



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

## **Main features**

### **Outcomes**

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

- 77% for Job Placement;
- 60% for Intensive Support job search training;
- 54% for Intensive Support customised assistance;
- 61% for Intensive Support;
- 87% for New Enterprise Incentive Scheme (NEIS);
- 39% for Work for the Dole;
- 42% for Community Work Placements;
- 22% for the Personal Support Programme;
- 46% for Vocational Rehabilitation Services;
- 69% for Indigenous Employment Programme Structured Training and Employment Projects (STEP); and
- 69% for Indigenous Employment Programme Wage Assistance.

### **Job Vacancies and Placements**

In the year to end March 2007, 2,314,000 vacancies were notified on the Australian Job Search database, of which around 1,068,000 were lodged by Job Network Members or Job Placement Organisations (including vacancies lodged through the Internet and Teleservicing). In the year to end March 2007, 645,400 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 March 2007, commencements in the various types of labour market assistance included:

- 443,800 in Job Search Support;
- 380,100 in Intensive Support;
- 6,200 in NEIS;
- 7,000 in the STEP and Wage Assistance elements of the Indigenous Employment Programme;
- 37,900 in the Personal Support Programme;
- 31,700 in Vocational Rehabilitation Services;
- 27,600 in the Disability Employment Network;
- 92,600 in Work for the Dole; and
- 1,700 in Community Work Placement.

### **Income Support**

In the year to end March 2007, the number of job seekers in receipt of Newstart or Youth Allowance (Other) decreased by around 19,000 to just under 545,000 job seekers. The number of job seekers who were long-term recipients (ie on allowances for 12 months or more) decreased by around 12,700 to under 320,700 while the number of short-term recipients decreased by around 6,000 to just over 224,200.

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## *Time periods used in this report*

The Department's Post Programme Monitoring (PPM) Survey measures outcomes achieved by job seekers three months after they exit labour market assistance. This report contains outcomes data for job seekers who exited assistance in the 12 months to 31 December 2006 and their post assistance outcomes achieved by 31 March 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 DEWR and Centrelink administrative systems, relate to job seekers who were placed in a job or commenced labour market assistance between 1 April 2006 and 31 March 2007 and 1 April 2005 and 31 March 2006.

## *More information.....*

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Department of Employment and Workplace Relations

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

## Changes to the Employment Services Market

### **The Active Participation Model**

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 and has a number of innovative features, such as a Job Seeker Account to fund preparation of job seekers for work.

### **Participation in the Active Participation Model**

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. This includes ongoing assistance during the early stages of a job seekers new 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 by 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.

After six months of unemployment (and periodically thereafter), most activity-tested job seekers will be required to fulfil a Mutual Obligation requirement. During these periods, job seekers will remain in Intensive Support and it will be 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 will receive Intensive Support customised assistance. Over a six month period this service provides customised assistance to address individual barriers to employment and tailor the job seeker's efforts in looking for work. In Intensive Support customised assistance, a job seeker's Job Network member will have up to \$1,350 credited to their Job Seeker Account for the purchase of services and products to assist them to find employment.

### **Results for Active Participation Model assistance**

Results for the employment services provided under the *Active Participation Model* have progressively become available. Reliable outcomes estimates cannot be produced until a sufficient number of clients have received assistance and subsequently been surveyed. Results for Job Placement and Intensive Support job search training have been published onwards from the June 2004 edition Labour Market Assistance Outcomes. Intensive Support customised assistance outcome results have been published in reports from September 2004 with outcomes for the Intensive Support stream of assistance reported since the December 2004 edition of Labour Market Assistance Outcomes.

Outcomes for programmes such as Disability Employment Network, Vocational Rehabilitation Services, Community Development Employment Project scheme and the Personal Support Programme, are expected to be reported on over the next year as sufficient data becomes available.

## In this report....

Section 2 of this report contains a brief analysis of longer-term outcomes for education versus work first approaches.

Outcomes are now reported for the Personal Support Programme and Vocational Rehabilitation Services.

AJS vacancies and Job Placements are no longer reported by industry type.

Outcomes for Intensive Support are no longer broken down into the 12, 24 and 36 month unemployed groups.

## Section 1: Labour Market Assistance Outcomes

### Post assistance labour market outcomes

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.

Employment outcomes for the suite of Job Network assistance remains strong.

Job seekers are categorised as employed, unemployed, not in the labour force or in further assistance.

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 (ie. 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.

Care should also 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: Post assistance<sup>1</sup> labour market outcomes year to end March 2007**

	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance <sup>2</sup> (%)	Exits (number)
Labour market assistance					
Job Placement	73.4	21.5	5.0	na	95,829
Fully Job Network eligible (FJNE)	69.8	24.9	5.3	na	57,167
Job Search Support Only (JSSO)	78.8	16.5	4.6	na	38,662
Intensive Support	53.6	35.4	11.1	8.9	395,738
Intensive Support job search training	50.1	42.4	7.5	3.6	140,750
Intensive Support customised assistance	44.6	42.6	12.8	15.5	268,096
Intensive Support customised assistance 1	46.4	39.6	14.0	13.8	186,436
Intensive Support customised assistance 2	40.7	48.8	10.5	19.3	81,652
NEIS	84.5	10.1	5.3	2.0	6,299
Work for the Dole	30.7	59.2	10.0	34.0	95,368
Community Work	32.4	57.7	9.9	29.9	3,403
IEP - STEP	60.4	30.9	8.8	19.5	3,371
IEP - Wage Assistance	65.2	29.0	5.8	26.4	2,663
Personal Support Programme	17.0	39.4	43.6	na <sup>3</sup>	28,150
Vocational Rehabilitation Services	38.0	28.4	33.7	na <sup>3</sup>	20,450

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 Programme (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance, Personal Support Programme (PSP) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 January 2006 and 31 December 2006. 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.

3. Further assistance figures are not available for the Personal Support Programme or Vocational Rehabilitation Services.

Source: *The Post Programme Monitoring Survey conducted three months after job seekers cease assistance.*

## Post assistance employment and positive outcomes

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.

Education and training outcomes include job seekers who are studying at a secondary school or college, TAFE, business college or university three months

after ceasing labour market assistance.

Outcomes for STEP were particularly strong for the March 2007 quarter with positive outcomes up by four percentage points from the previous quarter.

Outcomes for all other programmes are relatively unchanged from last quarter.

**Table 1.2: Post assistance<sup>1</sup> employment and positive outcomes year to end March 2007**

Labour market assistance	Full-time Employed (%)	Part-time Employed (%)	Total Employed (%)	Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
Job Placement	46.7	26.7	73.4	12.3	77.0	95,829
Fully Job Network eligible (FJNE)	42.5	27.3	69.8	12.0	73.7	57,167
Job Search Support Only (JSSO)	53.0	25.8	78.8	12.7	82.0	38,662
Intensive Support	24.9	28.7	53.6	12.2	61.2	395,738
Intensive Support job search training	23.4	26.6	50.1	14.6	59.5	140,750
Intensive Support customised assistance	16.3	28.3	44.6	12.7	54.4	268,096
Intensive Support customised assistance 1	18.4	28.0	46.4	13.3	56.6	186,436
Intensive Support customised assistance 2	11.9	28.8	40.7	11.5	49.7	81,652
NEIS	48.7	35.8	84.5	10.0	86.9	6,299
Work for the Dole	13.5	17.2	30.7	10.8	39.1	95,368
Community Work	9.8	22.6	32.4	13.4	42.4	3,403
IEP - STEP	46.3	14.0	60.4	22.7	68.6	3,371
IEP - Wage Assistance	47.0	18.2	65.2	20.9	69.1	2,663
Personal Support Programme	6.3	10.7	17.0	7.3	22.4	28,150
Vocational Rehabilitation Services	13.4	24.6	38.0	12.2	45.9	20,450

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 Programme (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance, Personal Support Programme (PSP) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 January 2006 and 31 December 2006. Employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.

2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.

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

## Intensive Support

Table 1.3 reports the post assistance outcomes achieved for both the 12, 24 and 36 month in-scope population for Intensive Support. Detailed information about the 12, 24 and 36 months samples were previously reported separately, however, results for Intensive Support will now only be reported on as a whole.

Overall Intensive Support positive outcomes are around those achieved in the December 2006 quarter with around 61 per cent in employment and/or education/training.

Outcomes for sole parents are particularly encouraging with 55 per cent in some kind of employment three months following assistance.

