



This report contains information about placements, commencements and post labour market assistance outcomes achieved for employment services managed by the Department of Education, Employment and Workplace Relations.

Main features

Outcomes

The positive outcomes (employment and/or education/training) rates achieved in the year ending December 2007, three months after leaving assistance were:

- 76% for Job Placement;
- 62% for Intensive Support job search training;
- 56% for Intensive Support customised assistance;
- 61% for Intensive Support;
- 89% for New Enterprise Incentive Scheme (NEIS);
- 43% for Work for the Dole;
- 39% for Community Work Placements;
- 24% for the Personal Support Program;
- 56% for Disability Employment Network;
- 43% for Vocational Rehabilitation Services;
- 73% for Indigenous Employment Program Structured Training and Employment Projects (STEP); and
- 71% for Indigenous Employment Program Wage Assistance.

Job Vacancies and Placements

In the year to end December 2007, 2,519,700 vacancies were notified on the Australian Job Search database, of which around 1,107,600 were lodged by Job Network Members or Job Placement Organisations (including vacancies lodged through the Internet and Teleservicing). In the year to end December 2007, 618,900 Job Network eligible job seekers were placed into Job Placement vacancies by Job Network Members or Job Placement Organisations.

Commencements

In the year to 31 December 2007, commencements in the various types of labour market assistance included:

- 377,000 in Job Search Support;
- 361,000 in Intensive Support;
- 6,500 in NEIS;
- 11,000 in the STEP and Wage Assistance elements of the Indigenous Employment Program;
- 30,000 in the Personal Support Program;
- 32,000 in Vocational Rehabilitation Services;
- 30,000 in the Disability Employment Network;
- 81,000 in Work for the Dole; and
- 500 in Community Work Placement.

Income Support

In the year to end December 2007, the number of job seekers in receipt of Newstart or Youth Allowance (Other) decreased by over 47,000 to around 498,300 job seekers. The number of job seekers who were long-term recipients (ie on allowances for 12 months or more) decreased by just under 24,300 to just around 302,000 while the number of short-term recipients decreased by around 23,100 to under 196,400.

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Time periods used in this report

The department's Post-Program Monitoring (PPM) Survey measures outcomes achieved by job seekers three months after they exit labour market assistance. For assistance under Intensive Support and Disability Employment Network paid 13 week employment outcomes are also used in the calculation of post-assistance outcomes presented in this report. This report contains outcomes data for job seekers who exited assistance or became in-scope for selection in the 12 months to 30 September 2007 and their outcomes achieved by 31 December 2007.

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 Job Network members 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 January 2007 and 31 December 2007 and 1 January 2006 and 30 December 2006.

More information.....

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

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Changes to the Employment Services Market

On 1 July 2003, significant changes were introduced to the employment services market. The *Active Participation Model* (announced in the 2002–03 Budget) provides on-going 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 the Job Search Support or at the start of their assistance in the Intensive Support Stream depending of 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 will undergo 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 on-going 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)** Programme aims to develop the work habits of participants through involving them in quality projects that are of value to the community. Job seekers are required to participate in WfD for up to six months over a twelve month period. This means that job seekers can participate in a number of projects with different CWC's before completing their placement.

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

The **Disability Employment Network (DEN)** was introduced in July 2006. DEN members provide specialised assistance to job seekers with disability who require ongoing support to find and maintain employment. DEN includes both a capped and uncapped stream of assistance, with eligibility for each stream dependent on the length of time support is likely to be needed for and the job seekers' future work capacity. Job seekers who will require ongoing support are eligible for the capped stream, while the uncapped stream is intended for jobseekers able to work unsupported with up to two years assistance.

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 Networks there are two streams of assistance available – Fixed and Demand. The Demand Stream is available for all job seekers assessed as having work capacity of 15 to 29 hours per week, while access to the Fixed Stream is more limited.

The **Job Placement, Employment and Training (JPET)** program 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 programme 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.

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Post-assistance outcomes for the Intensive Support job search training refresher component of Intensive Support job search training are reported separately for the first time. Job seekers can participate in a 30 hour abridge version of Intensive Support job search training if they have completed a similar form of training within the previous twelve months. Approximately 10 per cent of job seekers eligible for Intensive Support job search training undertake the abridged version of the training.

Post-assistance outcomes for Disability Employment Network (DEN) are also reported for the first time. Outcomes are reported at the program wide level and demographic group level. The DEN survey cohort includes job seekers who have achieved an approved 13 week employment milestone and DEN participants who exited DEN without achieving a 13 week employment milestone.

Readers are recommended to keep abreast of 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.

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 sample or ceased Intensive Support customised assistance, Intensive Support job search training, New Enterprise Incentive Scheme (NEIS), Work for the Dole, Community Work, Indigenous Employment Programme (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance, Personal Support Programme (PSP), Disability Employment Network (DEN) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 October 2006 and 30 September 2007 and outcomes achieved by 31 December 2007.

The in-scope Intensive Support population are those job seekers who commenced in Intensive Support between 1 October 2003 and 30 September 2006 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 October 2006 and 30 September 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 outcomes (i.e. they added up to 100%). As jobseekers are continuously in assistance under the *Active Participation Model*, 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 programmes operating prior to the introduction of Job Network. 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, outcomes generally have sustained the levels achieved in previous quarters. Employment outcomes for the STEP component of the IEP has continue to trend up. Encouragingly this has occurred while participation in the program has also increased.

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 September quarter 2007.

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 population for Intensive Support. The 12 month Intensive Support population relates to job seekers who commenced in Intensive Support between 1 October 2005 and 30 September 2006 and became in-scope for survey between 1 October 2006 and 30 September 2007 and outcomes achieved three months later, up to 31 December 2007. The 24 and 36 month populations have in-scope commencement periods one and two year earlier (respective) than for the 12 month cohort but the same in-scope period for survey.

Outcomes achieved in the December quarter are comparable to those achieved in the September quarter. Over half of the Indigenous job seekers assisted through the Intensive Support Stream has achieved a positive outcome. This is a heartening result. Similarly, each age group, except those aged 50 and over, achieved positive outcome rates well over 60%.

Table 1.4 shows the post assistance outcomes for job seekers from their first phase of **Intensive Support customised assistance (ISca1)**. Overall, around 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%. Outcomes for a job seeker's second period of **Intensive Support customised assistance (ISca2)** is 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** is presented in **Table 1.6**. The positive outcome rate is similar to that achieved in the September quarter at around 56%. As was the case in relation to Intensive Support, for each age group, except those aged 50 and over, the positive outcome rate achieved was strong (in the range of 58 – 60%).

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)** is presented in **Table 1.7**. Results for the 30 hour abridge **Intensive Support job search training refresher (ISjstr)** versions of ISjst is reported in **Table 1.8**. Unlike was the case in relation to ISca there is relatively little difference in the outcomes achieved by either phase of Intensive Support job search training assistance, both achieving positive outcome rates around 62%. 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 and well above stated targets (see **Table 1.11**). Unlike some of the other programmes 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 programme's immediate objectives but are included here as they demonstrate the success of work experience and increased job search activity. 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 have increased by over two-and-a-half percentage points on those reported in the September quarter 2007.

This is the first quarter where outcomes from the transition to the new contract round that commenced on 01 July 2007 have impacted on the post-assistance outcomes achieved for the **Vocational Rehabilitation Services (VRS)** program. Employment and positive outcome rates (as reported in **Table 1.13**) have dropped a couple of percentage points on that reported for the September quarter 2007. There have been a number of factors have contributed to this change. The exit and entry of providers into the market has resulted in less time for providers to achieve an outcome. There has also been a change in the characteristics of participant in the program which has seen an increasing movement of people from Newstart Allowance on to the Disability Support Pension who subsequently have chosen to exit the labour market.

