



Australian Government

Employment Services Outcomes Report

Disability Employment Services

October 2017 – September 2018

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For more information on Employment Services Outcomes please email ppmsurvey@jobs.gov.au

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1. Employment Services Outcomes – Disability Employment Services Overview

This publication presents the employment and education outcomes of job seekers in Disability Employment Services (DES) for the 12 months to September 2018. Outcomes in this publication relate to job seekers who were assisted between 1 October 2017 and 30 September 2018 with outcomes measured between 1 January 2018 and 31 December 2018.

The key information on employment and education outcomes is based on survey responses collected through the Department of Jobs and Small Business 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

The employment outcome rate for participants in DES Employment Assistance/Post Placement Support (EA/PPS) fell by 1.3 percentage points in the 12 months to 30 September 2018 compared to the previous year, with 30.2 per cent of DES EA/PPS participants employed three months following assistance with a slight increase in full-time and an increase in part-time employment outcomes.

- The DES Disability Management Service employment outcome rate has fallen by 2.2 percentage points from the year ending 30 Sept 2018 to finish at 30.8 per cent for the year ending 30 September 2018.
- The DES Employment Support Service employment outcome rate has fallen by 0.5 percentage points to 29.8 per cent for the year ending 30 September 2018.
- The education and training outcome rate for DES EA/PPS has fallen 1.3 percentage points to 13.2 per cent for the year ending 30 September 2018.

Table 1.1 – DES Labour Market Outcomes, 30 September 2018

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
DES Employment Assistance/Post Placement Support	30.2	41.8	28.0	13.2	39.9
DES EA/PPS - Disability Management Service	30.8	40.8	28.4	11.6	39.4
DES EA/PPS - Employment Support Service	29.8	42.6	27.5	14.5	40.4
DES Ongoing Support	65.5	24.9	9.5	11.7	70.4

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to 30 September 2018, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 16 for further details.

Table 1.2 – DES Labour Market Outcomes, 30 September 2017

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
DES Employment Assistance/Post Placement Support	31.5	41.4	27.1	15.1	42.7
<i>DES EA/PPS - Disability Management Service</i>	33.0	40.4	26.6	14.0	43.6
<i>DES EA/PPS - Employment Support Service</i>	30.3	42.2	27.5	16.1	42.0
DES Ongoing Support	68.4	22.1	9.5	13.7	73.7

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to 30 September 2017, with outcomes measured around three months later.

Table 1.3 – DES Employment Outcomes, 30 September 2016 to 30 September 2018

	Sep 2016 (%)	Dec 2016 (%)	Mar 2017 (%)	Jun 2017 (%)	Sep 2017 (%)	Dec 2017 (%)	Mar 2018 (%)	Jun 2018 (%)	Sep 2018 (%)
DES Employment Assistance/Post Placement Support	32.1	31.9	31.5	30.7	31.5	31.7	32.9	31.2	30.2
<i>DES EA/PPS - Disability Management Service</i>	34.6	34.4	34.2	32.5	33.0	32.8	33.8	31.6	30.8
<i>DES EA/PPS - Employment Support Service</i>	30.0	29.8	29.1	29.2	30.3	30.9	32.1	30.9	29.8
DES Ongoing Support	66.0	66.6	66.5	67.0	68.4	68.1	66.6	66.3	65.5

Table 1.4 – DES Education and Training Outcomes, 30 September 2016 to 30 September 2018

	Sep 2016 (%)	Dec 2016 (%)	Mar 2017 (%)	Jun 2017 (%)	Sep 2017 (%)	Dec 2017 (%)	Mar 2018 (%)	Jun 2018 (%)	Sep 2018 (%)
DES Employment Assistance/Post Placement Support	15.6	15.2	14.6	15.2	15.1	14.9	13.8	13.2	13.2
<i>DES EA/PPS - Disability Management Service</i>	14.4	13.9	13.7	14.3	14.0	13.8	12.3	11.5	11.6
<i>DES EA/PPS - Employment Support Service</i>	16.6	16.3	15.3	16.0	16.1	15.8	15.0	14.7	14.5
DES Ongoing Support	12.0	11.3	11.4	13.8	13.7	13.9	14.1	11.6	11.7

