



Australian Government

Department of Education, Employment  
and Workplace Relations

# Labour Market Assistance Outcomes

December 2011

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For more information on *Labour Market Assistance Outcomes* please email [ppmsurvey@deewr.gov.au](mailto:ppmsurvey@deewr.gov.au)  
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## 1. Labour Market Assistance Outcomes - Overview

This publication presents the employment and education outcomes of job seekers in Job Services Australia (JSA), Disability Employment Services (DES) and Indigenous Employment Program (IEP) for the year ending December 2011.

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

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

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

### Key Observations - December 2011

The employment and education outcome rates for JSA Streams 1-4 for the 12 month period ending December 2011 show improvements from the previous 12 months ending September 2011.

- Overall, employment outcomes rates have increased by 1.1 percentage points, with 48.8% of job seekers assisted in JSA Streams 1-4 in the year ending December 2011 reported to be employed after three months following assistance, compared to 47.7% in the year ending September 2011.
- Overall, education outcomes rates have increased by 0.8 percentage points, with 20.8% of job seekers assisted in JSA Streams 1-4 in the year ending December 2011 engaging in education and training after three months following assistance, compared to 20% in the year ending September 2011.

The outcomes for Stream 4 job seekers have continued to improve with:

- employment outcomes at 29% in the year ending December 2011 compared to 28.5% in the year ending September 2011; and
- education outcomes at 18.2% in the year ending December 2011 compared to 18.1% in the year ending September 2011.

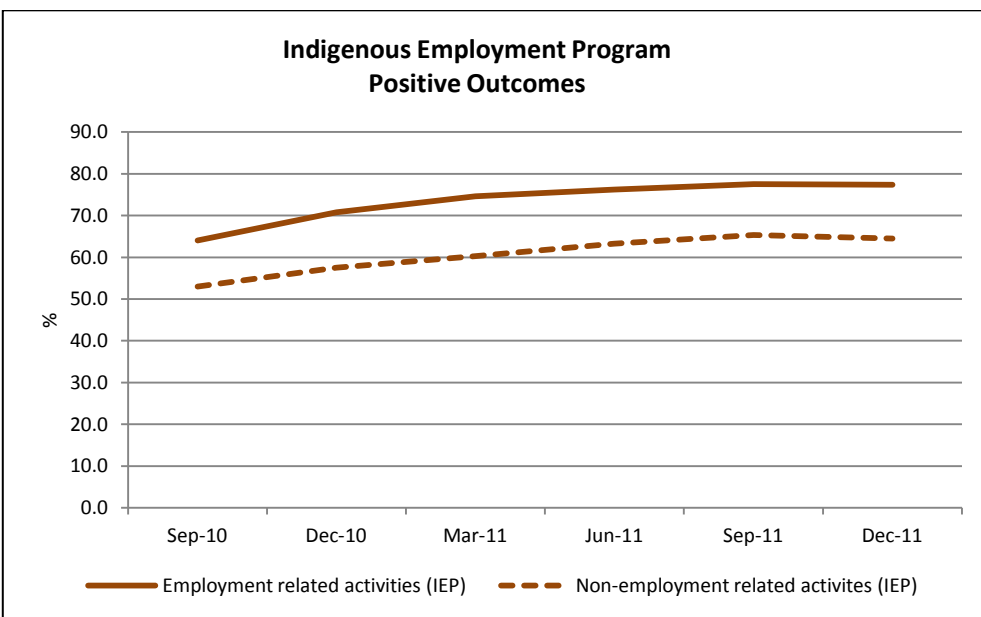
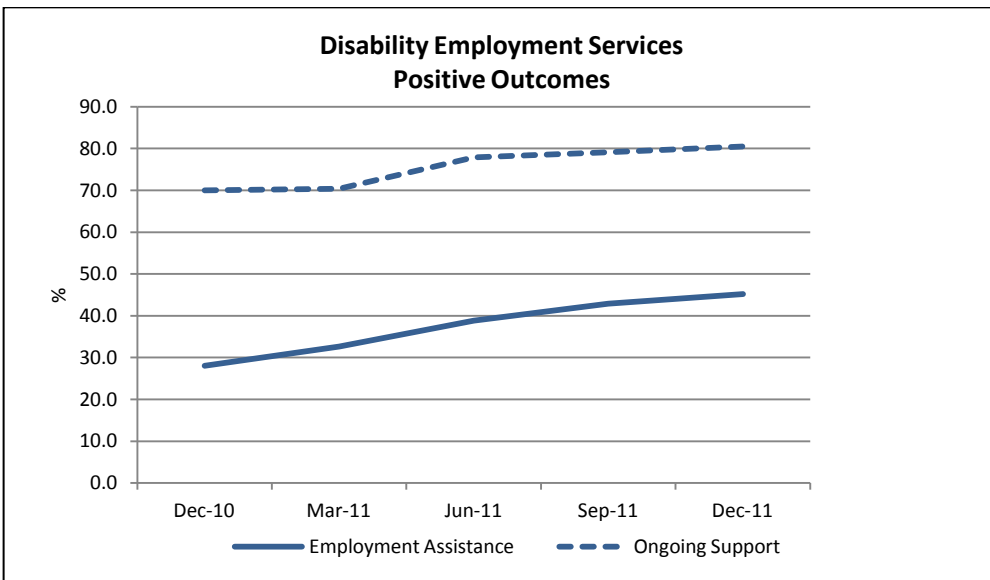
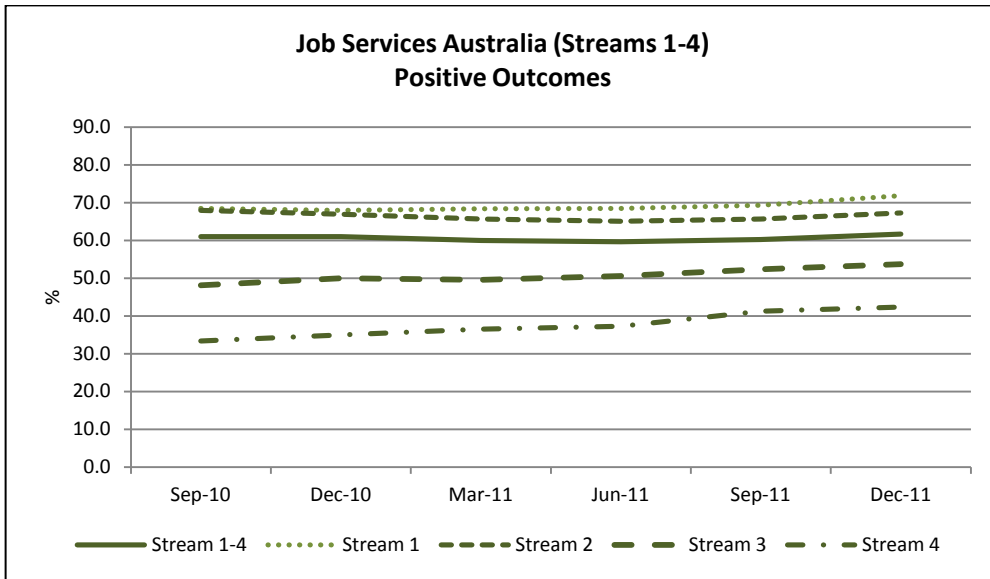
The results for the year ending December 2011 also show that:

- 50.6% of job seekers were either working or studying/training, or both, following participation in an activity undertaken during the Work Experience Phase;
- 60.5% of job seekers who were employed following participation in DES employment assistance/post placement support were working in casual, seasonal or temporary employment; and
- 27.2% of job seekers who were employed following participation in IEP employment related activities were combining work with studying.

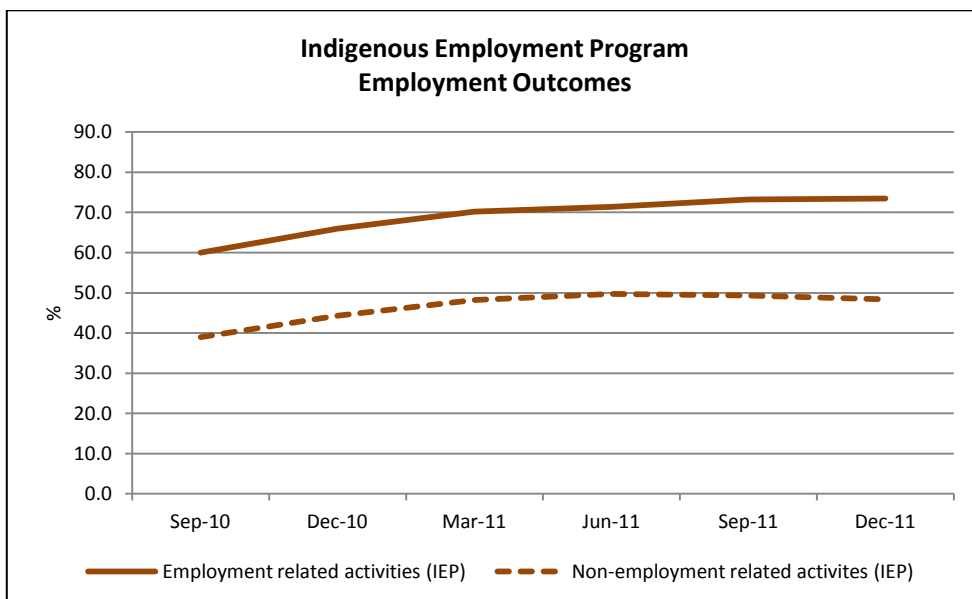
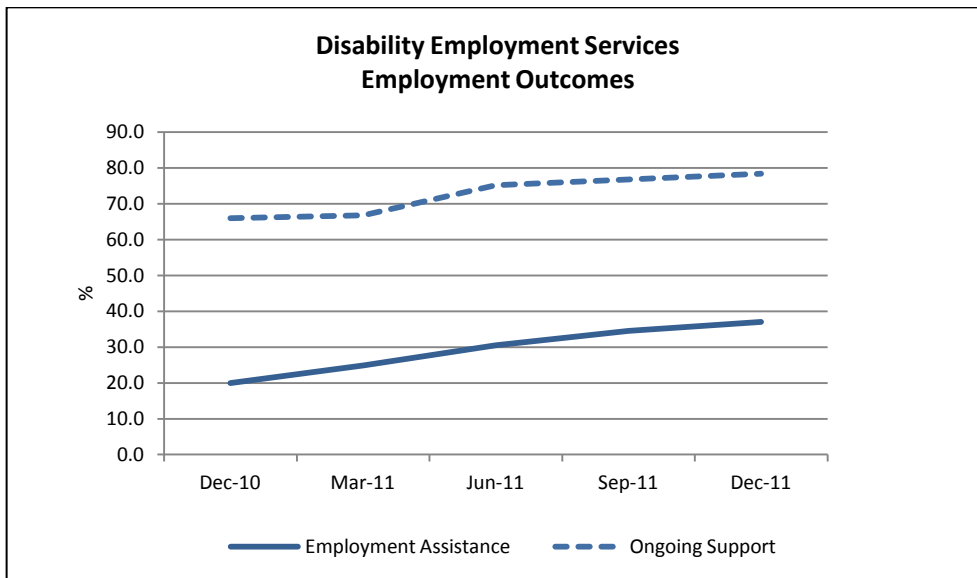
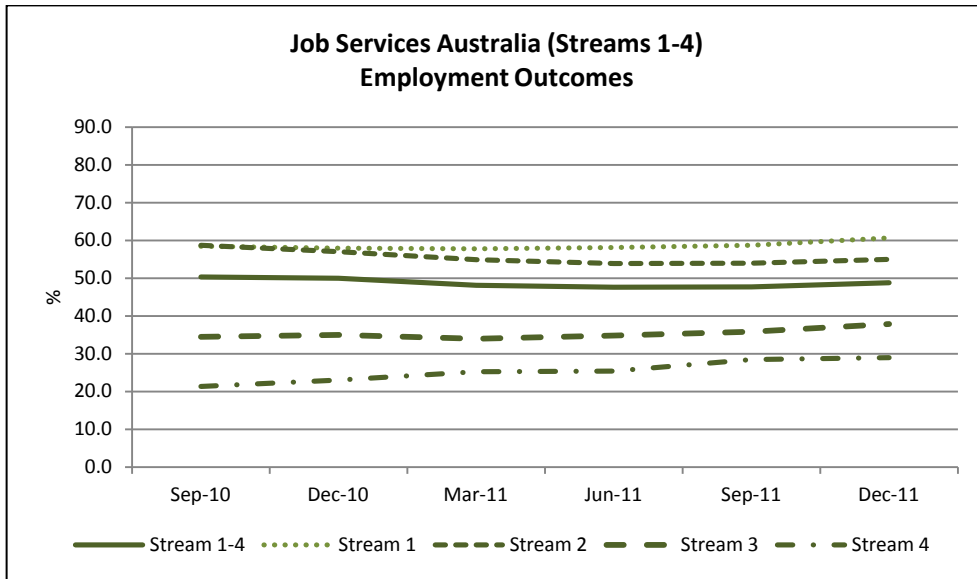
### Key Results - December 2011