Post-assistance outcome rates for the **Disability Employment Network (DEN)** are reported for the first time in **Table 1.14**. Encouragingly well over half of the participants whose outcome was assessed through the Post-Program Monitoring survey had achieved a positive outcome with just under half employed. 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. It should be noted, however, that the outcomes reported for DEN include some job seekers who had achieved a 13 week employment milestone but are still in DEN. The inclusion of these job seekers in the in-scope population results in a higher outcome rate than if only exits from DEN were assessed.

Post-assistance outcomes for the **Personal Support Program (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 23 per cent of participants in employment and/or education/training three months following assistance.

Section 1: Labour Market Assistance Outcomes

Table 1.1: Post assistance¹ labour market outcomes year to end December 2007

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance ² (%)	Exits (number)
Job Placement	72.6	22.2	5.2	0.8	93,064
Fully Job Network eligible (FJNE)	68.7	25.8	5.5	na	55,737
Job Search Support Only (JSSO)	78.6	16.6	4.8	na	37,327
Intensive Support ³	52.0	33.1	14.9	15.5	385,851
Intensive Support job search training	52.7	39.6	7.7	3.7	134,687
Intensive Support job search training (100 hours)	52.6	39.7	7.7	3.3	116,064
Intensive Support job search training (30 hours)	53.7	38.6	7.7	6.5	18,621
Intensive Support customised assistance	45.9	38.9	15.2	15.0	252,952
Intensive Support customised assistance 1	47.1	37.0	15.9	13.6	184,648
Intensive Support customised assistance 2	42.7	43.9	13.4	18.6	68,306
NEIS	86.5	8.2	5.4	2.3	6,046
Work for the Dole	34.7	53.6	11.7	29.1	87,968
Community Work	33.2	59.9	6.9	33.6	1,483
IEP - STEP	67.5	24.4	8.1	22.0	4,201
IEP - Wage Assistance	64.7	27.0	8.3	27.8	2,559
Disability Employment Network ⁴	48.2	27.8	24.0	na	29,427
Personal Support Program	18.4	35.4	46.2	na	31,214
Vocational Rehabilitation Services	36.7	21.4	41.9	na	21,527

1. Post assistance outcomes are generally 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) sample and 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 Program (PSP) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 October 2006 and 30 September 2007 and outcomes achieved by 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 DEWR 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.
3. Job seekers who commenced Intensive Support between 1 October 2003 and 30 September 2006 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 October 2006 and 30 September 2007 and outcomes achieved by 31 December 2007. The commencement period is limited to ensure that only those participants that could have reached 12, 24 or 36 months participation in Intensive Support are included in the in-scope sample.
4. The in-scope population for DEN includes job seekers who achieved a 13 week employment milestone outcome or exited their DEN placement between 1 October 2006 and 30 September 2007.

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

Table 1.2: Post assistance¹ employment and positive outcomes year to end December 2007

Labour market assistance	Full-time Employed (%)	Part-time Employed (%)	Total Employed (%)	Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
Job Placement	46.8	25.8	72.6	12.6	76.4	93,064
Fully Job Network eligible (FJNE)	41.7	27.0	68.7	12.5	72.9	55,737
Job Search Support Only (JSSO)	54.5	24.1	78.6	12.9	81.7	37,327
Intensive Support ³	22.4	29.6	52.0	13.0	60.7	385,851
Intensive Support job search training	25.8	26.9	52.6	14.8	62.1	134,687
Intensive Support job search training (100 hours)	25.8	26.8	52.6	14.8	62.1	116,064
Intensive Support job search training (30 hours)	25.2	28.5	53.7	14.2	62.6	18,621
Intensive Support customised assistance	17.4	28.5	45.9	13.0	55.9	252,952
Intensive Support customised assistance 1	18.6	28.5	47.1	13.6	57.5	184,648
Intensive Support customised assistance 2	14.1	28.6	42.7	11.6	51.5	68,306
NEIS	47.6	38.9	86.5	9.4	88.8	6,046
Work for the Dole	16.3	18.4	34.7	10.9	42.9	87,968
Community Work	12.2	20.9	33.2	8.9	39.1	1,483
IEP - STEP	51.5	15.9	67.5	22.3	72.7	4,201
IEP - Wage Assistance	47.1	17.6	64.7	23.3	70.8	2,559
Disability Employment Network ⁴	13.3	34.9	48.2	12.8	56.2	29,427
Personal Support Program	7.7	10.7	18.4	7.2	23.9	31,214
Vocational Rehabilitation Services	14.3	22.4	36.7	9.6	42.6	21,527

- 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 sample and 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 Program (PSP), Disability Employment Network (DEN) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 October 2006 and 30 September 2007 and outcomes achieved by 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.
3. Job seekers who commenced Intensive Support between 1 October 2003 and 30 September 2006 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 October 2006 and 30 September 2007 and outcomes achieved by 31 December 2007. The commencement period is limited to ensure that only those participants that could have reached 12, 24 or 36 months participation in Intensive Support are included in the in-scope sample.
4. The in-scope population for DEN includes job seekers who achieved a 13 week employment milestone outcome or exited their DEN placement between 1 October 2006 and 30 September 2007.

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

Table 1.3: Intensive Support: Post assistance outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	In-scope population ³ (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	30.1	27.6	57.6	16.0	66.6	88,348
21 to 24	30.8	24.8	55.6	16.4	65.8	50,663
25 to 34	25.7	27.5	53.3	13.6	62.4	82,218
35 to 49	20.2	32.9	53.1	13.3	62.3	111,896
50 or more	14.9	30.1	44.9	9.0	51.9	52,726
Duration on income support (months)						
0 to less than 6	26.2	29.2	55.4	12.9	63.8	186,254
6 to less than 12	22.1	28.9	51.0	11.9	58.3	27,383
12 to less than 24	17.1	30.5	47.6	13.9	57.8	32,764
24 to less than 36	18.5	31.5	50.0	11.7	57.7	21,512
36 or more	13.3	30.6	43.9	12.7	53.2	77,843
Educational attainment						
Less than Year 10	15.8	25.2	41.0	12.1	50.4	74,984
Year 10 or 11	21.8	28.3	50.1	8.9	56.3	126,640
Year 12	25.7	31.2	56.8	16.9	67.4	64,830
Post Secondary	26.1	32.2	58.3	14.8	67.6	105,077
Gender						
Males	26.9	23.9	50.8	10.4	58.0	215,442
Females	17.4	36.2	53.7	15.7	64.1	170,409
Equity Groups⁴						
Disability	12.4	26.3	38.7	11.6	46.8	38,620
Indigenous	17.4	23.8	41.2	12.8	50.4	45,114
CALD ⁵	20.2	25.2	45.5	19.1	61.0	64,715
Sole Parents	16.7	40.1	56.8	15.6	66.6	51,185
Total	22.4	29.6	52.0	13.0	60.7	385,851