Table 1.5 – DES Positive Outcomes, 30 September 2016 to 30 September 2018

	Sep 2016 (%)	Dec 2016 (%)	Mar 2017 (%)	Jun 2017 (%)	Sep 2017 (%)	Dec 2017 (%)	Mar 2018 (%)	Jun 2018 (%)	Sep 2018 (%)
DES Employment Assistance/Post Placement Support	43.7	43.2	42.3	42.1	42.7	42.7	42.8	40.9	39.9
<i>DES EA/PPS - Disability Management Service</i>	45.3	44.8	44.6	43.4	43.6	43.3	43.0	40.2	39.4
<i>DES EA/PPS - Employment Support Service</i>	42.4	41.9	40.3	41.0	42.0	42.3	42.7	41.5	40.4
DES Ongoing Support	71.1	71.0	71.3	72.5	73.7	73.9	72.5	71.2	70.4

Table 1.6 – DES Employment Outcomes, 30 September 2018

	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 (%)
DES Employment Assistance/Post Placement Support	30.2	62.0	7.8	42.0	2.9	39.0	11.4
<i>DES EA/PPS - Disability Management Service</i>	30.5	60.3	9.2	38.3	4.1	34.2	9.6
<i>DES EA/PPS - Employment Support Service</i>	30.0	63.5	6.5	45.3	1.9	43.3	13.0
DES Ongoing Support	38.3	58.0	3.7	39.3	4.4	34.9	10.5

This table refers to employment outcomes for job seekers who participated in employment assistance in the 12 months to 30 September 2018, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 16 for further details.

Table 1.7 – DES Employment Outcomes, 30 September 2017

	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 (%)
DES Employment Assistance/Post Placement Support	29.6	62.5	7.9	42.0	3.0	39.0	12.4
<i>DES EA/PPS - Disability Management Service</i>	30.3	59.3	10.5	38.7	3.3	35.4	10.0
<i>DES EA/PPS - Employment Support Service</i>	29.1	65.4	5.6	44.9	2.6	42.4	14.5
DES Ongoing Support	39.5	56.3	4.1	38.6	2.1	36.5	12.2

This table refers to employment outcomes for job seekers who participated in employment assistance in the 12 months to 30 September 2017, with outcomes measured around three months later.

Table 1.8 – DES Education and Training Outcomes, 30 September 2018

	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 (%)
DES Employment Assistance/Post Placement Support	44.5	55.5	6.3	56.5	25.5	11.8
<i>DES EA/PPS - Disability Management Service</i>	44.4	55.6	3.7	56.6	25.8	13.8
<i>DES EA/PPS - Employment Support Service</i>	44.6	55.4	8.0	56.4	25.3	10.3
DES Ongoing Support	35.7	64.3	8.3	51.6	29.7	10.4

Not published (n.p.) indicates that sufficient data was 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 30 September 2018, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 16 for further details.

Table 1.9 – DES Education and Training Outcomes, 30 September 2017

	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 (%)
DES Employment Assistance/Post Placement Support	44.2	55.8	6.5	53.1	28.9	11.6
<i>DES EA/PPS - Disability Management Service</i>	44.7	55.3	4.4	54.3	29.1	12.2
<i>DES EA/PPS - Employment Support Service</i>	43.8	56.2	8.0	52.2	28.7	11.1
DES Ongoing Support	40.5	59.5	8.8	44.4	25.2	21.6

Not published (n.p.) indicates that sufficient data was 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 30 September 2017, with outcomes measured around three months later.

2. DES Detailed Outcomes

Table 2.1 – DES Employment Assistance/Post Placement Support Outcomes, 30 September 2018

