



Australian Government  
Department of Education, Employment  
and Workplace Relations

# Labour Market

## Assistance Outcomes

Year ending March 2008



# **LABOUR MARKET ASSISTANCE OUTCOMES REPORT**

---

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

**MARCH 2008 REPORT**

© Commonwealth of Australia

This work is copyright. Apart from any use as permitted under the *Copyright Act 1968*, no part may be reproduced by any process without prior written permission from the Commonwealth available from Aus Info. Requests and inquiries concerning reproduction and rights should be addressed to the Manager, Legislative Services, AusInfo, GPO Box 1920, Canberra ACT 2601.

Department of Education, Employment and Workplace Relations

<http://www.workplace.gov.au/>

<b>CONTENTS</b>	<b>PAGE</b>
INTRODUCTION	4
Time periods and data used in this report	4
For more information	4
KEY RESULTS	5
Positive outcomes	5
Commencements	5
Job Vacancies and Placements	5
BACKGROUND	6
SECTION 1: SUMMARY OF LABOUR MARKET ASSISTANCE OUTCOMES	8
Table 1.1: Post-assistance labour market outcomes	10
Table 1.2: Post-assistance employment and positive outcomes	11
Table 1.3: Intensive Support outcomes	12
Table 1.4: Intensive Support customised assistance phase 1 outcomes	13
Table 1.5: Intensive Support customised assistance phase 2 outcomes	14
Table 1.6: Intensive Support customised assistance combined outcomes	15
Table 1.7: Intensive Support job search training (100 hours) outcomes	16
Table 1.8: Intensive Support job search training (30 hours) outcomes	17
Table 1.9: Intensive Support job search training combined outcomes	18
Table 1.10: Job Placement outcomes	19
Table 1.11: New Enterprise Incentive Scheme outcomes	20
Table 1.12: Work for the Dole outcomes	21
Table 1.13: Vocational Rehabilitation services outcomes	22
Table 1.14: Disability Employment Network outcomes	23
Table 1.15: Personal Support Programme outcomes	24
SECTION 2: TRENDS IN OUTCOMES FOR LABOUR MARKET ASSISTANCE	25
Figure 2.1: Positive outcome trends for Job Network and Work for the Dole services	25
SECTION 3: ACCESS TO AND PARTICIPATION IN LABOUR MARKET ASSISTANCE	26
Table 3.1: Participation by type of labour market assistance in each of the past two years	27
Table 3.2: Participation in Job Network assistance by job seeker characteristics	28
Table 3.3: Access to New Enterprise Incentive Scheme by job seeker characteristics	29
Table 3.4: Access to Work for the Dole by job seeker characteristics	30
SECTION 4: PARTICIPATION AND OUTCOMES BY REGION	31
Table 4.1: Commencements in labour market assistance by region	32
Table 4.2: Comparison of labour market assistance by region	33
Table 4.3: Regional labour market post-assistance employment outcomes	34
SECTION 5: IMPACT ON INCOME SUPPORT RECIPIENTS	35
Figure 5.1: Number of income support recipients	35
Figure 5.2: Three and six month off-benefit status of job seekers following assistance	36
TECHNICAL NOTES	37

## 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 in the 12 months to 31 December 2007 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 April 2007 and 31 March 2008 and 1 April 2006 and 31 March 2007.

### For more information

For further information, please contact Michael Cameron (02) 6121 7240 or e-mail [cedric.seveque@deewr.gov.au](mailto:cedric.seveque@deewr.gov.au).

## Key Results

### Positive Outcomes

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

*77% for Job Placement*

*63% for Intensive Support job search training*

*56% for Intensive Support customised assistance*

*60% for Intensive Support*

*88% for New Enterprise Incentive Scheme*

*44% for Work for the Dole*

*37% for Community Work Placements*

*25% for the Personal Support Programme*

*54% for Disability Employment Network*

*42% for Vocational Rehabilitation Services*

*71% for Indigenous Employment Program Structured Training and Employment Projects (STEP) and*

*69% for Indigenous Employment Program Wage Assistance.*

### Commencements

In the year to 31 March 2008, commencements in the various types of labour market assistance included:

*349,000 in Job Search Support*

*360,000 in Intensive Support*

*6,400 in New Enterprise Incentive Scheme*

*11,700 in the STEP and Wage Assistance elements of the Indigenous Employment Program*

*47,000 in the Personal Support Programme*

*38,000 in Vocational Rehabilitation Services*

*31,000 in the Disability Employment Network*

*74,000 in Work for the Dole and*

*500 in Community Work Placement.*

### Job Vacancies and Placements

In the year to end March 2008, 2,465,243 vacancies were notified on the Australian Job Search database, of which around 1,058,306 were lodged by Job Network Members or Job Placement Organisations (including vacancies lodged through the Internet and Teleservicing). In the year to end March 2008, 595,400 Job Network eligible job seekers were placed into Job Placement vacancies by Job Network Members or 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 will 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. Superseding the Transition to Work program, it provides assistance to parents, mature age job seekers and those on Carers Allowance. 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 will be required to fulfill a **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 underwent an 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 assistance from a complementary program.

### **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 of 10 elements: the Structured Training and Employment Projects (STEP) which covers direct funding to employers for projects to increase employment opportunities for Indigenous Australians through accredited training or traineeships; the Structured Training and Employment Projects Employment Related Services which funds organisations to provide services to employers and Indigenous job seekers.; Wage Assistance which can offer a subsidy to employers to provide ongoing employment to eligible Indigenous job seekers. The results for both Wage Assistance and STEP are published in this report. Other elements include the Community Development Employment Projects Placement Incentive; the Corporate Leaders for Indigenous Employment Project, the National Indigenous Cadetship Program; the Indigenous Capital Assistance Scheme the Indigenous Small Business Fund; Indigenous Youth Employment Consultants; Emerging Indigenous Entrepreneurs Initiative; and the Aboriginal Employment Strategy.

From 1 July 2006 the **Disability Employment Network (DEN)** was introduced and includes both capped and uncapped streams 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. The Disability Employment Network provides assistance to job seekers with a disability, focusing on achieving sustained employment outcomes.

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 activity-tested 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 January 2007 and 31 December 2007 and outcomes achieved by 31 March 2008.

The in-scope Intensive Support population comprises those job seekers who commenced in Intensive Support between 1 January 2004 and 31 December 2006 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 January 2007 and 31 December 2007. The in-scope population for DEN includes participants who left DEN or achieved a 13 week payable employment outcome between 1 January 2007 and 31 December 2007.

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 jobseekers 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. Overall, the outcome levels achieved in previous quarters have been sustained, with the exception of Community Work Placements where outcomes have decreased from the previous quarter, as participation continues to fall in the program.

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 December quarter 2007. As in Table 1.1, employment and positive outcomes for Community Work Placements fell from what was achieved in the December quarter.

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 January 2006 and 31 December 2006 and became in-scope for survey between 1 January 2007 and 31 December 2007 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 achieved in the March quarter are similar to those achieved in the December quarter, with over 60 percent in employment and/or education/training. It can also be noted that close to half of all job seekers with less than year 10 education assisted through the Intensive Support Stream have achieved positive outcomes.

Table 1.4 shows the post assistance outcomes for job seekers from their first phase of Intensive Support customised assistance (ISca1). Overall, 58 per cent of ISca1 participants were employed and/or in education/training three months following assistance. For Sole Parents and job seekers from a Culturally and Linguistically Diverse (CALD) background it is over 60 percent. Outcomes for a job seeker's second period of Intensive Support customised assistance (ISca2) are presented in Table 1.5. Outcomes, as expected, are somewhat lower for those completing their second phase of ISca with a positive outcomes rate of around 52 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 similar to that achieved in the December quarter at just over 56 percent. For each age group, except those aged 50 and over, the positive outcome rate achieved was strong (in the range of 58 – 60 percent).

