



Australian Government

Department of Education, Employment
and Workplace Relations

Labour Market

Assistance Outcomes

Year ending September 2009



LABOUR MARKET ASSISTANCE OUTCOMES REPORT

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

SEPTEMBER 2009 REPORT

© Commonwealth of Australia

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

Department of Education, Employment and Workplace Relations

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

CONTENTS	PAGE
INTRODUCTION	4
Time periods and data used in this report	4
For more information	4
REPORTING OF RESULTS	5
Results reported in the September 2009 edition	5
Job Services Australia results	5
KEY RESULTS	6
Positive outcomes	6
Commencements	6
Job Vacancies and Placements	6
BACKGROUND	7
Changes to Employment Services 2009	7
Employment Services 2003-2009	12
SECTION 1: SUMMARY OF LABOUR MARKET ASSISTANCE OUTCOMES	14
Table 1.1: Post-assistance labour market outcomes	16
Table 1.2: Post-assistance employment and positive outcomes	17
Table 1.3: Intensive Support outcomes	18
Table 1.4: Intensive Support customised assistance phase 1 outcomes	19
Table 1.5: Intensive Support customised assistance phase 2 outcomes	20
Table 1.6: Intensive Support customised assistance combined outcomes	21
Table 1.7: Intensive Support job search training (100 hours) outcomes	22
Table 1.8: Intensive Support job search training (30 hours) outcomes	23
Table 1.9: Intensive Support job search training combined outcomes	24
Table 1.10: Job Placement outcomes	25
Table 1.11: New Enterprise Incentive Scheme outcomes	26
Table 1.12: Work for the Dole outcomes	27
Table 1.13: Vocational Rehabilitation services outcomes	28
Table 1.14: Disability Employment Network outcomes	29
Table 1.15: Personal Support Programme outcomes	30
SECTION 2: TRENDS IN OUTCOMES FOR LABOUR MARKET ASSISTANCE	31
Figure 2.1: Positive outcome trends for Job Network and Work for the Dole services	31
SECTION 3: ACCESS TO AND PARTICIPATION IN LABOUR MARKET ASSISTANCE	32
Table 3.1: Participation by type of labour market assistance in each of the past two years	33
Table 3.1: Participation in New Enterprise Incentive Scheme by job seeker characteristics	34
SECTION 4: IMPACT ON INCOME SUPPORT RECIPIENTS	35
Figure 4.1: Number of income support recipients	35
Figure 4.2: Three and six month off-benefit status of job seekers following assistance	36
TECHNICAL NOTES	37

Introduction

This publication presents statistical information on a quarterly basis on the post-assistance outcomes achieved by job seekers following a period of labour market assistance funded by the Department of Education, Employment and Workplace Relations (DEEWR).

The post-assistance outcomes are measured through the Department's Post-Program Monitoring (PPM) survey. The survey measures outcomes achieved by job seekers around three months after they exit labour market assistance.

This publication covers Job Network and most complementary services delivered by the Department to job seekers.

- Section 1 provides the post-assistance outcomes for the services followed up through the PPM survey. For the larger programs the outcomes have been disaggregated by job seeker characteristics. The post-assistance outcomes are broken down into full-time and part-time as well as total employment, education and training outcomes and positive outcomes. Positive outcomes include employment and/or education and training outcomes. Positive outcomes are less than the sum of employment and education and training outcomes as a job seeker could achieve both outcomes.
- Section 2 provides a trend analysis of positive outcomes over the last eight years for broadly comparable services.
- Section 3 shows commencements in various forms of employment assistance.
- Section 4 provides a trend of receipt of income support payments over time and the movement of job seekers off Newstart Allowance and Youth Allowance (other) after participation in employment assistance.

When using time series figures, it is important to note that changes have occurred over time to the operation of the PPM survey. Readers are advised to review the technical notes section of the report which will provide, among other things, advice on issues that need to be taken into account when interpreting the results in this report.

Time periods and data used in this report

This report contains outcomes data for job seekers who exited assistance, in the 12 months to 30 June 2009 and their post-assistance outcomes around three months later.

Intensive Support post-assistance outcomes should not be confused with *paid interim* or *paid final* outcomes. Post-assistance outcomes are *all* employment and education outcomes while paid outcomes relate to a subset of employment and education outcomes where employment service providers receive payment for outcomes.

