



Australian Government

Department of Education, Employment  
and Workplace Relations

# Labour Market Assistance Outcomes

June 2012

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ISBN: 978-0-642-78715-6

# 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 Program (IEP) for the year ending June 2012.

The key information on employment and education outcomes is based on survey responses collected through DEEWR's Post Program 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 education/training.

## Key Observations – June 2012

### ***Jobs Services Australia (JSA)***

The employment and education outcome rates for JSA Streams 1-4 for the 12 month period ending June 2012 are higher than the 12 month period ending June 2011.

In the year ending June 2012, 48.7% of Streams 1-4 job seekers were in employment three months following participation in JSA, compared to 47.6% in the year ending June 2011.

- The employment outcome rate for Stream 4 job seekers has improved the most out of all streams with 30.7% of Stream 4 job seekers in a job three months following participation in JSA for the year ending June 2012, compared to 25.4% for the previous year.
- In the year ending June 2012, 20.7% of Streams 1-4 job seekers were in education/training three months following participation in JSA, compared to 19.0% in the year ending June 2011. More of these job seekers are undertaking full-time study and studying at a higher level with 56.5% studying full-time, 27.5% studying at a diploma or higher level, compared to 53.7% and 24.0% respectively for the year ending June 2011.
- The survey results show that 70.2% of job seekers were very satisfied or satisfied with the overall quality of services from their JSA provider.

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

- In the year ending June 2012, 40.8% of participants in DES Employment Assistance/Post Placement Support (EA/PPS) delivered through Disability Management Service (DMS) were in employment three months following participation, compared to 34.0% in the year ending June 2011.
- In the year ending June 2012, 36.0% of participants in DES EA/PPS delivered through Employment Support Service (ESS) were in employment three months following participation, compared to 27.6% in the year ending June 2011.
- Satisfaction levels are high, with 75.2% of DES EA/PPS participants and 80.6% of DES Ongoing Support participants satisfied or very satisfied with the overall quality of service received from their provider.

### ***Indigenous Employment Program (IEP)***

- The outcomes for IEP show that in the 12 months to June 2012, 71.4% of IEP participants who undertook employment related activities were employed following the activity. Also, of these job seekers who were employed, 68.0% were in permanent employment.

### Table 1.1 – 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
JSA Stream 1 (Limited)	47.8	42.1	10.1	20.8	61.1
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. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

### Table 1.2 – Labour Market Outcomes, June 2011

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
JSA Stream 1-4	47.6	35.9	16.5	19.0	59.7
JSA Stream 1	58.1	32.9	9.0	19.6	68.5
JSA Stream 2	53.9	33.6	12.5	18.8	65.1
JSA Stream 3	34.8	42.3	22.9	20.0	50.6
JSA Stream 4	25.4	38.0	36.6	16.1	37.3
JSA Stream 1 (Limited)	47.5	42.1	10.5	20.6	61.1
DES Employment Assistance/Post Placement Support	30.5	33.8	35.7	11.7	38.8
• DES EA/PPS - Disability Management Service	34.0	30.6	35.3	10.9	41.5
• DES EA/PPS - Employment Support Service	27.6	36.7	35.7	12.5	36.7
DES Ongoing Support	75.2	15.5	9.4	10.2	77.9
New Enterprise Incentive Scheme (NEIS)	83.9	11.5	4.7	11.3	86.4
IEP Employment Related Activities	71.4	23.3	5.3	25.2	76.2
IEP Non-Employment Related Activities	49.7	41.2	9.1	32.4	63.3

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to March 2011, with outcomes measured around three months later.

### Table 1.3 – Employment Outcomes, September 2010 to June 2012

Employment Assistance	Sep 2010 (%)	Dec 2010 (%)	Mar 2011 (%)	Jun 2011 (%)	Sep 2011 (%)	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)
JSA Stream 1-4	50.3	50.0	48.1	47.6	47.7	48.8	49.0	48.7
JSA Stream 1	58.5	58.0	57.8	58.1	58.7	60.7	62.0	61.3
JSA Stream 2	58.7	57.0	54.9	53.9	54.0	55.0	54.2	53.0
JSA Stream 3	34.5	35.0	34.0	34.8	35.8	37.9	38.3	38.1
JSA Stream 4	21.3	23.0	25.2	25.4	28.5	29.0	29.4	30.7
DES Employment Assistance/Post Placement Support	n.a.	20.2	24.9	30.5	34.5	37.0	37.9	38.3
• DES EA/PPS - Disability Management Service	n.a.	n.p.	28.2	34.0	37.6	40.1	40.7	40.8
• DES EA/PPS - Employment Support Service	n.a.	n.p.	22.3	27.6	31.8	34.4	35.4	36.0
DES Ongoing Support	n.a.	66.2	66.8	75.2	76.8	78.4	78.2	72.8
IEP Employment Related Activities	60.0	66.0	70.2	71.4	73.2	73.5	71.0	70.3
IEP Non-Employment Related Activities	39.0	44.3	48.2	49.7	49.3	48.4	49.1	48.2

**Not available (n.a.)** indicates that program level data were not available for these time periods as DES commenced on 1 March 2010.

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

### Table 1.4 – Education and Training Outcomes, September 2010 to June 2012

Employment Assistance	Sep 2010 (%)	Dec 2010 (%)	Mar 2011 (%)	Jun 2011 (%)	Sep 2011 (%)	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)
JSA Stream 1-4	17.1	18.1	18.7	19.0	20.0	20.8	20.9	20.7
JSA Stream 1	18.3	18.7	19.5	19.6	20.1	21.9	22.2	20.5
JSA Stream 2	16.0	17.6	18.3	18.8	19.6	20.8	21.1	21.7
JSA Stream 3	17.4	19.3	19.8	20.0	21.4	21.0	20.7	21.5
JSA Stream 4	15.3	15.7	15.1	16.1	18.1	18.2	18.5	18.4
DES Employment Assistance/Post Placement Support	n.a.	9.3	10.1	11.7	12.7	12.6	12.9	13.2
• DES EA/PPS - Disability Management Service	n.a.	n.p.	9.5	10.9	11.1	11.2	11.4	11.6
• DES EA/PPS - Employment Support Service	n.a.	n.p.	10.8	12.5	14.1	14.0	14.2	14.7
DES Ongoing Support	n.a.	9.3	9.9	10.2	10.3	10.4	9.9	10.4
IEP Employment Related Activities	23.8	27.2	26.0	25.2	23.7	24.0	28.2	29.4
IEP Non-Employment Related Activities	25.5	20.0	27.0	32.4	33.3	33.1	33.4	31.9

**Not available (n.a.)** indicates that program level data were not available for these time periods as DES commenced on 1 March 2010.

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

**Table 1.5 – Positive Outcomes, September 2010 to June 2012**

<b>Employment Assistance</b>	<b>Sep 2010 (%)</b>	<b>Dec 2010 (%)</b>	<b>Mar 2011 (%)</b>	<b>Jun 2011 (%)</b>	<b>Sep 2011 (%)</b>	<b>Dec 2011 (%)</b>	<b>Mar 2012 (%)</b>	<b>Jun 2012 (%)</b>
JSA Stream 1-4	61.0	61.0	60.0	59.7	60.3	61.7	62.2	61.9
JSA Stream 1	68.5	68.0	68.4	68.5	69.3	71.9	73.6	72.4
JSA Stream 2	68.0	67.0	65.7	65.1	65.7	67.3	67.1	66.4
JSA Stream 3	48.1	50.0	49.6	50.6	52.4	53.7	53.6	53.5
JSA Stream 4	33.4	35.0	36.5	37.3	41.3	42.4	43.7	44.6
DES Employment Assistance/Post Placement Support	n.a.	27.8	32.6	38.8	42.9	45.2	46.1	46.6
• DES EA/PPS - Disability Management Service	n.a.	n.p.	35.1	41.5	44.8	47.3	47.9	48.1
• DES EA/PPS - Employment Support Service	n.a.	n.p.	30.8	36.7	41.3	43.6	44.5	45.3
DES Ongoing Support	n.a.	69.8	70.4	77.9	79.1	80.5	80.1	75.2
IEP Employment Related Activities	64.0	70.8	74.6	76.2	77.5	77.4	76.7	75.9
IEP Non-Employment Related Activities	53.0	57.5	60.3	63.3	65.3	64.5	64.4	63.5

**Not available (n.a.)** indicates that program level data were not available for these time periods as DES commenced on 1 March 2010.

