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Department of Education, Employment
and Workplace Relations

Labour Market

Assistance Outcomes

Year ending June 2009



LABOUR MARKET ASSISTANCE OUTCOMES REPORT

**A QUARTERLY ANALYSIS OF THE OUTCOMES
FROM LABOUR MARKET ASSISTANCE**

JUNE 2009 REPORT

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Introduction

This publication presents statistical information on a quarterly basis on the post-assistance outcomes achieved by job seekers following a period of labour market assistance funded by the Department of Education, Employment and Workplace Relations (DEEWR). This publication was produced previously by the Department of Employment and Workplace Relations (DEWR).

The post-assistance outcomes are measured through the Department's Post-Program Monitoring (PPM) survey. The survey measures outcomes achieved by job seekers around three months after they exit labour market assistance.

This publication covers Job Network and most complementary services delivered by the Department to job seekers.

- Section 1 provides the post-assistance outcomes for the services followed up through the PPM survey. For the larger programs the outcomes have been disaggregated by job seeker characteristics. The post-assistance outcomes are broken down into full-time and part-time as well as total employment, education and training outcomes and positive outcomes. Positive outcomes include employment and/or education and training outcomes. Positive outcomes are less than the sum of employment and education and training outcomes as a job seeker could achieve both outcomes.
- Section 2 provides a trend analysis of positive outcomes over the last eight years for broadly comparable services.
- Section 3 shows commencements in various forms of employment assistance. For a number of programs the commencements have been disaggregated by job seeker characteristics.
- Section 4 presents commencement and employment outcomes data at the DEEWR Labour Market Region level.
- Section 5 provides a trend of receipt of income support payments over time and the movement of job seekers off Newstart Allowance and Youth Allowance (other) after participation in employment assistance.

When using time series figures, it is important to note that changes have occurred over time to the operation of the PPM survey. Readers are advised to review the technical notes section of the report which will provide, among other things, advice on issues that need to be taken into account when interpreting the results in this report.

Time periods and data used in this report

This report contains outcomes data for job seekers who exited assistance, in the 12 months to 31 March 2009 and their post-assistance outcomes around three months later.

Intensive Support post-assistance outcomes should not be confused with *paid interim* or *paid final* outcomes. Post-assistance outcomes are *all* employment and education outcomes while paid outcomes relate to a subset of employment and education outcomes where employment service providers receive payment for outcomes.

Commencement and placement data, derived from DEEWR and Centrelink administrative systems, relate to job seekers who were placed in a job or commenced labour market assistance between 1 July 2008 and 30 June 2009 and 1 July 2007 and 30 June 2008.

For more information

For further information, please e-mail surveys@deewr.gov.au.

Key Results

Positive Outcomes

The positive outcomes (employment and/or education/training) rates achieved in the year ending June 2009 were:

74% for Job Placement

56% for Intensive Support job search training

55% for Intensive Support customised assistance

61% for Intensive Support

90% for New Enterprise Incentive Scheme

37% for Work for the Dole

23% for the Personal Support Programme

46% for Disability Employment Network

37% for Vocational Rehabilitation Services

70% for Indigenous Employment Program Structured Training and Employment Projects (STEP) and

74% for Indigenous Employment Program Wage Assistance.

Commencements

In the year to 30 June 2009, commencements in the various types of labour market assistance included:

382,000 in Job Search Support

382,000 in Intensive Support

6,500 in New Enterprise Incentive Scheme

22,800 in the STEP and Wage Assistance elements of the Indigenous Employment Program

39,700 in the Personal Support Programme

38,100 in Vocational Rehabilitation Services

41,800 in the Disability Employment Network and

60,000 in Work for the Dole.

Job Vacancies and Placements

In the year to end June 2009, 2,144,100 vacancies were notified on the Australian Job Search database, of which around 750,000 were lodged by Job Network Members or Job Placement Organisations (including vacancies lodged through the Internet and Teleservicing). In the year to end June 2009, over 446,000 job placements were recorded by Job Network members and Job Placement Organisations.

Background

Changes to Employment Services 2009

On 1 July 2009, major reforms to employment services were introduced in Australia. Job Services Australia is designed to ensure that every job seeker is linked to a Provider of their choice, who will develop an individually tailored plan (Employment Pathway Plan [EPP]) to assist the job seeker obtain the skills they need to secure sustained employment.

A key feature of Job Services Australia is the provision of services in accordance with a job seeker's assessed level of disadvantage. The services are provided in four Streams, with Stream 1 for the more job ready job seekers up to Stream 4 for the most highly disadvantaged job seekers with multiple vocational and non-vocational barriers. Each Stream also offers access to Work Experience Activities. Through this Job Services Australia is also increasing the focus on the needs of the most disadvantaged Australian job seekers and is designed to achieve greater social inclusion. This will boost employment participation and the productive capacity of the workforce, address skills shortage areas and better meet the needs of employers.

Participation in Job Services Australia

Eligibility

The main categories of job seekers who are eligible for the Job Services Australia are: Fully Eligible job seekers; and Partially Eligible job seekers. Fully Eligible job seekers are eligible for Stream Services (with eligibility for a particular Stream dependent on their level of disadvantage). They are either: in receipt of Newstart Allowance or Youth Allowance (other), including parents and people with disability who have part-time participation requirements; in receipt of another form of qualifying government income support such as Disability Support Pension or Parenting Payment (Partnered or Single) who volunteer; vulnerable young people (those who are aged 15–20, not employed for more than 15 hours a week or in full-time education and not in receipt of income support, who have at least one serious non-vocational barrier); vulnerable young people who are full-time students (those who are aged 15–20 who present in crisis and have at least one serious non-vocational barrier—who are only eligible for Stream 4 services); or Indigenous Australians participating in CDEP.

Partially Eligible job seekers are those job seekers who register with Centrelink or register directly with the Provider who are not: full-time students; working in paid employment for 15 hours or more per week and not on income support; overseas visitors on working holiday visas or overseas students studying in Australia; or prohibited by law from working in Australia. These job seekers will have to Stream 1 (Limited) assistance.

Accessing assistance

Most job seekers connect with their provider following a referral by Centrelink. The job seeker's level of disadvantage is assessed by the Job Seeker Classification Instrument (JSCI) or, where required, a Job Capacity Assessment (JCA). Job seekers are then placed into one of four Streams, based on their level of disadvantage. Providers will work with their job seekers to negotiate an individually tailored plan to employment. The plan will identify the mix of vocational and non-vocational activities that the job seeker needs to achieve employment. That plan, depending on the needs of the individual job seeker, could integrate education, training, non-vocational assistance, work experience, job search requirements and other support.

The Provider will also have access to the Employment Pathway Fund (EPF). This is a flexible pool of funding that is available for use by Providers to purchase assistance to address vocational and non-vocational barriers and to provide Work Experience Activities. The funds available are not limited to any one job seeker in a particular Stream and can be used flexibly to provide services to any job seeker or group of job seekers. In addition, there are 253 000 new training places over five years in areas of skills shortages for job seekers under the Productivity Places Program (PPP).

Assistance within the Streams

Services within each Stream are tailored to the individual needs and circumstances of each job seeker. Irrespective of which Stream a job seeker is in, they will receive: an Initial Interview and regular face-to-face

contact with their provider to assist in their job search efforts; an Employment Pathway Plan (EPP) to set out the individualised pathway to employment; and ongoing training and development activities that meet the skills and labour needs of employers and assist them in finding sustainable employment.

Providers also work cooperatively with other programs and services provided by DEEWR, other Australian Government agencies, state or territory or local governments and community services to maximise a job seeker's capacity to obtain sustainable work.

At the completion of approximately 12 months of servicing in Streams 1–4 the provider arranges a Stream Services Review for the job seeker. This Review is completed by Centrelink or a JCA provider and is used to determine whether the job seeker commences the Work Experience Phase, whether their circumstances indicate they require a higher level of service or, in the case of Stream 4, whether they receive further Stream 4 assistance before moving to the Work Experience Phase. A Review is not conducted for a Stream 1 client until they have received 12 months of services.

Stream 1

The service level in Stream 1 is commensurate with the relative job readiness of job seekers eligible for this Stream. A Provider will assist all Stream 1 job seekers at the Initial Interview in preparing a résumé and advise them about local labour market opportunities, job search methods and access to the PPP. Before the end of the fourth month of services, if a Fully Eligible job seeker has not exited, the Provider will conduct a Skills Assessment and then update the job seeker's EPP. The Skills Assessment is used to determine what work or educational skills and experience a job seeker currently possesses and to identify and develop strategies for the job seeker to obtain sustainable employment.

For the first three months of services the job seeker reports to Centerlink. From the fourth month, however, the Provider is expected to maintain at least monthly face-to-face contact with the job seeker. The focus of these contacts will be on: reviewing and updating the job seeker's EPP; discussing the job seeker's job search activities since their last contact; assisting in identifying appropriate job vacancies or identifying relevant training, work experience or other interventions.

All job seekers with Activity Test or participation requirements will have an Intensive Activity arranged by the end of the fourth month and undertaken as soon as possible after their Skills Assessment is completed. The activity will be relevant to the job seeker and is designed to improve their ability to obtain and sustain employment. Job seekers with full-time requirements who are not in paid employment are required to undertake an activity of at least 60 hours over a fortnight. The hours of participation for people with a Partial Capacity to Work and Principal Carers not in paid employment will be 30 hours over a fortnight. Examples of activities include: skills training; work in a social or community enterprise; training in job search techniques; or Work Experience Activities, including Work for the Dole or Green Corps.

Stream 1 (Limited) job seekers are eligible for the services provided within the first three months of Stream 1, including an Initial Interview, assistance with preparing a résumé, and advice about the local labour market. They are also eligible for the training places available under the PPP.

Streams 2 and 3

Job seekers in either Stream 2 or Stream 3 experience greater barriers to employment than job seekers in Stream 1. In addition to the assistance that Stream 1 job seekers receive Provider at a minimum will: prepare an EPP, including specifying interventions required; explain the services the Provider will deliver; and explain the rights and obligations of the job seeker amongst other things.

Assistance in these Streams is individually tailored to the requirements of the job seeker and may include: a Skills Assessment; identification of employment or study goals; skills development training; referral to education or training, including using PPP; job search training and supported job search assistance; and purchase of vocational and non-vocational assistance using the EPF.

There will be at least monthly face-to-face contact between the Provider and job seeker with these contacts focusing on: reviewing and updating the job seeker's EPP; reviewing the job seeker's progress towards overcoming identified vocational and non-vocational barriers; identifying relevant training, work experience or other interventions; assisting in identifying appropriate job vacancies. Providers may also deliver vocational and non-vocational interventions to job seekers concurrently.

Stream 4

Stream 4 provides integrated, intensive assistance to the most disadvantaged job seekers. The assistance combines pre-employment and employment assistance. The pre-employment and employment activities are tailored to the individual needs of the job seeker and may be delivered concurrently or sequentially, depending upon the job seeker's circumstances. This may include: providing or organising assessments, counselling or professional support; referral and advocacy; and other support services. Stream 4 job seekers experience complex and or multiple non-vocational barriers that may prevent them from obtaining and sustaining employment or undertaking further skills development.

Assistance will commence when a job seeker has their Initial Interview with their provider. It is likely that a detailed EPP will not be possible at the initial assessment because the provider will need to: build trust and rapport with the job seeker over time to develop or update the EPP to include suitable non-vocational interventions to address the job seeker's barriers; assess and identify appropriate interventions to address the job seeker's non-vocational barriers for inclusion in the EPP; and assess the job seeker's readiness to receive employment assistance and, where appropriate, identify relevant activities and timing for inclusion in the EPP. There will be at least monthly face-to-face contact between the Provider and job seeker with these contacts focusing on: reviewing and updating the job seeker's EPP, as relevant; reviewing the job seeker's progress towards overcoming identified vocational and non-vocational barriers; discussing the job seeker's job search activities since their last contact, if such activities are included in the job seeker's EPP; identifying relevant training, work experience or other interventions; assisting in identifying appropriate job vacancies, if appropriate.

During the first 12 months of Stream 4 assistance, the Provider will have the discretion to determine whether and what level of job search efforts are required for individual job seekers. This will be dependent on the individual's barriers and their impact on the job seeker's work readiness. Stream 4 job seekers may need a combination of job search efforts and other requirements associated with addressing their non-vocational barriers. Job search efforts will be broadly defined, giving Providers maximum flexibility, and will not be limited to the number of jobs applied for in a given period.

Work Experience

The new Work Experience Phase is also tailored to the needs of individual job seekers. In this Phase, Providers will facilitate Work Experience Activities for job seekers which will enhance their chances of finding employment and provide ongoing assistance through regular contact with job seekers. Job seekers can undertake Work Experience Activities during Stream Services if the Provider and job seeker believe it will benefit them.

Job seekers who have completed approximately 12 months of services in Streams 1 to 4 will commence in the Work Experience Phase of their Stream following a Stream Services Review unless that Review suggests that Stream 1 to 3 job seekers should receive Stream Services under a higher Stream or Stream 4 job seekers would benefit from further Stream 4 assistance. Job seekers in Stream 4 who complete 18 months automatically move to the Work Experience Phase.

Job seekers aged between 18 and 49 will generally be required to participate in a Work Experience Activity or Activities over a 26 Week Period for every 12 months they are in the Work Experience Phase. Providers have the flexibility to extend the time a job seeker is required to undertake their Work Experience Activity requirement to a period of greater than 26 weeks and up to 12 months where this is appropriate, based on job seeker needs. Providers will maintain bi-monthly contact with job seekers during the Work Experience Phase and will continue to support job search activities.