Commencement and placement data, derived from DEEWR and Centrelink administrative systems, relate to job seekers who were placed in a job or commenced labour market assistance superseded by services Under Job Services Australia between 1 October 2008 and 30 June 2009 and 1 October 2007 and 30 September 2008. For continuing programs, Indigenous Employment Policy (IEP)-Wage Assistance, IEP-Structured Training Employment Projects, Disability Employment Network and Vocational Rehabilitation Services. These commencement data relate to job seekers who commenced labour market assistance between 1 October 2008 and 30 September 2009 and 1 October 2007 and 30 September 2008.

For more information

For further information, please e-mail surveys@deewr.gov.au.

Reporting of results

Results reported in the September 2009 edition

This is the last edition of the *Labour Market Assistance Outcomes* report where results for Job Network and the Personal Support Programme will be reported. These services have been superseded by new services under Job Services Australia (see Section: Changes to Employment Services 2009).

Users should show due caution if seeking to compare results reported in this edition of the *Labour Market Assistance Outcomes* report with previous editions as they may relate to differing periods (i.e. twelve months of commencements for services reported in the June edition to nine months of commencements for some programs reported in this edition).

In Section Three 'Access to and Participation in Labour Market Assistance', two Tables that were produced in previous editions of the report are not included. This is to take account that commencements in the year ending September 2009 will cover both Job Services Australia assistance and those services it superseded. Consequently, commencements in Job Network, Work for the Dole and the Personal Support Programme for the nine months ending June 2009 have been provided. It is therefore not appropriate to include the *Participation in Job Network assistance by job seeker characteristics* and *Access to Work for the Dole by job seeker characteristics* Tables in this edition of the *Labour Market Assistance Outcomes* report.

Due to changes in Labour Market Region boundaries with the introduction of Job Services Australia the previous Section Four of the *Labour Market Assistance Outcomes* report 'Participation and Outcomes by Region' has not been included in this edition of the report.

Job Services Australia results

Results for Job Services Australia will progressively be reported in future editions of the *Labour Market Assistance Outcomes* report as robust outcome estimates become available.

Key Results

Positive Outcomes

The positive outcomes (employment and/or education/training) rates achieved in the year ending September 2009 were:

73% for Job Placement

53% for Intensive Support job search training

54% for Intensive Support customised assistance

60% for Intensive Support

88% for New Enterprise Incentive Scheme

37% for Work for the Dole

22% for the Personal Support Programme

45% for Disability Employment Network

37% for Vocational Rehabilitation Services

70% for Indigenous Employment Program Structured Training and Employment Projects (STEP) and

72% for Indigenous Employment Program Wage Assistance.

Commencements

In the year to 30 September 2009 (nine months to June 2009 for services superseded by Job Services Australia), commencements in the various types of labour market assistance included:

308,000 in Job Search Support (nine months of commencements)

303,000 in Intensive Support (nine months of commencements)

28,600 in the Personal Support Programme (nine months of commencements)

44,200 in Work for the Dole (nine months of commencements)

5,800 in New Enterprise Incentive Scheme

17,000 in the STEP and Wage Assistance elements of the Indigenous Employment Program

38,800 in Vocational Rehabilitation Services and

41,500 in the Disability Employment Network

Job Vacancies and Placements

In the nine months to end June 2009, 1,157,900 vacancies were notified on the Australian Job Search database, of which around 509,500 were lodged by Job Network Members or Job Placement Organisations (including vacancies lodged through the Internet and Teleservicing). In the nine months to end June 2009, over 311,300 job placements were recorded by Job Network members and Job Placement Organisations.

Background

Changes to Employment Services 2009

On 1 July 2009, major reforms to employment services were introduced in Australia. Job Services Australia is designed to ensure that every job seeker is linked to a Provider of their choice, who will develop an individually tailored plan (Employment Pathway Plan [EPP]) to assist the job seeker obtain the skills they need to secure sustained employment.

A key feature of Job Services Australia is the provision of services in accordance with a job seeker's assessed level of disadvantage. The services are provided in four Streams, with Stream 1 for the more job ready job seekers up to Stream 4 for the most highly disadvantaged job seekers with multiple vocational and non-vocational barriers. Each Stream also offers access to Work Experience Activities. Through this Job Services Australia is also increasing the focus on the needs of the most disadvantaged Australian job seekers and is designed to achieve greater social inclusion. This will boost employment participation and the productive capacity of the workforce, address skills shortage areas and better meet the needs of employers.