1. Job seekers who commenced Intensive Support between 1 October 2003 and 30 September 2006 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 October 2006 and 30 September 2007 and outcomes achieved by 31 December 2007. 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 outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Disadvantage status						
Non-highly disadvantaged ³	22.6	33.4	56.0	11.9	64.4	101,396
Highly disadvantaged ⁴	13.5	22.1	35.6	15.7	48.7	83,252
Age Group (years)						
15 to 20	22.2	26.0	48.2	17.0	60.9	35,997
21 to 24	23.5	28.6	52.1	16.5	63.9	20,670
25 to 34	21.5	27.5	49.0	14.9	60.1	39,034
35 to 49	18.6	30.5	49.1	14.4	60.2	55,471
50 or more	12.7	28.6	41.3	9.2	48.6	33,476
Duration on income support (months)						
0 to less than 6	18.4	23.3	41.7	15.2	54.1	43,774
6 to less than 12	21.1	32.9	53.9	13.2	63.6	37,683
12 to less than 24	19.0	28.4	47.4	13.6	57.8	35,331
24 to less than 36	16.5	27.3	43.8	13.5	54.6	11,960
36 or more	15.1	28.9	44.0	13.3	54.2	43,530
Educational attainment						
Less than Year 10	13.3	21.8	35.1	13.4	47.0	46,270
Year 10 or 11	18.3	28.1	46.4	11.0	54.8	65,921
Year 12	22.6	32.1	54.7	17.2	67.2	27,477
Post Secondary	21.7	33.1	54.8	14.9	65.2	42,871
Gender						
Males	22.0	24.3	46.3	10.3	54.5	95,461
Females	15.5	32.3	47.8	16.6	60.2	89,187
Equity Groups⁵						
Disability	12.2	25.9	38.2	10.8	46.8	21,764
Indigenous	14.8	18.9	33.8	11.7	43.2	38,385
CALD ⁶	17.3	24.2	41.5	22.1	60.4	32,707
Sole Parents	18.9	32.5	51.4	15.9	63.0	31,395
Total	18.6	28.5	47.1	13.6	57.5	184,648

1. Job seekers who left Intensive Support customised assistance phase 1 between 1 October 2006 and 30 September 2007 and outcomes achieved by 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/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 seeker who had a JSCI score of 24 or less and would have access to customised assistance at 12 months unemployment.
 4. Job seeker 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 outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Disadvantage status						
Non-highly disadvantaged ³	17.2	32.2	49.4	9.9	56.3	34,557
Highly disadvantaged ⁴	10.9	24.7	35.6	13.4	46.4	33,749
Age Group (years)						
15 to 20	17.8	22.2	40.0	11.2	48.3	10,450
21 to 24	16.6	25.7	42.3	11.7	50.6	8,951
25 to 34	16.8	26.9	43.7	13.0	53.3	13,960
35 to 49	14.8	30.9	45.8	12.8	55.5	21,441
50 or more	9.2	31.6	40.8	9.7	48.2	13,504
Duration on income support (months)						
0 to less than 6	21.4	21.2	42.6	7.7	47.9	3,973
6 to less than 12	17.6	26.1	43.7	10.5	51.5	2,473
12 to less than 24	14.5	28.6	43.1	13.5	53.6	16,291
24 to less than 36	15.2	31.0	46.1	11.7	55.1	15,534
36 or more	11.8	28.0	39.9	11.0	48.0	28,215
Educational attainment						
Less than Year 10	10.2	22.6	32.8	10.1	41.4	19,301
Year 10 or 11	14.7	28.3	43.0	8.8	49.4	23,910
Year 12	16.3	32.0	48.2	16.4	60.5	8,187
Post Secondary	16.7	33.6	50.4	14.0	60.2	16,588
Gender						
Males	16.1	23.9	40.0	8.8	47.1	38,019
Females	12.0	34.0	45.9	14.9	56.6	30,287
Equity Groups⁵						
Disability	9.7	27.7	37.4	10.9	45.6	9,719
Indigenous	13.3	17.4	30.7	8.4	37.3	15,050
CALD ⁶	13.9	27.0	40.9	19.5	57.2	11,141
Sole Parents	15.3	34.5	49.7	16.2	60.9	9,422
Total	14.1	28.6	42.7	11.6	51.5	68,306

1. Job seekers who left Intensive Support customised assistance phase 2 between 1 October 2006 and 30 September 2007 and outcomes achieved by 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/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 seeker who had a JSCI score of 24 or less and would have access to customised assistance at 12 months unemployment.

4. Job seeker 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 outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Disadvantage status						
Non-highly disadvantaged ³	21.3	33.1	54.3	11.4	62.3	135,952
Highly disadvantaged ⁴	12.7	22.9	35.6	15.0	48.1	117,000
Age Group (years)						
15 to 20	21.2	25.1	46.3	15.7	58.0	46,447
21 to 24	21.4	27.7	49.1	15.0	59.9	29,621
25 to 34	20.2	27.4	47.6	14.4	58.3	52,994
35 to 49	17.5	30.6	48.1	14.0	58.9	76,911
50 or more	11.7	29.4	41.1	9.4	48.5	46,979
Duration on income support (months)						
0 to less than 6	18.6	23.1	41.7	14.7	53.7	47,747
6 to less than 12	20.9	32.5	53.3	13.1	62.9	40,156
12 to less than 24	17.6	28.5	46.0	13.6	56.5	51,621
24 to less than 36	15.7	29.4	45.1	12.5	54.8	27,493
36 or more	13.8	28.6	42.4	12.4	51.8	71,745
Educational attainment						
Less than Year 10	12.4	22.0	34.4	12.4	45.3	65,571
Year 10 or 11	17.3	28.1	45.5	10.4	53.3	89,831
Year 12	21.1	32.1	53.2	17.0	65.7	35,664
Post Secondary	20.3	33.2	53.5	14.6	63.8	59,459
Gender						
Males	20.3	24.2	44.5	9.9	52.4	133,479
Females	14.6	32.7	47.3	16.2	59.3	119,473
Equity Groups⁵						
Disability	11.4	26.5	37.9	10.8	46.4	31,482
Indigenous	14.4	18.5	32.9	10.8	41.5	53,435
CALD ⁶	16.4	25.0	41.4	21.4	59.6	43,847
Sole Parents	18.0	33.0	51.0	16.0	62.5	40,817
Total	17.4	28.5	45.9	13.0	55.9	252,952

1. Job seekers who left Intensive Support customised assistance between 1 October 2006 and 30 September 2007 and outcomes achieved by 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/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 seeker who had a JSCI score of 24 or less and would have access to customised assistance at 12 months unemployment.
 4. Job seeker 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: Post assistance outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	24.9	25.9	50.8	21.8	64.8	31,261
21 to 24	33.7	26.9	60.6	16.1	69.1	22,249
25 to 34	28.3	25.2	53.5	13.0	62.0	24,294
35 to 49	22.9	29.0	51.9	12.1	60.1	25,980
50 or more	21.9	27.2	49.1	8.6	54.9	12,280
Educational attainment						
Less than Year 10	19.2	22.8	42.0	11.6	51.6	13,113
Year 10 or 11	22.3	25.2	47.5	12.5	56.5	39,718
Year 12	27.7	28.6	56.3	19.7	67.6	30,344
Post Secondary	30.3	28.4	58.7	14.2	67.0	32,789
Gender						
Males	30.4	21.4	51.8	11.9	59.5	67,931
Females	20.4	33.4	53.8	18.4	65.3	48,133
Equity Groups³						
Disability	19.4	24.5	43.9	14.2	53.4	2,413
Indigenous	26.0	21.0	47.1	12.2	56.2	4,238
CALD ⁴	23.8	24.2	48.0	18.8	61.4	17,099
Sole Parents	13.1	37.9	51.0	16.1	61.8	6,691
Total	25.8	26.8	52.6	14.8	62.1	116,064