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

**Table 1.6 – 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
JSA Stream 1 (Limited)	37.0	55.7	7.2	51.8	12.0	39.8	15.8
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. See the 'Sampling, In-scope populations and Results' section on page 34 for further details.

**Table 1.7 – Employment Outcomes, June 2011**

	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	37.5	53.6	9.0	44.5	8.5	35.5	14.6
JSA Stream 1	38.7	52.3	9.0	44.8	9.1	35.1	15.7
JSA Stream 2	39.9	51.4	8.7	43.9	8.6	34.6	14.1
JSA Stream 3	30.1	61.0	8.9	46.7	6.7	39.3	12.3
JSA Stream 4	35.5	54.4	10.0	40.5	9.0	33.1	16.4
JSA Stream 1 (Limited)	35.0	58.5	6.5	51.7	11.7	39.8	14.7
DES Employment Assistance /Post Placement Support	31.8	60.1	8.1	39.2	3.6	35.0	10.1
• DES EA/PPS - Disability Management Service	31.8	58.4	9.8	36.8	4.1	31.7	9.1
• DES EA/PPS - Employment Support Service	31.9	61.9	6.2	41.9	3.1	38.8	11.2
DES Ongoing Support	50.7	45.7	3.7	33.8	2.7	31.0	9.8
IEP Employment Related Activities	n.p.	n.p.	n.p.	30.2	17.3	12.9	28.5
IEP Non-Employment Related Activities	n.p.	n.p.	n.p.	36.5	10.2	26.3	37.9

**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 2011, with outcomes measured around three months later.

### Table 1.8 – 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
JSA Stream 1 (Limited)	45.6	54.4	n.p.	64.3	21.4	n.p.
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

**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 2012, 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 2011

	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	53.7	46.3	6.4	54.9	24.0	14.7
JSA Stream 1	54.5	45.5	3.5	49.1	34.6	12.9
JSA Stream 2	53.1	46.9	6.7	57.5	23.2	12.6
JSA Stream 3	53.4	46.6	8.0	60.0	13.1	18.9
JSA Stream 4	53.4	46.6	11.5	55.3	15.6	17.6
JSA Stream 1 (Limited)	50.6	49.4	3.0	58.4	23.5	15.1
DES Employment Assistance /Post Placement Support	41.5	58.5	10.4	54.5	21.7	13.4
• DES EA/PPS - Disability Management Service	43.0	57.0	8.7	50.8	26.5	14.0
• DES EA/PPS - Employment Support Service	40.2	59.8	11.3	57.5	18.2	13.0
DES Ongoing Support	29.0	71.0	9.0	63.9	15.5	11.6
IEP Employment Related Activities	46.0	54.0	11.2	78.2	10.7	0.0
IEP Non-Employment Related Activities	45.2	54.8	29.2	65.3	5.5	0.0

This table refers to education outcomes for job seekers who participated in employment assistance in the 12 months to March 2011, with outcomes measured around three months later.



## 2. Job Services Australia (JSA)

**Table 2.1 – JSA Streams 1 to 4 Outcomes, June 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	20.0	25.2	45.2	39.1	15.7	34.5	64.1
Aged 21 to 24 years	25.6	25.7	51.4	36.9	11.7	28.6	68.2
Aged 25 to 34 years	24.6	25.9	50.5	36.2	13.3	22.9	64.8
Aged 35 to 49 years	18.7	32.0	50.7	34.0	15.3	18.7	63.7
Aged 50 or more years	14.5	28.7	43.2	36.8	19.9	13.0	52.4
Unemployed 0 to less than 6 months	26.4	29.2	55.6	31.4	13.0	22.3	68.8
Unemployed 6 to less than 12 months	13.8	29.8	43.6	36.3	20.1	21.2	58.1
Unemployed 12 to less than 24 months	12.9	31.0	43.9	39.9	16.3	19.0	57.5
Unemployed 24 to less than 36 months	9.7	32.1	41.7	41.9	16.3	19.1	55.8
Unemployed 36 or more months	6.0	26.3	32.3	46.7	21.0	14.7	42.3
Less than Year 10 educated	11.3	21.2	32.5	42.2	25.3	20.9	49.9
Year 10 or 11 educated	15.0	28.1	43.2	39.6	17.3	15.9	54.3
Year 12 educated	21.5	31.3	52.8	32.8	14.4	28.6	69.2
University educated	29.1	32.2	61.3	29.7	9.0	23.1	74.0
Vocational educated	22.8	30.4	53.1	34.2	12.7	17.5	63.4
Males	24.8	22.2	47.0	40.3	12.8	16.4	57.9
Females	14.8	35.7	50.6	31.2	18.3	24.9	66.1
People with Disability	11.9	25.5	37.4	38.8	23.9	17.6	50.0
Indigenous	13.1	21.2	34.3	49.2	16.5	14.9	42.8
CALD	17.3	26.3	43.6	36.3	20.0	29.3	65.8
Sole Parents	9.0	45.4	54.4	28.5	17.2	24.4	70.2
Newstart Allowance recipients	20.3	27.3	47.5	37.3	15.2	18.3	59.7
Youth Allowance (other) recipients	18.2	24.1	42.3	40.9	16.8	34.5	62.5
Disability Support Pension recipients	4.8	22.8	27.6	32.4	40.1	16.6	40.5
Parenting Payment Single recipients	8.9	46.0	54.8	28.1	17.1	24.4	70.6
Parenting Payment Partnered recipients	6.4	41.6	48.1	31.1	20.8	28.6	68.3
Not on income support	33.2	28.4	61.6	29.8	8.7	16.1	69.2
<b>TOTAL</b>	<b>19.7</b>	<b>29.0</b>	<b>48.7</b>	<b>35.9</b>	<b>15.4</b>	<b>20.7</b>	<b>61.9</b>

