



*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 2005, three months after leaving assistance were:

- 74% for Job Placement;
- 64% for Intensive Support job search training;
- 53% for Intensive Support customised assistance;
- 55% for Intensive Support;
- 86% for New Enterprise Incentive Scheme (NEIS);
- 40% for Work for the Dole;
- 44% for Community Work Placements;
- 71% for Indigenous Employment Programme Structured Training and Employment Projects (STEP);
- 74% for Indigenous Employment Programme Wage Assistance; and
- 56% for Transition to Work.

### **Job Vacancies**

In the year to end March 2005, 2,792,500 vacancies were notified on the Australian Job Search database, of which over 963,600 were lodged by Job Network Members or Job Placement Organisations (including vacancies lodged through the Internet and Teleservicing).

### **Job Placements**

In the year to end March 2005, over 650,600 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 2005, commencements in the various types of labour market assistance included:

- 532,400 in Job Search Support;
- 391,700 in Intensive Support;
- 6,100 in NEIS;
- 7,100 in the STEP and Wage Assistance elements of the Indigenous Employment Programme;
- 80,400 in Work for the Dole;
- 4,500 in Community Work Placement;
- 12,100 in Transition to Work; and
- 54,900 in the Training Accounts and Credits.

### **Income Support**

In the year to end March 2005, the number of job seekers in receipt of Newstart or Youth Allowance (Other) decreased by just over 26,900 to around 593,500 job seekers. The number of job seekers who were long-term recipients (ie on allowances for 12 months or more) decreased by just under 21,700 to around 350,300 while the number of short-term recipients decreased by over 5,200 to just under 243,200.

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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 2004 and their post assistance outcomes achieved by 31 March 2005.

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 from 1 April 2004 to 31 March 2005 and 1 April 2003 to 31 March 2004.

## ***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. 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.

## In this report....

Outcomes for the assistance delivered under the APM are reported on. The section that looks at trends in outcomes this quarter assesses the performance of the Job Network model of assistance with previous systems. While there are limitations to the extent to which outcomes from *Active Participation Model* assistance can be compared to previous forms of Job Network assistance and other models of assistance (as outlined in the technical notes) the results do nevertheless prove to be instructive about the relative performance of different models of assistance.

## 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 services continue to remain strong. Particularly encouraging is the success of Intensive Support job search training in maintaining its high outcome rate. Currently it is over 12 percentage points higher than was achieved through Job Search Training under the second contract round. Similarly employment outcome rates for Work for the Dole are around 10 percentage points higher than achieved prior to the APM.

Job seekers are categorised as employed, unemployed or not in the labour force. A proportion of these

clients are also recorded as being 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 before 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 2005**

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance <sup>2</sup> (%)	Exits (number)
Job Placement	70.4	24.5	5.1	na	110,065
Job Network eligible (JNE)	65.7	28.9	5.4	na	61,853
Job Search Support Only (JSSO)	77.4	18.0	4.5	na	48,212
Intensive Support	46.2	44.4	9.4	3.5	353,714
Intensive Support job search training	54.8	38.7	6.5	2.6	157,452
Intensive Support customised assistance	44.3	45.6	10.1	6.3	286,728
Non highly-disadvantaged	48.6	43.2	8.2	7.0	178,772
Highly disadvantaged	36.8	49.7	13.4	5.1	107,956
NEIS	83.2	11.4	5.4	1.9	6,098
Work for the Dole	31.2	59.8	9.0	34.1	77,824
Community Work	32.6	57.3	10.0	37.0	4,682
IEP - STEP	62.1	29.9	8.0	11.5	3,755
IEP - Wage Assistance	71.8	23.4	4.8	21.8	2,934
Transition to Work	36.7	40.5	22.8	9.8	14,643

1. Post assistance outcomes are measured three months after the job seeker ceases 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, Transition to Work, Indigenous Employment Programme (IEP), Structured Training and Employment Projects (STEP) and IEP Wage Assistance or achieved an eligible Job Network placement between 1 January 2004 and 31 December 2004. 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.

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.

Positive outcome rates across the range of services delivered to job seekers continues to remain high. Most heartening amongst the results are the results for those services targeted towards those more disadvantaged in the labour market (i.e. Indigenous).

For both the STEP and Wage Assistance components of the Indigenous Employment Programme (IEP), over 70% are in employment and/or education three months after ceasing assistance. Similarly for Transition to Work, outcomes are good, indicating participants are getting benefits from the assistance provided.

**Table 1.2: Post assistance<sup>1</sup> employment and positive outcomes year to end March 2005**

Labour market assistance	Full-time Employed (%)	Part-time Employed (%)	Total Employed (%)	Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
Job Placement	44.1	26.3	70.4	13.5	74.0	110,065
Job Network eligible (JNE)	40.8	24.9	65.7	12.4	69.4	61,853
Job Search Support Only (JSSO)	49.0	28.4	77.4	15.1	80.9	48,212
Intensive Support	17.3	28.9	46.2	12.1	54.7	353,714
Intensive Support job search training	25.6	29.2	54.8	15.1	64.2	157,452
Intensive Support customised assistance	16.4	27.9	44.3	12.0	53.4	286,728
Non highly-disadvantaged	18.5	30.1	48.6	11.7	57.1	178,772
Highly disadvantaged	12.7	24.1	36.8	12.5	47.0	107,956
NEIS	49.4	33.8	83.2	10.0	85.5	6,098
Work for the Dole	15.0	16.2	31.2	11.3	40.0	77,824
Community Work	11.6	21.1	32.6	14.9	43.5	4,682
IEP - STEP	46.6	15.5	62.1	26.5	71.4	3,755
IEP - Wage Assistance	53.8	18.0	71.8	21.7	73.9	2,934
Transition to Work	6.0	30.7	36.7	26.7	56.0	14,643

1. Post assistance outcomes are measured three months after the job seeker ceases 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, Transition to Work, Indigenous Employment Programme (IEP), Structured Training and Employment Projects (STEP) and IEP Wage Assistance or achieved an eligible Job Network placement between 1 January 2004 and 31 December 2004.
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 by the in-scope population for Intensive Support, who commenced assistance between 1 April 2003 and 31 December 2003 and became in-scope for survey between 1 January 2004 and 31 December 2004 and outcomes achieved three months later, up to 31 March 2005.

The in-scope population includes: those who exited Intensive Support; began a payable outcome period; or reached twelve months of participation in APM in the twelve months to 31 December 2004. See technical notes at the end of this report for further information on the in-scope population.

Overall, over half of the participants are in employment and/or education at the time of the survey.