Job seekers will not be required to participate in a Work Experience Activity if they are: exempt from the Activity Test or participation requirements; aged 15 to 17 years; pre-release prisoners; or aged 50 years or over (except job seekers aged 50–59 who have full-time Activity Test requirements and whose Provider considers they would benefit from participating in Full-Time Work for the Dole activities). These job seekers may, however, volunteer to participate in a Work Experience Activity if they wish.

Job seekers will be able to undertake a range of Work Experience Activities, including: Work for the Dole activities, including Full-Time Work for the Dole activities; Green Corps environmental activities; part-time study (for example, through PPP and other accredited vocational training); part-time or casual paid employment; brokered unpaid work experience placements; voluntary work in the community and not-for-profit sector; paid or unpaid work in social enterprises; Drought Force farm-based activities; Defence Force

Reserves; placement in other Australian Government or state government labour market or appropriate training or skills development programs, including Language, Literacy and Numeracy, and Indigenous programs such as CDEP; and participation in non-vocational programs and services (where appropriate).

New Enterprise Incentive Scheme

Eligible job seekers who are interested in starting and running a small business can access assistance through the New Enterprise Incentive Scheme (NEIS). NEIS provides accredited small business training, business advice and mentoring for eligible job seekers, as well as ongoing income support for up to 52 weeks.

To be eligible for NEIS Assistance, job seekers must: be at least 18 years of age; be registered for income support; agree to hold and maintain a controlling interest in the business during the period they are in receipt of NEIS; be available to participate in NEIS training and work full-time in the business (or fewer hours, if eligible); and be available to participate in the training and work at least 20 hours a week in the business in the case of parents with part-time participation requirements. In addition, for job seekers in Stream 1 or 2, the proposed small business must be in a designated skills shortage area, or as determined by DEEWR after advice from Skills Australia. Where the job seeker is in Stream 3 or 4 or is an Indigenous Australian, any type of small business proposal is eligible for consideration.

Reformed Indigenous Employment Program and Indigenous job seekers

The reformed Indigenous Employment Program (IEP) provides for two Panels to deliver services to communities, businesses and individual entrepreneurs: the Employment Panel, and the Economic Development and Business Support Panel.

The Employment Panel will: equip employers with the skills, knowledge and expertise necessary to provide sustainable employment opportunities for Indigenous Australians; and prepare Indigenous Australians to take up employment opportunities, stay in jobs and enhance their future employment prospects. Examples of projects that could be supported through the Employment Panel include: building the aspirations of Indigenous Australians through providing career guidance and mentoring; or employer support services to recruit and retain more Indigenous Australians by funding to students and employers of Indigenous Australians undertaking tertiary qualifications or wage subsidies.

The Economic Development and Business Support Panel will support enterprises along the entire business pathway. This will include: strategies or services for building economic and business development opportunities for Indigenous Australians activities that support development of viable business; and financial strategies or services for Indigenous businesses and organisations. Examples of the Economic Development and Business Support projects include: business capacity building services through culturally appropriate literacy and numeracy training to enable Indigenous business owners or managers to operate in a business environment; or Indigenous economic development by supporting the development and implementation of community or regional development plans and other strategic initiatives.

All Job Services Australia Providers are required to work in partnership with CDEP providers where they exist (unless the CDEP provider is also the local Employment Services Provider) and IEP providers, employers and community service organisations, to maximise Indigenous employment in local jobs both within their organisation and within the local and the wider community.

Continuing programs

The **Disability Employment Network (DEN)** was introduced in July 2006. DEN members provide specialised assistance to job seekers with disability who require ongoing support to find and maintain employment. Some DEN members specialise in services for a particular disability type, for example job seekers with psychiatric or intellectual disabilities. Services provided by DEN members include the provision of training, canvassing and approaching employers to source employment opportunities and assistance for the job seeker to remain in sustainable employment. The DEN includes both a capped and uncapped stream of assistance, with eligibility for each stream dependent on the length of time that support is likely needed to be provided and the job seekers' future work capacity. Job seekers with greater needs for assistance are eligible for the capped stream of assistance, while the uncapped stream is designed to provide jobseekers with assistance for a maximum period of two years.

The **Vocational Rehabilitation Services (VRS)** offers job seekers help to understand, compensate for or manage injury or disability, or the limitations or restrictions imposed by injury or disability. The service also

helps job seekers build work capacity and/or develop new work strategies to avoid re-injury. As is the case with the Disability Employment Network there are two streams of assistance available – Fixed and Demand. The Demand Stream is available for all job seekers assessed as having a work capacity of 15 to 29 hours per week, while access to the Fixed Stream is more limited.

Employment Services 2003–2009

The *Active Participation Model* (announced in the 2002–03 Budget) was introduced on 1 July 2003 and provided employment assistance to job seekers including the Job Seeker Account to fund preparation of job seekers for work. In the 2005–06 Budget further reforms were announced as part of the overarching *Welfare-to-Work* changes. These reforms were designed to increase participation and employment outcomes for key target groups including: mature age job seekers; parents; People with a Disability; and the very long-term unemployed.

Access to income support

From 1 July 2006 changes in eligibility for income support were introduced for working age Australians. Eligibility for Parenting Payment Single (PPS) and Parenting Payment Partnered (PPP) for new claimants was altered with the threshold age for youngest child changing to 6 (if partnered) or 8 (if single). Similarly, eligibility for the Disability Support Pension (DSP) was varied. People with a disability seeking income support were referred to a Job Capacity Assessment (JCA) to determine their work capacity. Those unable to work for at least 15 hours per week were eligible for DSP. If a new claimant did not meet the new eligibility criteria for PPP, PPS or DSP they were able to claim an alternative income support payment (typically Newstart Allowance).

Participation in Job Network assistance

On registration with Centrelink, each eligible job seeker was referred to a single Job Network member who provided services to them while they remain eligible for assistance or got a job. Two services were delivered by all Job Network members under the *Active Participation Model* – Job Search Support and Intensive Support.

Job Search Support services were available to all eligible job seekers immediately upon registration with Centrelink or a Job Network member and continued until the job seeker left employment services. On first contact with their Job Network member, job seekers had their vocational profile entered into the JobSearch database for daily matching against new job vacancies. Job seekers also had access to a range of other job search facilities such as touchscreens, computers and faxes as well as assistance in the preparation of job applications.

If an eligible job seeker had not found work within the first three months of Job Search Support, their Job Network member arranged for them to participate in Intensive Support. **Job search training** was the first element of Intensive Support. It assisted job seekers through assistance that was designed to improve their job search skills, confidence and expand their job search networks. As of 1 July 2006, **Employment Preparation** assistance was introduced into Job Network. It provided assistance to carers, parents and mature age job seekers. Eligible job seekers could access Employment Preparation either while they were in Job Search Support or at the start of their assistance in the Intensive Support Stream depending on their Job Network eligibility.

After six months of unemployment (and periodically thereafter), most activity-tested job seekers were required to fulfill their **Mutual Obligation requirement** (usually Work for the Dole). During these periods job seekers remained in Intensive Support and it was the responsibility of their Job Network member to ensure that they continue to be actively engaged in job search activities and improving their job prospects.

Job seekers who had been unemployed for at least 12 months or were identified by Centrelink as being highly disadvantaged at registration received **Intensive Support customised assistance**. Over a six month period this service provided assistance to address individual barriers to employment and their efforts in looking for work. Job seekers who were still unemployed after 24 months (or 12 months for the highly disadvantaged) had access to a second six month period of customised assistance.

From July 2006 job seekers approaching the end of their second period of customised assistance underwent a Very Long-Term Unemployed (VLTU) assessment. Job seekers with a demonstrated history of job search avoidance could have been referred to **Full-Time Work for the Dole** comprising of 1100 hours over around 10 months. In June 2007 this was changed and Job Network members could have referred job seekers to full-time Work for the Dole if they believed that the job seeker would have benefited from participation in the program. Alternatively, job seekers may have had access to **Wage Assist** support which provides a wage subsidy payment of \$350 per fortnight to facilitate placement into a full-time ongoing job. The assessment may also have indicated that the job seeker could have benefited from ongoing Intensive Support assistance or a referral to a Job Capacity Assessment.

Complementary programs

The **New Enterprise Incentive Scheme (NEIS)** assisted eligible unemployed people to start up and run a new, viable small business. NEIS assistance included three months of accredited training and business advice and mentoring, at the end of which participants submit a business plan. These business plans were then scrutinised closely to ensure that only those of the highest quality were accepted as eligible for NEIS assistance. NEIS assistance then took the form of ongoing mentoring and a NEIS wage payable for the 12 months following commencement.

The **Work for the Dole (WfD)** Program aimed to develop the work habits of participants through involving them in community projects. Job seekers were required to participate in WfD for up to six months over a twelve month period. This meant that job seekers could have participated in a number of projects with different CWC's before completing their placement.

The **Indigenous Employment Program (IEP)** consisted of 11 elements including Wage Assistance and Structured Training and Employment Projects (STEP), the results of which are published in this report. **Wage Assistance** was a wage subsidy paid to employers over 26 weeks providing ongoing employment and the **STEP** program assisted employers to provide employment for Indigenous Australians, particularly in the private sector.

The **Disability Employment Network (DEN)** was introduced in July 2006. DEN members provide specialised assistance to job seekers with disability who require ongoing support to find and maintain employment. Some DEN members specialise in services for a particular disability type, for example job seekers with psychiatric or intellectual disabilities. Services provided by DEN members include the provision of training, canvassing and approaching employers to source employment opportunities and assistance for the job seeker to remain in sustainable employment. The DEN includes both a capped and uncapped stream of assistance, with eligibility for each stream dependent on the length of time that support is likely needed to be provided and the job seekers' future work capacity. Job seekers with greater needs for assistance are eligible for the capped stream of assistance, while the uncapped stream is designed to provide jobseekers with assistance for a maximum period of two years.

The **Vocational Rehabilitation Services (VRS)** offers job seekers help to understand, compensate for or manage injury or disability, or the limitations or restrictions imposed by injury or disability. The service also helps job seekers build work capacity and/or develop new work strategies to avoid re-injury. As is the case with the Disability Employment Network there are two streams of assistance available – Fixed and Demand. The Demand Stream is available for all job seekers assessed as having a work capacity of 15 to 29 hours per week, while access to the Fixed Stream is more limited.

Job Placement, Employment and Training (JPET) was a pre-employment program which provided young people with transitional assistance to help them overcome barriers in their lives and re-engage them with: education, training or further study; employment or employment assistance; programs with a workforce participation focus; specialist assistance relevant to their needs and barriers; or the social life of the community.

The **Personal Support Programme (PSP)** was a pre-employment program that provided individual support to participants who, because of multiple non-vocational barriers, were unable to get a job or benefit from employment programs such as Job Network.

Section 1: Summary of Labour Market Assistance Outcomes

Section 1 of this Labour Market Assistance Outcomes report presents the three month post-assistance outcomes derived from the department's Post-Program Monitoring (PPM) survey. Results reported relate to job seekers who were in-scope for inclusion in the Intensive Support or Disability Employment Network (DEN) samples or ceased Intensive Support customised assistance, Intensive Support job search training, New Enterprise Incentive Scheme (NEIS), Work for the Dole, Indigenous Employment Program (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance, Personal Support Programme (PSP) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.

The in-scope Intensive Support population comprises those job seekers who commenced in Intensive Support between 1 April 2005 and 31 March 2008 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 April 2008 and 31 March 2009. The in-scope population for DEN includes participants who left DEN or achieved a 13 week payable employment outcome between 1 April 2008 and 31 March 2009.

In editions of Labour Market Assistance Outcomes pre-June 2004, employment, unemployment, not in the labour force and further assistance outcomes were recorded as being mutually exclusive (i.e. they added up to 100%). As job seekers are continuously in assistance under the *Active Participation Model (APM)*, clients in further assistance are surveyed and their responses are used to determine their labour market status. As a result, care should be taken when comparing outcomes for current services with labour market programs operating prior to the introduction of the APM. The Technical Notes at the end of this report discuss these issues further.

Table 1.1 shows **labour market outcomes and further assistance** levels of all job seekers three months after leaving the various types of employment assistance. Job seekers are categorised as employed, unemployed, or not in the labour force. Post-assistance employment outcomes across the suite of mainstream employment programs have fallen on those levels achieved in the March quarter. Intensive Support employment outcomes are down one percentage point, Intensive Support job search training 3.5 percentage points and Intensive Support customised assistance 1.6 percentage points.

Table 1.2 shows job seekers' shares of **full-time and part-time employment, education/training and positive outcomes** three months after leaving different types of labour market assistance. Positive outcomes include employment and education/training outcomes. 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. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance. Education and training outcomes include job seekers who are studying at a secondary school or college, TAFE, business college or university. Post-assistance trends evident in relation to employment outcomes have also flowed through to positive outcome rates. Consistent with previous economic slowdowns, the fall in employment outcomes has been concentrated in full-time jobs.

The results for **Intensive Support** are presented in **Table 1.3**. It reports the post assistance outcomes achieved for the 12, 24 and 36 month in-scope populations for Intensive Support. The 12 month Intensive Support population relates to job seekers who commenced in Intensive Support between 1 April 2007 and 31 March 2008 and became in-scope for survey between 1 April 2008 and 31 March 2009 and outcomes achieved three months later. The 24 and 36 month populations have in-scope commencement periods one and two years earlier (respectively) than for the 12 month cohort but the same in-scope period for survey.

Post assistance employment and positive outcomes reported this quarter are slightly below those in the March quarter, with 60 per cent in employment and/or education/training. One of the factors that has seen post-assistance outcomes for Intensive Support not drop by as much as either Intensive Support job search training or Intensive Support customised assistance is because of the lag in the reporting of outcomes for this group due to the construction of the in-scope population.