This table refers to outcomes for job seekers who participated in JSA in the 12 months to March 2012, 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 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	27.0	31.5	58.5	30.9	10.6	36.4	75.1
Aged 21 to 24 years	33.6	27.4	60.9	30.2	8.8	30.2	76.3
Aged 25 to 34 years	36.1	28.0	64.1	28.7	7.1	21.7	76.6
Aged 35 to 49 years	29.3	33.3	62.6	28.3	9.1	16.2	72.9
Aged 50 or more years	25.0	31.8	56.8	32.4	10.8	10.0	62.4
Unemployed 0 to less than 6 months	31.5	30.4	61.9	29.1	9.0	20.7	73.2
Unemployed 6 to less than 12 months	14.1	34.1	48.2	33.8	18.0	21.8	62.0
Unemployed 12 to less than 24 months	15.0	42.1	57.1	33.3	9.7	20.5	65.5
Unemployed 24 to less than 36 months	n.p.	n.p.	73.6	n.p.	n.p.	n.p.	77.1
Unemployed 36 or more months	n.p.	n.p.	55.0	n.p.	n.p.	n.p.	55.6
Less than Year 10 educated	19.0	27.1	46.0	41.7	12.3	9.3	54.5
Year 10 or 11 educated	24.8	29.2	54.0	37.1	8.9	12.0	62.1
Year 12 educated	27.4	33.0	60.4	27.9	11.7	29.9	76.7
University educated	37.9	31.4	69.3	24.3	6.5	22.4	79.6
Vocational educated	29.8	31.6	61.4	29.2	9.4	17.6	71.3
Males	34.9	24.9	59.8	32.9	7.3	17.5	69.9
Females	25.3	37.9	63.2	25.6	11.2	23.5	75.4
People with Disability	22.6	34.0	56.6	28.1	15.4	18.4	67.9
Indigenous	30.2	29.2	59.4	33.7	7.0	16.3	69.5
CALD	25.9	29.2	55.1	32.2	12.7	25.4	72.4
Sole Parents	14.3	49.9	64.2	21.3	14.5	24.1	77.2
Newstart Allowance recipients	30.8	30.2	61.0	30.4	8.6	18.2	71.3
Youth Allowance (other) recipients	25.1	32.0	57.1	30.0	13.0	37.8	75.9
Disability Support Pension recipients	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Parenting Payment Single recipients	14.8	50.7	65.5	19.9	14.6	24.8	78.6
Parenting Payment Partnered recipients	11.2	56.1	67.3	n.p.	n.p.	19.3	78.2
Not on income support	35.6	29.9	65.5	28.1	6.4	17.8	74.2
<b>TOTAL</b>	<b>30.1</b>	<b>31.2</b>	<b>61.3</b>	<b>29.6</b>	<b>9.1</b>	<b>20.5</b>	<b>72.4</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 Stream 1 in the 12 months to March 2012, 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 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	22.4	24.4	46.8	40.2	13.0	36.2	66.7
Aged 21 to 24 years	22.7	28.6	51.3	39.2	9.6	30.7	70.7
Aged 25 to 34 years	26.1	28.0	54.0	35.2	10.8	24.9	68.4
Aged 35 to 49 years	23.2	37.2	60.4	28.3	11.3	20.2	73.5
Aged 50 or more years	17.9	30.6	48.5	33.9	17.6	12.1	56.9
Unemployed 0 to less than 6 months	24.8	28.9	53.7	32.4	14.0	22.2	66.8
Unemployed 6 to less than 12 months	17.9	32.8	50.7	34.2	15.1	25.0	66.8
Unemployed 12 to less than 24 months	15.6	37.0	52.6	37.9	9.5	18.8	66.3
Unemployed 24 to less than 36 months	12.9	42.0	54.9	37.9	7.3	16.5	64.5
Unemployed 36 or more months	13.4	41.0	54.4	24.6	21.0	12.3	59.4
Less than Year 10 educated	17.2	23.7	40.9	38.3	20.8	25.3	61.9
Year 10 or 11 educated	18.8	30.8	49.6	36.0	14.4	17.1	61.2
Year 12 educated	22.4	31.7	54.2	32.7	13.2	30.2	70.5
University educated	24.9	34.2	59.1	31.9	9.0	23.2	72.4
Vocational educated	25.0	32.6	57.6	32.2	10.2	17.1	67.0
Males	27.5	23.7	51.2	39.2	9.6	17.7	62.4
Females	16.1	38.9	55.0	28.6	16.3	25.6	70.8
People with Disability	18.3	31.1	49.4	34.8	15.8	16.7	60.1
Indigenous	23.0	23.0	46.1	45.5	8.5	14.5	55.3
CALD	19.1	27.4	46.5	36.3	17.2	31.1	69.6
Sole Parents	14.5	57.0	71.5	18.5	10.0	20.0	82.4
Newstart Allowance recipients	21.5	29.9	51.5	35.2	13.4	19.6	64.5
Youth Allowance (other) recipients	21.1	23.8	45.0	42.2	12.8	36.8	65.7
Disability Support Pension recipients	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Parenting Payment Single recipients	14.1	58.2	72.3	18.0	9.8	19.2	82.6
Parenting Payment Partnered recipients	12.0	46.0	58.0	26.0	16.0	25.6	75.0
Not on income support	34.3	26.2	60.5	29.1	10.4	12.5	66.1
<b>TOTAL</b>	<b>21.8</b>	<b>31.1</b>	<b>53.0</b>	<b>34.1</b>	<b>12.9</b>	<b>21.7</b>	<b>66.4</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 Stream 2 in the 12 months to March 2012, 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 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	9.2	24.4	33.6	49.3	17.1	32.1	52.2
Aged 21 to 24 years	15.8	23.0	38.9	47.6	13.6	28.1	58.9
Aged 25 to 34 years	11.3	26.7	38.0	47.0	15.0	27.0	56.8
Aged 35 to 49 years	8.1	33.8	41.9	41.9	16.2	22.1	57.9
Aged 50 or more years	6.4	28.1	34.5	41.9	23.6	15.2	45.9
Unemployed 0 to less than 6 months	11.0	29.7	40.7	36.0	23.3	30.1	61.6
Unemployed 6 to less than 12 months	7.5	28.1	35.6	47.4	17.0	24.5	53.4
Unemployed 12 to less than 24 months	10.4	27.9	38.3	44.8	17.0	19.9	52.5
Unemployed 24 to less than 36 months	8.0	31.5	39.5	45.1	15.4	20.9	55.5
Unemployed 36 or more months	6.0	30.5	36.5	47.5	16.0	14.7	46.9
Less than Year 10 educated	7.5	24.7	32.2	43.1	24.7	23.3	51.3
Year 10 or 11 educated	8.6	30.0	38.5	44.1	17.4	17.7	51.2
Year 12 educated	7.9	33.2	41.1	43.1	15.8	25.2	57.8
University educated	8.8	33.4	42.1	43.9	14.0	28.6	62.4
Vocational educated	9.5	30.7	40.2	44.1	15.7	17.9	51.0
Males	11.3	22.5	33.8	51.5	14.7	15.1	46.0
Females	6.3	35.3	41.6	37.9	20.5	26.1	59.3
People with Disability	8.0	28.2	36.2	42.8	21.0	17.4	48.9
Indigenous	11.6	21.8	33.4	53.4	13.2	13.3	41.7
CALD	7.1	25.4	32.5	42.7	24.8	32.8	59.4
Sole Parents	6.1	43.7	49.8	33.4	16.8	27.5	68.0
Newstart Allowance recipients	8.8	26.2	35.0	47.3	17.6	18.8	49.3
Youth Allowance (other) recipients	7.3	23.6	30.9	51.6	17.5	31.2	50.4
Disability Support Pension recipients	6.1	24.8	30.8	35.8	33.4	16.1	43.3
Parenting Payment Single recipients	6.0	44.1	50.1	33.0	16.9	27.5	68.2
Parenting Payment Partnered recipients	n.p.	n.p.	40.3	35.3	24.3	33.8	65.7
Not on income support	25.4	23.6	49.0	40.8	10.2	12.8	54.0
<b>TOTAL</b>	<b>8.4</b>	<b>29.7</b>	<b>38.1</b>	<b>43.8</b>	<b>18.1</b>	<b>21.5</b>	<b>53.5</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 2012, 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 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	10.5	16.5	27.0	42.5	30.5	29.0	48.2
Aged 21 to 24 years	17.1	19.5	36.5	41.9	21.5	21.0	50.5
Aged 25 to 34 years	15.3	18.6	33.9	39.7	26.4	18.0	46.2
Aged 35 to 49 years	9.3	20.6	29.8	40.5	29.6	16.5	43.1
Aged 50 or more years	6.9	18.9	25.8	39.2	35.0	15.3	38.1
Unemployed 0 to less than 6 months	17.0	22.4	39.4	37.0	23.6	23.8	56.2
Unemployed 6 to less than 12 months	13.5	25.9	39.5	31.5	29.0	14.3	49.9
Unemployed 12 to less than 24 months	9.8	16.9	26.6	40.8	32.5	16.9	42.3
Unemployed 24 to less than 36 months	9.3	17.9	27.2	43.8	29.0	21.2	44.3
Unemployed 36 or more months	4.8	17.1	21.9	48.7	29.4	15.4	32.1
Less than Year 10 educated	9.8	14.4	24.2	43.7	32.1	18.8	40.0
Year 10 or 11 educated	8.0	20.7	28.6	41.8	29.6	15.9	40.4
Year 12 educated	15.1	19.7	34.8	37.5	27.7	24.1	51.5
University educated	13.0	29.4	42.4	37.3	20.3	17.9	56.6
Vocational educated	15.0	20.4	35.4	39.8	24.8	17.3	47.7
Males	14.5	14.6	29.1	44.9	26.0	13.9	39.9
Females	6.4	25.9	32.3	35.1	32.6	24.3	50.6
People with Disability	9.4	18.3	27.7	39.8	32.5	18.0	41.5
Indigenous	n.p.	n.p.	22.2	47.3	30.5	17.8	30.4
CALD	10.7	17.8	28.6	34.2	37.3	28.5	51.5
Sole Parents	4.4	24.2	28.6	36.5	34.9	22.8	48.1
Newstart Allowance recipients	11.5	19.3	30.8	41.4	27.8	16.3	43.1
Youth Allowance (other) recipients	11.2	14.7	25.9	43.3	30.8	27.7	47.2
Disability Support Pension recipients	n.p.	n.p.	20.5	30.4	49.1	16.3	33.8
Parenting Payment Single recipients	4.5	24.3	28.7	36.8	34.5	23.9	49.4
Parenting Payment Partnered recipients	n.p.	n.p.	31.9	36.0	32.1	n.p.	46.9
Not on income support	n.p.	n.p.	45.0	33.7	21.3	21.5	56.0
<b>TOTAL</b>	<b>10.9</b>	<b>19.8</b>	<b>30.7</b>	<b>40.7</b>	<b>28.6</b>	<b>18.4</b>	<b>44.6</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 2012, 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 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	33.6	35.9	69.5	26.6	3.9	25.6	76.9
Aged 21 to 24 years	31.9	37.5	69.4	26.0	4.6	18.8	75.3
Aged 25 to 34 years	35.4	34.3	69.7	26.0	4.3	16.4	74.1
Aged 35 to 49 years	28.0	44.0	72.0	24.4	3.6	12.3	75.3
Aged 50 or more years	27.6	44.3	71.9	24.3	3.8	8.3	75.0
Unemployed 0 to less than 6 months	38.6	37.7	76.3	19.7	4.0	15.1	80.2
Unemployed 6 to less than 12 months	32.2	38.4	70.6	25.4	4.0	15.5	75.3
Unemployed 12 to less than 24 months	27.3	42.2	69.5	27.2	3.2	15.1	74.0
Unemployed 24 to less than 36 months	22.3	42.2	64.5	31.1	4.3	12.9	69.3
Unemployed 36 or more months	16.4	46.1	62.5	33.3	4.3	10.7	66.5
Less than Year 10 educated	26.0	36.6	62.6	30.8	6.7	11.1	67.8
Year 10 or 11 educated	27.7	39.9	67.6	28.1	4.2	11.5	71.6
Year 12 educated	29.4	43.6	73.0	23.8	3.3	17.4	77.4
University educated	37.0	42.5	79.5	17.0	3.5	16.9	83.4
Vocational educated	30.6	39.5	70.2	26.6	3.3	14.5	74.3
Males	36.3	29.6	65.9	30.2	3.9	11.2	69.6
Females	23.2	53.3	76.6	19.5	3.9	17.8	81.4
People with Disability	22.0	44.2	66.2	28.4	5.4	12.8	70.5
Indigenous	29.1	32.3	61.3	34.5	4.1	12.4	64.9
CALD	30.7	42.4	73.0	22.6	4.4	15.7	78.9
Sole Parents	16.3	64.9	81.3	15.5	3.2	14.9	84.6
Newstart Allowance recipients	26.0	40.9	67.0	28.9	4.2	12.6	71.2
Youth Allowance (other) recipients	23.6	39.8	63.4	32.1	4.5	24.0	73.4
Disability Support Pension recipients	9.6	51.1	60.7	30.1	9.2	15.2	67.6
Parenting Payment Single recipients	16.0	65.9	81.9	14.9	3.2	15.1	85.2
Parenting Payment Partnered recipients	19.0	61.7	80.7	n.p.	n.p.	11.8	84.1
Not on income support	59.9	22.9	82.9	14.2	2.9	14.7	84.8
<b>TOTAL</b>	<b>30.1</b>	<b>40.4</b>	<b>70.5</b>	<b>25.5</b>	<b>3.9</b>	<b>14.3</b>	<b>74.8</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 were placed in jobs through JSA in the 12 months to March 2012, 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 2012**