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 63 percent. 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. Encouragingly, mature age job seekers (i.e. those aged 50 and over) who do achieve a Job Placement are as likely as other job seekers to be employed three months after being placed in that job.

The New Enterprise Incentive Scheme (NEIS) has traditionally experienced higher outcomes compared to other types of labour market assistance. This is due in part to the careful selection of viable businesses by NEIS providers prior to the commencement in assistance, as well as the characteristics of job seekers involved.

Post-assistance outcomes for NEIS continue to remain strong (see Table 1.11). Unlike some of the other programs there is not the divergence in outcomes between the genders of participants' assisted.

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 3 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 outcomes are comparable to those reported for the December quarter 2007.

Employment and positive outcome rates for the Vocational Rehabilitation Services (VRS) program (as reported in Table 1.13) have dropped marginally on figures reported for the December quarter 2007. Regardless of this, figures remain comparable and encouraging as all participants in the program are recorded as having a disability.

Post-assistance outcome rates for the Disability Employment Network (DEN) are reported in Table 1.14. Encouragingly around 54 percent of participants whose outcomes were assessed through the Post-Program Monitoring survey had achieved a positive outcome. Particularly encouraging is that over half of the participants in DEN who had been on income support for more than five years when they commenced their assistance had achieved a positive outcome.

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. For Sole Parents, positive outcomes are above 31 percent.

**Table 1.1: Post-assistance<sup>1</sup> labour market outcomes year to end March 2008**

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance <sup>2</sup> (%)	Exits (number)
Job Placement	72.9	22.2	4.9	0.9	90,293
<i>Fully Job Network Eligible</i>	68.8	26.1	5.1	0.8	54,583
<i>Job Search Support Only</i>	79.5	16.1	4.4	0.9	35,710
Intensive Support	51.6	33.0	15.4	14.9	311,176
Intensive Support job search training	53.2	39.3	7.6	3.7	132,243
<i>Intensive Support job search training (100 hours)</i>	53.1	39.4	7.6	3.2	114,104
<i>Intensive Support job search training (30 hours)</i>	54.1	38.4	7.5	6.4	18,131
Intensive Support customised assistance	46.2	38.0	15.8	14.0	244,546
<i>Intensive Support customised assistance 1</i>	47.4	36.3	16.3	12.8	181,054
<i>Intensive Support customised assistance 2</i>	42.9	42.8	14.2	17.3	63,490
NEIS	85.7	8.9	5.4	2.6	6,136
Work for the Dole	35.0	52.9	12.2	27.8	85,447
Community Work	30.0	61.9	8.0	35.2	734
IEP - STEP	66.7	26.5	6.8	22.8	4,886
IEP - Wage Assistance	64.4	25.1	10.6	28.1	2,696
Disability Employment Network	46.2	27.0	26.8	na	27,589
Personal Support Programme	19.1	33.9	47.1	na	31,719
Vocational Rehabilitation Services	36.0	21.5	42.5	na	24,445

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 January 2007 and 31 December 2007. 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 Program, Disability Employment Network or Vocational Rehabilitation Services.
- 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 1.2: Post-assistance<sup>1</sup> labour market outcomes year to end March 2008**

Labour market assistance	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Job Placement	47.2	25.8	72.9	12.7	76.6	90,293
<i>Fully Job Network Eligible</i>	41.8	27.0	68.8	12.7	72.9	54,583
<i>Job Search Support Only</i>	55.6	23.9	79.5	12.6	82.3	35,710
Intensive Support	23.0	28.6	51.6	12.4	60.1	311,176
Intensive Support job search training	25.7	27.5	53.2	14.9	62.6	132,243
<i>Intensive Support job search training (100 hours)</i>	25.7	27.3	53.1	15.0	62.5	114,104
<i>Intensive Support job search training (30 hours)</i>	25.1	28.9	54.1	14.5	63.2	18,131
Intensive Support customised assistance	17.1	29.1	46.2	13.4	56.4	244,546
<i>Intensive Support customised assistance 1</i>	18.2	29.1	47.4	14.0	58.0	181,054
<i>Intensive Support customised assistance 2</i>	14.1	28.9	42.9	11.8	51.8	63,490
NEIS	46.7	39.0	85.7	9.0	88.0	6,136
Work for the Dole	16.7	18.3	35.0	11.1	43.5	85,447
Community Work	10.8	19.2	30.0	11.5	37.2	734
IEP - STEP	50.4	16.3	66.7	22.7	71.0	4,886
IEP - Wage Assistance	46.3	18.0	64.4	22.0	69.0	2,696
Disability Employment Network	12.3	33.9	46.2	11.1	53.6	27,589
Personal Support Programme	8.4	10.6	19.1	7.5	24.8	31,719
Vocational Rehabilitation Services	14.0	22.0	36.0	9.3	41.9	24,445

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 January 2007 and 31 December 2007.
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.

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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	In-scope population <sup>3</sup> (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	30.1	27.3	57.4	15.3	65.6	70,527
21 to 24	32.2	24.1	56.3	16.0	67.0	39,732
25 to 34	25.7	26.5	52.2	13.2	61.0	65,604
35 to 49	22.2	31.4	53.6	12.4	62.5	90,786
50 or more	15.6	29.2	44.8	9.1	51.9	44,527
<b>Duration on income support (months)</b>						
0 to less than 6	26.3	27.9	54.2	12.2	62.5	142,283
6 to less than 12	21.6	28.4	50.0	13.1	59.1	22,935
12 to less than 24	19.9	29.3	49.2	13.9	58.7	28,009
24 to less than 36	18.2	30.5	48.8	10.3	55.4	18,019
36 or more	15.3	29.3	44.7	12.2	53.8	65,355
<b>Educational attainment</b>						
Less than Year 10	16.4	23.3	39.7	11.4	49.1	63,473
Year 10 or 11	21.3	28.5	49.9	9.6	56.5	105,011
Year 12	27.6	29.6	57.2	16.0	67.0	51,803
Post Secondary	26.9	31.4	58.3	13.6	67.0	80,927
<b>Gender</b>						
Males	26.9	23.9	50.9	9.7	57.6	170,031
Females	19.2	33.6	52.7	15.2	63.1	141,145
<b>Equity Groups<sup>4</sup></b>						
Disability	13.5	26.7	40.2	11.7	48.7	30,739
Indigenous	18.0	19.7	37.7	10.7	46.2	42,383
CALD <sup>5</sup>	21.2	24.6	45.7	18.0	60.1	51,590
Sole Parents	20.7	36.3	57.0	14.5	66.6	43,958
<b>Total</b>	<b>23.0</b>	<b>28.6</b>	<b>51.6</b>	<b>12.4</b>	<b>60.1</b>	<b>311,176</b>

