



Australian Government

Labour Market Assistance Outcomes

Disability Employment Services

December 2013

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For more information on Labour Market Assistance Outcomes please email ppmsurvey@employment.gov.au

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1. Labour Market Assistance Outcomes – Disability Employment Services Overview

This publication presents the employment and education outcomes of job seekers in Disability Employment Services (DES) for the year ending December 2013. Outcomes in this publication relate to job seekers who were assisted between 1 October 2012 and 30 September 2013 with outcomes measured between 1 January 2013 and 31 December 2013.

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

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

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

Key Observations – December 2013

The employment outcome rate for participants in DES Employment Assistance/Post Placement Support (EA/PPS) decreased by 2.7 percentage points in the 12 months to December 2013 compared to the previous year, with 35.2 per cent of DES EA/PPS participants employed three months following assistance.

- The DES Disability Management Service employment outcome rate has fallen by 2.0 percentage points to 38.1 per cent from the year ending December 2012.
- Job seekers aged 15 to 20 reported an employment outcome rate of 44.4 per cent for DES Disability Management Service, a 3.4 percentage point increase since December 2012.
- The DES Employment Support Service employment outcome rate has fallen by 4.2 percentage points to 31.5 per cent for the year ending December 2013.
- The education and training outcome rate for DES EA/PPS has decreased by 0.9 percentage points to 13.8 per cent.
- Levels of satisfaction for DES EA/PPS participants have risen 5.8 percentage points since December 2012 with 82.5 per cent of job seekers report being satisfied or very satisfied with their providers for the year ending December 2013.

Table 1.1 – DES Labour Market Outcomes, December 2013

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
DES Employment Assistance/Post Placement Support	35.2	36.2	28.7	13.8	44.3
<i>DES EA/PPS - Disability Management Service</i>	<i>38.1</i>	<i>33.3</i>	<i>28.6</i>	<i>12.6</i>	<i>46.3</i>
<i>DES EA/PPS - Employment Support Service</i>	<i>31.5</i>	<i>40.4</i>	<i>28.1</i>	<i>15.3</i>	<i>41.8</i>
DES Ongoing Support	69.9	20.4	9.7	11.4	73.8

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to September 2013, 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, December 2012

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
DES Employment Assistance/Post Placement Support	37.9	35.7	26.4	14.7	47.3
<i>DES EA/PPS - Disability Management Service</i>	40.1	33.1	26.8	14.0	49.4
<i>DES EA/PPS - Employment Support Service</i>	35.7	38.4	25.9	15.3	45.3
DES Ongoing Support	69.3	21.3	9.4	11.6	72.5

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

Table 1.3 – DES Employment Outcomes, December 2011 to December 2013

	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)	Sep 2012 (%)	Dec 2012 (%)	Mar 2013 (%)	Jun 2013 (%)	Sep 2013 (%)	Dec 2013 (%)
DES Employment Assistance/Post Placement Support	37.0	37.9	38.3	37.9	37.9	38.0	35.9	35.5	35.2
<i>DES EA/PPS - Disability Management Service</i>	40.1	40.7	40.8	40.2	40.1	40.3	39.2	38.7	38.1
<i>DES EA/PPS - Employment Support Service</i>	34.4	35.4	36.0	35.8	35.7	35.5	32.3	31.7	31.5
DES Ongoing Support	78.4	78.2	72.8	71.0	69.3	68.9	68.4	69.5	69.9

Table 1.4 – DES Education and Training Outcomes, December 2011 to December 2013

	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)	Sep 2012 (%)	Dec 2012 (%)	Mar 2013 (%)	Jun 2013 (%)	Sep 2013 (%)	Dec 2013 (%)
DES Employment Assistance/Post Placement Support	12.6	12.9	13.2	14.1	14.7	14.6	14.9	14.3	13.8
<i>DES EA/PPS - Disability Management Service</i>	11.2	11.4	11.6	13.1	14.0	14.0	14.1	13.4	12.6
<i>DES EA/PPS - Employment Support Service</i>	14.0	14.2	14.7	15.1	15.3	15.3	15.8	15.2	15.3
DES Ongoing Support	10.4	9.9	10.4	11.2	11.6	12.3	12.3	11.7	11.4

