment Program).....	15
Table 3.2 - Non-employment related activities (Indigenous Employment Program).....	16
Job seekers' satisfaction	17
Table 4.1 Job seekers' satisfaction with assistance.....	17
Further information	18
Outcomes and measures used in this report .....	18
Other definitions used in this report .....	19
Job Services Australia (JSA) .....	20
Disability Employment Services (DES).....	21
Reformed Indigenous Employment Program (IEP) .....	21
Survey & technical information .....	22

For more information on *Labour Market Assistance Outcomes* please email: [ppmsurvey@deewr.gov.au](mailto:ppmsurvey@deewr.gov.au)

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## Key Results

Three months after becoming in-scope, job seekers are surveyed about their current labour market and education status. This publication showcases the employment and educational outcomes of job seekers in Job Services Australia (JSA), Reformed Indigenous Employment Program (IEP) or Disability Employment Services (DES) for the year ending December 2010.

### Positive Outcomes

A **positive outcome** is achieved when three months after participation in employment assistance, the job seeker is working or studying. Positive outcomes rates for year ending December 2010 are:

61.0% for JSA Streams 1 to 4	27.8% for DES - Employment Assistance
61.0% for JSA Stream 1 (limited)	69.8% for DES - Ongoing Support
68.4% for JSA Stream 1	71.1% for IEP - Employment related activities
67.3% for JSA Stream 2	56.2% for IEP - Non-employment related activities
50.2% for JSA Stream 3	
35.2% for JSA Stream 4	

### *The states/territories with the highest positive outcome rates for JSA Streams are:*

South Australia and Victoria

### *The labour market regions with the highest positive outcome rates for JSA Streams are:*

Adelaide, Melbourne, Perth and Southern NSW

### Employment Outcomes

An **employment outcome** is achieved when three months after employment assistance; the job seeker indicates they are employed. Employment outcome rates for the year ending December 2010 are:

49.7% for JSA Streams 1 to 4	20.2% for DES - Employment Assistance
47.3% for JSA Stream 1 (limited)	66.2% for DES - Ongoing Support
58.1% for JSA Stream 1	66.3% for IEP - Employment related activities
57.1% for JSA Stream 2	43.7% for IEP - Non-employment related activities
35.1% for JSA Stream 3	
22.8% for JSA Stream 4	

### Other results of interest

41.5% of Job Services Australia Stream 1 employed job seekers would prefer to work more hours (29.2% for Stream 2, 33.9% for Stream 3 and 36.7% for Stream 4)

27.6% of Disability Employment Services (employment assistance) employed job seekers are working in permanent employment

51.3% of Indigenous Employment Program (employment related activities) job seekers are working full-time

**Table 1.1 – Labour Market Status**

	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Positive Outcome (%)	Education & training (%)	In scope population (no.)
<b>Year ending December 2010</b>						
Streams 1 to 4 (JSA)	49.7	34.8	15.5	61.0	18.1	1 406 022
Stream 1 (JSA)	58.1	32.5	9.4	68.4	18.7	523 668
Stream 2 (JSA)	57.1	31.4	11.5	67.3	17.6	435 594
Stream 3 (JSA)	35.1	40.8	24.1	50.2	19.3	307 499
Stream 4 (JSA)	22.8	39.7	37.5	35.2	15.7	139 261
Stream 1 (Limited) (JSA)	47.3	42.6	10.1	61.0	20.8	117 664
Employment Assistance (DES)	20.2	32.6	47.3	27.8	9.3	30 568
Ongoing Support (DES)	66.2	20.0	13.8	69.8	9.3	9 063
New Enterprise Incentive Scheme (NEIS)	91.0	5.1	3.9	92.3	9.9	1 396
Employment related activities (IEP)	66.3	27.5	6.3	71.1	27.2	6 338
Non-employment related activities (IEP)	43.7	47.6	8.7	56.2	27.0	10 128

**Table 1.2 – Employment**

	Permanent employees (%)	Casual, Temporary or Seasonal employees (%)	Self Employed (%)	Employed, seeking more work (%)	Full-time employed, seeking more work (%)	Part-time employed, seeking more work (%)	Employed & studying (%)	In scope population (no.)
<b><i>Year ending December 2010</i></b>								
Streams 1 to 4 (JSA)	38.4	52.6	9.1	35.4	6.4	26.0	7.1	698 793
Stream 1 (JSA)	39.1	52.0	8.9	41.5	8.7	29.4	8.4	304 251
Stream 2 (JSA)	41.3	49.9	8.8	29.2	4.7	22.2	7.4	248 724
Stream 3 (JSA)	30.4	59.9	9.7	33.9	4.3	26.7	4.2	107 932
Stream 4 (JSA)	35.2	54.0	10.9	36.7	6.7	25.7	3.4	31 752
Stream 1 (Limited) (JSA)	34.7	58.9	6.4	49.6	12.4	35.6	7.1	55 655
Employment Assistance (DES)	27.6	60.4	12.0	32.8	2.6	27.9	1.6	652
Ongoing Support (DES)	45.2	50.6	4.2	31.3	2.7	27.6	5.8	5 600
Employment related activities (IEP)	77.7	20.6	1.7	18.0	8.9	3.9	22.4	4 201
Non-employment related activities (IEP)	52.4	46.5	1.1	26.7	9.9	15.9	14.5	4 430

**Table 1.3 – Education**

	Studying full time (%)	Studying part time (%)	Studying at Year 10, 11 or 12 level <sup>1</sup> (%)	Studying at certificate level <sup>1</sup> (%)	Studying at diploma level or higher <sup>1</sup> (%)	In scope population (no.)
Streams 1 to 4 (JSA)	52.7	47.5	5.5	47.2	21.4	254 490
Stream 1 (JSA)	55.6	44.9	3.8	44.1	31.1	97 926
Stream 2 (JSA)	50.0	50.0	6.0	50.6	20.0	76 665
Stream 3 (JSA)	50.8	49.2	6.3	47.6	10.8	59 347
Stream 4 (JSA)	50.9	45.6	9.3	47.6	11.1	21 864
Stream 1 (Limited) (JSA)	50.7	49.3	3.3	53.0	21.3	24 357
Employment Assistance (DES)	25.4	74.6	14.5	47.3	31.5	6 144
Ongoing Support (DES)	35.5	64.5	20.3	47.9	23.6	843
Employment related activities (IEP)	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Non-employment related activities (IEP)	46.1	53.9	7.3	41.9	3.2	2 725

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<sup>1</sup> Job seekers may be studying at an unspecified or 'other' level and so the sum of 'studying at Year 10, 11 or 12', 'Studying at certificate level' and 'Studying at diploma level or higher' will be less than 100%

Table 2.1– Streams 1 to 4 (Job Services Australia)