**Table 1.3: Intensive Support: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	In-scope population <sup>3</sup> (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	31.1	25.7	56.8	17.6	65.9	82,150
21 to 24	35.9	26.4	62.3	15.9	70.8	56,313
25 to 34	28.8	29.0	57.8	12.5	65.2	87,736
35 to 49	22.9	30.6	53.5	11.7	61.6	113,976
50 or more	15.8	29.1	44.8	8.4	50.9	55,563
<b>Duration on income support (months)</b>						
0 to less than 6	31.0	28.3	59.4	12.8	67.3	178,961
6 to less than 12	22.6	30.9	53.5	11.3	60.2	31,870
12 to less than 24	19.8	30.7	50.5	11.2	57.9	40,354
24 to less than 36	19.9	27.5	47.5	10.7	54.0	25,919
36 or more	12.8	28.7	41.6	11.1	49.7	88,602
<b>Educational attainment</b>						
Less than Year 10	18.4	24.1	42.5	9.7	50.7	58,123
Year 10 or 11	26.3	29.3	55.6	10.4	62.0	106,510
Year 12	31.3	31.4	62.8	17.7	72.4	57,021
Post Secondary	33.0	31.6	64.7	13.9	72.5	96,827
<b>Gender</b>						
Males	28.3	23.0	51.3	9.8	57.6	241,289
Females	20.3	36.6	56.9	15.5	66.3	154,449
<b>Equity Groups<sup>4</sup></b>						
Disability	15.5	26.1	41.6	9.4	48.1	38,327
Indigenous	18.2	20.3	38.5	10.5	46.6	38,660
CALD <sup>5</sup>	22.3	25.6	47.8	17.6	61.3	61,048
Sole Parents	16.1	38.9	55.0	14.9	64.2	34,965
<b>Total</b>	<b>24.9</b>	<b>28.7</b>	<b>53.6</b>	<b>12.2</b>	<b>61.2</b>	<b>395,738</b>

1. Job seekers who commenced Intensive Support between 1 July 2003 and 31 December 2005 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 Programme Monitoring Survey conducted three months after job seekers cease assistance

**Intensive Support customised assistance**  
Table 1.4 shows the post assistance outcomes achieved by those who left their first placement/phase of Intensive Support customised assistance (ISca1) between 1 January 2006 and 31 December 2006 and

outcomes achieved three months later, up to 31 March 2007. Around 57 per cent of ISca1 participants were employed and/or in education/training 3 months following assistance, up one percentage point of the previous quarter.

**Table 1.4: Intensive Support customised assistance phase 1: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Disadvantage status</b>						
Non-highly disadvantaged <sup>3</sup>	21.5	32.9	54.4	11.6	62.6	93,238
Highly disadvantaged <sup>4</sup>	15.2	22.9	38.2	15.1	50.5	93,198
<b>Age Group (years)</b>						
15 to 20	21.1	26.1	47.1	15.7	59.0	39,918
21 to 24	22.4	29.3	51.7	17.2	63.5	22,474
25 to 34	20.5	26.5	47.1	13.1	56.7	40,079
35 to 49	18.0	29.1	47.2	13.9	58.1	55,453
50 or more	13.1	29.2	42.3	9.7	50.0	28,512
<b>Duration on income support (months)</b>						
0 to less than 6	20.1	24.4	44.5	14.5	55.6	48,622
6 to less than 12	20.0	32.7	52.7	13.2	62.3	34,623
12 to less than 24	18.3	28.9	47.2	12.4	56.9	37,080
24 to less than 36	16.3	25.5	41.8	13.7	52.9	11,468
36 or more	13.6	26.7	40.3	13.6	51.1	42,023
<b>Educational attainment</b>						
Less than Year 10	13.7	21.1	34.9	12.8	46.1	46,480
Year 10 or 11	17.9	27.7	45.6	11.0	54.1	62,588
Year 12	21.4	31.5	52.9	16.5	64.7	27,313
Post Secondary	21.1	32.4	53.5	14.4	63.8	48,306
<b>Gender</b>						
Males	21.2	24.0	45.2	10.6	53.6	102,107
Females	15.5	32.4	47.9	16.1	59.9	84,329
<b>Equity Groups<sup>5</sup></b>						
Disability	13.3	26.0	39.3	10.9	47.9	28,597
Indigenous	15.9	18.4	34.3	11.1	43.1	34,219
CALD <sup>6</sup>	17.3	23.2	40.5	21.1	58.4	32,103
Sole Parents	17.9	31.3	49.1	15.3	60.6	28,619
<b>Total</b>	<b>18.4</b>	<b>28.0</b>	<b>46.4</b>	<b>13.3</b>	<b>56.6</b>	<b>186,436</b>

1. Job seekers who left Intensive Support customised assistance phase 1 between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 Programme Monitoring Survey conducted three months after job seekers cease assistance.

**Intensive Support customised assistance**

Table 1.5 shows the post assistance outcomes achieved by those who left the second placement/phase of Intensive Support customised assistance (ISCa2) between 1 January 2006 and 31 December 2006 and outcomes achieved three months later, up to 31 March 2007.

Outcomes were somewhat lower for those completing their second phase of ISCa with a positive outcomes rate of 50 per cent, reflecting their relative disadvantage compared to the ISCa1 clients.

**Table 1.5: Intensive Support customised assistance phase 2: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Disadvantage status</b>						
Non-highly disadvantaged <sup>3</sup>	14.3	32.3	46.6	10.6	54.6	42,379
Highly disadvantaged <sup>4</sup>	9.2	25.0	34.2	12.5	44.4	39,273
<b>Age Group (years)</b>						
15 to 20	14.4	26.4	40.8	10.9	48.3	10,453
21 to 24	15.1	26.3	41.3	12.8	51.1	10,528
25 to 34	14.7	26.6	41.2	13.4	51.7	16,312
35 to 49	11.9	31.2	43.2	13.2	53.5	25,341
50 or more	8.3	28.9	37.2	9.3	44.7	19,018
<b>Duration on income support (months)</b>						
0 to less than 6	18.2	28.0	46.2	5.9	50.6	3,814
6 to less than 12	16.0	29.6	45.7	13.7	56.5	2,279
12 to less than 24	12.5	29.4	41.9	13.2	52.2	17,622
24 to less than 36	14.6	29.8	44.4	12.1	53.6	17,228
36 or more	9.5	28.0	37.4	11.0	46.2	39,098
<b>Educational attainment</b>						
Less than Year 10	9.6	23.3	32.9	10.1	41.3	21,735
Year 10 or 11	11.9	29.3	41.2	9.3	48.6	28,702
Year 12	12.8	30.9	43.7	14.8	55.4	10,285
Post Secondary	13.6	32.4	46.0	13.9	56.4	20,352
<b>Gender</b>						
Males	12.9	23.9	36.8	9.4	44.6	49,920
Females	10.3	36.2	46.5	14.6	57.2	31,732
<b>Equity Groups<sup>5</sup></b>						
Disability	8.0	25.2	33.2	11.1	42.3	11,880
Indigenous	11.9	18.3	30.2	9.2	37.5	12,820
CALD <sup>6</sup>	10.9	26.6	37.5	18.8	53.2	13,565
Sole Parents	14.3	37.4	51.7	15.0	62.1	8,050
<b>Total</b>	<b>11.9</b>	<b>28.8</b>	<b>40.7</b>	<b>11.5</b>	<b>49.7</b>	<b>81,652</b>

1. Job seekers who left Intensive Support customised assistance phase 2 between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 Programme Monitoring Survey conducted three months after job seekers cease assistance.



**Intensive Support customised assistance**

Table 1.6 shows the post assistance outcomes achieved by those who left Intensive Support customised assistance between 1 January 2006 and 31 December 2006 and outcomes achieved three months later, up to 31 March 2007.

Positive outcomes for Intensive Support customised assistance overall were around 54%, broadly similar to those achieved in the December 2006 quarter.

**Table 1.6: Intensive Support customised assistance combined: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Disadvantage status</b>						
Non-highly disadvantaged <sup>3</sup>	19.2	32.7	51.9	11.2	60.0	135,620
Highly disadvantaged <sup>4</sup>	13.3	23.6	37.0	14.2	48.5	132,476
<b>Age Group (years)</b>						
15 to 20	19.7	26.1	45.8	14.8	56.8	50,374
21 to 24	20.0	28.3	48.3	15.7	59.4	33,004
25 to 34	18.8	26.5	45.3	13.2	55.2	56,394
35 to 49	16.0	29.9	45.9	13.6	56.6	80,792
50 or more	11.1	29.1	40.3	9.5	47.9	47,532
<b>Duration on income support (months)</b>						
0 to less than 6	20.0	24.6	44.6	14.0	55.3	52,438
6 to less than 12	19.8	32.5	52.3	13.2	62.0	36,901
12 to less than 24	16.4	29.1	45.5	12.6	55.4	54,703
24 to less than 36	15.3	28.2	43.6	12.7	53.4	28,696
36 or more	11.6	27.4	39.0	12.3	48.7	81,126
<b>Educational attainment</b>						
Less than Year 10	12.3	21.9	34.2	11.8	44.5	68,221
Year 10 or 11	15.9	28.3	44.2	10.4	52.3	91,290
Year 12	19.0	31.3	50.3	16.0	62.0	37,599
Post Secondary	18.8	32.5	51.2	14.2	61.5	68,661
<b>Gender</b>						
Males	18.3	24.0	42.4	10.1	50.5	152,029
Females	14.0	33.5	47.5	15.6	59.2	116,067
<b>Equity Groups<sup>5</sup></b>						
Disability	11.7	25.8	37.5	11.0	46.2	40,479
Indigenous	14.8	18.3	33.1	10.6	41.5	47,039
CALD <sup>6</sup>	15.3	24.3	39.6	20.3	56.8	45,669
Sole Parents	17.1	32.7	49.7	15.3	60.9	36,670
<b>Total</b>	<b>16.3</b>	<b>28.3</b>	<b>44.6</b>	<b>12.7</b>	<b>54.4</b>	<b>268,096</b>

1. Job seekers who left Intensive Support customised assistance between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 Programme Monitoring Survey conducted three months after job seekers cease assistance.

