



Australian Government
Department of Education, Employment
and Workplace Relations

Labour Market

Assistance Outcomes

Year ending September 2008



LABOUR MARKET ASSISTANCE OUTCOMES REPORT

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

SEPTEMBER 2008 REPORT

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Department of Education, Employment and Workplace Relations

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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 seven 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, or achieved a 13 week employment or education outcome, in the 12 months to 30 June 2008 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 October 2007 and 30 September 2008 and 1 October 2006 and 30 September 2007.

For more information

For further information, please contact Michael Cameron (02) 6121 7240 or e-mail surveys@deewr.gov.au.

Key Results

Positive Outcomes

The positive outcomes (employment and/or education/training) rates achieved in the year ending September 2008 were:

76% for Job Placement

62% for Intensive Support job search training

57% for Intensive Support customised assistance

61% for Intensive Support

90% for New Enterprise Incentive Scheme

42% for Work for the Dole

39% for Community Work Placements

25% for the Personal Support Programme

53% for Disability Employment Network

40% for Vocational Rehabilitation Services

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

71% for Indigenous Employment Program Wage Assistance.

Commencements

In the year to 30 September 2008, commencements in the various types of labour market assistance included:

322,000 in Job Search Support

346,000 in Intensive Support

6,300 in New Enterprise Incentive Scheme

20,100 in the STEP and Wage Assistance elements of the Indigenous Employment Program

50,800 in the Personal Support Programme

44,300 in Vocational Rehabilitation Services

34,500 in the Disability Employment Network

65,100 in Work for the Dole and

300 in Community Work Placement.

Job Vacancies and Placements

In the year to end September 2008, 2,473,800 vacancies were notified on the Australian Job Search database, of which around 955,700 were lodged by Job Network Members or Job Placement Organisations (including vacancies lodged through the Internet and Teleservicing). In the year to end September 2008, over 554,700 job placements were recorded by Job Network members and Job Placement Organisations.

Background

Changes to employment services

On 1 July 2003, significant changes were introduced to the employment services market. The *Active Participation Model* (announced in the 2002–03 Budget) provides ongoing customised service 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 achieve long-term 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 are referred to a Job Capacity Assessment (JCA) to determine their work capacity. Those unable to work for at least 15 hours per week will be eligible for DSP. If a new claimant does not meet the new eligibility criteria for PPP, PPS or DSP they are able to claim an alternative income support payment (typically Newstart Allowance).

Participation in Job Network assistance

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

Job Search Support services are available to all eligible job seekers immediately upon registration with Centrelink or a Job Network member and continue until the job seeker leaves employment services. On first contact with their Job Network member, job seekers have their vocational profile entered into the JobSearch database for daily matching against new job vacancies. Job seekers also have 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 has not found work within the first three months of Job Search Support, their Job Network member will arrange for them to participate in Intensive Support. **Job search training** is the first element of Intensive Support. It assists job seekers to obtain employment through individually tailored assistance that is 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 provides assistance to carers, parents and mature age job seekers. Eligible job seekers can access Employment Preparation either while they are 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 are required to fulfill their **Mutual Obligation requirement** (usually Work for the Dole). During these periods job seekers remain in Intensive Support and it is 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 have been unemployed for at least 12 months or are identified by Centrelink as being highly disadvantaged at registration receive **Intensive Support customised assistance**. Over a six month period this service provides tailored assistance to address individual barriers to employment and their efforts in looking for work. Job seekers who are still unemployed after 24 months (or 12 months for the highly disadvantaged) have 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 undergo a Very Long-Term Unemployed (VLTU) assessment. Job seekers with a demonstrated history of job search avoidance can be 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 refer job seekers to full-time Work for the Dole if they believed that the job seeker would benefit from participation in the program. Alternatively, job seekers may have 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 indicate that the job seeker might benefit from ongoing Intensive Support assistance or a referral to a Job Capacity Assessment.

Complementary programs

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

The **Work for the Dole (WfD)** Program aims to develop the work habits of participants through involving them in quality projects that are of value to the community. 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 projects with different CWC's before completing their placement.

The **Indigenous Employment Program (IEP)** comprises six key elements, being: Wage Assistance; Structured Training and Employment Projects (STEP); the Community Development Employment Projects Placement Incentive; the Corporate Leaders for Indigenous Employment Project; the National Indigenous Cadetship Program; and the Voluntary Service to Indigenous Communities Foundation. The results for both Wage Assistance and STEP are published in this report. **Wage Assistance** is a wage subsidy paid to employers over 26 weeks providing ongoing employment. In **STEP**, employers in the private sector, and regional and community based employment sponsor organisations providing jobs, generally involving accredited training or a traineeship.

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) is a pre-employment program which provides 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 Program (PSP)** is a pre-employment program that provides individual support to participants who, because of multiple non-vocational barriers, are 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, Community Work, 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 July 2007 and 30 June 2008 and outcomes achieved by 30 September 2008.

The in-scope Intensive Support population comprises those job seekers who commenced in Intensive Support between 1 July 2004 and 30 June 2007 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 July 2007 and 30 June 2008. The in-scope population for DEN includes participants who left DEN or achieved a 13 week payable employment outcome between 1 July 2007 and 30 June 2008.

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. Employment outcomes across the suite of programs reported are comparable to that reported in the June 2008 quarter.

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. Employment and positive outcome rates for most services are comparable to those achieved in the June quarter 2008. In addition, for most services, over 10 per cent of participants were in some form of education or training at time of the PPM survey.

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 July 2006 and 30 June 2007 and became in-scope for survey between 1 July 2007 and 30 June 2008 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.

Outcomes reported this quarter are similar to those in the June quarter, with over 60 per cent in employment and/or education/training. Encouragingly, for those job seekers who had been on income support for more than three years at the time that they commenced in Intensive Support, over 48 per cent were in employment and 55 per cent had achieved a positive outcome.

Table 1.4 shows the post assistance outcomes for job seekers from their **first phase of Intensive Support customised assistance (ISca1)**. Overall, 58.9 per cent of ISca1 participants were employed and/or in education/training three months following assistance. For those job seekers who had been on income support for more than three years when they commenced in ISca1, the positive outcome rate is just slightly below that achieved overall at 57.3 per cent.

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 positive outcomes rate of 52.7 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 positive outcome rate is slightly higher than that reported in the June quarter at 57.4 per cent. For those participants who had been on income support for more than three years when they commenced their period of Intensive Support customised assistance, 55.1 per cent achieved a positive outcome.

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. Unlike the two phases of ISca, there is relatively little difference in the outcomes achieved by either phase of Intensive Support job search training assistance, both achieving positive outcome rates around 62 per cent. The aggregate results for the two phases are reported in Table 1.9.

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 have sustained their high levels, with over three-quarters of participants in employment and/or education three months after their original job placement. For job seekers who had been on income support for more than three years when they were placed in a job, 58.6 were employed three months later.

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 having increased from the March quarter and are well above stated targets (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 over a third of participants' who had been on income support for more than three years when they commenced achieved a positive outcome. This is comparable to the result reported to the June quarter.

