



Australian Government  
Department of Employment

# Labour Market Assistance Outcomes

June 2013

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

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# 1. Labour Market Assistance Outcomes – Overview

This publication presents the employment and education outcomes of job seekers in Job Services Australia (JSA), Disability Employment Services (DES) and Indigenous Employment Programme (IEP) for the year ending June 2013.

The key information on employment and education outcomes is based on survey responses collected through the Department of Employment's Post Programme Monitoring Survey, which is conducted around three months after job seekers have been assisted in employment services.

The outcomes refer to the labour market and education status of job seekers at the time they are surveyed.

- An employment outcome is achieved when a job seeker indicates they are doing paid work.
- An education/training outcome is achieved when a job seeker indicates they are studying or training.
- A positive outcome is achieved when a job seeker indicates they are doing paid work and/or studying/training.

## Key Observations – June 2013

### ***Job Services Australia (JSA)***

The employment outcome rates for JSA Streams for the 12 month period ending June 2013 have declined since the 12 month period ending June 2012. In the year ending June 2013, 41.3% of Stream 1-4 job seekers were in employment three months following participation in JSA, compared to 48.7% in the year ending June 2012:

- A lower rate of employment outcomes is partially offset by a slight increase in the education and training outcome rate which has increased by 2.0 percentage points to 22.7% in the 12 months to June 2013; this is the highest education and training outcome rate achieved under JSA.
- The highest increase in overall education and training outcome rates for the 12 months to June 2013 compared to the previous year is in Stream 2, with a 3.5 percentage point increase to 25.2%.

### ***Disability Employment Services (DES)***

The employment outcome rate for participants in DES Employment Assistance/Post Placement Support (EA/PPS) decreased by 2.4 percentage points in the 12 months to June 2013 compared to the previous year, with 35.9% of DES EA/PPS participants employed three months following assistance.

- The DES Disability Management Service employment outcome rate has fallen by 1.6 percentage points to 39.2%.
- The DES Employment Support Services employment outcome rate has fallen by 3.7 percentage point to 32.3%.
- The education and training outcome rate for DES EA/PPS increased by 1.7 percentage points to 14.9%.

### ***Indigenous Employment Programme (IEP)***

- The outcomes for IEP show that in the 12 months to June 2013, 68.6% of IEP participants who undertook employment related activities were employed three months after the activity; down 1.7 percentage points from the year ending June 2012.
- Of these job seekers who were employed, 64.8% were in permanent employment; down 3.2 percentage points from the year ending June 2012.

### Table 1.1 – Labour Market Outcomes, June 2013

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
JSA Stream 1-4	41.3	41.4	17.3	22.7	57.4
JSA Stream 1	55.9	34.9	9.3	21.8	69.1
JSA Stream 2	41.4	42.3	16.3	25.2	59.1
JSA Stream 3	31.1	50.1	18.8	23.6	50.2
JSA Stream 4	22.6	43.7	33.7	20.2	39.1
DES Employment Assistance/Post Placement Support	35.9	36.2	27.9	14.9	45.8
• DES EA/PPS - Disability Management Service	39.2	33.3	27.5	14.1	48.7
• DES EA/PPS - Employment Support Service	32.3	39.9	27.8	15.8	42.8
DES Ongoing Support	68.4	22.2	9.4	12.3	72.0
New Enterprise Incentive Scheme (NEIS)	84.8	10.7	4.5	10.4	86.7
IEP Employment Related Activities	68.6	24.3	7.1	33.1	76.4
IEP Non-Employment Related Activities	47.1	44.0	8.9	24.3	57.8

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

### Table 1.2 – Labour Market Outcomes, June 2012

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
JSA Stream 1-4	48.7	35.9	15.4	20.7	61.9
JSA Stream 1	61.3	29.6	9.1	20.5	72.4
JSA Stream 2	53.0	34.1	12.9	21.7	66.4
JSA Stream 3	38.1	43.8	18.1	21.5	53.5
JSA Stream 4	30.7	40.7	28.6	18.4	44.6
DES Employment Assistance/Post Placement Support	38.3	35.1	26.6	13.2	46.6
• DES EA/PPS - Disability Management Service	40.8	32.7	26.5	11.6	48.1
• DES EA/PPS - Employment Support Service	36.0	37.6	26.5	14.7	45.3
DES Ongoing Support	72.8	19.0	8.2	10.4	75.2
New Enterprise Incentive Scheme (NEIS)	86.3	9.5	4.2	11.7	88.3
IEP Employment Related Activities	70.3	23.8	5.9	29.4	75.9
IEP Non-Employment Related Activities	48.2	42.9	8.9	31.9	63.5

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to March 2012, with outcomes measured around three months later.

**Table 1.3 – Employment Outcomes, June 2011 to June 2013**

Employment Assistance	Jun 2011 (%)	Sep 2011 (%)	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)	Sep 2012 (%)	Dec 2012 (%)	Mar 2013 (%)	Jun 2013 (%)
JSA Stream 1-4	47.6	47.7	48.8	49.0	48.7	48.4	43.3	42.2	41.3
JSA Stream 1	58.1	58.7	60.7	62.0	61.3	61.5	57.1	56.4	55.9
JSA Stream 2	53.9	54.0	55.0	54.2	53.0	51.8	45.6	42.5	41.4
JSA Stream 3	34.8	35.8	37.9	38.3	38.1	38.3	33.3	32.4	31.1
JSA Stream 4	25.4	28.5	29.0	29.4	30.7	29.7	25.1	24.7	22.6
DES Employment Assistance/Post Placement Support	30.5	34.5	37.0	37.9	38.3	37.9	37.9	38.0	35.9
• DES EA/PPS - Disability Management Service	34.0	37.6	40.1	40.7	40.8	40.2	40.1	40.3	39.2
• DES EA/PPS - Employment Support Service	27.6	31.8	34.4	35.4	36.0	35.8	35.7	35.5	32.3
DES Ongoing Support	75.2	76.8	78.4	78.2	72.8	71.0	69.3	68.9	68.4
IEP Employment Related Activities	71.4	73.2	73.5	71.0	70.3	67.6	68.0	68.8	68.6
IEP Non-Employment Related Activities	49.7	49.3	48.4	49.1	48.2	49.0	48.5	48.3	47.1

**Table 1.4 – Education and Training Outcomes, June 2011 to June 2013**

Employment Assistance	Jun 2011 (%)	Sep 2011 (%)	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)	Sep 2012 (%)	Dec 2012 (%)	Mar 2013 (%)	Jun 2013 (%)
JSA Stream 1-4	19.0	20.0	20.8	20.9	20.7	20.7	21.9	22.4	22.7
JSA Stream 1	19.6	20.1	21.9	22.2	20.5	19.8	20.7	21.3	21.8
JSA Stream 2	18.8	19.6	20.8	21.1	21.7	22.2	23.8	24.7	25.2
JSA Stream 3	20.0	21.4	21.0	20.7	21.5	21.7	23.1	23.3	23.6
JSA Stream 4	16.1	18.1	18.2	18.5	18.4	19.1	19.9	20.5	20.2
DES Employment Assistance/Post Placement Support	11.7	12.7	12.6	12.9	13.2	14.1	14.7	14.6	14.9
• DES EA/PPS - Disability Management Service	10.9	11.1	11.2	11.4	11.6	13.1	14.0	14.0	14.1
• DES EA/PPS - Employment Support Service	12.5	14.1	14.0	14.2	14.7	15.1	15.3	15.3	15.8
DES Ongoing Support	10.2	10.3	10.4	9.9	10.4	11.2	11.6	12.3	12.3
IEP Employment Related Activities	25.2	23.7	24.0	28.2	29.4	31.1	32.0	31.0	33.1
IEP Non-Employment Related Activities	32.4	33.3	33.1	33.4	31.9	24.2	23.4	24.9	24.3

**Table 1.5 – Positive Outcomes, June 2011 to June 2013**

<b>Employment Assistance</b>	<b>Jun 2011 (%)</b>	<b>Sep 2011 (%)</b>	<b>Dec 2011 (%)</b>	<b>Mar 2012 (%)</b>	<b>Jun 2012 (%)</b>	<b>Sep 2012 (%)</b>	<b>Dec 2012 (%)</b>	<b>Mar 2013 (%)</b>	<b>Jun 2013 (%)</b>
JSA Stream 1-4	59.7	60.3	61.7	62.2	61.9	61.7	58.4	57.8	57.4
JSA Stream 1	68.5	69.3	71.9	73.6	72.4	72.2	69.3	69.2	69.1
JSA Stream 2	65.1	65.7	67.3	67.1	66.4	65.7	62.0	59.8	59.1
JSA Stream 3	50.6	52.4	53.7	53.6	53.5	53.9	51.0	50.7	50.2
JSA Stream 4	37.3	41.3	42.4	43.7	44.6	44.1	40.8	40.5	39.1
DES Employment Assistance/Post Placement Support	38.8	42.9	45.2	46.1	46.6	47.0	47.3	47.4	45.8
• <i>DES EA/PPS - Disability Management Service</i>	41.5	44.8	47.3	47.9	48.1	48.8	49.4	49.6	48.7
• <i>DES EA/PPS - Employment Support Service</i>	36.7	41.3	43.6	44.5	45.3	45.3	45.3	45.1	42.8
DES Ongoing Support	77.9	79.1	80.5	80.1	75.2	73.9	72.5	72.7	72.0
IEP Employment Related Activities	76.2	77.5	77.4	76.7	75.9	75.7	75.9	75.9	76.4
IEP Non-Employment Related Activities	63.3	65.3	64.5	64.4	63.5	60.4	59.7	59.7	57.8