Table 1.4 shows the post assistance outcomes for job seekers from their **first phase of Intensive Support customised assistance (ISca1)**. Overall, 45.3 per cent of ISca1 participants were employed three months following assistance. This is a drop of 1.7 percentage points on the level reported in the March report.

Outcomes for a job seeker's **second period of Intensive Support customised assistance** (ISca2) are presented in **Table 1.5**. Outcomes, as expected, are lower for those completing their second phase of ISca with a employment outcome rate of 40.7 per cent. This reflects their relative disadvantage compared to ISca1 participants.

Aggregate results for **Intensive Support customised assistance** are presented in **Table 1.6**. The employment rate is 1.6 percentage points less than achieved in the March quarter.

Results for **Intensive Support job search training** are presented in **Tables 1.7 – 1.9**. Post assistance outcomes by duration on allowance are not provided because almost all job seekers will access job search training immediately on their entry to the Intensive Support stream of assistance – which usually occurs at the three month mark of unemployment. Results for the full 100 hour Intensive Support job search training (ISjst) are presented in Table 1.7. Results for the 30 hour abridged Intensive Support job search training refresher (ISjstr) versions of ISjst is reported in Table 1.8. There is a slight difference in the outcomes achieved by the different phases of Intensive Support job search training assistance, with the 30 hour abridged ISjstr achieving employment outcome rates around 2 per cent lower than ISjst. The aggregate results for the two phases are reported in Table 1.9. Overall, employment outcomes from ISjst are down 3.5 percentage points on those reported in March.

Post-assistance outcomes for **Job Placements** are presented in **Table 1.10**. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training, Intensive Support customised assistance and Work for the Dole, the outcome is excluded from Job Placement but included under the program or service they participated in. Post-assistance outcomes for Job Placement are similar to those achieved in the March Quarter, with nearly three-quarters of participants in employment and/or education three months after their original job placement.

The **New Enterprise Incentive Scheme** (NEIS) has traditionally experienced higher outcomes compared to other types of labour market assistance. This is due in part to the careful

selection of viable businesses by NEIS providers prior to the commencement in assistance, as well as the characteristics of job seekers involved. Post-assistance outcomes for NEIS continue to remain strong (see **Table 1.11**). Unlike some of the other programs there is only limited divergence in outcomes by gender.

Post-assistance outcomes for **Work for the Dole** (WfD) relate to WfD participants referred to Community Work Coordinators (CWC). Employment outcomes are not part of the program's immediate objectives but are included here to provide a comprehensive presentation of the performance of DEEWR funded assistance. For the purposes of PPM, job seekers are surveyed whenever they have a break between CWC placements of more than three months since their last CWC placement in a 12 month period. It should be noted that outcomes levels may change under the APM from pre-APM levels due to changes in the PPM survey methodology. See the technical notes for more information. **Table 1.12** shows that 27.7 per cent were employed three months after exiting Work for the Dole. This is 2.4 percentage points below that reported in the March quarter.

Employment and positive outcome rates for the **Vocational Rehabilitation Services** (VRS) program (as reported in **Table 1.13**) are lower than those achieved in the March quarter. Younger participants, those aged 24 and under, still continue achieve education and training outcomes at over 20 per cent.

Post-assistance outcome rates for the **Disability Employment Network** (DEN) are reported in **Table 1.14**. Slightly under half of the participants had achieved a positive outcome. This is lower than reported in the March quarter. It should be noted, however, that the outcomes reported for DEN include some job seekers who had achieved a 13 week employment milestone but are still in DEN. The inclusion of these job seekers in the in-scope population results in a higher outcome rate than if only exits from DEN were assessed.

Post-assistance outcomes for the **Personal Support Programme** (PSP) are slightly lower than that achieved in previous quarters. **Table 1.15** shows that 23.2 per cent of participants in employment and/or education/training three months following assistance.

Table 1.1: Post-assistance labour market outcomes year to end June 2009¹

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance ² (%)	Exits (number)
Job Placement	70.4	24.8	4.8	0.7	68,479
<i>Fully Job Network Eligible</i>	66.8	27.9	5.4	0.6	41,882
<i>Job Search Support Only</i>	76.2	19.9	3.9	0.9	26,597
Intensive Support ³	51.1	32.7	16.2	11.8	327,911
Intensive Support job search training	44.7	47.5	7.8	3.5	150,455
<i>Intensive Support job search training (100 hours)</i>	45.0	47.0	8.0	3.5	128,554
<i>Intensive Support job search training (30 hours)</i>	43.1	50.4	6.6	3.0	21,897
Intensive Support customised assistance	44.1	38.6	17.2	13.9	209,367
<i>Intensive Support customised assistance 1</i>	45.3	37.3	17.4	13.1	155,759
<i>Intensive Support customised assistance 2</i>	40.7	42.6	16.7	16.1	53,610
NEIS ⁴	87.3	7.5	5.2	n.a	6,372
Work for the Dole	27.7	59.0	13.3	28.5	61,943
IEP – STEP ^{4,5}	64.2	28.7	7.1	n.a	7,476
IEP - Wage Assistance ⁴	70.6	22.5	6.9	n.a	2,145
Disability Employment Network ⁶	39.1	25.0	35.5	n.a	30,162
Personal Support Programme ⁷	16.8	31.2	52.0	n.a	36,833
Vocational Rehabilitation Services	32.1	23.0	44.9	n.a	35,995

1. Post assistance outcomes are measured three months after job seekers cease assistance and relate to job seekers who were in-scope for inclusion in the Intensive Support or Disability Employment Network (DEN) samples or job seekers who ceased Intensive Support customised assistance, Intensive Support job search training, New Enterprise Incentive Scheme (NEIS), Work for the Dole, Indigenous Employment Program (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance, Personal Support Programme (PSP) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 April 2008 and 31 March 2009. Employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
2. Further assistance includes commencements in DEEWR funded labour market assistance. Job seekers who do not achieve an employment outcome are treated as either unemployed or not in the labour force. Further assistance figures are not available for the Personal Support Programme, Disability Employment Network or Vocational Rehabilitation Services.
3. Job seekers who commenced Intensive Support between 1 April 2005 and 31 March 2008 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later. The commencement period is limited to ensure that only those participants that could have reached 12, 24 or 36 months participation in Intensive Support are included in the in-scope sample.
4. Due to changes in the way that NEIS, IEP - STEP, IEP Wage Assistance data is captured for the PPM survey, participation in further assistance is no longer recorded.
5. Post-assistance outcomes for IEP – STEP relates to solely to those participants assisted through the STEP (Employment) component of the program.
6. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
7. If a job seeker transferred from one PSP provider to another or commenced a subsequent PSP placement within six weeks of exiting that original PSP placement the original exit is not counted as an exit for PPM purposes and their outcome not recorded.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.2: Post-assistance labour market outcomes year to end June 2009¹

Labour market assistance	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Job Placement	42.5	27.9	70.4	12.1	74.0	68,479
<i>Fully Job Network Eligible</i>	<i>37.0</i>	<i>29.8</i>	<i>66.8</i>	<i>11.9</i>	<i>70.8</i>	<i>41,882</i>
<i>Job Search Support Only</i>	<i>51.2</i>	<i>25.0</i>	<i>76.2</i>	<i>12.5</i>	<i>79.0</i>	<i>26,597</i>
Intensive Support ³	22.2	28.8	51.1	13.2	60.5	327,911
Intensive Support job search training	19.3	25.3	44.7	16.8	56.0	150,455
<i>Intensive Support job search training (100 hours)</i>	<i>19.5</i>	<i>25.4</i>	<i>45.0</i>	<i>17.1</i>	<i>56.6</i>	<i>128,554</i>
<i>Intensive Support job search training (30 hours)</i>	<i>18.3</i>	<i>24.8</i>	<i>43.1</i>	<i>14.9</i>	<i>53.0</i>	<i>21,897</i>
Intensive Support customised assistance	13.3	30.8	44.1	14.5	55.3	209,367
<i>Intensive Support customised assistance 1</i>	<i>14.2</i>	<i>31.1</i>	<i>45.3</i>	<i>15.0</i>	<i>56.8</i>	<i>155,759</i>
<i>Intensive Support customised assistance 2</i>	<i>10.5</i>	<i>30.2</i>	<i>40.7</i>	<i>13.2</i>	<i>50.8</i>	<i>53,610</i>
NEIS	46.4	41.0	87.3	10.0	89.6	6,372
Work for the Dole	11.2	16.5	27.7	12.1	37.4	61,943
IEP - STEP ⁴	43.2	21.0	64.2	22.1	70.2	7,476
IEP - Wage Assistance	50.3	20.3	70.6	25.1	73.9	2,145
Disability Employment Network ⁵	9.2	29.9	39.1	9.9	46.1	30,162
Personal Support Programme ⁶	6.3	10.6	16.9	8.4	23.2	36,833
Vocational Rehabilitation Services	11.4	20.7	32.1	8.4	37.3	35,995

1. Post assistance outcomes are measured three months after job seekers cease assistance and relate to job seekers who were in-scope for inclusion in the Intensive Support or Disability Employment Network (DEN) samples or job seekers who ceased Intensive Support customised assistance, Intensive Support job search training, New Enterprise Incentive Scheme (NEIS), Work for the Dole, Indigenous Employment Program (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance, Personal Support Programme (PSP) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 April 2008 and 31 March 2009.
2. Positive outcomes include employment and education/training outcomes. 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. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Job seekers who commenced Intensive Support between 1 April 2005 and 31 March 2008 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later. The commencement period is limited to ensure that only those participants that could have reached 12, 24 or 36 months participation in Intensive Support are included in the in-scope sample.
4. Post-assistance outcomes for IEP – STEP relates to solely to those participants assisted through the STEP (Employment) component of the program.
5. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
6. If a job seeker transferred from one PSP provider to another or commenced a subsequent PSP placement within six weeks of exiting that original PSP placement the original exit is not counted as an exit for PPM purposes and their outcome not recorded.

Source: *The Post-Program Monitoring survey conducted three months after job seekers cease assistance.*

Table 1.3: Intensive Support: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	In-scope population ³ (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	27.6	23.9	51.5	19.3	63.2	63,090
21 to 24	29.7	25.1	54.8	16.4	65.2	37,099
25 to 34	24.2	26.0	50.2	12.2	59.1	69,011
35 to 49	23.0	31.6	54.6	14.6	65.2	109,973
50 or more	16.4	31.3	47.6	8.1	53.7	48,738
Duration on income support (months)						
0 to less than 6	25.6	28.5	54.2	12.6	62.7	128,171
6 to less than 12	21.3	29.1	50.3	17.2	62.1	22,363
12 to less than 24	18.3	25.9	44.2	13.7	54.4	28,898
24 to less than 36	20.4	28.0	48.4	12.5	58.1	20,121
36 or more	18.4	31.0	49.5	13.3	59.4	88,456
Educational attainment						
Less than Year 10	16.8	22.8	39.5	12.5	49.8	72,025
Year 10 or 11	20.6	29.2	49.8	10.8	57.7	118,199
Year 12	25.8	30.3	56.1	17.2	67.0	55,137
Post Secondary	26.6	32.2	58.8	13.8	67.9	73,833
Gender						
Males	25.4	23.1	48.4	10.1	55.6	163,308
Females	20.0	33.9	53.9	15.8	65.0	164,603
Equity Groups⁴						
Disability	14.0	26.7	40.7	11.0	49.4	26,272
Indigenous	16.3	20.1	36.3	11.0	43.0	50,118
CALD ⁵	21.1	24.7	45.8	20.7	63.1	57,049
Sole Parents	23.4	35.6	59.0	15.4	69.2	66,357
Total	22.2	28.8	51.1	13.2	60.5	327,911

1. Job seekers who commenced Intensive Support between 1 April 2005 and 31 March 2008 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later. The commencement period is limited to ensure that only those participants that could have reached 12, 24 or 36 months participation in Intensive Support are included in the in-scope sample.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. See the technical notes at the end of the report for a definition of the in-scope population.
4. Equity groups are not mutually exclusive.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance

Table 1.4: Intensive Support customised assistance phase 1: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Disadvantage status						
Non-highly disadvantaged ³	17.9	36.3	54.2	13.6	63.7	80,437
Highly disadvantaged ⁴	10.3	25.4	35.7	16.3	49.3	75,322
Age Group (years)						
15 to 20	19.6	24.3	43.9	16.9	56.7	28,623
21 to 24	18.9	26.7	45.6	18.1	59.0	14,698
25 to 34	16.1	28.1	44.3	16.7	57.1	31,749
35 to 49	12.3	36.3	48.6	16.7	61.1	53,194
50 or more	11.0	30.6	41.6	10.7	50.2	27,495
Duration on income support (months)						
0 to less than 6	15.1	23.9	39.0	14.9	51.1	40,535
6 to less than 12	17.5	33.5	50.9	13.7	60.9	28,262
12 to less than 24	15.7	30.6	46.3	15.6	58.5	23,638
24 to less than 36	12.8	30.9	43.8	14.2	54.5	9,263
36 or more	9.1	36.0	45.1	16.7	57.6	44,372
Educational attainment						
Less than Year 10	10.8	24.5	35.4	15.1	48.3	41,396
Year 10 or 11	14.0	31.7	45.7	12.1	55.0	60,210
Year 12	16.7	34.0	50.7	19.1	65.1	24,210
Post Secondary	16.4	36.0	52.4	16.2	63.5	28,692
Gender						
Males	18.6	23.8	42.4	10.6	51.0	73,316
Females	10.8	36.7	47.5	18.3	61.2	82,443
Equity Groups⁵						
Disability	9.4	28.4	37.8	11.8	47.2	23,058
Indigenous	13.6	19.8	33.4	10.7	41.1	32,478
CALD ⁶	12.4	28.0	40.4	24.4	61.2	28,830
Sole Parents	10.3	42.7	53.0	19.1	66.3	34,603
Total	14.2	31.1	45.3	15.0	56.8	155,759