Employment and positive outcome rates for the **Vocational Rehabilitation Services (VRS)** program (as reported in **Table 1.13**) are comparable to those achieved in the June quarter. Over a quarter of VRS participants who had been on income support for more than three months when they commenced were employed when surveyed.

Post-assistance outcome rates for the **Disability Employment Network (DEN)** are reported in **Table 1.14**. Around 53 per cent of participants had achieved a positive outcome. Particularly encouraging is that close to half of the participants in DEN who had been on income support for more than three years when they commenced their assistance had achieved a positive outcome. 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 comparable to that achieved in previous quarters. **Table 1.15** shows that despite catering to participants facing significant barriers, outcomes remain relatively high in relation to comparable programs with around 25 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 September 2008¹

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance ² (%)	Exits (number)
Job Placement	72.2	22.7	5.1	0.7	82,939
<i>Fully Job Network Eligible</i>	68.2	26.2	5.5	0.7	50,955
<i>Job Search Support Only</i>	79.0	16.7	4.3	0.6	31,984
Intensive Support ³	52.4	32.1	15.6	14.4	302,284
Intensive Support job search training	52.4	39.7	7.9	3.7	130,584
<i>Intensive Support job search training (100 hours)</i>	52.4	39.8	7.9	3.4	111,490
<i>Intensive Support job search training (30 hours)</i>	52.8	39.0	8.3	6.1	19,085
Intensive Support customised assistance	46.9	36.7	16.4	13.2	234,041
<i>Intensive Support customised assistance 1</i>	48.0	35.1	16.9	12.2	175,146
<i>Intensive Support customised assistance 2</i>	43.5	41.5	15.1	16.3	58,885
NEIS	88.3	6.4	5.3	1.5	6,357
Work for the Dole	34.3	52.9	12.8	27.9	74,645
Community Work	29.6	55.2	15.2	36.2	477
IEP - STEP	65.7	27.5	6.8	10.0	6,055
IEP - Wage Assistance	68.4	21.7	9.8	17.5	2,741
Disability Employment Network ⁴	46.9	22.5	30.6	na	25,571
Personal Support Programme	19.4	32.4	48.3	na	32,374
Vocational Rehabilitation Services	34.9	20.4	44.8	na	29,534

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, Community Work, 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 July 2007 and 30 June 2008. 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 July 2004 and 30 June 2007 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 July 2007 and 30 June 2008 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. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 July 2007 and 30 June 2008 and outcomes achieved around three months later.

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 September 2008¹

Labour market assistance	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Job Placement	46.7	25.6	72.2	12.3	75.6	82,939
<i>Fully Job Network Eligible</i>	41.3	27.0	68.2	12.0	71.9	50,955
<i>Job Search Support Only</i>	55.7	23.3	79.0	12.6	81.8	31,984
Intensive Support ³	23.3	29.0	52.4	12.2	60.7	302,284
Intensive Support job search training	24.3	28.1	52.4	15.5	62.2	130,584
<i>Intensive Support job search training (100 hours)</i>	24.4	28.0	52.4	15.5	62.2	111,490
<i>Intensive Support job search training (30 hours)</i>	23.7	29.0	52.8	15.1	62.3	19,085
Intensive Support customised assistance	15.9	31.0	46.9	13.8	57.4	234,041
<i>Intensive Support customised assistance 1</i>	16.7	31.3	48.0	14.2	58.9	175,146
<i>Intensive Support customised assistance 2</i>	13.5	30.0	43.5	12.4	52.7	58,885
NEIS	49.2	39.1	88.3	9.0	90.2	6,357
Work for the Dole	16.2	18.1	34.3	10.8	42.4	74,645
Community Work	11.4	18.2	29.6	11.9	39.0	477
IEP - STEP	49.5	16.2	65.7	24.8	70.1	6,055
IEP - Wage Assistance	48.4	20.1	68.4	21.2	71.3	2,741
Disability Employment Network ⁴	12.2	34.6	46.9	9.4	53.2	25,571
Personal Support Programme	8.4	10.9	19.4	7.9	25.1	32,374
Vocational Rehabilitation Services	13.6	21.2	34.9	8.0	39.9	29,534

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, Community Work, 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 July 2007 and 30 June 2008.
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 July 2004 and 30 June 2007 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 July 2007 and 30 June 2008 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. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 July 2007 and 30 June 2008 and outcomes achieved around three months later.

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 September 2008¹

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	28.6	26.3	54.9	16.1	64.9	66,379
21 to 24	30.4	27.9	58.3	16.2	67.8	37,393
25 to 34	26.2	27.2	53.4	13.3	62.3	62,789
35 to 49	24.0	31.3	55.3	12.1	63.8	90,775
50 or more	15.9	30.1	46.0	8.0	52.0	44,948
Duration on income support (months)						
0 to less than 6	25.9	28.9	54.8	12.1	62.9	133,999
6 to less than 12	21.3	29.0	50.4	13.3	59.4	21,875
12 to less than 24	19.4	30.3	49.7	13.3	58.2	26,735
24 to less than 36	21.9	28.0	49.9	11.3	57.4	17,800
36 or more	18.5	29.7	48.2	11.5	56.9	65,725
Educational attainment						
Less than Year 10	17.1	23.1	40.2	10.9	49.1	62,168
Year 10 or 11	21.4	30.4	51.8	9.5	58.1	104,233
Year 12	26.6	30.4	57.0	16.4	68.2	51,185
Post Secondary	27.9	31.3	59.2	13.0	67.0	74,921
Gender						
Males	26.5	24.0	50.5	9.5	57.1	160,877
Females	20.7	34.0	54.7	14.7	64.6	141,407
Equity Groups⁴						
Disability	15.4	27.4	42.9	10.5	50.4	26,698
Indigenous	17.1	21.5	38.6	12.7	48.0	41,642
CALD ⁵	22.9	24.6	47.5	17.2	61.1	49,822
Sole Parents	24.6	34.8	59.4	14.4	69.5	46,725
Total	23.3	29.0	52.4	12.2	60.7	302,284

1. Job seekers who commenced Intensive Support between 1 July 2004 and 30 June 2007 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Disadvantage status						
Non-highly disadvantaged ³	21.4	35.8	57.3	12.2	65.6	93,686
Highly disadvantaged ⁴	11.2	25.9	37.1	16.6	51.1	81,460
Age Group (years)						
15 to 20	21.9	25.6	47.5	16.2	59.8	31,691
21 to 24	23.2	27.9	51.1	16.8	62.9	17,263
25 to 34	19.5	29.3	48.8	15.3	60.3	35,246
35 to 49	14.9	35.2	50.2	16.3	62.6	58,578
50 or more	12.3	31.5	43.8	9.8	51.4	32,368
Duration on income support (months)						
0 to less than 6	17.4	24.3	41.8	14.9	54.1	39,221
6 to less than 12	21.3	34.7	56.0	12.6	64.9	33,822
12 to less than 24	19.4	30.0	49.4	14.2	60.2	30,252
24 to less than 36	14.6	30.4	45.0	14.3	56.2	11,131
36 or more	10.5	34.8	45.3	15.6	57.3	50,102
Educational attainment						
Less than Year 10	11.9	25.2	37.1	14.7	49.9	46,016
Year 10 or 11	16.9	31.7	48.6	11.2	57.0	65,346
Year 12	20.0	35.0	55.0	18.8	68.8	26,523
Post Secondary	19.7	35.3	55.0	15.1	65.3	35,846
Gender						
Males	22.0	24.6	46.6	9.9	54.5	82,878
Females	12.6	36.4	49.0	17.5	62.2	92,268
Equity Groups⁵						
Disability	10.4	28.1	38.5	11.6	47.9	19,890
Indigenous	14.3	20.6	34.9	12.2	44.2	35,542
CALD ⁶	14.8	28.2	43.0	23.3	62.9	32,548
Sole Parents	12.3	40.4	52.7	17.9	65.6	38,887
Total	16.7	31.3	48.0	14.2	58.9	175,146