	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>14.6</b>	<b>26.3</b>	<b>40.9</b>	<b>52.2</b>	<b>6.9</b>	<b>23.3</b>	<b>56.7</b>
PPP and Non-PPP Training	16.4	28.3	44.8	47.6	7.7	37.0	68.3
Training in Job Search Techniques	14.1	26.4	40.5	53.2	6.3	18.7	53.6
Work for the Dole	n.p.	n.p.	45.8	n.p.	n.p.	n.p.	51.3
Voluntary Work	11.7	24.3	36.0	53.2	10.9	13.3	45.0
Work Experience	16.8	26.9	43.8	48.7	5.8	23.0	57.4
Other Activity	10.5	13.1	23.7	47.8	28.5	62.5	80.1
<b>Work Exp. Phase<sup>2</sup></b>	<b>8.1</b>	<b>18.4</b>	<b>26.4</b>	<b>61.7</b>	<b>11.9</b>	<b>30.0</b>	<b>49.6</b>
PPP and Non-PPP Training	10.5	21.6	32.1	56.9	11.0	32.2	56.1
Training in Job Search Techniques	n.p.	n.p.	23.9	n.p.	n.p.	15.3	38.9
Work for the Dole	7.5	14.4	21.8	70.2	7.9	14.9	33.9
Voluntary Work	6.5	20.4	26.9	61.2	11.8	14.3	37.9
Work Experience	14.5	14.6	29.1	n.p.	n.p.	13.9	40.9
Other Activity	6.3	14.0	20.2	57.0	22.8	44.4	60.6
<b>Other<sup>3</sup></b>	<b>10.5</b>	<b>22.5</b>	<b>33.0</b>	<b>48.7</b>	<b>18.3</b>	<b>37.9</b>	<b>61.5</b>
PPP and Non-PPP Training	13.0	24.4	37.5	47.7	14.9	30.8	59.6
Training in Job Search Techniques	8.8	21.4	30.3	62.5	7.2	22.5	46.9
Work for the Dole	n.p.	n.p.	18.5	67.3	14.3	21.3	37.3
Voluntary Work	3.3	16.6	19.9	35.9	44.2	9.3	27.1
Work Experience	9.8	21.3	31.0	55.5	13.5	18.7	41.6
Other Activity	9.4	14.5	23.9	47.0	29.1	48.3	66.5
<b>All activities<sup>4</sup></b>	<b>11.1</b>	<b>22.6</b>	<b>33.7</b>	<b>52.7</b>	<b>13.6</b>	<b>32.3</b>	<b>57.6</b>
PPP and Non-PPP Training	12.8	24.1	37.0	49.6	13.4	31.7	59.7
Training in Job Search Techniques	13.1	25.3	38.4	55.0	6.5	18.9	52.0
Work for the Dole	8.4	14.1	22.5	69.1	8.4	15.7	35.2
Voluntary Work	7.0	20.4	27.4	55.0	17.6	13.0	37.1
Work Experience	11.5	20.1	31.6	55.8	12.7	16.8	41.6
Other Activity	8.8	14.3	23.1	49.1	27.8	48.5	66.2

**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 2012, 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 Phase.