**Table 1.3: Intensive Support: Post assistance outcomes year to end March 2005<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	20.1	25.7	45.9	16.2	57.1	60,417
21 to 24	22.0	29.2	51.1	15.5	61.0	53,323
25 to 34	20.3	28.6	48.9	12.5	57.4	82,145
35 to 49	15.9	30.9	46.8	11.5	55.0	102,634
50 or more	12.2	28.0	40.1	8.5	46.7	55,195
<b>Duration on income support</b>						
0 to less than 6	24.0	29.0	53.0	13.2	61.9	138,566
6 to less than 12	17.6	29.6	47.2	13.4	56.6	35,785
12 to less than 24	15.4	29.2	44.6	12.6	53.8	49,439
24 to less than 36	12.9	29.8	42.6	10.7	50.3	28,585
36 or more	9.0	28.0	37.0	10.1	44.8	84,503
<b>Educational attainment</b>						
Less than Year 10	12.5	24.2	36.8	7.8	43.1	73,666
Year 10 or 11	16.7	28.6	45.2	9.0	51.9	129,220
Year 12	19.7	31.9	51.6	16.5	62.5	66,666
Post Secondary	20.3	31.2	51.5	15.8	62.0	67,929
Unknown	21.0	28.6	49.7	18.2	62.9	16,233
<b>Gender</b>						
Males	19.6	24.6	44.2	9.5	51.2	233,491
Females	13.4	36.0	49.4	16.4	60.4	120,223
<b>Equity Groups<sup>4</sup></b>						
Disability	11.1	26.7	37.7	10.6	45.8	29,398
Indigenous	14.1	17.4	31.4	10.0	38.9	26,663
CALD <sup>5</sup>	15.6	25.8	41.4	17.3	55.6	57,316
Sole Parents	11.0	37.8	48.8	15.9	59.6	15,084
<b>Total</b>	<b>17.3</b>	<b>28.9</b>	<b>46.2</b>	<b>12.1</b>	<b>54.7</b>	<b>353,714</b>

1. Job seekers who commenced Intensive Support between 1 April 2003 and 31 December 2003 and left Intensive Support or were receiving Intensive Support assistance for 12 months between 1 January 2004 and 31 December 2004 and outcomes achieved by 31 March 2005. The commencement period is limited to ensure that only those participants that could have reached 12 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 Intensive Support customised assistance between 1 January 2004 and 31 December 2004 and outcomes achieved three months later, up to 31 March 2005.

Outcomes for Intensive Support customised assistance remain strong. For mature age job seekers, almost half were in employment and/or education three months after completing their customised assistance placement.

**Table 1.4: Intensive Support customised assistance: Post assistance outcomes year to end March 2005<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>	18.5	30.1	48.6	11.7	57.1	178,772
Highly disadvantaged <sup>4</sup>	12.7	24.1	36.8	12.5	47.0	107,956
<b>Age Group (years)</b>						
15 to 20	19.2	25.3	44.5	14.9	55.6	50,868
21 to 24	19.2	28.0	47.2	15.1	58.1	40,858
25 to 34	18.5	26.8	45.3	12.9	54.7	65,080
35 to 49	15.2	29.7	44.9	11.8	54.0	84,606
50 or more	12.5	28.4	40.9	8.9	47.8	45,316
<b>Duration on income support (months)</b>						
0 to less than 6	21.2	26.7	47.9	12.4	57.5	61,481
6 to less than 12	20.5	32.5	52.9	12.4	61.5	43,485
12 to less than 24	18.0	28.8	46.9	13.6	57.0	62,982
24 to less than 36	14.5	27.4	41.9	12.4	51.4	32,108
36 or more	9.8	25.5	35.4	10.5	43.8	81,282
<b>Educational attainment</b>						
Less than Year 10	12.0	23.0	35.0	9.1	42.6	64,399
Year 10 or 11	15.8	27.3	43.2	9.4	50.4	104,826
Year 12	19.1	30.8	49.9	16.3	61.9	46,241
Post Secondary	19.7	31.9	51.6	15.7	62.9	61,846
Unknown	13.7	24.7	38.4	11.6	47.2	11,800
<b>Gender</b>						
Males	18.6	23.8	42.5	9.6	50.1	183,751
Females	12.7	34.7	47.3	16.0	58.8	102,977
<b>Equity Groups<sup>5</sup></b>						
Disability	11.7	25.7	37.3	10.6	45.8	30,371
Indigenous	15.2	17.2	32.5	10.8	41.2	36,649
CALD <sup>6</sup>	15.9	25.4	41.3	17.7	56.4	44,163
Sole Parents	11.5	39.7	51.3	15.2	61.8	16,911
<b>Total</b>	<b>16.4</b>	<b>27.9</b>	<b>44.3</b>	<b>12.0</b>	<b>53.4</b>	<b>286,728</b>

1. Job seekers who left Intensive Support customised assistance between 1 January 2004 and 31 December 2004 and outcomes achieved by 31 March 2005.

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 22 or less and would have access to customised assistance at 12 months unemployment.

4. Job seeker who had a JSCI score of 23 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 1.5 shows the post assistance outcomes achieved by those who left the Intensive Support job search training between 1 January 2004 and 31 December 2004 and outcomes achieved three months later, up to 31 March 2005.

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.

Over half of the job seekers who participate in the job search training phase of assistance are employed three months later. Particularly encouraging is that for a number of groups (i.e. males, less than Year 10 education and Indigenous job seekers), they are more likely to be employed in a full-time job.

**Table 1.5: Intensive Support job search training: Post assistance outcomes year to end March 2005<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	24.1	29.1	53.2	19.8	65.6	39,178
21 to 24	28.2	31.7	59.9	18.4	70.7	32,269
25 to 34	28.6	29.3	57.9	13.6	66.3	38,301
35 to 49	25.8	28.9	54.7	12.8	62.9	32,957
50 or more	19.8	27.9	47.8	9.6	54.2	14,747
<b>Educational attainment</b>						
Less than Year 10	22.5	21.0	43.5	9.1	50.8	12,615
Year 10 or 11	25.1	24.0	49.1	11.3	56.5	43,320
Year 12	26.1	29.1	55.1	21.6	67.4	34,540
Post Secondary	29.8	27.9	57.7	16.7	67.4	67,970
Unknown	28.9	26.7	55.6	24.9	69.4	3,711
<b>Gender</b>						
Males	28.8	24.1	52.9	12.4	61.2	96,626
Females	21.2	36.5	57.6	18.6	68.5	60,826
<b>Equity Groups<sup>3</sup></b>						
Disability	20.4	24.1	44.5	12.5	53.0	3,421
Indigenous	28.3	22.3	50.6	10.9	58.8	2,234
CALD <sup>4</sup>	22.9	24.9	47.8	20.7	62.5	22,231
Sole Parents	16.0	40.8	56.7	14.2	64.4	3,548
<b>Total</b>	<b>25.6</b>	<b>29.2</b>	<b>54.8</b>	<b>15.1</b>	<b>64.2</b>	<b>157,452</b>

1. Job seekers who left Intensive Support job search training placements between 1 January 2004 and 31 December 2004 and outcomes achieved by 31 March 2005.
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 1.6 shows the post assistance outcomes achieved by those who achieved a Job Placement between 1 January 2004 and 31 December 2004 and outcomes achieved three months later, up to 31 March 2005.

Positive outcomes for Job Placements remain high at 74 per cent. It is evident that outcomes tend to differ little by the age of the job seeker. This suggests that the age of the job seeker does not tend to affect the levels of outcomes achieved through Job Placements.