Table 1.5 – DES Positive Outcomes, December 2011 to December 2013

	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)	Sep 2012 (%)	Dec 2012 (%)	Mar 2013 (%)	Jun 2013 (%)	Sep 2013 (%)	Dec 2013 (%)
DES Employment Assistance/Post Placement Support	45.2	46.1	46.6	47.0	47.3	47.4	45.8	44.7	44.3
<i>DES EA/PPS - Disability Management Service</i>	47.3	47.9	48.1	48.8	49.4	49.6	48.7	47.3	46.3
<i>DES EA/PPS - Employment Support Service</i>	43.6	44.5	45.3	45.3	45.3	45.1	42.8	41.5	41.8
DES Ongoing Support	80.5	80.1	75.2	73.9	72.5	72.7	72.0	73.2	73.8

Table 1.6 – DES Employment Outcomes, December 2013

	Permanent employee (%)	Casual, temporary or seasonal employee (%)	Self-employed (%)	Employed, seeking more work (%)	Full-time employed, seeking more work (%)	Part-time employed, seeking more work (%)	Employed & studying (%)
DES Employment Assistance/Post Placement Support	29.0	63.5	7.6	39.9	3.5	36.2	13.2
<i>DES EA/PPS - Disability Management Service</i>	28.9	61.9	9.2	37.4	4.1	33.3	11.4
<i>DES EA/PPS - Employment Support Service</i>	30.0	64.7	5.4	43.4	2.5	40.4	15.8
DES Ongoing Support	41.6	54.8	3.6	34.4	3.8	30.6	10.8

This table refers to employment outcomes for job seekers who participated in employment assistance in the 12 months to September 2013, 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, December 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 (%)
DES Employment Assistance/Post Placement Support	30.8	62.1	7.2	40.9	3.2	36.4	13.1
<i>DES EA/PPS - Disability Management Service</i>	30.9	60.1	8.9	37.0	3.3	32.4	11.1
<i>DES EA/PPS - Employment Support Service</i>	30.6	64.2	5.2	45.2	3.0	40.9	15.3
DES Ongoing Support	41.0	55.1	3.8	37.6	4.4	33.0	12.0

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

Table 1.8 – DES Education and Training Outcomes, December 2013

	Studying full-time (%)	Studying part-time (%)	Studying at Year 10, 11 or 12 level (%)	Studying at certificate level (%)	Studying at diploma level or higher (%)	Studying at 'other' or unspecified level (%)
DES Employment Assistance/Post Placement Support	48.3	51.7	15.2	52.8	21.7	10.2
<i>DES EA/PPS - Disability Management Service</i>	49.5	50.5	15.3	51.1	24.8	8.8
<i>DES EA/PPS - Employment Support Service</i>	47.7	52.3	15.2	54.1	19.2	11.6
DES Ongoing Support	35.8	64.2	13.9	59.5	15.1	11.5

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 education outcomes for job seekers who participated in employment assistance in the 12 months to September 2013, 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, December 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 (%)
DES Employment Assistance/Post Placement Support	47.7	52.3	16.5	51.9	19.6	12.0
<i>DES EA/PPS - Disability Management Service</i>	52.0	48.0	16.1	22.2	19.5	12.2
<i>DES EA/PPS - Employment Support Service</i>	43.6	56.4	16.9	51.6	19.7	11.8
DES Ongoing Support	32.6	67.4	12.5	67.4	10.3	9.8

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

2. DES Detailed Outcomes

Table 2.1 – DES Employment Assistance/Post Placement Support Outcomes, December 2013