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

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

## Table 2.8 – JSA Work for the Dole Outcomes, June 2012

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	n.p.	n.p.	20.2	n.p.	n.p.	32.8	45.1
Aged 21 to 24 years	n.p.	n.p.	18.9	n.p.	n.p.	17.7	33.1
Aged 25 to 34 years	11.7	14.6	26.2	n.p.	n.p.	13.7	37.3
Aged 35 to 49 years	7.5	15.8	23.3	68.8	8.0	14.8	35.9
Aged 50 or more years	n.p.	n.p.	16.2	69.8	14.1	n.p.	18.6
Unemployed 0 to less than 6 months	n.p.	n.p.	30.8	n.p.	n.p.	n.p.	40.3
Unemployed 6 to less than 12 months	n.p.	n.p.	35.2	n.p.	n.p.	n.p.	52.1
Unemployed 12 to less than 24 months	13.2	10.5	23.7	68.2	8.1	17.1	38.0
Unemployed 24 to less than 36 months	n.p.	n.p.	20.8	n.p.	n.p.	18.9	36.9
Unemployed 36 or more months	n.p.	n.p.	18.9	71.6	9.5	12.4	29.2
Less than Year 10 educated	n.p.	n.p.	17.7	69.4	12.9	16.9	34.3
Year 10 or 11 educated	5.5	14.8	20.2	71.8	8.0	10.4	30.0
Year 12 educated	n.p.	n.p.	19.1	n.p.	n.p.	18.4	34.5
University educated	n.p.	n.p.	27.2	n.p.	n.p.	15.8	38.7
Vocational educated	11.4	15.3	26.7	66.1	7.2	19.0	40.6
Males	10.1	11.9	22.0	69.9	8.1	12.4	31.7
Females	5.8	17.6	23.5	67.5	9.1	21.5	41.7
People with Disability	n.p.	n.p.	17.5	67.0	15.5	8.9	26.4
Indigenous	n.p.	n.p.	n.p.	81.1	n.p.	n.p.	20.2
CALD	7.4	13.9	21.3	68.9	9.8	18.8	37.4
Sole Parents	n.p.	n.p.	22.7	n.p.	n.p.	15.0	35.9
Newstart Allowance recipients	8.6	14.3	22.9	68.5	8.6	13.4	33.9
Youth Allowance (other) recipients	n.p.	n.p.	20.3	n.p.	n.p.	31.6	43.9
Parenting Payment Single recipients	n.p.	n.p.	22.3	n.p.	n.p.	14.8	35.2
<b>TOTAL</b>	<b>8.4</b>	<b>14.1</b>	<b>22.5</b>	<b>69.1</b>	<b>8.4</b>	<b>15.7</b>	<b>35.2</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 Work for the Dole placements in the 12 months to March 2012, 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 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	12.5	27.5	40.0	51.2	8.8	30.3	57.7
Aged 21 to 24 years	13.7	27.7	41.4	51.6	7.0	24.6	59.3
Aged 25 to 34 years	17.4	21.2	38.6	54.1	7.3	19.5	53.1
Aged 35 to 49 years	12.4	25.7	38.1	56.3	5.6	16.1	50.1
Aged 50 or more years	10.3	25.5	35.9	58.1	6.0	12.1	45.1
Unemployed 0 to less than 6 months	14.3	26.8	41.1	52.2	6.6	19.9	54.9
Unemployed 6 to less than 12 months	13.3	23.2	36.5	58.0	5.5	15.1	47.4
Unemployed 12 to less than 24 months	n.p.	n.p.	29.4	n.p.	n.p.	21.6	48.3
Unemployed 24 to less than 36 months	n.p.	n.p.	29.8	n.p.	n.p.	n.p.	36.9
Unemployed 36 or more months	n.p.	n.p.	19.3	69.4	11.3	11.6	29.8
Less than Year 10 educated	n.p.	n.p.	27.8	n.p.	n.p.	16.2	40.5
Year 10 or 11 educated	10.2	26.1	36.3	56.1	7.6	12.7	45.6
Year 12 educated	12.5	26.9	39.4	53.9	6.7	25.3	56.2
University educated	16.1	26.0	42.1	52.2	5.7	21.9	57.8
Vocational educated	13.7	24.8	38.5	55.4	6.1	15.9	50.2
Males	15.9	19.6	35.5	59.2	5.3	16.3	48.4
Females	9.7	32.9	42.6	49.2	8.2	22.5	56.9
People with Disability	6.4	28.8	35.2	55.7	9.1	13.3	45.8
Indigenous	n.p.	n.p.	n.p.	78.0	n.p.	n.p.	29.6
CALD	11.7	23.0	34.7	57.2	8.1	26.7	55.0
Sole Parents	n.p.	n.p.	32.3	n.p.	n.p.	15.9	46.2
Newstart Allowance recipients	13.1	24.8	37.9	56.2	5.8	17.3	50.9
Youth Allowance (other) recipients	11.0	26.3	37.3	54.0	8.7	28.9	55.6
Parenting Payment Single recipients	n.p.	n.p.	35.0	n.p.	n.p.	16.7	49.6
Not on income support	26.3	29.3	55.6	n.p.	n.p.	22.3	65.0
<b>TOTAL</b>	<b>13.1</b>	<b>25.3</b>	<b>38.4</b>	<b>55.0</b>	<b>6.5</b>	<b>18.9</b>	<b>52.0</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 job seekers who exited Training in Job Search Techniques placements in the 12 months to March 2012, 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 – Job Services Australia Employment Outcomes by State/Territory, June 2012<sup>5</sup>**

	Stream 1-4 (%)	Stream 1 (%)	Stream 2 (%)	Stream 3 (%)	Stream 4 (%)
New South Wales and ACT	46.4	61.4	49.9	36.9	26.1
Victoria	50.1	59.9	53.4	40.1	30.6
Queensland	51.5	62.0	54.8	39.2	38.0
Western Australia	51.6	64.2	55.3	39.1	37.6
South Australia	47.7	59.1	55.4	38.3	28.9
Tasmania	47.1	64.4	52.2	38.9	20.3
Northern Territory	38.3	77.4	n.p.	40.6	n.p.
<b>Australia</b>	<b>48.7</b>	<b>61.3</b>	<b>53.0</b>	<b>38.1</b>	<b>30.7</b>

**Table 2.11 – Job Services Australia Positive Outcomes by State/Territory, June 2012<sup>5</sup>**

	Stream 1-4 (%)	Stream 1 (%)	Stream 2 (%)	Stream 3 (%)	Stream 4 (%)
New South Wales and ACT	61.1	73.1	66.5	53.0	41.5
Victoria	65.1	73.6	67.3	58.6	46.9
Queensland	61.6	70.6	64.9	50.9	49.5
Western Australia	61.9	73.8	67.2	50.5	45.8
South Australia	59.8	69.7	67.7	51.3	42.3
Tasmania	59.4	70.9	64.7	53.7	38.3
Northern Territory	48.3	83.9	n.p.	55.6	n.p.
<b>Australia</b>	<b>61.9</b>	<b>72.4</b>	<b>66.4</b>	<b>53.5</b>	<b>44.6</b>

<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 2012, with outcomes measured around three months later.