1. Job seekers who left Intensive Support job search training (100 hours) placements between 1 October 2006 and 30 September 2007 and outcomes achieved by 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/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 refresher: Post assistance outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	26.7	28.2	54.9	20.6	67.4	3,253
21 to 24	30.8	25.5	56.3	18.2	66.6	4,055
25 to 34	25.3	27.5	52.8	13.8	62.4	4,166
35 to 49	23.2	31.5	54.7	12.9	63.1	4,402
50 or more	22.3	29.8	52.0	7.8	56.7	2,745
Educational attainment						
Less than Year 10	19.3	24.5	43.8	8.6	50.7	1,934
Year 10 or 11	23.5	27.6	51.1	10.9	58.2	6,324
Year 12	28.2	29.7	57.9	18.8	69.8	4,290
Post Secondary	26.4	29.8	56.2	15.9	65.5	6,053
Gender						
Males	29.8	22.4	52.2	10.6	59.0	11,034
Females	19.7	36.3	56.0	18.5	67.2	7,587
Equity Groups³						
Disability	23.0	30.5	53.5	8.0	57.1	409
Indigenous	35.7	18.7	54.5	7.5	60.0	747
CALD ⁴	24.0	23.8	47.8	18.8	60.7	2,149
Sole Parents	17.1	37.3	54.5	18.1	65.6	1,385
Total	25.2	28.5	53.7	14.2	62.6	18,621

1. Job seekers who left Intensive Support job search training refresher (30 hours) placements between 1 October 2006 and 30 September 2007 and outcomes achieved by 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/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 outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	25.1	26.1	51.2	21.7	65.1	34,515
21 to 24	33.2	26.7	59.9	16.5	68.8	26,305
25 to 34	27.9	25.5	53.4	13.1	62.1	28,458
35 to 49	22.9	29.3	52.3	12.2	60.5	30,384
50 or more	22.0	27.7	49.6	8.5	55.2	15,025
Educational attainment						
Less than Year 10	19.2	23.0	42.2	11.2	51.4	15,047
Year 10 or 11	22.5	25.5	48.0	12.3	56.7	46,043
Year 12	27.8	28.7	56.5	19.6	67.9	34,636
Post Secondary	29.7	28.5	58.3	14.5	66.8	38,841
Gender						
Males	30.3	21.5	51.8	11.7	59.5	78,966
Females	20.3	33.8	54.1	18.4	65.5	55,721
Equity Groups³						
Disability	19.9	25.4	45.3	13.2	53.9	2,822
Indigenous	27.4	20.7	48.1	11.5	56.7	4,985
CALD ⁴	23.8	24.2	48.0	18.9	61.3	19,249
Sole Parents	13.7	37.9	51.6	16.4	62.4	8,076
Total	25.7	27.0	52.7	14.8	62.1	134,687

1. Job seekers who left Intensive Support job search training placements between 1 October 2006 and 30 September 2007 and outcomes achieved by 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/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 outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	49.9	21.8	71.7	21.8	77.1	24,967
21 to 24	48.1	23.5	71.6	15.5	76.9	13,561
25 to 34	48.9	24.7	73.7	11.6	77.1	22,313
35 to 49	43.9	29.5	73.4	8.1	76.2	23,642
50 or more	42.7	29.2	71.8	5.0	73.9	8,581
Duration on income support (months)³						
0 to less than 6	49.3	24.5	73.8	13.3	77.8	28,956
6 to less than 12	36.6	30.1	66.8	12.4	71.3	9,575
12 to less than 24	33.5	29.6	63.1	12.0	67.7	7,398
24 to less than 36	31.1	29.5	60.6	12.2	64.6	3,911
36 or more	27.2	29.6	56.8	9.5	61.1	5,897
Educational attainment³						
Less than Year 10	31.5	27.5	59.0	7.2	62.9	8,005
Year 10 or 11	40.3	26.0	66.3	9.2	70.0	21,041
Year 12	49.4	25.4	74.8	19.2	79.5	12,800
Post Secondary	43.3	28.7	71.9	13.4	76.6	12,487
Gender						
Males	53.3	17.6	71.0	10.7	74.4	57,973
Females	38.1	36.7	74.8	15.2	78.9	35,091
Equity Groups³						
Disability	25.0	34.2	59.2	9.2	62.5	5,622
Indigenous	35.6	21.4	57.0	13.0	62.2	3,632
CALD ⁴	41.6	25.6	67.2	15.9	75.3	5,565
Sole Parents	26.6	45.9	72.6	11.4	76.3	4,929
Job Network eligible (FJNE)⁵	41.7	27.0	68.7	12.5	72.9	55,737
Job Search Support Only (JSSO)⁶	54.5	24.1	78.6	12.9	81.7	37,327
Total	46.8	25.8	72.6	12.6	76.4	93,064

1. Job seekers who were placed in a Job Network eligible job between 1 October 2006 and 30 September 2007 and outcomes achieved by 31 December 2007. 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. Outcomes estimates are based on a 25% sample of job seekers.
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 outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ³ (%)	Exits (number)
	Self Employed ² (%)	Employed (%)	Total Employed (%)			
Age Group (years)						
15 to 20	na	na	na	na	na	na
21 to 24	65.6	22.9	88.6	11.5	93.0	555
25 to 34	72.6	16.9	89.5	13.1	92.7	1,904
35 to 49	74.1	12.4	86.5	8.7	88.6	2,441
50 or more	72.6	10.5	83.1	6.1	84.5	1,034
Duration on income support (months)						
0 to less than 6	76.3	14.8	91.1	9.3	93.0	2,652
6 to less than 12	73.3	13.4	86.7	10.6	88.7	1,077
12 to less than 24	66.9	13.9	80.7	9.3	83.3	787
24 to less than 36	72.0	14.3	86.2	3.4	87.1	386
36 or more	67.2	12.3	79.5	10.6	83.0	1,047
Educational attainment						
Less than Year 10	72.6	13.7	86.3	3.6	86.3	298
Year 10 or 11	66.4	13.1	79.4	5.3	81.2	1,023
Year 12	71.5	16.5	88.0	9.6	90.6	922
Post Secondary	74.6	13.5	88.1	10.8	90.6	3,657
Gender						
Males	73.0	14.0	87.0	6.7	88.8	3,269
Females	72.1	14.0	86.1	12.2	88.9	2,777
Equity Groups⁴						
Disability	66.1	11.5	77.7	8.7	80.2	591
Indigenous	na	na	na	na	na	na
CALD ⁵	74.8	12.6	87.5	8.7	90.4	993
Sole Parents	68.9	16.4	85.3	11.0	87.5	549
Total	72.6	13.9	86.5	9.4	88.8	6,046

1. Job seekers who left New Enterprise Incentive Scheme (NEIS) placements between 1 October 2006 and 30 September 2007 and outcomes achieved by 31 December 2007.
 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 outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	18.2	19.4	37.7	14.6	48.7	13,488
21 to 24	19.9	19.9	39.8	12.7	49.8	17,958
25 to 34	17.8	17.7	35.6	10.3	43.2	24,407
35 to 49	14.5	18.3	32.8	9.7	40.0	29,562
50 or more	6.3	14.5	20.8	9.6	28.2	2,553
Duration on income support (months)						
0 to less than 6	26.4	19.9	46.3	12.0	54.8	11,749
6 to less than 12	22.3	20.0	42.3	13.0	51.7	16,855
12 to less than 24	17.6	19.5	37.1	12.6	46.7	12,497
24 to less than 36	14.4	18.3	32.8	12.0	42.0	11,071
36 or more	11.0	17.0	28.0	9.1	35.1	35,692
Educational attainment						
Less than Year 10	12.3	13.9	26.3	7.2	32.0	18,075
Year 10 or 11	15.5	18.7	34.2	8.4	40.6	33,095
Year 12	18.6	21.0	39.6	15.8	51.5	15,223
Post Secondary	18.8	19.8	38.6	13.7	48.6	21,367
Gender						
Males	18.6	15.0	33.6	9.2	40.8	61,603
Females	11.6	25.3	36.9	14.3	47.3	26,365
Equity Groups³						
Disability	9.4	14.6	23.9	10.9	32.8	7,144
Indigenous	11.4	12.0	23.4	9.8	31.2	8,668
CALD ⁴	16.4	17.7	34.1	14.3	45.3	11,708
Sole Parents	8.4	28.1	36.5	11.9	44.7	1,714
Total	16.3	18.4	34.7	10.9	42.9	87,968