	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	30.8	41.3	41.1	17.6	33.5	60.7
Aged 21 to 24 years	11.3	23.9	35.2	45.6	19.3	16.6	46.7
Aged 25 to 34 years	11.9	25.7	37.6	40.6	21.8	16.2	48.5
Aged 35 to 49 years	8.6	27.1	35.7	36.7	27.6	11.1	43.7
Aged 50 or more years	6.0	24.9	30.9	31.9	37.2	8.2	36.8
Unemployed 0 to less than 6 months	10.7	28.1	38.8	34.0	27.2	16.7	49.3
Unemployed 6 to less than 12 months	10.0	24.5	34.5	33.1	32.4	10.5	41.5
Unemployed 12 to less than 24 months	8.7	23.9	32.7	35.3	32.1	11.0	40.5
Unemployed 24 to less than 36 months	4.4	27.0	31.4	41.1	27.6	12.1	40.2
Unemployed 36 or more months	3.6	26.1	29.7	41.9	28.4	10.7	37.8
Less than Year 10 educated	4.3	22.8	27.1	36.3	36.6	12.5	36.6
Year 10 or 11 educated	7.7	25.5	33.3	36.7	30.1	9.2	39.5
Year 12 educated	8.7	24.6	33.3	37.2	29.4	15.8	44.9
University educated	9.3	30.8	40.0	36.5	23.5	15.7	50.2
Vocational educated	10.5	27.5	38.0	35.4	26.6	10.7	45.1
Males	10.5	24.1	34.6	39.1	26.3	11.7	42.1
Females	6.0	29.7	35.7	32.7	31.6	16.4	47.0
Indigenous	6.8	18.6	25.5	39.7	34.8	12.3	34.1
CALD	5.3	23.8	29.1	36.4	34.4	14.8	41.0
Sole Parents	6.8	30.2	37.0	32.6	30.4	14.3	47.8
Newstart Allowance recipients	8.9	25.7	34.6	36.8	28.6	10.2	42.0
Youth Allowance (other) recipients	12.3	22.5	34.8	44.5	20.7	18.8	49.1
Disability Support Pension recipients	3.8	27.0	30.7	36.3	33.0	14.2	40.6
Parenting Payment recipients	4.3	28.5	32.8	31.6	35.6	16.1	45.7
Not on income support	14.9	31.2	46.1	35.3	18.6	26.8	59.4
TOTAL	8.5	26.7	35.2	36.2	28.7	13.8	44.3

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 September 2013, 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, December 2013

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	13.1	31.3	44.4	39.2	16.4	33.7	62.2
Aged 21 to 24 years	16.6	22.4	39.0	38.4	22.6	15.1	49.2
Aged 25 to 34 years	16.1	24.5	40.7	35.7	23.6	17.6	52.2
Aged 35 to 49 years	11.0	28.0	39.0	35.3	25.7	11.3	47.2
Aged 50 or more years	7.7	26.5	34.2	29.7	36.1	8.0	39.9
Unemployed 0 to less than 6 months	13.9	28.3	42.2	31.2	26.6	15.2	51.5
Unemployed 6 to less than 12 months	12.2	25.3	37.5	31.2	31.3	9.7	43.4
Unemployed 12 to less than 24 months	10.1	25.4	35.5	32.3	32.2	10.3	42.9
Unemployed 24 to less than 36 months	4.9	28.1	33.0	38.8	28.2	11.2	41.3
Unemployed 36 or more months	4.1	28.1	32.3	38.6	29.2	10.4	40.1
Less than Year 10 educated	5.6	22.3	27.9	33.1	39.1	10.3	36.5
Year 10 or 11 educated	10.0	25.9	35.8	34.5	29.6	7.7	41.1
Year 12 educated	10.3	25.8	36.2	32.6	31.3	15.9	47.8
University educated	11.2	33.1	44.3	33.9	21.8	16.2	54.2
Vocational educated	13.4	27.6	41.1	32.3	26.7	10.0	47.7
Males	13.3	23.5	36.8	36.3	26.9	9.7	42.9
Females	7.7	31.6	39.3	30.1	30.6	15.9	50.1
Indigenous	9.6	17.4	27.0	36.6	36.5	10.4	33.4
CALD	6.1	25.7	31.8	34.9	33.3	13.9	42.9
Sole Parents	7.9	31.1	39.0	32.0	29.1	13.8	48.9
Newstart Allowance recipients	10.7	27.1	37.7	33.8	28.5	10.1	44.9
Youth Allowance (other) recipients	16.7	23.1	39.8	38.5	21.8	18.6	52.5
Disability Support Pension recipients	5.0	24.8	29.8	27.8	42.4	11.4	37.8
Parenting Payment recipients	5.0	27.9	32.8	33.0	34.2	15.2	44.7
Not on income support	15.0	32.2	47.2	34.4	18.4	26.4	59.7
TOTAL	10.7	27.4	38.1	33.3	28.6	12.6	46.3