Participation in Job Services Australia

Eligibility

The main categories of job seekers who are eligible for the Job Services Australia are: Fully Eligible job seekers; and Partially Eligible job seekers. Fully Eligible job seekers are eligible for Stream Services (with eligibility for a particular Stream dependent on their level of disadvantage). They are either: in receipt of Newstart Allowance or Youth Allowance (other), including parents and people with disability who have part-time participation requirements; in receipt of another form of qualifying government income support such as Disability Support Pension or Parenting Payment (Partnered or Single) who volunteer; vulnerable young people (those who are aged 15–20, not employed for more than 15 hours a week or in full-time education and not in receipt of income support, who have at least one serious non-vocational barrier); vulnerable young people who are full-time students (those who are aged 15–20 who present in crisis and have at least one serious non-vocational barrier—who are only eligible for Stream 4 services); or Indigenous Australians participating in CDEP.

Partially Eligible job seekers are those job seekers who register with Centrelink or register directly with the Provider who are not: full-time students; working in paid employment for 15 hours or more per week and not on income support; overseas visitors on working holiday visas or overseas students studying in Australia; or prohibited by law from working in Australia. These job seekers will have access to Stream 1 (Limited) assistance.

Accessing assistance

Most job seekers connect with their provider following a referral by Centrelink. The job seeker's level of disadvantage is assessed by the Job Seeker Classification Instrument (JSCI) or, where required, a Job Capacity Assessment (JCA). Job seekers are then placed into one of four Streams, based on their level of disadvantage. Providers will work with their job seekers to negotiate an individually tailored plan to employment. The plan will identify the mix of vocational and non-vocational activities that the job seeker needs to achieve employment. That plan, depending on the needs of the individual job seeker, could integrate education, training, non-vocational assistance, work experience, job search requirements and other support.

The Provider also has access to the Employment Pathway Fund (EPF). This is a flexible pool of funding that is available for use by Providers to purchase assistance to address vocational and non-vocational barriers and to provide Work Experience Activities. The funds available are not limited to any one job seeker in a particular Stream and can be used flexibly to provide services to any job seeker or group of job seekers. In addition, there are 319 000 new training places over five years in areas of skills shortages for job seekers under the Productivity Places Program (PPP).

Assistance within the Streams

Services within each Stream are tailored to the individual needs and circumstances of each job seeker. Irrespective of which Stream a job seeker is in, they will receive: an Initial Interview and regular face-to-face contact with their provider to assist in their job search efforts; an Employment Pathway Plan (EPP) to set out the individualised pathway to employment; and ongoing training and development activities that meet the skills and labour needs of employers and assist them in finding sustainable employment.

Providers also work cooperatively with other programs and services provided by DEEWR, other Australian Government agencies, state or territory or local governments and community services to maximise a job seeker's capacity to obtain sustainable work.

At the completion of approximately 12 months of servicing in Streams 1–4, the provider arranges a Stream Services Review for the job seeker. This Review is completed by Centrelink or a JCA provider and is used to determine whether the job seeker commences the Work Experience Phase, whether their circumstances indicate they require a higher level of service or, in the case of Stream 4, whether they receive further Stream 4 assistance before moving to the Work Experience Phase. A Review is not conducted for a Stream 1 client until they have received 12 months of services.

Stream 1

The service level in Stream 1 is commensurate with the relative job readiness of job seekers eligible for this Stream. A Provider will assist all Stream 1 job seekers at the Initial Interview in preparing a résumé and advise them about local labour market opportunities, job search methods and access to the PPP. Before the end of the fourth month of services, if a Fully Eligible job seeker has not exited, the Provider will conduct a Skills Assessment and then update the job seeker's EPP. The Skills Assessment is used to determine what work or educational skills and experience a job seeker currently possesses and to identify and develop strategies for the job seeker to obtain sustainable employment.

All job seekers with Activity Test or participation requirements will have an Intensive Activity arranged by the end of the fourth month and undertaken as soon as possible after their Skills Assessment is completed. The activity will be relevant to the job seeker and is designed to improve their ability to obtain and sustain employment. Job seekers with full-time requirements who are not in paid employment are required to undertake an activity of at least 60 hours over a fortnight. The hours of participation for people with a Partial Capacity to Work and Principal Carers not in paid employment will be 30 hours over a fortnight. Examples of activities include: skills training; work in a social or community enterprise; training in job search techniques; or Work Experience Activities, including Work for the Dole or Green Corps.