**Table 1.6: Job Placements: Post assistance outcomes year to end March 2005<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	47.0	24.5	71.4	25.0	77.0	31,052
21 to 24	43.9	24.0	67.9	14.3	72.2	18,437
25 to 34	44.7	25.5	70.2	9.9	73.1	27,441
35 to 49	42.2	28.6	70.8	7.7	73.4	25,178
50 or more	40.3	30.3	70.6	5.6	72.6	7,957
<b>Duration on income support (months)<sup>3</sup></b>						
0 to less than 6	46.6	25.1	71.7	14.0	75.7	33,569
6 to less than 12	38.4	26.0	64.4	13.2	68.4	9,500
12 to less than 24	35.4	24.1	59.5	10.6	62.9	7,265
24 to less than 36	31.9	19.6	51.6	8.5	54.6	3,935
36 or more	26.9	25.1	52.0	7.6	55.4	7,584
<b>Educational attainment<sup>3</sup></b>						
Less than Year 10	37.0	16.6	53.6	6.5	56.9	7,343
Year 10 or 11	38.2	23.3	61.5	8.9	64.8	19,683
Year 12	44.5	26.3	70.8	20.2	76.0	11,588
Post Secondary	48.0	25.9	69.9	11.7	73.3	17,115
Unknown	36.6	31.7	68.3	16.0	72.5	6,124
<b>Gender</b>						
Males	50.0	17.8	67.8	11.4	71.2	70,905
Females	35.5	38.6	74.1	16.5	78.0	39,160
<b>Equity Groups<sup>3</sup></b>						
Disability	28.0	24.9	52.9	8.3	56.2	4,834
Indigenous	38.5	13.1	51.6	10.9	55.7	2,626
CALD <sup>4</sup>	36.9	23.5	60.4	13.5	68.0	5,784
Sole Parents	27.5	40.6	68.2	9.6	71.6	2,553
<b>Job Network eligible (FJNE)<sup>5</sup></b>	<b>40.8</b>	<b>24.9</b>	<b>65.7</b>	<b>12.4</b>	<b>69.4</b>	<b>61,853</b>
<b>Job Search Support Only (JSSO)<sup>6</sup></b>	<b>49.0</b>	<b>28.4</b>	<b>77.4</b>	<b>15.1</b>	<b>80.9</b>	<b>48,212</b>
<b>Total</b>	<b>44.1</b>	<b>26.3</b>	<b>70.4</b>	<b>13.5</b>	<b>74.0</b>	<b>110,065</b>

1. Job seekers who were placed in a Job Network eligible job between 1 January 2004 and 31 December 2004 and outcomes achieved by 31 March 2005. 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 1.7 shows the post assistance outcomes achieved by those who left the New Enterprise Incentive Scheme (NEIS) between 1 January 2004 and 31 December 2004 and outcomes achieved three months later, up to 31 March 2005.

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.

Positive outcome levels for NEIS following the implementation of the *Active Participation Model* have continued to trend slightly upwards. Outcomes for the equity group clients in particular are positive, reflecting the broad appeal and success of the NEIS programme.

**Table 1.7: New Enterprise Incentive Scheme: Post assistance outcomes year to end March 2005<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	62.9	20.0	82.8	12.5	84.8	530
25 to 34	70.5	14.5	85.0	11.1	87.1	2,059
35 to 49	69.0	12.8	81.8	9.3	84.1	2,553
50 or more	68.8	13.6	82.4	9.5	85.5	864
<b>Duration on income support (months)</b>						
0 to less than 6	72.4	16.9	89.3	11.4	91.2	2,904
6 to less than 12	68.9	12.4	81.3	8.9	83.6	1,213
12 to less than 24	67.7	13.3	81.0	7.2	82.2	794
24 to less than 36	na	na	na	na	na	na
36 or more	60.3	8	68.3	6.1	70.2	680
<b>Educational attainment</b>						
Less than Year 10	na	na	na	na	na	na
Year 10 or 11	66.9	15.3	82.2	5.9	84.6	1,157
Year 12	67.6	14.2	81.8	8.7	83.6	1,117
Post Secondary	71.2	14.6	85.8	11.7	88.6	2,941
<b>Gender</b>						
Males	70.3	14.1	84.4	7.8	86.1	3,445
Females	66.8	14.8	81.6	13.1	84.7	2,653
<b>Equity Groups<sup>4</sup></b>						
Disability	68.7	11.2	79.9	8.3	81.9	499
Indigenous	na	na	na	na	na	na
CALD <sup>5</sup>	67.8	17.6	85.4	11.2	88.5	1,007
Sole Parents	58.0	20.6	78.5	19.4	83.2	367
<b>Total</b>	<b>68.8</b>	<b>14.5</b>	<b>83.2</b>	<b>10.0</b>	<b>85.5</b>	<b>6,098</b>

1. Job seekers who left NEIS placements between 1 January 2004 and 31 December 2004 and outcomes achieved by 31 March 2005.

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 CWCs 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 twelve month period. Job seekers aged 50 years or more who participate in Work for the Dole are volunteers.

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 1.8: Work for the Dole: Post assistance outcomes year to end March 2005<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	16.4	18.4	34.8	15.9	47.1	10,655
21 to 24	18.3	18.3	36.6	14.4	47.3	16,593
25 to 34	16.1	16.3	32.4	10.2	39.9	24,110
35 to 49	13.2	15.0	28.1	9.4	35.8	24,610
50 or more	8.6	13.9	22.4	12.6	32.4	1,856
<b>Duration on income support (months)</b>						
0 to less than 6	25.9	17.9	43.8	12.7	53.0	9,001
6 to less than 12	20.7	17.2	37.9	14.5	48.1	17,960
12 to less than 24	13.6	18.1	31.7	11.5	40.7	11,533
24 to less than 36	14.7	18.5	33.2	11.8	42.3	10,023
36 or more	9.4	14.0	23.3	9.1	31.0	29,261
<b>Educational attainment</b>						
Less than Year 10	11.0	12.4	23.4	7.0	29.4	15,706
Year 10 or 11	13.8	15.4	29.1	9.2	36.6	30,581
Year 12	16.3	19.7	36.0	14.5	46.7	15,372
Post Secondary	18.0	16.7	34.7	15.4	46.6	12,622
Unknown	24.6	22.2	46.8	14.6	55.5	3,543
<b>Gender</b>						
Males	16.9	13.7	30.7	9.3	38.1	55,994
Females	10.9	21.7	32.6	15.8	44.3	21,830
<b>Equity Groups<sup>3</sup></b>						
Disability	9.3	13.4	22.7	9.9	30.8	6,524
Indigenous	9.9	10.8	20.7	11.6	30.2	4,477
CALD <sup>4</sup>	15.0	16.0	31.0	14.7	42.3	9,670
Sole Parents	9.0	20.1	29.1	16.7	42.2	1,403
<b>Total</b>	<b>15.0</b>	<b>16.2</b>	<b>31.2</b>	<b>11.3</b>	<b>40.0</b>	<b>77,824</b>

1. Job seekers who left a Work for the Dole project between 1 January 2004 and 31 December 2004 and outcomes achieved by 31 March 2005.