1. Job seekers who left Intensive Support customised assistance phase 1 between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Disadvantage status						
Non-highly disadvantaged ³	17.5	34.7	52.2	10.8	59.6	30,422
Highly disadvantaged ⁴	8.9	24.8	33.8	14.1	45.1	28,463
Age Group (years)						
15 to 20	16.5	23.8	40.2	13.1	50.4	9,069
21 to 24	18.0	26.6	44.6	13.0	54.2	7,567
25 to 34	16.6	29.6	46.2	14.9	56.4	11,789
35 to 49	13.5	33.2	46.6	14.2	57.2	18,543
50 or more	8.9	31.2	40.2	9.1	47.4	11,917
Duration on income support (months)						
0 to less than 6	22.3	23.6	45.9	9.9	52.0	3,813
6 to less than 12	13.4	26.9	40.3	10.6	49.4	2,450
12 to less than 24	13.5	28.7	42.2	13.4	52.8	12,559
24 to less than 36	15.6	31.6	47.2	12.5	56.4	13,880
36 or more	10.7	30.7	41.4	12.2	50.4	24,225
Educational attainment						
Less than Year 10	10.0	24.6	34.6	12.1	44.8	16,945
Year 10 or 11	14.1	29.7	43.8	10.3	51.3	21,215
Year 12	16.4	31.6	48.0	16.3	59.9	7,159
Post Secondary	15.3	35.9	51.3	13.5	60.6	13,213
Gender						
Males	16.1	24.1	40.2	8.8	46.9	30,833
Females	10.8	35.8	46.7	15.9	58.5	28,052
Equity Groups⁵						
Disability	7.9	28.5	36.4	11.2	44.8	7,560
Indigenous	10.9	18.9	29.8	8.0	35.8	15,000
CALD ⁶	13.4	29.3	42.7	21.4	60.2	9,654
Sole Parents	10.5	39.1	49.5	17.7	62.2	9,200
Total	13.5	30.0	43.5	12.4	52.7	58,885

1. Job seekers who left Intensive Support customised assistance phase 2 between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Disadvantage status						
Non-highly disadvantaged ³	20.4	35.6	56.0	11.9	64.1	124,110
Highly disadvantaged ⁴	10.6	25.7	36.3	16.0	49.6	109,931
Age Group (years)						
15 to 20	20.7	25.2	45.9	15.7	57.8	40,762
21 to 24	21.6	27.5	49.1	15.7	60.3	24,831
25 to 34	18.8	29.3	48.1	15.2	59.3	47,036
35 to 49	14.5	34.8	49.3	15.8	61.3	77,127
50 or more	11.4	31.4	42.8	9.6	50.3	44,285
Duration on income support (months)						
0 to less than 6	17.7	24.3	42.0	14.6	54.0	43,037
6 to less than 12	20.8	34.2	55.1	12.5	64.0	36,272
12 to less than 24	17.6	29.7	47.3	14.0	58.0	42,813
24 to less than 36	15.1	31.1	46.2	13.3	56.3	25,011
36 or more	10.5	33.5	44.0	14.6	55.1	74,332
Educational attainment						
Less than Year 10	11.4	25.1	36.4	14.0	48.6	62,964
Year 10 or 11	16.2	31.2	47.4	11.0	55.6	86,564
Year 12	19.2	34.3	53.5	18.3	67.0	33,684
Post Secondary	18.5	35.5	54.0	14.7	64.0	49,062
Gender						
Males	20.3	24.5	44.8	9.6	52.4	113,716
Females	12.2	36.3	48.5	17.2	61.3	120,325
Equity Groups⁵						
Disability	9.7	28.3	37.9	11.5	47.0	27,451
Indigenous	13.3	20.1	33.4	11.0	41.8	50,549
CALD ⁶	14.4	28.5	42.9	22.9	62.3	42,204
Sole Parents	11.9	40.2	52.1	17.9	65.0	48,090
Total	15.9	31.0	46.9	13.8	57.4	234,041

1. Job seekers who left Intensive Support customised assistance between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	24.4	27.3	51.7	22.2	65.0	29,741
21 to 24	33.5	26.1	59.6	17.5	68.9	20,824
25 to 34	25.7	26.6	52.3	14.5	62.1	22,624
35 to 49	20.4	31.2	51.6	12.9	60.4	26,973
50 or more	22.2	28.1	50.2	9.0	56.5	11,328
Educational attainment						
Less than Year 10	19.0	24.8	43.9	11.4	52.8	12,630
Year 10 or 11	20.9	26.5	47.4	12.7	56.4	40,407
Year 12	26.0	29.5	55.6	20.6	67.4	30,244
Post Secondary	29.2	29.6	58.8	15.6	67.9	28,170
Gender						
Males	29.9	22.0	51.9	12.6	59.9	62,964
Females	18.6	34.6	53.2	18.7	64.8	48,526
Equity Groups³						
Disability	19.4	24.5	43.9	12.8	53.7	2,705
Indigenous	30.3	23.6	53.9	13.5	62.2	4,577
CALD ⁴	23.0	24.3	47.3	20.2	62.1	16,940
Sole Parents	10.5	41.5	52.0	17.4	63.5	9,629
Total	24.4	28.0	52.4	15.5	62.2	111,490

1. Job seekers who left Intensive Support job search training (100 hours) placements between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	25.1	27.6	52.7	20.0	64.6	3,366
21 to 24	29.8	26.2	56.0	19.6	67.7	4,291
25 to 34	23.8	27.1	50.9	15.8	61.3	3,868
35 to 49	20.8	34.2	55.0	13.4	63.5	4,593
50 or more	22.6	29.3	51.9	10.1	58.6	2,967
Educational attainment						
Less than Year 10	16.3	27.4	43.6	11.1	51.6	2,051
Year 10 or 11	24.0	27.9	51.9	10.5	58.2	6,949
Year 12	25.3	30.9	56.3	20.4	68.0	4,559
Post Secondary	24.6	29.4	54.1	17.1	65.6	5,519
Gender						
Males	28.7	21.5	50.2	11.7	58.2	11,084
Females	18.1	38.1	56.2	19.0	67.4	8,001
Equity Groups³						
Disability	14.2	28.5	42.7	11.0	51.4	453
Indigenous	27.4	23.4	50.8	9.6	57.9	954
CALD ⁴	18.1	25.0	43.1	21.2	58.9	2,336
Sole Parents	15.6	43.8	59.4	15.2	68.3	1,789
Total	23.7	29.0	52.8	15.1	62.3	19,085