1. Job seekers who commenced Intensive Support between 1 January 2004 and 31 December 2006 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Disadvantage status</b>						
Non-highly disadvantaged <sup>3</sup>	22.5	34.0	56.4	12.2	64.8	101,042
Highly disadvantaged <sup>4</sup>	12.6	22.6	35.2	16.4	49.0	80,012
<b>Age Group (years)</b>						
15 to 20	22.4	26.1	48.4	16.5	60.7	34,697
21 to 24	23.2	28.3	51.5	16.8	63.7	19,993
25 to 34	21.1	27.7	48.8	16.3	61.1	37,818
35 to 49	17.8	31.9	49.7	15.4	61.4	54,753
50 or more	12.6	29.2	41.8	9.3	49.1	33,793
<b>Duration on income support (months)</b>						
0 to less than 6	17.6	23.3	40.9	15.7	54.1	41,913
6 to less than 12	21.5	33.4	54.9	13.4	64.6	37,556
12 to less than 24	19.1	28.6	47.7	14.1	58.3	33,926
24 to less than 36	16.2	28.6	44.8	13.9	55.9	11,592
36 or more	13.8	30.5	44.3	13.7	54.6	43,605
<b>Educational attainment</b>						
Less than Year 10	13.0	22.4	35.4	14.2	47.9	45,311
Year 10 or 11	18.0	29.0	47.0	10.9	55.3	65,830
Year 12	22.0	32.9	54.9	17.6	67.7	27,236
Post Secondary	21.3	33.6	54.9	15.5	65.6	40,565
<b>Gender</b>						
Males	22.3	24.2	46.5	10.3	54.8	91,633
Females	14.7	33.4	48.1	17.1	60.8	89,421
<b>Equity Groups<sup>5</sup></b>						
Disability	11.1	26.1	37.3	11.0	46.1	19,054
Indigenous	14.6	19.2	33.7	11.8	43.0	38,450
CALD <sup>6</sup>	16.9	25.2	42.1	23.1	61.9	31,864
Sole Parents	16.8	35.3	52.1	16.6	63.9	31,990
<b>Total</b>	<b>18.2</b>	<b>29.1</b>	<b>47.4</b>	<b>14.0</b>	<b>58.0</b>	<b>181,054</b>

1. Job seekers who left Intensive Support customised assistance phase 1 between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Disadvantage status</b>						
Non-highly disadvantaged <sup>3</sup>	17.7	32.9	50.6	9.8	57.2	32,492
Highly disadvantaged <sup>4</sup>	10.1	24.5	34.5	14.1	45.9	30,998
<b>Age Group (years)</b>						
15 to 20	17.7	22.6	40.3	12.4	49.6	9,919
21 to 24	16.7	25.4	42.1	12.6	51.0	8,319
25 to 34	16.9	27.8	44.6	13.8	54.2	12,835
35 to 49	14.5	31.4	46.0	12.9	55.7	19,825
50 or more	9.4	31.5	40.9	9.5	48.2	12,592
<b>Duration on income support (months)</b>						
0 to less than 6	22.1	21.6	43.7	9.2	49.5	3,871
6 to less than 12	17.5	24.7	42.2	8.5	49.1	2,422
12 to less than 24	14.5	28.3	42.8	14.0	53.6	14,613
24 to less than 36	15.2	31.5	46.7	11.9	55.7	14,774
36 or more	11.7	28.7	40.4	11.1	48.5	25,989
<b>Educational attainment</b>						
Less than Year 10	10.0	22.9	32.9	10.7	42.1	18,207
Year 10 or 11	14.2	28.6	42.8	9.3	49.5	22,227
Year 12	17.1	31.9	49.0	16.5	60.9	7,609
Post Secondary	16.9	34.1	51.0	13.6	60.4	15,140
<b>Gender</b>						
Males	16.4	24.0	40.5	8.8	47.4	34,679
Females	11.5	34.2	45.7	15.1	56.6	28,811
<b>Equity Groups<sup>5</sup></b>						
Disability	9.3	28.5	37.8	11.2	46.3	8,514
Indigenous	11.7	17.0	28.8	7.8	34.7	15,147
CALD <sup>6</sup>	13.8	27.7	41.5	20.4	58.6	10,488
Sole Parents	13.4	36.3	49.6	16.0	60.8	8,948
<b>Total</b>	<b>14.1</b>	<b>28.9</b>	<b>42.9</b>	<b>11.8</b>	<b>51.8</b>	<b>63,490</b>

1. Job seekers who left Intensive Support customised assistance phase 2 between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Disadvantage status</b>						
Non-highly disadvantaged <sup>3</sup>	21.3	33.7	55.0	11.6	63.0	133,535
Highly disadvantaged <sup>4</sup>	11.9	23.1	35.1	15.8	48.2	111,011
<b>Age Group (years)</b>						
15 to 20	21.3	25.3	46.6	15.6	58.2	44,616
21 to 24	21.3	27.4	48.7	15.6	60.0	28,312
25 to 34	20.0	27.7	47.7	15.7	59.3	50,653
35 to 49	16.9	31.8	48.7	14.8	59.9	74,578
50 or more	11.7	29.8	41.6	9.3	48.8	46,387
<b>Duration on income support (months)</b>						
0 to less than 6	17.9	23.2	41.1	15.3	53.8	45,784
6 to less than 12	21.2	33.0	54.2	13.2	63.8	39,978
12 to less than 24	17.6	28.5	46.2	14.1	56.9	48,540
24 to less than 36	15.6	30.3	45.9	12.7	55.7	26,366
36 or more	13.0	29.8	42.8	12.7	52.3	69,595
<b>Educational attainment</b>						
Less than Year 10	12.1	22.5	34.7	13.3	46.3	63,518
Year 10 or 11	17.0	28.9	45.9	10.6	53.9	88,061
Year 12	20.9	32.7	53.7	17.3	66.2	34,845
Post Secondary	20.1	33.7	53.8	14.9	64.1	55,706
<b>Gender</b>						
Males	20.6	24.2	44.8	9.9	52.7	126,313
Females	13.9	33.6	47.5	16.7	59.8	118,233
<b>Equity Groups<sup>5</sup></b>						
Disability	10.6	26.8	37.4	11.1	46.1	27,568
Indigenous	13.8	18.6	32.3	10.7	40.6	53,597
CALD <sup>6</sup>	16.1	25.8	41.9	22.4	61.0	42,353
Sole Parents	16.0	35.5	51.6	16.5	63.2	40,940
<b>Total</b>	<b>17.1</b>	<b>29.1</b>	<b>46.2</b>	<b>13.4</b>	<b>56.4</b>	<b>244,546</b>

1. Job seekers who left Intensive Support customised assistance between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	25.1	26.5	51.6	21.8	65.1	30,573
21 to 24	34.0	27.0	61.0	16.5	69.4	21,607
25 to 34	28.4	25.5	53.9	13.5	62.8	23,630
35 to 49	22.1	29.8	51.9	12.2	60.4	26,564
50 or more	22.6	28.1	50.7	8.5	56.4	11,730
<b>Educational attainment</b>						
Less than Year 10	19.2	24.3	43.5	11.1	52.6	12,900
Year 10 or 11	22.3	25.5	47.8	12.8	56.9	39,829
Year 12	27.4	29.0	56.4	20.1	67.7	30,052
Post Secondary	30.6	29.1	59.8	14.2	68.0	31,228
<b>Gender</b>						
Males	30.8	21.8	52.7	11.9	60.3	65,916
Females	20.0	33.8	53.8	18.5	65.3	48,188
<b>Equity Groups<sup>3</sup></b>						
Disability	19.2	24.8	44.0	13.7	53.8	2,305
Indigenous	28.5	20.8	49.4	13.9	58.8	4,339
CALD <sup>4</sup>	24.7	24.3	49.0	18.5	62.4	16,675
Sole Parents	11.9	38.8	50.7	16.3	61.8	7,732
<b>Total</b>	<b>25.7</b>	<b>27.3</b>	<b>53.1</b>	<b>15.0</b>	<b>62.5</b>	<b>114,104</b>

1. Job seekers who left Intensive Support job search training (100 hours) placements between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	27.2	28.5	55.7	19.0	66.3	2,980
21 to 24	29.6	26.0	55.6	18.5	67.2	4,034
25 to 34	26.7	26.8	53.6	15.5	63.9	4,006
35 to 49	21.9	32.7	54.6	13.5	63.5	4,355
50 or more	23.5	30.3	53.7	8.6	58.9	2,756
<b>Educational attainment</b>						
Less than Year 10	17.5	26.0	43.6	9.5	50.5	1,946
Year 10 or 11	25.1	27.4	52.4	10.2	58.9	6,253
Year 12	27.7	30.7	58.4	18.4	69.9	4,172
Post Secondary	25.8	30.1	56.0	17.4	66.6	5,743
<b>Gender</b>						
Males	30.3	22.4	52.7	10.8	59.5	10,745
Females	19.1	37.2	56.3	18.8	68.0	7,386
<b>Equity Groups<sup>3</sup></b>						
Disability	18.7	23.4	42.0	15.9	55.6	355
Indigenous	31.4	19.2	50.7	6.6	55.8	791
CALD <sup>4</sup>	24.3	23.7	48.0	19.8	61.9	2,140
Sole Parents	16.5	39.7	56.2	17.8	67.2	1,439
<b>Total</b>	<b>25.1</b>	<b>28.9</b>	<b>54.1</b>	<b>14.5</b>	<b>63.2</b>	<b>18,131</b>