### Table 1.6 – Employment Outcomes, June 2013

	Permanent employee (%)	Casual, temporary or seasonal employee (%)	Self employed (%)	Employed, seeking more work (%)	Full-time employed, seeking more work (%)	Part-time employed, seeking more work (%)	Employed & studying (%)
JSA Stream 1-4	32.2	58.9	9.0	49.6	8.1	41.5	16.0
JSA Stream 1	36.7	54.7	8.6	47.7	9.1	38.8	15.4
JSA Stream 2	29.7	61.1	9.2	52.2	7.5	44.3	18.1
JSA Stream 3	24.2	65.3	10.4	51.2	5.2	45.9	14.7
JSA Stream 4	27.8	64.4	7.9	50.0	9.2	41.2	16.4
DES Employment Assistance /Post Placement Support	29.2	63.2	7.6	40.9	3.5	36.0	13.2
• DES EA/PPS - Disability Management Service	29.6	61.1	9.3	37.9	4.2	32.4	11.3
• DES EA/PPS - Employment Support Service	29.2	65.3	5.5	44.9	2.4	40.8	15.7
DES Ongoing Support	40.6	56.2	3.1	36.1	4.5	31.6	12.6
IEP Employment Related Activities	64.8	n.p.	n.p.	36.6	12.2	24.2	36.9
IEP Non-Employment Related Activities	n.p.	53.3	n.p.	45.4	15.6	29.2	28.8

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to employment outcomes for job seekers who participated in employment assistance in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

### Table 1.7 – Employment Outcomes, June 2012

	Permanent employee (%)	Casual, temporary or seasonal employee (%)	Self employed (%)	Employed, seeking more work (%)	Full-time employed, seeking more work (%)	Part-time employed, seeking more work (%)	Employed & studying (%)
JSA Stream 1-4	36.5	54.4	9.1	45.6	9.7	35.7	15.3
JSA Stream 1	40.5	50.1	9.4	42.8	11.0	31.5	15.2
JSA Stream 2	37.1	54.1	8.9	45.5	9.8	35.3	15.5
JSA Stream 3	26.7	64.0	9.2	50.9	5.4	45.2	16.0
JSA Stream 4	34.9	56.8	8.3	48.3	11.3	37.5	14.6
DES Employment Assistance /Post Placement Support	32.1	60.9	7.1	40.5	3.7	36.4	12.2
• DES EA/PPS - Disability Management Service	33.1	58.1	8.8	37.1	4.0	32.8	10.0
• DES EA/PPS - Employment Support Service	31.0	63.8	5.3	44.2	3.4	40.2	14.4
DES Ongoing Support	42.3	53.0	4.7	36.4	4.2	32.3	10.9
IEP Employment Related Activities	68.0	n.p.	n.p.	35.5	11.7	24.5	33.8
IEP Non-Employment Related Activities	48.0	48.9	3.1	44.4	12.5	31.9	34.5

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to employment outcomes for job seekers who participated in employment assistance in the 12 months to March 2012, with outcomes measured around three months later.

### Table 1.8 – Education Outcomes, June 2013

	Studying full-time (%)	Studying part-time (%)	Studying at Year 10, 11 or 12 level (%)	Studying at certificate level (%)	Studying at diploma level or higher (%)	Studying at 'other' or unspecified level (%)
JSA Stream 1-4	56.9	43.1	5.5	55.9	25.9	12.6
JSA Stream 1	58.6	41.4	2.4	48.1	37.9	11.6
JSA Stream 2	58.9	41.1	5.5	58.8	24.8	10.9
JSA Stream 3	53.7	46.3	5.7	62.3	16.5	15.5
JSA Stream 4	53.9	46.1	12.4	59.5	13.9	14.2
DES Employment Assistance /Post Placement Support	48.1	51.9	17.4	52.8	19.4	10.4
• DES EA/PPS - Disability Management Service	50.4	49.6	17.5	51.9	20.3	10.4
• DES EA/PPS - Employment Support Service	46.5	53.5	17.5	52.9	19.2	10.4
DES Ongoing Support	31.3	68.7	13.6	64.3	11.0	11.1
IEP Employment Related Activities	56.3	43.7	16.8	57.5	21.4	4.3
IEP Non-Employment Related Activities	62.8	37.2	23.2	46.4	23.2	7.1

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to education outcomes for job seekers who participated in employment assistance in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

### Table 1.9 – Education Outcomes, June 2012

	Studying full-time (%)	Studying part-time (%)	Studying at Year 10, 11 or 12 level (%)	Studying at certificate level (%)	Studying at diploma level or higher (%)	Studying at 'other' or unspecified level (%)
JSA Stream 1-4	56.5	43.5	5.6	53.3	27.5	13.6
JSA Stream 1	57.2	42.8	2.9	45.6	38.7	12.8
JSA Stream 2	58.0	42.0	5.2	55.8	27.3	11.6
JSA Stream 3	53.6	46.4	7.5	58.9	18.5	15.1
JSA Stream 4	56.5	43.5	9.5	56.7	17.0	16.8
DES Employment Assistance /Post Placement Support	43.1	56.9	12.2	53.7	19.9	14.1
• DES EA/PPS - Disability Management Service	46.4	53.6	10.5	52.3	22.9	14.2
• DES EA/PPS - Employment Support Service	40.7	59.3	13.4	54.7	17.8	14.1
DES Ongoing Support	25.3	74.7	8.2	58.4	20.1	13.4
IEP Employment Related Activities	53.0	47.0	21.4	63.9	14.6	0.0
IEP Non-Employment Related Activities	61.7	38.3	26.2	54.3	19.5	0.0

This table refers to education outcomes for job seekers who participated in employment assistance in the 12 months to March 2012, with outcomes measured around three months later.