### Intensive Support job search training

Table 1.7 shows the post assistance outcomes achieved by those who left Intensive Support job search training between 1 January 2006 and 31 December 2006 and outcomes achieved three months later, up to 31 March 2007.

Post assistance outcomes for Intensive Support job search training participants 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.

Post-assistance outcomes for Intensive Support job search training remain strong with positive outcome levels around 60 per cent.

**Table 1.7: Intensive Support job search training: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	22.6	27.4	50.0	22.0	64.4	35,774
21 to 24	30.2	27.8	58.0	17.3	67.4	28,205
25 to 34	26.3	25.5	51.8	12.4	59.9	30,756
35 to 49	21.3	27.5	48.9	12.0	57.1	30,756
50 or more	19.2	25.3	44.5	8.1	50.0	15,259
<b>Educational attainment</b>						
Less than Year 10	17.7	22.5	40.3	10.5	48.4	14,895
Year 10 or 11	20.9	25.4	46.2	11.7	54.5	44,573
Year 12	24.5	28.7	53.1	19.1	64.5	35,904
Post Secondary	26.7	27.5	54.2	15.0	63.5	45,074
<b>Gender</b>						
Males	27.0	21.5	48.5	12.1	56.7	83,128
Females	19.3	33.1	52.4	17.5	63.1	57,622
<b>Equity Groups<sup>3</sup></b>						
Disability	16.0	25.2	41.2	11.4	49.3	4,286
Indigenous	26.1	21.4	47.4	11.1	54.9	3,852
CALD <sup>4</sup>	20.5	23.1	43.6	19.3	57.7	21,507
Sole Parents	12.5	35.5	48.0	15.2	58.2	8,620
<b>Total</b>	<b>23.4</b>	<b>26.6</b>	<b>50.1</b>	<b>14.6</b>	<b>59.5</b>	<b>140,750</b>

1. Job seekers who left Intensive Support job search training placements between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 Programme Monitoring Survey conducted three months after job seekers cease assistance.

## Job Placement

Table 1.8 shows the post assistance outcomes achieved by those who were placed into work through a Job Placement outcome between 1 January 2006 and 31 December 2006 and outcomes achieved three months later, up to 31 March 2007.

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. Outcomes were around those achieved in the December 2006 quarter.

**Table 1.8: Job Placements: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	49.4	23.2	72.7	23.0	78.2	25,893
21 to 24	47.0	24.7	71.7	13.3	75.9	14,748
25 to 34	47.1	26.7	73.8	11.0	77.2	23,627
35 to 49	45.2	29.3	74.5	7.7	77.3	23,584
50 or more	43.7	29.8	73.5	3.8	74.9	7,977
<b>Duration on income support (months)<sup>3</sup></b>						
0 to less than 6	48.2	25.5	73.6	13.3	77.5	31,566
6 to less than 12	39.8	29.7	69.5	10.8	72.4	9,507
12 to less than 24	34.2	30.8	65.1	11.4	70.0	7,376
24 to less than 36	33.9	29.1	63.0	8.6	66.2	3,799
36 or more	26.4	28.4	54.9	8.9	60.4	4,919
<b>Educational attainment<sup>3</sup></b>						
Less than Year 10	35.2	26.7	61.9	8.0	65.7	7,680
Year 10 or 11	41.4	26.7	68.1	8.8	71.7	20,901
Year 12	49.7	26.9	76.6	18.9	80.9	13,217
Post Secondary	42.2	28.6	70.9	11.3	74.4	14,238
<b>Gender</b>						
Males	53.1	18.4	71.4	10.5	74.8	60,747
Females	37.9	38.2	76.1	14.8	80.0	35,082
<b>Equity Groups<sup>3</sup></b>						
Disability	27.4	32.9	60.3	9.7	64.7	5,761
Indigenous	33.2	18.8	52.0	14.7	57.8	3,253
CALD <sup>4</sup>	38.1	30.1	68.2	14.8	75.0	5,436
Sole Parents	26.4	46.4	72.8	11.3	77.0	4,639
<b>Job Network eligible (FJNE)<sup>5</sup></b>	42.5	27.3	69.8	12.0	73.7	57,167
<b>Job Search Support Only (JSSO)<sup>6</sup></b>	53.0	25.8	78.8	12.7	82.0	38,662
<b>Total</b>	<b>46.7</b>	<b>26.7</b>	<b>73.4</b>	<b>12.3</b>	<b>77.0</b>	<b>95,829</b>

1. Job seekers who were placed in a Job Network eligible job between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 programme 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 Programme Monitoring Survey conducted three months after job seekers cease assistance.

## New Enterprise Incentive Scheme

Table 1.9 shows the post assistance outcomes achieved by those who left the New Enterprise Incentive Scheme (NEIS) between 1 January 2006 and 31 December 2006 and outcomes achieved three months later, up to 31 March 2007.

Traditionally NEIS has always 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. Unlike some of the other programmes there is not the divergence in outcomes achieved among the different client types.

**Table 1.9: New Enterprise Incentive Scheme: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>3</sup> (%)	Exits (number)
	Self Employed <sup>2</sup> (%)	Employed (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	na	na	na	na	na	na
21 to 24	67.4	18.6	86.1	13.0	90.4	593
25 to 34	71.1	15.9	87.1	12.4	89.9	2,003
35 to 49	72.4	13.2	85.6	9.7	87.9	2,511
50 or more	66.2	13.6	79.7	6.8	80.8	1,073
<b>Duration on income support (months)</b>						
0 to less than 6	72.4	16.2	88.6	9.6	90.1	2,855
6 to less than 12	72.7	11.5	84.2	11.1	87.0	1,126
12 to less than 24	64.7	15.2	79.8	10.8	83.7	821
24 to less than 36	69.3	10.4	79.7	9.2	85.2	370
36 or more	65.5	13.9	79.4	9.8	81.9	1,044
<b>Educational attainment</b>						
Less than Year 10	65.7	12.5	78.2	5.3	80.4	271
Year 10 or 11	69.3	13.2	82.4	4.1	84.2	936
Year 12	66.7	15.3	82.0	11.5	84.8	964
Post Secondary	71.1	14.8	85.9	11.5	88.4	3,879
<b>Gender</b>						
Males	70.7	14.3	85.0	7.8	86.8	3,395
Females	69.7	14.4	84.1	12.4	87.1	2,904
<b>Equity Groups<sup>4</sup></b>						
Disability	68.4	11.6	80.0	10.0	84.4	616
Indigenous	na	na	na	na	na	na
CALD <sup>5</sup>	70.7	12.7	83.5	8.9	85.1	1,030
Sole Parents	69.2	15.2	84.4	12.8	88.0	552
<b>Total</b>	<b>70.2</b>	<b>14.4</b>	<b>84.5</b>	<b>10.0</b>	<b>86.9</b>	<b>6,299</b>

1. Job seekers who left NEIS placements between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 Programme Monitoring Survey conducted three months after job seekers cease assistance.

## Work for the Dole

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. 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. Outcomes relate to WfD participants referred to Community Work Coordinators (CWC).