From the fourth month the Provider is expected to maintain at least monthly face-to-face contact with the job seeker. The focus of these contacts will be on: reviewing and updating the job seeker's EPP; discussing the job seeker's job search activities since their last contact; assisting in identifying appropriate job vacancies or identifying relevant training, work experience or other interventions.

Stream 1 (Limited) job seekers are eligible for the services provided within the first three months of Stream 1, including an Initial Interview, assistance with preparing a résumé, and advice about the local labour market. They are also eligible for the training places available under the PPP.

Streams 2 and 3

Job seekers in either Stream 2 or Stream 3 experience greater barriers to employment than job seekers in Stream 1. In addition to the assistance that Stream 1 job seekers receive, Provider at a minimum will: prepare an EPP, including specifying interventions required; explain the services the Provider will deliver; and explain the rights and obligations of the job seeker amongst other things.

Assistance in these Streams is individually tailored to the requirements of the job seeker and may include: a Skills Assessment; identification of employment or study goals; skills development training; referral to education or training, including using PPP; job search training and supported job search assistance; and purchase of vocational and non-vocational assistance using the EPF.

There will be at least monthly face-to-face contact between the Provider and job seeker with these contacts focusing on: reviewing and updating the job seeker's EPP; reviewing the job seeker's progress towards overcoming identified vocational and non-vocational barriers; identifying relevant training, work experience or

other interventions; assisting in identifying appropriate job vacancies. Providers may also deliver vocational and non-vocational interventions to job seekers concurrently.

Stream 4

Stream 4 provides integrated, intensive assistance to the most disadvantaged job seekers. The assistance combines pre-employment and employment assistance. The pre-employment and employment activities are tailored to the individual needs of the job seeker and may be delivered concurrently or sequentially, depending upon the job seeker's circumstances. This may include: providing or organising assessments, counselling or professional support; referral and advocacy; and other support services. Stream 4 job seekers experience complex and or multiple non-vocational barriers that may prevent them from obtaining and sustaining employment or undertaking further skills development.

Assistance will commence when a job seeker has their Initial Interview with their provider. It is likely that a detailed EPP will not be possible at the initial assessment because the provider will need to: build trust and rapport with the job seeker over time to develop or update the EPP to include suitable non-vocational interventions to address the job seeker's barriers; assess and identify appropriate interventions to address the job seeker's non-vocational barriers for inclusion in the EPP; and assess the job seeker's readiness to receive employment assistance and, where appropriate, identify relevant activities and timing for inclusion in the EPP. There will be at least monthly face-to-face contact between the Provider and job seeker with these contacts focusing on: reviewing and updating the job seeker's EPP, as relevant; reviewing the job seeker's progress towards overcoming identified vocational and non-vocational barriers; discussing the job seeker's job search activities since their last contact, if such activities are included in the job seeker's EPP; identifying relevant training, work experience or other interventions; assisting in identifying appropriate job vacancies, if appropriate.

During the first 12 months of Stream 4 assistance, the Provider will have the discretion to determine whether and what level of job search efforts are required for individual job seekers. This will be dependent on the individual's barriers and their impact on the job seeker's work readiness. Stream 4 job seekers may need a combination of job search efforts and other requirements associated with addressing their non-vocational barriers. Job search efforts will be broadly defined, giving Providers maximum flexibility, and will not be limited to the number of jobs applied for in a given period.

Work Experience

The new Work Experience Phase is also tailored to the needs of individual job seekers. In this Phase, Providers will facilitate Work Experience Activities for job seekers which will enhance their chances of finding employment and provide ongoing assistance through regular contact with job seekers. Job seekers can undertake Work Experience Activities during Stream Services if the Provider and job seeker believe it will benefit them.

Job seekers who have completed approximately 12 months of services in Streams 1 to 4 will commence in the Work Experience Phase of their Stream following a Stream Services Review unless that Review suggests that Stream 1 to 3 job seekers should receive Stream Services under a higher Stream or Stream 4 job seekers would benefit from further Stream 4 assistance. Job seekers in Stream 4 who complete 18 months automatically move to the Work Experience Phase.