### 3. Disability Employment Services (DES)

**Table 3.1 – DES Employment Assistance/Post Placement Support Outcomes, June 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	12.3	32.2	44.5	39.0	16.5	29.9	59.5
Aged 21 to 24 years	12.9	29.1	42.0	39.6	18.4	18.9	53.8
Aged 25 to 34 years	10.4	29.1	39.5	37.9	22.6	12.4	46.8
Aged 35 to 49 years	10.2	28.2	38.4	35.4	26.2	11.1	45.9
Aged 50 or more years	7.3	27.2	34.5	31.8	33.7	9.4	41.4
Unemployed 0 to less than 6 months	12.3	31.1	43.5	30.7	25.8	16.7	52.8
Unemployed 6 to less than 12 months	12.3	27.2	39.5	33.4	27.1	11.5	47.2
Unemployed 12 to less than 24 months	9.6	28.8	38.4	35.7	25.9	11.3	45.9
Unemployed 24 to less than 36 months	8.4	26.6	35.0	38.6	26.4	12.5	43.7
Unemployed 36 or more months	4.1	25.7	29.8	41.8	28.4	9.7	37.1
Less than Year 10 educated	5.9	25.0	30.9	34.2	34.9	11.0	39.2
Year 10 or 11 educated	8.9	27.5	36.4	36.3	27.3	9.9	43.1
Year 12 educated	9.3	28.4	37.6	36.2	26.2	14.4	47.2
University educated	11.4	31.7	43.1	33.9	22.9	15.4	52.3
Vocational educated	13.1	29.1	42.3	34.7	23.0	11.3	49.2
Males	12.4	25.4	37.9	37.7	24.4	11.0	44.8
Females	6.3	32.5	38.7	31.7	29.6	15.9	48.8
Indigenous	11.1	20.3	31.4	39.3	29.3	12.9	40.5
CALD	5.9	23.9	29.8	35.8	34.4	14.4	41.3
Sole Parents	4.9	32.4	37.3	32.0	30.7	15.0	47.3
Newstart Allowance recipients	10.7	27.3	37.9	35.8	26.3	10.2	45.0
Youth Allowance (other) recipients	14.2	25.6	39.8	44.9	15.3	17.0	50.0
Disability Support Pension recipients	4.4	30.3	34.7	35.1	30.2	14.0	43.6
Parenting Payment Single recipients	4.8	32.0	36.8	32.6	30.5	15.1	47.3
Parenting Payment Partnered recipients	n.p.	n.p.	24.9	36.7	38.4	21.2	41.7
Not on income support	18.3	32.1	50.4	31.8	17.9	24.3	61.7
<b>TOTAL</b>	<b>9.6</b>	<b>28.6</b>	<b>38.3</b>	<b>35.1</b>	<b>26.6</b>	<b>13.2</b>	<b>46.6</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 (both in Disability Management Service and Employment Support Service) in the 12 months to March 2012, 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 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	13.2	32.7	45.8	36.6	17.6	31.4	61.6
Aged 21 to 24 years	17.4	24.9	42.3	40.1	17.6	21.7	55.6
Aged 25 to 34 years	15.9	26.9	42.8	34.3	22.9	11.8	49.8
Aged 35 to 49 years	13.0	28.6	41.5	33.9	24.5	10.1	47.9
Aged 50 or more years	9.4	28.7	38.0	29.4	32.5	9.0	44.4
Unemployed 0 to less than 6 months	15.3	31.5	46.8	27.9	25.4	14.7	54.7
Unemployed 6 to less than 12 months	15.0	28.2	43.2	30.5	26.4	9.1	49.3
Unemployed 12 to less than 24 months	11.0	27.9	38.9	35.9	25.2	10.5	46.3
Unemployed 24 to less than 36 months	10.3	26.1	36.3	35.9	27.7	11.6	44.4
Unemployed 36 or more months	5.1	24.8	29.9	39.9	30.2	8.2	36.1
Less than Year 10 educated	7.5	23.1	30.5	33.8	35.7	9.5	38.4
Year 10 or 11 educated	11.7	28.4	40.1	32.9	27.1	8.2	45.6
Year 12 educated	10.6	28.6	39.2	34.6	26.2	13.6	47.8
University educated	14.1	33.5	47.6	30.5	22.0	14.8	55.7
Vocational educated	16.2	29.5	45.7	32.9	21.4	10.4	51.4
Males	16.2	23.8	40.0	36.0	24.0	9.1	46.0
Females	7.7	33.8	41.5	29.0	29.5	14.4	50.4
Indigenous	16.2	20.0	36.3	37.4	26.3	n.p.	42.2
CALD	6.6	25.4	32.0	34.6	33.4	13.7	42.5
Sole Parents	5.4	33.6	39.0	29.2	31.8	15.6	48.6
Newstart Allowance recipients	12.8	28.6	41.5	33.8	24.8	9.7	47.8
Youth Allowance (other) recipients	16.8	27.6	44.4	38.9	16.7	14.0	50.8
Disability Support Pension recipients	6.3	25.3	31.6	26.5	41.9	13.6	40.1
Parenting Payment Single recipients	5.4	33.4	38.8	29.6	31.6	15.6	48.5
Parenting Payment Partnered recipients	n.p.	n.p.	25.9	33.9	40.2	20.3	41.5
Not on income support	16.9	29.7	46.7	31.8	21.5	21.7	58.2
<b>TOTAL</b>	<b>12.1</b>	<b>28.7</b>	<b>40.8</b>	<b>32.7</b>	<b>26.5</b>	<b>11.6</b>	<b>48.1</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 DES Employment Assistance/Post Placement Support through Disability Management Service in the 12 months to March 2012, 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 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	12.0	32.1	44.1	39.8	16.1	29.2	58.8
Aged 21 to 24 years	10.0	32.1	42.1	39.5	18.4	17.3	52.8
Aged 25 to 34 years	6.3	30.7	37.0	40.4	22.6	13.0	44.6
Aged 35 to 49 years	7.1	27.7	34.8	37.2	28.1	12.2	43.6
Aged 50 or more years	4.7	25.3	30.0	35.0	34.9	9.9	37.6
Unemployed 0 to less than 6 months	9.8	30.9	40.7	33.4	26.0	18.5	51.2
Unemployed 6 to less than 12 months	7.9	25.4	33.3	38.3	28.4	14.8	43.5
Unemployed 12 to less than 24 months	7.5	30.3	37.8	35.9	26.3	12.7	45.7
Unemployed 24 to less than 36 months	6.6	26.9	33.4	41.7	24.9	13.7	42.9
Unemployed 36 or more months	3.4	26.3	29.7	43.0	27.2	10.6	37.7
Less than Year 10 educated	4.7	26.3	31.0	35.1	33.9	12.4	40.0
Year 10 or 11 educated	6.3	26.6	32.9	39.8	27.3	11.6	40.7
Year 12 educated	8.0	28.2	36.1	38.1	25.8	15.2	46.6
University educated	8.3	29.5	37.7	38.1	24.2	16.4	48.3
Vocational educated	9.3	28.9	38.3	37.2	24.6	12.3	46.6
Males	9.2	26.9	36.1	39.5	24.5	12.7	43.9
Females	4.8	31.0	35.8	34.8	29.4	17.6	47.3
Indigenous	6.6	19.9	26.4	42.3	31.2	n.p.	38.7
CALD	4.9	21.7	26.6	37.7	35.7	15.4	39.4
Sole Parents	3.8	30.6	34.3	37.3	28.4	14.2	45.5
Newstart Allowance recipients	7.0	25.0	32.0	39.1	28.9	11.1	40.3
Youth Allowance (other) recipients	12.2	24.4	36.7	48.9	14.4	18.9	49.2
Disability Support Pension recipients	4.0	31.3	35.2	36.8	28.0	14.2	44.3
Parenting Payment Single recipients	3.6	29.9	33.5	38.5	28.0	14.0	45.3
Parenting Payment Partnered recipients	n.p.	n.p.	20.6	40.8	38.5	25.9	42.9
Not on income support	19.2	34.0	53.2	31.7	15.1	26.1	64.3
<b>TOTAL</b>	<b>7.3</b>	<b>28.6</b>	<b>36.0</b>	<b>37.6</b>	<b>26.5</b>	<b>14.7</b>	<b>45.3</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 participated in DES Employment Assistance/Post Placement Support through Employment Support Service in the 12 months to March 2012, 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 2012