1. Job seekers who left Intensive Support job search training refresher (30 hours) placements between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	25.3	26.7	52.0	21.6	65.2	33,554
21 to 24	33.3	26.8	60.1	16.8	69.1	25,646
25 to 34	28.2	25.6	53.8	13.8	63.0	27,635
35 to 49	22.0	30.2	52.2	12.4	60.8	30,920
50 or more	22.8	28.5	51.2	8.5	56.9	14,488
<b>Educational attainment</b>						
Less than Year 10	19.1	24.5	43.5	10.9	52.4	14,847
Year 10 or 11	22.6	25.7	48.4	12.4	57.1	46,083
Year 12	27.4	29.2	56.6	19.9	68.0	34,227
Post Secondary	29.9	29.2	59.1	14.8	67.8	36,974
<b>Gender</b>						
Males	30.8	21.9	52.6	11.7	60.2	76,666
Females	19.9	34.3	54.1	18.6	65.7	55,577
<b>Equity Groups<sup>3</sup></b>						
Disability	19.0	24.9	43.8	13.9	54.1	2,660
Indigenous	29.1	20.6	49.7	12.7	58.3	5,130
CALD <sup>4</sup>	24.6	24.2	48.8	18.7	62.3	18,816
Sole Parents	12.6	39.0	51.5	16.5	62.6	9,171
<b>Total</b>	<b>25.7</b>	<b>27.5</b>	<b>53.2</b>	<b>14.9</b>	<b>62.6</b>	<b>132,243</b>

1. Job seekers who left Intensive Support job search training placements between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	50.4	21.1	71.5	21.9	77.0	24,463
21 to 24	49.8	23.2	73.1	15.9	77.7	12,811
25 to 34	48.1	25.1	73.2	11.0	76.7	21,410
35 to 49	44.4	30.2	74.6	7.9	76.9	23,150
50 or more	43.4	28.0	71.4	5.7	73.7	8,459
<b>Duration on income support (months)<sup>3</sup></b>						
0 to less than 6	49.6	24.7	74.3	13.8	78.2	27,917
6 to less than 12	37.4	28.9	66.3	12.5	71.4	9,310
12 to less than 24	33.4	28.5	61.9	12.8	66.4	7,407
24 to less than 36	30.0	29.8	59.8	12.2	64.2	3,890
36 or more	28.2	31.5	59.7	8.7	62.6	6,059
<b>Educational attainment<sup>3</sup></b>						
Less than Year 10	32.1	27.4	59.5	8.0	64.0	7,973
Year 10 or 11	40.5	26.1	66.7	9.3	69.9	21,010
Year 12	48.9	25.4	74.3	17.7	78.6	12,423
Post Secondary	43.7	28.4	72.1	14.9	76.8	11,712
<b>Gender</b>						
Males	54.3	17.3	71.6	11.2	75.0	56,177
Females	37.9	36.8	74.7	14.7	78.6	34,116
<b>Equity Groups<sup>3</sup></b>						
Disability	26.0	33.4	59.4	10.2	62.9	5,537
Indigenous	34.8	23.3	58.1	12.2	63.0	3,630
CALD <sup>4</sup>	42.2	24.4	66.6	15.8	73.7	5,514
Sole Parents	25.9	48.4	74.4	10.8	77.7	5,073
<b>Job Network eligible (FJNE)<sup>5</sup></b>						
	<b>41.8</b>	<b>27.0</b>	<b>68.8</b>	<b>12.7</b>	<b>72.9</b>	<b>54,583</b>
<b>Job Search Support Only (JSSO)<sup>6</sup></b>						
	<b>55.6</b>	<b>23.9</b>	<b>79.5</b>	<b>12.6</b>	<b>82.3</b>	<b>35,710</b>
<b>Total</b>	<b>47.2</b>	<b>25.8</b>	<b>72.9</b>	<b>12.7</b>	<b>76.6</b>	<b>90,293</b>

1. Job seekers who were placed in a Job Network eligible job between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>3</sup> (%)	Exits (number)
	Self Employed <sup>2</sup> (%)	Employed (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	na	na	na	na	na	na
21 to 24	66.3	21.5	87.8	14.1	93.0	536
25 to 34	74.9	15.4	90.3	11.3	92.4	1,878
35 to 49	73.4	12.5	85.9	7.6	87.8	2,514
50 or more	69.2	10.6	79.9	7.8	82.3	1,086
<b>Duration on income support (months)</b>						
0 to less than 6	76.6	14.1	90.7	9.2	92.8	2,746
6 to less than 12	69.9	15.5	85.5	9.5	86.3	1,053
12 to less than 24	67.9	12.5	80.3	8.9	84.0	780
24 to less than 36	66.2	16.0	82.2	4.2	82.9	418
36 or more	67.7	10.6	78.3	9.7	81.7	1,036
<b>Educational attainment</b>						
Less than Year 10	65.9	11.4	77.3	4.5	77.7	319
Year 10 or 11	64.5	13.6	78.1	6.9	80.3	1,051
Year 12	73.1	15.1	88.3	10.3	91.3	988
Post Secondary	74.3	13.3	87.7	9.7	89.9	3,636
<b>Gender</b>						
Males	73.0	13.4	86.4	7.1	88.4	3,305
Females	71.5	13.5	85.0	11.2	87.5	2,831
<b>Equity Groups<sup>4</sup></b>						
Disability	65.1	10.7	75.8	8.2	78.4	582
Indigenous	na	na	na	na	na	na
CALD <sup>5</sup>	74.3	11.6	85.8	9.7	90.2	998
Sole Parents	68.9	17.1	86.0	9.5	87.4	542
<b>Total</b>	<b>72.2</b>	<b>13.5</b>	<b>85.7</b>	<b>9.0</b>	<b>88.0</b>	<b>6,136</b>

1. Job seekers who left New Enterprise Incentive Scheme (NEIS) placements between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	19.2	19.9	39.1	14.3	50.0	13,188
21 to 24	20.6	19.7	40.4	12.7	50.3	17,254
25 to 34	17.9	17.8	35.7	11.4	44.1	23,375
35 to 49	15.1	17.9	33.0	9.9	40.5	28,884
50 or more	6.5	14.7	21.2	8.1	27.5	2,746
<b>Duration on income support (months)</b>						
0 to less than 6	26.1	19.7	45.8	11.7	54.2	12,088
6 to less than 12	23.2	19.4	42.6	13.3	52.4	15,886
12 to less than 24	18.2	20.0	38.2	13.1	48.1	12,101
24 to less than 36	15.1	17.7	32.8	12.1	42.0	10,490
36 or more	11.2	17.0	28.3	9.3	35.7	34,738
<b>Educational attainment</b>						
Less than Year 10	13.0	13.7	26.7	7.4	32.7	18,021
Year 10 or 11	15.5	18.9	34.4	8.6	41.0	32,480
Year 12	19.3	21.4	40.7	16.1	52.8	14,538
Post Secondary	19.6	19.3	38.8	13.9	49.2	20,158
<b>Gender</b>						
Males	19.2	14.6	33.9	9.5	41.2	59,298
Females	11.9	25.3	37.2	14.3	47.8	26,149
<b>Equity Groups<sup>3</sup></b>						
Disability	9.6	15.5	25.0	11.4	34.4	6,463
Indigenous CALD <sup>4</sup>	11.9	12.5	24.4	10.1	32.6	9,189
CALD <sup>4</sup>	16.7	18.2	34.9	14.6	46.5	11,384
Sole Parents	9.1	29.5	38.6	10.7	46.2	1,698
<b>Total</b>	<b>16.7</b>	<b>18.3</b>	<b>35.0</b>	<b>11.1</b>	<b>43.5</b>	<b>85,447</b>