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. 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 1.10: Work for the Dole: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	15.1	19.1	34.1	15.1	45.2	14,233
21 to 24	16.7	19.0	35.7	13.3	45.7	20,084
25 to 34	14.9	16.9	31.8	10.5	40.2	27,107
35 to 49	12.0	16.3	28.2	8.9	35.3	31,448
50 or more	5.5	16.5	22.0	11.2	30.4	2,496
<b>Duration on income support (months)</b>						
0 to less than 6	23.2	19.5	42.8	13.3	52.6	11,961
6 to less than 12	20.3	19.3	39.6	13.5	49.5	18,947
12 to less than 24	14.0	17.7	31.7	13.1	42.5	13,951
24 to less than 36	12.3	17.8	30.1	12.6	40.1	12,148
36 or more	8.3	15.3	23.6	8.0	29.8	38,043
<b>Educational attainment</b>						
Less than Year 10	9.4	13.0	22.5	7.3	28.6	18,694
Year 10 or 11	12.8	16.3	29.1	7.5	34.8	34,600
Year 12	15.9	19.4	35.3	15.1	47.0	16,225
Post Secondary	15.9	19.9	35.8	14.0	46.3	25,398
<b>Gender</b>						
Males	15.5	13.8	29.3	8.6	36.2	67,359
Females	9.9	24.0	33.9	15.1	45.1	28,009
<b>Equity Groups<sup>3</sup></b>						
Disability	9.0	14.8	23.8	6.8	29.7	9,001
Indigenous	9.7	10.0	19.6	8.3	25.8	7,916
CALD <sup>4</sup>	14.2	16.1	30.3	14.4	42.6	12,513
Sole Parents	6.6	24.4	31.0	18.4	45.6	2,426
<b>Total</b>	<b>13.5</b>	<b>17.2</b>	<b>30.7</b>	<b>10.8</b>	<b>39.1</b>	<b>95,368</b>

1. Job seekers who left a Work for the Dole project between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 Programme Monitoring Survey conducted three months after job seekers cease assistance.

## Vocational Rehabilitation Services

Vocational Rehabilitation Services (VRS) assist job seekers who have an injury, disability or health condition to enable them to work independently in the workforce. It combines vocational rehabilitation with employment assistance.

Table 1.11 shows the post assistance outcomes achieved by those who left VRS assistance between 1

January 2006 and 31 December 2006 and outcomes achieved three months later, up to 31 March 2007.

Encouragingly, around 46 per cent of those who exited assistance were in employment and/or education/training three months following assistance. Outcomes were encouraging even for Indigenous participants.

**Table 1.11: Vocational Rehabilitation Services: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	12.0	25.2	37.1	27.8	55.8	979
21 to 24	18.4	21.8	40.2	24.4	55.1	1,400
25 to 34	15.8	24.9	40.7	15.6	49.7	3,999
35 to 49	14.3	25.9	40.1	11.4	47.7	8,484
50 or more	10.8	23.3	34.1	8.3	39.9	5,588
<b>Duration on income support (months)</b>						
0 to less than 6	18.5	26.3	44.8	13.4	52.9	10,134
6 to less than 12	14.7	23.7	38.4	10.5	45.6	1,696
12 to less than 24	9.8	23.7	33.6	11.0	41.6	2,002
24 to less than 36	9.9	24.8	34.7	12.4	42.2	1,206
36 or more	5.6	22.0	27.6	10.9	35.6	5,358
<b>Educational attainment</b>						
Less than Year 10	7.2	21.8	29.0	6.4	33.6	3,063
Year 10 or 11	12.8	23.4	36.2	8.8	42.4	5,248
Year 12	12.5	23.5	36.0	15.5	45.8	2,286
Post Secondary	16.0	26.8	42.7	14.9	51.9	5,124
<b>Gender</b>						
Males	16.0	20.8	36.8	10.3	43.9	12,613
Females	9.7	30.0	39.6	15.0	48.8	7,837
<b>Equity Groups<sup>3</sup></b>						
Indigenous	13.9	21.8	35.7	5.4	40.2	409
CALD <sup>4</sup>	9.9	19.5	29.5	10.4	37.8	2,670
Sole Parents	8.7	35.1	43.8	21.9	56.2	694
<b>Total</b>	<b>13.4</b>	<b>24.6</b>	<b>38.0</b>	<b>12.2</b>	<b>45.9</b>	<b>20,450</b>

1. Job seekers who left Vocational Rehabilitation Services between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 Programme Monitoring Survey conducted three months after job seekers cease assistance.

## Personal Support Programme

The Personal Support Programme (PSP) is a pre-employment programme designed to assist job seekers with multiple non-vocational that are preventing them from getting a job or benefiting from employment assistance programmes such as Job Network or the Disability Employment Network. Assistance gives them time and support to address their barriers, while staying connected to the economic and social life of the community.

Table 1.12 reports outcomes for participants in PSP who exited assistance during the period 1 January 2006 to 31 December 2006 and outcomes achieved up to March 2007.

Despite catering to participants facing significant barriers, outcomes remain high for PSP with around 22 per cent of participants in employment and/or education/training three months following assistance.

**Table 1.12: Personal Support Programme: Post assistance outcomes year to end March 2007<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	6.2	12.4	18.7	12.8	28.1	2,152
21 to 24	8.2	12.3	20.6	12.1	28.8	3,267
25 to 34	7.2	10.2	17.4	8.0	23.3	8,715
35 to 49	6.4	9.9	16.4	6.1	21.1	10,533
50 or more	3.9	11.8	15.7	5.4	19.8	3,483
<b>Duration on income support (months)</b>						
0 to less than 6	10.4	13.8	24.2	8.4	29.9	5,079
6 to less than 12	8.9	11.2	20.1	9.7	27.5	3,631
12 to less than 24	7.7	11.1	18.8	8.1	24.7	4,966
24 to less than 36	5.3	10.5	15.8	6.5	20.6	3,449
36 or more	3.2	8.8	12.0	5.9	16.6	10,722
<b>Educational attainment</b>						
Less than Year 10	4.2	7.5	11.6	5.4	16.0	8,733
Year 10 or 11	5.5	10.7	16.2	6.1	21.0	9,969
Year 12	7.6	12.8	20.4	11.0	28.4	3,193
Post Secondary	9.6	13.5	23.0	9.3	29.3	5,948
<b>Gender</b>						
Males	7.5	7.8	15.4	5.5	19.7	17,429
Females	4.7	14.5	19.2	9.8	26.2	10,718
<b>Equity Groups<sup>3</sup></b>						
Disability	5.7	9.6	15.3	6.3	20.1	12,224
Indigenous	4.8	4.9	9.7	6.4	14.5	2,982
CALD <sup>4</sup>	5.2	8.7	13.8	7.5	19.8	3,244
Sole Parents	5.2	17.3	22.6	7.1	27.5	1,279
<b>Total</b>	<b>6.3</b>	<b>10.7</b>	<b>17.0</b>	<b>7.3</b>	<b>22.4</b>	<b>28,150</b>

1. Job seekers who left a Personal Support Programme placement between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 Programme 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.

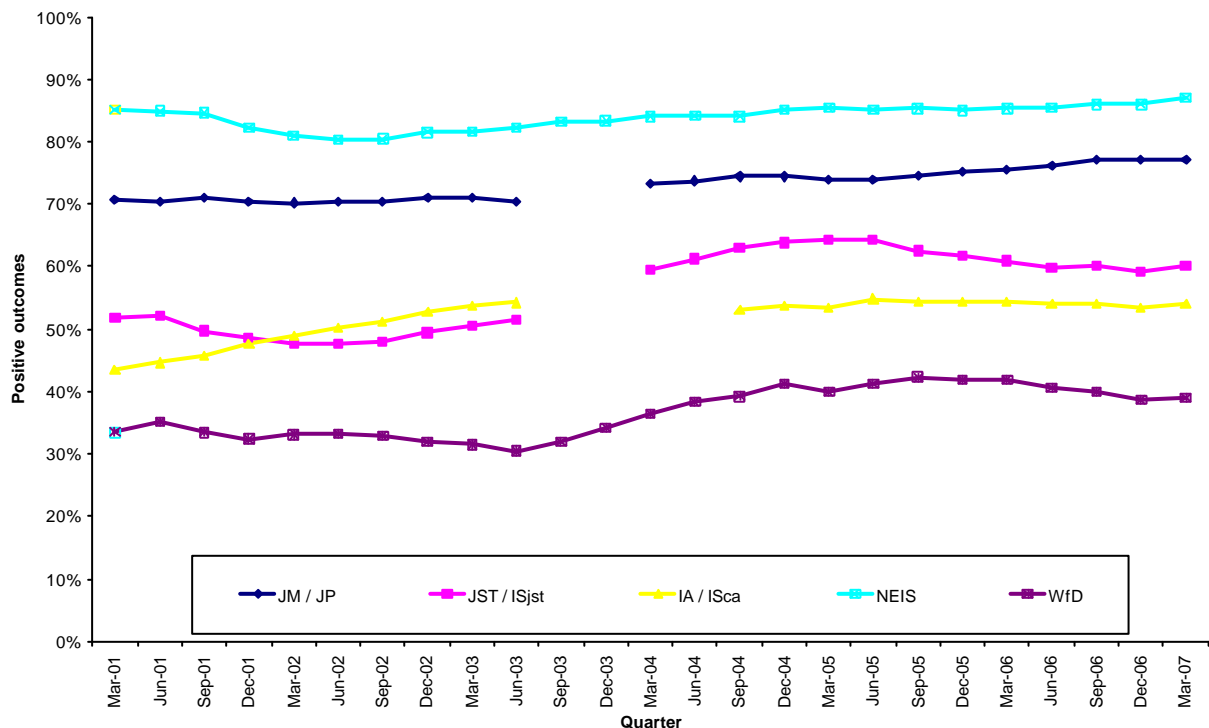
Figure 2.1, provides positive outcome results for the main employment services provided over the last six

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 Programme 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 services<sup>1</sup>**



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 Programme Monitoring outcomes from March 2001 to March 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.