1. Job seekers who left a Work for the Dole project between 1 October 2006 and 30 September 2007 and outcomes achieved by 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/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 outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	19.4	27.1	46.6	14.4	54.7	2,764
21 to 24	20.7	19.1	39.7	17.5	51.7	1,125
25 to 34	20.1	22.1	42.2	13.5	49.3	3,337
35 to 49	15.0	22.1	37.1	10.0	43.7	7,968
50 or more	9.0	21.3	30.3	5.6	34.1	6,333
Duration on income support (months)						
0 to less than 6	19.6	22.1	41.7	8.5	46.0	5,781
6 to less than 12	14.6	21.4	36.0	10.1	43.4	1,914
12 to less than 24	11.0	21.1	32.1	6.6	36.5	2,199
24 to less than 36	11.0	20.1	31.1	9.2	37.7	1,487
36 or more	7.4	19.7	27.2	9.5	33.8	5,725
Educational attainment						
Less than Year 10	8.5	16.4	24.9	5.7	29.1	3,762
Year 10 or 11	13.7	21.0	34.7	6.7	39.1	5,543
Year 12	14.1	22.4	36.5	13.7	45.5	2,395
Post Secondary	17.9	24.8	42.7	10.6	48.6	5,390
Gender						
Males	17.5	18.7	36.2	7.5	40.9	13,094
Females	9.7	28.0	37.7	12.4	45.4	8,133
Equity Groups³						
Indigenous	16.5	14.2	30.7	8.9	36.7	601
CALD ⁴	10.3	18.5	28.8	8.7	35.2	3,955
Sole Parents	11.1	29.9	41.0	13.6	48.6	975
Total	14.3	22.4	36.7	9.6	42.6	21,527

1. Job seekers who left Vocational Rehabilitation Services between 1 October 2006 and 30 September 2007 and outcomes achieved by 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/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. 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 1.14: Disability Employment Network: Post assistance outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	In-scope population (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	17.3	37.1	54.4	25.1	69.6	5,937
21 to 24	16.2	37.0	53.2	12.9	62.1	3,398
25 to 34	14.1	36.9	51.0	11.3	58.0	6,338
35 to 49	12.9	33.6	46.5	10.1	52.9	8,858
50 or more	8.2	31.3	39.5	7.4	44.0	4,896
Duration on income support (months)						
0 to less than 6	18.3	34.7	53.0	17.1	62.9	5,006
6 to less than 12	15.4	31.9	47.3	15.7	58.0	1,704
12 to less than 24	10.1	35.1	45.2	14.1	54.4	2,651
24 to less than 36	9.1	36.5	45.6	13.1	53.9	2,391
36 or more	8.2	36.3	44.5	10.3	51.2	13,819
Educational attainment						
Less than Year 10	9.0	30.5	39.5	10.3	46.6	5,732
Year 10 or 11	12.2	33.8	46.0	10.0	52.2	6,744
Year 12	10.2	35.8	46.0	15.8	57.4	3,237
Post Secondary	16.6	32.4	49.0	12.7	56.4	5,158
Gender						
Males	16.9	32.2	49.0	11.0	55.7	18,380
Females	7.8	39.2	47.0	15.6	57.0	11,047
Equity Groups³						
Indigenous	13.0	26.8	39.8	12.6	49.1	1,114
CALD ⁴	11.6	26.3	37.9	12.6	47.2	3,330
Sole Parents	8.3	40.7	49.0	12.4	56.5	892
Total	13.3	34.9	48.2	12.8	56.2	29,427

1. The in-scope population for DEN includes job seekers who achieved a 13 week employment milestone outcome or exited their DEN placement between 1 October 2006 and 30 September 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/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. 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 Program: Post assistance outcomes year to end December 2007¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	8.4	12.2	20.6	9.8	27.3	2,264
21 to 24	9.6	9.7	19.3	10.5	27.2	3,747
25 to 34	9.6	10.5	20.1	7.9	25.9	9,611
35 to 49	7.4	11.0	18.4	7.0	24.0	11,482
50 or more	5.0	10.4	15.3	4.8	18.9	4,110
Duration on income support (months)						
0 to less than 6	12.5	12.9	25.4	9.2	31.8	5,421
6 to less than 12	13.3	11.1	24.4	6.4	28.8	4,034
12 to less than 24	9.0	11.9	20.9	7.1	26.3	5,510
24 to less than 36	5.6	10.9	16.5	6.6	21.7	3,800
36 or more	4.2	9.1	13.3	6.9	18.9	12,252
Educational attainment						
Less than Year 10	6.2	7.6	13.8	4.8	18.0	9,844
Year 10 or 11	7.8	10.3	18.1	5.5	22.0	10,701
Year 12	7.6	14.1	21.6	9.8	29.0	3,760
Post Secondary	9.7	13.0	22.6	10.9	30.9	6,791
Gender						
Males	9.4	8.1	17.4	6.0	22.2	19,510
Females	5.4	14.4	19.8	8.9	26.4	11,693
Equity Groups³						
Disability	6.6	9.9	16.6	6.0	21.2	13,635
Indigenous	5.5	6.5	12.1	6.9	18.4	3,342
CALD ⁴	5.3	10.1	15.3	10.3	23.9	3,726
Sole Parents	5.4	17.4	22.8	9.2	28.2	1,448
Total	7.7	10.7	18.4	7.2	23.9	31,214

1. Job seekers who left a Personal Support Program placement between 1 October 2006 and 30 September 2007 and outcomes achieved by 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/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.

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.