	Employed full-time (%)	Employed Part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	20.8	27.1	48.0	37.6	14.4	35.4	68.6	250 438
21 to 24	27.2	27.4	54.7	32.6	12.7	24.4	68.8	191 631
25 to 34	25.3	26.7	52.0	33.8	14.2	19.9	64.0	316 855
35 to 49	19.8	30.4	50.2	35.1	14.7	17.2	61.6	424 703
50 or more	14.0	29.7	43.7	34.3	22.0	10.9	51.3	222 413
<i>Duration of unemployment</i>								
0 to less than 6	27.6	29.2	56.8	30.7	12.5	18.8	67.5	873 082
6 to less than 12	14.7	28.4	43.1	40.9	16.0	19.0	56.2	165 917
12 to less than 24	10.0	28.3	38.3	39.2	22.5	19.0	52.6	141 267
24 to less than 36	8.6	29.2	37.8	38.1	24.1	18.9	51.2	77 366
36 or more	6.5	23.9	30.4	44.6	24.9	11.6	39.5	148 406
<i>Educational attainment</i>								
Less than Year 10	10.7	20.6	31.2	40.8	28.0	17.9	46.2	204 924
Year 10 or 11	16.2	29.0	45.3	37.8	16.9	14.5	55.3	456 222
Year 12	20.7	32.0	52.7	33.5	13.8	24.0	66.7	268 236
University	28.4	32.4	60.9	28.5	10.6	20.7	71.7	203 719
Vocational	25.9	30.8	56.7	31.1	12.2	15.3	65.4	266 959
<i>Gender</i>								
Males	25.2	23.4	48.7	38.5	12.8	14.3	57.9	797 952
Females	14.6	35.4	50.0	30.3	19.7	22.5	64.1	608 088
<i>Equity groups</i>								
Disability	8.7	23.1	31.8	38.3	29.9	14.1	42.5	170 059
Indigenous	16.3	17.7	34.1	48.7	17.1	17.4	46.0	137 116
CALD	18.1	25.0	43.1	37.4	19.5	24.5	61.8	238 412
Low English Proficiency	9.8	19.0	28.8	39.3	31.9	34.4	59.6	67 701
CALD & Low English Proficiency	9.9	19.7	29.6	39.2	31.2	35.0	60.8	59 254
Sole parents	7.8	40.1	47.9	32.7	19.5	22.9	63.4	110 852
<i>Income support type</i>								
NewStart Allowance	20.1	27.9	48.0	35.7	16.3	15.3	57.8	884 577
Youth Allowance (other)	18.7	25.3	44.0	40.6	15.4	33.9	65.0	178 694
Disability Support Pension	3.3	16.3	19.6	34.7	45.7	15.3	31.3	11 821
Parenting Payment Single	7.6	40.2	47.8	32.6	19.5	22.9	63.4	108 202
Parenting Payment Partnered	9.3	29.0	38.3	35.9	25.8	27.0	59.9	23 152
<b>TOTAL</b>	<b>20.2</b>	<b>29.6</b>	<b>49.7</b>	<b>34.8</b>	<b>15.5</b>	<b>18.1</b>	<b>61.0</b>	<b>1 406 022</b>

**Table 2.2– Stream 1 (Job Services Australia)**

	Employed full-time (%)	Employed Part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	23.7	32.7	56.4	33.0	10.6	35.7	75.9	93 482
21 to 24	33.9	28.6	62.5	28.2	9.3	24.1	74.3	95 073
25 to 34	33.3	26.1	59.4	31.1	9.5	19.5	69.7	133 224
35 to 49	27.6	30.8	58.4	33.4	8.2	15.0	67.1	145 021
50 or more	22.5	31.0	53.5	35.2	11.3	10.4	60.0	56 886
<i>Duration of unemployment</i>								
0 to less than 6	30.8	29.2	60.0	30.7	9.3	18.9	70.1	433 465
6 to less than 12	18.6	29.8	48.5	42.1	9.4	18.1	59.9	71 144
12 to less than 24	15.2	34.0	49.2	38.4	12.4	18.8	62.2	13 313
24 to less than 36	12.7	31.7	44.4	44.8	10.7	16.1	54.0	2 651
36 or more	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
<i>Educational attainment</i>								
Less than Year 10	18.9	25.2	44.2	41.5	14.4	14.5	55.3	32 565
Year 10 or 11	23.6	28.6	52.1	38.0	9.9	13.9	61.2	136 009
Year 12	25.4	32.7	58.1	32.0	9.9	25.1	71.3	128 977
University	34.2	31.2	65.4	27.2	7.4	21.5	75.9	106 761
Vocational	32.5	28.9	61.4	29.9	8.7	15.2	69.2	118 448
<i>Gender</i>								
Males	32.8	23.1	55.9	36.7	7.4	15.6	65.0	313 399
Females	22.5	38.8	61.2	26.8	11.9	22.8	73.1	210 287
<i>Equity groups</i>								
Disability	17.0	27.9	44.9	40.5	14.6	15.6	54.2	21 621
Indigenous	27.9	17.9	45.9	45.2	8.8	19.8	56.5	11 434
CALD	24.6	25.9	50.5	37.2	12.3	23.0	66.6	88 281
Low English Proficiency	14.7	21.8	36.6	42.9	20.5	33.1	65.9	11 362
CALD & Low English Proficiency	14.9	22.0	36.9	42.8	20.3	33.8	66.9	10 772
Sole parents	11.4	50.4	61.8	27.0	11.2	23.5	72.8	17 158
<i>Income support type</i>								
NewStart Allowance	28.8	28.7	57.4	33.6	9.0	15.8	66.2	350 346
Youth Allowance (other)	21.7	30.9	52.6	36.3	11.1	34.3	73.1	55 943
Disability Support Pension	1.8	15.8	17.5	41.9	40.6	7.6	23.6	692
Parenting Payment Single	10.8	51.2	62.0	26.6	11.4	23.5	72.9	16 471
Parenting Payment Partnered	13.0	35.0	48.0	31.7	20.4	25.2	65.7	5 133
<b>TOTAL</b>	<b>28.1</b>	<b>30.1</b>	<b>58.1</b>	<b>32.5</b>	<b>9.4</b>	<b>18.7</b>	<b>68.4</b>	<b>523 668</b>