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 September 2013, 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, December 2013

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	9.3	30.0	39.3	42.5	18.2	33.4	59.8
Aged 21 to 24 years	7.6	24.9	32.5	51.7	15.8	17.8	45.3
Aged 25 to 34 years	7.9	26.7	34.6	45.2	20.3	14.9	44.9
Aged 35 to 49 years	5.2	25.7	31.0	38.8	30.2	10.8	38.5
Aged 50 or more years	3.1	21.3	24.5	36.4	39.2	8.5	31.2
Unemployed 0 to less than 6 months	7.6	27.8	35.4	37.6	27.1	18.5	47.2
Unemployed 6 to less than 12 months	5.0	22.5	27.5	39.5	33.0	12.7	37.6
Unemployed 12 to less than 24 months	6.7	21.2	27.8	40.1	32.1	12.1	36.0
Unemployed 24 to less than 36 months	3.7	24.0	27.7	45.8	26.5	13.8	37.8
Unemployed 36 or more months	3.1	24.1	27.2	45.3	27.6	11.2	35.4
Less than Year 10 educated	3.1	23.0	26.0	40.4	33.6	15.0	37.1
Year 10 or 11 educated	5.0	24.6	29.6	40.3	30.2	11.3	37.0
Year 12 educated	7.1	23.1	30.2	43.8	26.0	15.4	41.6
University educated	6.1	26.8	32.9	41.7	25.4	14.7	43.3
Vocational educated	6.3	27.1	33.5	40.8	25.8	11.7	41.1
Males	7.6	24.6	32.2	43.0	24.8	13.9	41.2
Females	3.8	26.8	30.5	36.9	32.6	17.4	42.7
Indigenous	n.p.	n.p.	24.1	43.9	32.0	14.0	34.6
CALD	3.8	19.6	23.4	40.1	36.5	16.8	36.9
Sole Parents	n.p.	n.p.	31.2	33.9	34.9	16.2	44.4
Newstart Allowance recipients	5.2	22.1	27.3	44.0	28.7	10.5	35.2
Youth Allowance (other) recipients	9.2	21.1	30.4	50.9	18.7	19.2	46.7
Disability Support Pension recipients	3.4	27.5	30.9	38.6	30.5	15.0	41.3
Parenting Payment recipients	n.p.	n.p.	32.5	28.0	39.5	19.3	48.2
Not on income support	15.0	30.3	45.3	36.1	18.6	27.3	59.3
TOTAL	6.0	25.5	31.5	40.4	28.1	15.3	41.8

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

This table refers to outcomes for job seekers who participated in DES Employment Assistance/Post Placement Support through Employment Support Service in the 12 months to September 2013, 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, December 2013

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	20.3	49.4	69.6	24.4	6.0	26.3	76.4
Aged 21 to 24 years	19.0	48.5	67.5	n.p.	n.p.	12.1	74.3
Aged 25 to 34 years	17.1	51.1	68.2	21.7	10.2	13.8	73.0
Aged 35 to 49 years	19.5	49.9	69.3	19.8	10.8	6.0	71.8
Aged 50 or more years	17.8	53.3	71.2	16.1	12.8	5.7	73.3
Unemployed 0 to less than 6 months	41.9	35.0	76.9	15.1	8.0	7.4	79.5
Unemployed 6 to less than 12 months	21.6	49.9	71.4	19.2	9.4	19.5	76.8
Unemployed 12 to less than 24 months	16.0	51.7	67.7	22.7	9.6	12.9	73.4
Unemployed 24 to less than 36 months	9.6	58.7	68.3	21.6	10.1	9.0	71.6
Unemployed 36 or more months	10.6	56.6	67.3	22.6	10.1	6.6	69.6
Less than Year 10 educated	15.0	53.7	68.7	21.0	10.3	11.2	71.3
Year 10 or 11 educated	19.4	50.8	70.2	18.8	11.0	9.0	74.2
Year 12 educated	17.9	51.3	69.3	21.9	8.8	9.6	72.9
University educated	21.2	50.5	71.7	20.4	7.8	11.6	75.2
Vocational educated	20.9	49.6	70.5	20.7	8.8	9.3	74.2
Males	23.5	46.1	69.6	21.3	9.0	11.7	73.6
Females	12.4	58.0	70.4	19.3	10.4	11.1	74.1
Indigenous	26.3	39.4	65.7	n.p.	n.p.	n.p.	65.7
CALD	16.2	54.2	70.3	18.4	11.3	9.0	73.3
Sole Parents	18.8	49.3	68.0	n.p.	n.p.	n.p.	68.0
Newstart Allowance recipients	8.5	62.1	70.6	19.6	9.8	7.2	73.1
Disability Support Pension recipients	5.5	56.2	61.7	26.2	12.1	10.5	66.7
Parenting Payment recipients	n.p.	n.p.	74.5	n.p.	n.p.	n.p.	74.5
Not on income support	41.1	36.9	78.0	15.3	6.7	14.5	81.3
TOTAL	18.7	51.2	69.9	20.4	9.7	11.4	73.8