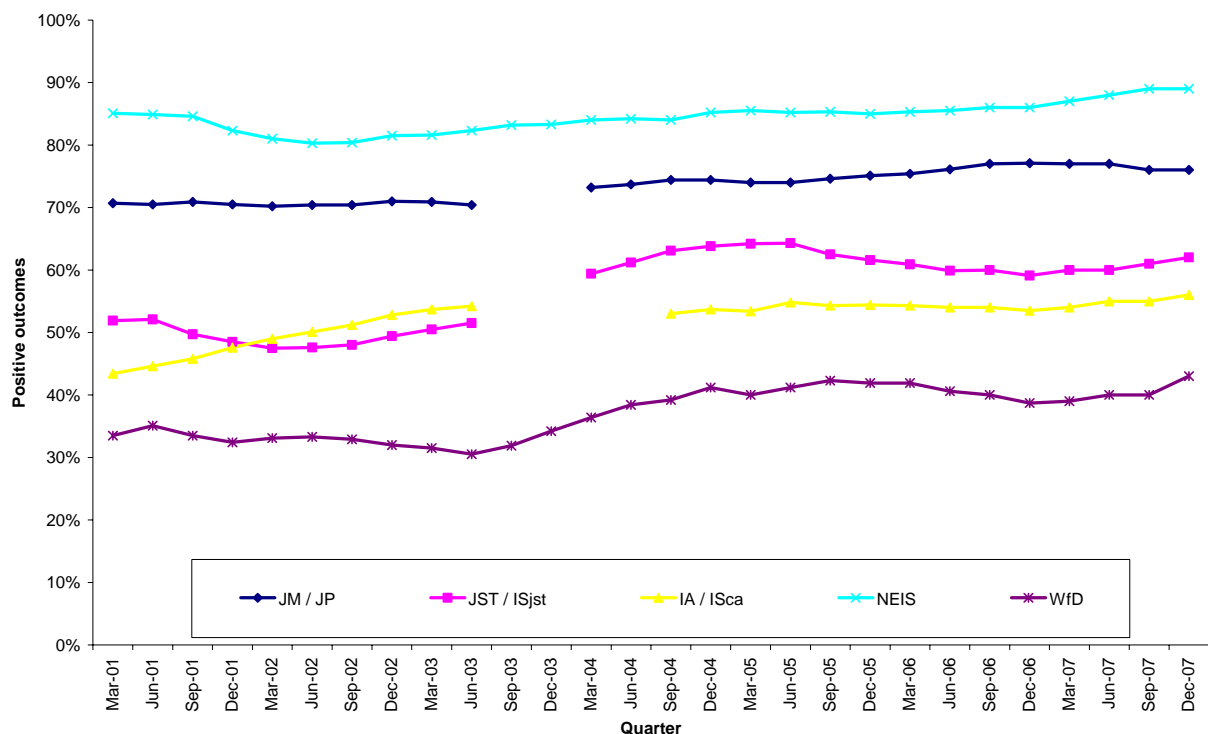
Similarly it would be expected that in the period following the introduction of a new intervention, outcomes will increase at a faster rate than interventions that have been in place for a longer period of time, as effective servicing strategies are developed.

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 quarter 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 Post-Program Monitoring 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 services¹



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 December 2007. 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: Participation in employment 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 01 January 2007 and 31 December 2007.

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 the complementary programs as well as the number of Job Placements achieved. A commencement in the Job Search Support Stream of assistance is determined through the job seeker's Vocational Profile creation date.

Aggregate commencements levels for the 2006 and 2007 calendar years 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 level achieved in the year to December 2006. 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 1 (also see page 32). Community Work Placements have fallen from the previous year with many commencing in Work for the Dole instead following the changes associated with the Welfare-to-Work reforms. It is evident, however, that the number of commencements in Work for the Dole has also fallen substantially over the last year.

On the other hand commencements in the Structured Training and Employment Projects (STEP) component of the Indigenous Employment Program has doubled on that achieved in the 2006 calendar 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 December 2007. Also provided is the demographic distribution of the Newstart and Youth Allowance (other) population at 31 December 2007. 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 the higher level of exemptions among these job seekers.

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 the proportion commencing in the **New Enterprise Incentive Scheme (NEIS)**. This is shown only for those on an eligible allowance, such as Newstart and Youth Allowance (other) and who are 18 years of age or older. NEIS is not targeted directly at job seekers with any particular characteristics. Given the nature of the program, however, 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 the proportion commencing **Work for the Dole (WfD)**. This is shown only for those on the activity tested payments 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.

Section 3: Access to and Participation in Labour Market Assistance

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

Labour market assistance	Year to end December 2006	Year to end December 2007
	Commencements	Commencements
	(Numbers)	
Job Search Support ²	470,828	376,520
Intensive Support ³	386,904	360,786
job search training	119,251	108,476
first customised assistance (ISca1)	177,133	164,752
second customised assistance (ISca2)	77,573	60,843
Job Placement	644,749	618,852
NEIS	6,148	6,540
Work for the Dole	93,027	81,157
Community Work Placements	2,290	511
IEP – STEP	4,069	8,200
IEP - Wage Assistance	2,565	3,004
Disability Employment Network	26,101	29,942
Vocational Rehabilitation Services	31,977	32,014
Personal Support Program	40,554	30,225

1. Commencement or placement of job seekers in labour market assistance funded by DEEWR for the two years of 1 January 2006 to 31 December 2006 and 1 January 2007 to 31 December 2007.

2. Job seekers with a registered Vocational Profile in the year up to 31 December 2006 and 31 December 2007.

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: December 2007¹

Job seeker characteristics	Newstart/Youth Allowance (other) recipients	Employment Assistance type		
		Job Search Support ² (%)	Job Placement ³ (%)	Intensive Support (%)
Age group (years)				
15 to 20	12.4	23.9	18.8	22.4
21 to 24	13.5	10.4	15.1	13.7
25 to 34	23.7	20.4	24.1	20.9
35 to 49	28.4	31.1	29.4	29.0
50 or more	22.1	14.2	12.6	13.9
Total	100.0	100.0	100.0	100.0
Duration on income support (months)				
0 to less than 6	24.5	89.1	37.2	56.4
6 to less than 12	13.0	4.2	18.3	13.8
12 to less than 24	16.0	2.8	19.8	12.4
24 to less than 36	10.7	1.2	9.5	6.3
36 or more	35.8	2.7	15.2	11.1
Total	100.0	100.0	100.0	100.0
Educational attainment				
Less than Year 10	21.9	15.7	16.8	20.7
Year 10 or 11	32.8	32.6	37.5	36.6
Year 12	17.1	24.5	19.4	19.1
Post secondary	24.7	27.2	26.3	23.6
Total	100.0	100.0	100.0	100.0
Gender				
Male	60.0	45.7	61.1	51.0
Female	40.0	54.3	38.9	49.0
Total	100.0	100.0	100.0	100.0
Equity groups⁴				
Disability	17.5	4.8	7.0	6.8
Indigenous	11.2	6.2	8.3	14.1
CALD ⁵	17.4	20.7	13.4	15.3
Sole parents	2.7	10.6	8.0	11.8

1. Commencements in Job Network employment assistance from 1 January 2007 to 31 December 2007.

2. Commencements in Job Search Support measured through the demographic distribution of registered Vocational Profiles in the year up to 31 December 2007.

3. Demographic breakdown of Job Placements in the year up to 31 December 2007.

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 December 2007¹

Job seeker characteristics	Eligibility for NEIS ² (%)	Commencement in NEIS (%)
Age group (years)		
15 to 20	9.3	1.5
21 to 24	14.0	8.8
25 to 34	24.5	30.0
35 to 49	29.4	41.4
50 or more	22.9	18.3
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	23.3	49.5
6 to less than 12	12.7	24.0
12 to less than 24	15.9	13.4
24 to less than 36	11.0	5.9
36 or more	37.1	7.3
Total	100.0	100.0
Educational attainment		
Less than Year 10	22.2	4.9
Year 10 or 11	33.5	19.9
Year 12	18.0	17.9
Post secondary	26.3	57.3
Total	100.0	100.0
Gender		
Male	60.5	51.5
Female	39.5	48.5
Total	100.0	100.0
Equity groups³		
Disability	18.0	7.5
Indigenous	10.8	1.6
CALD ⁴	17.9	15.7
Sole parents	2.8	9.1

1. Commencement of job seekers in NEIS from 1 January 2007 to 31 December 2007.
2. Job seekers receiving Newstart and Youth Allowance (Other) and 18 or over as at 31 December 2007.
3. Equity groups are not mutually exclusive.
4. 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 December 2007¹

Job seeker characteristics	Eligibility for Work for Dole ² (%)	Commencement in Work for the Dole (%)
Age group (years)		
15 to 20	9.3	15.4
21 to 24	14.0	19.9
25 to 34	24.5	27.1
35 to 49	29.4	33.7
50 or more	22.9	3.8
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	23.3	6.1
6 to less than 12	12.7	26.0
12 to less than 24	15.9	13.5
24 to less than 36	11.0	12.6
36 or more	37.1	41.8
Total	100.0	100.0
Educational attainment		
Less than Year 10	22.2	21.6
Year 10 or 11	33.5	38.1
Year 12	18.0	16.7
Post secondary	26.3	23.6
Total	100.0	100.0
Gender		
Male	60.5	68.8
Female	39.5	31.2
Total	100.0	100.0
Equity groups³		
Disability	18.0	7.6
Indigenous	10.8	11.4
CALD ⁴	17.9	12.7
Sole parents	2.8	0.6

1. Commencement of job seekers in Work for the Dole from 1 January 2007 to 31 December 2007.
2. Job seekers receiving Newstart and Youth Allowance (Other) as at 31 December 2007.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English.