1. Job seekers who left Intensive Support job search training refresher (30 hours) placements between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	24.5	27.3	51.8	22.0	64.9	33,108
21 to 24	32.9	26.1	59.0	17.9	68.6	25,117
25 to 34	25.5	26.6	52.1	14.7	62.0	26,492
35 to 49	20.5	31.6	52.0	13.0	60.8	31,568
50 or more	22.3	28.3	50.6	9.2	56.9	14,299
Educational attainment						
Less than Year 10	18.6	25.2	43.8	11.4	52.7	14,684
Year 10 or 11	21.3	26.6	48.0	12.4	56.7	47,361
Year 12	25.9	29.7	55.6	20.6	67.5	34,804
Post Secondary	28.5	29.6	58.1	15.8	67.5	33,689
Gender						
Males	29.7	21.9	51.6	12.5	59.6	74,057
Females	18.6	35.0	53.6	18.7	65.2	56,527
Equity Groups³						
Disability	18.7	25.2	43.9	12.6	53.5	3,158
Indigenous	29.8	23.5	53.3	12.9	61.4	5,530
CALD ⁴	22.4	24.4	46.8	20.3	61.6	19,277
Sole Parents	11.3	41.8	53.1	17.0	64.2	11,418
Total	24.3	28.1	52.4	15.5	62.2	130,584

1. Job seekers who left Intensive Support job search training placements between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	49.5	20.6	70.1	21.1	76.0	22,912
21 to 24	50.8	22.8	73.6	14.9	77.0	11,343
25 to 34	46.8	25.5	72.4	11.0	75.3	19,228
35 to 49	44.0	30.0	74.0	7.4	76.1	21,423
50 or more	43.4	27.6	71.0	6.5	73.1	8,033
Duration on income support (months)³						
0 to less than 6	49.5	25.2	74.7	13.6	78.3	25,407
6 to less than 12	37.6	29.2	66.7	10.7	71.2	8,453
12 to less than 24	34.8	26.1	61.0	12.3	64.9	7,264
24 to less than 36	25.7	28.7	54.4	11.3	58.1	3,645
36 or more	27.4	31.2	58.6	7.6	61.5	6,186
Educational attainment³						
Less than Year 10	31.2	28.3	59.5	7.5	63.5	7,645
Year 10 or 11	39.7	26.1	65.9	9.9	69.2	20,228
Year 12	47.8	26.2	74.0	14.3	77.4	11,369
Post Secondary	44.5	26.8	71.2	14.2	75.2	10,254
Gender						
Males	54.0	17.1	71.1	11.6	74.3	51,911
Females	36.5	37.3	73.8	13.1	77.3	31,028
Equity Groups³						
Disability	26.6	32.1	58.8	9.9	62.5	5,994
Indigenous	32.7	21.5	54.2	10.9	59.2	3,562
CALD ⁴	38.8	26.9	65.7	15.1	71.6	5,296
Sole Parents	25.1	50.2	75.2	9.6	77.9	5,088
Job Network eligible (FJNE)⁵						
	41.3	27.0	68.2	12.0	71.9	50,955
Job Search Support Only (JSSO)⁶						
	55.7	23.3	79.0	12.6	81.8	31,984
Total	46.7	25.6	72.2	12.3	75.6	82,939

1. Job seekers who were placed in a Job Network eligible job between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ³ (%)	Exits (number)
	Self Employed ² (%)	Employed (%)	Total Employed (%)			
Age Group (years)						
15 to 20	na	na	na	na	na	na
21 to 24	72.8	18.4	91.2	12.7	93.2	559
25 to 34	76.9	14.3	91.1	9.9	92.1	1,924
35 to 49	74.4	14.1	88.6	8.5	90.6	2,597
50 or more	71.6	12.1	83.7	7.9	86.2	1,166
Duration on income support (months)						
0 to less than 6	77.5	14.6	92.1	9.4	93.4	2,853
6 to less than 12	72.1	16.7	88.8	8.2	90.2	1,013
12 to less than 24	68.5	11.5	80.0	8.8	83.5	783
24 to less than 36	74.3	11.6	85.9	6.5	87.7	458
36 or more	69.4	13.6	83.1	10.9	87.4	1,149
Educational attainment						
Less than Year 10	72.1	10.5	82.6	6.2	83.9	337
Year 10 or 11	69.5	16.3	85.7	6.8	86.7	1,105
Year 12	74.1	14.5	88.6	11.2	92.1	1,056
Post Secondary	75.5	13.8	89.4	9.4	91.2	3,700
Gender						
Males	76.1	13.3	89.4	7.7	90.8	3,378
Females	72.1	14.9	87.1	10.6	89.6	2,979
Equity Groups⁴						
Disability	66.9	12.0	78.9	7.9	81.9	549
Indigenous	na	na	na	na	na	na
CALD ⁵	77.8	9.5	87.3	9.1	90.3	1,038
Sole Parents	68.9	18.1	87.0	11.8	91.3	607
Total	74.2	14.1	88.3	9.0	90.2	6,357

1. Job seekers who left New Enterprise Incentive Scheme (NEIS) placements between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	19.6	19.7	39.3	13.6	49.1	11,312
21 to 24	19.5	20.1	39.5	13.1	49.7	14,489
25 to 34	18.6	16.5	35.1	11.4	43.2	20,088
35 to 49	14.3	18.0	32.3	9.6	39.7	25,519
50 or more	6.0	15.8	21.8	6.8	27.3	3,237
Duration on income support (months)						
0 to less than 6	26.0	19.7	45.6	11.3	53.9	10,790
6 to less than 12	21.9	20.1	42.0	13.4	51.9	13,639
12 to less than 24	18.1	17.9	36.0	11.8	44.6	10,409
24 to less than 36	14.4	18.3	32.8	12.6	42.0	8,621
36 or more	10.7	16.8	27.5	9.1	34.6	31,090
Educational attainment						
Less than Year 10	11.9	13.5	25.4	7.0	30.9	16,620
Year 10 or 11	15.4	17.8	33.2	8.2	39.4	28,561
Year 12	19.3	21.8	41.1	16.2	53.2	12,455
Post Secondary	18.9	19.9	38.8	13.7	48.7	16,740
Gender						
Males	18.9	14.2	33.1	9.1	40.2	50,975
Females	11.4	25.1	36.5	14.0	46.5	23,670
Equity Groups³						
Disability	8.1	15.2	23.3	10.0	31.3	5,617
Indigenous	10.2	12.4	22.5	9.7	30.1	9,654
CALD ⁴	15.9	18.8	34.7	13.8	45.9	9,569
Sole Parents	9.7	30.6	40.2	16.1	52.8	2,011
Total	16.2	18.1	34.3	10.8	42.4	74,645