**Table 2.3– Stream 2 (Job Services Australia)**

	Employed full-time (%)	Employed Part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	21.9	28.1	50.0	36.8	13.2	35.9	69.5	97 730
21 to 24	29.5	31.1	60.6	30.6	8.8	24.7	75.0	50 134
25 to 34	27.9	31.4	59.2	30.5	10.3	20.0	70.0	86 328
35 to 49	23.9	37.5	61.4	29.6	9.0	16.2	70.7	126 465
50 or more	17.6	36.3	53.9	30.5	15.5	9.6	59.7	74 937
<i>Duration of unemployment</i>								
0 to less than 6	29.0	31.4	60.5	28.4	11.1	17.2	69.3	314 408
6 to less than 12	14.4	33.0	47.4	40.3	12.3	17.7	59.9	46 024
12 to less than 24	12.6	36.6	49.2	38.7	12.1	18.1	61.2	59 169
24 to less than 36	8.3	37.7	46.0	39.1	14.9	21.9	62.6	10 239
36 or more	8.9	37.8	46.7	36.5	16.7	18.1	60.5	5 753
<i>Educational attainment</i>								
Less than Year 10	14.5	30.3	44.9	36.2	18.9	16.5	56.9	46 903
Year 10 or 11	18.2	34.6	52.8	34.9	12.3	15.0	62.7	150 554
Year 12	22.8	35.6	58.4	31.0	10.6	22.9	71.1	81 273
University	28.6	36.0	64.6	26.8	8.7	19.2	73.8	63 172
Vocational	26.9	36.5	63.4	27.2	9.4	15.3	71.5	91 550
<i>Gender</i>								
Males	28.2	29.0	57.2	33.9	8.9	13.5	65.4	252 675
Females	16.1	41.1	57.2	28.3	14.5	22.1	69.7	182 919
<i>Equity groups</i>								
Disability	13.9	31.4	45.4	36.6	18.0	13.1	54.6	33 596
Indigenous	21.0	27.5	48.5	41.2	10.3	22.8	60.8	27 610
CALD	21.4	28.9	50.3	35.9	13.8	22.4	66.0	73 930
Low English Proficiency	14.9	25.5	40.4	36.4	23.2	31.0	66.8	17 128
CALD & Low English Proficiency	14.3	25.9	40.2	36.2	23.6	31.4	67.1	16 111
Sole parents	10.5	48.9	59.4	28.1	12.5	21.1	71.9	32 712
<i>Income support type</i>								
NewStart Allowance	21.9	34.4	56.3	32.3	11.4	14.7	65.0	241 097
Youth Allowance (other)	20.0	27.2	47.2	39.1	13.7	34.3	67.0	74 038
Disability Support Pension	1.8	19.4	21.2	39.3	39.5	13.7	31.2	1 452
Parenting Payment Single	10.2	49.0	59.2	28.3	12.6	21.0	71.5	32 037
Parenting Payment Partnered	11.2	38.8	50.1	33.3	16.6	24.5	67.8	6 977
<b>TOTAL</b>	<b>22.5</b>	<b>34.7</b>	<b>57.1</b>	<b>31.4</b>	<b>11.5</b>	<b>17.6</b>	<b>67.3</b>	<b>435 594</b>

**Table 2.4 - Stream 3 (Job Services Australia)**

	Employed full-time (%)	Employed Part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	15.3	18.2	33.4	46.7	19.8	35.0	58.6	33 618
21 to 24	12.9	23.0	35.9	40.5	23.7	29.8	57.5	31 602
25 to 34	11.0	27.1	38.1	42.1	19.8	22.9	55.5	64 076
35 to 49	10.2	28.7	38.8	42.1	19.1	22.7	56.6	104 081
50 or more	6.3	25.4	31.7	37.4	30.8	12.6	41.8	74 122
<i>Duration of unemployment</i>								
0 to less than 6	11.5	25.6	37.1	37.5	25.3	23.8	55.7	81 329
6 to less than 12	8.4	24.9	33.3	40.8	25.9	23.6	51.2	30 831
12 to less than 24	7.5	23.4	30.9	41.8	27.3	20.9	48.8	42 735
24 to less than 36	9.3	32.8	42.1	38.1	19.8	18.7	54.9	47 757
36 or more	7.4	27.1	34.5	44.1	21.3	11.9	43.7	104 846
<i>Educational attainment</i>								
Less than Year 10	7.7	19.4	27.1	43.2	29.7	21.8	46.2	83 551
Year 10 or 11	9.1	28.1	37.1	40.1	22.8	14.9	48.3	115 658
Year 12	7.7	27.0	34.7	41.6	23.7	24.4	54.0	42 164
University	10.5	32.1	42.6	38.7	18.7	21.3	56.7	25 396
Vocational	11.0	30.7	41.6	36.7	21.7	17.0	53.2	39 366
<i>Gender</i>								
Males	12.5	20.8	33.2	46.8	19.9	13.9	44.0	148 640
Females	6.1	30.7	36.7	36.2	27.1	23.6	55.1	158 859
<i>Equity groups</i>								
Disability	6.1	25.0	31.1	41.1	27.8	14.6	42.5	64 038
Indigenous	14.6	17.3	31.9	51.6	16.5	15.9	43.5	75 423
CALD	7.8	22.7	30.5	40.6	28.8	30.4	56.8	59 255
Low English Proficiency	6.5	17.7	24.2	42.3	33.5	38.3	58.7	31 750
CALD & Low English Proficiency	6.3	18.0	24.4	42.3	33.4	39.3	59.8	26 412
Sole parents	5.7	36.5	42.2	36.7	21.1	25.2	61.6	49 569
<i>Income support type</i>								
NewStart Allowance	8.7	24.6	33.2	41.7	25.1	16.4	46.3	198 025
Youth Allowance (other)	13.9	17.8	31.7	48.4	19.8	35.9	57.4	27 660
Disability Support Pension	4.2	19.2	23.5	40.2	36.4	18.9	37.8	6 263
Parenting Payment Single	5.7	36.6	42.3	36.7	21.0	25.4	61.8	48 571
Parenting Payment Partnered	6.8	21.8	28.6	40.3	31.1	31.6	56.5	9 647
<b>TOTAL</b>	<b>8.9</b>	<b>26.2</b>	<b>35.1</b>	<b>40.8</b>	<b>24.1</b>	<b>19.3</b>	<b>50.2</b>	<b>307 499</b>