1. Job seekers who left Intensive Support customised assistance phase 1 between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Job seekers who had a JSCI score of 24 or less and would have access to customised assistance at 12 months unemployment.
4. Job seekers who had a JSCI score of 25 or above at time of registration and had access to customised assistance immediately.
5. Equity groups are not mutually exclusive.
6. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.5: Intensive Support customised assistance phase 2: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Disadvantage status						
Non-highly disadvantaged ³	13.8	35.3	49.1	11.9	57.6	27,518
Highly disadvantaged ⁴	6.9	24.5	31.4	14.6	43.5	26,092
Age Group (years)						
15 to 20	13.1	22.9	36.0	11.5	45.2	7,888
21 to 24	15.6	25.8	41.4	17.3	55.0	6,329
25 to 34	12.4	26.7	39.1	14.9	50.5	10,655
35 to 49	9.8	34.2	44.1	14.8	55.1	17,702
50 or more	7.6	31.8	39.4	10.5	47.6	11,036
Duration on income support (months)						
0 to less than 6	15.9	25.7	41.6	11.6	50.9	4,067
6 to less than 12	7.8	19.7	27.6	13.1	39.5	2,159
12 to less than 24	10.6	29.4	39.9	15.7	52.1	11,016
24 to less than 36	13.1	30.2	43.3	11.7	52.5	12,100
36 or more	7.9	32.2	40.1	12.9	49.7	22,475
Educational attainment						
Less than Year 10	8.3	24.9	33.2	12.2	43.7	15,476
Year 10 or 11	10.2	30.7	40.9	11.4	49.6	20,395
Year 12	12.5	33.3	45.8	16.3	58.0	6,761
Post Secondary	12.6	34.6	47.2	15.3	58.1	10,520
Gender						
Males	13.1	23.6	36.7	9.3	44.1	26,314
Females	8.3	35.8	44.1	16.5	56.6	27,296
Equity Groups⁵						
Disability	5.9	27.7	33.6	10.5	41.4	7,138
Indigenous	7.8	16.8	24.6	8.3	30.8	14,117
CALD ⁶	10.8	29.4	40.2	22.1	58.5	8,617
Sole Parents	7.9	40.9	48.9	17.8	61.5	9,894
Total	10.5	30.2	40.7	13.2	50.8	53,610

1. Job seekers who left Intensive Support customised assistance phase 2 between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Job seekers who had a JSCI score of 24 or less and would have access to customised assistance at 12 months unemployment.
4. Job seekers who had a JSCI score of 25 or above at time of registration and had access to customised assistance immediately.
5. Equity groups are not mutually exclusive.
6. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.6: Intensive Support customised assistance combined: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Disadvantage status						
Non-highly disadvantaged ³	16.9	36.1	52.9	13.2	62.1	107,954
Highly disadvantaged ⁴	9.4	25.2	34.6	15.9	47.8	101,413
Age Group (years)						
15 to 20	18.3	24.0	42.2	15.9	54.4	36,511
21 to 24	17.9	26.4	44.3	17.9	57.8	21,027
25 to 34	15.2	27.8	43.0	16.3	55.5	42,404
35 to 49	11.7	35.8	47.5	16.2	59.6	70,894
50 or more	10.0	31.0	41.0	10.7	49.4	38,531
Duration on income support (months)						
0 to less than 6	15.1	24.0	39.1	14.7	51.1	44,602
6 to less than 12	16.9	32.6	49.5	13.6	59.6	30,421
12 to less than 24	14.0	30.2	44.2	15.6	56.4	34,653
24 to less than 36	13.0	30.5	43.5	12.8	53.3	21,363
36 or more	8.7	34.7	43.4	15.5	55.0	66,846
Educational attainment						
Less than Year 10	10.1	24.6	34.7	14.3	47.0	56,915
Year 10 or 11	13.1	31.4	44.5	11.9	53.6	80,698
Year 12	15.8	33.9	49.6	18.6	63.6	30,999
Post Secondary	15.4	35.6	51.0	16.0	62.1	39,233
Gender						
Males	17.1	23.7	40.8	10.3	49.1	99,630
Females	10.1	36.5	46.6	17.9	60.1	109,737
Equity Groups⁵						
Disability	8.6	28.3	36.8	11.5	45.9	30,196
Indigenous	11.8	18.8	30.6	10.0	37.9	46,595
CALD ⁶	12.0	28.4	40.4	23.9	60.6	37,446
Sole Parents	9.8	42.3	52.1	18.8	65.2	44,496
Total	13.3	30.8	44.1	14.5	55.3	209,367

1. Job seekers who left Intensive Support customised assistance between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Job seekers who had a JSCI score of 24 or less and would have access to customised assistance at 12 months unemployment.
4. Job seekers who had a JSCI score of 25 or above at time of registration and had access to customised assistance immediately.
5. Equity groups are not mutually exclusive.
6. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.7: Intensive Support job search training (100 hours): Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	18.6	26.6	45.1	23.5	59.9	34,543
21 to 24	24.8	24.0	48.8	20.8	61.8	26,381
25 to 34	20.8	24.1	44.9	17.3	57.2	25,937
35 to 49	17.4	27.6	45.0	14.4	55.6	27,215
50 or more	18.8	24.9	43.7	10.0	50.9	14,478
Educational attainment						
Less than Year 10	14.0	21.9	35.9	11.0	44.6	13,681
Year 10 or 11	16.6	24.6	41.3	13.4	51.1	46,183
Year 12	20.3	27.7	48.1	22.5	62.3	36,764
Post Secondary	24.0	25.5	49.5	18.0	61.4	31,911
Gender						
Males	21.8	19.2	41.0	14.2	51.2	77,194
Females	16.8	33.5	50.3	20.7	63.5	51,360
Equity Groups³						
Disability	16.5	24.2	40.6	12.5	50.0	3,890
Indigenous	20.0	22.7	42.7	15.5	52.1	5,383
CALD ⁴	17.3	21.9	39.2	21.5	56.0	19,742
Sole Parents	11.1	41.0	52.2	18.2	64.3	6,945
Total	19.5	25.4	45.0	17.1	56.6	128,554

1. Job seekers who left Intensive Support job search training (100 hours) placements between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.8: Intensive Support job search training (30 hours): Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	19.9	27.2	47.2	20.3	59.1	3,853
21 to 24	20.1	20.7	40.8	18.3	52.3	5,219
25 to 34	17.8	24.7	42.5	13.5	51.3	4,462
35 to 49	16.5	27.5	44.0	15.9	55.0	4,697
50 or more	18.9	25.2	44.1	10.1	51.4	3,666
Educational attainment						
Less than Year 10	10.6	22.7	33.3	8.4	40.4	2,338
Year 10 or 11	17.2	24.5	41.8	11.0	49.2	7,999
Year 12	21.6	24.3	45.8	18.6	56.5	5,651
Post Secondary	19.6	26.2	45.8	18.1	58.4	5,907
Gender						
Males	20.1	18.0	38.1	11.2	46.2	13,288
Females	16.2	34.1	50.2	19.7	62.3	8,609
Equity Groups³						
Disability	13.4	23.9	37.3	11.2	45.9	674
Indigenous	15.3	13.7	28.9	12.6	39.5	1,129
CALD ⁴	14.7	21.6	36.3	19.0	50.6	2,669
Sole Parents	13.8	42.9	56.7	18.0	68.0	1,489
Total	18.3	24.8	43.1	14.9	53.0	21,897

1. Job seekers who left Intensive Support job search training refresher (30 hours) placements between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.9: Intensive Support job search training combined: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	18.7	26.6	45.4	23.1	59.8	38,397
21 to 24	24.1	23.5	47.5	20.3	60.3	31,602
25 to 34	20.4	24.1	44.5	16.8	56.3	30,400
35 to 49	17.2	27.6	44.8	14.6	55.5	31,913
50 or more	18.8	24.9	43.8	10.1	51.0	18,143
Educational attainment						
Less than Year 10	13.6	22.0	35.6	10.6	44.0	16,019
Year 10 or 11	16.7	24.6	41.4	13.1	50.8	54,186
Year 12	20.5	27.3	47.8	22.1	61.5	42,416
Post Secondary	23.3	25.6	48.9	18.0	60.9	37,817
Gender						
Males	21.6	19.0	40.6	13.8	50.5	90,486
Females	16.7	33.6	50.3	20.5	63.4	59,969
Equity Groups³						
Disability	16.1	24.0	40.1	12.4	49.4	4,564
Indigenous	19.4	21.3	40.7	15.1	50.4	6,512
CALD ⁴	17.0	21.9	38.9	21.2	55.3	22,411
Sole Parents	11.7	41.4	53.1	18.2	65.1	8,434
Total	19.3	25.3	44.7	16.8	56.0	150,455

1. Job seekers who left Intensive Support job search training placements between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.10: Job Placements: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	46.0	22.2	68.2	22.4	74.6	17,931
21 to 24	46.3	23.9	70.2	16.1	74.2	9,283
25 to 34	44.3	27.3	71.7	10.6	74.7	16,166
35 to 49	39.4	31.8	71.3	7.5	73.7	18,062
50 or more	38.1	31.6	69.7	6.2	72.2	7,037
Duration on income support (months)³						
0 to less than 6	44.5	26.4	70.9	13.9	75.1	22,024
6 to less than 12	33.9	31.7	65.6	10.3	68.8	6,177
12 to less than 24	28.3	35.3	63.6	11.0	67.9	5,693
24 to less than 36	26.5	32.9	59.4	8.1	62.3	2,873
36 or more	22.5	34.3	56.9	8.1	61.4	5,115
Educational attainment³						
Less than Year 10	29.7	29.8	59.5	7.6	62.7	6,405
Year 10 or 11	34.5	29.3	63.8	9.9	67.7	16,813
Year 12	42.6	29	71.6	15.6	76.3	9,524
Post Secondary	39.5	30.1	69.5	13.3	74.0	8,014
Gender						
Males	48.2	20.1	68.4	10.8	71.7	43,568
Females	34.1	39.3	73.3	13.9	77.2	24,911
Equity Groups³						
Disability	22.0	37.7	59.7	10.3	64.3	5,815
Indigenous	32.6	19.4	52.0	10.6	58.6	2,993
CALD ⁴	38.1	33.2	71.3	13.7	76.5	3,965
Sole Parents	22.2	52.4	74.7	9.3	77.8	3,916
Job Network eligible (FJNE)⁵	37.0	29.8	66.8	11.9	70.8	41,882
Job Search Support Only (JSSO)⁶	51.2	25.0	76.2	12.5	79.0	26,597
Total	42.5	27.9	70.4	12.1	74.0	68,479

1. Job seekers who were placed in a Job Network eligible job between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training, Intensive Support customised assistance and Work for the Dole, the outcome is excluded from Job Placement but included under the program or service they participated in.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Outcomes refer to Fully Job Network Eligible (FJNE) job seekers only as educational attainment and equity group details are not recorded for Job Search Support Only (JSSO) and JSSO job seekers are not on income support. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.
5. Includes Fully Job Network Eligible (FJNE) job seekers who may be eligible for other Job Network services.
6. Includes Job Search Support Only (JSSO) job seekers who are only eligible for Job Search Support services.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.11: New Enterprise Incentive Scheme: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ³ (%)	Exits (number)
	Self Employed ² (%)	Employed (%)	Total Employed (%)			
Age Group (years)						
15 to 20	n.a	n.a	n.a	n.a	n.a	n.a
21 to 24	75.1	12.7	87.8	12.4	90.7	522
25 to 34	75.7	12.8	88.5	11.3	90.2	1,898
35 to 49	73.6	14.8	88.4	9.1	90.5	2,734
50 or more	71.1	12.4	83.5	9.4	86.1	1,132
Duration on income support (months)						
0 to less than 6	77.0	13.5	90.5	10.0	92.4	2,701
6 to less than 12	72.1	15.9	88.0	9.6	89.6	930
12 to less than 24	66.8	13.1	79.9	9.1	82.2	740
24 to less than 36	73.2	12.6	85.8	6.8	88.1	451
36 or more	70.6	13.7	84.2	11.7	87.6	1,432
Educational attainment						
Less than Year 10	62.9	15.8	78.8	5.4	80.5	333
Year 10 or 11	70.9	15.0	85.9	7.7	87.8	1,184
Year 12	73.6	13.6	87.2	10.6	89.6	1,122
Post Secondary	75.1	13.4	88.6	11.1	90.9	3,545
Gender						
Males	75.4	12.2	87.6	8.2	89.5	3,204
Females	72.1	15.0	87.1	11.6	89.7	3,168
Equity Groups⁴						
Disability	65.1	12.8	77.9	12.4	82.4	556
Indigenous	n.a	n.a	n.a	n.a	n.a	n.a
CALD ⁵	76.5	10.3	86.8	9.5	88.8	1,018
Sole Parents	69.6	17.7	87.3	14.4	91.5	857
Total	73.6	13.7	87.3	10.0	89.6	6,372

1. Job seekers who left New Enterprise Incentive Scheme (NEIS) placements between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Includes a small proportion of participants who are self employed but in a business not set up under NEIS.
3. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
4. Equity groups are not mutually exclusive.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.
- na. Not available as the estimate is based on a small number of known outcomes.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance..