1. Job seekers who left a Work for the Dole project between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	20.0	25.9	45.9	15.0	54.6	2,283
21 to 24	22.2	18.9	41.0	18.5	53.5	1,288
25 to 34	20.4	20.2	40.6	12.5	48.0	3,884
35 to 49	14.9	21.8	36.7	10.0	43.2	9,431
50 or more	8.6	22.0	30.5	5.3	34.2	7,559
<b>Duration on income support (months)</b>						
0 to less than 6	19.5	22.4	41.9	8.2	45.8	6,795
6 to less than 12	15.4	21.3	36.7	9.7	43.7	2,289
12 to less than 24	11.8	20.9	32.7	6.9	37.1	2,619
24 to less than 36	10.1	21.4	31.5	9.9	38.4	1,777
36 or more	7.4	19.4	26.8	9.7	34.0	6,927
<b>Educational attainment<sup>3</sup></b>						
Less than Year 10	8.3	15.9	24.1	5.1	28.0	4,593
Year 10 or 11	14.9	21.7	36.6	6.7	40.9	6,696
Year 12	14.3	22.9	37.3	14.4	46.7	2,807
Post Secondary	17.1	24.0	41.2	10.8	47.5	6,195
<b>Gender</b>						
Males	17.5	18.4	35.9	7.3	40.5	14,833
Females	9.1	27.3	36.4	12.0	44.1	9,253
<b>Equity Groups<sup>4</sup></b>						
Indigenous	15.6	14.5	30.1	10.9	37.5	719
CALD <sup>5</sup>	9.8	19.1	29.0	8.2	34.8	4,792
Sole Parents	9.9	28.2	38.1	14.2	47.6	1,197
<b>Total</b>	<b>14.0</b>	<b>22.0</b>	<b>36.0</b>	<b>9.3</b>	<b>41.9</b>	<b>24,445</b>

1. Job seekers who left Vocational Rehabilitation Services (VRS) between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	In-scope population (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	15.8	38.2	54.0	23.2	69.9	5,433
21 to 24	15.1	37.7	52.7	10.6	60.4	2,986
25 to 34	14.4	34.7	49.1	9.4	55.0	5,822
35 to 49	11.7	32.1	43.8	9.1	50.3	8,440
50 or more	7.4	29.7	37.1	6.5	41.0	4,908
<b>Duration on income support (months)</b>						
0 to less than 6	18.1	33.9	52.0	13.8	61.0	4,914
6 to less than 12	12.6	32.7	45.3	13.5	54.8	1,668
12 to less than 24	10.4	34.2	44.6	11.5	52.4	2,512
24 to less than 36	7.8	36.6	44.4	12.2	52.9	2,340
36 or more	7.7	34.7	42.4	9.1	48.7	12,857
<b>Educational attainment</b>						
Less than Year 10	7.7	29.8	37.5	8.9	43.9	5,440
Year 10 or 11	11.4	31.5	42.9	8.7	49.0	6,498
Year 12	11.0	34.2	45.2	13.6	55.5	3,132
Post Secondary	16.4	30.7	47.1	11.7	54.3	4,946
<b>Gender</b>						
Males	15.2	31.6	46.8	9.7	53.3	17,198
Females	7.7	37.5	45.3	13.4	54.2	10,391
<b>Equity Groups<sup>3</sup></b>						
Indigenous	11.5	28.2	39.7	12.3	49.0	1,102
CALD <sup>4</sup>	10.4	24.5	34.8	10.3	42.8	3,354
Sole Parents	9.6	35.9	45.5	10.1	51.8	927
<b>Total</b>	<b>12.3</b>	<b>33.9</b>	<b>46.2</b>	<b>11.1</b>	<b>53.6</b>	<b>27,589</b>

1. Job seekers who left Disability Employment Network or achieved a 13 week payable employment outcome between 1 January 2007 and 31 December 2007 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 March 2008<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	9.0	10.6	19.6	10.8	26.9	2,213
21 to 24	12.7	9.5	22.1	12.0	31.0	3,823
25 to 34	10.2	10.2	20.5	8.5	26.9	9,785
35 to 49	7.8	11.1	18.9	6.5	24.1	11,707
50 or more	5.7	10.6	16.3	5.6	20.5	4,191
<b>Duration on income support (months)</b>						
0 to less than 6	13.0	12.6	25.6	8.9	32.0	5,613
6 to less than 12	13.5	12.4	25.9	5.4	29.5	4,157
12 to less than 24	10.5	11.7	22.2	6.7	27.3	5,553
24 to less than 36	8.0	10.1	18.1	7.8	23.9	3,792
36 or more	4.3	9.0	13.3	7.7	19.7	12,427
<b>Educational attainment</b>						
Less than Year 10	7.0	7.7	14.7	5.4	19.4	10,098
Year 10 or 11	8.6	10.5	19.0	5.7	22.9	10,790
Year 12	8.1	13.5	21.5	10.5	29.9	3,753
Post Secondary	10.4	12.7	23.2	10.6	31.1	6,933
<b>Gender</b>						
Males	9.9	8.0	17.9	6.0	22.7	19,883
Females	6.4	14.3	20.7	9.6	27.8	11,828
<b>Equity Groups<sup>3</sup></b>						
Disability	7.0	9.6	16.7	6.7	21.8	13,692
Indigenous	6.8	6.7	13.6	6.8	20.3	3,619
CALD <sup>4</sup>	7.0	9.6	16.6	10.5	25.5	3,802
Sole Parents	8.0	17.1	25.2	9.7	31.2	1,465
<b>Total</b>	<b>8.4</b>	<b>10.6</b>	<b>19.1</b>	<b>7.5</b>	<b>24.8</b>	<b>31,719</b>

1. Job seekers who left a Personal Support Program placement between 1 January 2007 and 31 December 2007 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.