**Table 2.5 - Stream 4 (Job Services Australia)**

	Employed full-time (%)	Employed Part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	13.6	15.1	28.8	45.6	25.6	32.7	51.2	25 608
21 to 24	7.4	16.7	24.1	51.3	24.6	13.9	35.9	14 822
25 to 34	14.2	16.4	30.5	37.3	32.2	15.4	42.1	33 227
35 to 49	6.2	15.0	21.2	39.2	39.6	14.2	32.7	49 136
50 or more	3.2	13.9	17.1	34.5	48.4	10.2	25.6	16 468
<i>Duration of unemployment</i>								
0 to less than 6	15.2	20.0	35.5	35.1	29.4	19.9	50.3	43 880
6 to less than 12	10.6	16.7	27.3	38.1	34.6	17.9	41.0	17 918
12 to less than 24	5.4	14.7	20.2	36.6	43.3	17.7	34.6	26 050
24 to less than 36	6.2	13.1	19.3	36.3	44.4	17.9	33.4	16 719
36 or more	2.8	10.5	13.2	48.6	38.2	9.5	21.4	34 694
<i>Educational attainment</i>								
Less than Year 10	5.8	8.4	14.2	40.6	45.1	14.5	27.4	41 905
Year 10 or 11	7.5	17.0	24.5	40.5	35.0	13.9	35.2	54 001
Year 12	6.2	20.7	26.9	38.0	35.1	20.1	40.7	15 822
University	8.7	22.3	31.0	27.9	41.2	19.0	47.0	8 390
Vocational	10.5	14.0	24.5	46.3	29.3	12.8	35.4	17 595
<i>Gender</i>								
Males	10.7	12.5	23.2	44.4	32.3	12.3	32.7	83 238
Females	3.9	18.0	22.0	33.5	44.5	19.8	37.8	56 023
<i>Equity groups</i>								
Disability	5.2	13.1	18.2	35.0	46.8	13.4	29.4	50 804
Indigenous	10.4	7.2	17.9	50.3	31.8	14.5	31.2	22 649
CALD	5.5	11.6	17.1	33.7	49.2	20.6	35.5	16 946
Low English Proficiency	4.2	5.4	10.1	27.8	62.1	28.1	37.3	7 461
CALD & Low English Proficiency	4.5	6.0	11.0	27.1	62.0	27.4	37.4	5 959
Sole parents	3.5	15.0	18.6	36.9	44.5	16.6	32.6	11 413
<i>Income support type</i>								
NewStart Allowance	7.2	15.3	22.7	39.8	37.5	13.2	33.1	95 109
Youth Allowance (other)	12.2	13.6	25.8	47.0	27.2	28.4	46.5	21 053
Disability Support Pension	2.5	9.7	12.1	21.1	66.7	10.9	21.0	3 414
Parenting Payment Single	3.4	15.0	18.4	36.5	45.1	16.9	32.7	11 123
Parenting Payment Partnered	2.5	8.1	11.1	34.5	54.5	14.0	21.9	1 395
<b>TOTAL</b>	<b>7.4</b>	<b>15.4</b>	<b>22.8</b>	<b>39.7</b>	<b>37.5</b>	<b>15.7</b>	<b>35.2</b>	<b>139 261</b>

**Table 2.6 - Job Placements (Job Services Australia)**

	Employed full-time (%)	Employed Part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	29.3	39.0	68.3	28.3	3.4	24.1	75.9	73 023
21 to 24	30.3	38.2	68.6	28.7	2.7	17.1	73.2	61 692
25 to 34	30.0	38.6	68.6	29.0	2.4	13.8	72.7	105 800
35 to 49	27.8	43.5	71.3	26.2	2.5	10.4	74.1	136 861
50 or more	26.4	46.2	72.6	25.0	2.4	7.1	74.5	60 104
<i>Duration of unemployment</i>								
0 to less than 6	38.2	40.6	78.8	18.8	2.4	13.8	82.1	182 361
6 to less than 12	29.0	42.3	71.3	25.8	2.9	13.3	75.6	86 251
12 to less than 24	21.5	44.6	66.1	31.2	2.7	11.7	69.6	86 459
24 to less than 36	15.0	47.8	62.8	34.6	2.6	10.2	66.2	35 600
36 or more	11.6	39.8	51.4	45.8	2.8	8.3	54.6	46 809
<i>Educational attainment</i>								
Less than Year 10	19.0	40.6	59.7	37.0	3.3	8.4	62.9	52 130
Year 10 or 11	23.7	42.2	65.9	30.8	3.3	10.2	69.2	148 862
Year 12	30.6	43.8	74.3	23.2	2.5	17.3	78.9	73 638
University	38.3	42.4	80.7	17.7	1.6	15.7	84.1	54 422
Vocational	30.6	41.9	72.5	25.4	2.1	11.3	75.6	105 896
<i>Gender</i>								
Males	33.0	33.2	66.2	31.4	2.5	9.4	69.2	270 816
Females	22.1	53.8	75.9	21.3	2.8	16.0	79.9	166 664
<i>Equity groups</i>								
Disability	18.7	44.7	63.4	33.1	3.5	9.4	66.4	59 748
Indigenous	24.9	33.2	58.1	38.9	3.0	12.4	62.2	40 880
CALD	31.1	41.5	72.6	24.7	2.7	13.7	76.7	59 279
Low English Proficiency	26.2	44.0	70.2	25.8	4.1	14.1	75.3	12 633
CALD & Low English Proficiency	26.2	45.3	71.4	24.6	3.9	14.8	76.7	11 289
Sole parents	14.1	63.4	77.5	19.9	2.5	14.0	80.6	32 108
<i>Income support type</i>								
NewStart Allowance	22.3	42.6	65.0	32.2	2.8	10.4	68.3	245 743
Youth Allowance (other)	18.5	42.7	61.2	35.4	3.3	20.3	69.3	4 3867
Disability Support Pension	10.8	39.1	49.9	42.0	8.1	13.3	54.6	2 235
Parenting Payment Single	13.8	63.8	77.7	19.8	2.5	14.0	80.7	3 1017
Parenting Payment Partnered	14.3	64.3	78.6	18.8	2.5	13.1	82.1	4 478
<b>TOTAL</b>	<b>28.1</b>	<b>42.1</b>	<b>70.2</b>	<b>27.1</b>	<b>2.6</b>	<b>12.4</b>	<b>73.8</b>	<b>437 480</b>

**Table 2.7 - Activities (Job Services Australia)**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Intensive Activity<sup>2</sup></i>								
Non PPP training	14.2	29.5	43.6	47.6	8.7	37.8	67.5	25 280
PPP training	22.9	27.2	50.5	43.5	6.0	28.6	66.3	2 296
Work for the Dole	12.9	20.3	33.2	61.8	5.0	15.0	43.7	2 051
Green Corps	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Drought Force	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Training in job search techniques	15.0	30.0	45.0	50.0	5.1	16.3	55.2	102 763
Voluntary Work/work experience	13.1	30.2	43.4	47.0	9.6	17.4	53.2	4 053
Other activity	23.2	23.5	46.7	40.4	12.9	34.8	72.6	2 103
<i>All activities<sup>3</sup></i>								
Non PPP training	12.4	27.2	39.6	47.9	12.6	36.7	64.7	113 107
PPP training	18.9	29.4	48.3	43.3	8.5	21.6	61.5	16 919
Work for the Dole	7.1	18.7	25.9	64.1	10.0	12.8	36.6	24 754
Green Corps	8.3	15.3	23.6	71.3	5.1	9.3	31.5	1 030
Drought Force	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Training in job search techniques	14.6	28.8	43.4	51.4	5.2	16.4	53.9	116 315
Voluntary Work/work experience	9.2	25.4	34.6	48.5	16.9	15.0	44.5	11 040
Other activity	16.5	22.3	38.8	44.7	16.5	34.5	65.5	16 238

<sup>2</sup> Outcomes for job seekers who undertook an activity as part of an Intensive Activity