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

This table refers to 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 September 2013, 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, December 2013¹

	DES Employment Assistance/Post Placement Support (%)	DES Employment Assistance/Post Placement Support through Disability Management Service (%)	DES Employment Assistance/Post Placement Support through Employment Support Service (%)	DES Ongoing Support (%)
New South Wales and ACT	35.0	37.1	32.1	71.1
Victoria	35.2	38.8	31.1	64.6
Queensland	34.8	38.9	30.4	70.1
Western Australia	37.7	39.0	35.7	75.5
South Australia	34.8	38.1	31.9	70.1
Tasmania	32.3	34.5	27.2	78.4
Northern Territory	39.9	41.5	n.p.	n.p.
Australia	35.2	38.1	31.5	69.9

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

Table 2.6 – DES Positive Outcomes by State/Territory, December 2013¹

	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	44.5	45.7	42.7	74.9
Victoria	44.2	47.4	40.8	69.4
Queensland	42.7	45.2	39.9	73.0
Western Australia	46.4	46.1	47.8	77.6
South Australia	46.0	49.5	42.5	76.1
Tasmania	44.4	44.0	44.0	80.3
Northern Territory	46.4	48.7	n.p.	n.p.
Australia	44.3	46.3	41.8	73.8

Not published (n.p.) indicates that sufficient data were 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 September 2013, 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, December 2013²

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	78.5	2.0	19.5
Ongoing Support	87.2	1.1	11.7

Table 3.2 – DES job seeker satisfaction with provider consideration of individual needs, December 2013²

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	80.3	1.4	18.2
Ongoing Support	87.4	1.4	11.1

Table 3.3 – DES job seeker satisfaction with staff treatment of job seeker with respect, December 2013²

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	91.1	0.7	8.2
Ongoing Support	93.6	n.p.	n.p.

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

Table 3.4 – DES job seeker satisfaction with overall quality of service, December 2013²

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Employment Assistance/ Post Placement Support	82.5	1.6	15.9
Ongoing Support	88.2	1.2	10.6

² This table refers to job seekers who participated in DES in the 12 months to September 2013, 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 2012 and 30 September 2013 with outcomes measured between 1 January 2013 and 31 December 2013.

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 labour market assistance are:

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

The PPM survey has been undertaken by the Department on an ongoing basis since 1987 and is used to determine the labour market and education status of job seekers who participated in employment services. The ESS records details of commencements, job placements and paid outcomes from labour market assistance, while the PPM survey captures additional information from job seekers not already held in administrative systems.

Survey Instruments

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

Programmes Surveyed

This Labour Market Assistance Outcomes publication reports the outcomes for Disability Employment Services (DES). Other Labour Market Assistance Outcomes reports are also available for Job Services Australia and Indigenous Employment Programme (see <http://employment.gov.au/labour-market-assistance-outcomes-reports>). 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).

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@employment.gov.au.

Results

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

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 Job Services Australia, Disability Employment Services and Indigenous Employment Programme. Different survey points 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.