## 2. Job Services Australia (JSA)

**Table 2.1 – JSA Streams 1 to 4 Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	15.7	22.4	38.1	43.4	18.5	36.8	63.2
Aged 21 to 24 years	20.4	24.8	45.2	37.8	17.0	31.4	66.3
Aged 25 to 34 years	19.1	24.4	43.4	39.8	16.8	23.8	59.4
Aged 35 to 49 years	13.8	28.2	41.9	42.1	15.9	21.7	58.0
Aged 50 or more years	10.8	25.9	36.7	42.6	20.6	14.1	47.5
Unemployed 0 to less than 6 months	20.7	27.6	48.3	37.0	14.7	24.3	64.3
Unemployed 6 to less than 12 months	10.3	26.4	36.7	38.5	24.8	21.8	52.0
Unemployed 12 to less than 24 months	9.2	27.4	36.6	45.5	17.9	22.5	53.7
Unemployed 24 to less than 36 months	8.4	24.1	32.4	47.7	19.9	20.8	49.7
Unemployed 36 or more months	4.1	21.7	25.8	52.6	21.6	17.5	40.3
Less than Year 10 educated	7.3	17.9	25.2	44.8	30.1	26.0	47.7
Year 10 or 11 educated	12.0	22.6	34.6	44.7	20.6	17.9	48.8
Year 12 educated	15.8	29.2	45.0	39.8	15.1	29.0	64.2
University educated	21.3	33.5	54.8	34.5	10.7	23.6	68.9
Vocational educated	17.1	28.3	45.5	41.3	13.2	21.1	59.4
Males	19.4	20.8	40.2	45.3	14.5	18.2	53.1
Females	10.5	32.0	42.5	37.0	20.5	28.0	62.4
People with Disability	8.4	22.2	30.6	44.6	24.8	19.0	45.5
Indigenous	9.5	15.9	25.4	55.3	19.3	16.2	36.8
CALD	12.7	24.3	37.0	41.3	21.7	32.8	63.3
Sole Parents	9.0	36.9	45.9	36.3	17.7	25.0	63.6
Newstart Allowance recipients	14.9	25.3	40.2	42.5	17.3	20.2	54.9
Youth Allowance (other) recipients	14.2	22.8	37.0	44.2	18.8	35.6	61.7
Disability Support Pension recipients	n.p.	n.p.	19.8	35.7	44.5	17.1	32.5
Parenting Payment recipients	6.9	36.5	43.4	37.1	19.4	27.2	62.7
Not on income support	28.1	27.8	55.9	33.3	10.8	19.1	66.6
<b>TOTAL</b>	<b>14.9</b>	<b>26.4</b>	<b>41.3</b>	<b>41.4</b>	<b>17.3</b>	<b>22.7</b>	<b>57.4</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in JSA in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.2 – JSA Stream 1 Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	24.4	28.7	53.1	36.5	10.4	37.6	74.8
Aged 21 to 24 years	28.1	29.2	57.3	32.8	9.9	29.3	74.7
Aged 25 to 34 years	30.1	28.9	59.0	32.5	8.5	23.0	72.3
Aged 35 to 49 years	24.2	33.1	57.3	35.3	7.4	18.7	69.4
Aged 50 or more years	20.3	30.0	50.3	37.6	12.1	12.9	58.6
Unemployed 0 to less than 6 months	26.6	30.2	56.8	33.9	9.2	21.7	69.7
Unemployed 6 to less than 12 months	10.2	43.9	54.1	31.4	14.4	20.6	67.1
Unemployed 12 to less than 24 months	13.8	33.1	46.9	47.4	5.7	19.5	60.4
Unemployed 24 to less than 36 months	12.4	37.5	49.9	n.p.	n.p.	28.9	73.5
Unemployed 36 or more months	n.p.	n.p.	36.3	n.p.	n.p.	n.p.	38.8
Less than Year 10 educated	17.2	23.9	41.1	42.4	16.5	16.9	56.1
Year 10 or 11 educated	23.0	25.0	47.9	40.3	11.7	14.4	58.3
Year 12 educated	23.0	32.2	55.2	35.0	9.8	30.3	73.3
University educated	28.3	35.1	63.4	29.9	6.8	22.9	75.7
Vocational educated	25.6	31.0	56.6	34.9	8.6	19.7	68.5
Males	30.0	24.0	54.0	38.4	7.6	19.7	66.7
Females	19.2	39.1	58.3	30.1	11.6	24.5	72.3
People with Disability	20.3	29.4	49.7	38.8	11.6	17.3	60.5
Indigenous	17.0	30.3	47.3	n.p.	n.p.	21.1	58.7
CALD	21.9	26.3	48.2	39.2	12.6	29.0	68.6
Sole Parents	19.0	45.4	64.4	25.3	10.3	18.3	75.8
Newstart Allowance recipients	25.0	30.5	55.5	35.5	9.0	19.9	67.9
Youth Allowance (other) recipients	21.1	30.0	51.1	37.3	11.6	38.8	73.8
Parenting Payment recipients	13.1	47.3	60.4	26.6	13.0	22.2	76.0
Not on income support	31.8	30.5	62.3	30.6	7.1	18.6	71.5
<b>TOTAL</b>	<b>25.0</b>	<b>30.9</b>	<b>55.9</b>	<b>34.9</b>	<b>9.3</b>	<b>21.8</b>	<b>69.1</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in Stream 1 in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.3 – JSA Stream 2 Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	14.7	23.5	38.2	47.8	14.0	40.7	66.7
Aged 21 to 24 years	16.2	25.0	41.2	39.8	18.9	35.9	65.5
Aged 25 to 34 years	16.1	24.0	40.1	43.2	16.7	29.0	60.4
Aged 35 to 49 years	12.3	33.3	45.6	40.3	14.1	25.6	63.2
Aged 50 or more years	10.2	28.3	38.6	41.1	20.3	10.8	46.5
Unemployed 0 to less than 6 months	14.4	26.6	41.0	40.4	18.7	26.6	59.5
Unemployed 6 to less than 12 months	12.0	26.2	38.2	45.1	16.6	23.7	54.8
Unemployed 12 to less than 24 months	10.8	31.6	42.4	44.4	13.2	22.8	58.4
Unemployed 24 to less than 36 months	12.7	30.3	43.0	44.7	12.2	27.1	65.0
Unemployed 36 or more months	8.2	39.6	47.8	43.4	8.8	19.8	60.9
Less than Year 10 educated	9.4	23.0	32.4	41.6	26.0	25.3	54.1
Year 10 or 11 educated	13.7	23.7	37.4	46.5	16.1	22.3	54.2
Year 12 educated	12.8	29.0	41.8	41.4	16.8	32.4	64.5
University educated	14.8	35.0	49.8	36.4	13.9	25.7	65.9
Vocational educated	12.0	31.7	43.7	42.2	14.1	22.8	58.2
Males	16.5	22.5	39.0	48.7	12.3	19.6	53.3
Females	9.9	34.4	44.2	35.3	20.5	31.3	65.9
People with Disability	10.5	27.8	38.3	43.7	18.0	19.7	52.4
Indigenous	12.6	21.1	33.6	55.3	11.1	18.5	46.4
CALD	10.0	25.9	35.8	40.6	23.6	33.1	62.7
Sole Parents	11.2	45.9	57.1	29.7	13.3	25.4	72.7
Newstart Allowance recipients	12.2	26.9	39.0	44.0	16.9	21.2	54.3
Youth Allowance (other) recipients	14.5	24.7	39.2	47.5	13.3	39.4	66.8
Disability Support Pension recipients	n.p.	n.p.	26.2	32.7	41.1	29.0	49.3
Parenting Payment recipients	9.9	46.8	56.7	27.8	15.5	27.1	73.1
Not on income support	21.2	26.3	47.6	36.3	16.1	14.5	56.8
<b>TOTAL</b>	<b>12.9</b>	<b>28.5</b>	<b>41.4</b>	<b>42.3</b>	<b>16.3</b>	<b>25.2</b>	<b>59.1</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in Stream 2 in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.4 – JSA Stream 3 Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	8.3	20.1	28.4	53.1	18.6	33.6	55.2
Aged 21 to 24 years	11.6	21.9	33.4	47.2	19.4	39.5	63.1
Aged 25 to 34 years	5.8	26.6	32.4	50.3	17.3	27.2	53.9
Aged 35 to 49 years	5.3	26.4	31.7	51.7	16.6	25.9	52.6
Aged 50 or more years	5.0	23.8	28.8	48.0	23.2	16.4	42.3
Unemployed 0 to less than 6 months	8.3	23.4	31.7	45.0	23.3	30.2	54.9
Unemployed 6 to less than 12 months	6.8	22.6	29.5	43.4	27.2	19.4	44.3
Unemployed 12 to less than 24 months	6.1	25.8	31.9	48.4	19.7	27.5	54.7
Unemployed 24 to less than 36 months	7.2	24.7	31.9	50.8	17.3	21.2	49.4
Unemployed 36 or more months	3.4	25.5	28.8	56.0	15.1	18.7	44.5
Less than Year 10 educated	5.1	17.9	23.1	49.3	27.6	30.2	49.9
Year 10 or 11 educated	4.1	26.7	30.8	50.9	18.3	17.8	45.7
Year 12 educated	6.1	30.2	36.2	46.5	17.3	24.4	55.1
University educated	5.7	31.8	37.5	48.6	13.9	24.6	55.3
Vocational educated	8.1	24.4	32.5	52.6	14.9	24.3	50.9
Males	8.0	20.3	28.3	56.9	14.8	15.7	41.5
Females	4.4	28.6	33.0	45.2	21.8	29.5	56.6
People with Disability	5.1	24.6	29.7	49.5	20.8	20.6	46.2
Indigenous	9.6	14.8	24.4	60.6	15.0	15.2	35.3
CALD	4.4	24.8	29.2	46.9	23.9	36.3	60.6
Sole Parents	4.9	32.8	37.8	43.8	18.5	29.2	59.3
Newstart Allowance recipients	5.5	23.5	29.0	52.3	18.8	21.4	46.9
Youth Allowance (other) recipients	8.8	19.8	28.6	54.1	17.3	30.6	53.6
Disability Support Pension recipients	n.p.	n.p.	23.5	42.0	34.5	20.5	37.7
Parenting Payment recipients	4.5	32.8	37.3	43.9	18.8	29.7	59.1
Not on income support	22.2	18.4	40.6	40.8	18.6	25.9	58.3
<b>TOTAL</b>	<b>5.8</b>	<b>25.3</b>	<b>31.1</b>	<b>50.1</b>	<b>18.8</b>	<b>23.6</b>	<b>50.2</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in Stream 3 in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.5 – JSA Stream 4 Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	8.1	10.7	18.8	37.4	43.8	28.0	40.1
Aged 21 to 24 years	11.6	14.5	26.1	41.2	32.7	25.0	46.4
Aged 25 to 34 years	11.1	13.1	24.2	41.8	34.0	17.4	37.0
Aged 35 to 49 years	5.7	16.0	21.7	46.1	32.2	18.9	37.9
Aged 50 or more years	4.4	16.4	20.7	44.9	34.4	18.5	36.5
Unemployed 0 to less than 6 months	11.4	16.5	27.9	39.7	32.4	28.4	50.5
Unemployed 6 to less than 12 months	10.6	16.3	26.9	31.6	41.5	21.7	42.5
Unemployed 12 to less than 24 months	7.0	17.7	24.7	42.3	33.0	18.2	39.3
Unemployed 24 to less than 36 months	5.1	14.8	19.9	46.4	33.7	12.8	31.4
Unemployed 36 or more months	3.9	13.1	17.0	50.7	32.3	16.0	31.0
Less than Year 10 educated	5.1	13.4	18.4	43.3	38.2	25.3	40.0
Year 10 or 11 educated	6.4	14.8	21.2	41.0	37.8	16.5	35.6
Year 12 educated	6.3	15.3	21.6	47.5	30.9	20.9	37.4
University educated	8.1	17.4	25.5	44.5	30.0	21.3	43.0
Vocational educated	11.3	18.4	29.6	45.6	24.8	18.0	42.7
Males	10.4	12.3	22.7	46.0	31.3	15.3	34.7
Females	3.7	18.5	22.2	40.7	37.1	26.9	45.0
People with Disability	6.5	15.3	21.8	43.0	35.1	17.9	36.9
Indigenous	n.p.	n.p.	16.4	49.1	34.5	15.1	27.7
CALD	6.4	14.8	21.2	38.8	40.0	37.3	54.4
Sole Parents	4.3	21.9	26.3	41.3	32.4	21.1	44.5
Newstart Allowance recipients	7.1	15.3	22.4	44.9	32.7	18.7	38.0
Youth Allowance (other) recipients	8.2	10.1	18.3	37.8	43.9	25.2	38.5
Disability Support Pension recipients	n.p.	n.p.	13.4	28.7	57.8	11.4	22.6
Parenting Payment recipients	n.p.	n.p.	24.0	41.0	35.0	22.2	42.8
Not on income support	n.p.	n.p.	28.7	45.1	26.1	33.4	52.2
<b>TOTAL</b>	<b>7.3</b>	<b>15.3</b>	<b>22.6</b>	<b>43.7</b>	<b>33.7</b>	<b>20.2</b>	<b>39.1</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in Stream 4 in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.6 – Status of JSA Job Seekers Three Months After Job Placement, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	31.0	37.2	68.2	29.2	2.5	25.2	75.7
Aged 21 to 24 years	32.5	37.6	70.1	26.8	3.1	19.9	76.3
Aged 25 to 34 years	29.8	37.5	67.3	28.3	4.4	17.5	73.8
Aged 35 to 49 years	27.0	43.5	70.5	25.8	3.7	13.0	74.7
Aged 50 or more years	26.7	43.3	70.1	26.6	3.3	8.9	73.0
Unemployed 0 to less than 6 months	36.0	39.6	75.6	21.4	3.0	16.2	79.6
Unemployed 6 to less than 12 months	30.9	39.3	70.2	26.3	3.5	16.3	75.5
Unemployed 12 to less than 24 months	24.9	42.0	66.9	29.6	3.4	14.2	72.1
Unemployed 24 to less than 36 months	21.7	43.5	65.2	30.6	4.1	16.5	71.8
Unemployed 36 or more months	17.1	43.8	60.9	34.8	4.3	11.0	65.9
Less than Year 10 educated	24.1	39.1	63.2	31.4	5.4	13.2	69.4
Year 10 or 11 educated	25.3	38.5	63.8	32.6	3.6	11.4	68.7
Year 12 educated	29.3	44.2	73.5	23.0	3.5	21.0	79.3
University educated	36.1	41.3	77.3	19.7	3.0	17.2	81.9
Vocational educated	28.1	41.9	70.0	26.9	3.1	14.1	74.0
Males	33.9	29.8	63.7	33.2	3.2	11.2	68
Females	22.8	53.4	76.2	19.9	3.9	19.2	81.7
People with Disability	22.8	42.3	65.1	30.2	4.7	12.6	69.7
Indigenous	29.1	31.7	60.8	35.5	3.6	16.3	66.5
CALD	28.8	42.3	71.1	24.3	4.6	17.4	77.5
Sole Parents	17.1	61.7	78.9	16.4	4.8	14.5	83.0
Newstart Allowance recipients	24.8	41.7	66.5	29.9	3.6	13.3	71.3
Youth Allowance (other) recipients	23.2	41.3	64.5	33.0	2.5	23.5	73.3
Disability Support Pension recipients	n.p.	n.p.	49.0	34.9	16.0	15.3	58.2
Parenting Payment recipients	14.9	65.8	80.7	14.7	4.6	16.5	85.5
Not on income support	60.7	21.9	82.5	14.7	2.7	13.5	84.3
<b>TOTAL</b>	<b>28.5</b>	<b>41.0</b>	<b>69.5</b>	<b>27.0</b>	<b>3.5</b>	<b>15.1</b>	<b>74.4</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who were placed in jobs through JSA in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at time of job placement.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.7 – JSA Activities, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
<b>Intensive Activity<sup>1</sup></b>	<b>13.7</b>	<b>23.5</b>	<b>37.2</b>	<b>56.3</b>	<b>6.5</b>	<b>23.1</b>	<b>53.7</b>
PPP and Non-PPP Training	14.4	22.7	37.1	53.8	9.0	40.5	66.3
Training in Job Search Techniques	13.9	23.7	37.5	57.1	5.4	18.1	50.3
Work for the Dole	n.p.	n.p.	37.9	n.p.	n.p.	n.p.	50.8
Voluntary Work	9.3	22.8	32.2	58.4	9.5	14.4	42.0
Work Experience	n.p.	n.p.	40.4	n.p.	n.p.	n.p.	48.9
Other Activity	9.1	16.7	25.8	42.5	31.7	58.8	78.3
<b>Work Exp. Phase<sup>2</sup></b>	<b>6.6</b>	<b>17.3</b>	<b>23.9</b>	<b>63.7</b>	<b>12.4</b>	<b>30.9</b>	<b>49.5</b>
PPP and Non-PPP Training	6.9	19.4	26.3	60.0	13.7	39.9	58.3
Training in Job Search Techniques	n.p.	n.p.	19.5	n.p.	n.p.	20.4	36.9
Work for the Dole	6.9	16.4	23.2	67.6	9.2	15.5	36.5
Voluntary Work	4.6	17.5	22.1	65.4	12.5	14.1	33.6
Work Experience	n.p.	n.p.	20.9	n.p.	n.p.	20.8	38.2
Other Activity	5.9	14.4	20.3	55.2	24.5	42.5	57.8
<b>Other<sup>3</sup></b>	<b>8.4</b>	<b>22.5</b>	<b>30.9</b>	<b>50.5</b>	<b>18.6</b>	<b>39.9</b>	<b>61.4</b>
PPP and Non-PPP Training	10.5	24.0	34.5	49.5	16.0	37.2	62.2
Training in Job Search Techniques	7.2	15.5	22.7	67.5	9.7	23.0	41.8
Work for the Dole	n.p.	n.p.	18.4	n.p.	n.p.	18.5	35.4
Voluntary Work	4.5	16.0	20.5	34.9	44.7	10.4	27.5
Work Experience	n.p.	n.p.	57.9	n.p.	n.p.	23.6	69.6
Other Activity	8.8	16.4	25.2	45.3	29.5	45.4	65.0
<b>All activities<sup>4</sup></b>	<b>8.9</b>	<b>20.9</b>	<b>29.8</b>	<b>56.0</b>	<b>14.2</b>	<b>33.8</b>	<b>56.0</b>
PPP and Non-PPP Training	9.7	22.5	32.2	52.9	14.8	38.2	61.3
Training in Job Search Techniques	11.7	21.2	32.9	61.1	6.0	19.1	47.2
Work for the Dole	7.1	16.1	23.2	67.7	9.1	15.9	36.8
Voluntary Work	5.0	17.5	22.5	59.4	18.1	13.5	33.1
Work Experience	7.2	35.7	42.9	50.5	6.6	21.3	54.9
Other Activity	8.2	16.2	24.5	47.3	28.2	45.1	64.0