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 Region (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 01 January 2007 and 31 December 2007, while the post-assistance employment outcomes data relates to job seekers who ceased assistance or achieved an eligible Job Network placement between 1 October 2006 and 30 September 2007 and achieved their outcomes by 31 December 2007. 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 job seekers Vocational Profile creation date.

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 2007 calendar year 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 December 2007 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 shows some of the variability as seen in relation to commencements in assistance. Post-assistance outcomes in the Sydney LMR across the suite of employment services followed are lower than that achieved in New South Wales 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 markets conditions within each LMR. As a result the performance reported for each LMR should not be considered as the absolute performance of that LMRs providers.

Table 4.1: Commencements in labour market assistance by region: December 2007¹

DEEWR Region	Job Search Support (Number)	Job Placements (Number)	Intensive Support (Number)	Work for the Dole (Number)
Sydney	70,062	85,967	61,592	13,157
Hunter and North Coast	26,249	45,971	31,245	9,954
Illawarra and SE NSW	11,728	17,451	12,337	4,170
Western NSW	11,530	26,829	13,413	3,407
Riverina	4,937	11,752	5,401	1,386
New South Wales	124,506	187,970	123,988	32,074
Melbourne	68,294	95,415	52,848	11,398
Eastern Victoria	8,970	20,568	9,496	3,068
Western Victoria	15,253	29,963	15,679	5,030
Victoria	92,517	145,946	78,023	19,496
Brisbane	53,475	93,890	43,919	6,776
Southern Queensland	11,966	19,687	12,256	3,904
Central and Northern QLD	17,373	33,167	18,256	3,491
Queensland	82,814	146,744	74,431	14,171
Perth	17,260	31,012	15,713	1,885
South Western Australia	4,627	7,635	4,369	691
Greater Western Australia	5,502	7,579	8,850	680
Western Australia	27,389	46,226	28,932	3,256
Adelaide	22,036	42,032	19,679	4,286
South Australia Country	9,333	17,696	12,419	2,878
South Australia	31,369	59,728	32,098	7,164
Tasmania	8,947	20,709	11,526	3,305
Northern Territory	5,504	6,357	9,659	1,201
Australian Capital Territory	3,470	5,168	2,118	490
Australia	376,520	618,852	360,786	81,157

1. Commencements in Job Network employment assistance and Work for the Dole from 1 January 2007 to 31 December 2007.

Source: DEEWR administrative systems.

Table 4.2: Comparison of labour market assistance by region year to end December 2007

DEEWR Region	Newstart/ Youth Allowance (Other) recipients ¹ (%)	Job Search Support ² (%)	Intensive Support ² (%)	Work for the Dole ² (%)
Sydney	16.9	18.6	17.1	16.2
Hunter and North Coast	8.2	7.0	8.7	12.3
Illawarra and SE NSW	3.5	3.1	3.4	5.1
Western NSW	3.7	3.1	3.7	4.2
Riverina	1.4	1.3	1.5	1.7
New South Wales	33.7	33.1	34.4	39.5
Melbourne	17.2	18.1	14.6	14.0
Eastern Victoria	2.8	2.4	2.6	3.8
Western Victoria	4.7	4.1	4.3	6.2
Victoria	24.7	24.6	21.6	24.0
Brisbane	11.1	14.2	12.2	8.3
Southern Queensland	3.1	3.2	3.4	4.3
Central and Northern QLD	4.5	4.6	5.1	4.8
Queensland	18.7	22.0	20.6	17.5
Perth	4.7	4.6	4.4	2.3
South Western Australia	1.1	1.2	1.2	0.8
Greater Western Australia	1.7	1.5	2.5	0.9
Western Australia	7.5	7.3	8.0	4.0
Adelaide	5.9	5.9	5.5	5.3
South Australia Country	2.5	2.5	3.4	3.5
South Australia	8.5	8.3	8.9	8.8
Tasmania	3.4	2.4	3.2	4.1
Northern Territory	2.6	1.5	2.7	1.5
Australian Capital Territory	0.9	0.9	0.6	0.6
Australia	100.0	100.0	100.0	100.0

1. Job Seekers receiving Newstart or Youth Allowance (Other) as at 31 December 2007.

2. Commencements in Job Network employment assistance or Work for the Dole from 1 January 2007 to 31 December 2007.

Source: DEEWR administrative systems.

Table 4.3: Regional labour market post assistance employment outcomes year to end December 2007¹

DEEWR Region	Job Placement ² (%)	Intensive Support job search training ³ (%)	Intensive Support customised assistance ³ (%)	Intensive Support ⁴ (%)	Work for the Dole ³ (%)
Sydney	68.5	47.4	41.2	42.7	30.9
Hunter and North Coast	74.4	48.7	45.4	50.2	31.8
Illawarra and SE NSW	77.5	48.7	46.0	52.9	34.8
Western NSW	73.5	51.0	40.1	49.7	23.8
Riverina	75.7	48.4	42.9	51.0	30.5
New South Wales	72.1	48.3	42.7	46.8	31.1
Melbourne	72.0	53.3	46.7	52.7	37.4
Eastern Victoria	65.9	51.9	48.6	56.0	33.9
Western Victoria	74.0	52.9	48.2	54.8	32.6
Victoria	71.5	53.2	47.3	53.4	35.7
Brisbane	76.8	59.7	53.5	59.0	44.2
Southern Queensland	71.5	51.5	47.0	48.7	34.7
Central and Northern QLD	74.6	53.5	44.4	56.3	39.4
Queensland	75.8	57.5	49.4	56.3	40.8
Perth	68.4	62.5	53.4	61.7	39.0
South Western Australia	78.7	53.2	51.5	58.8	44.8
Greater Western Australia	74.0	49.6	37.8	40.2	33.4
Western Australia	71.3	59.7	48.0	58.1	39.3
Adelaide	70.3	55.0	51.9	53.1	35.9
South Australia Country	73.8	49.9	47.2	55.7	30.8
South Australia	71.5	53.6	50.3	53.9	34.0
Tasmania	64.3	51.9	47.7	52.9	34.5
Northern Territory	79.5	58.9	30.2	38.4	24.4
Australian Capital Territory	58.0	58.6	56.6	64.9	36.2
Australia	72.6	52.7	45.9	52.0	34.7

1. Employment outcomes exclude Indigenous job seekers who return to a Community Development Employment Projects (CDEP) after leaving labour market assistance.
2. Job Placement outcomes are for job seekers placed in an eligible Job Placement job between 1 October 2006 and 30 September 2007 and outcomes achieved by 31 December 2007. 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 October 2006 and 30 September 2007 and outcomes achieved by 31 December 2007.
4. Job seekers who commenced Intensive Support between 1 October 2003 and 30 September 2006 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 October 2006 and 30 September 2007 and outcomes achieved by 31 December 2007.