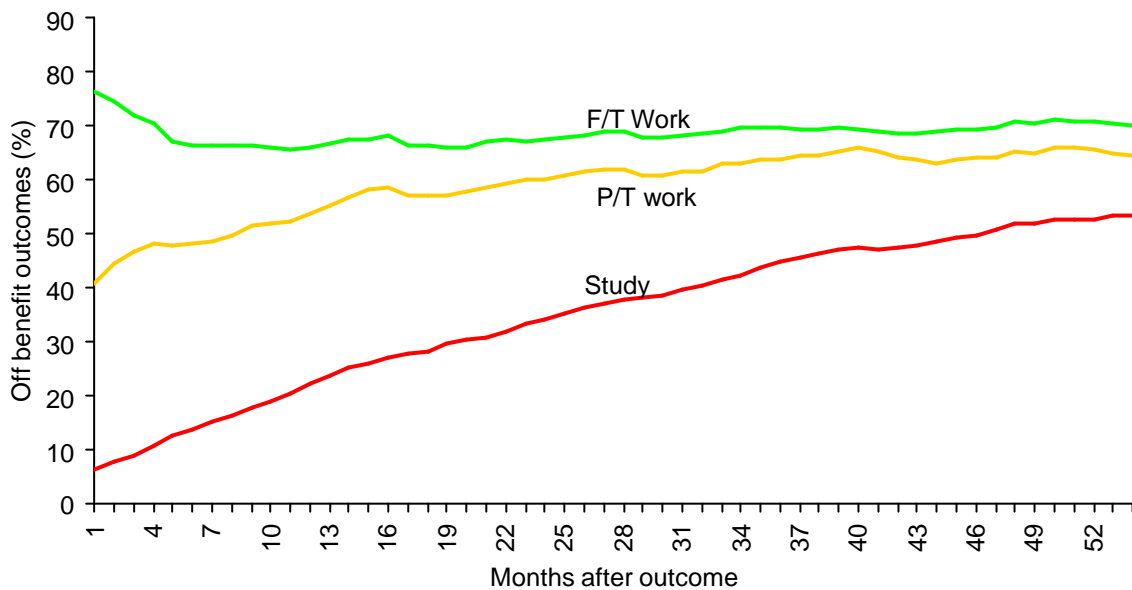


## 'Work first' versus education

There has been debate over whether education/training outcomes can lead to more sustainable employment in the future as compared to a *Work First* approach. Evidence, however, generally indicates that the *work first* approach tends to produce better results for unemployed persons. Participants who achieve 3 month Job Network paid outcomes for 13 weeks of full-time work generally

have substantially better long-term outcomes. As shown in Figure 2.2, 13 week paid outcomes based on full-time work have a 70 per cent long-term sustainability rate. Outcomes based on part-time work fare only slightly worse after around 2 years. Outcomes based on study, however, do not generally take clients off benefits, and even after 54 months the outcomes rate is considerably lower than that for *work first* type outcomes

Figure 2.2: Outcome sustainability



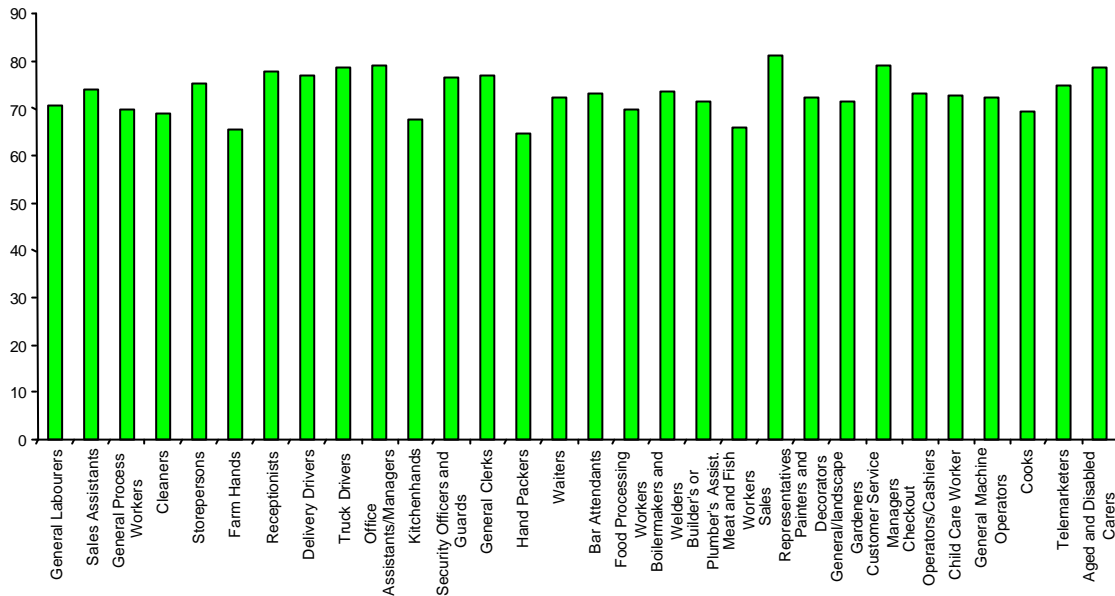
\* For clients who achieved a 13 week paid outcome in July 2002. F/T work, P/T work and Study relate to the type of 13 week paid outcome originally achieved. The benefit status of these clients was checked each month over the next 54 months. Sustainability outcomes relate to clients being fully off-benefits at the end of each month. Figure 4 shows an absence of seasonal effects on sustainability.

**‘Work first’ versus education  
(continued)**

These results hold even for low skilled jobs, with 2 year outcome sustainability rates for labourers and cleaners around average and highly skilled occupation outcomes achieving only slightly higher sustainability levels (Figure 2.3).

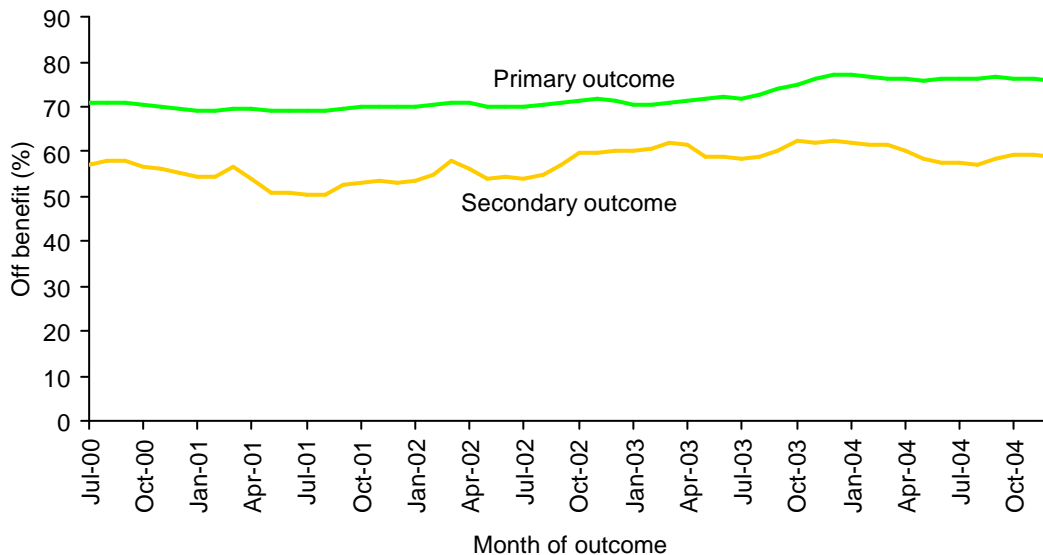
Significantly, sustainability has increased under the APM, reflecting its ability to achieve both more and longer lasting outcomes (Figure 2.4).

**Figure 2.3: Two year sustainability by occupation type**



\* For clients who achieved a 13 week primary paid outcome in January 2004. The benefit status of these clients was checked in December 2006. Sustainability outcomes relate to clients being fully off-benefits at end December 2006.

**Figure 2.4: Two year sustainability over time**



\* For clients who achieved a 13 week paid outcome between July 2000 and December 2004. Primary and secondary outcomes relate to the type of 13 week paid outcome achieved. The benefit status of these clients was checked 2 years later, so for example, clients achieving a paid outcome in July 2000 have their benefit status checked at end July 2002 while clients achieving a paid outcome in December 2004 have their benefit status checked at end December 2006. Sustainability outcomes relate to clients being fully off-benefits at the end of each month.