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 is the long-term trend 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.

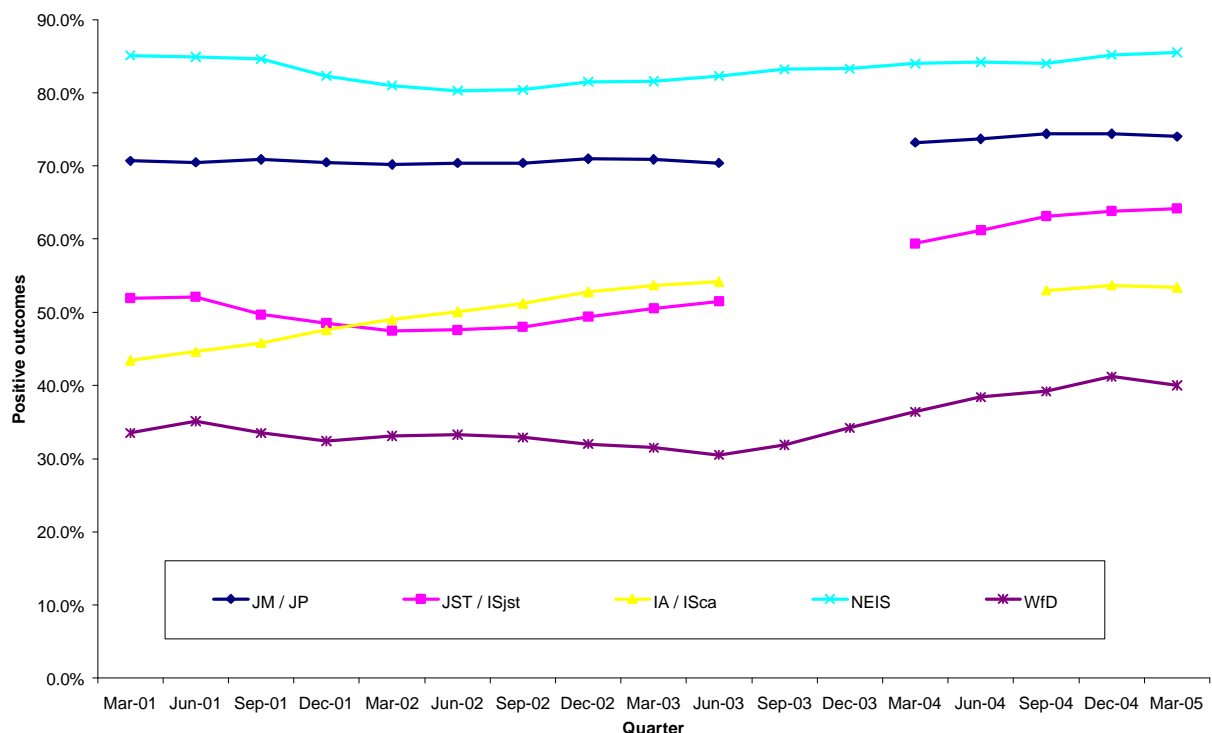
It should also be noted that changes in the nature of the assistance can impact on outcomes. For example Intensive Support customised assistance provided over a shorter period of time than its precursor Intensive Assistance.

Figure 2.1 below provides positive outcome results for the main employment services provided over the last five years (from March 2001). For those interventions superseded by *Active Participation Model* assistance, the services they superseded are also included. There is a break in the series of between three and five quarters during the transition from ESC2 to ESC3 for these interventions. This was due to the fact that there were insufficient PPM survey responses to provide for robust outcome estimates.

It can be seen that outcomes for the suite of Job Network and Work for the Dole services have continued to trend up from the outcomes achieved under ESC2. In particular strong growth is evident for Intensive Support job search training and Work for the Dole. This growth reflects longer-term trends in outcomes for these programmes.

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 2005. 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.

### Type of labour market assistance

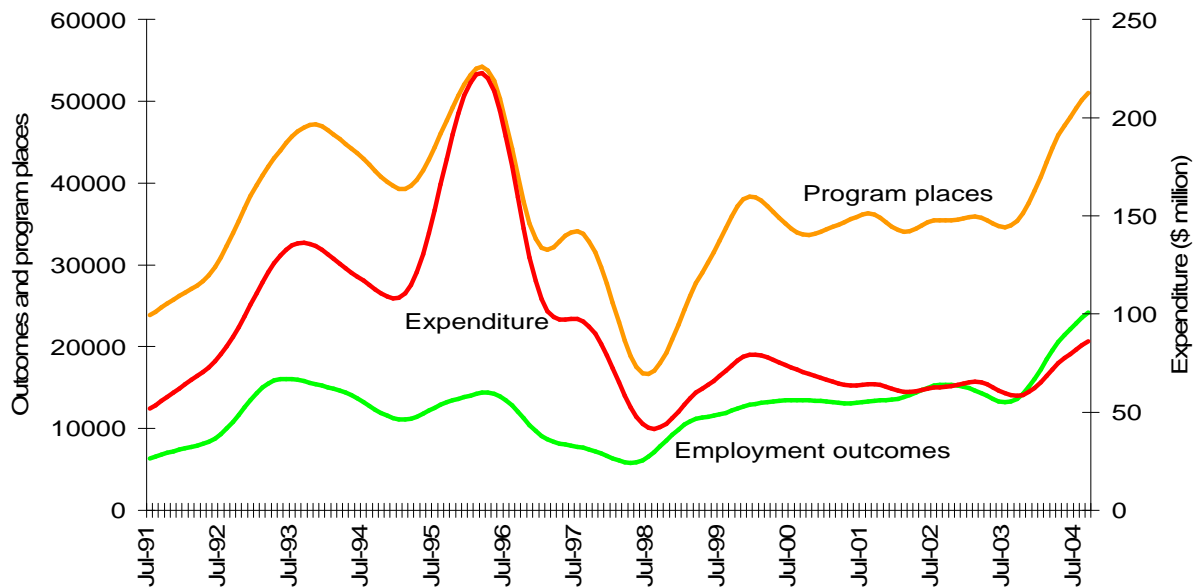
Longer-term comparisons also provide opportunities to assess performance against different models of assistance. Whilst exogenous factors limit direct comparisons, the results are nevertheless informative in looking at the relative performance of different models of assistance.