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to job seekers who exited an activity in the 12 months to March 2013, with outcomes measured around three months later. The results for some smaller individual activities, such as Drought Force and Green Corps, are not shown but are included in the relevant sub-totals and totals. Outcomes for part-time or casual employment (paid), non-vocational activities, Community Development Employment Projects and New Enterprise Incentive Scheme are excluded from this table. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

<sup>1</sup> Outcomes for Stream 1 job seekers who undertook an Intensive Activity.

<sup>2</sup> Outcomes for job seekers who undertook an activity in the Work Experience and Compulsory Activity Phases.

<sup>3</sup> Outcomes for job seekers who undertook activities that were not classified as part of their Intensive Activity, Work Experience or Compulsory Activity Phases.

<sup>4</sup> Outcomes for job seekers who undertook an activity at any time in assistance.

**Table 2.8 – JSA Training Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	7.5	21.2	28.8	57.2	14.1	35.2	55.7
Aged 21 to 24 years	12.5	21.6	34.1	54.7	11.2	40.2	63.8
Aged 25 to 34 years	12.8	20.3	33.1	51.0	15.9	40.4	63.7
Aged 35 to 49 years	9.5	23.1	32.6	51.6	15.8	40.3	63.4
Aged 50 or more years	7.0	23.9	30.8	51.2	18.0	35.9	59.0
Unemployed 0 to less than 6 months	12.5	26.6	39.1	47.9	13.1	35.6	64.4
Unemployed 6 to less than 12 months	10.7	22.3	32.9	51.9	15.2	40.0	63.0
Unemployed 12 to less than 24 months	9.9	22.0	31.9	52.7	15.4	39.4	62.1
Unemployed 24 to less than 36 months	8.9	20.4	29.3	54.3	16.4	39.2	59.5
Unemployed 36 or more months	4.9	18.3	23.2	60.7	16.1	38.8	55.2
Less than Year 10 educated	7.6	14.4	22.0	53.8	24.3	48.5	64.1
Year 10 or 11 educated	8.7	20.0	28.7	55.4	15.9	32.8	54.4
Year 12 educated	8.5	24.8	33.3	51.5	15.2	43.1	65.9
University educated	13.5	26.2	39.7	47.5	12.8	41.7	70.8
Vocational educated	10.5	25.1	35.7	53.8	10.6	34.4	59.3
Males	12.6	16.8	29.5	58.8	11.7	33.2	55.9
Females	7.8	26.6	34.4	48.3	17.3	42.0	65.4
People with Disability	7.5	20.0	27.5	53.7	18.8	35.6	56.3
Indigenous	9.4	16.0	25.4	62.1	12.5	27.2	45.7
CALD	9.8	18.0	27.8	48.0	24.2	54.4	72.5
Sole Parents	7.7	29.8	37.5	44.9	17.6	42.8	67.9
Newstart Allowance recipients	10.6	21.3	31.9	54.2	13.9	37.2	60.8
Youth Allowance (other) recipients	7.5	20.2	27.7	59.3	13.0	32.5	53.5
Disability Support Pension recipients	n.p.	n.p.	16.7	56.2	27.1	37.4	49.0
Parenting Payment recipients	6.7	28.5	35.2	44.2	20.6	46.6	69.7
Not on income support	16.8	27.8	44.6	49.0	6.4	26.4	59.8
<b>TOTAL</b>	<b>9.7</b>	<b>22.5</b>	<b>32.2</b>	<b>52.9</b>	<b>14.8</b>	<b>38.2</b>	<b>61.3</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who exited Training placements in the 12 months to March 2013, with outcomes measured around three months later.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of the activity.

Outcomes for job seekers not on income support or other income support types are not reported separately but included in the overall total.



**Table 2.9 – JSA Training in Job Search Techniques Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	9.9	22.1	32.0	59.8	8.2	25.2	51.0
Aged 21 to 24 years	11.5	25.8	37.2	56.4	6.3	22.0	54.9
Aged 25 to 34 years	13.0	21.1	34.1	60.8	5.1	19.0	47.4
Aged 35 to 49 years	11.7	19.8	31.5	62.9	5.5	18.6	46.2
Aged 50 or more years	12.1	20.3	32.4	61.6	6.0	14.2	42.3
Unemployed 0 to less than 6 months	15.4	25.3	40.6	53.0	6.4	19.3	53.6
Unemployed 6 to less than 12 months	10.1	18.5	28.6	65.7	5.7	17.9	43.3
Unemployed 12 to less than 24 months	n.p.	n.p.	29.0	n.p.	n.p.	24.5	48.9
Unemployed 24 to less than 36 months	n.p.	n.p.	n.p.	77.9	n.p.	n.p.	28.7
Unemployed 36 or more months	n.p.	n.p.	16.8	n.p.	n.p.	18.4	32.3
Less than Year 10 educated	n.p.	n.p.	22.8	64.1	13.1	17.5	37.3
Year 10 or 11 educated	11.1	15.8	26.9	66.3	6.8	13.7	38.9
Year 12 educated	12.9	20.6	33.5	60.7	5.8	24.4	51.4
University educated	12.3	27.6	40.0	55.5	4.6	23.3	54.6
Vocational educated	12.4	21.7	34.1	60.7	5.2	16.3	47.3
Males	12.8	16.9	29.7	65.0	5.4	16.7	42.9
Females	10.4	27.3	37.7	55.4	6.9	22.4	53.5
People with Disability	10.3	15.4	25.7	65.6	8.7	17.2	39.8
Indigenous	n.p.	n.p.	31.5	n.p.	n.p.	n.p.	44.9
CALD	9.4	18.5	27.9	64.9	7.2	25.8	48.9
Sole Parents	10.4	31.8	42.1	n.p.	n.p.	20.8	59.1
Newstart Allowance recipients	12.0	20.5	32.5	62.4	5.2	18.0	45.9
Youth Allowance (other) recipients	7.7	21.5	29.1	62.3	8.6	26.5	49.5
Parenting Payment recipients	n.p.	n.p.	40.2	n.p.	n.p.	18.9	56.3
Not on income support	n.p.	n.p.	53.3	n.p.	n.p.	n.p.	68.7
<b>TOTAL</b>	<b>11.7</b>	<b>21.2</b>	<b>32.9</b>	<b>61.1</b>	<b>6.0</b>	<b>19.1</b>	<b>47.2</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who exited Training in Job Search Techniques placements in the 12 months to March 2013, with outcomes measured around three months later.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of the activity.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.10 – JSA Employment Outcomes by State/Territory, June 2013<sup>5</sup>**