## Section 3: Access to and Participation in Labour Market Assistance

### Type of labour market assistance

Table 3.1 shows the commencements in employment assistance for the year to end March 2006 and the year to end March 2007.

It is evident that commencements in Job Network (Job Search Support, job search training and

customised assistance) have fallen on that achieved in the year to March 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 26).

**Table 3.1: Participation by type of labour market assistance in each of the past two years<sup>1</sup>**

	Year to end March 2006 Commencements (number)	Year to end March 2007 Commencements (number)
Labour market assistance		
Job Search Support <sup>2</sup>	509,992	443,795
Intensive Support <sup>3</sup>	372,108	380,099
job search training	120,694	116,395
first customised assistance (ISca1)	195,241	174,393
second customised assistance (ISca2)	88,818	72,251
Job Placement	650,891	645,429
NEIS	6,377	6,202
Work for the Dole	88,537	92,618
Community Work Placements	3,639	1,708
IEP – STEP	3,232	4,600
IEP - Wage Assistance	2,866	2,396
Disability Employment Network	na	27,645
Vocational Rehabilitation Services	28,010	31,690
<b>Personal Support Programme</b>	<b>27,652</b>	<b>37,947</b>

1. Commencement or placement of job seekers in labour market assistance funded by DEWR for the two years of 1 April 2005 to 31 March 2006 and 1 April 2006 to 31 March 2007.

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

3. Job seekers who commenced any phase of assistance within the Intensive Support stream.

na not available.

Source: DEWR administrative systems

## Participation in Job Network assistance

Access to services and programmes 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, for the range of Job Network services and the job seeker characteristics of those who received assistance in the year up to 31 March 2007. Also provided is the demographic distribution of the Newstart and Youth Allowance (other)

population at 31 March 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 3.2: Participation in Job Network assistance by job seeker characteristics: March 2007<sup>1</sup>**

Job seeker characteristics	Newstart/Youth Allowance (other) recipients	Employment Assistance type		
		Job Search Support <sup>2</sup> (%)	Job Placement <sup>3</sup> (%)	Intensive Support (%)
<b>Age group (years)</b>				
15 to 20	13.0	22.3	19.5	22.8
21 to 24	14.2	12.2	16.1	14.8
25 to 34	23.2	21.7	24.8	21.8
35 to 49	27.7	29.2	27.8	26.8
50 or more	21.7	14.6	11.8	13.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Duration on income support (months)</b>				
0 to less than 6	26.6	88.3	38.0	57.5
6 to less than 12	12.6	4.1	18.6	13.8
12 to less than 24	16.2	3.2	19.2	12.3
24 to less than 36	11.1	1.5	9.3	6.0
36 or more	33.5	3.0	14.9	10.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Educational attainment</b>				
Less than Year 10	21.9	15.0	16.2	19.9
Year 10 or 11	32.6	31.3	35.9	35.1
Year 12	17.6	23.8	19.3	19.0
Post secondary	26.4	29.9	28.5	26.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Gender</b>				
Male	61.3	49.2	63.1	54.1
Female	38.6	50.8	36.9	45.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Equity groups<sup>4</sup></b>				
Disability	15.4	6.1	8.1	13.4
Indigenous	10.0	6.8	7.6	8.1
CALD <sup>5</sup>	17.3	18.4	12.9	14.4
Sole parents	2.1	7.5	6.7	9.0

1. Commencements in Job Network employment assistance from 1 April 2006 to 31 March 2007.

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

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

4. Equity groups are not mutually exclusive.

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

Source: DEWR administrative systems.

## Participation in NEIS

Table 3.3 shows for a range of job seeker characteristics the proportion in the eligible population and the proportion commencing 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 programme, 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 3.3: Access to NEIS by job seeker characteristics year to end March 2007<sup>1</sup>**

Job seeker characteristics	Eligibility for NEIS <sup>2</sup> (%)	Commencement in NEIS (%)
<b>Age group (years)</b>		
15 to 20	9.9	1.7
21 to 24	14.8	9.4
25 to 34	24.1	30.3
35 to 49	28.7	40.4
50 or more	22.5	18.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Duration on income support (months)</b>		
0 to less than 6	25.5	49.4
6 to less than 12	12.2	24.9
12 to less than 24	16.1	13.1
24 to less than 36	11.5	5.4
36 or more	34.7	7.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Educational attainment</b>		
Less than Year 10	21.7	5.6
Year 10 or 11	32.6	20.3
Year 12	18.2	19.6
Post secondary	27.6	54.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Gender</b>		
Male	61.8	54.0
Female	38.2	46.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Equity groups<sup>3</sup></b>		
Disability	15.9	9.2
Indigenous	9.7	1.6
CALD <sup>4</sup>	17.9	15.7
Sole parents	2.2	7.3

1. Commencement of job seekers in NEIS from 1 April 2006 to 31 March 2007.
2. Job seekers receiving Newstart and Youth Allowance (Other) and 18 or over as at 31 March 2007.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries

Source: DEWR administrative systems.

## Participation in Work for the Dole

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 to 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 under-represented. Again this reflects the unique eligibility requirements of the programme.

**Table 3.4: Access to Work for the Dole by job seeker characteristics year to end March 2007<sup>1</sup>**

Job seeker characteristics	Eligibility for Work for Dole <sup>2</sup> (%)	Commencement in Work for the Dole (%)
<b>Age group (years)</b>		
15 to 20	9.9	14.8
21 to 24	14.8	20.5
25 to 34	24.1	28.0
35 to 49	28.7	33.8
50 or more	22.5	2.9
<b>Total</b>	100.0	100.0
<b>Duration on income support (months)</b>		
0 to less than 6	25.5	5.4
6 to less than 12	12.2	26.0
12 to less than 24	16.1	13.7
24 to less than 36	11.5	13.3
36 or more	34.7	41.6
<b>Total</b>	100.0	100.0
<b>Educational attainment</b>		
Less than Year 10	21.7	20.5
Year 10 or 11	32.6	37.1
Year 12	18.2	17.2
Post secondary	27.6	25.2
<b>Total</b>	100.0	100.0
<b>Gender</b>		
Male	61.8	70.5
Female	38.2	29.5
<b>Total</b>	100.0	100.0
<b>Equity groups<sup>3</sup></b>		
Disability	15.9	7.2
Indigenous	9.7	8.4
CALD <sup>4</sup>	17.9	13.2
Sole parents	2.2	0.7

1. Commencement of job seekers in Work for the Dole from 1 April 2006 to 31 March 2007.
2. Job seekers receiving Newstart and Youth Allowance (Other) as at 31 March 2007.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English

Source: DEWR administrative systems.

## Section 4: Participation and Outcomes by Region

### Participation in labour market assistance by region

This section presents data on participation by job seekers in labour market assistance for the DEWR Labour Market Regions. A map of DEWR regions is included in the Technical Notes of this report.

Reporting at a regional level is restricted to the main types of Job Network assistance and Work for the Dole.

Table 4.1 provides details of placements in Job Placement jobs and commencements in Job Search Support, Intensive Support and Work for the Dole.

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.

**Table 4.1: Commencements in labour market assistance by region: March 2007<sup>1</sup>**

DEWR Region	Job Search Support (Number)	Job Placements (Number)	Intensive Support (Number)	Work for the Dole (Number)
Sydney	81,229	89,773	58,459	15,137
Hunter and North Coast	31,073	43,167	30,764	10,986
Illawarra and SE NSW	13,840	19,348	15,085	4,834
Western NSW	13,298	24,108	14,001	2,979
Riverina	5,873	11,378	5,467	1,350
<b>New South Wales</b>	<b>145,313</b>	<b>187,774</b>	<b>123,776</b>	<b>35,286</b>
Melbourne	79,294	97,761	60,806	13,575
Eastern Victoria	10,979	20,179	10,269	3,204
Western Victoria	17,757	30,776	16,957	5,238
<b>Victoria</b>	<b>108,030</b>	<b>148,716</b>	<b>88,032</b>	<b>22,017</b>
Brisbane	63,128	98,559	46,173	9,287
Southern Queensland	13,606	20,214	14,676	4,164
Central and Northern QLD	21,682	36,362	19,433	3,962
<b>Queensland</b>	<b>98,416</b>	<b>155,135</b>	<b>80,282</b>	<b>17,413</b>
Perth	22,727	39,116	18,875	2,921
South Western Australia	5,306	9,340	4,095	977
Greater Western Australia	7,476	7,292	9,968	616
<b>Western Australia</b>	<b>35,509</b>	<b>55,748</b>	<b>32,938</b>	<b>3,898</b>
Adelaide	24,863	46,506	22,089	5,538
South Australia Country	10,657	18,808	11,472	2,941
<b>South Australia</b>	<b>35,520</b>	<b>65,314</b>	<b>33,561</b>	<b>8,479</b>
<b>Tasmania</b>	<b>10,724</b>	<b>20,831</b>	<b>10,215</b>	<b>3,710</b>
<b>Northern Territory</b>	<b>6,047</b>	<b>6,260</b>	<b>8,788</b>	<b>578</b>
<b>Australian Capital Territory</b>	<b>4,236</b>	<b>5,651</b>	<b>2,507</b>	<b>621</b>
<b>Australia</b>	<b>443,795</b>	<b>645,429</b>	<b>380,099</b>	<b>92,618</b>

1. Commencements in Job Network employment assistance and Work for the Dole from 1 April 2006 to 31 March 2007.

Source: DEWR administrative systems.