The performance of Job Network is especially encouraging when compared to earlier programs such as *Working Nation*. As can be seen in Figure 2.2,

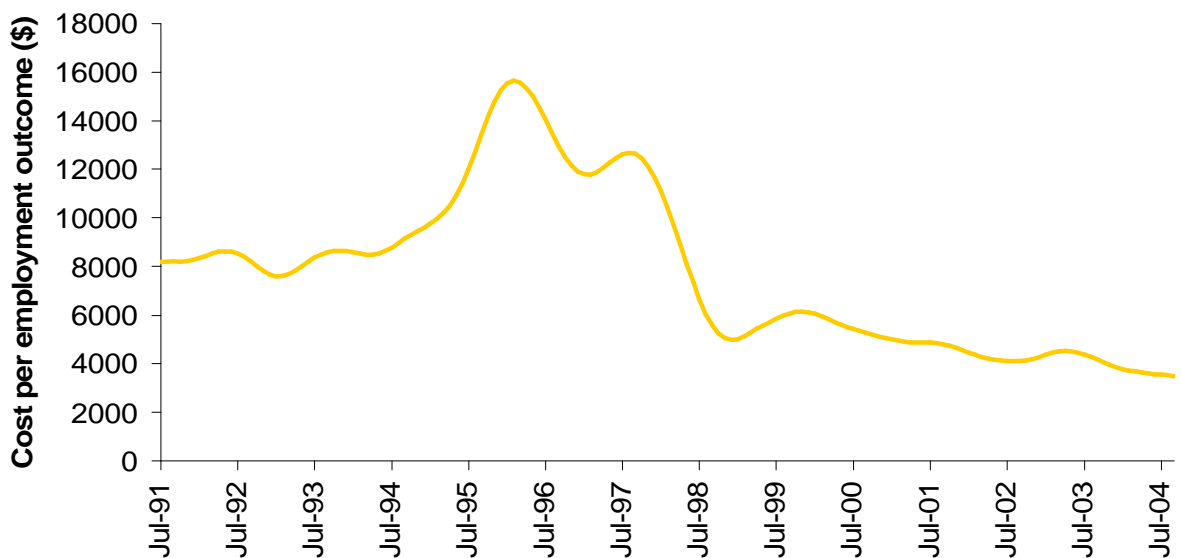
employment outcomes are at a record high of around 24,000 per month compared to around 12,000 under *Working Nation* in 1995-96.

In direct contrast is spending in these two periods. As Figure 2.3 shows, the cost per employment outcome is at a record low of around \$3,500. This contrasts to costs under previous assistance models (with the peak under *Working Nation* at around \$16,000).

**Figure 2.2: Employment outcomes, programme places and expenditure 1991–2004**



**Figure 2.3: Cost per employment outcomes 1991–2004**



Source: DEWR administrative systems.

## 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 2004 and the year to end March 2005.

The table also shows the proportion of commencements by job seekers who had been receiving income support [Newstart and Youth Allowance (Other)] for 12 months or more (ie long-term unemployed).

For the year to end March 2004, commencements for Job Search Support, Intensive Support and Job Placement relate to the nine months to March 2004 following the introduction of the *Active Participation Model* (APM). Commencement numbers for Job Search Support and Intensive Support for this nine

month period are significantly higher than would be expected due to the transition of the stock of job seekers at the start of the APM. The commencements for the year to March 2005 are not affected by the impact of the transition.

The number of Job Placement achieved in the year to end March 2005 is well over 200,000 more than in the nine months to March 2004. This reflects the success of both Job Network members and Job Placement Organisations in developing effective servicing strategies in achieving job placements. Participation in Work for the Dole also continues to increase, with around 10 percent growth on that achieved in the year ending March 2004.

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

	Year to end March 2004		Year to end March 2005	
	Commencements (number)	Proportion of long term recipients <sup>2</sup> (%)	Commencements (number)	Proportion of long term recipients <sup>2</sup> (%)
Labour market assistance				
Job Search Support <sup>3</sup>	899,026	na	532,403	na
Intensive Support <sup>4</sup>	493,162	na	391,714	na
job search training	107,734	na	153,966	na
customised assistance	245,757	na	240,658	na
Job Placement	370,034	38.5	650,666	41.5
NEIS	5,800	27.9	6,105	24.7
Work for the Dole	71,023	66.6	80,442	66.8
IEP – STEP	4,807	45.7	4,340	50.6
IEP - Wage Assistance	2,646	40.3	2,745	47.3
Community Work Placements	4,160	66.3	4,465	72.7
Transition to Work	11,259	27.9	12,090	37.9
Training Accounts	23,802	na	40,575	na
Training Credits	14,110	na	14,378	na

1. Commencement or placement of job seekers in labour market assistance funded by DEWR for the two years of 1 April 2003 to 31 March 2004 and 1 April 2004 to 31 March 2005.

2. The proportion of activity or non-activity tested job seekers who have been registered as unemployed for twelve months or more.

3. Job seekers with a registered Vocational Profile in the year up to 31 March 2005.

4. 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, the job seeker characteristics of those that received assistance in the year up to 31 March 2005. Also provided is the demographic distribution of the Newstart and Youth Allowance (other) population at 31 March 2005.

It is evident that participation levels in employment assistance differ among the department's key target groups. For example while less than 2% of the active Newstart/Youth Allowance (other) population were found to be Sole Parents, around 5% of the participating population in the Intensive Support stream were Sole Parents. This reflects the success of Job Network in engaging Parenting Payment Single (PPS) recipients into mainstream employment assistance.

The proportion of short-term unemployed job seekers (i.e. only 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 done, but may not be on income support.

**Table 3.2: Participation in Job Network assistance by job seeker characteristics: March 2005<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 <sup>4</sup> (%)
<b>Age group (years)</b>				
15 to 20	13.9	23.4	20.4	25.4
21 to 24	16.7	15.0	17.5	16.9
25 to 34	23.9	23.5	25.4	22.6
35 to 49	26.6	26.1	26.0	23.6
50 or more	18.9	12.0	10.7	11.5
Total	100.0	100.0	100.0	100.0
<b>Duration on income support (months)</b>				
0 to less than 6	29.0	83.3	36.6	61.2
6 to less than 12	14.0	4.3	17.8	12.1
12 to less than 24	18.1	5.2	19.0	11.0
24 to less than 36	9.8	2.7	9.4	5.5
36 or more	29.0	4.5	17.3	10.2
Total	100.0	100.0	100.0	100.0
<b>Educational attainment</b>				
Less than Year 10	40.9	19.2	20.2	22.9
Year 10 or 11	29.2	37.0	41.0	39.1
Year 12	15.2	21.8	20.2	19.5
Post secondary	14.8	22.0	18.6	18.4
Total	100.0	100.0	100.0	100.0
<b>Gender</b>				
Male	63.7	53.3	65.8	59.1
Female	36.3	46.7	34.2	40.9
Total	100.0	100.0	100.0	100.0
<b>Equity groups<sup>5</sup></b>				
Disability	16.3	6.0	6.5	7.1
Indigenous	8.6	5.7	5.6	9.7
CALD <sup>6</sup>	16.2	15.9	12.0	13.7
Sole parents	1.9	5.2	2.8	5.7

1. Commencements in Job Network employment assistance from 1 April 2004 to 31 March 2005.

2. Commencements in Job Search Support measured through the demographic distribution of registered Vocational Profiles in the year up to 31 March 2005.

3. Demographic breakdown of Job Placements in the year up to 31 March 2005

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

5. Equity groups are not mutually exclusive.

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

Source: DEWR administrative systems.