	Stream 1-4 (%)	Stream 1 (%)	Stream 2 (%)	Stream 3 (%)	Stream 4 (%)
New South Wales and ACT	38.9	52.9	40.3	30.2	20.6
Victoria	43.7	56.6	42.0	31.9	23.9
Queensland	44.2	58.9	41.2	34.9	26.4
Western Australia	42.9	59.4	43.5	31.5	22.6
South Australia	37.3	50.3	42.5	27.5	18.6
Tasmania	39.4	57.8	38.0	31.7	17.0
Northern Territory	25.1	62.6	n.p.	20.4	n.p.
<b>Australia</b>	<b>41.3</b>	<b>55.9</b>	<b>41.4</b>	<b>31.1</b>	<b>22.6</b>

**Table 2.11 – JSA Positive Outcomes by State/Territory, June 2013<sup>5</sup>**

	Stream 1-4 (%)	Stream 1 (%)	Stream 2 (%)	Stream 3 (%)	Stream 4 (%)
New South Wales and ACT	56.9	68.5	59.7	51.5	37.0
Victoria	60.2	69.9	59.8	52.3	42.8
Queensland	56.5	69.1	55.8	48.2	39.2
Western Australia	57.1	71.5	59.7	43.4	40.6
South Australia	57.6	66.7	63.8	50.8	41.4
Tasmania	51.9	63.0	53.1	49.6	31.8
Northern Territory	33.2	70.3	59.9	28.1	n.p.
<b>Australia</b>	<b>57.4</b>	<b>69.1</b>	<b>59.1</b>	<b>50.2</b>	<b>39.1</b>

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<sup>5</sup> **Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in JSA in the 12 months to March 2013, with outcomes measured around three months later.

### 3. Disability Employment Services (DES)

**Table 3.1 – DES Employment Assistance/Post Placement Support Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	9.1	29.5	38.6	42.5	19.0	34.9	59.7
Aged 21 to 24 years	13.3	23.0	36.3	46.6	17.2	18.8	47.6
Aged 25 to 34 years	10.2	27.9	38.1	39.0	23.0	16.7	49.0
Aged 35 to 49 years	8.6	27.6	36.2	36.3	27.4	11.6	44.5
Aged 50 or more years	6.0	26.5	32.5	32.1	35.3	9.4	39.4
Unemployed 0 to less than 6 months	10.5	29.1	39.6	33.9	26.5	18.6	51.4
Unemployed 6 to less than 12 months	9.5	27.4	36.9	32.7	30.4	12.7	45.0
Unemployed 12 to less than 24 months	9.1	24.8	33.9	35.1	31.0	11.8	42.4
Unemployed 24 to less than 36 months	4.2	27.6	31.8	41.6	26.7	12.1	40.1
Unemployed 36 or more months	3.3	25.9	29.3	42.4	28.3	10.8	37.4
Less than Year 10 educated	4.4	24.2	28.6	37.3	34.1	12.6	37.8
Year 10 or 11 educated	7.2	26.0	33.2	37.0	29.8	10.9	40.9
Year 12 educated	8.5	25.1	33.6	37.7	28.7	16.7	45.7
University educated	8.7	33.4	42.1	34.3	23.7	16.6	52.7
Vocational educated	11.6	28.3	39.8	35.3	24.8	11.4	47.2
Males	10.3	25.1	35.4	39.2	25.4	12.5	43.3
Females	5.8	30.7	36.6	32.4	31.0	18.0	48.9
Indigenous	8.3	21.6	29.9	38.4	31.7	13.2	39.7
CALD	5.0	24.7	29.6	36.2	34.1	15.9	42.3
Sole Parents	6.0	32.1	38.1	30.5	31.4	15.5	49.8
Newstart Allowance recipients	9.0	26.3	35.3	37.1	27.6	11.3	43.4
Youth Allowance (other) recipients	9.5	22.9	32.3	47.3	20.4	19.8	48.3
Disability Support Pension recipients	3.3	28.6	32.0	35.4	32.7	15.0	41.9
Parenting Payment recipients	3.3	30.3	33.6	31.6	34.8	15.5	45.5
Not on income support	14.8	30.8	45.7	34.7	19.6	28.2	61.3
<b>TOTAL</b>	<b>8.3</b>	<b>27.7</b>	<b>35.9</b>	<b>36.2</b>	<b>27.9</b>	<b>14.9</b>	<b>45.8</b>

This table refers to outcomes for job seekers who participated in DES Employment Assistance/Post Placement Support (both in Disability Management Service and Employment Support Service) in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of assistance in Employment Assistance or Post Placement Support.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 3.2 – DES Employment Assistance/Post Placement Support delivered through Disability Management Service Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	11.7	28.1	39.9	41.8	18.4	38.2	63.1
Aged 21 to 24 years	19.2	21.9	41.1	42.1	16.7	18.9	51.1
Aged 25 to 34 years	13.6	27.5	41.1	36.0	22.9	17.4	52.9
Aged 35 to 49 years	11.2	28.3	39.5	35.1	25.4	12.2	48.2
Aged 50 or more years	7.9	28.4	36.4	29.4	34.3	9.5	43.1
Unemployed 0 to less than 6 months	13.7	29.4	43.1	30.8	26.1	17.6	54.4
Unemployed 6 to less than 12 months	11.6	28.7	40.2	30.4	29.3	11.4	47.1
Unemployed 12 to less than 24 months	10.4	25.8	36.2	33.4	30.4	11.0	44.2
Unemployed 24 to less than 36 months	4.9	29.1	34.0	40.3	25.7	11.6	42.2
Unemployed 36 or more months	4.2	28.3	32.4	39.3	28.3	11.3	41.0
Less than Year 10 educated	5.8	25.1	30.8	34.3	34.9	11.1	39.9
Year 10 or 11 educated	9.0	26.8	35.8	34.4	29.8	9.6	42.9
Year 12 educated	10.6	26.4	37.1	33.8	29.1	16.8	49.6
University educated	10.7	35.1	45.8	31.0	23.2	17.3	56.4
Vocational educated	15.0	28.8	43.8	32.7	23.4	10.9	50.7
Males	13.0	24.3	37.3	37.5	25.3	11.2	44.5
Females	7.9	33.3	41.1	28.7	30.1	17.5	53.1
Indigenous	10.1	19.0	29.0	33.8	37.2	10.9	37.1
CALD	6.1	26.8	32.9	33.9	33.2	15.8	45.2
Sole Parents	6.9	34.6	41.4	29.8	28.8	15.1	52.8
Newstart Allowance recipients	10.7	28.2	38.9	34.3	26.8	11.4	47.0
Youth Allowance (other) recipients	15.0	18.9	33.8	41.8	24.3	20.1	49.4
Disability Support Pension recipients	3.8	26.4	30.2	27.8	42.1	13.9	39.3
Parenting Payment recipients	3.7	31.9	35.6	30.1	34.3	15.7	46.5
Not on income support	15.0	31.3	46.3	32.6	21.0	27.9	62.3
<b>TOTAL</b>	<b>10.5</b>	<b>28.6</b>	<b>39.2</b>	<b>33.3</b>	<b>27.5</b>	<b>14.1</b>	<b>48.7</b>