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	26.3	46.6	73.0	21.0	6.0	20.4	76.9
Aged 21 to 24 years	26.7	48.6	75.4	n.p.	n.p.	14.6	78.5
Aged 25 to 34 years	24.3	46.5	70.7	21.0	8.2	9.5	73.3
Aged 35 to 49 years	16.6	56.0	72.6	19.6	7.8	10.2	75.6
Aged 50 or more years	18.3	55.6	73.9	15.4	10.7	5.9	74.7
Unemployed 0 to less than 6 months	39.0	38.4	77.4	17.6	5.0	8.6	79.2
Unemployed 6 to less than 12 months	29.8	48.2	77.9	16.1	5.9	14.5	80.3
Unemployed 12 to less than 24 months	16.0	56.2	72.2	19.1	8.7	14.4	74.9
Unemployed 24 to less than 36 months	10.8	58.2	69.0	22.1	8.9	9.4	72.2
Unemployed 36 or more months	10.8	57.8	68.6	20.8	10.6	7.3	71.1
Less than Year 10 educated	13.0	57.6	70.6	19.1	10.3	8.7	71.9
Year 10 or 11 educated	22.2	50.1	72.3	18.8	9.0	7.8	73.7
Year 12 educated	21.5	50.9	72.4	21.7	5.9	10.9	76.1
University educated	23.6	51.3	74.9	18.6	6.5	11.5	77.9
Vocational educated	21.3	54.9	76.1	15.8	8.0	10.6	79.1
Males	25.9	46.8	72.7	19.6	7.8	9.2	74.9
Females	12.3	60.9	73.2	18.1	8.7	12.2	75.8
Indigenous	34.6	32.3	66.9	n.p.	n.p.	n.p.	69.1
CALD	19.3	50.6	69.9	18.6	11.5	10.9	73.0
Sole Parents	n.p.	n.p.	74.9	n.p.	n.p.	n.p.	80.8
Newstart Allowance recipients	8.0	61.2	69.1	20.7	10.2	8.8	72.0
Disability Support Pension recipients	5.2	63.2	68.4	22.0	9.6	11.3	71.4
Not on income support	45.1	34.6	79.7	15.4	4.9	11.0	81.3
<b>TOTAL</b>	<b>20.0</b>	<b>52.9</b>	<b>72.8</b>	<b>19.0</b>	<b>8.2</b>	<b>10.4</b>	<b>75.2</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 all Job seekers who participated in DES Ongoing Support (both in Disability Management Service and Employment Support Service) in the 12 months to March 2012, 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 – Disability Employment Services Employment Outcomes by State/Territory, June 2012<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	36.6	38.4	34.7	73.4
Victoria	37.4	41.1	34.4	72.6
Queensland	40.2	42.1	38.6	74.5
Western Australia	43.3	45.4	41.8	69.3
South Australia	40.7	43.8	37.2	70.2
Tasmania	37.4	38.9	35.2	81.7
Northern Territory	32.3	48.0	22.1	n.p.
<b>Australia</b>	<b>38.3</b>	<b>40.8</b>	<b>36.0</b>	<b>72.8</b>

**Table 3.6 – Disability Employment Services Positive Outcomes by State/Territory, June 2012<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	46.2	46.7	45.8	76.7
Victoria	45.7	48.3	43.6	74.4
Queensland	46.0	47.4	45.0	76.4
Western Australia	50.5	51.8	49.8	72.6
South Australia	48.7	50.7	46.6	71.3
Tasmania	47.7	48.8	45.9	82.6
Northern Territory	42.6	54.1	35.5	n.p.
<b>Australia</b>	<b>46.6</b>	<b>48.1</b>	<b>45.3</b>	<b>75.2</b>

<sup>6</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 DES in the 12 months to March 2012, with outcomes measured around three months later.

## 4. Indigenous Employment Program (IEP)

**Table 4.1 – IEP Employment Related Activities Outcomes, June 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	42.4	25.7	68.1	23.8	8.1	45.9	78.1
Aged 21 to 24 years	53.6	21.0	74.6	n.p.	n.p.	34.6	75.5
Aged 25 to 34 years	45.8	24.0	69.8	n.p.	n.p.	24.6	75.2
Aged 35 to 49 years	41.5	30.7	72.3	n.p.	n.p.	18.5	76.2
Aged 50 or more years	42.8	31.1	73.9	n.p.	n.p.	n.p.	75.4
Unemployed 0 to less than 6 months	50.4	22.2	72.5	21.1	6.3	27.1	76.4
Unemployed 6 to less than 12 months	43.4	24.5	67.8	n.p.	n.p.	31.4	75.4
Unemployed 12 to less than 24 months	43.5	28.2	71.7	n.p.	n.p.	24.8	74.1
Unemployed 24 to less than 36 months	38.8	29.3	68.2	n.p.	n.p.	19.5	71.5
Unemployed 36 or more months	37.5	29.2	66.7	n.p.	n.p.	18.1	69.8
Less than Year 10 educated	29.3	28.9	58.2	n.p.	n.p.	16.9	58.8
Year 10 or 11 educated	43.7	23.7	67.4	n.p.	n.p.	19.8	71.0
Year 12 educated	53.4	22.9	76.4	n.p.	n.p.	35.3	80.3
University educated	45.7	39.9	85.6	n.p.	n.p.	n.p.	92.3
Vocational educated	47.2	22.3	69.5	n.p.	n.p.	22.6	73.4
Males	46.4	19.0	65.4	29.9	4.7	27.0	70.9
Females	39.3	37.2	76.5	16.1	7.4	32.8	82.4
People with Disability	35.1	25.7	60.9	n.p.	n.p.	14.9	65.4
Sole Parents	29.5	50.1	79.6	n.p.	n.p.	38.9	82.3
Newstart Allowance recipients	24.0	30.2	54.2	n.p.	n.p.	18.2	62.2
Youth Allowance (other) recipients	n.p.	n.p.	52.2	n.p.	n.p.	n.p.	55.3
Parenting Payment Single recipients	28.4	52.1	80.4	n.p.	n.p.	36.7	81.7
Not on income support	51.1	24.8	75.9	18.9	5.2	32.9	81.5
<b>TOTAL</b>	<b>43.2</b>	<b>27.1</b>	<b>70.3</b>	<b>23.8</b>	<b>5.9</b>	<b>29.4</b>	<b>75.9</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 2012, 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 2012**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	20.7	25.0	45.7	41.9	12.4	45.9	69.8
Aged 21 to 24 years	22.8	23.4	46.2	n.p.	n.p.	26.5	59.0
Aged 25 to 34 years	26.6	27.4	54.0	n.p.	n.p.	23.9	62.2
Aged 35 to 49 years	28.0	22.5	50.5	n.p.	n.p.	17.1	57.7
Aged 50 or more years	36.7	17.8	54.5	n.p.	n.p.	17.8	63.8
Unemployed 0 to less than 6 months	27.7	22.8	50.5	40.1	9.4	30.2	65.9
Unemployed 6 to less than 12 months	21.8	20.5	42.3	n.p.	n.p.	23.9	55.1
Unemployed 12 to less than 24 months	21.6	24.0	45.6	n.p.	n.p.	19.4	54.6
Unemployed 24 to less than 36 months	29.1	19.7	48.8	n.p.	n.p.	25.8	58.8
Unemployed 36 or more months	21.7	24.1	45.8	n.p.	n.p.	21.7	53.8
Less than Year 10 educated	15.1	21.2	36.3	n.p.	n.p.	24.0	48.8
Year 10 or 11 educated	24.7	19.9	44.6	48.7	6.7	19.4	53.1
Year 12 educated	32.5	24.2	56.7	n.p.	n.p.	24.1	65.8
University educated	n.p.	n.p.	52.9	n.p.	n.p.	n.p.	77.6
Vocational educated	26.7	26.0	52.8	n.p.	n.p.	25.1	62.4
Males	27.2	17.4	44.6	45.6	9.8	30.5	61.6
Females	19.8	31.9	51.7	40.0	8.3	33.2	65.3
People with Disability	16.1	24.7	40.8	49.2	9.9	20.3	52.2
Sole Parents	n.p.	n.p.	43.4	n.p.	n.p.	32.5	55.8
Newstart Allowance recipients	18.3	21.0	39.3	n.p.	n.p.	12.2	47.0
Youth Allowance (other) recipients	19.7	13.1	32.8	n.p.	n.p.	32.6	52.3
Parenting Payment Single recipients	n.p.	n.p.	42.8	n.p.	n.p.	30.2	54.3
Not on income support	34.0	30.7	64.6	23.9	11.5	45.7	83.1
<b>TOTAL</b>	<b>23.7</b>	<b>24.5</b>	<b>48.2</b>	<b>42.9</b>	<b>8.9</b>	<b>31.9</b>	<b>63.5</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 2012, 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 – Indigenous Employment Program Employment Outcomes by State/Territory, June 2012<sup>7</sup>**