## Access to Job Placements

A key performance indicator of Job Network is how it performs across various industries. Table 3.3 shows vacancies and job placements by industry. As can be seen, Manufacturing, Retail trade, Property and business services and Agriculture provide a significant

source of vacancies and placements for Job Network.

Differences are shown between vacancy and placement shares. To some extent they will be due to the fact that the same vacancy may be filled several times depending on the needs of the employer.

**Table 3.3: AJS Vacancies and Job Placements by Industry: March 2005**

<b>Industry</b>	<b>JNM and JPO initiated Vacancies<sup>1</sup> (%)</b>	<b>JNM and JPO Placement in Job Placement<sup>2</sup> (%)</b>
<b>Agricultural and industrial sector</b>		
Agriculture, Forestry and Fishing	5.4	7.4
Mining	0.7	0.5
Manufacturing	15.5	21.2
Electricity, Gas and Water Supply	0.3	0.2
Construction	8.2	6.3
<b>Services sector</b>		
Wholesale Trade	3.9	4.1
Retail Trade	15.0	11.8
Accommodation, Cafes and Restaurants	10.3	6.4
Transport and Storage	4.0	3.0
Communication Services	1.1	0.9
Finance and Insurance	0.9	0.5
Property and Business Services	20.6	28.3
Cultural and Recreational Services	1.5	0.9
Personal and Other Services	5.0	4.5
<b>Government and community sector</b>		
Government Administration and Defence	1.1	0.7
Education	1.7	0.6
Health and Community Services	4.9	2.6

1. Vacancies lodged by Job Network member or Job Placement Organisations on Australian JobSearch between 1 April 2004 and 31 March 2005. Columns may not add up to 100% due to rounding.

2. Australian JobSearch vacancies filled by Job Network members or Job Placement Organisations between 1 April 2004 and 31 March 2005. Columns may not add up to 100% due to rounding.

Source: DEWR administrative systems.

## Participation in NEIS

Table 3.4 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 to 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: Access to NEIS by job seeker characteristics year to end March 2005<sup>1</sup>**

Job seeker characteristics	Eligibility for NEIS <sup>2</sup> (%)	Commencement in NEIS (%)
<b>Age group (years)</b>		
15 to 20	11.1	1.9
21 to 24	17.3	10.0
25 to 34	24.7	32.4
35 to 49	27.5	40.0
50 or more	19.5	15.8
Total	100.0	100.0
<b>Duration on income support (months)</b>		
0 to less than 6	28.0	51.2
6 to less than 12	13.8	24.0
12 to less than 24	18.1	12.0
24 to less than 36	10.1	4.9
36 or more	30.0	7.8
Total	100.0	100.0
<b>Educational attainment</b>		
Less than Year 10	39.0	6.9
Year 10 or 11	30.1	23.8
Year 12	15.6	22.2
Post secondary	15.3	47.0
Total	100.0	100.0
<b>Gender</b>		
Male	64.2	56.5
Female	35.8	43.5
Total	100.0	100.0
<b>Equity groups<sup>3</sup></b>		
Disability	16.7	8.3
Indigenous	8.3	1.4
CALD <sup>4</sup>	16.7	15.4
Sole parents	2.0	4.3

1. Commencement of job seekers in NEIS from 1 April 2004 to 31 March 2005.
2. Job seekers receiving Newstart and Youth Allowance (Other) and 18 or over as at 31 March 2005.
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 3.5 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.

Job seekers aged 50 years or more who participate in Work for the Dole are volunteers.

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 3.5: Access to Work for the Dole by job seeker characteristics year to end March 2005<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	11.1	14.9
21 to 24	17.3	21.8
25 to 34	24.7	29.9
35 to 49	27.5	31.0
50 or more	19.5	2.3
Total	100.0	100.0
<b>Duration on income support (months)</b>		
0 to less than 6	28.0	5.6
6 to less than 12	13.8	27.6
12 to less than 24	18.1	14.7
24 to less than 36	10.1	14.1
36 or more	30.0	38.0
Total	100.0	100.0
<b>Educational attainment</b>		
Less than Year 10	39.0	30.1
Year 10 or 11	30.1	37.8
Year 12	15.6	17.8
Post secondary	15.3	14.4
Total	100.0	100.0
<b>Gender</b>		
Male	64.2	71.3
Female	35.8	28.7
Total	100.0	100.0
<b>Equity groups<sup>3</sup></b>		
Disability	16.7	8.3
Indigenous	8.3	5.8
CALD <sup>4</sup>	16.7	12.4
Sole parents	2.0	0.5

1. Commencement of job seekers in Work for the Dole from 1 April 2004 to 31 March 2005.

2. Job seekers receiving Newstart and Youth Allowance (Other) as at 31 March 2005.

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.

## 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 2005<sup>1</sup>**

DEWR Region	Job Search Support (Number)	Job Placements (Number)	Intensive Support (Number)	Work for the Dole (Number)
Sydney	90,290	80,482	56,187	12,195
Hunter and North Coast	38,229	38,680	31,584	7,279
Illawarra and SE NSW	17,830	19,245	12,609	3,364
Western NSW	16,560	22,525	13,167	2,454
Riverina	6,608	11,577	4,950	851
<b>New South Wales</b>	<b>169,517</b>	<b>172,509</b>	<b>118,497</b>	<b>26,143</b>
Melbourne	86,023	98,198	58,198	12,422
Eastern Victoria	12,720	23,055	11,281	2,332
Western Victoria	22,133	36,370	17,195	3,937
<b>Victoria</b>	<b>120,876</b>	<b>157,623</b>	<b>86,674</b>	<b>18,691</b>
Brisbane	77,938	104,594	53,483	10,725
Southern Queensland	17,780	25,572	14,763	3,438
Central and Northern QLD	31,013	39,516	24,613	4,136
<b>Queensland</b>	<b>126,731</b>	<b>169,682</b>	<b>92,859</b>	<b>18,229</b>
Perth	34,101	42,775	27,007	4,880
South Western Australia	7,673	10,729	5,450	1,267
Greater Western Australia	6,681	6,278	6,106	722
<b>Western Australia</b>	<b>48,455</b>	<b>59,782</b>	<b>38,563</b>	<b>6,869</b>
Adelaide	28,616	39,650	22,762	4,635
South Australia Country	10,850	19,219	8,731	1,857
<b>South Australia</b>	<b>39,466</b>	<b>58,869</b>	<b>31,493</b>	<b>6,492</b>
<b>Tasmania</b>	<b>13,376</b>	<b>20,509</b>	<b>11,936</b>	<b>2,745</b>
<b>Northern Territory</b>	<b>8,340</b>	<b>6,605</b>	<b>8,147</b>	<b>595</b>
<b>Australian Capital Territory</b>	<b>5,642</b>	<b>5,087</b>	<b>3,545</b>	<b>608</b>
<b>Australia</b>	<b>532,403</b>	<b>650,666</b>	<b>391,714</b>	<b>80,442</b>

1. Commencements in Job Network employment assistance and Work for the Dole from 1 April 2004 to 31 March 2005.

Source: DEWR administrative systems.