1. Job seekers who left a Work for the Dole project between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	22.7	20.1	42.8	22.1	53.0	902
21 to 24	21.0	19.1	40.0	20.9	52.5	1,594
25 to 34	19.8	20.9	40.8	11.4	47.0	4,795
35 to 49	13.5	23.4	36.9	8.5	42.6	12,386
50 or more	9.9	19.5	29.3	4.7	32.4	9,857
Duration on income support (months)						
0 to less than 6	21.2	20.9	42.1	8.7	46.5	8,803
6 to less than 12	13.1	22.7	35.9	8.4	41.7	2,919
12 to less than 24	11.1	19.7	30.8	7.0	34.9	3,435
24 to less than 36	10.5	16.3	26.9	9.7	34.0	2,363
36 or more	6.7	19.4	26.1	7.2	31.6	9,431
Educational attainment³						
Less than Year 10	7.4	13.5	20.9	5.1	25.4	6,357
Year 10 or 11	15.1	19.9	35.1	6.4	39.5	8,881
Year 12	13.0	21.5	34.6	12.1	41.4	3,717
Post Secondary	15.9	25.9	41.8	10.3	47.2	7,651
Gender						
Males	16.1	16.5	32.5	6.3	36.7	17,804
Females	9.1	26.9	36.0	10.8	42.5	11,378
Equity Groups⁴						
Indigenous	8.7	14.6	23.3	7.3	29.7	1,020
CALD ⁵	7.5	17.4	24.8	8.0	31.0	6,838
Sole Parents	7.8	28.8	36.6	7.1	40.8	1,962
Total	13.6	21.2	34.9	8.0	39.9	29,534

1. Job seekers who left Vocational Rehabilitation Services (VRS) between 1 July 2007 and 30 June 2008 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 September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	In-scope population (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	17.8	41.3	59.1	19.0	73.0	4,903
21 to 24	14.8	38.0	52.9	15.2	62.9	2,416
25 to 34	15.7	35.4	51.1	7.6	55.6	4,975
35 to 49	11.0	34.0	45.0	7.5	49.9	8,136
50 or more	6.8	27.7	34.6	5.0	38.0	5,141
Duration on income support (months)						
0 to less than 6	16.8	35.0	52.1	11.8	60.0	5,224
6 to less than 12	10.5	35.0	45.7	10.9	52.8	1,558
12 to less than 24	13.3	33.2	46.5	8.3	52.4	2,332
24 to less than 36	7.9	32.8	40.7	9.8	48.1	2,209
36 or more	7.7	36.3	44.1	7.4	49.3	11,554
Educational attainment						
Less than Year 10	8.1	28.8	37.1	7.0	42.3	5,166
Year 10 or 11	11.3	31.6	43.1	7.2	48.3	6,254
Year 12	12.7	33.1	45.8	11.3	54.8	2,939
Post Secondary	15.0	31.7	46.7	11.0	53.5	4,595
Gender						
Males	15.3	32.2	47.5	8.5	53.5	15,761
Females	7.3	38.6	45.9	10.8	52.7	9,810
Equity Groups³						
Indigenous	11.5	25.7	37.9	6.8	42.2	1,123
CALD ⁴	7.4	23.5	31.1	7.8	37.7	3,554
Sole Parents	9.0	35.6	44.5	7.8	50.0	1,148
Total	12.2	34.6	46.9	9.4	53.2	25,571

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 July 2007 and 30 June 2008 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. 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.
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 1.15: Personal Support Programme: Post-assistance labour market outcomes year to end September 2008¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	11.7	12.4	24.0	13.0	33.1	2,107
21 to 24	15.4	12.7	28.2	13.4	37.0	3,887
25 to 34	10.0	10.6	20.6	9.3	27.4	9,788
35 to 49	7.2	11.6	18.8	7.1	24.3	12,196
50 or more	5.7	9.2	14.9	4.7	18.1	4,396
Duration on income support (months)						
0 to less than 6	13.8	13.7	27.5	10.9	34.6	6,189
6 to less than 12	12.4	11.6	24.0	6.8	28.1	4,192
12 to less than 24	9.8	11.0	20.8	6.0	25.7	5,482
24 to less than 36	7.7	11.5	19.2	7.6	24.2	3,675
36 or more	4.5	9.6	14.0	7.8	20.2	12,696
Educational attainment						
Less than Year 10	6.6	7.7	14.3	5.9	19.0	10,496
Year 10 or 11	9.4	10.6	19.9	6.9	24.6	11,039
Year 12	8.7	13.5	22.2	11.6	30.7	3,610
Post Secondary	9.7	13.8	23.5	10.3	30.9	6,957
Gender						
Males	10.1	8.2	18.3	6.0	22.7	20,106
Females	6.2	14.7	20.8	10.6	28.5	12,267
Equity Groups³						
Disability	6.6	9.2	15.8	7.6	21.6	13,505
Indigenous	6.3	6.3	12.6	6.7	18.9	4,035
CALD ⁴	7.0	7.7	14.6	9.8	22.9	3,988
Sole Parents	7.8	16.1	23.9	12.8	33.2	1,677
Total	8.4	10.9	19.4	7.9	25.1	32,374

1. Job seekers who left a Personal Support Program placement between 1 July 2007 and 30 June 2008 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. 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

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.

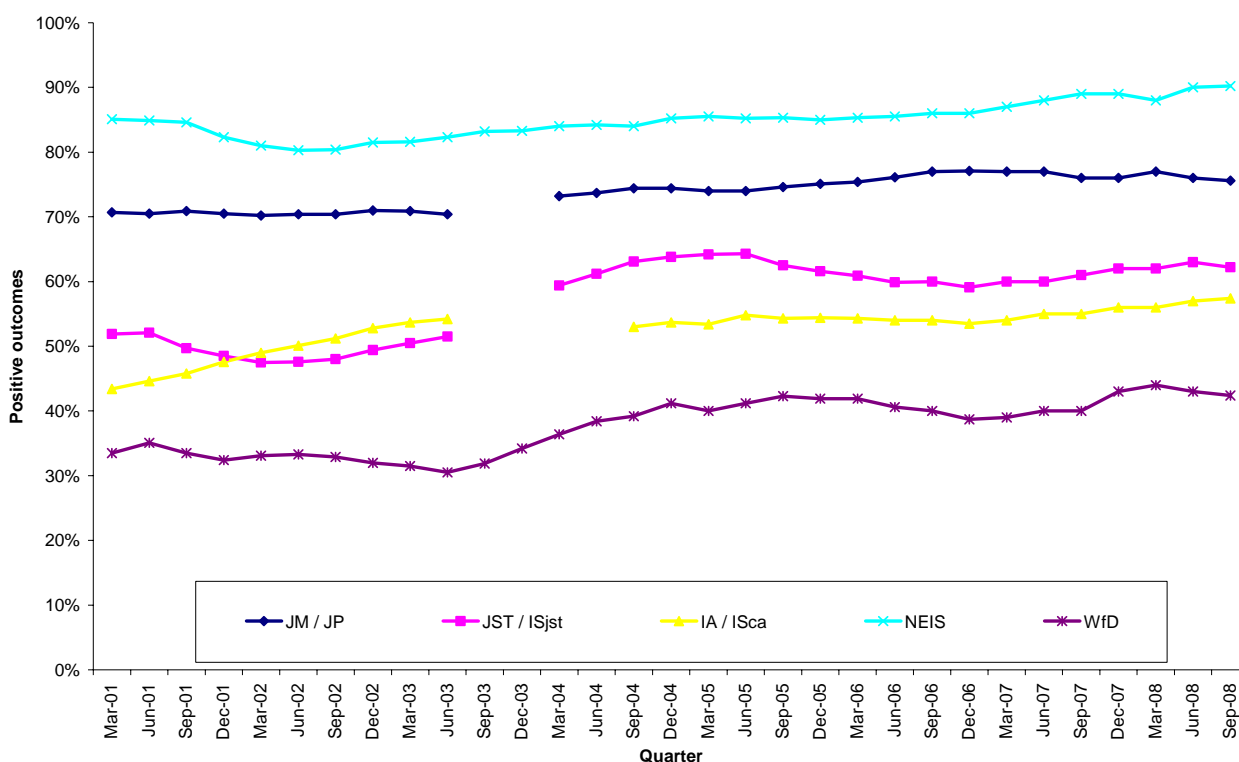
Figure 2.1, provides positive outcome results for the main employment services provided over the