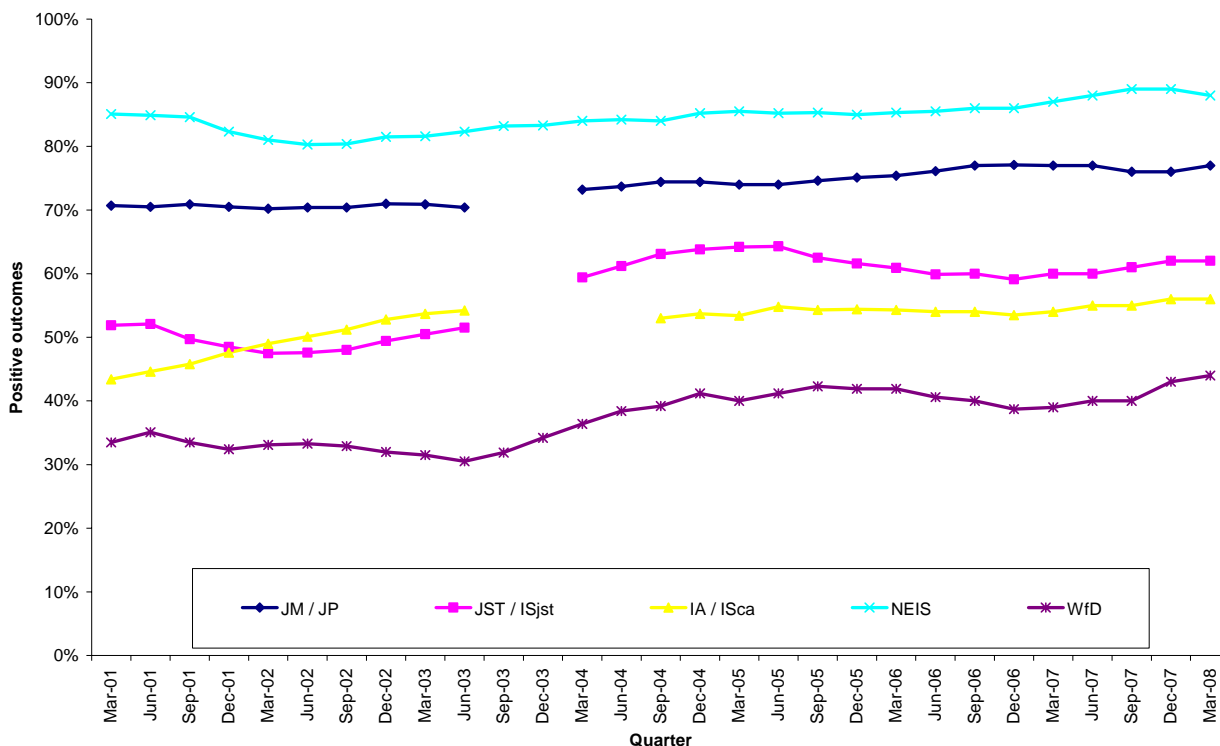
Similarly it would be expected that in the period following the introduction of a new intervention, outcomes will increase at a faster rate than interventions that have been in place for a longer period of time as effective servicing strategies are developed.

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.

It can be seen that 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.

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 March 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 April 2007 and 31 March 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 March 2007 and March 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 March 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 fallen from the previous year. This fall can be attributed to the 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 more than doubled compared to the previous year. This reflects the impact of the changes introduced to the Community Development Employment Projects in 2006.

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

31 March 2008. Also provided is the demographic distribution of the Newstart and Youth Allowance (other) population at 31 March 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 years<sup>1</sup>**

Labour market assistance	Year to end March 2007	Year to end March 2008
	Commencements	Commencements (Numbers)
Job Search Support <sup>2</sup>	443,795	348,526
Intensive Support <sup>3</sup>	380,099	359,601
job search training	116,395	106,191
first customised assistance (ISca1)	174,393	157,684
second customised assistance (ISca2)	72,251	58,904
Job Placement	645,429	595,372
New Enterprise Incentive Scheme	6,202	6,400
Work for the Dole	92,618	73,718
Community Work Placements	1,708	511
IEP – STEP	4,600	9,281
IEP - Wage Assistance	2,396	2,435
Disability Employment Network	27,645	30,946
Vocational Rehabilitation Services	29,670	37,549
Personal Support Programme	31,630	46,733

1. Commencement or placement of job seekers in labour market assistance funded by DEEWR for the two years of 1 April 2006 to 31 March 2007 and 1 April 2007 to 31 March 2008.
2. Job seekers with a registered Vocational Profile in the year up to 31 March 2007 and 31 March 2008.
3. Job seekers who commenced any phase of assistance within the Intensive Support stream.

Source: DEEWR administrative systems

**Table 3.2: Participation in Job Network assistance by job seeker characteristics: March 2008<sup>1</sup>**

Job seeker characteristics	Newstart/Youth Allowance (other) recipients	Employment Assistance type		
		Job Search Support <sup>2</sup> (%)	Job Placement <sup>3</sup> (%)	Intensive Support (%)
<b>Age Group (years)</b>				
15 to 20	12.2	24.5	18.7	22.4
21 to 24	13.1	9.9	14.7	13.3
25 to 34	23.8	20.0	23.8	20.8
35 to 49	28.7	31.2	30.1	29.9
50 or more	22.3	14.4	12.6	13.7
<b>Total</b>	100.0	100.0	100.0	100.0
<b>Duration on income support (months)</b>				
0 to less than 6	25.5	89.9	37.3	56.3
6 to less than 12	12.2	3.9	18.0	13.8
12 to less than 24	15.8	2.7	19.8	12.4
24 to less than 36	10.5	1.1	9.6	6.3
36 or more	36.1	2.5	15.3	11.2
<b>Total</b>	100.0	100.0	100.0	100.0
<b>Educational attainment</b>				
Less than Year 10	22.3	15.8	17.1	20.7
Year 10 or 11	34.0	33.0	38.0	37.2
Year 12	18.2	24.7	19.4	19.3
Post Secondary	24.7	26.4	25.4	22.8
<b>Total</b>	100.0	100.0	100.0	100.0
<b>Gender</b>				
Males	59.9	45.3	60.2	50.2
Females	40.1	54.7	39.8	49.8
<b>Total</b>	100.0	100.0	100.0	100.0
<b>Equity Groups<sup>4</sup></b>				
Disability	19.1	4.8	7.2	7.3
Indigenous	11.4	6.1	8.4	14.1
CALD <sup>5</sup>	17.3	21.5	13.8	15.7
Sole Parents	2.8	11.0	9.1	13.2

1. Commencement in Job Network assistance from 1 April 2007 to 31 March 2008.
2. Commencements in Job Search Support measured through the demographic distribution of registered Vocational Profiles in the year up to 31 March 2008.
3. Demographic breakdown of Job Placements in the year up to 31 March 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 March 2008<sup>1</sup>**

Job seeker characteristics	Eligibility for NEIS <sup>2</sup> (%)	Commencement in NEIS (%)
<b>Age Group (years)</b>		
15 to 20	9.4	1.5
21 to 24	13.5	8.8
25 to 34	24.5	30.0
35 to 49	29.6	41.4
50 or more	23.0	18.3
<b>Total</b>	100.0	100.0
<b>Duration on income support (months)</b>		
0 to less than 6	24.5	49.5
6 to less than 12	11.8	24.0
12 to less than 24	15.7	13.4
24 to less than 36	10.8	5.9
36 or more	37.2	7.3
<b>Total</b>	100.0	100.0
<b>Educational attainment</b>		
Less than Year 10	22.0	4.9
Year 10 or 11	33.8	19.9
Year 12	18.7	17.9
Post Secondary	25.6	57.3
<b>Total</b>	100.0	100.0
<b>Gender</b>		
Males	60.3	51.5
Females	39.7	48.5
<b>Total</b>	100.0	100.0
<b>Equity Groups<sup>3</sup></b>		
Disability	19.5	7.5
Indigenous	11.1	1.7
CALD <sup>4</sup>	17.8	15.9
Sole Parents	2.9	9.9

1. Commencement of job seekers in NEIS from 1 April 2007 to 31 March 2008.

2. Job seekers receiving Newstart and Youth Allowance (other) and 18 or over as at 31 March 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 March 2008<sup>1</sup>**

<b>Job seeker characteristics</b>	<b>Eligibility for Work for the Dole<sup>2</sup> (%)</b>	<b>Commencement in Work for the Dole (%)</b>
<b>Age Group (years)</b>		
15 to 20	9.4	15.1
21 to 24	13.5	19.4
25 to 34	24.5	26.9
35 to 49	29.6	33.9
50 or more	23.0	4.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Duration on income support (months)</b>		
0 to less than 6	24.5	6.1
6 to less than 12	11.8	25.9
12 to less than 24	15.7	13.7
24 to less than 36	10.8	12.2
36 or more	37.2	42.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Educational attainment</b>		
Less than Year 10	22.0	22.1
Year 10 or 11	33.8	38.2
Year 12	18.7	16.6
Post Secondary	25.6	23.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Gender</b>		
Males	60.3	68.1
Females	39.7	31.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Equity Groups<sup>3</sup></b>		
Disability	19.5	8.1
Indigenous	11.1	12.6
CALD <sup>4</sup>	17.8	12.5
Sole Parents	2.9	1.0

1. Commencement of job seekers in Work for the Dole from 1 April 2007 to 31 March 2008.

2. Job seekers receiving Newstart and Youth Allowance (other) and 18 or over as at 31 March 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 April 2007 and 31 March 2008, while the post-assistance employment outcomes data relates to job seekers who ceased assistance or achieved an eligible Job Network placement between 1 January 2007 and 31 December 2007 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 both Streams of Job Network assistance in the year to end March 2008 yet achieved a comparable level of Job Placements 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 31 March 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 Southern Queensland LMR across the suite of employment services followed up are lower than that achieved in Queensland 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 LMR's providers.