Table 1.12: Work for the Dole: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	13.5	14.0	27.6	17.9	42.5	8,287
21 to 24	13.2	16.0	29.1	14.2	40.6	11,111
25 to 34	13.7	16.8	30.5	11.7	39.0	16,384
35 to 49	10.1	17.8	27.9	10.8	36.7	22,316
50 or more	5.0	14.1	19.0	10.3	28.0	3,845
Duration on income support (months)						
0 to less than 6	17.2	17.6	34.8	14.8	46.0	8,715
6 to less than 12	15.3	18.2	33.6	14.4	44.9	12,144
12 to less than 24	14.8	13.4	28.1	12.1	37.9	8,507
24 to less than 36	9.4	15.9	25.3	15.1	37.8	6,096
36 or more	7.3	16.7	24.0	10.2	32.3	26,455
Educational attainment						
Less than Year 10	7.3	13.7	21.0	7.7	27.4	14,682
Year 10 or 11	10.9	16.3	27.2	10.3	35.9	24,636
Year 12	15.2	17.8	32.9	16.9	46.9	10,443
Post Secondary	12.5	19.1	31.5	15.6	42.9	11,919
Gender						
Males	12.9	13.7	26.6	10.0	35.0	40,414
Females	8.5	20.9	29.5	15.5	41.4	21,529
Equity Groups³						
Disability	6.1	13.6	19.7	13.0	30.8	6,513
Indigenous	8.1	11.7	19.7	11.1	28.9	9,646
CALD ⁴	10.7	17.3	28.0	17.2	42.8	7,994
Sole Parents	5.9	27.1	33.0	13.6	43.6	4,253
Total	11.2	16.5	27.7	12.1	37.4	61,943

1. Job seekers who left a Work for the Dole project between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance

Table 1.13: Vocational Rehabilitation Services: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	24.1	15.8	39.9	26.6	54.4	1,011
21 to 24	21.3	24.3	45.6	20.8	54.6	1,922
25 to 34	17.7	20.1	37.9	9.4	44.0	5,647
35 to 49	12.0	21.8	33.8	9.3	39.9	15,421
50 or more	6.9	19.0	25.9	4.9	28.9	11,994
Duration on income support (months)						
0 to less than 6	16.4	20.5	36.9	9.6	41.9	10,667
6 to less than 12	13.6	21.3	34.8	8.6	39.5	3,481
12 to less than 24	10.9	21.0	31.9	9.0	38.2	4,109
24 to less than 36	9.7	20.2	29.9	9.1	37.2	3,098
36 or more	5.8	20.3	26.1	7.0	30.9	13,120
Educational attainment³						
Less than Year 10	6.5	15.8	22.3	6.1	27.3	8,628
Year 10 or 11	11.8	20.0	31.8	6.9	36.9	11,492
Year 12	13.7	22.8	36.5	10.8	42.7	4,889
Post Secondary	14.2	23.8	38.1	11.0	43.4	8,927
Gender						
Males	15.3	17.2	32.5	6.3	36.9	20,836
Females	6.7	25.0	31.7	11.1	38.0	14,884
Equity Groups⁴						
Indigenous	10.2	13.4	23.6	8.6	30.1	1,544
CALD ⁵	5.8	18.3	24.1	8.4	30.7	9,036
Sole Parents	6.4	28.9	35.4	9.3	40.7	3,546
Total	11.4	20.7	32.1	8.4	37.3	35,995

1. Job seekers who left Vocational Rehabilitation Services (VRS) between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome.
3. Outcomes refer to VRS participants that had a JSCI completed prior to commencing in VRS or have their educational attainment recorded within DEEWR's administrative data.
4. Equity groups are not mutually exclusive. Results for job seekers with a disability are not reported separately as all participants in the program are recorded as having a disability.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.14: Disability Employment Network: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	In-scope population (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	15.3	38.1	53.3	18.5	66.5	4,599
21 to 24	12.1	33.4	45.5	17.5	58.2	2,311
25 to 34	12.4	33.1	45.5	9.3	51.1	5,027
35 to 49	8.3	27.8	36.0	8.6	42.4	8,952
50 or more	4.1	23.8	27.9	5.1	31.8	6,602
Duration on income support (months)						
0 to less than 6	12.2	30.7	42.9	11.8	51.6	5,986
6 to less than 12	13.1	25.0	38.1	8.2	42.8	1,799
12 to less than 24	8.4	24.6	33.0	9.7	40.8	2,417
24 to less than 36	5.9	28.0	33.9	10.6	42.5	2,442
36 or more	5.7	29.9	35.7	8.4	41.8	12,456
Educational attainment³						
Less than Year 10	4.3	23.5	27.8	6.1	32.8	6,109
Year 10 or 11	8.8	25.5	34.3	7.3	39.7	7,221
Year 12	11.7	28.7	40.4	11.4	48.6	3,252
Post Secondary	10.3	27.1	37.3	10.9	45.0	4,908
Gender						
Males	11.9	28.0	39.9	8.6	46.0	16,444
Females	5.6	32.3	38.0	11.5	46.2	11,047
Equity Groups⁴						
Indigenous	4.2	21.5	25.7	10.3	34.7	1,303
CALD ⁵	3.2	20.5	23.7	8.6	31.3	4,501
Sole Parents	4.9	31.0	35.9	9.0	42.3	1,612
Total	9.2	29.9	39.1	9.9	46.1	27,491

1. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome.
3. Outcomes refer to DEN participants that had a JSCI completed prior to commencing in DEN or have their educational attainment recorded within DEEWR's administrative data.
4. Equity groups are not mutually exclusive. Results for job seekers with a disability are not reported separately as all participants in the program are recorded as having a disability.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Table 1.15: Personal Support Programme: Post-assistance labour market outcomes year to end June 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits ³ (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	8.1	8.9	17.1	11.0	25.0	2,231
21 to 24	8.0	8.7	16.7	10.4	23.7	4,302
25 to 34	8.0	9.7	17.7	9.4	24.9	10,974
35 to 49	6.2	11.6	17.8	8.5	24.4	14,288
50 or more	3.3	10.6	13.9	5.8	18.4	5,038
Duration on income support (months)						
0 to less than 6	11.3	12.5	23.9	10.5	31.5	7,686
6 to less than 12	8.0	12.0	20.0	10.6	28.0	4,356
12 to less than 24	5.3	10.4	15.7	7.5	21.7	5,717
24 to less than 36	6.6	9.7	16.3	6.9	22.0	3,941
36 or more	3.7	9.6	13.3	7.3	18.9	15,032
Educational attainment						
Less than Year 10	3.8	7.6	11.4	7.4	17.1	12,309
Year 10 or 11	6.2	10.9	17.0	6.5	21.8	12,750
Year 12	9.9	12.8	22.7	9.5	29.1	4,043
Post Secondary	7.8	13.2	21.0	11.6	30.3	7,290
Gender						
Males	7.7	8.1	15.8	7.4	21.4	22,552
Females	4.5	13.6	18.1	9.6	25.6	14,281
Equity Groups⁴						
Disability	4.7	9.7	14.4	8.7	21.3	15,148
Indigenous	5.3	6.5	11.8	5.9	15.8	5,188
CALD ⁵	4.6	6.6	11.2	9.4	19.5	4,644
Sole Parents	4.3	14.4	18.7	11.0	27.9	2,316
Total	6.3	10.6	16.8	8.4	23.2	36,833

1. Job seekers who left a Personal Support Programme (PSP) placement between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome.
3. If a job seeker transferred from one PSP provider to another or commenced a subsequent PSP placement within six weeks of exiting that original PSP placement the original exit is not counted as an exit for PPM purposes and their outcome not recorded.
4. Equity groups are not mutually exclusive.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance

Section 2: Trends in outcomes for Labour Market Assistance

An important measure of the effectiveness of employment assistance includes the longer-term trends in outcomes. It provides an assessment of whether over the period of operation of an intervention the service providers have developed effective servicing strategies.

These outcomes can be influenced by a range of exogenous factors such as the strength of the labour market, the distribution of available jobs and the position of the economy within the economic cycle.

Similarly it would be expected that in the period following the introduction of a new intervention, outcomes will increase at a faster rate than interventions that have been in place for a longer period of time as effective servicing strategies are developed.

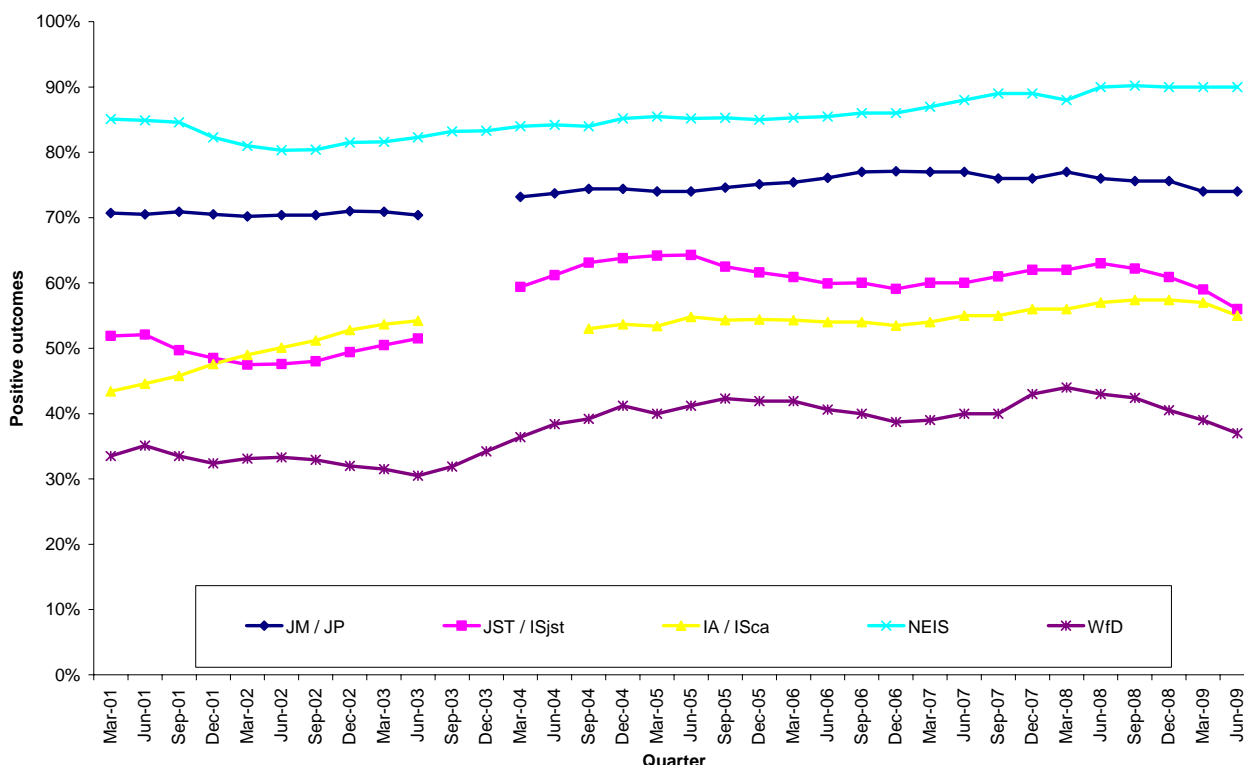
Figure 2.1, provides positive outcome results for the main employment services provided over the last eight years (from March 2001). For those interventions superseded by *Active Participation*

Model assistance, the services they superseded are also included. There is a break in the series of between three and five quarters during the transition from ESC2 to ESC3 for these interventions. This was due to the fact that there were insufficient PPM survey responses to provide for robust outcome estimates.

While for most of the period of the *Active Participation Model*, post-assistance outcomes have trended up, it is now noticeable that over the last few reporting periods outcomes have started to trend down. This is driven by the economic slowdown and the fall, in particular, in full-time job opportunities.

Some of the growth in the outcomes achieved over the whole observation period can be attributed to changes to the methodology used for the PPM survey. See the Technical Notes at the end of this report for further information.

Figure 2.1: Positive outcome trends for Job Network and Work for the Dole services



1. Positive outcomes for: Job Matching/Job Placement (JM/JP); Job Search Training/Intensive Support job search training (JST/ISjst); Intensive Assistance/Intensive Support customised assistance (IA/ISca); New Enterprise Incentive Scheme (NEIS); and Work for the Dole (WfD) for Post-Program Monitoring outcomes from March 2001 to June 2009. Positive outcomes include employment and education/training outcomes. Positive outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.

Section 3: ACCESS TO AND PARTICIPATION IN LABOUR MARKET ASSISTANCE

Section 3 of this Labour Market Assistance Outcomes report presents data on commencements in assistance. Commencement numbers are sourced from the Department's administrative data records and relate to job seekers who commenced in assistance between 1 July 2008 and 30 June 2009.

Commencements are recorded for the two streams of assistance available under Job Network – Job Search Support and Intensive Support – as well as for the phases within the Intensive Support stream. Commencements are also recorded for a range of complementary programs, as well as the number of Job Placements achieved. A commencement in the Job Search Support Stream is determined through the completion of a job seeker's Vocational Profile.

Commencement levels for the years ending June 2008 and June 2009 are reported in **Table 3.1**. Commencements in have risen for Job Search Support and Intensive Support job search training on those achieved in the year ending June 2008. This reflects an increased number of people entering employment assistance due to the slowdown in the economy. Commencements in Intensive Support customised assistance have continued to fall. This is generally because participants do not enter Intensive Support customised assistance until they reach 12 months unemployment.