### Labour market assistance by region

Table 4.2 shows the proportion of Newstart and Youth Allowance (Other) recipients as at 31 March 2007 compared to the proportion of Job Network eligible Job Placements and commencements in Job

Search Support, Intensive Support and Work for the Dole. This is provided on a DEWR regional and State and Territory basis.

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

DEWR Region	Newstart/ Youth Allowance (Other) recipients <sup>1</sup> (%)	Job Search Support <sup>2</sup> (%)	Intensive Support <sup>2</sup> (%)	Work for the Dole <sup>2</sup> (%)
Sydney	17.0	18.3	15.4	16.3
Hunter and North Coast	8.1	7.0	8.1	11.9
Illawarra and SE NSW	3.5	3.1	4.0	5.2
Western NSW	3.5	3.0	3.7	3.2
Riverina	1.3	1.3	1.4	1.5
<b>New South Wales</b>	<b>33.4</b>	<b>32.7</b>	<b>32.6</b>	<b>38.1</b>
Melbourne	17.5	17.9	16.0	14.7
Eastern Victoria	2.7	2.5	2.7	3.5
Western Victoria	4.7	4.0	4.5	5.7
<b>Victoria</b>	<b>24.9</b>	<b>24.3</b>	<b>23.2</b>	<b>23.8</b>
Brisbane	11.4	14.2	12.1	10.0
Southern Queensland	3.0	3.1	3.9	4.5
Central and Northern QLD	4.6	4.9	5.1	4.3
<b>Queensland</b>	<b>19.0</b>	<b>22.2</b>	<b>21.1</b>	<b>18.8</b>
Perth	4.7	5.1	5.0	3.2
South Western Australia	1.1	1.2	1.1	0.7
Greater Western Australia	1.6	1.7	2.6	1.1
<b>Western Australia</b>	<b>7.4</b>	<b>8.0</b>	<b>8.7</b>	<b>4.2</b>
Adelaide	5.9	5.6	5.8	6.0
South Australia Country	2.5	2.4	3.0	3.2
<b>South Australia</b>	<b>8.4</b>	<b>8.0</b>	<b>8.8</b>	<b>9.2</b>
<b>Tasmania</b>	<b>3.4</b>	<b>2.4</b>	<b>2.7</b>	<b>4.0</b>
<b>Northern Territory</b>	<b>2.6</b>	<b>1.4</b>	<b>2.3</b>	<b>0.6</b>
<b>Australian Capital Territory</b>	<b>0.8</b>	<b>1.0</b>	<b>0.7</b>	<b>0.7</b>
<b>Australia</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

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

2. Commencements in Job Network employment assistance or Work for the Dole from 1 April 2006 to 31 March 2007.

Source: DEWR administrative systems.



### Employment outcomes by region

Table 4.3 shows employment outcomes for job seekers who ceased assistance between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 2007. Employment outcomes are for Job Placement, Intensive Support job search training,

Intensive Support customised assistance and Work for the Dole. Job Placement outcomes include both Fully Job Network Eligible and Job Search Support Only job seekers. Outcomes are presented on a DEWR regional, State and Territory and national basis.

**Table 4.3: Regional labour market post assistance employment outcomes year to end March 2007<sup>1</sup>**

DEWR Region	Job Placement <sup>2</sup> (%)	Intensive Support job search training <sup>3</sup> (%)	Intensive Support customised assistance <sup>3</sup> (%)	Intensive Support <sup>4</sup> (%)	Work for the Dole <sup>3</sup> (%)
Sydney	70.1	43.8	37.1	45.4	28.3
Hunter and North Coast	73.6	45.2	42.9	50.8	26.2
Illawarra and SE NSW	78.9	47.7	45.4	56	31.1
Western NSW	75.2	46.8	39.9	45.9	20.2
Riverina	77.0	51.3	43.4	55.4	35.4
<b>New South Wales</b>	<b>73.1</b>	<b>45.1</b>	<b>40.2</b>	<b>48.6</b>	<b>27.7</b>
Melbourne	72.0	49.6	44.9	54.2	31.5
Eastern Victoria	68.7	49.2	46.2	53.1	29.6
Western Victoria	78.1	47.5	46.6	54.5	27.4
<b>Victoria</b>	<b>72.7</b>	<b>49.1</b>	<b>45.5</b>	<b>54.1</b>	<b>30.3</b>
Brisbane	74.7	57.6	51.3	60.9	39.0
Southern Queensland	72.9	52.2	45.6	54	30.6
Central and Northern QLD	73.7	57.9	45.1	54.3	35
<b>Queensland</b>	<b>74.3</b>	<b>56.9</b>	<b>48.5</b>	<b>58.1</b>	<b>36.2</b>
Perth	74.0	61.1	51.0	60.6	37.6
South Western Australia	76.8	52.9	51.0	57.4	40.9
Greater Western Australia	76.0	49.8	38.7	58.5	22.9
<b>Western Australia</b>	<b>74.8</b>	<b>58.8</b>	<b>48.5</b>	<b>59.9</b>	<b>36.5</b>
Adelaide	71.2	51.1	51.2	56.8	31.6
South Australia Country	75.6	50.9	46.4	57.1	29.5
<b>South Australia</b>	<b>72.7</b>	<b>51.2</b>	<b>49.6</b>	<b>56.7</b>	<b>30.9</b>
<b>Tasmania</b>	<b>73.6</b>	<b>49.4</b>	<b>47.3</b>	<b>48.5</b>	<b>26.5</b>
<b>Northern Territory</b>	<b>76.3</b>	<b>49.7</b>	<b>30.4</b>	<b>35.4</b>	<b>29.2</b>
<b>Australian Capital Territory</b>	<b>67.5</b>	<b>55.6</b>	<b>52.3</b>	<b>62.1</b>	<b>40.8</b>
<b>Australia</b>	<b>73.4</b>	<b>50.1</b>	<b>44.6</b>	<b>53.6</b>	<b>30.7</b>

1. Employment outcomes exclude Indigenous job seekers who return to a Community Development Employment Projects (CDEP) after leaving labour market assistance.
2. Job Placement outcomes are for job seekers placed in an eligible Job Placement job between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 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 programme or service they participated in.
3. Post assistance employment outcomes relate to job seekers who ceased Intensive Support customised assistance, Intensive Support job search training or Work for the Dole between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 2007.
4. Job seekers who commenced Intensive Support between 1 July 2003 and 31 December 2005 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 January 2006 and 31 December 2006 and outcomes achieved by 31 March 2007.

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

## Section 5: Impact on Income Support Recipients

### Number of 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, can also have a significant impact on the number of income support recipients.

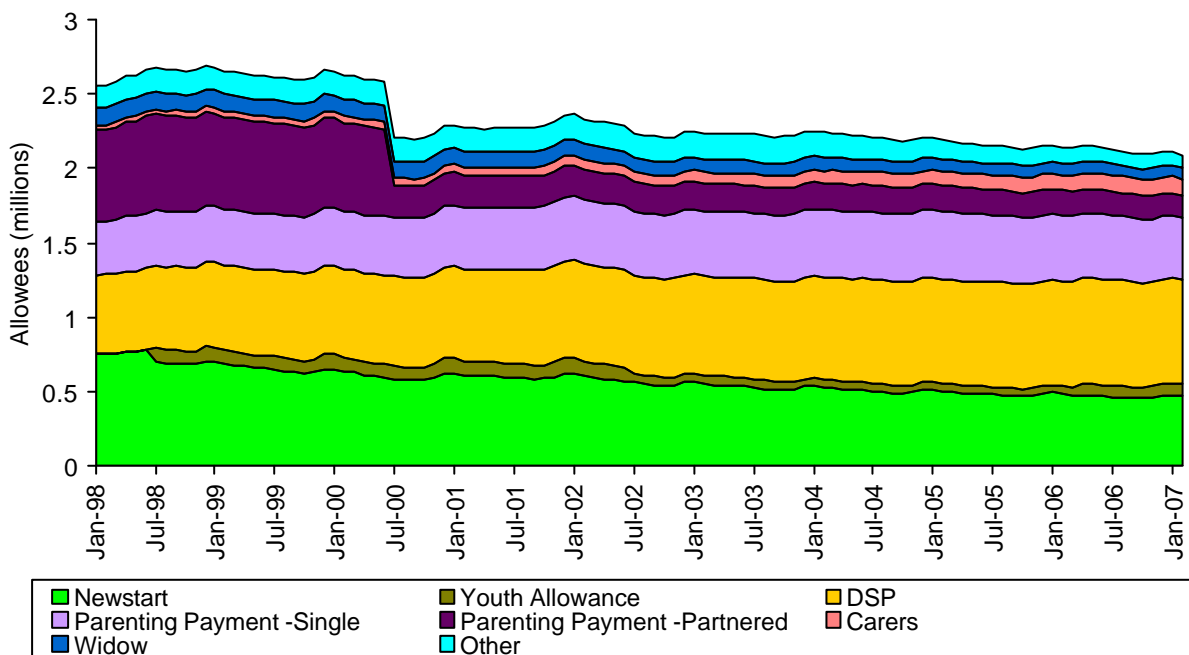
Figure 5.1 shows the changes over time in the number of working age allowance recipients. There has been a fall in allowee recipients over time, driven largely by a fall in the number of NewStart recipients. Data on income support recipients show that in the 12 months to the end of March 2007, the