**Table 4.1: Commencements in labour market assistance by region: March 2008<sup>1</sup>**

DEEWR Region	Job Search Support (Number)	Job Placements (Number)	Intensive Support (Number)	Work for the Dole (Number)
Sydney	65,498	83,382	62,917	11,710
Hunter and North Coast	24,411	45,140	31,055	9,127
Illawarra and SE NSW	10,087	15,597	11,234	3,759
Western NSW	10,542	26,812	13,550	3,415
Riverina	4,595	11,707	5,399	1,394
<b>New South Wales</b>	<b>115,129</b>	<b>182,633</b>	<b>124,140</b>	<b>29,405</b>
Melbourne	63,210	92,211	52,102	10,076
Eastern Victoria	8,186	19,380	9,177	2,897
Western Victoria	14,310	28,640	15,649	4,651
<b>Victoria</b>	<b>85,706</b>	<b>140,231</b>	<b>76,928</b>	<b>17,624</b>
Brisbane	49,592	90,660	43,769	5,719
Southern Queensland	11,113	19,197	12,707	3,302
Central and Northern QLD	15,866	31,316	17,906	3,554
<b>Queensland</b>	<b>76,571</b>	<b>141,173</b>	<b>74,382</b>	<b>12,575</b>
Perth	15,768	28,788	15,600	1,492
South Western Australia	4,329	7,327	4,480	560
Greater Western Australia	4,894	7,326	8,465	651
<b>Western Australia</b>	<b>24,991</b>	<b>43,441</b>	<b>28,545</b>	<b>2,703</b>
Adelaide	20,908	39,565	20,070	3,761
South Australia Country	8,713	17,108	12,410	2,745
<b>South Australia</b>	<b>29,621</b>	<b>56,673</b>	<b>32,480</b>	<b>6,506</b>
<b>Tasmania</b>	<b>8,133</b>	<b>19,734</b>	<b>11,200</b>	<b>2,983</b>
<b>Northern Territory</b>	<b>4,937</b>	<b>6,276</b>	<b>9,370</b>	<b>1,511</b>
<b>Australian Capital Territory</b>	<b>3,434</b>	<b>5,206</b>	<b>2,541</b>	<b>411</b>
<b>Australia</b>	<b>348,526</b>	<b>595,372</b>	<b>359,601</b>	<b>73,718</b>

1. Commencements in Job Network employment assistance and Work for the Dole from 1 April 2007 to 31 March 2008.

Source: DEEWR administrative systems.

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

DEEWR Region	Newstart/ Youth Allowance (other) recipients <sup>1</sup> (%)	Job Search Support <sup>2</sup> (%)	Intensive Support <sup>2</sup> (%)	Work for the Dole <sup>2</sup> (%)
Sydney	17.1	18.8	17.5	15.9
Hunter and North Coast	8.1	7.0	8.6	12.4
Illawarra and SE NSW	3.4	2.9	3.1	5.1
Western NSW	3.6	3.0	3.8	4.6
Riverina	1.4	1.3	1.5	1.9
<b>New South Wales</b>	<b>33.6</b>	<b>33.0</b>	<b>34.5</b>	<b>39.9</b>
Melbourne	17.1	18.1	14.5	13.7
Eastern Victoria	2.7	2.3	2.6	3.9
Western Victoria	4.6	4.1	4.4	6.3
<b>Victoria</b>	<b>24.5</b>	<b>24.6</b>	<b>21.4</b>	<b>23.9</b>
Brisbane	11.2	14.2	12.2	7.8
Southern Queensland	3.2	3.2	3.5	4.5
Central and Northern QLD	4.8	4.6	5.0	4.8
<b>Queensland</b>	<b>19.1</b>	<b>22.0</b>	<b>20.7</b>	<b>17.1</b>
Perth	4.8	4.5	4.3	2.0
South Western Australia	1.1	1.2	1.2	0.8
Greater Western Australia	1.7	1.4	2.4	0.9
<b>Western Australia</b>	<b>7.6</b>	<b>7.2</b>	<b>7.9</b>	<b>3.7</b>
Adelaide	5.8	6.0	5.6	5.1
South Australia Country	2.5	2.5	3.5	3.7
<b>South Australia</b>	<b>8.3</b>	<b>8.5</b>	<b>9.0</b>	<b>8.8</b>
<b>Tasmania</b>	<b>3.2</b>	<b>2.3</b>	<b>3.1</b>	<b>4.0</b>
<b>Northern Territory</b>	<b>2.7</b>	<b>1.4</b>	<b>2.6</b>	<b>2.0</b>
<b>Australian Capital Territory</b>	<b>1.0</b>	<b>1.0</b>	<b>0.7</b>	<b>0.6</b>
<b>Australia</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

1. Job seekers receiving Newstart or Youth Allowance (other) as at 31 March 2008.
2. Commencements in Job Network employment assistance or Work for the Dole from 1 April 2007 to 31 March 2008.

Source: DEEWR administrative systems.

**Table 4.3: Regional labour market post assistance employment outcomes year to end March 2008<sup>1</sup>**

DEEWR Region	Job Placement <sup>2</sup> (%)	Intensive Support job search training <sup>3</sup> (%)	Intensive Support customised assistance <sup>3</sup> (%)	Intensive Support <sup>4</sup> (%)	Work for the Dole <sup>3</sup> (%)
Sydney	65.8	47.3	41.8	44.5	32.3
Hunter and North Coast	75.1	49.6	46.3	52.0	32.0
Illawarra and SE NSW	79.0	49.0	47.1	55.2	34.9
Western NSW	75.7	51.0	40.3	46.5	23.8
Riverina	75.6	48.2	47.1	48.0	28.3
<b>New South Wales</b>	<b>71.4</b>	<b>48.4</b>	<b>43.6</b>	<b>48.0</b>	<b>31.6</b>
Melbourne	73.0	54.5	47.1	50.7	37.5
Eastern Victoria	67.0	52.2	49.3	51.0	35.1
Western Victoria	72.9	55.2	48.7	54.7	32.9
<b>Victoria</b>	<b>72.0</b>	<b>54.4</b>	<b>47.8</b>	<b>51.6</b>	<b>36.0</b>
Brisbane	77.0	60.0	53.6	58.9	45.1
Southern Queensland	72.0	51.2	47.9	48.8	37.4
Central and Northern QLD	75.6	55.0	44.7	57.4	38.9
<b>Queensland</b>	<b>76.2</b>	<b>57.8</b>	<b>49.7</b>	<b>56.8</b>	<b>41.7</b>
Perth	71.1	60.8	52.6	57.6	38.0
South Western Australia	77.8	54.9	53.6	58.0	43.5
Greater Western Australia	71.0	48.9	38.2	41.8	32.5
<b>Western Australia</b>	<b>72.3</b>	<b>58.8</b>	<b>47.5</b>	<b>54.8</b>	<b>38.1</b>
Adelaide	70.4	55.5	51.4	56.9	38.3
South Australia Country	71.4	49.9	48.7	57.1	29.2
<b>South Australia</b>	<b>70.8</b>	<b>54.1</b>	<b>50.5</b>	<b>56.9</b>	<b>34.6</b>
<b>Tasmania</b>	<b>69.7</b>	<b>53.1</b>	<b>47.6</b>	<b>50.6</b>	<b>34.7</b>
<b>Northern Territory</b>	<b>84.2</b>	<b>61.0</b>	<b>27.8</b>	<b>25.7</b>	<b>20.8</b>
<b>Australian Capital Territory</b>	<b>58.9</b>	<b>63.7</b>	<b>57.1</b>	<b>54.0</b>	<b>36.2</b>
<b>Australia</b>	<b>72.9</b>	<b>53.2</b>	<b>46.2</b>	<b>51.6</b>	<b>35.0</b>

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 January 2007 and 31 December 2007 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 January 2007 and 31 December 2007 and outcomes achieved around three months later.
4. Job seekers who commenced Intensive Support between 1 January 2004 and 31 December 2006 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 January 2007 and 31 December 2007 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.