last seven 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.

Outcomes for the suite of Job Network and Work for the Dole services have generally continued to trend up from the outcomes achieved under ESC2. All the components have higher outcomes currently than in March 2001.

Some of the growth 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 September 2008. 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 October 2007 and 30 September 2008.

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 September 2007 and September 2008 are reported in **Table 3.1**. It is evident that commencements in Job Network (Job Search Support, Intensive Support, job search training and customised assistance) have fallen from the levels achieved in the year ending September 2007. This reflects the general strength of the labour market as evidenced by the fall of Newstart Allowance and Youth Allowance (other) job seekers outlined on page 35. Work for the Dole commencements have also fallen from the previous year. This fall can be attributed to the continual strength of the economy as well as the impact of the transition to the ESC3 extension period and changes to Welfare-to-Work in July 2006. The start of these changes would have seen a larger number of job seekers eligible for Work for the Dole.

On the other hand, commencements in the Structured Training and Employment Projects (STEP) component of the Indigenous Employment Program almost tripled compared to the previous year. This reflects the impact of the changes introduced to the Community Development Employment Projects in 2006 and the introduction of the STEP – Employment and Related Services.

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 September 2008. Also provided is the demographic distribution of the Newstart and Youth Allowance (other) population at 30 September 2008.

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 September 2007	Year to end September 2008
	Commencements (Numbers)	Commencements
Job Search Support ²	401,358	322,457
Intensive Support ³	363,827	345,809
job search training	109,393	107,956
first customised assistance (ISca1)	170,428	143,447
second customised assistance (ISca2)	62,947	55,474
Job Placement	634,705	554,771
New Enterprise Incentive Scheme	6,579	6,293
Work for the Dole	86,042	65,130
Community Work Placements	715	293
IEP – STEP	6,693	17,971
IEP - Wage Assistance	3,080	2,109
Disability Employment Network	29,810	34,534
Vocational Rehabilitation Services	28,959	44,311
Personal Support Programme ⁴	39,468	50,795

1. Commencement or placement of job seekers in labour market assistance funded by DEEWR for the two years of 1 October 2006 to 30 September 2007 and 1 October 2007 to 30 September 2008.
2. Job seekers with a registered Vocational Profile in the year up to 30 September 2007 and 30 September 2008.
3. Job seekers who commenced any phase of assistance within the Intensive Support stream.
4. The number of commencements in the Personal Support Programme for the year to end September 2007 is different to that originally published in the September 2007 Labour Market Assistance Outcomes report.

Source: DEEWR administrative systems

Table 3.2: Participation in Job Network assistance by job seeker characteristics: September 2008¹

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	11.9	26.4	18.5	23.3
21 to 24	12.8	10.1	14.1	13.6
25 to 34	24.1	19.8	23.6	21.1
35 to 49	29.0	29.1	31.2	29.2
50 or more	22.2	14.6	12.7	12.7
Total	100.0	100.0	100.0	100.0
Duration on income support (months)				
0 to less than 6	24.4	90.3	38.1	57.9
6 to less than 12	13.9	3.9	17.9	13.7
12 to less than 24	15.3	2.7	19.3	11.6
24 to less than 36	10.1	0.9	9.5	5.9
36 or more	36.3	2.1	15.2	10.7
Total	100.0	100.0	100.0	100.0
Educational attainment				
Less than Year 10	22.5	14.8	17.6	20.4
Year 10 or 11	35.1	32.4	39.2	37.9
Year 12	18.2	26.0	19.6	20.1
Post Secondary	23.5	26.8	23.5	21.6
Total	100.0	100.0	100.0	100.0
Gender				
Males	60.0	46.7	59.2	50.3
Females	40.0	53.3	40.8	49.7
Total	100.0	100.0	100.0	100.0
Equity Groups⁴				
Disability	22.5	5.0	8.6	8.3
Indigenous	11.6	6.0	8.7	14.5
CALD ⁵	17.5	22.1	14.2	15.4
Sole Parents	3.1	8.8	10.4	12.9

1. Commencement in Job Network assistance from 1 October 2007 to 30 September 2008.
2. Commencements in Job Search Support measured through the demographic distribution of registered Vocational Profiles in the year up to 30 September 2008.
3. Demographic breakdown of Job Placements in the year up to 30 September 2008.
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 September 2008¹

Job seeker characteristics	Eligibility for NEIS ² (%)	Commencement in NEIS (%)
Age Group (years)		
15 to 20	9.1	1.5
21 to 24	13.2	8.8
25 to 34	24.9	30.0
35 to 49	29.9	41.4
50 or more	22.9	18.3
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	23.4	49.5
6 to less than 12	13.5	24.0
12 to less than 24	15.2	13.4
24 to less than 36	10.4	5.9
36 or more	37.4	7.3
Total	100.0	100.0
Educational attainment		
Less than Year 10	22.1	4.9
Year 10 or 11	34.8	19.9
Year 12	18.8	17.9
Post Secondary	24.3	57.3
Total	100.0	100.0
Gender		
Males	60.4	51.5
Females	39.6	48.5
Total	100.0	100.0
Equity Groups³		
Disability	23.0	9.4
Indigenous	11.2	1.7
CALD ⁴	18.0	16.0
Sole Parents	3.2	12.1