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.

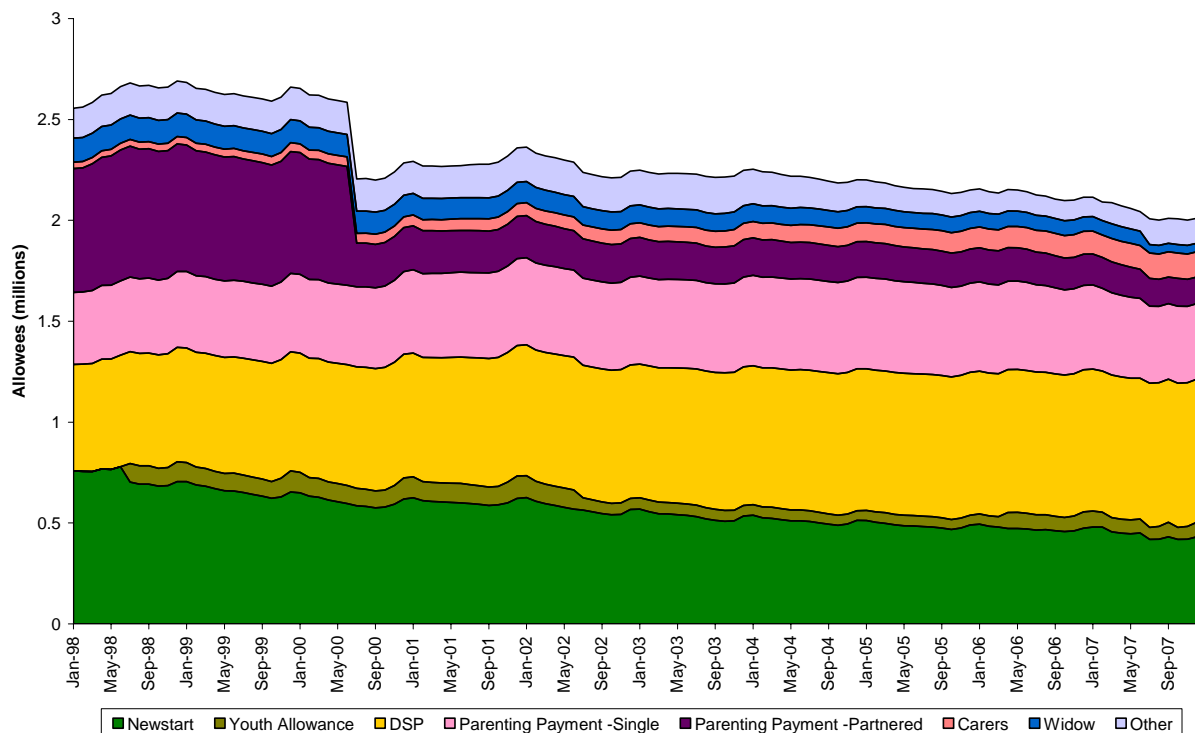
While this report focuses mainly on the outcomes achieved by individual forms of assistance, it is also important to note that other factors, such as administrative/policy changes and economic conditions, also have a significant impact on the number of income support recipients.

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 allowance 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 December 2007, the number of people in receipt of Newstart or Youth Allowance (Other) decreased by over 47,000 to around 498,300 job seekers. The number of job seekers who were long-term recipients decreased by just under 24,300 recipients while the number of short-term recipients decreased by around 23,100.

On the other hand the number of Carer Pension and Disability Support Pension (DSP) recipients has risen over the period January 1998 to December 2007.

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

Figure 5.1: Number of Income Support Recipients¹



1. Figures quoted in the text are from the Department of Education, Employment and Workplace Relations: "Labour Market and Related Payments a monthly profile, December 2007".

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.

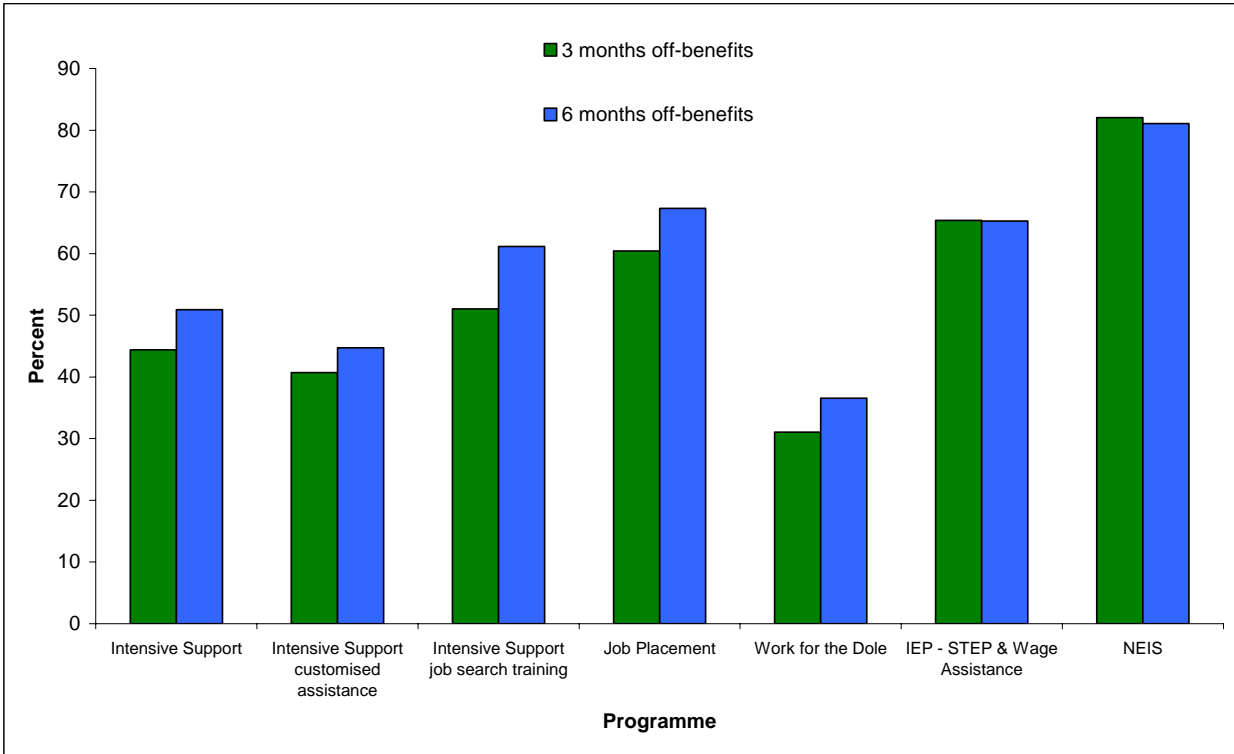
The majority of job seekers who move off income support do so for employment, particularly full-time employment. For most programs, however, off-benefit outcomes levels are generally slightly lower than employment outcomes levels. This reflects the fact that three months after exiting an employment assistance 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 months off-benefit outcomes. Those that achieve high off-benefit outcomes at three months experience little change at the six month mark. This indicates that for these programs the benefits happen relatively shortly after completing the program.

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

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

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



1. Job seekers who left assistance between 1 October 2006 and 30 September 2007 and were not on income support three months later.
2. Job seekers who left assistance between 1 July 2006 and 30 June 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 found to be on full-rate of 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 the Maintenance phase of DEN assistance 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

Comparisons with pre-APM outcomes

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

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

Disability Employment Network and Vocational Rehabilitation Services

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

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

Intensive Support population

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

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