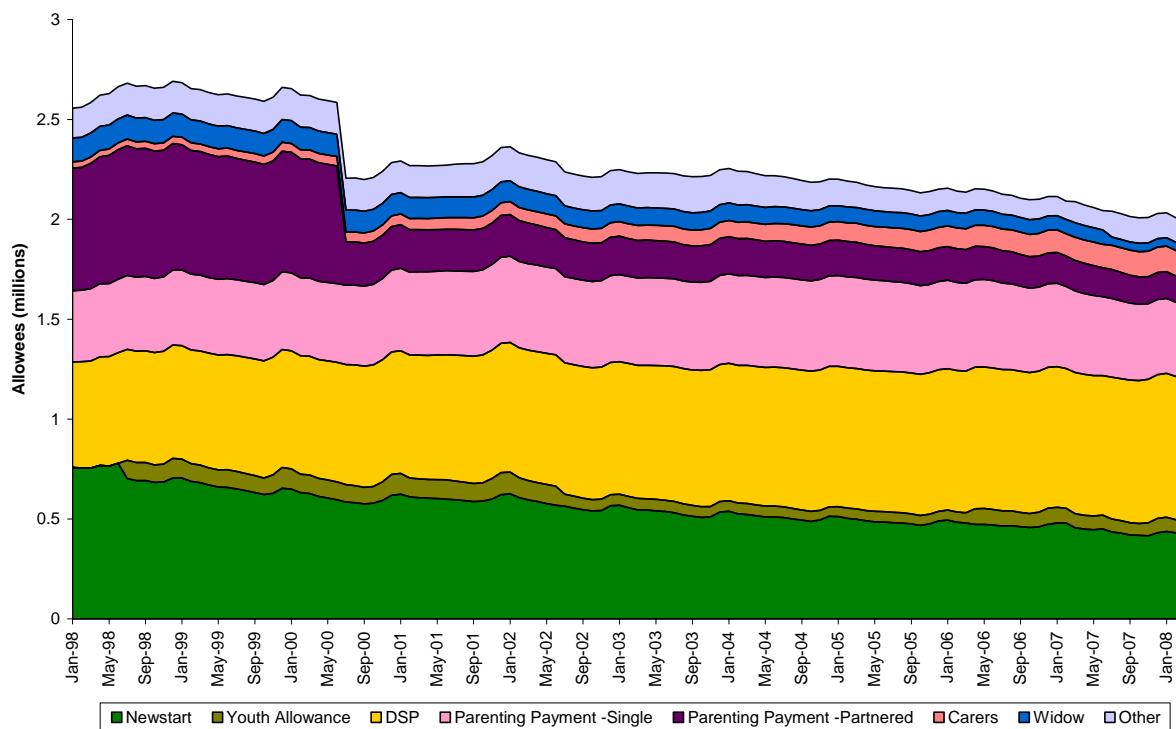
Figure 5.1 shows the changes over time in the number of working age allowance recipients. There has been a fall in the number of allowee recipients over time, driven largely by a fall in the number of Newstart recipients. Data on income support recipients show that in the 12 months to

the end of March 2008, the number of people in receipt of Newstart or Youth Allowance (Other) decreased by just over 40,200 to around 504,700 job seekers. The number of job seekers who were long-term recipients decreased by 22,100 recipients while the number of short-term recipients decreased by around 18,100.

On the other hand the number of Carer Pension and Disability Support Pension (DSP) recipients has risen over the period January 1998 to March 2008.

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 Recipients<sup>1</sup>



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

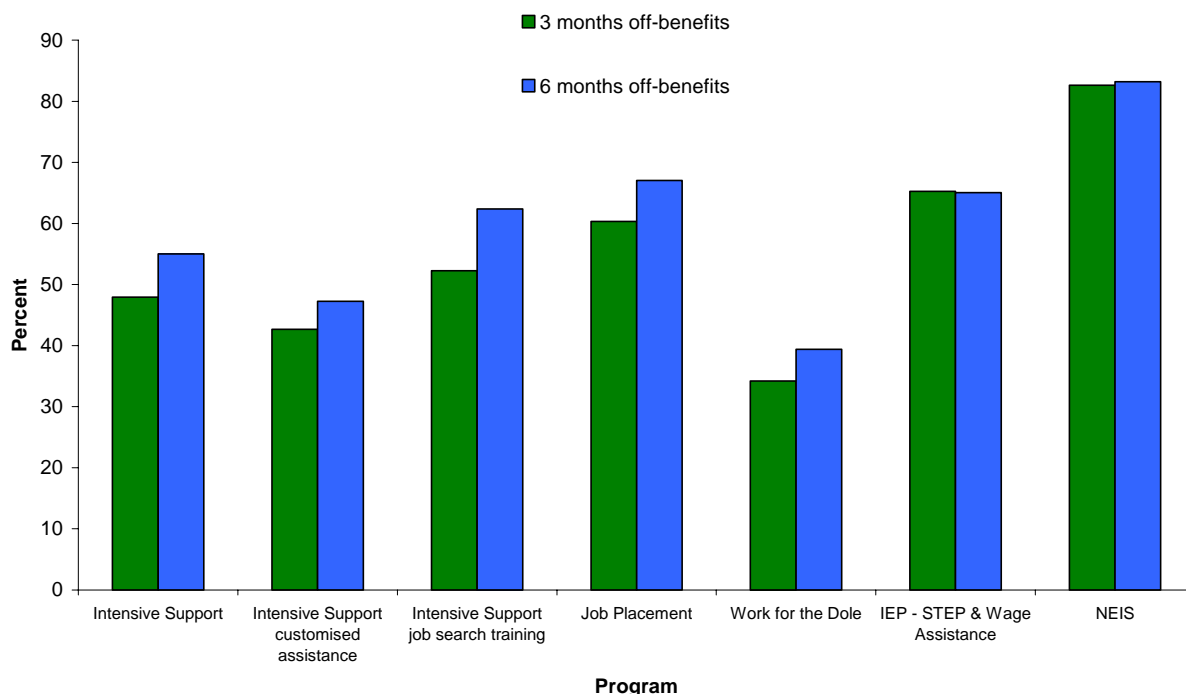
The majority of job seekers who move off income support do so for employment, particularly full-time employment. For most programs, however, off-benefit outcomes levels are generally slightly lower than employment outcomes levels. This reflects the fact that three months after exiting an employment assistance 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: Three<sup>1</sup> and six<sup>2</sup> month off-benefit status of job seekers following assistances**



1. Job seekers who left assistance between 1 January 2007 and 31 December 2007 and were not on income support three months later.
2. Job seekers who left assistance between 1 October 2006 and 30 September 2007 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 outcomes calculation. As a result it is possible that some job seekers who achieve a 13 week employment outcome in VRS may not be employed at the time they complete their PPM survey.

#### *Intensive Support population*

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

Clients are surveyed after 12, 24 and 36 months of 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 includes 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 proceed 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