Employment Assistance	Employment Outcomes (%)	Education Outcomes (%)	Positive Outcomes (%)
JSA Stream 1-4	48.8	20.8	61.7
JSA Stream 1	60.7	21.9	71.9
JSA Stream 2	55.0	20.8	67.3
JSA Stream 3	37.9	21.0	53.7
JSA Stream 4	29.0	18.2	42.4
JSA Stream 1 (Limited)	47.8	21.3	61.6
DES - Employment Assistance/Post Placement Support	37.0	12.6	45.2
DES - Ongoing Support	78.4	10.4	80.5
IEP - Employment Related Activities	73.5	24.0	77.4
IEP - Non-Employment Related Activities	48.4	33.1	64.5

## Positive Outcomes - December 2011



## Employment Outcomes - December 2011



**Table 1.1 – Labour Market Outcomes - December 2011 and September 2011**

	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>December 2011<sup>1</sup></b>						
JSA Stream 1-4	48.8	35.1	16.1	20.8	61.7	1 497 265
JSA Stream 1	60.7	29.8	9.5	21.9	71.9	469 677
JSA Stream 2	55.0	32.4	12.6	20.8	67.3	449 485
JSA Stream 3	37.9	42.8	19.3	21.0	53.7	341 845
JSA Stream 4	29.0	39.8	31.2	18.2	42.4	236 258
JSA Stream 1 (Limited)	47.8	41.6	10.5	21.3	61.6	72 721
DES - Employment Assistance/Post Placement Support	37.0	34.5	28.5	12.6	45.2	140 887
DES - Ongoing Support	78.4	14.8	6.8	10.4	80.5	21 079
New Enterprise Incentive Scheme (NEIS)	85.3	10.5	4.2	11.1	87.6	6 468
IEP - Employment Related Activities	73.5	22.2	4.3	24.0	77.4	15 331
IEP - Non-Employment Related Activities	48.4	42.6	9.0	33.1	64.5	13 359
<b>September 2011<sup>2</sup></b>						
JSA Stream 1-4	47.7	36.7	15.6	20.0	60.3	1 566 171
JSA Stream 1	58.7	32.7	8.6	20.1	69.3	502 438
JSA Stream 2	54.0	34.0	12.0	19.6	65.7	479 436
JSA Stream 3	35.8	44.6	19.6	21.4	52.4	359 939
JSA Stream 4	28.5	38.8	32.7	18.1	41.3	224 358
JSA Stream 1 (Limited)	47.5	42.2	10.3	21.3	61.9	76 015
DES - Employment Assistance/Post Placement Support	34.5	34.2	31.3	12.7	42.9	119 639
DES - Ongoing Support	76.8	14.9	8.3	10.3	79.1	19 753
New Enterprise Incentive Scheme (NEIS)	85.7	10.5	3.8	10.9	88.1	6 122
IEP - Employment Related Activities	73.2	22.5	4.2	23.7	77.5	10 541
IEP - Non-Employment Related Activities	49.3	40.6	10.1	33.3	65.3	9 637

The 'In-scope population' varies across programs and services. For further details regarding the in-scope populations shown in this report, see the 'Sampling, In-scope populations and Results' section on page 31.

<sup>1</sup>These refer to outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>2</sup>These refer to outcomes for job seekers who participated in employment assistance in the 12 months to June 2011, with outcomes measured around 3 months later.

**Table 1.2 – Employment Outcomes - December 2011 and September 2011**

	Permanent employees (%)	Casual, Temporary or Seasonal employees (%)	Self Employed (%)	Employed, seeking more work (%)	Full-time employed, seeking more work (%)	Part-time employed, seeking more work (%)	Employed & studying (%)	In-scope population (no.)
<b>December 2011<sup>1</sup></b>								
JSA Stream 1-4	37.2	54.3	8.5	44.9	9.5	34.9	16.0	730 373
JSA Stream 1	39.1	52.1	8.8	43.7	10.0	33.2	17.5	285 135
JSA Stream 2	39.7	52.3	8.1	43.4	10.0	32.8	15.3	247 204
JSA Stream 3	29.8	62.3	7.9	49.5	6.7	41.9	13.6	129 430
JSA Stream 4	34.1	56.0	10.0	46.1	10.8	36.6	16.8	68 603
JSA Stream 1 (Limited)	36.8	56.1	7.1	52.0	12.3	39.5	15.8	34 795
DES - Employment Assistance/Post Placement Support	32.3	60.5	7.2	39.1	3.9	34.6	11.2	52 139
DES - Ongoing Support	49.1	47.4	3.5	34.9	3.2	31.8	10.5	16 518
IEP - Employment Related Activities	n.p.	n.p.	n.p.	34.5	15.5	20.7	27.2	11 268
IEP - Non-Employment Related Activities	n.p.	n.p.	n.p.	42.4	12.3	30.3	35.2	6 471
<b>September 2011<sup>2</sup></b>								
JSA Stream 1-4	36.7	54.5	8.7	46.5	9.0	36.9	15.4	746 623
JSA Stream 1	37.3	53.6	9.0	46.5	9.7	35.9	16.2	294 876
JSA Stream 2	39.6	52.0	8.5	44.3	8.9	34.8	14.7	258 943
JSA Stream 3	29.9	62.1	8.0	50.4	7.3	42.2	13.4	128 808
JSA Stream 4	36.3	53.7	9.9	47.3	9.9	39.0	18.7	63 996
JSA Stream 1 (Limited)	36.3	57.5	6.3	52.5	11.4	40.7	14.5	36 087
DES - Employment Assistance/Post Placement Support	32.0	60.4	7.6	38.5	3.4	34.6	11.4	41 212
DES - Ongoing Support	50.6	46.5	3.0	34.3	2.7	31.4	10.4	15 165
IEP - Employment Related Activities	71.5	26.5	2.0	33.2	16.5	19.0	26.6	7 719
IEP – Non-Employment Related Activities	n.p.	n.p.	n.p.	41.1	13.7	27.7	35.0	4 747

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

The 'In-scope population' varies across programs and services. For further details regarding the in-scope populations shown in this report, see the 'Sampling, In-scope populations and Results' section on page 31.

<sup>1</sup>These refer to employment outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>2</sup>These refer to employment outcomes for job seekers who participated in employment assistance in the 12 months to June 2011, with outcomes measured around 3 months later.

**Table 1.3 – Education Outcomes - December 2011 and September 2011**

	Studying Full-time (%)	Studying Part-time (%)	Studying at Year 10, 11 or 12 level (%)	Studying at certificate level (%)	Studying at diploma level or higher (%)	Studying at 'other' or unspecified level (%)	In-scope population (no.)
<b>December 2011<sup>1</sup></b>							
JSA Stream 1-4	55.5	44.5	5.8	53.7	27.1	13.4	311 000
JSA Stream 1	55.8	44.2	3.2	45.3	38.6	13.0	102 803
JSA Stream 2	56.7	43.3	5.0	55.1	28.2	11.7	93 328
JSA Stream 3	55.3	44.7	7.8	62.6	15.4	14.1	71 824
JSA Stream 4	52.6	47.4	10.4	56.0	16.7	16.9	43 045
JSA Stream 1 (Limited)	45.9	54.1	2.9	60.7	23.2	13.2	15 517
DES - Employment Assistance/Post Placement Support	40.0	60.0	10.0	55.3	19.7	15.1	17 803
DES - Ongoing Support	23.3	76.7	7.3	55.1	20.2	17.4	2 187
IEP - Employment Related Activities	47.2	52.8	12.5	73.2	14.4	0.0	3 676
IEP - Non-Employment Related Activities	56.3	43.7	30.5	60.5	9.0	0.0	4 420
<b>September 2011<sup>2</sup></b>							
JSA Stream 1-4	54.5	45.5	6.1	53.8	25.4	14.7	312 654
JSA Stream 1	55.2	44.8	2.9	46.9	37.0	13.2	101 012
JSA Stream 2	55.2	44.8	6.2	55.7	25.5	12.5	94 036
JSA Stream 3	53.1	46.9	7.7	60.2	14.5	17.6	77 003
JSA Stream 4	54.0	46.0	11.1	54.7	16.6	17.6	40 603
JSA Stream 1 (Limited)	47.3	52.7	2.9	59.7	23.6	13.8	16 168
DES - Employment Assistance/Post Placement Support	40.1	59.9	9.8	55.3	19.8	15.2	15 132
DES - Ongoing Support	26.9	73.1	8.3	57.2	18.9	15.7	2 036
IEP - Employment Related Activities	46.1	53.9	10.6	77.6	11.8	0.0	2 502
IEP - Non-Employment Related Activities	48.8	51.2	33.5	62.7	3.8	0.0	3 206

The 'In-scope population' varies across programs and services. For further details regarding the in-scope populations shown in this report, see the 'Sampling, In-scope populations and Results' section on page 31.

<sup>1</sup>These refer to education outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>2</sup>These refer to education outcomes for job seekers who participated in employment assistance in the 12 months to June 2011, with outcomes measured around 3 months later.