This table refers to outcomes for job seekers who participated in DES Employment Assistance/Post Placement Support through Disability Management Service in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of assistance in Employment Assistance or Post Placement Support.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 3.3 – DES Employment Assistance/Post Placement Support delivered through Employment Support Service Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	7.7	29.8	37.5	42.7	19.8	33.4	57.7
Aged 21 to 24 years	9.4	23.5	32.9	49.7	17.3	18.9	45.3
Aged 25 to 34 years	7.4	28.2	35.7	41.3	23.0	15.9	45.9
Aged 35 to 49 years	5.2	26.3	31.5	38.8	29.6	10.9	39.4
Aged 50 or more years	3.4	23.2	26.6	36.7	36.7	9.1	33.6
Unemployed 0 to less than 6 months	7.5	28.6	36.1	37.4	26.5	19.7	48.5
Unemployed 6 to less than 12 months	5.6	25.1	30.8	37.9	31.3	15.4	41.7
Unemployed 12 to less than 24 months	7.5	23.3	30.7	38.1	31.2	13.4	39.6
Unemployed 24 to less than 36 months	3.6	24.5	28.1	44.1	27.8	12.9	36.8
Unemployed 36 or more months	2.5	24.2	26.7	45.2	28.1	10.2	34.4
Less than Year 10 educated	3.3	23.0	26.3	41.0	32.7	14.0	36.0
Year 10 or 11 educated	5.3	24.9	30.2	40.5	29.3	12.3	38.6
Year 12 educated	6.4	23.6	30.0	42.4	27.6	16.4	41.7
University educated	5.7	30.9	36.6	40.0	23.5	15.3	47.2
Vocational educated	7.0	27.6	34.6	39.0	26.4	12.0	42.5
Males	7.7	25.9	33.5	41.5	25.0	13.9	42.4
Females	3.4	27.2	30.6	37.7	31.7	18.7	43.4
Indigenous	7.2	24.5	31.7	43.0	25.3	14.7	42.3
CALD	3.2	20.5	23.7	40.9	35.4	16.4	37.4
Sole Parents	n.p.	n.p.	30.3	32.0	37.7	17.7	43.4
Newstart Allowance recipients	5.6	22.7	28.3	42.8	28.9	10.8	36.2
Youth Allowance (other) recipients	n.p.	n.p.	31.2	50.4	18.5	19.8	47.6
Disability Support Pension recipients	3.2	29.1	32.3	37.5	30.2	15.3	42.5
Parenting Payment recipients	n.p.	n.p.	27.6	35.9	36.4	17.4	42.4
Not on income support	14.6	30.0	44.6	37.1	18.2	28.4	60.2
<b>TOTAL</b>	<b>5.9</b>	<b>26.4</b>	<b>32.3</b>	<b>39.9</b>	<b>27.8</b>	<b>15.8</b>	<b>42.8</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in DES Employment Assistance/Post Placement Support through Employment Support Service in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of assistance in Employment Assistance or Post Placement Support.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 3.4 – DES Ongoing Support Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	24.4	44.9	69.3	25.6	5.2	27.1	75.4
Aged 21 to 24 years	21.8	45.7	67.5	n.p.	n.p.	14.0	70.4
Aged 25 to 34 years	17.4	50.3	67.7	22.8	9.5	13.4	72.7
Aged 35 to 49 years	18.0	49.4	67.4	23.1	9.4	8.8	70.3
Aged 50 or more years	14.4	54.9	69.3	17.7	13.0	6.3	71.6
Unemployed 0 to less than 6 months	41.8	33.0	74.7	16.2	9.0	10.3	77.5
Unemployed 6 to less than 12 months	23.5	47.5	71.0	20.0	8.9	19.5	75.7
Unemployed 12 to less than 24 months	14.9	53.2	68.1	23.3	8.7	11.2	72.1
Unemployed 24 to less than 36 months	10.2	54.5	64.7	24.9	10.4	11.0	68.0
Unemployed 36 or more months	9.0	55.2	64.2	25.9	9.9	9.0	66.9
Less than Year 10 educated	15.5	50.6	66.1	20.2	13.7	8.1	68.6
Year 10 or 11 educated	18.8	49.1	67.9	22.5	9.6	10.6	71.7
Year 12 educated	17.4	51.9	69.3	22.8	7.9	12.0	72.5
University educated	19.7	53.1	72.8	19.4	7.8	15.0	78.0
Vocational educated	19.5	48.7	68.2	22.9	8.9	8.9	70.2
Males	22.5	45.4	67.9	23.7	8.4	11.7	71.3
Females	12.2	57.1	69.3	19.8	10.9	13.2	73.1
Indigenous	20.8	46.8	67.7	n.p.	n.p.	n.p.	67.7
CALD	17.0	49.1	66.1	19.8	14.1	7.9	68.1
Sole Parents	16.6	55.0	71.6	n.p.	n.p.	n.p.	72.5
Newstart Allowance recipients	6.6	62.0	68.5	22.4	9.1	9.0	72.7
Disability Support Pension recipients	6.0	54.9	61.0	27.6	11.4	11.6	64.6
Parenting Payment recipients	n.p.	n.p.	81.5	n.p.	n.p.	n.p.	81.5
Not on income support	41.1	35.0	76.2	16.3	7.6	14.9	79.1
<b>TOTAL</b>	<b>18.1</b>	<b>50.3</b>	<b>68.4</b>	<b>22.2</b>	<b>9.4</b>	<b>12.3</b>	<b>72.0</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for all Job seekers who participated in DES Ongoing Support (both in Disability Management Service and Employment Support Service) in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of assistance in Ongoing Support.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 3.5 – DES Employment Outcomes by State/Territory, June 2013<sup>6</sup>**

	DES Employment Assistance/Post Placement Support (%)	DES Employment Assistance/Post Placement Support through Disability Management Service (%)	DES Employment Assistance/Post Placement Support through Employment Support Service (%)	DES Ongoing Support (%)
New South Wales and ACT	35.2	37.7	32.0	69.2
Victoria	36.5	41.1	31.8	67.7
Queensland	36.3	40.4	32.1	68.8
Western Australia	37.4	38.2	37.0	69.0
South Australia	35.7	38.3	33.5	68.4
Tasmania	32.2	36.0	25.7	67.3
Northern Territory	50.1	50.7	n.p.	n.p.
<b>Australia</b>	<b>35.9</b>	<b>39.2</b>	<b>32.3</b>	<b>68.4</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

**Table 3.6 – DES Positive Outcomes by State/Territory, June 2013<sup>6</sup>**

	DES Employment Assistance/Post Placement Support (%)	DES Employment Assistance/Post Placement Support through Disability Management Service (%)	DES Employment Assistance/Post Placement Support through Employment Support Service (%)	DES Ongoing Support (%)
New South Wales and ACT	46.1	48.2	43.4	73.9
Victoria	46.1	50.4	41.8	70.5
Queensland	44.7	47.9	41.5	71.3
Western Australia	45.4	44.4	47.5	70.9
South Australia	47.5	50.6	44.0	74.5
Tasmania	43.9	46.2	40.2	74.4
Northern Territory	50.1	50.7	n.p.	n.p.
<b>Australia</b>	<b>45.8</b>	<b>48.7</b>	<b>42.8</b>	<b>72.0</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

<sup>6</sup> This table refers to outcomes for job seekers who participated in DES in the 12 months to March 2013, with outcomes measured around three months later.

## 4. Indigenous Employment Programme (IEP)

**Table 4.1 – IEP Employment Related Activities Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	40.0	28.4	68.4	22.4	9.1	49.7	80.8
Aged 21 to 24 years	48.3	23.0	71.3	n.p.	n.p.	32.9	76.4
Aged 25 to 34 years	44.4	21.3	65.7	28.0	6.4	18.5	71.2
Aged 35 to 49 years	38.9	27.9	66.8	27.8	5.4	16.0	70.4
Aged 50 or more years	49.7	27.4	77.1	n.p.	n.p.	13.8	79.5
Unemployed 0 to less than 6 months	46.1	23.4	69.5	24.7	5.8	31.6	77.1
Unemployed 6 to less than 12 months	42.8	21.7	64.5	29.6	5.8	30.7	74.5
Unemployed 12 to less than 24 months	43.8	24.6	68.4	n.p.	n.p.	22.0	73.1
Unemployed 24 to less than 36 months	41.6	21.4	62.9	n.p.	n.p.	24.7	69.9
Unemployed 36 or more months	39.2	27.8	66.9	24.5	8.5	18.8	69.2
Less than Year 10 educated	31.3	23.8	55.1	n.p.	n.p.	20.5	61.8
Year 10 or 11 educated	41.9	23.6	65.5	28.6	5.9	19.7	69.1
Year 12 educated	49.4	17.9	67.3	24.8	7.9	36.0	76.6
University educated	48.7	33.8	82.5	n.p.	n.p.	29.3	83.5
Vocational educated	44.1	24.6	68.7	26.6	4.7	22.2	74.2
Males	48.5	18.4	66.9	28.0	5.1	28.2	72.8
Females	33.8	36.6	70.4	20.3	9.3	38.7	80.4
People with Disability	26.5	30.8	57.3	34.8	7.9	18.9	63.7
Sole Parents	30.4	41.1	71.5	n.p.	n.p.	20.6	75.3
Newstart Allowance recipients	25.4	32.5	57.9	n.p.	n.p.	17.8	62.2
Youth Allowance (other) recipients	31.3	22.7	54.1	31.6	14.3	28.6	66.3
Parenting Payment recipients	30.5	43.3	73.9	n.p.	n.p.	23.8	78.4
Not on income support	47.6	24.8	72.4	20.6	7.0	37.8	81.1
<b>TOTAL</b>	<b>41.4</b>	<b>27.2</b>	<b>68.6</b>	<b>24.3</b>	<b>7.1</b>	<b>33.1</b>	<b>76.4</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in IEP Employment Related Activities in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.



**Table 4.2 – IEP Non-Employment Related Activities Outcomes, June 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	19.9	26.6	46.6	44.6	8.9	32.4	59.9
Aged 21 to 24 years	27.6	17.2	44.8	n.p.	n.p.	19.0	53.7
Aged 25 to 34 years	27.2	18.6	45.8	n.p.	n.p.	15.7	56.1
Aged 35 to 49 years	29.0	20.9	49.9	40.0	10.1	16.0	55.9
Aged 50 or more years	32.5	19.7	52.3	n.p.	n.p.	n.p.	56.0
Unemployed 0 to less than 6 months	28.1	21.5	49.6	40.4	10.0	21.5	58.5
Unemployed 6 to less than 12 months	28.1	22.6	50.6	n.p.	n.p.	24.4	62.8
Unemployed 12 to less than 24 months	24.5	20.5	45.0	n.p.	n.p.	13.8	52.3
Unemployed 24 to less than 36 months	20.4	28.5	48.9	n.p.	n.p.	17.5	55.2
Unemployed 36 or more months	21.7	18.5	40.3	50.1	9.6	18.5	49.7
Less than Year 10 educated	15.8	16.5	32.3	55.5	12.2	20.2	42.2
Year 10 or 11 educated	21.7	18.0	39.6	48.0	12.3	15.2	47.2
Year 12 educated	35.5	26.2	61.7	n.p.	n.p.	23.5	68.1
University educated	n.p.	n.p.	55.2	n.p.	n.p.	n.p.	65.2
Vocational educated	30.7	18.3	49.0	n.p.	n.p.	16.2	57.7
Males	28.5	15.0	43.5	47.0	9.5	19.7	53.0
Females	20.7	30.6	51.3	40.7	8.0	29.2	63.5
People with Disability	19.7	21.8	41.4	47.4	11.1	18.5	48.7
Sole Parents	20.9	29.9	50.8	n.p.	n.p.	22.1	62.6
Newstart Allowance recipients	21.9	15.9	37.8	54.3	7.8	12.9	45.5
Youth Allowance (other) recipients	19.7	15.8	35.5	n.p.	n.p.	20.1	45.9
Parenting Payment recipients	21.0	30.4	51.4	n.p.	n.p.	23.6	66.1
Not on income support	31.6	26.7	58.3	32.5	9.2	33.7	71.0
<b>TOTAL</b>	<b>24.8</b>	<b>22.3</b>	<b>47.1</b>	<b>44.0</b>	<b>8.9</b>	<b>24.3</b>	<b>57.8</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who exited from IEP Non-Employment Related Activities in the 12 months to March 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 4.3 – IEP Employment Outcomes by State/Territory, June 2013<sup>7</sup>**