number of people in receipt of Newstart or Youth Allowance (Other) decreased by around 19,000 to just under 545,000 job seekers. The number of job seekers who were long-term benefit recipients decreased by around 12,700 while the number of short-term recipients decreased by around 6,000.

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

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

**Figure 5.1: Number of Income Support Recipients<sup>1</sup>**



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

Source: Trend series based on data from DEWR administrative system.

## Off-Benefit outcomes

An assessment of the impact that assistance has can also be undertaken by looking at 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.

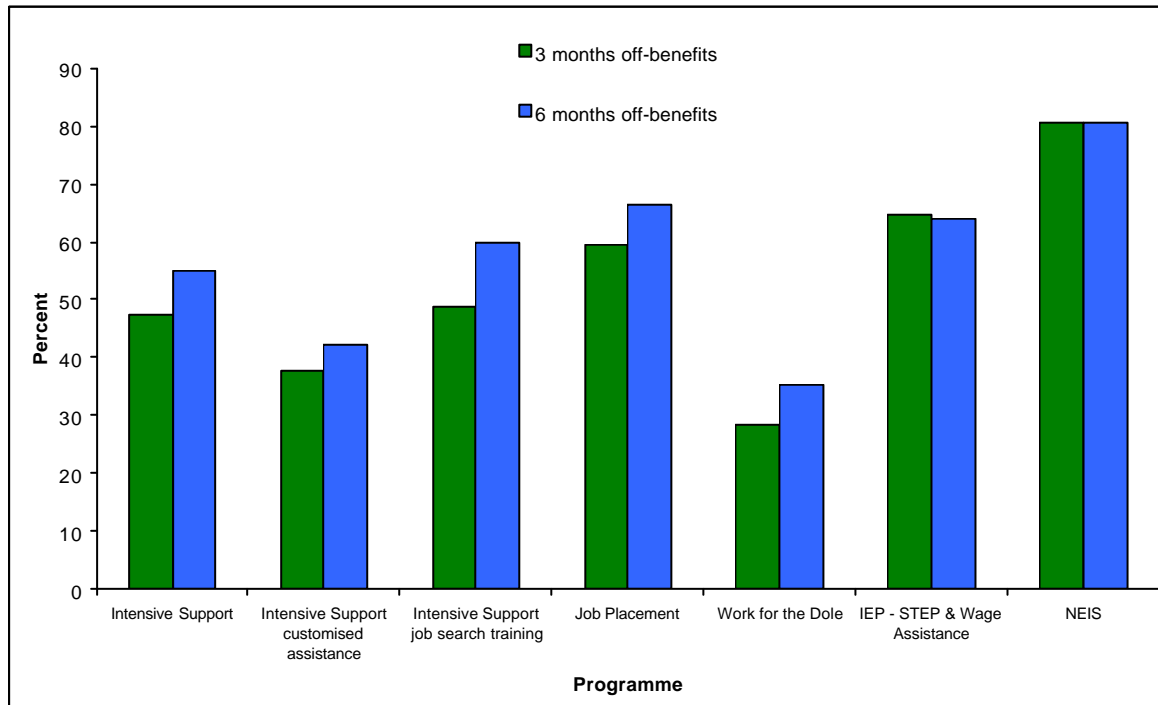
The majority of job seekers who move off income support do so for employment, particularly full-time employment. For most programmes, however, off-benefit outcomes levels are generally slightly lower than employment outcomes levels. This reflects the fact that three months after exiting an employment 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 programmes 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 programmes the benefits happen relatively shortly after completing the programme.

For other programmes, 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 from the programmes tend to take longer to materialise for the job seeker. Notwithstanding this longer lead time, strong off-benefit outcomes are achieved for most programmes.

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. This result reinforces the results outlined in Table 1.2 that showed strong full-time employment outcomes achieved by Intensive Support.

**Figure 5.2: Three<sup>1</sup> and six<sup>2</sup> month off-benefit status of job seekers following assistances**



1. Job seekers who left assistance between 1 January 2006 and 31 December 2006 and were not on income support three months later.
2. Job seekers who left assistance between 1 October 2005 and 30 September 2006 and were not on income support six months later.

### 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 Programme Monitoring (PPM) survey* and the department's administrative database held within the Integrated Employment System (IES).

PPM surveys have been undertaken since 1987 and are used to assess the labour force and education status of former programme participants three months after they exit assistance. The IES records details of placements, commencements and paid outcomes for labour market assistance.

#### Survey Sampling

With the introduction of the *Active Participation Model (APM)* in July 2003 the PPM methodology was subjected to revision. Prior to the APM, a full enumeration of clients exiting programmes 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, the PPM survey uses a sampling approach to assess the performance of all employment assistance. For all programmes 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 programme 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; and
- 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.

For clients who were placed in a job through Job Placement, a survey of 25% of clients is undertaken.

#### 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. Intensive Support itself is not counted as further assistance unless the client moves between providers for whatever reason.

As outlined previously, a 25% sample of clients found to be in further assistance is currently included in the survey. 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 new sampling methodology these outcomes can now be recorded.

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

#### 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 ESC rounds 1 and 2, 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.

#### 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. From the December 2005 quarter onwards, outcomes are reported for the Intensive Support population as a whole as well as being broken down to the 12 and 24 month sub samples.

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.

## Labour Market Assistance Descriptions

*Intensive Support stream:* provides individually tailored assistance for up to 42 months for eligible job seekers. Access to assistance through Intensive Support is immediately at registration for those job seekers identified as highly disadvantaged with the remainder having access to assistance after three months of unemployment. 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 who are most disadvantaged (as determined by their JSCI score) receive immediate access to ISca. Other job seekers will be eligible to receive ISca assistance after 12 months of unemployment.

*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 and Indigenous job seekers have immediate access to ISjst on registration for unemployment allowance.

*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 Placement* services refer suitable job seekers to vacancies and canvass and list job vacancies on the Australian Job Search database. DEWR licensed

## Survey results

Aside from IS, ISjst and ISca, 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 60%, provides outcomes estimates that are generally accurate to within plus or minus 1 percentage point at the National level.

recruitment agencies, Job Placement Organisation (JPOs), are in a position to provide Job Placement service to eligible job seekers. Job Network members are licensed as 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 Programme:* replaced the Training for Aboriginals and Torres Strait Islanders Programme (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.

*Indigenous Employment Centres:* help Community Development Employment Project participants find employment.

*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 and Passport to Employment after participating in voluntary work for a specified number of hours.

*Transition to Work Programme:* helps job seekers who are parents, carers and mature age people 50 years and over entering the workforce for the first time or returning to the workforce after an absence of 2 years or more.

*Training accounts:* help mature age and indigenous job seekers who participate in Intensive Support or Indigenous Employment Centres improve their employment prospects through the provision of training.

*Training Credits:* provide job seekers who participate in a Work for the Dole or Community Work Placement for between 16 and 26 weeks with a training credit which can be used to pay for additional training.

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## 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 DEWR Internet site (<http://www.workplace.gov.au>).

*Community Development Employment Projects (CDEP)* is a programme 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.

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

*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 DEWR or DEST funded employment programme or service within three months of exiting employment assistance. It includes commencements in Intensive Support job search training (ISjst), Intensive Support customised assistance (ISca), New Apprenticeships, NEIS, Work for the Dole, Green Corps, Advanced English for Migrants Programme (AEMP) 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.

*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) (YA).

*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 placements:* include placements provided under Job Search Support and job placements under Intensive Support customised assistance.

*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.

*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.

*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.

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## Regional Coverage

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

# DEWR labour market regions