<sup>3</sup> Outcomes for job seekers who undertook an activity at any time in assistance

**Table 2.8 - Employment & Positive Outcomes by Region (Job Services Australia)**

	Stream 1 Employed (%)	Stream 2 Employed (%)	Stream 3 Employed (%)	Stream 4 Employed (%)	Stream 1 Positive Outcomes (%)	Stream 2 Positive Outcomes (%)	Stream 3 Positive Outcomes (%)	Stream 4 Positive Outcomes (%)
<b>Australia</b>	58.1	57.2	35.1	22.8	68.4	67.3	50.2	35.2
Sydney	52.9	52.1	28.7	16.7	66.7	64.7	49.9	28.8
Hunter and North Coast	59.8	59.3	39.3	21.9	70.4	69.8	49.8	33.1
Western NSW	61.7	61.4	33.4	17.9	71.6	71.3	49.6	30.3
Southern NSW <sup>4</sup>	59.0	59.2	40.9	26.3	70.5	71.3	52.1	43.3
Northern NSW	57.7	57.1	41.8	17.7	69.2	71.3	51.5	33.0
<i>New South Wales</i>	55.5	55.3	34.2	19.2	68.2	67.7	50.3	32.2
Melbourne	59.5	56.7	30.8	25.3	70.2	66.6	51.7	36.2
Eastern Victoria	58.9	58.9	39.5	19.5	60.7	66.5	51.4	34.4
Western Victoria	61.9	60.1	42.5	21.2	70.8	70.3	51.8	33.3
<i>Victoria</i>	60.0	57.1	34.7	24.0	70.1	67.4	51.7	35.7
Brisbane	59.1	59.1	34.7	28.2	67.1	66.5	47.4	40.2
Southern Queensland	54.7	56.1	35.3	31.0	63.8	62.4	46.5	41.5
Central and North Queensland	58.0	56.6	33.7	21.8	66.1	64.6	42.1	35.1
<i>Queensland</i>	58.4	58.2	34.4	27.0	66.6	65.6	46.0	39.2
Perth	58.5	63.5	36.2	27.9	67.6	70.7	50.2	38.5
Greater Western Australia	62.3	60.5	36.3	42.2	70.8	70.2	42.9	46.4
<i>Western Australia</i>	59.3	62.7	36.6	29.9	68.2	70.4	48.2	38.8
Adelaide	59.5	58.9	40.5	24.4	70.2	70.5	56.6	39.4
South Australia Country	61.2	55.7	41.3	26.6	68.7	62.8	54.5	36.3
<i>South Australia</i>	57.8	64.0	40.5	25.4	69.9	67.7	55.7	38.6
<i>Tasmania</i>	61.7	57.1	35.2	21.0	69.6	66.8	49.2	30.7
<i>Northern Territory</i>	59.2	43.2	41.0	18.9	66.3	61.7	46.8	33.9

<sup>4</sup> Outcomes for the ACT are included in the Southern NSW region

## Indigenous Employment Program

**Table 3.1 - Employment related activities (Indigenous Employment Program)**

	Employed full-time (%)	Employed Part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	59.7	8.9	68.6	26.2	5.1	43.9	75.6	996
21 to 24	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
25 to 34	40.3	14.0	54.3	31.5	14.2	16.2	55.9	788
35 to 49	46.6	24.8	71.4	26.7	2.0	17.7	76.9	719
50 or more	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
<i>Duration of unemployment</i>								
0 to less than 6	47.9	16.3	64.2	30.5	5.3	24.5	68.0	959
6 to less than 12	56.1	19.8	75.9	20.8	3.3	28.9	81.5	575
12 to less than 24	57.1	5.1	62.2	25.9	12.0	20.0	65.7	615
24 to less than 36	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
36 or more	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
<i>Educational attainment</i>								
Less than Year 10	32.3	17.2	49.5	40.9	9.6	16.3	56.2	564
Year 10 or 11	52.1	17.1	69.3	25.7	5.0	22.8	73.7	1 222
Year 12	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
University	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Vocational	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
<i>Gender</i>								
Males	51.8	12.5	64.9	28.6	6.5	25.5	69.5	2 104
Females	50.0	19.0	69.0	24.7	6.3	30.6	74.6	1 065
<i>Equity groups</i>								
Disability	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Sole parents	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
<i>Income support type</i>								
NewStart Allowance	39.6	14.9	54.5	38.4	7.0	13.7	59.6	703
Youth Allowance (other)	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Disability Support Pension	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Parenting Payment Single	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Parenting Payment Partnered	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
<b>TOTAL</b>	<b>51.3</b>	<b>14.9</b>	<b>66.3</b>	<b>27.5</b>	<b>6.3</b>	<b>27.2</b>	<b>71.1</b>	<b>3 169</b>

**Table 3.2 - Non-employment related activities (Indigenous Employment Program)**

	Employed full-time (%)	Employed Part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	22.7	15.7	38.4	49.1	12.5	43.7	60.8	1 666
21 to 24	29.9	16.0	45.9	46.3	7.8	26.2	58.5	851
25 to 34	29.6	16.6	46.8	46.5	6.6	25.7	56.8	1 217
35 to 49	22.6	18.6	43.0	51.4	5.6	15.7	52.1	1 117
50 or more	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
<i>Duration of unemployment</i>								
0 to less than 6	31.4	22.4	53.9	42.3	3.8	27.8	66.5	1 317
6 to less than 12	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
12 to less than 24	24.8	20.2	45.0	49.6	3.9	23.8	54.4	947
24 to less than 36	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
36 or more	15.3	18.9	34.2	58.3	7.5	20.8	44.0	1 179
<i>Educational attainment</i>								
Less than Year 10	18.5	12.8	31.3	58.8	9.8	15.0	39.8	994
Year 10 or 11	29.7	16.1	45.8	48.1	6.0	21.6	54.5	2 087
Year 12	26.1	23.4	49.5	48.9	1.6	31.7	60.1	564
University	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Vocational	28.4	23.5	51.9	40.9	6.0	24.7	64.8	669
<i>Gender</i>								
Males	27.2	13.5	40.6	51.2	8.1	22.3	51.0	3 269
Females	22.3	26.3	48.6	41.8	9.7	36.0	65.6	1 795
<i>Equity groups</i>								
Disability	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Sole parents	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
<i>Income support type</i>								
NewStart Allowance	20.2	19.4	39.9	54.2	5.9	13.5	45.7	1 949
Youth Allowance (other)	15.5	10.8	26.4	67.4	6.2	29.5	46.6	802
Disability Support Pension	22.2	11.1	33.3	53.3	13.3	20.0	46.7	132
Parenting Payment Single	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Parenting Payment Partnered	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
<b>TOTAL</b>	<b>25.3</b>	<b>18.4</b>	<b>43.7</b>	<b>47.6</b>	<b>8.7</b>	<b>27.0</b>	<b>56.2</b>	<b>5 064</b>



## Job seekers' satisfaction

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Table 4.1 Job seekers' satisfaction with assistance

	Av. Satisfaction Score (%) <sup>5</sup>	Proportion Highly satisfied (%) <sup>6</sup>
<b>Year ending December 2010</b>		
Stream 1 (JSA)	13.3	47.8
Stream 2 (JSA)	14.6	58.3
Stream 3 (JSA)	14.7	59.8
Stream 4 (JSA)	14.5	58.2
Employment Assistance (DES)	13.5	52.2
Ongoing Support (DES)	14.9	62.9
Employment related activities (IEP)	14.5	60.6
Non-employment related activities (IEP)	12.4	34.5

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<sup>5</sup> This score is on a scale of 0 to 20. A score for each job seeker's satisfaction is calculated from a range of questions focusing on the job seekers' satisfaction with key aspects of service and assistance. This data is collected from job seekers who have both exited assistance and those still participating in employment assistance.