	IEP Employment Related Activities (%)	IEP Non-Employment Related Activities (%)
New South Wales and ACT	72.7	53.2
Victoria	64.9	49.0
Queensland	65.9	48.2
Western Australia	63.9	30.0
South Australia	66.2	42.9
Tasmania	72.3	65.7
Northern Territory	62.9	46.3
<b>Australia</b>	<b>68.6</b>	<b>47.1</b>

**Table 4.4 – IEP Positive Outcomes by State/Territory, June 2013<sup>7</sup>**

	IEP Employment Related Activities (%)	IEP Non-Employment Related Activities (%)
New South Wales and ACT	79.3	68.6
Victoria	75.2	67.0
Queensland	76.6	54.7
Western Australia	69.9	41.2
South Australia	74.8	50.2
Tasmania	74.5	68.4
Northern Territory	69.4	52.2
<b>Australia</b>	<b>76.4</b>	<b>57.8</b>

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<sup>7</sup> This table refers to outcomes for job seekers who participated in IEP in the 12 months to March 2013, with outcomes measured around three months later.

## 5. Job Seeker Satisfaction

These results refer to job seekers' level of satisfaction with their employment services provider and the various aspects of the assistance received.

**Table 5.1 – JSA job seeker satisfaction with the information provided about training and education options, June 2013<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	61.0	22.8	16.3
Stream 1	50.4	27.3	22.3
Stream 2	64.1	22.5	13.5
Stream 3	71.0	17.6	11.4
Stream 4	66.8	19.9	13.3

**Table 5.2 – JSA job seeker satisfaction with the information provided about other support services, June 2013<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	55.8	25.4	18.8
Stream 1	47.7	28.3	24.0
Stream 2	56.1	26.1	17.8
Stream 3	64.2	22.4	13.4
Stream 4	62.9	21.7	15.4

**Table 5.3 – JSA job seeker satisfaction with the help suited to circumstances, June 2013<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	60.8	19.9	19.3
Stream 1	51.4	23.6	25.1
Stream 2	63.1	19.7	17.2
Stream 3	70.0	16.7	13.2
Stream 4	67.0	15.9	17.1

**Table 5.4 – JSA job seeker satisfaction with staff treatment of job seeker as an individual, June 2013<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	77.9	12.8	9.3
Stream 1	73.7	15.4	10.9
Stream 2	79.7	11.4	8.9
Stream 3	82.1	10.0	7.8
Stream 4	79.2	12.9	8.0

**Table 5.5 – JSA job seeker satisfaction with staff treatment of job seeker with respect, June 2013<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	81.8	10.7	7.5
Stream 1	79.4	13.0	7.6
Stream 2	83.5	9.0	7.4
Stream 3	84.9	8.5	6.7
Stream 4	81.2	10.9	7.8

**Table 5.6 – JSA job seeker satisfaction with overall quality of service, June 2013<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	68.7	17.0	14.3
Stream 1	62.0	20.2	17.8
Stream 2	70.8	16.2	13.0
Stream 3	75.1	14.5	10.4
Stream 4	72.3	14.1	13.6

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<sup>8</sup> This table refers to job seekers who participated in JSA employment assistance in the 12 months to March 2013, with satisfaction levels measured around three months later.

**Table 5.7 – DES job seeker satisfaction with the help suited to circumstances, June 2013<sup>9</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	75.3	6.2	18.6
Ongoing Support	82.9	5.0	12.0

**Table 5.8 – DES job seeker satisfaction with provider consideration of individual needs, June 2013<sup>9</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	76.7	6.0	17.3
Ongoing Support	84.1	4.4	11.5

**Table 5.9 – DES job seeker satisfaction with staff treatment of job seeker with respect, June 2013<sup>9</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	88.5	3.3	8.2
Ongoing Support	91.0	2.8	6.3

**Table 5.10 – DES job seeker satisfaction with overall quality of service, June 2013<sup>9</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	79.6	4.9	15.5
Ongoing Support	85.1	4.2	10.7

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<sup>9</sup> This table refers to job seekers who participated in DES in the 12 months to March 2013, with satisfaction levels measured around three months later.

## 6. Further Information

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### Outcome Measures and Definitions

#### Outcome Measures

##### *Labour market outcomes*

- **Employed full-time:** The full-time employment rate is those working 35 or more hours per week as a proportion of all job seekers.
- **Employed part-time:** The part-time employment rate is those working less than 35 hours per week as a proportion of all job seekers.
- **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.
- **Unemployed:** Job seekers are considered unemployed when they respond that they are not employed but are seeking employment. The unemployed outcome rate is the unemployed job seekers as a proportion of all job seekers.
- **Not in the Labour Force (NILF):** Job seekers are considered not in the labour force (NILF) when they respond that they are not working and are not looking for employment. The NILF outcome rate is NILF job seekers as 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.
- **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 the job seekers who are employed, working, and/or studying as a proportion of all job seekers.

##### *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).
- **Study at 'other' or unspecified level:** Proportion of studying job seekers either not in one of the above categories or did not provide the necessary detail.

## **Definitions**

**Duration of unemployment:** The time (in months) that a job seeker was registered as unemployed when they commenced their phase of employment assistance.

**Educational attainment:** The highest level of education attained. Post secondary education is further split into university and vocational educated.

**Income support types:** The type of income support at their commencement of their phase 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:

- **Disability:** Job seekers who either through their Job Seeker Classification Instrument (JSCI) assessment assessed as having a disability or medical condition or in receipt of Disability Support Pension (DSP) when they commenced their phase of assistance.
- **Indigenous:** Job seekers who identified themselves as Indigenous Australians in response to a voluntary Indigenous status question in their JSCI assessment.
- **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 phase of assistance.

**Not published (n.p.):** Indicates that sufficient data was not available to produce a reliable estimate for the particular group of job seekers. Survey results are based on a stratified sample of the in-scope population and the derived estimates may differ from those that would have been produced if the entire population had been surveyed. Therefore, when publishing the survey results, only the estimates that are considered as representative and robust are reported. This involves calculating the Relative Standard Errors (RSEs) for each derived estimate<sup>10</sup> (i.e. proportions) and suppressing the reporting of those with RSEs greater than 25 per cent. This ensures the accurate interpretation of survey results, especially when making comparisons across time periods and demographic groups.

**Reference period:** Outcomes in this publication relate to job seekers who were assisted between 1 April 2012 and 31 March 2013 with outcomes measured between 1 July 2012 and 30 June 2013.

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<sup>10</sup> Relative Standard Error (RSE) = Standard Error as a fraction of the value of the estimate. RSE is chosen over Standard Error to measure the robustness of estimates because while the latter expressed as a number indicates the extent to which the survey estimates are likely to deviate from the true population, RSE expressed as a percentage allows comparisons across populations.

## Survey and 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-Programme Monitoring (PPM) survey; and
- Administrative data sourced from the Department of Employment's Employment Services System (ESS).

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 job seekers who participated in employment services. The ESS records details of commencements, job placements and paid outcomes from labour market assistance, while the PPM survey captures additional information from job seekers not already held in administrative systems.

### 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 reach a surveying point (the surveying points 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 reports the outcomes for Job Services Australia, Disability Employment Services and Indigenous Employment Programme. A number of surveys tailored to the job seekers' employment assistance are used in measuring these outcomes (see Table 6.1).

**Table 6.1: Post-Programme Monitoring Survey Types**

<b>Job Services Australia</b>	<b>Indigenous Employment Program</b>	<b>Disability Employment Services</b>
Stream 1	Cadetships	Disability Employment Services – Employment Assistance/Post Placement Support
Stream 2	Apprenticeships/Traineeships	
Stream 3	General	Disability Employment Services – Ongoing Support
Stream 4	Wage Subsidy & Job placement	
Job Placements		
Activity – Work for the Dole		
Activity – Training in Job Search Techniques		
Activity – Voluntary Work – Work Experience		
Activity – Green Corps		
Activity – Drought Force		
Activity – Training		
Activity – New Enterprise Incentive Scheme		
Activity – Other		

### Surveying Points

The PPM survey is conducted around three months after job seekers become in-scope for having their outcomes measured. Survey points will vary between and within employment programmes.

#### **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 representative outcomes.



For JSA, a job seeker will be in-scope for a Stream-based PPM survey:

- following an exit from JSA
- following a move to a higher Stream of assistance (based on exiting the prior Stream of assistance).

To ensure an accurate measure of JSA, a job seeker who remains in Stream 1, 2 or 3 will be in-scope for a PPM survey:

- for job seekers in Stream 1, following the completion of their Intensive Activity placement (at around four-and-a-half months);
- following the completion of their Initial Service Period (at around the 12 month point); and
- following the completion of the Work Experience Phase (at around the 24, 36 and 48 Month points) or the Compulsory Activity Phase (at around the 36 month points).

A job seeker who remains in Stream 4 will be in-scope for a PPM survey at the following points:

- following the completion of their Initial Service Period (at around the 12 month point, or 18 if their Initial Service Period was extended); and
- following the completion of the Work Experience Phase or each Compulsory Activity Phase (at around the 24 and 36 month points or 30 and 42 month points if their Initial Service Period was extended).