### Labour market assistance by region

Table 4.2 shows the proportion of Newstart and Youth Allowance (Other) recipients as at March 2005 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.

It is of note that in regions such as Greater Western Australia and the Northern Territory, participation levels in Work for the Dole are significantly lower than the Newstart/Youth Allowance (other) population suggests might be the case. This may reflect access to Work for the Dole projects as well as availability of other options such as the Community Development Employment Projects (CDEP) scheme.

**Table 4.2: Comparison of labour market assistance by region year to end March 2005**

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	15.9	17.0	14.3	15.2
Hunter and North Coast	7.9	7.2	8.1	9.0
Illawarra and SE NSW	3.1	3.3	3.2	4.2
Western NSW	3.2	3.1	3.4	3.1
Riverina	1.2	1.2	1.3	1.1
<b>New South Wales</b>	<b>31.3</b>	<b>31.8</b>	<b>30.3</b>	<b>32.5</b>
Melbourne	17.0	16.2	14.9	15.4
Eastern Victoria	2.6	2.4	2.9	2.9
Western Victoria	4.4	4.2	4.4	4.9
<b>Victoria</b>	<b>24.0</b>	<b>22.7</b>	<b>22.1</b>	<b>23.2</b>
Brisbane	12.4	14.6	13.7	13.3
Southern Queensland	3.1	3.3	3.8	4.3
Central and Northern QLD	5.2	5.8	6.3	5.1
<b>Queensland</b>	<b>20.7</b>	<b>23.8</b>	<b>23.7</b>	<b>22.7</b>
Perth	6.1	6.4	6.9	6.1
South Western Australia	1.3	1.4	1.4	1.6
Greater Western Australia	1.5	1.3	1.6	0.9
<b>Western Australia</b>	<b>8.9</b>	<b>9.1</b>	<b>9.8</b>	<b>8.5</b>
Adelaide	5.9	5.4	5.8	5.8
South Australia Country	2.4	2.0	2.2	2.3
<b>South Australia</b>	<b>8.3</b>	<b>7.4</b>	<b>8.0</b>	<b>8.1</b>
<b>Tasmania</b>	<b>3.3</b>	<b>2.5</b>	<b>3.0</b>	<b>3.4</b>
<b>Northern Territory</b>	<b>2.5</b>	<b>1.6</b>	<b>2.1</b>	<b>0.7</b>
<b>Australian Capital Territory</b>	<b>0.9</b>	<b>1.1</b>	<b>0.9</b>	<b>0.8</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 2005.

2. Commencements in Job Network employment assistance or Work for the Dole from 1 April 2004 to 31 March 2005.

Source: DEWR administrative systems.



## Employment outcomes by region

Table 4.3 shows employment outcomes for job seekers who ceased assistance between 1 January 2004 and 31 December 2004 and achieved by 31 March 2005. 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 2005<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	65.8	49.9	40.2	40.7	28.9
Hunter and North Coast	74.7	54.3	43.5	45.0	27.1
Illawarra and SE NSW	72.8	53.1	43.5	45.9	26.8
Western NSW	67.3	50.4	40.9	42.2	28.8
Riverina	73.3	55.4	44.7	45.5	29.5
<b>New South Wales</b>	<b>69.2</b>	<b>51.5</b>	<b>41.9</b>	<b>43.0</b>	<b>28.2</b>
Melbourne	68.0	52.8	43.1	44.7	30.3
Eastern Victoria	64.3	55.3	44.8	45.8	23.5
Western Victoria	73.9	54.8	45.3	48.2	30.3
<b>Victoria</b>	<b>69.0</b>	<b>53.5</b>	<b>43.8</b>	<b>45.6</b>	<b>29.5</b>
Brisbane	73.5	60.4	51.5	53.5	39.1
Southern Queensland	72.7	55.8	44.5	48.1	29.8
Central and Northern QLD	71.4	56.4	42.0	45.6	31.4
<b>Queensland</b>	<b>73.1</b>	<b>58.9</b>	<b>47.7</b>	<b>50.6</b>	<b>36.0</b>
Perth	74.0	57.8	47.7	49.1	37.5
South Western Australia	74.0	57.2	49.9	52.2	42.7
Greater Western Australia	72.6	54.4	37.5	42.5	30.5
<b>Western Australia</b>	<b>73.9</b>	<b>57.6</b>	<b>46.6</b>	<b>48.8</b>	<b>37.7</b>
Adelaide	68.6	56.1	45.5	48.3	28.7
South Australia Country	65.2	56.6	44.2	48.6	32.3
<b>South Australia</b>	<b>67.6</b>	<b>56.3</b>	<b>45.1</b>	<b>48.5</b>	<b>29.8</b>
<b>Tasmania</b>	<b>64.5</b>	<b>55.1</b>	<b>45.4</b>	<b>45.5</b>	<b>29.1</b>
<b>Northern Territory</b>	<b>71.4</b>	<b>63.1</b>	<b>33.4</b>	<b>35.7</b>	<b>26.3</b>
<b>Australian Capital</b>	<b>81.8</b>	<b>52.1</b>	<b>45.6</b>	<b>46.8</b>	<b>34.8</b>
<b>Australia</b>	<b>70.4</b>	<b>54.8</b>	<b>44.3</b>	<b>46.2</b>	<b>31.2</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 2004 and 31 December 2004 and outcomes achieved by 31 March 2005. 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 2004 and 31 December 2004 and outcomes achieved by 31 March 2005.

4. Job seekers who commenced Intensive Support between 1 April 2003 and 31 December 2003 and left Intensive Support or were receiving Intensive Support assistance for 12 months between 1 January 2004 and 31 December 2004 and outcomes achieved by 31 March 2005.

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 changes and economic conditions, also have a significant impact on the number of income support recipients.