<sup>6</sup> A highly satisfied job seeker indicated that they are satisfied or very satisfied in regards to all of the aspects of service and assistance.

### Outcomes and measures used in this report

#### Labour market outcomes

- **Employment:** An employment outcome is achieved when a job seeker indicates they are employed. The employment outcome rate is the employed job seekers as a proportion of all job seekers.
- **Employed part-time:** The part-time employment rate is the proportion of all job seekers working 34 or less hours per week.
- **Employed full-time:** The full-time employment rate is the proportion of all job seekers working 35 or more hours per week.
- **Unemployed:** A job seeker is considered unemployed when they are not employed but are currently seeking employment. The unemployed outcome rate is unemployed job seekers as a proportion of all job seekers.
- **Not in the Labour Force (NILF):** A job seeker is considered not in the labour force (NILF) when they are not working and are not currently looking for employment. The NILF outcome rate is NILF job seekers as a proportion of all job seekers.
- **Positive Outcome:** Recorded where a job seeker has achieved either an employment and/or education outcome. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education outcome. The positive outcome rate is a proportion of all job seekers.
- **Education/training:** An education/training outcome is achieved when a job seeker indicates they are training or studying. The education/training outcome rate is the job seekers who are studying as a proportion of all job seekers.

***In scope population:** For all of these outcomes and measures, the relevant population or number of job seekers who could have achieved that outcome is listed as the 'in scope population'.*

#### Employment outcomes

- **Permanent employees:** Proportion of employed job seekers working in permanent jobs where they receive paid sick and holiday leave.
- **Casual, temporary or seasonal employees:** Proportion of employed job seekers who identify their job as casual, seasonal or temporary.
- **Self employed:** Proportion of employed job seekers who are not employees but work for themselves.
- **Employed, seeking more work:** Proportion of employed job seekers who indicated that 'considering their current situation, they would like to work more hours' (includes both employees and self employed job seekers).
- **Full-time employed, seeking more work:** Proportion of employed job seekers who are working full-time and who indicated that 'considering their current situation, they would like to work more hours' (includes both employees and self employed job seekers).
- **Part-time employed, seeking more work:** Proportion of employed job seekers who are working part-time and who indicated that 'considering their current situation, they would like to work more hours' (includes both employees and self employed job seekers).
- **Employed and studying:** Proportion of employed job seekers who are both working and studying

## Education outcomes

- **Studying at a diploma level or higher:** Proportion of studying job seekers who are studying to gain a diploma, advanced diploma, associate degree or degree level.
- **Studying at a year 10, 11 or 12 level:** Proportion of studying job seekers who are studying year 10, 11 or 12.
- **Studying at a certificate level:** Proportion of studying job seekers who are studying to gain a Certificate (I, II, III or IV).

Job seekers may be studying at an unspecified or 'other' level and so the sum of 'studying at Year 10, 11 or 12', 'Studying at certificate level' and 'Studying at diploma level or higher' will be less than 100%.

## Job seekers' satisfaction

This data is collected both from job seekers who have exited assistance and those still participating in employment assistance. The responses to four key aspects of service and assistance (help suited to circumstances, consideration of individual needs, treated with respect and overall quality of service) are calculated to form a satisfaction score for each job seeker on a scale of 0 to 20. The possible responses to these questions are 'very satisfied', 'satisfied', 'neither satisfied or dissatisfied', 'dissatisfied' or 'very dissatisfied'.

- **Average satisfaction score:** This score is out of 20 and is the average score for all surveyed job seekers
- **Proportion highly satisfied:** The proportion of job seekers who answered satisfied or highly satisfied to all of the key aspects of service.

## Other definitions used in this report

- **Duration of unemployment:** Job seekers are grouped according to the time (in months) that a job seeker was registered as unemployed when they commenced their period of employment assistance.
  - **Educational attainment:** Job seekers are grouped according to the highest level of education attained. Post secondary education is further split into university and vocational education.
  - **Income support types:** Job seekers are grouped according to the type of income support they were in receipt of when they commenced their period of employment assistance. The main income support types are NewStart, Youth Allowance (other), Parenting Payment Single, Parenting Payment Partnered and Disability Support Pension.
- Equity groups:** These groups are not mutually exclusive and a job seeker could be part of more than one group.
- **CALD:** Job seekers from a culturally and linguistically diverse background, as identified by their country of birth.
  - **Sole parents:** Job seekers who either through their JSCI assessment or initial interview indicated that they are a sole parent or a recipient of Parent Payment Single when they commenced their period of assistance.
  - **Low English skills:** Job seekers with low English language skills (speaking, reading & writing) when they commenced their period of employment assistance.
  - **Labour market priority regions:** The Australian Government labour market priority regions are identified areas/regions likely to experience labour market disadvantage now or in the future. Job seekers who reside in any of these regions are included in the 'in a labour market priority region' group.
  - **Not available (n.a.):** Indicates that the relevant data was not available to produce an estimate.
  - **Not provided (n.p.):** Indicates that sufficient data was not available to produce a reliable estimate for the particular group of job seekers.

## Reference period

Outcomes in this publication relate to job seekers who participated in assistance between 1<sup>st</sup> October 2009 and 30<sup>th</sup> September 2010.

## Job Services Australia (JSA)

**JSA:** The Australian Government's national employment services system (commenced on 1 July 2009), providing opportunities for training, skills development, work experience and tailored assistance. It includes:

- Streams 1, 2, 3 and 4, including Work experience
- Harvest Labour Services

It also includes the other employment related services, which include NEIS Panel, Innovation Fund Panel, Employer Broker Panel and National Harvest Labour Information Service

**Streams 1 – 4:** The different streams reflect a job seekers' capacity for employment and work readiness. Stream1 consists of job seekers who are work ready, Stream2 consists of job seekers with moderate barriers to employment, Stream3 consists of job seekers with significant barriers to employment and Stream4 consists of job seekers with severe non-vocational barriers to employment.