## 2. Job Services Australia (JSA)

Table 2.1 – JSA Streams 1 to 4 Outcomes - December 2011

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	21.5	24.8	46.3	36.9	16.8	37.0	67.4	271 488
21 to 24	25.2	27.7	52.9	33.7	13.4	28.2	68.4	207 759
25 to 34	24.6	26.0	50.6	35.7	13.7	21.7	63.4	335 660
35 to 49	19.2	31.8	50.9	33.7	15.3	18.8	63.3	445 148
50 or more	14.2	28.1	42.3	36.3	21.4	12.7	51.5	237 210
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	27.2	29.5	56.6	30.1	13.3	22.4	69.4	858 417
6 to less than 12	14.4	29.6	43.9	37.3	18.8	20.6	57.8	114 491
12 to less than 24	12.7	29.0	41.7	40.7	17.6	20.0	56.0	224 563
24 to less than 36	6.9	32.0	38.9	42.1	19.0	20.2	52.9	107 255
36 or more	5.4	25.4	30.8	45.6	23.5	13.7	40.7	192 526
<b>Educational Attainment</b>								
Less than Year 10	10.5	19.3	29.8	42.1	28.1	21.1	47.5	203 080
Year 10 or 11	16.2	28.4	44.7	38.0	17.4	16.0	55.8	465 554
Year 12	20.6	31.3	51.9	33.3	14.7	28.3	68.0	264 696
University	29.0	31.5	60.6	29.6	9.9	23.6	72.9	205 142
Vocational	23.6	31.8	55.4	32.3	12.3	17.9	64.8	355 133
<b>Gender</b>								
Males	24.9	22.6	47.5	38.9	13.6	16.7	58.1	828 929
Females	14.9	35.3	50.1	31.0	18.8	25.0	65.6	668 336
<b>Equity Groups</b>								
Disability	11.4	24.7	36.1	37.6	26.4	17.6	48.7	244 017
Indigenous	13.3	19.6	32.8	49.5	17.7	17.6	44.0	173 343
CALD	17.6	25.3	42.9	36.6	20.5	29.3	64.7	253 371
Sole Parents	8.1	44.7	52.8	29.7	17.6	24.4	68.1	125 406
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	20.2	27.3	47.6	36.5	16.0	17.7	59.0	970 044
Youth Allowance (other)	20.0	24.0	44.1	38.0	18.0	36.9	66.2	208 838
Disability Support Pension	4.5	18.8	23.3	33.0	43.8	15.4	35.2	10 001
Parenting Payment Single	8.0	45.0	53.0	29.6	17.4	24.4	68.4	121 959
Parenting Payment Partnered	6.2	37.2	43.4	32.9	23.7	31.0	67.6	21 736
Not on income support	34.7	29.2	63.9	27.1	8.9	18.4	72.3	145 090
<b>TOTAL</b>	<b>19.9</b>	<b>28.8</b>	<b>48.8</b>	<b>35.1</b>	<b>16.1</b>	<b>20.8</b>	<b>61.7</b>	<b>1 497 265</b>

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

The 'In-scope population' varies across programs and services. For further details regarding the in-scope populations shown in this report, see the 'Sampling, In-scope populations and Results' section on page 31.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.2 – JSA Stream 1 Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	26.2	33.8	60.0	29.1	11.0	39.8	78.1	76 313
21 to 24	34.5	27.5	61.9	28.9	9.1	27.4	75.9	89 797
25 to 34	35.8	27.6	63.4	28.7	7.9	22.6	74.4	118 597
35 to 49	28.6	33.3	61.9	28.7	9.4	17.9	72.0	131 432
50 or more	22.0	31.7	53.7	34.7	11.7	11.4	60.3	53 538
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	31.0	30.8	61.8	29.0	9.2	22.2	73.2	421 755
6 to less than 12	16.4	33.4	49.8	36.7	13.5	20.0	61.8	16 786
12 to less than 24	15.7	34.6	50.3	39.5	10.1	21.2	58.4	24 897
24 to less than 36	n.p.	n.p.	68.0	n.p.	n.p.	n.p.	72.7	4 544
36 or more	n.p.	n.p.	57.0	n.p.	n.p.	n.p.	69.8	1 695
<b>Educational Attainment</b>								
Less than Year 10	16.0	28.2	44.2	39.4	16.4	12.0	53.0	18 314
Year 10 or 11	25.6	30.8	56.4	33.6	10.0	13.7	65.1	95 002
Year 12	24.9	33.2	58.1	30.1	11.8	31.0	74.5	114 083
University	36.3	30.7	66.9	26.5	6.5	23.6	77.8	103 422
Vocational	31.0	31.9	62.9	27.9	9.3	20.1	72.1	138 558
<b>Gender</b>								
Males	33.7	24.8	58.5	33.7	7.8	19.3	69.0	276 254
Females	24.7	38.7	63.4	25.1	11.5	24.8	75.5	193 423
<b>Equity Groups</b>								
Disability	20.7	33.5	54.2	27.3	18.5	22.4	68.7	19 859
Indigenous	20.6	20.6	41.3	n.p.	n.p.	25.2	61.4	9 465
CALD	24.1	27.7	51.8	34.9	13.3	27.0	69.7	82 092
Sole Parents	14.9	54.9	69.9	17.7	12.4	22.8	81.3	12 172
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	29.9	30.0	59.9	31.1	9.0	19.0	70.0	328 331
Youth Allowance (other)	22.7	35.3	58.0	29.4	12.6	41.4	78.3	46 711
Disability Support Pension	n.p.	n.p.	n.p.	n.p.	57.6	n.p.	36.7	261
Parenting Payment Single	14.8	55.6	70.4	17.2	12.4	23.4	82.2	11 592
Parenting Payment Partnered	11.5	45.7	57.2	26.7	16.1	14.4	65.0	2 859
Not on income support	37.2	28.9	66.1	26.2	7.7	21.5	75.2	74 148
<b>TOTAL</b>	<b>29.4</b>	<b>31.3</b>	<b>60.7</b>	<b>29.8</b>	<b>9.5</b>	<b>21.9</b>	<b>71.9</b>	<b>469 677</b>

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

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

The 'In-scope population' varies across programs and services. For further details regarding the in-scope populations shown in this report, see the 'Sampling, In-scope populations and Results' section on page 31.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.3 – JSA Stream 2 Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	25.6	24.0	49.7	37.1	13.2	38.6	71.4	112 517
21 to 24	23.0	32.6	55.6	31.5	12.9	32.2	73.7	52 156
25 to 34	27.5	29.5	57.0	31.9	11.2	21.0	68.6	83 709
35 to 49	25.8	35.9	61.7	28.6	9.6	18.0	72.3	122 849
50 or more	18.1	30.9	49.0	33.5	17.6	11.7	56.8	78254
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	27.6	29.9	57.5	29.5	13.0	21.4	69.6	288 019
6 to less than 12	17.1	33.0	50.0	37.5	12.5	20.5	63.5	40 607
12 to less than 24	15.4	35.3	50.7	37.9	11.5	18.5	62.4	89 856
24 to less than 36	9.2	44.1	53.4	32.7	13.9	22.7	69.0	23 631
36 or more	n.p.	n.p.	37.2	n.p.	n.p.	11.1	43.3	7 360
<b>Educational Attainment</b>								
Less than Year 10	17.1	23.2	40.3	39.4	20.3	22.1	57.0	44 001
Year 10 or 11	20.4	31.0	51.4	35.4	13.1	17.0	62.7	155 131
Year 12	23.5	33.2	56.7	30.7	12.6	27.2	71.8	79 840
University	28.9	32.6	61.4	28.7	9.9	24.5	74.3	60 641
Vocational	26.6	34.0	60.7	29.1	10.2	16.4	69.0	109 224
<b>Gender</b>								
Males	30.3	23.8	54.1	36.0	9.9	16.2	64.1	250 704
Females	16.3	39.8	56.1	28.3	15.6	25.6	70.9	198 781
<b>Equity Groups</b>								
Disability	18.7	29.0	47.7	36.7	15.6	16.7	58.2	48 478
Indigenous	22.8	21.3	44.0	44.1	11.9	19.9	55.3	32 076
CALD	21.4	27.0	48.4	35.5	16.1	28.7	69.1	77 967
Sole Parents	11.5	56.8	68.3	20.1	11.6	23.4	80.2	36 227
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	23.7	30.3	54.0	33.2	12.8	17.4	64.6	257 258
Youth Allowance (other)	25.1	24.0	49.1	37.8	13.1	39.4	72.0	91 868
Disability Support Pension	n.p.	n.p.	25.7	32.4	41.9	16.1	39.3	1 026
Parenting Payment Single	11.5	57.4	68.9	19.9	11.1	22.9	80.5	35 375
Parenting Payment Partnered	n.p.	n.p.	52.8	28.8	18.5	26.8	70.6	6 426
Not on income support	35.1	29.3	64.4	26.5	9.1	13.0	70.2	50 824
<b>TOTAL</b>	<b>23.5</b>	<b>31.4</b>	<b>55.0</b>	<b>32.4</b>	<b>12.6</b>	<b>20.8</b>	<b>67.3</b>	<b>449 485</b>

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

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

The 'In-scope population' varies across programs and services. For further details regarding the in-scope populations shown in this report, see the 'Sampling, In-scope populations and Results' section on page 31.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.4 - JSA Stream 3 Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	11.4	18.9	30.3	48.8	20.9	32.5	53.6	38 879
21 to 24	15.0	24.8	39.8	47.8	12.4	21.3	53.3	37 014
25 to 34	12.0	25.4	37.4	47.1	15.6	25.6	55.9	74 141
35 to 49	8.5	33.9	42.4	41.2	16.4	22.8	59.6	111 651
50 or more	7.2	26.7	33.8	39.6	26.6	15.0	46.0	80 160
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	13.6	28.6	42.2	34.9	22.9	26.9	62.0	83 107
6 to less than 12	11.4	26.4	37.8	42.7	19.5	24.8	56.4	25 963
12 to less than 24	9.8	26.3	36.1	45.7	18.2	22.1	54.4	64 431
24 to less than 36	6.6	31.5	38.1	46.0	15.9	20.4	52.0	49 533
36 or more	6.0	30.2	36.2	45.2	18.5	13.8	46.4	118 810
<b>Educational Attainment</b>								
Less than Year 10	7.1	22.5	29.6	45.1	25.3	23.9	50.5	76 414
Year 10 or 11	9.3	30.1	39.4	42.6	18.0	16.4	51.5	124 743
Year 12	8.6	29.5	38.1	43.9	18.0	26.9	56.9	45 418
University	11.0	34.1	45.1	38.2	16.7	24.4	61.4	27 555
Vocational	9.9	31.6	41.5	42.1	16.4	16.8	52.8	66 929
<b>Gender</b>								
Males	12.2	22.7	34.9	48.9	16.3	15.5	47.1	157 474
Females	6.8	33.6	40.4	38.0	21.6	25.2	59.1	184 371
<b>Equity Groups</b>								
Disability	8.3	26.6	34.9	42.4	22.7	17.6	49.0	84 341
Indigenous	12.5	22.8	35.3	51.9	12.8	14.9	44.9	89 435
CALD	8.8	24.7	33.4	41.1	25.4	33.9	61.8	65 610
Sole Parents	5.4	41.5	46.9	36.4	16.6	26.1	64.6	60 271
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	9.3	26.2	35.5	45.2	19.2	18.0	49.8	217 006
Youth Allowance (other)	11.7	18.4	30.2	48.8	21.0	32.9	54.7	32 396
Disability Support Pension	4.6	22.5	27.2	35.1	37.8	13.5	37.8	5 255
Parenting Payment Single	5.3	41.9	47.1	36.2	16.6	26.2	64.8	58 894
Parenting Payment Partnered	6.0	30.7	36.7	37.3	26.0	36.7	68.4	10 747
Not on income support	27.9	30.6	58.5	32.4	9.1	13.5	63.9	12 870
<b>TOTAL</b>	<b>9.1</b>	<b>28.8</b>	<b>37.9</b>	<b>42.8</b>	<b>19.3</b>	<b>21.0</b>	<b>53.7</b>	<b>341 845</b>