Access to services and programs by job seekers with different characteristics will depend on their eligibility and on their assessed capacity to benefit from the assistance provided. Job seekers with particular characteristics may be under-represented in some types of assistance but over-represented in others. Hence, it is important to look at all types of assistance in assessing equity of assistance.

Table 3.2 shows the range of Job Network services and the **job seeker characteristics of those who received assistance in the year up to 30 June 2009**. Also provided is the demographic distribution of the Newstart and Youth Allowance (other) population at 30 June 2009.

Older job seekers' participation in employment assistance remains lower than their proportion of

the Newstart Allowance/Youth Allowance (other) population. This is generally indicative of the alternatives available to these job seekers to meet their participation requirements as well as the higher level of exemptions.

The proportion of short-term unemployed job seekers (i.e. on income support for less than six months) in Job Search Support is influenced by the proportion of Job Search Support Only job seekers who have had a Vocational Profile completed, but may not be on income support.

Table 3.3 shows, for a range of job seeker characteristics, the proportion in the **eligible population and commencements in the New Enterprise Incentive Scheme (NEIS)**. This is shown only for those on Newstart and Youth Allowance (other) and who are 18 years of age or older. Given the nature of the program some types of job seekers are less likely to participate in NEIS than others. This is particularly the case for groups such as youth (those aged 15 – 20) and the equity groups. On the other hand, persons with a post secondary education participate in NEIS at a higher rate than their proportion of the eligible population.

Table 3.4 shows, for a range of job seeker characteristics, the proportion in the **eligible population and commencements in Work for the Dole (WfD)**. This is shown only for those on Newstart and Youth Allowance (other) and who are 18 years of age or older. Job seekers are required to participate in WfD for up to six months over a twelve month period. This means that job seekers can participate in a number of different WfD projects and with different CWCs before completing their placement. Each time a job seeker starts with a CWC, a new commencement is recorded.

WfD tends to exhibit different patterns in participation from NEIS with younger job seekers proportionally over-represented in the participating population in relation to their eligibility, while job seekers unemployed for less than six months were under-represented. Again this reflects the unique eligibility requirements of the program.

Table 3.1: Participation by type of labour market assistance in each of the past two years¹

Labour market assistance	Year to end June 2008	Year to end June 2009
	Commencements (Numbers)	Commencements
Job Search Support ²	337,622	382,201
Intensive Support ³	360,130	382,594
job search training	150,667	151,586
first customised assistance (ISca1)	152,223	145,561
second customised assistance (ISca2)	57,880	52,911
Job Placement	577,868	445,912
New Enterprise Incentive Scheme	6,429	6,529
Work for the Dole	69,769	60,033
IEP – STEP	15,330	21,552
IEP - Wage Assistance	2,928	1,275
Disability Employment Network	32,932	39,781
Vocational Rehabilitation Services	43,115	38,133
Personal Support Programme ⁴	49,699	41,861

1. Commencement or placement of job seekers in labour market assistance funded by DEEWR for the two years of 1 July 2007 to 30 June 2008 and 1 July 2008 to 31 June 2009.
2. Job seekers with a registered Vocational Profile in the year up to 30 June 2008 and 30 June 2009.
3. Job seekers who commenced any phase of assistance within the Intensive Support stream.

Source: DEEWR administrative systems

Table 3.2: Participation in Job Network assistance by job seeker characteristics: June 2009¹

Job seeker characteristics	Newstart/Youth Allowance (other) recipients	Employment Assistance type		
		Job Search Support ² (%)	Job Placement ³ (%)	Intensive Support (%)
Age Group (years)				
15 to 20	12.9	25.2	17.7	24.2
21 to 24	13.0	11.1	14.1	15.4
25 to 34	23.2	20.3	23.9	20.9
35 to 49	29.4	27.2	31.0	25.4
50 or more	21.5	16.2	13.2	14.1
Total	100.0	100.0	100.0	100.0
Duration on income support (months)				
0 to less than 6	35.0	91.4	41.3	64.2
6 to less than 12	16.4	3.4	18.2	12.0
12 to less than 24	14.2	2.6	18.4	10.1
24 to less than 36	7.8	0.9	8.6	5.1
36 or more	26.7	1.7	13.5	8.7
Total	100.0	100.0	100.0	100.0
Educational attainment				
Less than Year 10	21.3	11.7	16.7	17.8
Year 10 or 11	36.2	30.0	39.6	37.2
Year 12	19.0	27.0	20.8	22.2
Post Secondary	22.5	31.3	22.9	22.9
Total	100.0	100.0	100.0	100.0
Gender				
Males	61.1	53.0	59.7	55.8
Females	38.9	47.0	40.3	44.2
Total	100.0	100.0	100.0	100.0
Equity Groups⁴				
Disability	24.4	4.4	9.9	9.4
Indigenous	10.7	4.7	8.5	12.6
CALD ⁵	17.1	21.1	13.7	14.6
Sole Parents	3.5	4.8	8.8	7.6

1. Commencement in Job Network assistance from 1 July 2008 to 30 June 2009.
2. Commencements in Job Search Support measured through the demographic distribution of registered Vocational Profiles in the year up to 30 June 2009.
3. Demographic breakdown of Job Placements in the year up to 30 June 2009.
4. Equity groups are not mutually exclusive.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: DEEWR administrative systems

Table 3.3: Access to NEIS by job seeker characteristics year to end June 2009¹

Job seeker characteristics	Eligibility for NEIS² (%)	Commencement in NEIS (%)
Age Group (years)		
15 to 20	10.3	1.5
21 to 24	13.4	8.8
25 to 34	23.9	30.0
35 to 49	30.3	41.4
50 or more	22.1	18.3
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	34.4	49.5
6 to less than 12	16.1	24.0
12 to less than 24	14.1	13.4
24 to less than 36	8.0	5.9
36 or more	27.5	7.3
Total	100.0	100.0
Educational attainment		
Less than Year 10	21.0	4.9
Year 10 or 11	36.0	19.9
Year 12	19.6	17.9
Post Secondary	23.4	57.3
Total	100.0	100.0
Gender		
Males	61.4	51.5
Females	38.6	48.5
Total	100.0	100.0
Equity Groups³		
Disability	25.0	10.9
Indigenous	10.4	2.1
CALD ⁴	17.6	15.6
Sole Parents	3.6	8.7

1. Commencement of job seekers in NEIS from 1 July 2008 to 30 June 2009.

2. Job seekers receiving Newstart and Youth Allowance (other) and 18 or over as at 30 June 2009.

4. Equity groups are not mutually exclusive.

5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: DEEWR administrative systems

Table 3.4: Access to Work for the Dole by job seeker characteristics year to end June 2009¹

Job seeker characteristics	Eligibility for Work for the Dole² (%)	Commencement in Work for the Dole (%)
Age Group (years)		
15 to 20	10.3	13.7
21 to 24	13.4	18.8
25 to 34	23.9	27.2
35 to 49	30.3	35.0
50 or more	22.1	5.3
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	34.4	4.9
6 to less than 12	16.1	32.4
12 to less than 24	14.1	15.3
24 to less than 36	8.0	9.8
36 or more	27.5	37.5
Total	100.0	100.0
Educational attainment		
Less than Year 10	21.0	22.5
Year 10 or 11	36.0	40.7
Year 12	19.6	18.0
Post Secondary	23.4	18.8
Total	100.0	100.0
Gender		
Males	61.4	67.2
Females	38.6	32.8
Total	100.0	100.0
Equity Groups³		
Disability	25.0	9.3
Indigenous	10.4	14.0
CALD ⁴	17.6	13.5
Sole Parents	3.6	3.4

1. Commencement of job seekers in Work for the Dole from 1 July 2008 to 30 June 2009.

2. Job seekers receiving Newstart and Youth Allowance (other) and 18 or over as at 30 June 2009.

4. Equity groups are not mutually exclusive.

5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: DEEWR administrative systems

Section 4: Participation and Outcomes by Region

Section 4 of this Labour Market Assistance Outcomes Report presents data on commencements in assistance, and employment outcomes, by the Department of Education, Employment and Workplace Relations (DEEWR) Labour Market Regions (LMR). A map of DEEWR regions is included in the Technical Notes of this report. The reporting at a regional level is restricted to the main types of Job Network assistance and Work for the Dole.

Commencement numbers are sourced from the Department's administrative data records and relate to job seekers who commenced in assistance between 1 July 2008 and 30 June 2009, while the post-assistance employment outcomes data relates to job seekers who ceased assistance or achieved an eligible Job Network placement between 1 April 2008 and 31 March 2009 and achieved outcomes around three months later. The employment services reported are Job Placement, Intensive Support job search training, Intensive Support customised assistance and Work for the Dole.

Commencements are recorded for the two streams of assistance available under Job Network – Job Search Support and Intensive Support – as well as the number of Job Placements achieved. A commencement in the Job Search Support Stream of assistance is determined through the completion of a job seeker's Vocational Profile.

Table 4.1 provides details of **placements in Job Placement jobs and commencements in Job Search Support, Intensive Support and Work for the Dole** by LMR. The number of placements and commencements in the various types of labour market assistance will depend on the size of the region, labour market conditions and the relative disadvantage of job seekers in the region. This is demonstrated when comparing the

number of commencements in the different forms of labour market assistance between the Greater Western Australia and South Western Australia LMR's. The Greater Western Australia LMR had larger numbers of commencements in Intensive Support in the year to end June 2009 yet achieved a comparable level of Job Placements and Job Search Support as the South Western Australia LMR.

Differences can also emerge in the relative participation levels by LMR. **Table 4.2** shows the **proportion of Newstart and Youth Allowance (Other) recipients** as at 30 June 2009 compared to the proportion of Job Network eligible Job Placements and commencements in Job Search Support, Intensive Support and Work for the Dole. It is evident, for example, that a greater proportion of commencements in Work for the Dole occurred in New South Wales than would be expected based on its proportion of the Newstart Allowance and Youth Allowance (other) population. On the other hand, the participation in Work for the Dole in Western Australia is well below the Newstart Allowance and Youth Allowance (other) population.

Post-assistance outcomes at the LMR level, as reported in **Table 4.3**, also show some of the variability as seen in relation to commencements in assistance. Post-assistance outcomes in the Sydney LMR across the suite of employment services followed up are lower than that achieved for each program as a whole. Employment outcomes for the South Western Australia LMR on the other hand were higher than that achieved in Australia for each employment service reported. It is important to recognise that the labour markets within each LMR are not homogenous. There will be pockets of very strong and some weaker labour market conditions within each LMR. As a result the performance reported for each LMR should not be considered as the absolute performance of that LMRs providers.

Table 4.1: Commencements in labour market assistance by region: June 2009¹

DEEWR Region	Job Search Support (Number)	Job Placements (Number)	Intensive Support (Number)	Work for the Dole (Number)
Sydney	76,299	66,583	66,378	9,932
Hunter and North Coast	23,021	35,622	30,812	6,981
Illawarra and SE NSW	10,018	12,578	12,326	3,138
Western NSW	8,945	21,539	12,660	3,372
Riverina	4,444	10,031	5,145	1,276
New South Wales	122,727	146,353	127,321	24,699
Melbourne	72,184	67,280	53,350	7,845
Eastern Victoria	8,040	15,419	8,698	2,526
Western Victoria	14,033	21,120	15,414	3,842
Victoria	94,257	103,819	77,462	14,213
Brisbane	62,363	62,936	56,487	4,776
Southern Queensland	9,945	15,080	12,853	2,823
Central and Northern QLD	18,168	22,859	21,333	2,626
Queensland	90,476	100,875	90,673	10,225
Perth	23,947	21,549	21,518	1,189
South Western Australia	5,221	5,773	5,061	676
Greater Western Australia	4,351	5,453	8,108	588
Western Australia	33,519	32,775	34,687	2,453
Adelaide	18,991	28,531	22,164	2,683
South Australia Country	7,444	12,288	9,569	2,238
South Australia	26,435	40,819	31,733	4,921
Tasmania	7,581	13,904	9,653	2,007
Northern Territory	4,002	4,739	8,868	1,301
Australian Capital Territory	3,204	2,628	2,197	214
Australia	382,201	445,912	382,594	60,033

1. Commencements in Job Network employment assistance and Work for the Dole from 1 July 2008 to 31 June 2009.

Source: DEEWR administrative systems.

Table 4.2: Comparison of labour market assistance by region year to end June 2009

DEEWR Region	Newstart/ Youth Allowance (other) recipients ¹ (%)	Job Search Support ² (%)	Intensive Support ² (%)	Work for the Dole ² (%)
Sydney	18.1	20.0	17.3	16.5
Hunter and North Coast	7.6	6.0	8.1	11.6
Illawarra and SE NSW	3.2	2.6	3.2	5.2
Western NSW	3.3	2.3	3.3	5.6
Riverina	1.2	1.2	1.3	2.1
New South Wales	33.4	32.1	33.3	41.1
Melbourne	16.4	18.9	13.9	13.1
Eastern Victoria	2.6	2.1	2.3	4.2
Western Victoria	4.3	3.7	4.0	6.4
Victoria	23.2	24.7	20.2	23.7
Brisbane	12.9	16.3	14.8	8.0
Southern Queensland	3.1	2.6	3.4	4.4
Central and Northern QLD	5.1	4.8	5.6	4.7
Queensland	21.1	23.7	23.7	17.0
Perth	5.4	6.3	5.6	2.0
South Western Australia	1.3	1.4	1.3	1.0
Greater Western Australia	1.7	1.1	2.1	1.1
Western Australia	8.4	8.8	9.1	4.1
Adelaide	5.5	5.0	5.8	4.5
South Australia Country	2.4	1.9	2.5	3.7
South Australia	8.0	6.9	8.3	8.2
Tasmania	3.0	2.0	2.5	3.3
Northern Territory	2.1	1.0	2.3	2.2
Australian Capital Territory	0.8	0.8	0.6	0.4
Australia	100.0	100.0	100.0	100.0

1. Job seekers receiving Newstart or Youth Allowance (other) as at 30 July 2009.

2. Commencements in Job Network employment assistance or Work for the Dole from 1 July 2008 to 30 June 2009.

Source: DEEWR administrative systems.