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	6.2	32.9	39.1	44.3	16.6	29.4	57.4
Aged 21 to 24 years	8.5	31.5	40.0	42.6	17.4	20.9	55.0
Aged 25 to 34 years	8.1	26.7	34.8	45.8	19.5	15.3	45.6
Aged 35 to 49 years	7.3	25.4	32.7	43.8	23.6	13.8	43.1
Aged 50 or more years	4.2	19.6	23.8	38.7	37.5	7.8	30.2
Unemployed 0 to less than 6 months	8.1	28.9	37.0	37.6	25.4	16.2	47.9
Unemployed 6 to less than 12 months	6.6	24.4	31.0	35.9	33.1	12.2	39.7
Unemployed 12 to less than 24 months	6.0	23.8	29.8	37.8	32.4	13.4	40.1
Unemployed 24 to less than 36 months	6.0	20.3	26.3	44.8	29.0	11.5	35.6
Unemployed 36 or more months	3.0	20.1	23.2	50.8	26.1	10.2	31.6
Less than Year 10 educated	3.3	18.7	22.0	42.2	35.8	10.5	30.9
Year 10 or 11 educated	5.1	22.1	27.3	41.8	31.0	11.1	35.8
Year 12 educated	6.3	25.7	32.0	42.5	25.6	16.4	43.9
University educated	7.2	26.7	33.9	41.0	25.1	15.7	45.2
Vocational educated	7.2	25.7	32.8	42.3	24.9	11.6	41.4
Males	7.9	22.8	30.7	44.7	24.6	10.5	38.2
Females	3.8	25.8	29.7	38.6	31.8	16.1	41.8
Indigenous	5.9	16.6	22.5	48.1	29.5	11.1	31.0
CALD	4.5	17.9	22.4	43.6	34.0	14.4	35.1
Sole Parents	5.0	26.0	31.0	41.8	27.2	18.2	44.8
Newstart Allowance recipients	6.0	22.0	28.0	42.5	29.6	11.0	36.5
Youth Allowance (other) recipients	6.7	24.8	31.4	48.6	20.0	25.3	50.2
Disability Support Pension recipients	2.8	31.3	34.1	40.6	25.3	14.0	44.5
Parenting Payment recipients	n.p.	n.p.	31.6	34.9	33.5	24.7	51.1
Not on income support	13.7	37.0	50.7	33.5	15.8	23.5	61.7
TOTAL	6.0	24.2	30.2	41.8	28.0	13.2	39.9

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 30 September 2018, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 16 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 2.2 – DES Employment Assistance/Post Placement Support delivered through Disability Management Service Outcomes, 30 September 2018

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	9.5	29.1	38.6	46.0	15.4	29.7	55.4
Aged 21 to 24 years	10.3	30.7	41.0	42.3	16.6	24.5	60.2
Aged 25 to 34 years	11.8	24.8	36.6	45.5	17.9	13.8	45.7
Aged 35 to 49 years	8.8	25.6	34.5	42.2	23.3	13.7	44.5
Aged 50 or more years	5.0	21.1	26.1	38.5	35.5	7.7	32.4
Unemployed 0 to less than 6 months	10.4	26.5	36.8	35.4	27.8	13.6	46.0
Unemployed 6 to less than 12 months	8.4	24.2	32.6	34.9	32.5	12.3	41.5
Unemployed 12 to less than 24 months	7.8	24.6	32.5	36.2	31.4	13.0	42.3
Unemployed 24 to less than 36 months	6.8	20.3	27.1	46.6	26.3	9.5	34.7
Unemployed 36 or more months	3.9	20.8	24.6	49.7	25.6	9.4	32.2
Less than Year 10 educated	3.5	17.3	20.9	42.2	36.9	10.1	29.9
Year 10 or 11 educated	6.7	21.4	28.1	42.0	29.9	9.0	35.1
Year 12 educated	6.8	26.7	33.5	40.9	25.6	15.1	44.0
University educated	8.6	25.9	34.4	39.9	25.7	15.1	44.9
Vocational educated	8.9	25.1	34.0	40.0	26.0	10.6	41.9
Males	9.8	20.4	30.2	44.5	25.3	8.5	36.5
Females	4.5	26.6	31.2	37.2	31.6	14.9	42.4
Indigenous	8.3	13.9	22.1	50.9	27.0	8.4	27.6
CALD	4.5	19.4	23.9	44.1	32.0	14.9	36.9
Sole Parents	6.2	27.5	33.7	41.0	25.3	19.1	47.3
Newstart Allowance recipients	7.2	23.1	30.3	41.1	28.6	10.6	38.4
Youth Allowance (other) recipients	10.4	28.2	38.7	46.6	14.7	26.8	55.4
Disability Support Pension recipients	n.p.	n.p.	28.6	34.9	36.5	n.p.	34.6
Parenting Payment recipients	n.p.	n.p.	30.6	42.6	26.8	26.0	53.1
Not on income support	12.7	28.0	40.8	37.1	22.1	14.8	49.0
TOTAL	7.2	23.6	30.8	40.8	28.4	11.6	39.4

Not published (n.p.) indicates that sufficient data was 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 Disability Management Service in the 12 months to 30 September 2018, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 16 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 2.3 – DES Employment Assistance/Post Placement Support delivered through Employment Support Service Outcomes, 30 September 2018