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

The 'In-scope population' varies across programs and services. For further details regarding the in-scope populations shown in this report, see the 'Sampling, In-scope populations and Results' section on page 31.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.5 - JSA Stream 4 Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	11.7	16.5	28.2	39.4	32.4	31.9	50.4	43 779
21 to 24	13.4	23.1	36.5	34.5	29.0	32.1	55.0	28 792
25 to 34	13.7	18.9	32.6	41.1	26.3	16.2	43.4	59 213
35 to 49	8.2	19.6	27.9	39.5	32.6	15.6	40.3	79 216
50 or more	7.6	16.6	24.2	38.0	37.8	11.9	34.3	25 258
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	18.0	19.9	37.9	34.2	27.9	21.9	53.4	65 536
6 to less than 12	12.2	25.8	38.0	32.9	29.1	17.5	49.4	31 135
12 to less than 24	9.7	17.3	27.1	39.9	33.0	19.3	44.2	45 379
24 to less than 36	5.4	18.7	24.1	46.4	29.5	19.7	38.4	29 547
36 or more	4.2	15.4	19.6	45.4	35.0	13.7	29.2	64 661
<b>Educational Attainment</b>								
Less than Year 10	8.3	10.4	18.8	41.1	40.1	19.8	35.9	64 351
Year 10 or 11	8.7	19.3	28.0	40.5	31.5	16.2	40.4	90 678
Year 12	13.5	20.4	33.9	37.2	28.9	22.3	46.2	25 355
University	11.3	28.3	39.6	39.1	21.3	18.5	53.3	13 524
Vocational	13.1	25.5	38.5	40.3	21.1	15.9	48.2	40 422
<b>Gender</b>								
Males	12.3	16.5	28.8	43.0	28.2	14.1	39.1	144 497
Females	7.4	21.6	29.0	35.5	35.6	23.5	46.5	91 761
<b>Equity Groups</b>								
Disability	8.4	18.6	27.0	35.8	37.2	17.2	39.0	91 339
Indigenous	6.0	11.3	17.3	47.7	35.1	19.9	29.8	42 367
CALD	8.3	15.3	23.6	33.9	42.5	27.1	44.2	27 702
Sole Parents	5.5	22.3	27.8	34.6	37.6	21.4	44.7	16 736
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	10.1	19.0	29.1	40.6	30.2	15.3	40.6	167 449
Youth Allowance (other)	11.6	15.0	26.6	39.5	33.9	29.0	47.3	37 863
Disability Support Pension	n.p.	n.p.	16.4	31.3	52.4	18.3	29.9	3 459
Parenting Payment Single	5.5	21.8	27.2	35.5	37.3	21.8	44.5	16 098
Parenting Payment Partnered	n.p.	n.p.	27.3	30.4	42.3	38.5	55.1	1 704
Not on income support	19.5	29.2	48.7	31.4	19.9	34.0	72.4	7 248
<b>TOTAL</b>	<b>10.1</b>	<b>19.0</b>	<b>29.0</b>	<b>39.8</b>	<b>31.2</b>	<b>18.2</b>	<b>42.4</b>	<b>236 258</b>

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

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

The 'In-scope population' varies across programs and services. For further details regarding the in-scope populations shown in this report, see the 'Sampling, In-scope populations and Results' section on page 31.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.6 - JSA Job Placements Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	31.6	35.6	67.2	28.0	4.8	24.8	75.8	80 357
21 to 24	31.8	37.1	68.9	26.9	4.2	19.0	75.4	72 308
25 to 34	32.7	34.4	67.1	28.9	4.0	16.6	73.2	116 356
35 to 49	26.8	44.9	71.7	24.6	3.7	12.0	75.1	144 971
50 or more	27.8	43.6	71.3	25.1	3.6	7.2	73.6	63 239
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	37.6	37.3	74.9	20.9	4.2	14.8	79.4	169 691
6 to less than 12	29.7	40.3	70.0	26.1	3.9	15.0	74.5	88 267
12 to less than 24	26.5	41.7	68.2	28.4	3.3	14.7	73.3	105 831
24 to less than 36	20.2	42.4	62.7	33.2	4.1	12.6	67.2	54 833
36 or more	15.6	46.3	61.9	33.8	4.3	9.7	66.0	58 609
<b>Educational Attainment</b>								
Less than Year 10	21.9	38.1	60.1	34.2	5.7	11.2	65.0	49 970
Year 10 or 11	26.2	39.0	65.2	30.3	4.4	11.3	69.6	152 335
Year 12	29.3	44.1	73.4	23.1	3.5	17.2	78.7	77 000
University	36.3	42.3	78.6	18.4	3.0	16.9	83.4	59 094
Vocational	30.3	39.9	70.1	26.3	3.5	13.5	74.0	137 908
<b>Gender</b>								
Males	35.4	28.8	64.2	31.7	4.1	11.1	68.3	291 535
Females	21.7	54.7	76.4	19.8	3.7	17.2	81.5	185 696
<b>Equity Groups</b>								
Disability	20.6	44.0	64.6	30.0	5.4	12.4	69.3	81 867
Indigenous	26.8	31.3	58.1	37.4	4.5	14.4	63.4	46 340
CALD	30.4	43.3	73.7	22.0	4.3	15.1	78.9	66 942
Sole Parents	14.6	65.4	80.0	16.5	3.5	14.2	84.1	34 973
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	24.8	41.1	65.9	30.0	4.0	12.1	70.1	290 322
Youth Allowance (other)	22.8	39.2	62.0	32.2	5.8	22.8	71.9	52 752
Disability Support Pension	8.4	53.2	61.5	28.6	9.9	15.3	66.0	2 085
Parenting Payment Single	14.3	66.4	80.6	16.1	3.3	14.3	84.6	33 635
Parenting Payment Partnered	14.2	68.5	82.7	n.p.	n.p.	13.6	87.8	4 457
Not on income support	57.2	23.5	80.7	16.6	2.7	14.9	84.2	88 696
<b>TOTAL</b>	<b>29.0</b>	<b>40.5</b>	<b>69.5</b>	<b>26.5</b>	<b>3.9</b>	<b>13.9</b>	<b>74.1</b>	<b>477 231</b>

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

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

For Job Placement outcomes, the 'in-scope population' shows the number of job placements that were recorded in the DEEWR administrative system in the reference period.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.7 - JSA Activities - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Intensive Activity<sup>1</sup></b>	<b>14.7</b>	<b>27.5</b>	<b>42.2</b>	<b>50.4</b>	<b>7.4</b>	<b>25.7</b>	<b>59.4</b>	<b>82 946</b>
Non PPP Training	12.3	29.4	41.6	45.1	13.3	49.8	73.5	16 022
PPP Training	16.5	27.2	43.7	49.4	6.9	25.5	61.3	1 096
Training in Job Search Techniques	15.1	27.4	42.5	51.9	5.6	19.4	55.9	61 811
Work for the Dole	n.p.	n.p.	49.6	n.p.	n.p.	n.p.	52.6	1 317
Voluntary Work	9.8	27.5	37.3	50.6	12.1	14.9	46.9	1 406
Work Experience	14.2	33.0	47.2	47.9	3.4	22.6	61.5	194
Other Activity	13.5	14.5	28.1	46.0	25.9	56.7	76.7	1 080
<b>Work Exp. Phase<sup>2</sup></b>	<b>8.2</b>	<b>18.9</b>	<b>27.0</b>	<b>60.6</b>	<b>12.3</b>	<b>30.2</b>	<b>50.6</b>	<b>71 263</b>
Non PPP Training	8.4	21.3	29.7	55.5	14.7	44.7	63.5	30 041
PPP Training	11.2	22.0	33.1	60.4	6.5	19.5	47.6	2 986
Training in Job Search Techniques	n.p.	n.p.	22.1	n.p.	n.p.	13.7	33.9	4 123
Work for the Dole	7.8	17.0	24.8	66.2	9.0	17.2	38.7	23 862
Voluntary Work	7.1	20.5	27.5	59.1	13.4	13.7	37.6	4 346
Work Experience	11.0	19.6	30.6	n.p.	n.p.	11.3	39.8	516
Other Activity	7.2	13.9	21.1	55.7	23.2	44.5	61.2	4 763
<b>Other<sup>3</sup></b>	<b>9.8</b>	<b>22.7</b>	<b>32.5</b>	<b>49.5</b>	<b>18.0</b>	<b>38.4</b>	<b>61.7</b>	<b>181 125</b>
Non PPP Training	9.3	24.4	33.7	48.2	18.1	43.7	66.2	120 425
PPP Training	14.8	25.0	39.9	49.1	11.1	20.6	54.2	17 609
Training in Job Search Techniques	11.6	22.0	33.6	59.0	7.3	20.1	47.2	14 689
Work for the Dole	n.p.	n.p.	18.5	65.9	15.5	14.9	33.2	5 278
Voluntary Work	3.4	15.2	18.7	37.6	43.7	10.3	26.8	1 471
Work Experience	10.9	19.5	30.5	55.6	14.0	18.2	42.7	2 363
Other Activity	9.0	14.0	23.0	48.3	28.8	47.8	65.1	18 945
<b>All activities<sup>4</sup></b>	<b>10.7</b>	<b>23.2</b>	<b>33.9</b>	<b>52.0</b>	<b>14.1</b>	<b>33.6</b>	<b>59.0</b>	<b>335 334</b>
Non PPP Training	9.5	24.4	33.9	49.1	17.0	44.7	66.6	166 488
PPP Training	14.4	24.7	39.2	50.7	10.1	20.7	53.7	21 691
Training in Job Search Techniques	14.1	25.9	40.0	54.1	5.9	19.3	53.5	80 623
Work for the Dole	8.2	16.8	25.0	65.2	9.9	16.6	38.4	30 457
Voluntary Work	6.7	20.8	27.5	53.3	19.2	13.1	37.0	7 223
Work Experience	11.0	20.1	31.1	55.7	13.2	16.6	42.6	3 073
Other Activity	8.9	14.0	22.9	49.6	27.5	47.7	65.1	24 788

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

This table refers to job seekers who exited an activity in the 12 months to September 2011, with outcomes measured around 3 months later. The results for some smaller individual activities, such as Drought Force and Green Corps, are not shown but are included in the relevant sub-totals and totals. Outcomes for part-time or casual employment (paid), non-vocational activities, Community Development Employment Projects and New Enterprise Incentive Scheme are excluded from this table.

For activities, the 'in-scope population' shows the number of exits from activity placements in the reference period. For further details regarding the in-scope populations shown in this report, see the 'Sampling, In-scope populations and Results' section on page 31.

<sup>1</sup> Outcomes for job seekers who undertook an Intensive Activity.

<sup>2</sup> Outcomes for job seekers who undertook an activity in the Work Experience Phase.

<sup>3</sup> Outcomes for job seekers who undertook activities that were not classified as part of their intensive activity or work experience phases.

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

**Table 2.8 – JSA Work for the Dole Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	n.p.	n.p.	28.3	n.p.	n.p.	26.5	45.5	4 009
21 to 24	n.p.	n.p.	23.1	n.p.	n.p.	25.4	41.9	5 223
25 to 34	n.p.	n.p.	28.5	n.p.	n.p.	15.4	41.3	7 595
35 to 49	6.7	18.4	25.1	66.3	8.6	14.7	37.7	11 262
50 or more	n.p.	n.p.	15.3	63.6	21.2	n.p.	22.4	2 368
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	n.p.	n.p.	31.9	n.p.	n.p.	n.p.	41.1	2 505
6 to less than 12	n.p.	n.p.	39.7	n.p.	n.p.	n.p.	46.0	1 710
12 to less than 24	10.2	16.9	27.1	61.4	11.5	22.8	47.0	8 921
24 to less than 36	n.p.	n.p.	26.1	n.p.	n.p.	18.5	40.9	5 175
36 or more	n.p.	n.p.	19.4	70.5	10.0	12.8	29.8	12 146
<b>Educational Attainment</b>								
Less than Year 10	n.p.	n.p.	19.4	68.4	12.2	13.7	31.6	5 011
Year 10 or 11	n.p.	n.p.	24.7	65.3	10.0	8.5	32.9	10 358
Year 12	n.p.	n.p.	30.2	n.p.	n.p.	n.p.	41.6	4 474
University	n.p.	n.p.	20.4	n.p.	n.p.	29.4	46.5	2 577
Vocational	12.6	16.6	29.1	60.6	10.2	23.6	43.6	8 017
<b>Gender</b>								
Males	9.8	14.0	23.8	68.3	7.9	12.5	34.0	20 326
Females	5.8	20.8	26.6	60.3	13.1	23.5	45.5	10 131
<b>Equity Groups</b>								
Disability	n.p.	n.p.	20.2	64.0	15.8	n.p.	30.9	4 610
Indigenous	n.p.	n.p.	n.p.	73.6	n.p.	n.p.	27.3	4 452
CALD	n.p.	n.p.	21.3	66.1	12.5	23.1	42.7	4 096
Sole Parents	n.p.	n.p.	26.2	n.p.	n.p.	18.7	42.3	2 201
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	8.5	16.1	24.5	65.5	10.0	14.6	36.6	23 468
Youth Allowance (other)	n.p.	n.p.	27.7	n.p.	n.p.	26.2	45.0	3 791
Parenting Payment Single	n.p.	n.p.	25.6	n.p.	n.p.	19.0	42.0	2 158
<b>TOTAL</b>	<b>8.2</b>	<b>16.8</b>	<b>25.0</b>	<b>65.2</b>	<b>9.9</b>	<b>16.6</b>	<b>38.4</b>	<b>30 457</b>

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

This table refers to outcomes for job seekers who exited Work for the Dole placements in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>1</sup>Outcomes for job seekers not on income support or other income support types are not reported separately but included in the overall total.