**New Enterprise Incentive Scheme (NEIS)** is an Australian Government program providing a range of services to assist eligible unemployed people in establishing and running a small business.

**Intensive activity** within JSA is an activity undertaken by Stream1 job seekers which is designed to improve their ability to obtain and sustain employment. The activity must be of 60 hours over a fortnight for job seekers with full-time requirements at around the four month point in assistance.

**Work experience phase** within JSA is for job seekers who have completed approximately 12 months of services in Streams 1 to 4 will typically commence in the Work Experience Phase of their Stream following a Stream Services Review. In this Phase, Providers facilitate Work Experience Activities for job seekers which will enhance their chances of finding employment and provide ongoing assistance through regular contact with job seekers.

**Activities that a job seeker may undertake as an intensive activity or in the work experience phase (or at some other time) include:**

- **Training** - on occasion provided through the Productivity Places Program (PPP)
- **Work for the Dole** - A JSA activity that provides assistance for job seekers to develop work habits, generic work skills and work experience by participating in community projects and activities.
  - **Green Corps** - A JSA activity designed to provide job seekers with opportunities to develop personal skills while working in a team and generating positive outcomes for the environment and Australia's cultural heritage.
  - **Drought Force** - A JSA activity designed to help job seekers gain skills and experience by providing assistance to individual farms and farming communities severely affected by drought.
  - **Training in job search techniques** – A JSA activity that develops job search skills
  - **Voluntary work/Work Experience** – Voluntary work provides job seekers with the opportunity to support their community through volunteering and through either voluntary work or work experience job seekers can experience a workplace and work environment.

Information on Job Services Australia is available at the Australian Government Department of Education Employment and Workplace Relations website (<http://www.deewr.gov.au/Employment/JSA>).

## Disability Employment Services (DES)

**DES:** The Australian Government's national employment services system catering specifically to job seekers with disability. It is divided into two programs:

- Disability Management Service, for job seekers with disability, injury or health condition that are not expected to need long-term support in the workplace
- Employment Support Service, for job seekers with permanent disability and an assessed need for more long-term workplace support.

**Employment assistance (DES):** The initial period of DES assistance designed to assess the impact of the job seeker's disability, injury or health condition on the job seeker's capacity to find and maintain employment. Providers then focus on assisting the job seeker find sustainable employment by addressing vocational and non-vocational barriers and building the job seeker's capacity to work.

**Ongoing support (DES):** A phase of assistance through DES in which job seekers continue to receive assistance from their provider after being placed in a job until a 26-week outcome is achieved. There are three types of Ongoing Support:

- Flexible Ongoing Support job seekers in Disability Management Service or Employment Support Service who require irregular or less predictable access to support to maintain employment
- Moderate and High Ongoing Support are only available to Support Service job seekers and is determined by the job seeker's individual need and relative disadvantage.

Information on Disability Employment Services is available at the Australian Government Department of Education Employment and Workplace Relations website (<http://www.deewr.gov.au/Employment/Programs/DES>).

## Reformed Indigenous Employment Program (IEP)

**IEP:** An Australian Government program administered by DEEWR which provides a range of tools to achieve employment and economic development for Indigenous Australians. A wide range of activities are included within Indigenous Employment Program tailored towards job seekers, employers or communities. The Reformed Indigenous Employment Program commenced on 1 July 2009 though some activities commenced before 1 July 2009 is still in operation.

**IEP - Employment related activities:** These activities have a strong job or employment focus, including cadetships, traineeships, apprenticeships and job placements.

**IEP –Non employment related activities:** These activities although part of employment assistance, do not necessarily have a strong job focus and often include training and development courses.

Information on Indigenous Employment Program is available at the Australian Government Department of Education Employment and Workplace Relations website (<http://www.deewr.gov.au/Indigenous/Employment/Programs/IEP>).

## Survey & technical information

### Data sources

The two main data sources used to determine the outcomes achieved by job seekers during and after a period of labour market assistance are:

- The Post-Program Monitoring (PPM) survey; and
- The Department's administrative database held within the Employment Services System (ESS) accessed via the Consolidated Data Stores (CDS).

The PPM survey has been undertaken by the Department on an ongoing basis since 1987 and is used to determine the labour market and education status of program job seekers around three months after they become in-scope for having their outcomes measured. The ESS records details of commencements, job placements and paid outcomes from labour market assistance.

### Survey Instruments

The PPM survey applies a mixed methodology approach to the collection of survey responses. An initial mail-based survey is sent to job seekers around eight weeks after they become in-scope (the trigger rules are set out below). If the job seeker does not respond to the initial mail-based survey within three weeks they will be sent a reminder mail-based survey. If after three weeks following they still have not responded then a telephone follow-up contact is attempted (over a two week period). Through this mixed communication medium, multiple attempts are made to collect a response from each surveyed job seeker.

### Programs surveyed

The Labour Market Assistance Outcomes publication covers participation in Job Services, Australia, Indigenous Employment Program and Disability Employment Services. A number of questionnaires tailored to the job seekers' employment assistance are used. The various questionnaires are listed below

**Table 1:** Post-Program Monitoring Surveys

<i>Job Services Australia</i>	
Stream 1 (Limited)	Activity – Training in Job Search Techniques
Stream 1	Activity – Voluntary Work – Work Experience
Stream 2	Activity – Green Corps
Stream 3	Activity – Drought Force
Stream 4	Activity – Training
Job Placements	Activity – New Enterprise Incentive Scheme
Activity – Work for the Dole	Activity – Other
<i>Reformed Indigenous Employment Program</i>	
Cadetships	General
Apprenticeships/Traineeships	Wage Subsidy & Job placement
Pre-reformed IEP surveys - Wage Assistance	Pre-reformed IEP surveys - Structured Training and Employment Projects
<i>Disability Employment Services</i>	
Disability Employment Services – Employment Assistance	Disability Employment Services – Ongoing Support

## **Surveying Points**

### *Job Services Australia*

The PPM survey is primarily a post-exit survey, and an exit from a period of employment services will trigger a survey. Given the nature and design of Job Services Australia, however, additional survey trigger points are included to ensure accurate outcomes.

Depending on which Stream of assistance a job seeker is in, there are a series of set PPM survey points for those who remain in assistance. These scenarios are based on the assumption that the job seeker does not get assessed as being eligible for a higher level of Stream Services (and will trigger an exit from that prior Stream of assistance).