	IEP Employment Related Activities (%)	IEP Non-Employment Related Activities (%)
New South Wales and ACT	71.3	45.3
Victoria	65.7	52.9
Queensland	63.8	48.1
Western Australia	79.0	38.3
South Australia	68.1	46.4
Tasmania	70.1	76.4
Northern Territory	68.1	59.8
<b>Australia</b>	<b>70.3</b>	<b>48.2</b>

**Table 4.4 – Indigenous Employment Program Positive Outcomes by State/Territory, June 2012<sup>7</sup>**

	IEP Employment Related Activities (%)	IEP Non-Employment Related Activities (%)
New South Wales and ACT	77.0	67.6
Victoria	72.3	78.1
Queensland	73.3	62.5
Western Australia	80.3	49.7
South Australia	74.4	55.7
Tasmania	73.3	78.6
Northern Territory	70.7	69.1
<b>Australia</b>	<b>75.9</b>	<b>63.5</b>

<sup>7</sup> This table refers to outcomes for job seekers who participated in IEP in the 12 months to March 2012, 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 2012<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	62.5	22.4	15.2
Stream 1	50.3	28.3	21.5
Stream 2	65.3	21.6	13.1
Stream 3	71.1	19.1	9.8
Stream 4	70.8	16.1	13.2

**Table 5.2 – JSA job seeker satisfaction with the information provided about other support services, June 2012<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	58.6	24.5	16.9
Stream 1	47.9	29.1	23.0
Stream 2	59.3	25.6	15.1
Stream 3	66.9	21.2	11.9
Stream 4	67.5	18.1	14.4

**Table 5.3 – JSA job seeker satisfaction with the help suited to circumstances, June 2012<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	61.9	19.6	18.4
Stream 1	51.2	23.8	24.9
Stream 2	63.3	19.5	17.3
Stream 3	70.2	17.2	12.7
Stream 4	69.7	14.9	15.5

**Table 5.4 – JSA job seeker satisfaction with staff treated job seeker as an individual, June 2012<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	78.6	12.9	8.5
Stream 1	72.5	16.9	10.6
Stream 2	80.8	11.5	7.7
Stream 3	83.0	9.9	7.0
Stream 4	80.9	11.1	8.0

**Table 5.5 – JSA job seeker satisfaction with staff treated job seeker with respect, June 2012<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	82.7	10.4	6.8
Stream 1	79.4	13.1	7.4
Stream 2	84.2	9.7	6.0
Stream 3	85.2	8.5	6.3
Stream 4	83.8	8.4	7.8

**Table 5.6 – JSA job seeker satisfaction with overall quality of service, June 2012<sup>8</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	70.2	16.5	13.3
Stream 1	61.0	20.9	18.1
Stream 2	72.9	15.4	11.8
Stream 3	76.4	13.9	9.6
Stream 4	76.0	12.8	11.2

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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 2012, with satisfaction levels measured around three months later.

**Table 5.7 – DES job seeker satisfaction with the help suited to circumstances, June 2012<sup>9</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	69.3	15.9	14.8
Ongoing Support	78.6	11.6	9.8

**Table 5.8 – DES job seeker satisfaction with staff treated job seeker as an individual, June 2012<sup>9</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	71.7	14.5	13.7
Ongoing Support	79.7	10.8	9.5

**Table 5.9 – DES job seeker satisfaction with staff treated job seeker with respect, June 2012<sup>9</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	85.0	7.1	7.8
Ongoing Support	88.7	6.3	5.0

**Table 5.10 – DES job seeker satisfaction with overall quality of service, June 2012<sup>9</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	75.2	12.7	12.2
Ongoing Support	80.6	10.7	8.6

<sup>9</sup> This table refers to job seekers who participated in DES in the 12 months to March 2012, 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. PPM 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 included in the survey. Therefore, when publishing the PPM 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 PPM results, especially when making comparisons across time periods and demographic groups.

**Reference period:** Outcomes in this publication relate to job seekers who participated in assistance between 1 April 2011 and 31 March 2012 with outcomes measured between 1 July 2011 and 30 June 2012.

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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-Program Monitoring (PPM) survey; and
- Administrative data sourced from DEEWR'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 Program. 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-Program 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	
Stream 1 (Limited)		
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 programs.

#### **Job Services Australia**

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



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 each Work Experience Phase (at around the 24 and 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 each Work Experience 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 Disability Employment Services (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 Program***

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

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

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

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

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

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

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

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

## 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.

**Stream 1 Limited** – job seekers are counted in the in-scope population for Stream 1 Limited if, during the reference period, they exited from a Stream 1 Limited placement. Job seekers can exit one or more times from Stream 1 Limited during the reference period.

**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 DEEWR 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@deewr.gov.au](mailto:ppmsurvey@deewr.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), 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 2012 report, the outcomes of the following three groups of job seekers are used:

- those who exited assistance between 1 April 2011 and 31 March 2012;
- those who reached 12 months of participation in the Initial Service Period or Work Experience Phase between 1 April 2011 and 31 March 2012; and
- those who had not exited by 31 March 2012.

**Activities, Stream 1 Limited, NEIS** – results for activity based placements such as Work for the Dole and Green Corps, shorter term placements such as Stream 1 (Limited), and the NEIS program, are based on the outcomes of job seekers who exited 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@deewr.gov.au](mailto:ppmsurvey@deewr.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 program.

## **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@deewr.gov.au](mailto:ppmsurvey@deewr.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 programs 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 programs.

## Program 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.

**Stream 1 (Limited)** job seekers are those who are partially eligible job seekers who register with Centrelink or register directly with a JSA provider and who do not meet the Streams 1-4 eligibility requirements.

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

**Intensive activity** within JSA is an activity undertaken by 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 will typically commence in the Work Experience Phase of their Stream following a Stream Services Review. In this Phase, Providers facilitate Work Experience Activities for job seekers to enhance their chances of finding employment and provide ongoing assistance through regular contact with job seekers.

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 Phase (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 programs 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.

Further information on JSA is available at [DEEWR's Job Services Australia webpage](#).

## 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 programs:

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

Further information on DES is available at [DEEWR's Disability Employment Services webpage](#).

## 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 Program 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.

Further information on IEP is available at [DEEWR's Indigenous Employment Program webpage](#).