**Table 2.9 - JSA Training in Job Search Techniques Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	12.1	28.3	40.4	51.9	7.7	28.1	56.7	12 522
21 to 24	16.4	27.1	43.5	50.2	6.3	27.6	63.5	16 100
25 to 34	18.5	24.5	43.0	50.8	6.2	20.6	56.6	20 261
35 to 49	12.7	25.0	37.6	57.3	5.0	14.3	48.4	22 024
50 or more	11.5	26.8	38.3	56.0	5.7	13.5	47.9	9 716
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	15.6	27.5	43.1	51.0	5.9	19.6	56.4	54 279
6 to less than 12	12.7	25.1	37.8	57.5	4.7	18.3	50.6	12 906
12 to less than 24	11.5	22.7	34.2	n.p.	n.p.	25.1	54.5	6 545
24 to less than 36	n.p.	n.p.	28.3	n.p.	n.p.	n.p.	34.7	3 039
36 or more	n.p.	n.p.	16.8	n.p.	n.p.	11.1	26.5	3 854
<b>Educational Attainment</b>								
Less than Year 10	n.p.	n.p.	35.2	n.p.	n.p.	15.0	44.2	4 515
Year 10 or 11	10.9	23.6	34.5	56.3	9.2	17.1	47.9	18 079
Year 12	13.7	28.6	42.3	52.3	5.4	23.9	57.7	18 710
University	18.0	28.1	46.1	49.6	4.2	22.1	60.9	15 794
Vocational	14.5	23.9	38.4	56.2	5.4	15.2	49.7	23 453
<b>Gender</b>								
Males	17.6	20.8	38.3	56.2	5.4	16.6	50.6	49 508
Females	9.6	33.0	42.6	50.9	6.5	22.9	57.6	31 115
<b>Equity Groups</b>								
Disability	8.2	24.4	32.6	58.3	9.2	12.4	41.5	7 468
Indigenous	n.p.	n.p.	22.7	n.p.	n.p.	n.p.	33.0	4 184
CALD	13.6	22.3	35.9	58.1	6.0	24.8	54.8	15 113
Sole Parents	n.p.	n.p.	36.5	n.p.	n.p.	20.2	53.2	2 358
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	14.4	25.0	39.3	55.2	5.4	17.9	52.3	62 891
Youth Allowance (other)	9.9	27.9	37.7	55.2	7.0	27.2	53.4	10 591
Parenting Payment Single	n.p.	n.p.	39.1	n.p.	n.p.	21.2	56.6	2 247
Not on income support	25.9	33.6	59.5	n.p.	n.p.	22.5	70.0	3 506
<b>TOTAL</b>	<b>14.1</b>	<b>25.9</b>	<b>40.0</b>	<b>54.1</b>	<b>5.9</b>	<b>19.3</b>	<b>53.5</b>	<b>80 623</b>

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

This table refers to outcomes for job seekers who exited Training in Job Search Techniques placements in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.10 - JSA Employment & Positive Outcomes by Region - December 2011**

	Stream 1 Employed (%)	Stream 2 Employed (%)	Stream 3 Employed (%)	Stream 4 Employed (%)	Stream 1 Positive Outcomes (%)	Stream 2 Positive Outcomes (%)	Stream 3 Positive Outcomes (%)	Stream 4 Positive Outcomes (%)
<b><i>New South Wales</i></b>	<b>60.7</b>	<b>52.3</b>	<b>36.8</b>	<b>26.3</b>	<b>71.8</b>	<b>65.9</b>	<b>53.3</b>	<b>40.5</b>
Sydney	57.7	48.3	32.4	24.5	70.0	65.1	53.7	40.4
Hunter and North Coast	65.4	56.5	43.8	25.8	74.7	66.3	53.3	33.3
Western NSW	70.3	54.0	35.1	21.3	77.1	60.2	51.6	43.2
Southern NSW <sup>1</sup>	61.1	58.8	44.7	31.1	68.7	69.7	53.3	50.7
Northern NSW	67.6	55.5	38.5	34.0	79.3	67.0	52.8	42.5
<b><i>Victoria</i></b>	<b>59.9</b>	<b>55.5</b>	<b>40.1</b>	<b>29.0</b>	<b>73.9</b>	<b>68.4</b>	<b>58.5</b>	<b>44.7</b>
Melbourne	58.7	54.6	38.6	30.2	72.9	68.1	61.2	43.8
Eastern Victoria	59.5	55.2	43.8	29.0	69.9	69.5	55.5	48.6
Western Victoria	66.3	59.4	41.6	19.8	80.1	69.1	51.6	39.3
<b><i>Queensland</i></b>	<b>61.5</b>	<b>57.9</b>	<b>38.2</b>	<b>34.4</b>	<b>70.4</b>	<b>68.4</b>	<b>49.1</b>	<b>44.6</b>
Brisbane	62.1	58.3	37.3	37.0	71.0	68.8	50.0	46.0
Southern Queensland	61.7	59.0	37.8	30.0	70.0	69.0	47.1	44.4
Central and North Queensland	60.4	57.2	40.2	32.0	69.0	67.6	49.3	41.7
<b><i>Western Australia</i></b>	<b>61.9</b>	<b>53.9</b>	<b>33.0</b>	<b>35.4</b>	<b>71.7</b>	<b>66.1</b>	<b>47.9</b>	<b>47.2</b>
Perth	62.5	54.0	35.5	32.9	74.0	66.6	53.3	44.6
Greater Western Australia	59.6	53.1	29.2	44.1	62.4	63.8	39.8	57.1
<b><i>South Australia</i></b>	<b>57.4</b>	<b>57.7</b>	<b>41.0</b>	<b>24.1</b>	<b>68.4</b>	<b>68.5</b>	<b>57.1</b>	<b>38.0</b>
Adelaide	55.6	56.5	41.0	27.3	66.9	68.8	59.9	40.5
South Australia Country	63.5	59.9	38.8	16.8	73.3	67.5	49.7	31.9
<b><i>Tasmania</i></b>	<b>69.3</b>	<b>54.2</b>	<b>43.8</b>	<b>25.9</b>	<b>77.6</b>	<b>65.6</b>	<b>56.1</b>	<b>39.3</b>
<b><i>Northern Territory</i></b>	<b>67.3</b>	<b>49.0</b>	<b>36.5</b>	<b>26.1</b>	<b>79.5</b>	<b>55.7</b>	<b>47.7</b>	<b>37.9</b>
<b>Australia</b>	<b>60.7</b>	<b>55.0</b>	<b>37.9</b>	<b>29.0</b>	<b>71.9</b>	<b>67.3</b>	<b>53.7</b>	<b>42.4</b>

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>1</sup>Outcomes for the ACT are included in the Southern NSW region.

### 3. Disability Employment Services (DES)

**Table 3.1 - DES Employment Assistance/Post Placement Support Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	11.0	31.8	42.9	40.0	17.2	29.3	59.1	16 095
21 to 24	13.9	28.9	42.8	38.6	18.6	19.4	54.5	11 386
25 to 34	11.6	26.6	38.3	38.2	23.5	12.5	45.7	25 222
35 to 49	10.4	27.4	37.8	34.6	27.6	11.0	45.4	50 263
50 or more	6.9	26.2	33.1	31.1	35.9	9.1	39.6	37 921
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	12.3	29.9	42.2	29.3	28.5	15.8	51.3	44 497
6 to less than 12	13.4	27.5	40.9	31.6	27.5	12.1	48.3	19 598
12 to less than 24	10.1	27.6	37.6	35.3	27.0	11.1	45.3	26 727
24 to less than 36	7.6	26.2	33.8	36.7	29.4	13.4	43.0	15 146
36 or more	4.2	25.1	29.3	41.1	29.6	9.8	36.9	34 919
<b>Educational Attainment</b>								
Less than Year 10	5.7	23.4	29.0	34.0	37.0	11.2	38.0	26 872
Year 10 or 11	9.1	26.7	35.8	34.9	29.3	9.0	41.8	43 681
Year 12	10.0	27.6	37.6	35.8	26.6	14.7	47.2	20 759
University	10.8	30.7	41.4	34.8	23.8	15.5	50.6	15 174
Vocational	13.9	28.3	42.3	32.9	24.9	10.8	49.1	23 652
<b>Gender</b>								
Males	12.3	24.5	36.8	37.1	26.1	10.3	43.4	84 127
Females	6.1	31.2	37.3	31.1	31.6	15.7	47.7	56 760
<b>Equity Groups</b>								
Indigenous	10.0	21.1	31.1	37.1	31.8	11.2	39.2	6 544
CALD	5.6	22.8	28.4	35.2	36.3	14.0	39.5	25 827
Sole Parents	4.1	31.2	35.3	34.0	30.7	15.3	47.0	6 515
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	11.0	25.9	36.9	34.9	28.2	9.9	43.9	80 283
Youth Allowance (other)	12.8	27.6	40.4	44.6	15.0	19.1	51.5	5 345
Disability Support Pension	4.4	30.0	34.5	34.6	30.9	14.1	43.4	33 775
Parenting Payment Single	4.2	31.0	35.2	34.3	30.5	15.5	47.2	6 317
Parenting Payment Partnered	2.3	22.4	24.7	33.2	42.1	19.7	40.2	1 367
Not on income support	16.7	32.0	48.6	31.2	20.2	22.0	58.8	11 624
<b>TOTAL</b>	<b>9.5</b>	<b>27.5</b>	<b>37.0</b>	<b>34.5</b>	<b>28.5</b>	<b>12.6</b>	<b>45.2</b>	<b>140 887</b>