1. Commencement of job seekers in NEIS from 1 October 2007 to 30 September 2008.

2. Job seekers receiving Newstart and Youth Allowance (other) and 18 or over as at 30 September 2008.

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 September 2008¹

Job seeker characteristics	Eligibility for Work for the Dole² (%)	Commencement in Work for the Dole (%)
Age Group (years)		
15 to 20	9.1	13.6
21 to 24	13.2	18.2
25 to 34	24.9	26.6
35 to 49	29.9	35.7
50 or more	22.9	5.9
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	23.4	5.5
6 to less than 12	13.5	25.4
12 to less than 24	15.2	14.3
24 to less than 36	10.4	11.1
36 or more	37.4	43.6
Total	100.0	100.0
Educational attainment		
Less than Year 10	22.1	23.5
Year 10 or 11	34.8	39.0
Year 12	18.8	16.4
Post Secondary	24.3	21.1
Total	100.0	100.0
Gender		
Males	60.4	65.7
Females	39.6	34.3
Total	100.0	100.0
Equity Groups³		
Disability	23.0	8.9
Indigenous	11.2	14.6
CALD ⁴	18.0	12.6
Sole Parents	3.2	4.1

1. Commencement of job seekers in Work for the Dole from 1 October 2007 to 30 September 2008.
2. Job seekers receiving Newstart and Youth Allowance (other) and 18 or over as at 30 September 2008.
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 October 2007 and 30 September 2008, while the post-assistance employment outcomes data relates to job seekers who ceased assistance or achieved an eligible Job Network placement between 1 July 2007 and 30 June 2008 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 September 2008 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 September 2008 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: September 2008¹

DEEWR Region	Job Search Support (Number)	Job Placements (Number)	Intensive Support (Number)	Work for the Dole (Number)
Sydney	61,140	79,876	58,468	10,212
Hunter and North Coast	22,372	43,252	29,250	8,070
Illawarra and SE NSW	9,465	15,024	11,101	3,344
Western NSW	9,326	25,727	13,107	3,407
Riverina	4,402	11,651	4,872	1,305
New South Wales	106,705	175,525	116,787	26,338
Melbourne	58,951	84,704	48,540	8,537
Eastern Victoria	7,636	18,590	8,752	2,718
Western Victoria	13,201	26,401	15,247	4,327
Victoria	79,788	129,695	72,539	15,582
Brisbane	47,388	82,815	43,735	4,509
Southern Queensland	9,907	18,798	12,677	2,903
Central and Northern QLD	14,444	28,111	18,120	3,182
Queensland	71,739	129,724	74,532	10,594
Perth	14,410	25,936	15,606	1,062
South Western Australia	4,157	7,092	4,544	464
Greater Western Australia	4,230	7,256	8,081	623
Western Australia	22,797	40,284	28,231	2,149
Adelaide	19,123	35,996	20,950	3,188
South Australia Country	7,666	15,716	11,451	2,540
South Australia	26,789	51,712	32,401	5,728
Tasmania	7,221	18,466	9,668	2,466
Northern Territory	4,708	5,729	9,775	2,014
Australian Capital Territory	2,710	3,631	1,865	259
Australia	322,457	554,771	345,809	65,130

1. Commencements in Job Network employment assistance and Work for the Dole from 1 October 2007 to 30 September 2008.

Source: DEEWR administrative systems.

Table 4.2: Comparison of labour market assistance by region year to end September 2008

DEEWR Region	Newstart/ Youth Allowance (other) recipients ¹ (%)	Job Search Support ² (%)	Intensive Support ² (%)	Work for the Dole ² (%)
Sydney	17.4	19.0	16.9	15.7
Hunter and North Coast	8.0	6.9	8.5	12.4
Illawarra and SE NSW	3.6	2.9	3.2	5.1
Western NSW	3.6	2.9	3.8	5.2
Riverina	1.4	1.4	1.4	2.0
New South Wales	34.0	33.1	33.8	40.4
Melbourne	17.0	18.3	14.0	13.1
Eastern Victoria	2.8	2.4	2.5	4.2
Western Victoria	4.7	4.1	4.4	6.6
Victoria	24.5	24.7	21.0	23.9
Brisbane	11.2	14.7	12.6	6.9
Southern Queensland	3.1	3.1	3.7	4.9
Central and Northern QLD	4.6	4.5	5.2	4.5
Queensland	18.9	22.2	21.6	16.3
Perth	4.9	4.5	4.5	1.6
South Western Australia	1.2	1.3	1.3	1.0
Greater Western Australia	1.8	1.3	2.3	0.7
Western Australia	7.8	7.1	8.2	3.3
Adelaide	5.8	5.9	6.1	4.9
South Australia Country	2.5	2.4	3.3	3.9
South Australia	8.3	8.3	9.4	8.8
Tasmania	3.3	2.2	2.8	3.8
Northern Territory	2.5	1.5	2.8	3.1
Australian Capital Territory	0.9	0.8	0.5	0.4
Australia	100.0	100.0	100.0	100.0

1. Job seekers receiving Newstart or Youth Allowance (other) as at 30 September 2008.

2. Commencements in Job Network employment assistance or Work for the Dole from 1 October 2007 to 30 September 2008.

Source: DEEWR administrative systems.

Table 4.3: Regional labour market post assistance employment outcomes year to end September 2008¹

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	64.8	45.9	42.1	46.4	32.8
Hunter and North Coast	76.6	50.2	46.7	52.5	29.8
Illawarra and SE NSW	73.9	49.6	47.1	52.0	33.6
Western NSW	78.1	46.9	42.6	47.5	29.8
Riverina	74.6	49.8	46.3	55.0	32.3
New South Wales	71.2	47.5	44.1	49.1	31.6
Melbourne	71.9	54.3	48.7	52.7	36.9
Eastern Victoria	70.9	52.4	52.1	55.9	35.8
Western Victoria	74.9	53.2	49.5	57.3	35.3
Victoria	72.3	54.1	49.3	54.1	36.3
Brisbane	73.7	58.8	55.0	59.7	43.4
Southern Queensland	72.1	52.6	46.4	51.8	35.2
Central and Northern QLD	74.2	57.0	43.6	53.9	35.5
Queensland	73.6	57.8	50.0	56.7	39.0
Perth	68.7	57.8	51.1	57.9	33.5
South Western Australia	77.8	58.3	53.9	54.6	47.5
Greater Western Australia	78.4	50.4	37.6	36.7	21.9
Western Australia	72.0	57.2	46.7	54.0	33.7
Adelaide	72.3	54.1	50.4	53.7	36.9
South Australia Country	72.3	49.5	50.6	55.2	31.4
South Australia	72.1	53.2	50.4	54.2	34.6
Tasmania	67.8	52.2	51.7	53.6	33.0
Northern Territory	84.2	56.1	31.2	28.2	17.6
Australian Capital Territory	66.1	58.4	51.5	55.1	34.9
Australia	72.2	52.4	46.9	52.4	34.3

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 July 2007 and 30 June 2008 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 July 2007 and 30 June 2008 and outcomes achieved around three months later.
4. Job seekers who commenced Intensive Support between 1 July 2004 and 30 June 2007 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 July 2007 and 30 June 2008 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.