Table 4.3: Regional labour market post assistance employment outcomes year to end June 2009¹

DEEWR Region	Job Placement ² (%)	Intensive Support job search training ³ (%)	Intensive Support customised assistance ³ (%)	Intensive Support ⁴ (%)	Work for the Dole ³ (%)
Sydney	67.1	38.2	39.8	44.4	23.9
Hunter and North Coast	75.5	45.6	46.5	53.2	26.4
Illawarra and SE NSW	72.5	45.0	46.0	52.0	24.7
Western NSW	74.0	41.6	40.6	49.8	23.6
Riverina	70.2	41.1	44.3	53.7	24.2
New South Wales	70.8	41.0	42.5	48.2	24.7
Melbourne	69.5	45.0	44.9	52.4	29.5
Eastern Victoria	71.6	48.2	49.8	57.1	29.2
Western Victoria	67.9	46.2	48.2	55.4	32.4
Victoria	69.4	45.8	46.1	53.6	30.3
Brisbane	71.1	49.0	50.8	56.2	35.0
Southern Queensland	70.2	46.0	46.2	52.3	28.5
Central and Northern QLD	72.0	49.7	39.5	53.1	24.6
Queensland	71.1	48.9	46.4	54.3	30.5
Perth	70.3	47.0	46.3	58.6	25.9
South Western Australia	75.2	53.6	46.7	53.0	28.4
Greater Western Australia	72.3	49.1	34.7	41.5	25.2
Western Australia	71.6	48.7	42.1	53.4	26.4
Adelaide	69.8	47.0	47.4	53.6	30.9
South Australia Country	71.6	49.6	47.5	54.0	34.1
South Australia	70.5	47.9	47.4	53.8	32.4
Tasmania	69.1	45.0	49.5	53.2	30.3
Northern Territory	68.8	46.7	28.7	30.9	16.7
Australian Capital Territory	62.8	61.0	50.0	52.0	18.2
Australia	70.4	44.7	44.1	51.1	27.7

1. Employment outcomes exclude Indigenous job seekers who return to a Community Development Employment Projects (CDEP) after leaving labour market assistance.
2. Job Placement outcomes are for job seekers placed in an eligible Job Placement job between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training, Intensive Support customised assistance and Work for the Dole the outcome is excluded from Job Placement but included under the program or service they participated in.
3. Post assistance employment outcomes relate to job seekers who ceased Intensive Support customised assistance, Intensive Support job search training or Work for the Dole between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.
4. Job seekers who commenced Intensive Support between 1 April 2005 and 31 March 2008 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 April 2008 and 31 March 2009 and outcomes achieved around three months later.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

Section 5: Impact on Income Support Recipients

An important goal of employment assistance is to reduce or remove employment barriers experienced by job seekers so they can compete effectively for jobs. Higher levels of employment assistance are provided to the most disadvantaged job seekers.

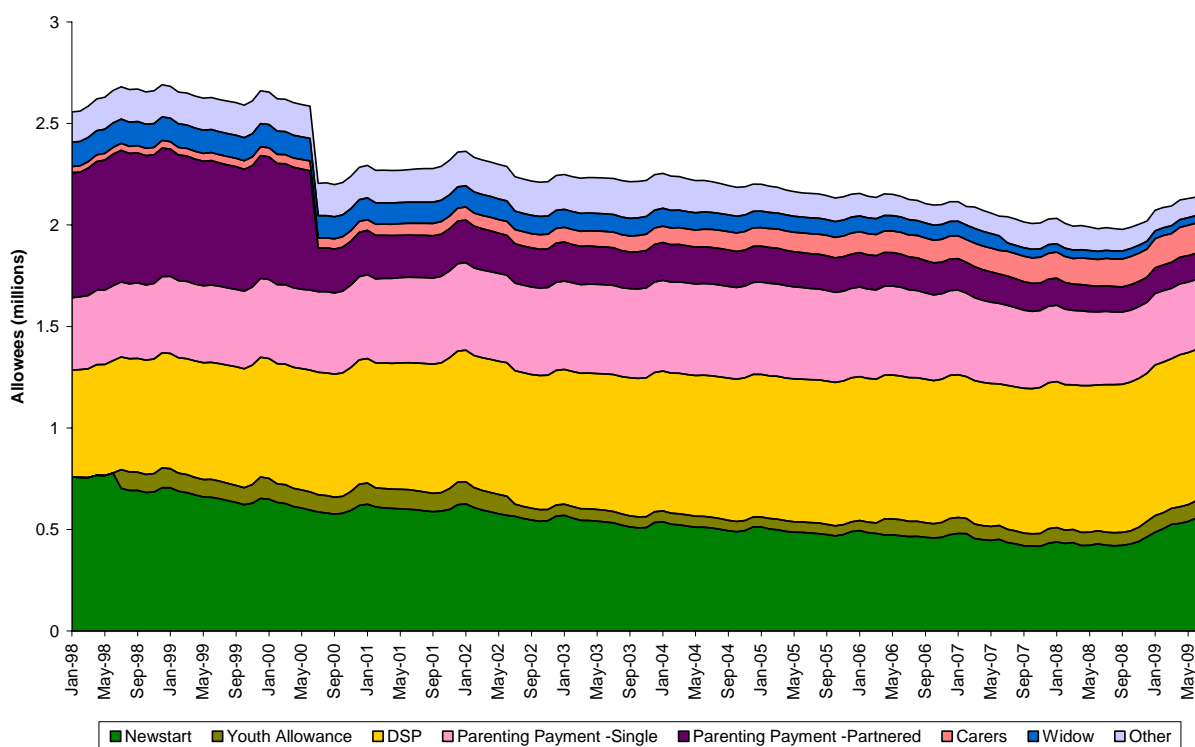
While this report focuses mainly on the outcomes achieved by individual forms of assistance it is also important to note that other factors such as administrative/policy changes and economic conditions also have a significant impact on the number of income support recipients.

Figure 5.1 shows the changes over time in the number of working age allowance recipients. There had been a trend decline in the number of allowance recipients over time driven largely by a fall in the number of Newstart recipients. There has,

however, been a change in the most recent quarters. In the 12 months to the end of June 2009 the number of people in receipt of Newstart or Youth Allowance (Other) increased by around 140,000 to just over 632,800 job seekers. The number of job seekers who were long-term recipients increased by 16,499 recipients while the number of short-term recipients increased by 123,483 reflecting the impact of the slowdown in the economy.

The number of Parenting Payment Partnered clients fell by around 65 per cent from July 2000 to June 2001. This drop was largely due to the basic component of Parenting Payment Partnered being incorporated into Family Tax Benefit Part B. Since July 2000 the number of Parenting Payment Partnered recipients has continued to fall.

Figure 5.1: Number of Income Support Recipients¹



1. Figures quoted in the text are from the Department of Education, Employment and Workplace Relations: "Labour Market and Related Payments a monthly profile, June 2009".

Source: Trend series based on data from DEEWR administrative system

The impact of assistance can also be assessed by examining the income support status of participants after they leave assistance. Figure 5.2 shows the off-benefit status of job seekers three and six months after they had exited employment assistance.

Off-benefit outcomes are only measured for clients who were in receipt of Newstart and Youth Allowance (other) (i.e. activity tested beneficiaries) when they commenced their employment assistance placement. Other clients on non-activity tested benefits have different allowable earnings thresholds and their inclusion has the potential to distort the results.

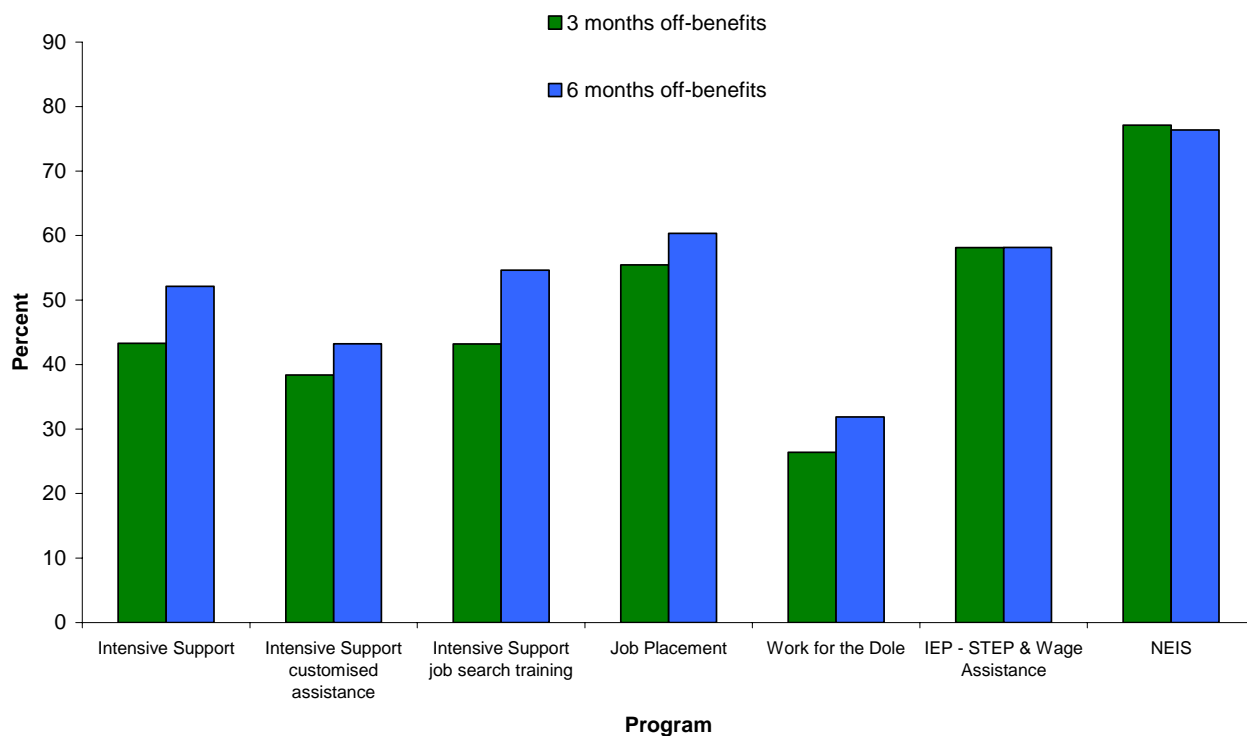
The majority of job seekers who move off income support do so for employment particularly full-time employment. For most programs, however, off-benefit outcomes levels are generally slightly lower than employment outcomes levels. This reflects the fact that three months after exiting an employment assistance placement the proportion of people in part-time work who remain on benefits is somewhat larger than the proportion that have moved off income support for reasons other than employment (e.g. leaving the labour market).

Three month off-benefit outcomes tend to mirror what is found in relation to employment outcomes with those programs that achieve high employment outcomes achieving high three month off-benefit outcomes. Those that achieve high off-benefit outcomes at three months experience little change at the six month mark. This indicates that for these programs the benefits happen relatively shortly after completing the program.

For other programs particularly those targeted at the more disadvantaged it is evident that there are generally rises in off-benefit levels between three and six months after leaving assistance. This indicates that the benefits of program participation tend to take longer to materialise for the job seeker. Notwithstanding this longer lead time encouraging off-benefit outcomes are achieved for most programs.

Off-benefit outcomes for Intensive Support are particularly strong. Over half of the in-scope Intensive Support population were off Newstart Allowance/Youth Allowance (other) six months after they became in-scope.

Figure 5.2: Three¹ and six² month off-benefit status of job seekers following assistances



1. Job seekers who left assistance between 1 April 2008 and 31 March 2009 and were not on income support three months later.

2. Job seekers who left assistance between 1 January 2008 and 31 December 2008 and were not on income support six months later.

Technical Notes

Data sources sampling further assistance and survey results

Data Sources

The Department uses a number of data sources to determine the outcomes achieved by job seekers during and after they have ceased labour market assistance. The two main data sources are the Post-Program Monitoring (PPM) survey and the Department's administrative database held within the Integrated Employment System (IES).

The PPM survey has been undertaken since 1987 and is used to assess the labour force and education status of former program participants three months after they exit assistance. The IES records details of placements commencements and paid outcomes for labour market assistance.

Survey Sampling

Job Network and complementary programs

With the introduction of the *Active Participation Model* (APM) in July 2003 the methodology relating to the selection of clients in the PPM survey was revised. Prior to the APM a full enumeration of clients exiting programs and not in further assistance was attempted (with the exception of Intensive Assistance and Job Matching which were based on 25% samples).

From July 2003 onwards for APM assistance and complementary programs (such as Work for the Dole and the New Enterprise Incentive Scheme [NEIS]) the PPM survey uses a sampling approach to assess the performance of employment assistance. For these programs except Job Placement a 25% sample of clients in the following categories is undertaken:

- a) clients on full-rate Newstart or Youth Allowance (other) and/or in a subsequent program placement (also known as 'further assistance') at the time they are due to be surveyed;
- b) clients who achieved a 13 week payable outcome after receiving assistance under Intensive Support; or
- c) clients who have reached 12 24 or 36 months participation in Intensive Support (IS) without exiting.

The PPM outcome of clients in category (b) is recorded as employed or in education based on the type of payable outcome they achieved. These clients are only surveyed to obtain supplementary information about their labour force and education status. A full enumeration of clients not in categories a b or c is attempted.