This table refers to outcomes for job seekers who participated in DES Employment Assistance/Post Placement Support (both in Disability Management Service and Employment Support Service) in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 3.2 - DES Employment Assistance/Post Placement Support  
delivered through Disability Management Service - Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	11.4	28.2	39.6	40.6	19.8	30.8	57.4	3 573
21 to 24	21.9	24.8	46.7	35.3	18.0	22.9	59.5	4 215
25 to 34	18.7	23.6	42.3	35.5	22.2	12.9	49.9	11 097
35 to 49	13.7	28.4	42.1	32.1	25.7	10.0	48.7	26 528
50 or more	8.7	27.6	36.3	29.1	34.6	8.6	42.3	20 648
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	16.0	29.6	45.6	26.7	27.7	14.1	53.5	20 188
6 to less than 12	16.7	27.1	43.9	29.2	26.9	9.5	49.8	11 175
12 to less than 24	12.1	27.1	39.2	33.9	26.9	10.1	46.3	15 213
24 to less than 36	9.9	27.5	37.4	32.9	29.7	12.0	45.4	7 259
36 or more	4.8	25.2	30.0	39.7	30.3	9.0	37.0	12 226
<b>Educational Attainment</b>								
Less than Year 10	7.7	22.2	29.8	33.1	37.0	9.7	37.9	11 426
Year 10 or 11	12.3	27.8	40.1	31.5	28.4	7.5	45.0	21 282
Year 12	12.8	28.3	41.2	32.5	26.3	13.9	49.5	10 025
University	13.0	31.8	44.7	31.9	23.4	15.8	53.7	8 264
Vocational	17.3	29.0	46.3	30.8	22.9	10.0	52.3	12 896
<b>Gender</b>								
Males	16.8	22.6	39.4	35.1	25.4	9.0	45.3	38 256
Females	7.7	33.1	40.8	28.1	31.2	13.8	49.6	27 805
<b>Equity Groups</b>								
Indigenous	12.8	20.0	32.8	35.9	31.3	6.1	37.4	2 854
CALD	6.7	24.9	31.6	33.8	34.7	13.6	42.2	14 519
Sole Parents	5.2	35.0	40.1	29.4	30.4	13.8	50.0	4 102
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	13.5	27.5	41.0	32.7	26.3	9.7	47.4	48 990
Youth Allowance (other)	15.6	28.6	44.2	41.3	14.5	20.9	54.3	1 857
Disability Support Pension	5.3	24.7	30.0	26.1	43.9	10.6	37.2	4 878
Parenting Payment Single	5.2	35.4	40.5	29.0	30.4	13.9	50.4	4 045
Parenting Payment Partnered	2.4	24.8	27.2	30.3	42.6	18.9	42.3	849
Not on income support	18.0	26.4	44.4	32.0	23.7	19.3	54.5	4 600
<b>TOTAL</b>	<b>12.5</b>	<b>27.6</b>	<b>40.1</b>	<b>31.9</b>	<b>28.0</b>	<b>11.2</b>	<b>47.3</b>	<b>66 061</b>

This table refers to outcomes for job seekers who participated in DES Employment Assistance/Post Placement Support through Disability Management Service in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 3.3 - DES Employment Assistance/Post Placement Support  
delivered through Employment Support Service - Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	10.8	32.6	43.4	40.1	16.5	28.9	59.5	12 522
21 to 24	9.9	31.3	41.2	39.5	19.2	17.7	52.4	7 171
25 to 34	6.4	29.0	35.5	40.0	24.5	12.3	42.8	14 125
35 to 49	6.7	26.3	32.9	37.4	29.6	12.0	41.6	23 735
50 or more	4.7	24.4	29.2	33.5	37.3	9.7	36.4	17 273
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	9.2	30.2	39.4	31.8	28.8	17.4	49.6	24 309
6 to less than 12	8.9	28.0	37.0	34.9	28.2	15.5	46.3	8 423
12 to less than 24	7.3	28.1	35.4	37.3	27.2	12.6	43.8	11 514
24 to less than 36	5.5	25.0	30.5	40.5	29.0	15.0	40.9	7 887
36 or more	3.9	25.2	29.1	41.9	29.0	10.2	37.1	22 693
<b>Educational Attainment</b>								
Less than Year 10	4.1	24.3	28.4	35.0	36.6	12.5	38.2	15 446
Year 10 or 11	6.0	25.7	31.7	38.2	30.1	10.4	38.8	22 399
Year 12	7.3	27.2	34.5	39.0	26.5	15.8	45.4	10 734
University	8.2	29.1	37.3	38.5	24.3	15.2	46.9	6 910
Vocational	10.0	27.7	37.7	35.3	27.0	11.8	45.3	10 756
<b>Gender</b>								
Males	8.6	26.2	34.8	38.8	26.5	11.5	42.0	45 871
Females	4.6	29.3	33.9	34.4	31.7	17.7	45.9	28 955
<b>Equity Groups</b>								
Indigenous	7.7	21.8	29.5	38.2	32.4	14.5	39.7	3 690
CALD	4.3	20.2	24.5	37.0	38.5	14.4	36.2	11 308
Sole Parents	2.4	25.0	27.4	41.3	31.3	17.6	42.1	2 413
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	7.3	23.3	30.6	38.2	31.1	10.1	38.4	31 293
Youth Allowance (other)	10.7	26.8	37.6	47.9	14.5	18.3	49.9	3 488
Disability Support Pension	4.3	31.0	35.2	36.2	28.6	14.7	44.5	28 897
Parenting Payment Single	2.6	23.6	26.2	43.0	30.8	17.8	41.6	2 272
Parenting Payment Partnered	3.4	16.7	20.0	41.5	38.4	23.5	38.3	518
Not on income support	16.0	35.6	51.6	30.6	17.8	23.6	61.8	7 024
<b>TOTAL</b>	<b>6.9</b>	<b>27.5</b>	<b>34.4</b>	<b>37.0</b>	<b>28.6</b>	<b>14.0</b>	<b>43.6</b>	<b>74 826</b>

This table refers to outcomes for job seekers who participated in DES Employment Assistance/Post Placement Support through Employment Support Service in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 3.4 - DES Ongoing Support Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	25.6	49.6	75.1	19.9	5.0	21.1	78.0	2 778
21 to 24	27.7	54.1	81.8	14.7	3.4	14.5	84.7	2 615
25 to 34	23.0	56.7	79.7	15.0	5.3	9.7	81.7	5 021
35 to 49	18.8	60.1	78.9	13.7	7.4	8.9	81.2	6 648
50 or more	15.8	61.0	76.7	14.0	9.3	6.7	77.7	4 017
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	37.9	42.8	80.6	13.7	5.6	9.0	82.9	3 327
6 to less than 12	31.8	48.6	80.4	15.0	4.5	16.9	83.9	2 856
12 to less than 24	18.8	56.4	75.3	17.3	7.4	12.9	77.3	3 726
24 to less than 36	17.0	61.7	78.7	13.4	7.9	11.4	80.8	2 402
36 or more	13.6	64.6	78.2	14.4	7.3	8.1	80.2	8 768
<b>Educational Attainment</b>								
Less than Year 10	10.8	65.3	76.2	14.2	9.6	8.0	77.8	3 857
Year 10 or 11	22.9	57.0	79.9	14.1	6.0	8.9	81.0	5 524
Year 12	22.0	57.2	79.2	14.8	6.0	12.4	82.7	2 971
University	23.3	54.2	77.5	17.5	4.9	11.9	79.1	1 819
Vocational	21.3	53.9	75.2	18.1	6.7	8.4	78.3	2 728
<b>Gender</b>								
Males	25.3	52.9	78.2	15.6	6.2	10.0	80.4	13 013
Females	12.9	65.7	78.6	13.7	7.7	11.0	80.6	8 066
<b>Equity Groups</b>								
Indigenous	23.9	54.6	78.5	9.8	11.7	17.1	78.5	607
CALD	19.7	55.8	75.4	16.8	7.7	12.9	78.5	2 293
Sole Parents	9.7	69.8	79.5	7.7	12.8	9.2	81.9	431
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	8.8	63.2	71.9	18.0	10.1	7.7	73.8	4 153
Disability Support Pension	7.5	71.4	79.0	14.9	6.2	11.2	81.5	8 610
Not on income support	47.3	35.1	82.4	13.6	4.0	11.1	83.6	7 285
<b>TOTAL</b>	<b>20.0</b>	<b>58.4</b>	<b>78.4</b>	<b>14.8</b>	<b>6.8</b>	<b>10.4</b>	<b>80.5</b>	<b>21 079</b>

This table refers to outcomes for all Job seekers who participated in DES Ongoing Support (both in Disability Management Service and Employment Support Service) in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

## 4. Indigenous Employment Program (IEP)

**Table 4.1 - IEP Employment Related Activities Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	51.1	23.8	74.9	n.p.	n.p.	39.1	80.0	5 012
21 to 24	60.4	16.4	76.8	n.p.	n.p.	23.1	78.2	2 598
25 to 34	44.5	23.2	67.7	n.p.	n.p.	16.1	70.8	3 639
35 to 49	43.4	30.1	73.5	n.p.	n.p.	18.6	78.8	3 335
50 or more	45.4	33.5	78.9	n.p.	n.p.	n.p.	81.6	747
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	54.9	20.7	75.6	19.6	4.8	25.6	79.1	4 401
6 to less than 12	48.0	27.4	75.4	n.p.	n.p.	19.1	78.1	2 139
12 to less than 24	48.0	22.5	70.5	n.p.	n.p.	21.8	76.3	2 904
24 to less than 36	32.6	39.6	72.2	n.p.	n.p.	17.3	74.7	1 462
36 or more	44.1	22.7	66.8	n.p.	n.p.	20.6	70.2	2 874
<b>Educational Attainment</b>								
Less than Year 10	33.3	24.5	57.8	n.p.	n.p.	11.2	60.5	2 116
Year 10 or 11	49.0	22.7	71.7	23.2	5.2	21.9	75.6	5 312
Year 12	57.9	20.7	78.6	n.p.	n.p.	27.5	79.9	2 062
University	47.0	33.6	80.6	n.p.	n.p.	n.p.	92.8	467
Vocational	50.7	24.5	75.2	n.p.	n.p.	19.0	78.6	2 835
<b>Gender</b>								
Males	52.4	17.2	69.6	27.2	3.2	20.6	73.9	9 581
Females	43.5	35.7	79.2	14.6	6.2	28.8	82.7	5 750
<b>Equity Groups</b>								
Disability	35.5	30.8	66.4	20.4	13.2	16.4	70.6	1 427
Sole Parents	33.2	45.9	79.1	n.p.	n.p.	21.4	83.3	1 046
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	32.2	21.2	53.4	n.p.	n.p.	15.7	59.9	3 016
Youth Allowance (other)	n.p.	n.p.	58.7	n.p.	n.p.	n.p.	62.9	881
Parenting Payment Single	28.9	48.5	77.4	n.p.	n.p.	21.1	81.9	968
Not on income support	57.5	24.0	81.5	15.5	2.9	26.5	84.0	9 524
<b>TOTAL</b>	<b>48.4</b>	<b>25.1</b>	<b>73.5</b>	<b>22.2</b>	<b>4.3</b>	<b>24.0</b>	<b>77.4</b>	<b>15 331</b>

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

This table refers to outcomes for job seekers who participated in IEP Employment Related Activities in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 4.2 - IEP Non-Employment Related Activities Outcomes - December 2011**