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	5.5	33.7	39.2	43.8	17.0	29.4	57.8
Aged 21 to 24 years	7.5	31.7	39.1	42.5	18.3	19.2	52.3
Aged 25 to 34 years	5.8	27.6	33.4	46.3	20.3	15.9	45.0
Aged 35 to 49 years	5.6	25.2	30.8	45.6	23.6	14.0	41.8
Aged 50 or more years	3.2	17.8	21.0	39.0	40.1	7.8	27.6
Unemployed 0 to less than 6 months	6.9	30.4	37.3	38.7	24.0	17.8	49.2
Unemployed 6 to less than 12 months	4.7	24.4	29.1	37.2	33.7	12.2	37.8
Unemployed 12 to less than 24 months	4.0	22.5	26.6	39.7	33.7	14.2	37.5
Unemployed 24 to less than 36 months	5.6	20.1	25.7	42.8	31.5	14.0	37.3
Unemployed 36 or more months	2.3	19.6	21.8	51.6	26.5	10.8	31.0
Less than Year 10 educated	3.0	19.9	22.9	42.2	34.8	11.0	31.7
Year 10 or 11 educated	3.7	22.8	26.6	41.4	32.0	12.8	36.4
Year 12 educated	5.8	24.7	30.5	43.8	25.7	17.5	43.6
University educated	5.7	27.6	33.4	42.3	24.3	16.4	45.7
Vocational educated	5.5	26.2	31.7	44.4	23.9	12.6	40.9
Males	6.4	24.8	31.1	45.0	23.9	12.2	39.7
Females	3.2	25.1	28.3	39.8	32.0	17.3	41.3
Indigenous	n.p.	n.p.	22.9	46.0	31.1	12.6	32.9
CALD	4.5	16.2	20.7	42.8	36.4	14.0	33.1
Sole Parents	n.p.	n.p.	28.1	42.6	29.3	17.2	42.3
Newstart Allowance recipients	4.5	20.5	24.9	44.3	30.7	11.5	34.2
Youth Allowance (other) recipients	4.9	22.9	27.8	49.8	22.4	25.2	47.9
Disability Support Pension recipients	2.8	31.8	34.6	41.2	24.2	14.6	45.5
Parenting Payment recipients	n.p.	n.p.	32.3	24.0	43.7	23.9	49.1
Not on income support	14.0	39.7	53.8	32.4	13.8	26.5	65.8
TOTAL	4.9	24.9	29.8	42.6	27.5	14.5	40.4

Not published (n.p.) indicates that sufficient data was 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 30 September 2018, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 16 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 2.4 – DES Ongoing Support Outcomes, 30 September 2018

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	11.5	44.2	55.7	38.2	6.1	24.8	68.3
Aged 21 to 24 years	13.3	50.3	63.6	n.p.	n.p.	14.2	70.6
Aged 25 to 34 years	17.6	50.3	67.9	22.6	9.5	11.9	71.1
Aged 35 to 49 years	15.9	49.9	65.9	23.4	10.8	10.4	70.3
Aged 50 or more years	15.0	53.9	69.0	20.4	10.6	6.6	71.2
Unemployed 0 to less than 6 months	21.5	45.7	67.2	n.p.	n.p.	n.p.	69.9
Unemployed 6 to less than 12 months	15.6	47.1	62.7	28.3	9.0	17.4	69.7
Unemployed 12 to less than 24 months	16.6	52.8	69.4	20.8	9.8	11.3	73.9
Unemployed 24 to less than 36 months	16.7	47.0	63.7	24.4	11.9	10.6	69.3
Unemployed 36 or more months	11.7	54.3	66.0	25.0	8.9	8.5	69.3
Less than Year 10 educated	10.0	50.1	60.1	28.6	11.3	7.7	63.2
Year 10 or 11 educated	14.9	46.7	61.6	28.1	10.3	9.7	67.0
Year 12 educated	14.8	51.4	66.1	25.0	8.9	13.3	70.7
University educated	21.1	48.7	69.8	21.4	8.7	12.8	74.1
Vocational educated	14.8	55.9	70.8	20.1	9.1	11.2	74.0
Males	18.0	46.0	64.0	27.3	8.7	10.8	68.5
Females	10.9	57.1	68.0	21.6	10.4	13.2	73.2
Indigenous	n.p.	n.p.	52.9	n.p.	n.p.	n.p.	61.1
CALD	18.4	47.9	66.3	26.5	7.2	8.5	70.5
Sole Parents	n.p.	n.p.	61.6	22.1	16.3	n.p.	64.0
Newstart Allowance recipients	5.7	58.7	64.4	25.6	10.0	8.1	67.5
Disability Support Pension recipients	6.0	54.1	60.1	28.5	11.4	13.0	66.2
Parenting Payment recipients	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Not on income support	34.6	36.8	71.4	21.5	7.2	14.0	77.0
TOTAL	15.0	50.6	65.5	24.9	9.5	11.7	70.4