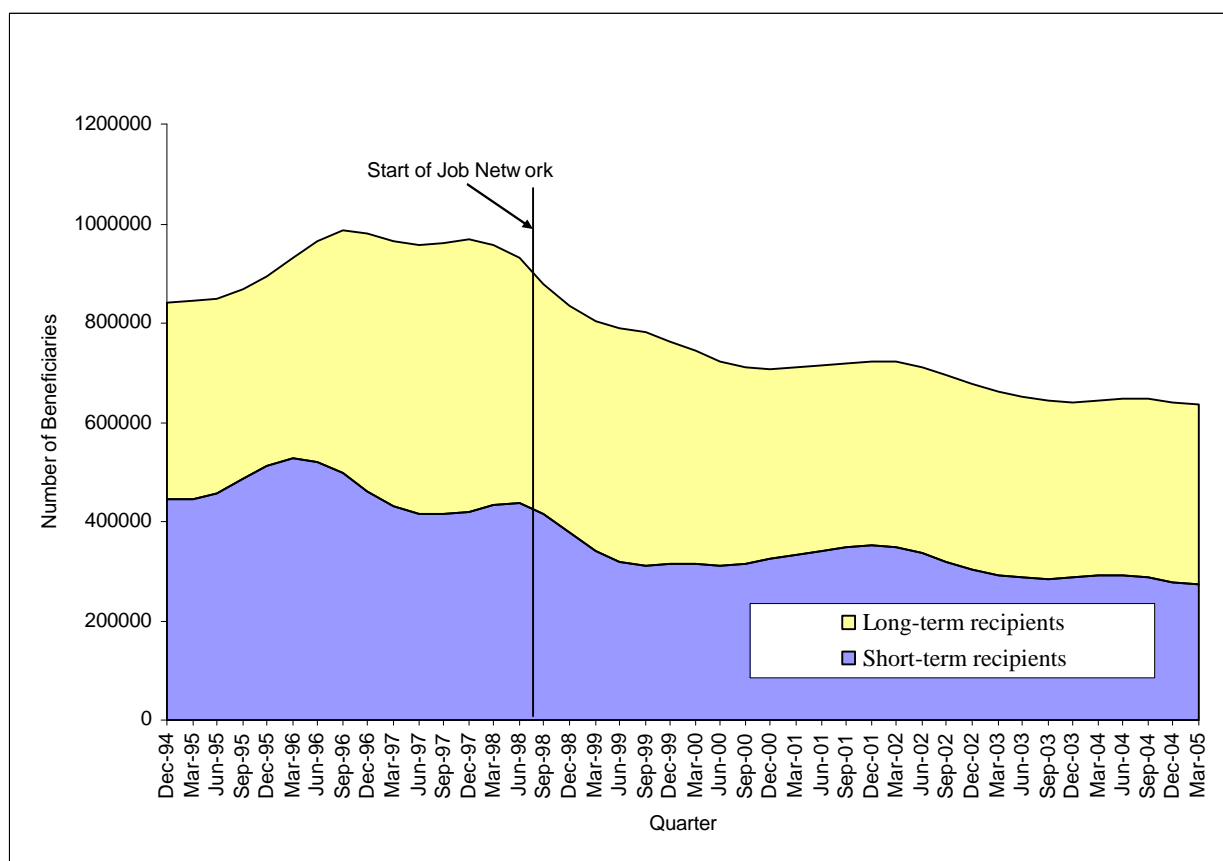
Figure 5.1 shows the changes over time in the number of short and long term income support recipients. Many long term recipients (in receipt of Newstart and Youth Allowance (Other) for 12 months or more) will have had a job at some time over the last 12 months. These job seekers are

reclassified as short term recipients only if they remain totally off benefits for a continuous period of more than 13 weeks.

Hence, long-term recipients should not be confused with the long term unemployed as defined by the Australian Bureau of Statistics. The long-term unemployed are people currently looking for work who have not had a job that lasted for 2 weeks or more in the last year.

Data on income support recipients shows that in the 12 months to the end of March 2005, the number of people in receipt of Newstart or Youth Allowance (Other) decreased by just over 26,900 to around 593,500 job seekers. The number of job seekers who were long-term recipients decreased by just under 21,700 while the number of short-term recipients decreased by just over 5,200.

**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 2005".

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. Results are not shown for Transition to Work as a significant proportion of the population is not on income support when they commenced in the programme.

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.

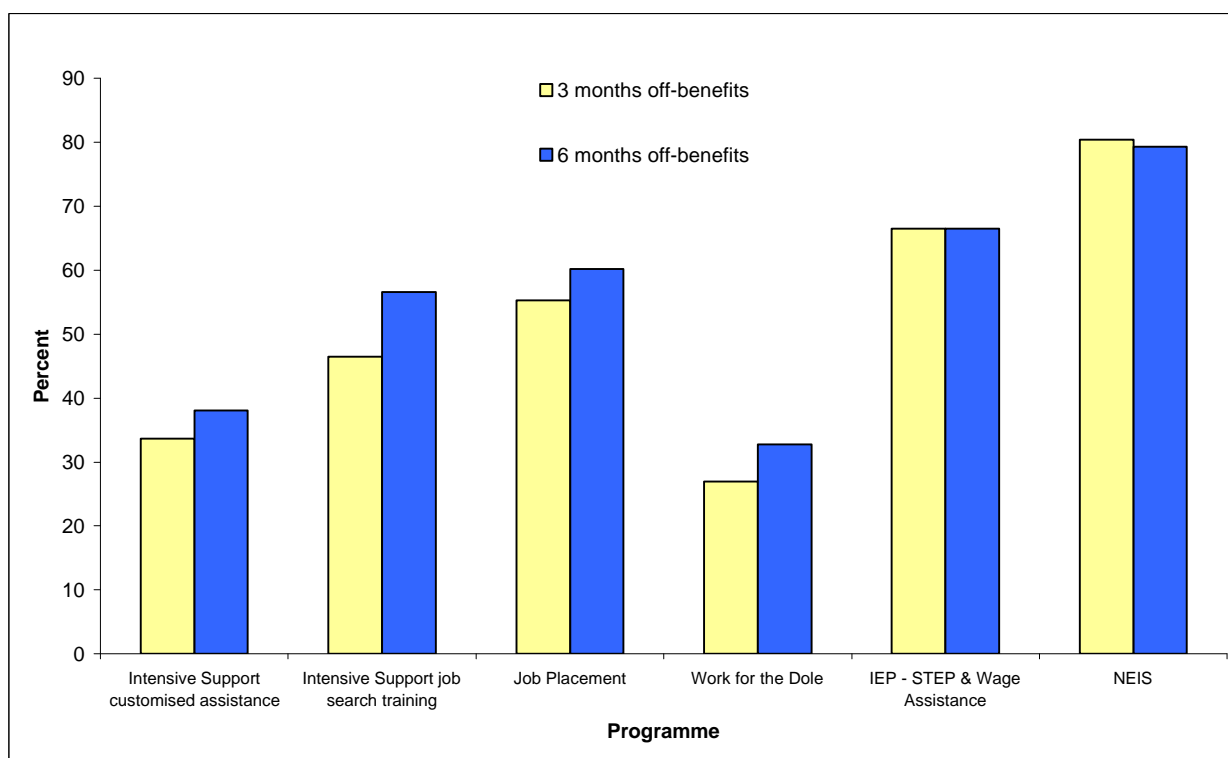
The majority of job seekers who move off income support do so for employment, particularly full-time employment. For most programmes, however, off-benefit outcomes levels are generally slightly lower than employment outcomes levels. This reflects the fact that three months after exiting an employment

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 also 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 benefit's from the programmes tends to take longer to materialise for the job seeker. Notwithstanding this longer lead time, strong off-benefit outcomes are achieved for most programmes.

**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 2004 and 31 December 2004 and were not on income support three months later.
2. Job seekers who left assistance between 1 October 2003 and 30 September 2004 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 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.

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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*

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## **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

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:* assists 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 scheme that provides work for Indigenous Australians in community-managed activities that help the individual to acquire skills that benefit the community, develop business enterprises and/or lead to unsubsidised employment. It usually involves part-time work at the equivalent of the unemployment allowance. 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