In addition those clients who are surveyed at 100 are further stratified into four separate groups based on their income support type at the time they are surveyed. These groups are:

- a) clients who were on Part Working Credit or Nil rate Newstart Allowance or Youth Allowance (other);
- b) clients who were on Parenting Payment;
- c) clients who were on the Disability Support Pension; and
- d) clients who do not fall into groups a b or c listed above.

Splitting client populations into strata based on characteristics such as their income support type and further assistance or payable outcome status allows the survey responses that were obtained for particular population groups to be extrapolated back to clients in the same group who either didn't respond to the survey or who were not sampled. The survey results relating to each population group can then be combined on a weighted basis to produce overall outcomes results for the entire population.

For clients who were placed in a job through Job Placement a survey of 25% of clients is undertaken. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training Intensive Support customised assistance and Work for the Dole the outcome is excluded from Job Placement but included under the program or service they participated in.

During 2006 several new programs were progressively included in the PPM survey and specific sampling frames have been developed to measure the post-assistance outcome levels. The sampling frames for each of these programs are outlined below.

Personal Support Programme

A full enumeration of exits from the Personal Support Programme was undertaken for exits between January 2006 and May 2007. For exits from June 2007 this changed to a 25% sample.

Disability Employment Network

A client is in-scope to receive a PPM survey for their participation in the Disability Employment Network (DEN) if they have either:

- a) achieved an approved 13 week outcome and that outcome was achieved after they had commenced in DEN; or

b) exited DEN and had not achieved a 13 week outcome during this period of DEN assistance.

Having identified who is in-scope for selection from August 2007 clients in the Uncapped Stream of DEN were surveyed at 100% while those who were in the Capped Stream were surveyed at 20%. Prior to August 2007 clients in the Capped Stream were surveyed at 100%.

Clients in DEN Maintenance phase are excluded from the sampling frame for DEN.

Vocational Rehabilitation Services

Prior to July 2007 a full enumeration of Vocational Rehabilitation Services (VRS) exits were followed. From July 2007 onwards a 25% sample is applied to exits from the Demand Driven Stream and a one-in-three sample for the Fixed Stream.

Jobs in Jeopardy job seekers within the Fixed Stream are excluded from the in-scope population for the VRS PPM survey.

Further Assistance

A client is defined as being in further assistance if at the time they are due to be surveyed the client is found to have commenced a subsequent placement. Further assistance calculations are not currently undertaken for PSP, DEN or VRS. Intensive Support itself is not counted as further assistance unless the client moves between providers for whatever reason.

As outlined previously from 1 July 2003 onward a 25% sample of clients found to be in further assistance is included in the survey for Job Network and complementary programs. Prior to the commencement of the APM clients in further assistance were not surveyed and their outcomes were simply recorded as 'in further assistance'. While these clients may have potentially been either in a part-time job and/or in education these outcomes were not captured as these clients were not surveyed. Under the post July 2003 sampling methodology these outcomes can now be recorded.

The impact on PPM results of surveying job seekers in further assistance will vary amongst the programs. A program such as NEIS will see little impact on its outcomes given that few participants proceeded to further assistance. For other programs the impacts will vary but any variations will generally be modest.

Comparing results

In addition to the limitations outlined above in the 'Further Assistance' section care should also be taken when comparing outcomes achieved for services delivered under the APM with outcomes for similar pre-APM Job Network services. This is because similar types of assistance (eg Intensive

Assistance delivered under the first two employment services contract rounds (1 May 1998–30 June 2003) and Intensive Support customised assistance delivered under the APM) will have differences in client mix and the type and way in which services are delivered to clients.

Disability Employment Network and Vocational Rehabilitation Services

While there are some similarities between DEN and VRS comparing the outcomes results of the two programs should be avoided. The two programs target two discretely different groups of job seekers.

In addition the sampling and outcomes calculation methodology applied for the two programs differ in a significant way. In particular, DEN uses the achievement of a 13 week payable outcome in the calculation of the post-assistance outcomes. For VRS on the other hand 13 week payable outcomes are not used in the post-assistance outcomes calculation. As a result it is possible that some job seekers who achieve a 13 week employment outcome in VRS may not be employed at the time they complete their PPM survey.

Intensive Support population

The population used for the calculation of IS outcomes includes those clients who in any given reporting period first: a) exited IS b) began a 13 week period leading to an outcome or intermediate payment; or c) reached 12 24 or 36 months participation in IS without exiting.

Clients are surveyed after 12, 24 and 36 months participation to avoid potential biases in the calculation of outcomes results. If these clients were not surveyed as they progressed through IS outcomes would be overstated as those not achieving outcomes would remain in assistance and not enter the survey. Outcomes are reported for the Intensive Support population as a whole and not broken down into its sub-populations.

In addition if a client is due to be surveyed during /after their participation in IS or after participating in ISca or ISjst and is found to have been surveyed in the last 3 months then their outcome will be set to the outcome (if it is known) that was obtained when they were surveyed previously.

Survey results

Aside from IS, ISjst, ISca and DEN where PPM results are based on a combination of survey responses and payable outcomes data all outcome estimates are based on survey responses. The overall response rate for the PPM survey at around 55% provides outcomes estimates that are generally accurate to within plus or minus 1 percentage point at the National level.

Labour Market Assistance Descriptions

Intensive Support stream: provides ongoing individually tailored assistance for eligible job seekers. Under Intensive Support a job seeker can have access to the general Intensive Support assistance, Intensive Support job search training and/or Intensive Support customised assistance.

Intensive Support contacts (IS): assistance will be provided during periods between ISjst, ISmo and ISca. During these periods job seekers will continue to have access to job search assistance and facilities at their Job Network member site guidance in relation to job search and the regular updating of their vocational profile.

Intensive Support customised assistance (ISca): provides for six months of assistance tailored to the jobseekers' individual needs and to available jobs opportunities. Job seekers can access up to two periods of ISca during their episode of unemployment.

Intensive Support customised assistance (ISca1): Job seekers who are most disadvantaged (as determined by their JSCI score) can receive immediate access to their first period of ISca1 upon registration as unemployed. Other job seekers will be eligible to receive ISca1 assistance after 12 months of unemployment.

Intensive Support customised assistance (ISca2): Generally job seekers can access their second period of ISca2 twelve months after they commenced their first period of ISca.

Intensive Support job search training (ISjst): provides training for up to 100 hours (over three weeks) in job search techniques and job application skills to give unemployed people the skills and confidence to improve their job search skills, motivation and expand their job search networks. Mature age, young and Indigenous job seekers have immediate access to ISjst on their registration as job seekers.

Intensive Support job search training refresher (ISjstr): provides an abridged version (30 hours) of the ISjst assistance for job seekers who had completed ISjst (or a comparable form of training) in the previous twelve months.

Intensive Support mutual obligation (ISmo): occurs at the same time that a job seeker's ordinary mutual obligation requirements commence. The objective of Job Network services during these periods is to ensure that job seekers continue to be actively engaged in job search activities and improving their job prospects.

Job Search Support: is the job brokerage assistance that all job seekers are entitled to receive. Examples of the types of assistance that can be provided include assistance with development of a job seekers Vocational Profile updating of resumes and referrals to available job vacancies.

Job Placement: services refer suitable job seekers to vacancies and canvass and list job vacancies on the Australian Job Search database. DEEWR licensed recruitment agencies Job Placement Licence Organisation (JPLOs) are in a position to provide Job Placement service to eligible job seekers. Job Network members are licensed as Job Placement Organisations (JPOs).

New Enterprise Incentive Scheme (NEIS): provides support and training for eligible job seekers who wish to pursue the option of self-employment.

Indigenous Employment Program (IEP): consists of 11 elements including Wage Assistance and Structured Training and Employment Projects (STEP), the results of which are published in this report. Wage Assistance is a wage subsidy paid to employers over 26 weeks providing ongoing employment and the STEP program assists employers to provide employment for Indigenous Australians, particularly in the private sector.

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 for up to 26 weeks over a 12 month period.

Community Work placements: assist job seekers to gain skills and work experience and provides access to additional benefits such as Training Credits after participating in voluntary work for a specified number of hours.

Vocational Rehabilitation Services: provides assistance to job seekers who have an injury disability or health condition. It combines vocational rehabilitation with employment assistance.

Personal Support Programme: a pre-employment program designed to assist job seekers with multiple non-vocational barriers.

Disability Employment Network: provides assistance to job seekers with a disability focusing on achieving sustained employment outcomes.

General Definitions

AJS Australian JobSearch

(<http://jobsearch.gov.au>): lists all job vacancies notified to the Job Network and provides contact details for Job Network members. It is available in Centrelink and at Job Network member offices and through the DEEWR Internet site (<http://www.workplace.gov.au>).

Community Development Employment Projects (CDEP):

is a program aimed at providing activities that; improve participants employability develop business opportunities and contribute to community needs. The overall aim is to support Indigenous Australians achieve economic independence. Positive and employment outcomes exclude Indigenous job seekers who return to a CDEP after leaving labour market assistance.

Community Work Coordinators: are contracted to develop Community Work placements and Work for the Dole projects/activities and manage the placement of eligible job seekers into those projects/activities.

Duration on income support: refers to the time (in months) that a job seeker had been on income support when they commenced their period of assistance. This can be different to their unemployment duration as someone for example on the Disability Support Pension can be on income support for a period of time before they register as a job seeker.

Educational attainment: refers to the highest educational level completed by job seekers.

Education and Training outcome: is recorded if a job seeker indicates in their response to their PPM survey that they are currently doing a course of study at a secondary school secondary college, technical college business college or university or their provider has successfully claimed a 13 week education outcome.

Employment outcome: is recorded if a job seeker indicates in their response to their PPM survey that they are currently employed or their provider has successfully claimed a 13 week employment outcome. Indigenous job seekers who indicated that they are currently employed in a CDEP placement are re-classified as unemployed.

Eligible vacancy: is a job vacancy listed on the Australian Job Search database that is eligible for a payment under Job Network.

Further assistance: includes job seekers who preceded to another DEEWR funded employment Program or service within three months of exiting employment assistance. It includes commencements in Intensive Support job search

training (ISjst), Intensive Support customised assistance (ISca), NEIS, Work for the Dole and the STEP and Wage Assistance components of the Indigenous Employment Policy. A job seeker who is in the general Intensive Support or Job Search Support streams of assistance are not regarded as being in further assistance.

Highly Disadvantaged job seeker: is a job seeker who through their JSCI is identified at high risk of becoming long-term unemployed. This is done through allocating a score against 14 separate characteristics. If the overall score recorded for a job seeker is above a specified threshold (from July 2005 it has been 25 points) then that job seeker is identified as Highly Disadvantaged and would have immediate access to Intensive Support customised assistance.

Intensive Support commencement: refers to a job seeker who commenced their first phase of Intensive Support assistance within the reporting period. It is possible for example for a job seeker to have commenced phases within the Intensive Support stream such as Intensive Support customised assistance during the reporting period but not be recorded as commencing in Intensive Support during the reporting period. If they commenced their first phase within Intensive Support prior to the start of the reporting period then they would not be recorded as having commenced in Intensive Support.

Income support recipients: includes job seekers registered with Centrelink as unemployed and in receipt of Newstart Allowance (NSA) or job seekers aged 15 to 24 not in full-time education and in receipt of Youth Allowance (Other) (YAL) or other eligible allowances such as the Disability Support Pension, Parenting Payment etc.

Job Search Support Only (JSSO): refers to those job seekers irrespective of their income support status who are eligible for only Job Search Support services and no other form of Job Network services. JSSO job seekers can renew their registration as unemployed every three months with either Centrelink or their Job Network member.

Job Search Support commencement: refers to a job seeker who has had a Vocational Profile created during the reporting period.

Job Placements: includes all eligible employment placements made for job seekers receiving assistance under Job Network.

Fully Job Network Eligible (FJNE): refers to those job seekers who are eligible to receive the full suite of Job Network services. Any unemployed person receiving Newstart Allowance

or Youth Allowance (Other) or another form of qualifying income support payment and young people not in full-time study irrespective of income support are eligible for Job Network assistance. CDEP participants are also eligible for Job Network services.

Job Seeker Classification Instrument (JSCI): a measurement of a job seeker's relative disadvantage in obtaining employment – because of their personal circumstance and labour market skills – and is used to determine the level of labour market assistance required.

Not in the Labour Force outcome: is recorded where a job seeker indicates in the response to their PPM survey that they are not currently employed and are not currently looking for employment.

People from Culturally And Linguistic Diverse backgrounds (CALD): refers to people from Culturally and Linguistically Diverse backgrounds where the main language spoken is not English.

Positive outcome: is recorded where a job seeker has achieved either an employment 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.

Sole Parent: is someone who either through their JSCI interviewed indicated that they are a sole parent or were on Parenting Payment Single when they commenced their period of assistance.

Unemployed outcome: is recorded where a job seeker indicates in their PPM survey response that they are not currently employed but are looking for employment.

Work for the Dole (WfD) commencement: involves a job seeker participating in a WfD activity for up to six months over a 12-month period. This means that job seekers can participate in a number of different WfD projects and with different CWCs before completing their placement. Each time a job seeker starts with a CWC a new commencement is recorded.

Work for the Dole exit: for the purposes of PPM occurs when a job seeker has a break between CWC placements of more than 3 months and in relation to their last CWC placement in the 12 month period. Clients exiting WfD will be subsequently surveyed.

Regional Coverage

Regions used in this report are based on the 19 labour market regions used in contracting for DEEWR Programs and services.

DEEWR labour market regions