Not published (n.p.) indicates that sufficient data was 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 30 September 2018, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 16 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 2.5 – DES Employment Outcomes by state/territory, 30 September 2018¹

	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	29.4	30.2	28.9	67.4
Victoria	31.4	31.4	31.4	68.0
Queensland	30.7	31.6	30.0	59.1
Western Australia	28.6	25.6	30.6	69.0
South Australia	30.0	31.7	28.7	66.1
Tasmania	29.6	30.9	29.0	74.3
Northern Territory	27.7	n.p.	n.p.	n.p.
Australia	30.2	30.8	29.8	65.5

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

Table 2.6 – DES Positive Outcomes by state/territory, 30 September 2018¹

	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	40.2	40.1	40.4	72.8
Victoria	40.8	40.9	40.7	71.4
Queensland	39.6	38.7	40.4	65.4
Western Australia	36.6	30.1	40.9	74.7
South Australia	40.7	40.3	40.7	71.3
Tasmania	37.1	37.6	36.7	74.3
Northern Territory	39.5	n.p.	47.0	n.p.
Australia	39.9	39.4	40.4	70.4

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

¹ This table refers to outcomes for job seekers who participated in DES in the 12 months to 30 September 2018, with outcomes measured around three months later.

3. 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 3.1 – DES job seeker satisfaction with the help suited to circumstances, 30 September 2018²

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	62.5	17.6	19.8
Ongoing Support	74.2	12.8	13.1

Table 3.2 – DES job seeker satisfaction with provider consideration of individual needs, 30 September 2018²

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	63.8	17.0	19.2
Ongoing Support	75.1	12.0	13.0

Table 3.3 – DES job seeker satisfaction with staff treatment of job seeker with respect, 30 September 2018²

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	79.2	10.6	10.2
Ongoing Support	87.1	6.5	6.4

Table 3.4 – DES job seeker satisfaction with overall quality of service, 30 September 2018²

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	68.0	15.2	16.7
Ongoing Support	77.1	10.8	12.2

² This table refers to job seekers who participated in DES in the 12 months to 30 September 2018, with satisfaction levels measured around three months later.

4. Further Information

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 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 estimate³ (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 October 2017 to 30 September 2018 with outcomes measured between 1 January 2018 and 31 December 2018.

³ 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 employment services are:

- The Post-Programme Monitoring (PPM) survey; and
- Administrative data sourced from the Department of Jobs and Small Business 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 employment services, 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 or web-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 invitation 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.

Programmes Surveyed

This Employment Services Outcomes publication reports the outcomes for Disability Employment Services (DES). Other Employment Services Outcomes reports are also available for jobactive and Jobs, Land and Economy Programme (see [Employment Services Outcomes Reports⁴](#)). A number of surveys tailored to the job seekers' employment assistance in DES are used in measuring these outcomes. These surveys include:

- Disability Employment Services – Employment Assistance/Post Placement Support
- Disability Employment Services – Ongoing Support

Survey 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.

A job seeker will be recorded as being in-scope for a 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).

⁴ www.jobs.gov.au/employment-services-outcomes-reports

Sampling, In-scope populations and Results

Sampling

For both the Employment Assistance/Post Placement Support and Ongoing Support components of DES, the following strata are used with a one-in-three sample selection:

- Full-rate Newstart Allowance or Youth Allowance (other) and non-Allowance Youth;
- Not on income support or part-rate Newstart Allowance or Youth Allowance (other);
- Disability Support Pension;
- Parenting Payment; and
- Other income support types.

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@jobs.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.

Comparing results

Caution is urged when comparing the results reported for DES with 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 jobactive, Disability Employment Services and Jobs, Land and Economy Programme. Different survey points, instruments and sampling methodologies should be considered when making comparisons between employment programmes.

Disability Employment Services Description

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.