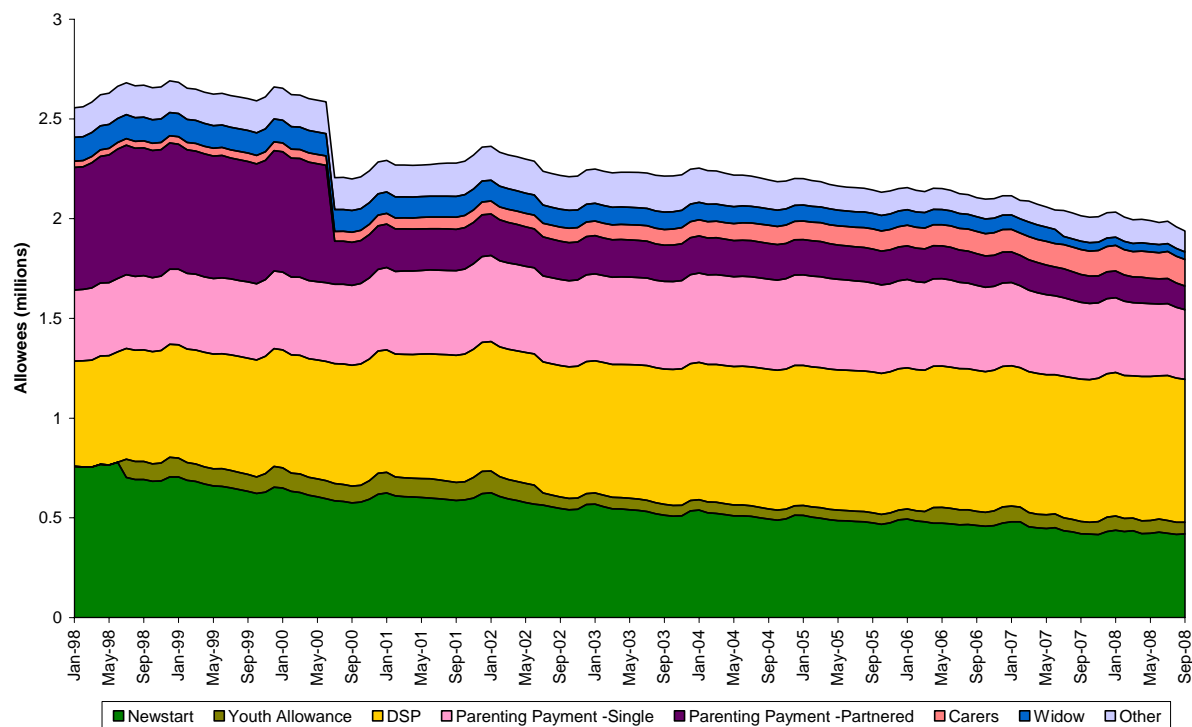
Figure 5.1 shows the changes over time in the number of working age allowance recipients. There has been a fall in the number of allowee recipients over time driven largely by a fall in the number of Newstart recipients. Data on income support recipients show that in the 12 months to the end of September 2008 the number of people

in receipt of Newstart or Youth Allowance (Other) decreased by around 5 500 to just over 492 200 job seekers. The number of job seekers who were long-term recipients decreased by 15 500 recipients while the number of short-term recipients increased by 10 000.

Over the period January 1998 to September 2008 the number of Carer Pension and Disability Support Pension (DSP) recipients has risen, in contrast to fall in Newstart or Youth Allowance (Other) over the same period.

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, September 2008".

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.

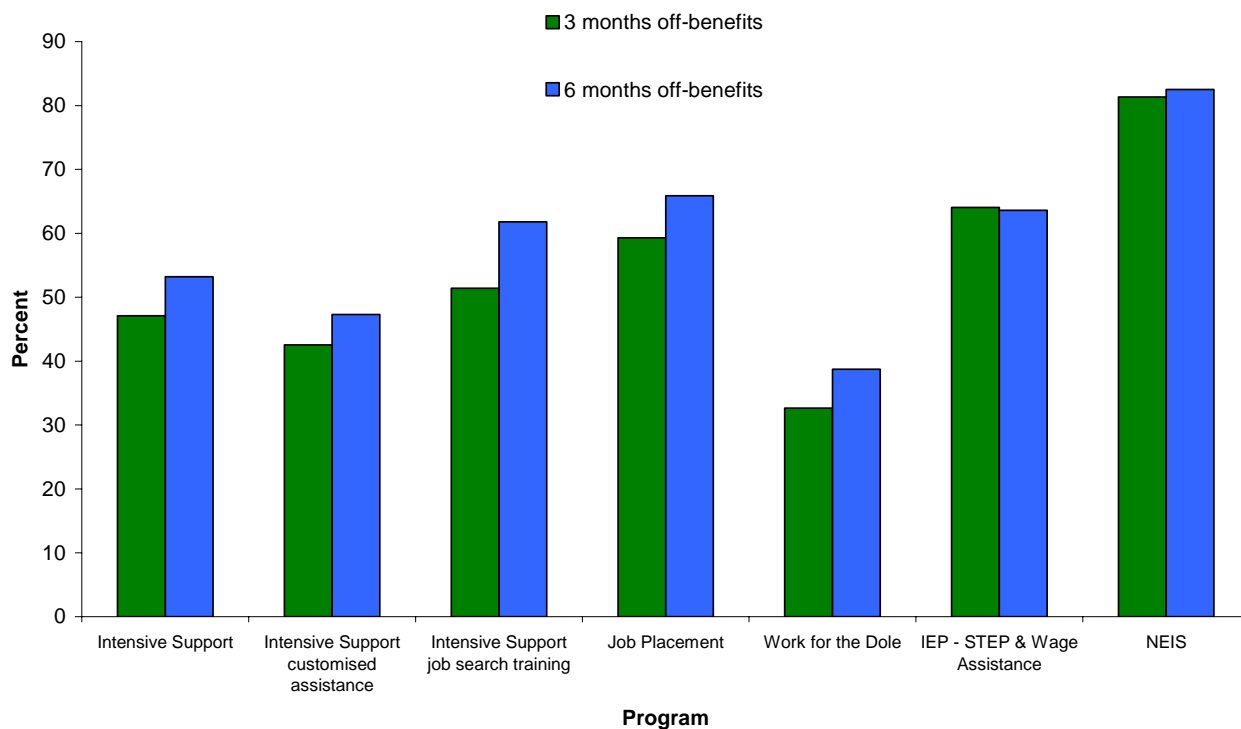
The majority of job seekers who move off income support do so for employment particularly full-time employment. For most programs, however, off-benefit outcomes levels are generally slightly lower than employment outcomes levels. This reflects the fact that three months after exiting an employment assistance 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 is a substantial rise 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 strong 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 July 2007 and 30 June 2008 and were not on income support three months later.
 2. Job seekers who left assistance between 1 April 2007 and 31 March 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 Program

A full enumeration of exits from the Personal Support Program 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 assistance 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 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: replaced the Training for Aboriginals and Torres Strait Islanders Program (TAP) and has several components. It includes Wage Assistance which is a wage subsidy paid to employers over 26 weeks providing on-going employment. In Structured Training and Employment Projects (STEP) employers in the private sector and regional and community based employment sponsor organisations provide jobs generally involving accredited training or a traineeship.

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 Program: 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