A job seeker who remains in Stream 1, 2 or 3, and does not exit Job Services Australia, will be in-scope for a PPM survey at the following points:

- Following the completion of their Intensive Activity placement (at around four-and-a-half months) with the initial survey to be sent out at around the six-and-a-half mark.
- Following the completion of their Initial Service Period (at around the 12 month point) with the initial survey to be sent out at around the 14 month mark.
- Following the completion of their Work Experience Activity within their first Work Experience Phase (at around the 18 month point) with the initial survey to be sent out at around the 20 month point.
- Following completion of their first Work Experience Phase (at around the 24 month point) with the initial survey to be sent out at around the 26 mark.
- Following the completion of their Work Experience Activity within their second Work Experience Phase (at around the 30 month point) with the initial survey to be sent out at around the 32 month point.
- Following completion of their second Work Experience Phase (at around the 36 month point) with the initial survey to be sent out at around the 38 month mark.

A job seeker who remains in Stream 4, and does not exit Job Services Australia, will be in-scope for a PPM survey at the following points:

- Following the completion of their Initial Service Period (at around the 12 (or 18 if their Initial Service Period was extended) month point) with the initial survey to be sent out at around the 14 (20) month mark.
- The following surveying points are under the assumption that the job seekers Initial Service Period was not extended by six months. If it was, then add six months to each time point.
- Following the completion of their Work Experience Activity within their first Work Experience Phase (at around the 18 month point) with the initial survey to be sent out at around the 20 month point.
- Following completion of their first Work Experience Phase (at around the 24 month point) with the initial survey to be sent out at around the 26 month mark.
- Following the completion of their Work Experience Activity within their second Work Experience Phase (at around the 30 month point) with the initial survey to be sent out at around the 32 month point.
- Following completion of their second Work Experience Phase (at around the 36 month point) with the initial survey to be sent out at around the 38 month mark.

A job seeker who is recorded within the Department's administrative data system as being placed into a job will also be in-scope for a PPM survey. Further, a job seeker who has been recorded as having left an activity based placement (e.g Work for the Dole, Green Corps) will also be in-scope for a PPM survey in relation to that activity, irrespective of whether that activity was part of a job seeker's Stream 1 Intensive Activity that occurred during the Initial Service Period, Work Experience activity or undertaken at a different point in assistance.

### *Reformed Indigenous Employment Program*

A job seeker will be in-scope for Reformed Indigenous Employment Program (Cadetships) PPM survey if they:

- Exit a period of Reformed Indigenous Employment Program (Cadetships) where they will receive a survey three and 12 months after exiting and
- Reach 12 months in Reformed Indigenous Employment Program (Cadetships) without exiting
- Reach 24 months in Reformed Indigenous Employment Program (Cadetships) without exiting.

A job seeker will be recorded as being in-scope for Reformed Indigenous Employment Program (Apprenticeships/Traineeships) PPM survey if they:

- Exit a period of Reformed Indigenous Employment Program (Apprenticeships/Traineeships) and
- Reach 12 months in Reformed Indigenous Employment Program (Apprenticeships/Traineeships) without exiting.

A job seeker will be recorded as being in-scope for Reformed Indigenous Employment Program (Wage Subsidy or Job Placement) PPM survey if they:

- Exiting a period of Reformed Indigenous Employment Program (Wage Subsidy). If a job seeker has reached a point where they have reached 26 weeks after their commencement date then that date will be used as a proxy exit date if there is no exit date populated.

A job seeker will be recorded as being in-scope for Reformed Indigenous Employment Program (General) PPM survey if they:

- Exit a period of Reformed Indigenous Employment Program (General).

### *Disability Employment Services*

A job seeker will be recorded as being in-scope for Disability Employment Services (DES) (Employment Assistance) PPM survey if they:

- Exit from DES (without progressing to Ongoing Support), including 26 week outcome and exit as a fully independent worker
- Reach 26 week outcome and continue to receive Ongoing Support
- Reach 12 months in DES assistance and not receiving ongoing support (unless the jobseeker has exited DES at the same time)

A job seeker will be recorded as being in-scope for Disability Employment Services (DES) (Ongoing Support) PPM survey if they:

- Exit from DES (and were in participating in the Ongoing Support phase)
- Reach 12 months in Ongoing Support (unless the jobseeker has exited DES at the same time)

For both 12 months triggers, if a job seeker transitioned from DEN or VRS into DES and had spent less than six months in DEN or VRS before transitioning, then the time in DEN and VRS is counted towards the 12 month clock, otherwise it is only the time spent in DES that is counted towards the determination of the 12 month survey trigger.

### ***Sampling & population***

#### *Job Services Australia*

The PPM survey applies a stratified sampling approach to determining which job seekers in scope are surveyed.



For Stream Services, Job Placements, Work for the Dole, Training in Job Search Techniques and non-Productivity Places Program training placements) the following sampling approach is used:

- 10% Full-rate NewStart Allowance or Youth Allowance (other) and non-Allowance Youth
- 10% not on income support or Part-rate NewStart Allowance or Youth Allowance (other)
- 50% on Disability Support Pension
- 25% on Parenting Payment
- 50% on other income support types.

For all other Work Experience activities a census approach is used.

The results presented in this report for Streams 1 to 4 are a combination of the outcomes of job seekers who, in the reporting period, exited from assistance or a phase of assistance and those job seekers who received assistance in the reporting period but had not exited by the end of it. Given that job seekers can remain in assistance for different periods of time, this approach ensures that results are representative of all job seekers who received assistance, and not just those who exited or participated for a certain time without exiting.

As an example, for the reporting of the Stream 2 outcomes in the December 2010 report, the outcomes of the following three groups of job seekers are used:

- those who exited assistance between 1 October 2009 and 30 September 2010
- those who reached 12 months of participation in the Initial Service Period or Work Experience Phase 1 between 1 October 2009 and 30 September 2010 (*noting that in practice 12 months participation in either of these phases would not have been possible until July 2010*)
- those who received assistance at some point between 1 October 2009 and 30 September 2010 but had not exited by 30 September 2010

Results for activity based placements such as Work for the Dole and Green Corps, and shorter term placements such as Stream 1 (Limited) are based on the outcomes of job seekers who exited in the reporting period. This approach suits the nature of these types of assistance as they have discrete start and end points.

Results for Job Placement are based on the outcomes of job seekers who were placed in jobs in the reporting period.

#### *Reformed Indigenous Employment Program*

For each of the different elements of the Reformed Indigenous Employment Program (as outlined previously), the population is split into the same strata as are used for Job Services Australia, but a census is undertaken.

The results presented in this report for the Reformed Indigenous Employment Program are based on the outcomes of job seekers who exited from the various elements of the program in the reporting period.

#### *Disability Employment Services*

For both the Employment Assistance and Ongoing Support components of the Disability Employment Services, the population is split into the same strata as are used for Job Services Australia, with a one-in-three sample selection.

The results presented in this report for Disability Employment Services are a combination of the outcomes of job seekers who, in the reporting period, exited from assistance or a phase of assistance and those job seekers who reached 12 months participation in the program.

#### **Comparing results**

Users should not attempt to directly compare the results reported for Job Services Australia assistance with Job Network and other complementary programs under the previous employment services contract. Different eligibility, access and labour market conditions are all factors that make comparisons problematic.