	Employed Full-time (%)	Employed Part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	In-scope population (no.)
<b>Age Group (Years)</b>								
15 to 20	20.1	25.3	45.5	41.7	12.8	47.4	69.8	5 346
21 to 24	26.2	16.7	42.9	n.p.	n.p.	25.7	57.4	2 094
25 to 34	28.7	24.8	53.5	n.p.	n.p.	27.6	64.5	2 783
35 to 49	27.2	25.5	52.7	n.p.	n.p.	18.8	59.1	2 596
50 or more	n.p.	n.p.	52.2	n.p.	n.p.	n.p.	61.3	540
<b>Duration of Unemployment (Months)</b>								
0 to less than 6	30.7	22.2	52.9	39.3	7.9	29.6	68.3	3 127
6 to less than 12	26.9	20.9	47.8	n.p.	n.p.	28.8	59.5	1 568
12 to less than 24	27.5	15.5	43.1	n.p.	n.p.	22.2	54.9	2 202
24 to less than 36	26.9	17.5	44.4	n.p.	n.p.	n.p.	53.8	1 416
36 or more	23.4	25.0	48.5	n.p.	n.p.	22.8	57.1	2 724
<b>Educational Attainment</b>								
Less than Year 10	22.4	17.9	40.2	n.p.	n.p.	23.4	53.6	1 952
Year 10 or 11	25.6	20.4	45.9	47.7	6.3	21.1	55.9	4 709
Year 12	34.8	20.1	54.9	n.p.	n.p.	27.6	65.3	1 546
University	n.p.	n.p.	52.1	n.p.	n.p.	35.4	77.7	314
Vocational	30.6	21.4	52.0	n.p.	n.p.	24.3	62.3	2 121
<b>Gender</b>								
Males	26.8	20.3	47.0	42.9	10.0	30.6	62.6	8 212
Females	22.4	27.3	49.7	42.4	7.9	35.9	66.4	5 147
<b>Equity Groups</b>								
Disability	22.4	21.3	43.6	n.p.	n.p.	17.1	54.1	1 355
Sole Parents	22.8	22.2	45.0	n.p.	n.p.	30.8	57.8	1 013
<b>Income Support Type<sup>1</sup></b>								
Newstart Allowance	19.4	19.6	39.0	n.p.	n.p.	15.0	48.5	4 414
Youth Allowance (other)	18.8	15.5	34.4	n.p.	n.p.	28.6	52.7	2 029
Parenting Payment Single	22.6	22.1	44.7	n.p.	n.p.	29.0	57.0	965
Not on income support	33.8	30.0	63.8	22.8	13.4	47.7	83.7	5 137
<b>TOTAL</b>	<b>24.8</b>	<b>23.6</b>	<b>48.4</b>	<b>42.6</b>	<b>9.0</b>	<b>33.1</b>	<b>64.5</b>	<b>13 359</b>

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

This table refers to outcomes for job seekers who exited from IEP Non-Employment Related Activities in the 12 months to September 2011, with outcomes measured around 3 months later.

<sup>1</sup>Outcomes for job seekers on other income support types are not reported separately but included in the overall total.



## 5. Job seekers' Satisfaction

**Table 5.1 Job Seeker Satisfaction with JSA Assistance December 2011**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
<b>Information provided about training and education options</b>			
Streams 1-4	63.2	21.7	15.0
Stream 1	50.7	27.7	21.7
Stream 2	65.4	21.6	13.0
Stream 3	71.9	17.8	10.4
Stream 4	71.8	15.9	12.3
<b>Information provided about other support services</b>			
Streams 1-4	59.8	23.6	16.7
Stream 1	49.1	28.2	22.7
Stream 2	60.5	25.2	14.4
Stream 3	67.7	19.6	12.7
Stream 4	68.2	17.3	14.5
<b>Help suited to circumstances</b>			
Streams 1-4	62.7	19.5	17.7
Stream 1	51.4	24.7	23.9
Stream 2	64.3	19.3	16.3
Stream 3	70.6	16.8	12.6
Stream 4	71.0	13.7	15.2
<b>Staff treated job seeker as an individual</b>			
Streams 1-4	79.1	12.7	8.3
Stream 1	73.5	16.0	10.5
Stream 2	81.2	11.5	7.4
Stream 3	83.1	10.1	6.8
Stream 4	80.8	11.9	7.3
<b>Staff treated job seeker with respect</b>			
Streams 1-4	83.5	10.3	6.2
Stream 1	79.9	13.0	7.1
Stream 2	85.1	9.5	5.4
Stream 3	86.0	8.5	5.6
Stream 4	84.2	9.1	6.6
<b>Overall quality of service</b>			
Streams 1-4	71.8	15.5	12.7
Stream 1	62.4	20.4	17.2
Stream 2	74.2	14.4	11.3
Stream 3	78.0	12.6	9.4
Stream 4	77.1	11.7	11.3

This table refers to job seekers who participated in JSA employment assistance in the 12 months to September 2011, with satisfaction levels measured around 3 months later.

## 6. Further Information

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### Outcome Measures and Definitions

#### Outcome Measures

##### Labour market outcomes

- **Employment:** An employment outcome is achieved when a job seeker indicates they are employed. The employment outcome rate is the employed job seekers as a proportion of all job seekers.
- **Employed part-time:** The part-time employment rate is those working less than 35 hours per week as a proportion of all job seekers.
- **Employed full-time:** The full-time employment rate is those working 35 or more hours per week as a proportion of all job seekers.
- **Unemployed:** A job seeker is considered unemployed when they are not employed but are currently seeking employment. The unemployed outcome rate is the unemployed job seekers as a proportion of all job seekers.
- **Not in the Labour Force (NILF):** A job seeker is considered not in the labour force (NILF) when they are not working and are not currently looking for employment. The NILF outcome rate is NILF job seekers as a proportion of all job seekers.
- **Positive Outcome:** Recorded where a job seeker has achieved either an employment and/or education outcome. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education outcome. The positive outcome rate is the job seekers who are employed, working, and/or studying as a proportion of all job seekers.
- **Education/training:** An education/training outcome is achieved when a job seeker indicates they are training or studying. The education/training outcome rate is the job seekers who are studying as a proportion of all job seekers.

##### Employment outcomes

- **Permanent employees:** Proportion of employed job seekers working in permanent jobs where they receive paid sick and holiday leave.
- **Casual, temporary or seasonal employees:** Proportion of employed job seekers who identify their job as casual, seasonal or temporary.
- **Self employed:** Proportion of employed job seekers who are not employees but work for themselves.
- **Employed, seeking more work:** Proportion of employed job seekers who indicated that 'considering their current situation, they would like to work more hours' (includes both employees and self employed job seekers).
- **Full-time employed, seeking more work:** Proportion of employed job seekers who are working full-time and who indicated that 'considering their current situation, they would like to work more hours' (includes both employees and self employed job seekers).
- **Part-time employed, seeking more work:** Proportion of employed job seekers who are working part-time and who indicated that 'considering their current situation, they would like to work more hours' (includes both employees and self employed job seekers).
- **Employed and studying:** Proportion of employed job seekers who are both working and studying.

## **Education outcomes**

- **Studying at a diploma level or higher:** Proportion of studying job seekers who are studying to gain a diploma, advanced diploma, associate degree or degree level.
- **Studying at a year 10, 11 or 12 level:** Proportion of studying job seekers who are studying year 10, 11 or 12.
- **Studying at a certificate level:** Proportion of studying job seekers who are studying to gain a Certificate (I, II, III or IV).
- **Study at 'other' or unspecified level:** Proportion of studying job seekers either not in one of the above categories or did not provide the necessary detail.

## **Definitions**

### **Duration of unemployment**

The time (in months) that a job seeker was registered as unemployed when they commenced their period of employment assistance.

### **Educational attainment**

The highest level of education attained. Post secondary education is further split into university and vocational education.

### **Income support types**

The type of income support at the commencement of employment assistance. The main income support types are Newstart, Youth Allowance (other), Parenting Payment Single, Parenting Payment Partnered and Disability Support Pension.

### **Equity groups**

These groups are not mutually exclusive and a job seeker could be part of more than one group:

- **Disability:** Job seekers who either through their Job Seeker Classification Instrument (JSCI) assessment assessed as having a disability or medical condition or in receipt of Disability Support Pension (DSP) when they commenced their period of assistance.
- **Indigenous:** Job seekers who identified themselves as Indigenous Australians in response to a voluntary Indigenous status question in their JSCI assessment.
- **CALD:** Job seekers from a culturally and linguistically diverse background, as identified by their country of birth.
- **Sole parents:** Job seekers who either through their JSCI assessment or initial interview indicated that they are a sole parent or a recipient of Parent Payment Single when they commenced their period of assistance.

### **Not published (n.p.)**

Indicates that sufficient data was not available to produce a reliable estimate for the particular group of job seekers.

### **Reference period**

Outcomes in this publication relate to job seekers who participated in assistance between 1 October 2010 and 30 September 2011.

## Survey and Technical Information

### Data sources

The two main data sources used to determine the outcomes achieved by job seekers during and after a period of labour market assistance are:

- The Post-Program Monitoring (PPM) survey; and
- Administrative data sourced from DEEWR's Employment Services System (ESS).

The PPM survey has been undertaken by the Department on an ongoing basis since 1987 and is used to determine the labour market and education status of job seekers who participated in employment services. The survey is conducted around three months after job seekers become in-scope for having their outcomes measured. The ESS records details of commencements, job placements and paid outcomes from labour market assistance.

### Survey Instruments

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

### Programs surveyed

The Labour Market Assistance Outcomes publication reports the outcomes for Job Services Australia, Indigenous Employment Program and Disability Employment Services. A number of questionnaires tailored to the job seekers' employment assistance are used in measuring these outcomes (see Table 6.1).

**Table 6.1: Post-Program Monitoring Surveys**

<b>Job Services Australia</b>	<b>Indigenous Employment Program</b>	<b>Disability Employment Services</b>
<ul style="list-style-type: none"> <li>• Stream 1</li> <li>• Stream 2</li> <li>• Stream 3</li> <li>• Stream 4</li> <li>• Stream 1 (Limited)</li> <li>• Job Placements</li> <li>• Activity – Work for the Dole</li> <li>• Activity – Training in Job Search Techniques</li> <li>• Activity – Voluntary Work – Work Experience</li> <li>• Activity – Green Corps</li> <li>• Activity – Drought Force</li> <li>• Activity – Training</li> <li>• Activity – New Enterprise Incentive Scheme</li> <li>• Activity – Other</li> </ul>	<ul style="list-style-type: none"> <li>• Cadetships</li> <li>• Apprenticeships/Traineeships</li> <li>• Pre-reformed IEP surveys - Wage Assistance</li> <li>• General</li> <li>• Wage Subsidy &amp; Job placement</li> <li>• Pre-reformed IEP surveys - Structured Training and Employment Projects</li> </ul>	<ul style="list-style-type: none"> <li>• Disability Employment Services – Employment Assistance/Post Placement Support</li> <li>• Disability Employment Services – Ongoing Support</li> </ul>

## **Surveying Points**

### **Job Services Australia**

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

Depending on which Stream of assistance a job seeker is in, there are a series of set PPM survey points for those who remain in assistance. These scenarios are based on the assumption that the job seeker does not get assessed as being eligible for a higher level of Stream Services (and will trigger an exit from that prior Stream of assistance).

A job seeker who remains in Stream 1, 2 or 3, and does not exit Job Services Australia, will be in-scope for a PPM survey at the following points:

- following the completion of their Intensive Activity placement (at around four-and-a-half months) with the initial survey to be sent out at around the six-and-a-half month mark;
- following the completion of their Initial Service Period (at around the 12 month point) with the initial survey to be sent out at around the 14 month mark;
- following the completion of their Work Experience Activity within their first Work Experience Phase (at around the 18 month point) with the initial survey to be sent out at around the 20 month mark;
- following the completion of their first Work Experience Phase (at around the 24 month point) with the initial survey to be sent out at around the 26 month mark;
- following the completion of their Work Experience Activity within their second Work Experience Phase (at around the 30 month point) with the initial survey to be sent out at around the 32 month mark; and
- following the completion of their second Work Experience Phase (at around the 36 month point) with the initial survey to be sent out at around the 38 month mark.

A job seeker who remains in Stream 4, and does not exit Job Services Australia, will be in-scope for a PPM survey at the following points:

- following the completion of their Initial Service Period (at around the 12 month point (or 18 if their Initial Service Period was extended) with the initial survey to be sent out at around the 14 (or 20) month mark; and
- assuming that the job seekers Initial Service Period was not extended by six months, surveys are conducted at the following points (if it was, then six months is added to each time point):
  - following the completion of their Work Experience Activity within their first Work Experience Phase (at around the 18 month point) with the initial survey to be sent out at around the 20 month point;
  - following the completion of their first Work Experience Phase (at around the 24 month point) with the initial survey to be sent out at around the 26 month mark;
  - following the completion of their Work Experience Activity within their second Work Experience Phase (at around the 30 month point) with the initial survey to be sent out at around the 32 month point; and
  - following the completion of their second Work Experience Phase (at around the 36 month point) with the initial survey to be sent out at around the 38 month mark.