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 when the activity was undertaken.

### ***Disability Employment Services***

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

- exit from DES (without progressing to Ongoing Support), including achieving a 26 week outcome and exiting as a fully independent worker;
- achieve a 26 week outcome and progress into Ongoing Support; and
- reach 12 months in DES assistance without having progressed into Ongoing Support (unless the jobseeker has exited DES at the same time).

A job seeker will be recorded as being in-scope for a DES Ongoing Support PPM survey if they:

- exit from DES (and were participating in the Ongoing Support phase); and
- reach 12 months in Ongoing Support (unless the jobseeker has exited DES at the same time).

### ***Indigenous Employment Programme***

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

- exit a period of Reformed IEP Cadetships where they will receive a survey three and 12 months after exiting;
- reach 12 or 24 months in Reformed IEP Cadetships without exiting.

A job seeker will be recorded as being in-scope for Reformed IEP Apprenticeships/Traineeships PPM survey if they:

- exit a period of Reformed IEP Apprenticeships/Traineeships; and
- reach 12 months in Reformed IEP Apprenticeships/Traineeships without exiting.

A job seeker will be recorded as being in-scope for Reformed IEP Wage Subsidy or Job Placement PPM survey if they:

- exit a period of Reformed IEP 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 IEP General PPM survey if they:

- exit a period of Reformed IEP General.

## Sampling, In-scope populations and Results

### Job Services Australia

#### **Sampling**

The PPM survey applies a stratified sampling approach to determine 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 (registered job seekers who are ineligible for Youth Allowance due to parental means test);
- 10% not on income support or part-rate Newstart Allowance or Youth Allowance (other);
- 50% on Disability Support Pension;
- 25% on Parenting Payment; and
- 50% on other income support types.

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

#### **In-scope population**

**Stream Services** – job seekers are counted in the ‘in-scope population’ for Stream Services if, during the reference period, they exited from JSA assistance, or a phase of assistance (e.g. initial 12 month service period, Work Experience phase 1), or they received assistance in the reference period but had not exited by the end of it. Job seekers can potentially be counted in the ‘In-scope population’ more than once in the reference period (e.g. if they completed a phase and also exited Job Services Australia in the same reference period.) The in-scope population therefore differs to straight counts of participation or commencement in Stream Services that may be shown in other Departmental publications and reports.

**Job Placement** – job seekers are counted in the in-scope population for Job Placement if, during the reference period, they were placed in a job that was recorded in departmental administrative systems. Job seekers can have more than one job placement during the reference period.

**Activities** – job seekers are counted in the in-scope population for activities if, during the reference period, they exited from an activity placement. Job seekers can exit one or more times from the same or different activity type(s) during the reference period.

**NEIS** – job seekers are counted in the in-scope population for NEIS if, during the reference period, they exited from a NEIS placement.

*For further information on results included in this report, please email [ppmsurvey@employment.gov.au](mailto:ppmsurvey@employment.gov.au).*

#### **Results**

**Stream Services** – the results presented in this report for Streams 1 to 4 are a combination of the outcomes of job seekers who exited from Job Services Australia assistance, or a phase of assistance (e.g. initial 12 month service period, Work Experience Phase, Compulsory Activity Phase), or who received assistance in the reference 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 JSA or participated for a certain time without exiting. For example, for the reporting of the Stream 2 outcomes in the June 2013 report, the outcomes of the following three groups of job seekers are used:

- those who exited assistance between 1 April 2012 and 31 March 2013;
- those who reached 12 months of participation in the Initial Service Period, Work Experience Phase or Compulsory Activity Phase between 1 April 2012 and 31 March 2013; and
- those who had not exited by 31 March 2013.

**Activities, NEIS** – results for activity based placements such as Work for the Dole and shorter term placements such as the NEIS programme, are based on the outcomes of job seekers who exited the placement in the reference period. This approach suits the nature of these types of assistance as they have discrete start and end points.

**Job Placement** – results for Job Placement are based on the outcomes of job seekers who were placed in jobs in the reference period.

## **Disability Employment Services**

### **Sampling**

For both the Employment Assistance/Post Placement Support 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.

### **In-scope population**

Job seekers are counted in the 'in-scope population' for DES if, during the reference period, they exited from a DES placement, or they reached 12 months participation in a DES placement. Job seekers can potentially be counted in the 'In-scope population' more than once in the reference period (e.g. if they reached 12 months participation in DES and also exited DES in the same reference period.) The in-scope population therefore differs to straight counts of participation or commencement in DES that may be shown in other Departmental publications and reports.

Note that for Employment Assistance/Post Placement Support, not all job seekers progress into the Post Placement Support phase of assistance.

*For further information on results included in this report, please email [ppmsurvey@employment.gov.au](mailto:ppmsurvey@employment.gov.au).*

### **Results**

The results presented in this report for DES are a combination of the outcomes of job seekers who, in the reference period, exited from assistance or a phase of assistance and those job seekers who reached 12 months participation in the programme.

## **Indigenous Employment Program**

### **Sampling**

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

### **In-scope population**

**Employment Related activities** – job seekers are counted in the 'in-scope population' for Reformed IEP employment related activities if, during the reference period, they exited from a Reformed IEP employment related activity, or they reached six months participation in a Reformed IEP employment related activity. Job seekers can potentially be counted in the 'In-scope population' more than once in the reference period (e.g. if they reached six months participation in IEP and also exited IEP in the same reference period.) The in-scope population therefore differs to straight counts of participation or commencement in IEP that may be shown in other Departmental publications and reports.

**Non-employment Related activities** – job seekers are counted in the 'in-scope population' for Reformed IEP non-employment related activities if, during the reference period, they exited from a Reformed IEP non-employment related activity.

*For further information on results included in this report, please email [ppmsurvey@employment.gov.au](mailto:ppmsurvey@employment.gov.au).*

### **Results**

**Employment Related activities** – the results presented in this report for IEP employment related activities are based on the outcomes of job seekers who exited from an IEP employment related activity, or reached six months participation in an IEP employment related activity.

**Non-employment Related activities** – the results presented in this report for IEP non-employment related activities are based on the outcomes of job seekers who exited from IEP non-employment related activities during the reference period.

## **Comparing results**

Caution is urged when comparing the results reported for Job Services Australia assistance with Job Network and other complementary programmes under the previous employment services contract. Various factors such as different eligibility and access criteria and labour market conditions should be considered when making such comparisons.

Caution is also urged when comparing results reported for Job Services Australia, Disability Employment Services and Indigenous Employment Program. Different survey points and sampling methodologies should be considered when making comparisons between employment programmes.

## Programme Descriptions

### Job Services Australia

JSA is the Australian Government's national employment services system (commenced on 1 July 2009), providing opportunities for training, skills development, work experience and tailored assistance. The key elements of JSA are:

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

It also includes other employment related services, 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. Stream 1 consists of job seekers who are work ready, Stream 2 consists of job seekers with moderate barriers to employment, Stream 3 consists of job seekers with significant barriers to employment and Stream 4 consists of job seekers with severe non-vocational barriers to employment.

**New Enterprise Incentive Scheme (NEIS)** is an Australian Government programme 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 Stream 1 job seekers 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. In this phase, providers facilitate work experience activities for job seekers to enhance their chances of finding employment and provide ongoing assistance through regular contact with job seekers. Most job seekers have a requirement to participate in an activity.

**Compulsory activity phase (CAP)** within JSA is for job seekers from 1 July 2012 who have had at least 48 weeks of servicing in the work experience phase are eligible for the CAP. Once commenced in the CAP they are required to undertake work experience activities for 11 months out of every 12 month period. Job seekers may choose to participate in any combination of work experience activities available in the work experience phase to satisfy their minimum monthly and annual participation requirement in the CAP.

Table 2.7 of the report presents the labour market assistance outcomes results for job seekers who have undertaken various JSA activities in the Intensive Activity or in the Work Experience or Compulsory Activity Phases (or at some other time). These include:

- **Training** – training provided through the Productivity Places Program (PPP Training) and other training activities administered by the Government, or state or territory government programmes or services (Non PPP Training) – includes accredited and non-accredited vocational training;
- **Work for the Dole** – provides assistance for job seekers to develop work habits, generic work skills and work experience by participating in community projects and activities;
- **Green Corps** – 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** – 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** – JSA activity that develops job search skills;
- **Voluntary Work** – a work experience activity undertaken for a not-for-profit community organisation and provides job seekers with the opportunity to engage in a workplace environment.
- **Work Experience** – a voluntary short-term placement with a host organisation which provides job seekers with the opportunity to obtain vocational skills; and
- **Other Activity** – includes activities that are not mentioned above but excludes part-time or casual employment (paid), non-vocational activities, Community Development Employment Projects and New Enterprise Incentive Scheme.

## Disability Employment Services

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

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

**Employment assistance/Post Placement Support (DES):** Employment Assistance is 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. Post Placement Support occurs for up to six months following the placement of a job seeker in employment. During this time, providers ensure that job seekers settle in to their placements, and address any issues that arise for the participant or the employer. Not all job seekers progress into Post Placement Support.

**Ongoing support (DES):** A phase of assistance in DES, where the DES provider has assessed that further support is required beyond the initial 26 weeks (since job placement) of support. If Ongoing Support is required for more than 26 weeks (from the 26 week outcome), then an independent Ongoing Support Assessment is required to determine what is the most appropriate support for the future. There are two 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; and
- Moderate and High Ongoing Support are only available to Employment Support Service job seekers and is determined by the job seeker's individual need and relative disadvantage.

## Indigenous Employment Program

IEP provides a range of tools to achieve employment and economic development for Indigenous Australians. It includes a wide range of activities tailored towards job seekers, employers or communities. The Reformed Indigenous Employment Programme was commenced on 1 July 2009, but some activities commenced before 1 July 2009 are 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.