A job seeker who is recorded within the Department's administrative data system as being placed into a job will also be in-scope for a PPM survey. Further, a job seeker who has been recorded as having left an activity based placement (e.g. Work for the Dole, Green Corps) will also be in-scope for a PPM survey in relation to that activity, irrespective of whether that activity was part of a job seeker's Stream 1 Intensive Activity that occurred during the Initial Service Period, Work Experience activity or undertaken at a different point in assistance.

## **Disability Employment Services**

A job seeker will be recorded as being in-scope for a Disability Employment Services (DES) (Employment Assistance/Post Placement Support) PPM survey if they:

- exit from DES (without progressing to Ongoing Support), including achieving a 26 week outcome and exiting as a fully independent worker;
- achieve a 26 week outcome and progress into Ongoing Support; and
- reach 12 months in DES assistance without having progressed into Ongoing Support (unless the jobseeker has exited DES at the same time).

A job seeker will be recorded as being in-scope for a Disability Employment Services (DES) (Ongoing Support) PPM survey if they:

- exit from DES (and were participating in the Ongoing Support phase); and
- reach 12 months in Ongoing Support (unless the jobseeker has exited DES at the same time).

For both 12 month surveying points, if a job seeker transitioned from Disability Employment Network (DEN) or Vocational Rehabilitation Services (VRS) into DES and had spent less than six months in DEN or VRS before transitioning, then the time in DEN and VRS is counted towards the 12 month period, otherwise it is only the time spent in DES that is counted towards the 12 month period.

## **Indigenous Employment Program**

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

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

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

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

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

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

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

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

## Sampling, In-scope populations and Results

### Job Services Australia

#### Sampling

The PPM survey applies a stratified sampling approach to determine which job seekers in scope are surveyed. For Stream Services, Job Placements, Work for the Dole, Training in Job Search Techniques and non-Productivity Places Program training placements, the following sampling approach is used:

- 10% Full-rate Newstart Allowance or Youth Allowance (other) and non-Allowance Youth (registered job seekers who are ineligible for Youth Allowance due to parental means test);
- 10% not on income support or Part-rate Newstart Allowance or Youth Allowance (other);
- 50% on Disability Support Pension;
- 25% on Parenting Payment; and
- 50% on other income support types.

For all other Work Experience activities a census approach is used.

#### In-scope population

Stream Services – job seekers are counted in the ‘in-scope population’ for Stream Services if, during the reference period, they exited from JSA assistance, or a phase of assistance (e.g. initial 12 month service period, Work Experience phase 1), or they received assistance in the reference period but had not exited by the end of it. Job seekers can potentially be counted in the ‘In-scope population’ more than once in the reference period (e.g. if they completed a phase and also exited Job Services Australia in the same reference period.) The in-scope population therefore differs to straight counts of participation or commencement in Stream Services that may be shown in other Departmental publications and reports.

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

Job Placement – job seekers are counted in the in-scope population for Job Placement if, during the reference period, they were placed in a job that was recorded in DEEWR administrative systems. Job seekers can have more than one job placement during the reference period.

Activities - job seekers are counted in the in-scope population for activities if, during the reference period, they exited from an activity placement. Job seekers can exit one or more times from the same or different activity type(s) during the reference period.

NEIS -job seekers are counted in the in-scope population for NEIS if, during the reference period, they exited from a NEIS placement.

#### Results

Stream Services - the results presented in this report for Streams 1 to 4 are a combination of the outcomes of job seekers who exited from Job Services Australia assistance, or a phase of assistance (e.g. initial 12 month service period, Work Experience phase 1), or who received assistance in the reference period but had not exited by the end of it. Given that job seekers can remain in assistance for different periods of time, this approach ensures that results are representative of all job seekers who received assistance, and not just those who exited or participated for a certain time without exiting.

As an example, for the reporting of the Stream 2 outcomes in the December 2011 report, the outcomes of the following three groups of job seekers are used:

- those who exited assistance between 1 October 2010 and 30 September 2011;
- those who reached 12 months of participation in the Initial Service Period or Work Experience Phase 1 between 1 October 2010 and 30 September 2011; and
- those who had not exited by 30 September 2011.

Activities, Stream 1 Limited, NEIS - results for activity based placements such as Work for the Dole and Green Corps, shorter term placements such as Stream 1 (Limited), and the NEIS program, are based on the outcomes of job seekers who exited in the reference period. This approach suits the nature of these types of assistance as they have discrete start and end points.

Job Placement results for Job Placement are based on the outcomes of job seekers who were placed in jobs in the reference period.

### **Disability Employment Services**

#### **Sampling**

For both the Employment Assistance/Post Placement Support and Ongoing Support components of the Disability Employment Services, the population is split into the same strata as are used for Job Services Australia, with a one-in-three sample selection.

#### **In-scope population**

Job seekers are counted in the 'in-scope population' for DES if, during the reference period, they exited from a DES placement, or they reached 12 months participation in a DES placement. Job seekers can potentially be counted in the 'In-scope population' more than once in the reference period (e.g. if they reached 12 months participation in DES and also exited DES in the same reference period.) The in-scope population therefore differs to straight counts of participation or commencement in DES that may be shown in other Departmental publications and reports.

Note that for Employment Assistance/Post Placement Support, not all job seekers progress into the Post Placement Support phase of assistance.

#### **Results**

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

### **Indigenous Employment Program**

#### **Sampling**

For each of the different elements of the Indigenous Employment Program, the population is split into the same strata as are used for Job Services Australia, but a census is undertaken.

#### **In-scope population**

Employment Related activities - job seekers are counted in the 'in-scope population' for Reformed IEP employment related activities if, during the reference period, they exited from a Reformed IEP employment related activity, or they reached six months participation in a Reformed IEP employment related activity. Job seekers can potentially be counted in the 'In-scope population' more than once in the reference period (e.g. if they reached six months participation in IEP and also exited IEP in the same reference period.) The in-scope population therefore differs to straight counts of participation or commencement in IEP that may be shown in other Departmental publications and reports.



Non-employment Related activities - job seekers are counted in the 'in-scope population' for Reformed IEP non-employment related activities if, during the reference period, they exited from a Reformed IEP non-employment related activity.

## Results

Employment Related activities - the results presented in this report for IEP employment related activities are based on the outcomes of job seekers who exited from an IEP employment related activity, or reached six months participation in an IEP employment related activity.

Non-employment Related activities - the results presented in this report for IEP non-employment related activities are based on the outcomes of job seekers who exited from IEP non-employment related activities during the reference period.

## Comparing results

Users should not attempt to directly compare the results reported for Job Services Australia assistance with Job Network and other complementary programs under the previous employment services contract. Various factors such as different eligibility and access criteria and labour market conditions make such comparisons problematic.

## Program Descriptions

### Job Services Australia

Job Services Australia is the Australian Government's national employment services system (commenced on 1 July 2009), providing opportunities for training, skills development, work experience and tailored assistance. The key elements of Job Services Australia are:

- Streams 1, 2, 3 and 4, including Work experience; and
- Harvest Labour Services.

It also includes other employment related services, NEIS Panel, Innovation Fund Panel, Employer Broker Panel and National Harvest Labour Information Service.

*Streams 1 – 4:* The different streams reflect a job seekers' capacity for employment and work readiness. Stream 1 consists of job seekers who are work ready, Stream 2 consists of job seekers with moderate barriers to employment, Stream 3 consists of job seekers with significant barriers to employment and Stream 4 consists of job seekers with severe non-vocational barriers to employment.

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

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

*Intensive activity* within Job Services Australia is an activity undertaken by Stream 1 job seekers to improve their ability to obtain and sustain employment. The activity must be of 60 hours over a fortnight for job seekers with full-time requirements at around the four month point in assistance.

*Work experience phase* within Job Services Australia is for job seekers who have completed approximately 12 months of services in Streams 1 to 4 will typically commence in the Work Experience Phase of their Stream following a Stream Services Review. In this Phase, Providers facilitate Work Experience Activities for job seekers to enhance their chances of finding employment and provide ongoing assistance through regular contact with job seekers.

Table 2.7 of the report presents the labour market assistance outcomes results for job seekers who have undertaken various activities in the Intensive Activity or in the Work Experience Phase (or at some other time). These include:

- *Training* - Training provided through the Productivity Places Program (PPP Training) and other training activities administered by the Government, or state or territory government programs or services (Non PPP Training);
- *Work for the Dole* - A Job Services Australia activity that provides assistance for job seekers to develop work habits, generic work skills and work experience by participating in community projects and activities;
- *Green Corps* - A Job Services Australia activity designed to provide job seekers with opportunities to develop personal skills while working in a team and generating positive outcomes for the environment and Australia's cultural heritage;
- *Drought Force* - A Job Services Australia activity designed to help job seekers gain skills and experience by providing assistance to individual farms and farming communities severely affected by drought;
- *Training in job search techniques* – A Job Services Australia activity that develops job search skills;
- *Voluntary work/Work Experience* – Voluntary work provides job seekers with the opportunity to support their community through volunteering. Voluntary work and work experience allow job seekers to engage in a workplace environment; and
- *Other Activity* – This includes activities that are not mentioned above but excludes part-time or casual employment (paid), non-vocational activities, Community Development Employment Projects and New Enterprise Incentive Scheme.

Further information on Job Services Australia is available at <http://www.deewr.gov.au/Employment/JSA>.

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

DES is the Australian Government's national employment services system catering specifically to job seekers with disability. It is divided into two programs:

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

*Employment assistance/Post Placement Support (DES)*: Employment Assistance is the initial period of DES assistance designed to assess the impact of the job seeker's disability, injury or health condition on the job seeker's capacity to find and maintain employment. Providers then focus on assisting the job seeker find sustainable employment by addressing vocational and non-vocational barriers and building the job seeker's capacity to work. Post Placement Support occurs for up to 6 months following the placement of a job seeker in employment. During this time, providers ensure that job seekers settle in to their placements, and address any issues that arise for either the participant or the employer. Note that not all DES job seekers progress into Post Placement Support.

*Ongoing support (DES)*: A phase of assistance in DES, where the DES provider has assessed that further support is required beyond the initial 26 weeks (since job placement) of support. If Ongoing Support is required for more than 26 weeks (from the 26 week outcome), then an independent Ongoing Support Assessment is required to determine what is the most appropriate support for the future. There are two types of Ongoing Support:

- Flexible Ongoing Support job seekers in Disability Management Service or Employment Support Service who require irregular or less predictable access to support to maintain employment; and
- Moderate and High Ongoing Support are only available to Employment Support Service job seekers and is determined by the job seeker's individual need and relative disadvantage.

Further information on Disability Employment Services is available at <http://www.deewr.gov.au/Employment/Programs/DES>.

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

IEP provides a range of tools to achieve employment and economic development for Indigenous Australians. It includes a wide range of activities tailored towards job seekers, employers or communities. The Reformed Indigenous Employment Program was commenced on 1 July 2009, but some activities commenced before 1 July 2009 are still in operation.

**IEP - Employment related activities:** These activities have a strong job or employment focus, including cadetships, traineeships, apprenticeships and job placements.

**IEP –Non employment related activities:** These activities although part of employment assistance, do not necessarily have a strong job focus and often include training and development courses.

Further information on Indigenous Employment Program is available at <http://www.deewr.gov.au/Indigenous/Employment/Programs/IEP>.