Job seekers aged between 18 and 49 will generally be required to participate in a Work Experience Activity or Activities over a 26 Week Period for every 12 months they are in the Work Experience Phase. Providers have the flexibility to extend the time a job seeker is required to undertake their Work Experience Activity requirement to a period of greater than 26 weeks and up to 12 months where this is appropriate, based on job seeker needs. Providers will maintain bi-monthly contact with job seekers during the Work Experience Phase and will continue to support job search activities.

Job seekers will not be required to participate in a Work Experience Activity if they are: exempt from the Activity Test or participation requirements; aged 15 to 17 years; pre-release prisoners; or aged 50 years or over (except job seekers aged 50–59 who have full-time Activity Test requirements and whose Provider considers they would benefit from participating in Full-Time Work for the Dole activities). These job seekers may, however, volunteer to participate in a Work Experience Activity if they wish.

Job seekers will be able to undertake a range of Work Experience Activities, including: Work for the Dole activities, including Full-Time Work for the Dole activities; Green Corps environmental activities; part-time

study (for example, through PPP and other accredited vocational training); part-time or casual paid employment; brokered unpaid work experience placements; voluntary work in the community and not-for-profit sector; paid or unpaid work in social enterprises; Drought Force farm-based activities; Defence Force Reserves; placement in other Australian Government or state government labour market or appropriate training or skills development programs, including Language, Literacy and Numeracy, and Indigenous programs such as CDEP; and participation in non-vocational programs and services (where appropriate).

New Enterprise Incentive Scheme

Eligible job seekers who are interested in starting and running a small business can access assistance through the New Enterprise Incentive Scheme (NEIS). NEIS provides accredited small business training, business advice and mentoring for eligible job seekers, as well as ongoing income support for up to 52 weeks.

To be eligible for NEIS Assistance, job seekers must: be at least 18 years of age; be registered for income support; agree to hold and maintain a controlling interest in the business during the period they are in receipt of NEIS; be available to participate in NEIS training and work full-time in the business (or fewer hours, if eligible); and be available to participate in the training and work at least 20 hours a week in the business in the case of parents with part-time participation requirements. In addition, for job seekers in Stream 1 or 2, the proposed small business must be in a designated skills shortage area, or as determined by DEEWR after advice from Skills Australia. Where the job seeker is in Stream 3 or 4 or is an Indigenous Australian, any type of small business proposal is eligible for consideration.

Reformed Indigenous Employment Program and Indigenous job seekers

The reformed Indigenous Employment Program (IEP) provides for two Panels to deliver services to communities, businesses and individual entrepreneurs: the Employment Panel, and the Economic Development and Business Support Panel.

The Employment Panel will: equip employers with the skills, knowledge and expertise necessary to provide sustainable employment opportunities for Indigenous Australians; and prepare Indigenous Australians to take up employment opportunities, stay in jobs and enhance their future employment prospects. Examples of projects that could be supported through the Employment Panel include: building the aspirations of Indigenous Australians through providing career guidance and mentoring; or employer support services to recruit and retain more Indigenous Australians by funding to students and employers of Indigenous Australians undertaking tertiary qualifications or wage subsidies.

The Economic Development and Business Support Panel will support enterprises along the entire business pathway. This will include: strategies or services for building economic and business development opportunities for Indigenous Australians activities that support development of viable business; and financial strategies or services for Indigenous businesses and organisations. Examples of the Economic Development and Business Support projects include: business capacity building services through culturally appropriate literacy and numeracy training to enable Indigenous business owners or managers to operate in a business environment; or Indigenous economic development by supporting the development and implementation of community or regional development plans and other strategic initiatives.

All Job Services Australia Providers are required to work in partnership with CDEP providers where they exist (unless the CDEP provider is also the local Employment Services Provider) and IEP providers, employers and community service organisations, to maximise Indigenous employment in local jobs both within their organisation and within the local and the wider community.

Continuing programs

The **Disability Employment Network (DEN)** was introduced in July 2006. DEN members provide specialised assistance to job seekers with disability who require ongoing support to find and maintain employment. Some DEN members specialise in services for a particular disability type, for example job seekers with psychiatric or intellectual disabilities. Services provided by DEN members include the provision of training, canvassing and approaching employers to source employment opportunities and assistance for the job seeker to remain in sustainable employment. The DEN includes both a capped and uncapped stream of assistance, with eligibility for each stream dependent on the length of time that support is likely needed to be provided and the job seekers' future work capacity. Job seekers with greater needs for assistance are

eligible for the capped stream of assistance, while the uncapped stream is designed to provide jobseekers with assistance for a maximum period of two years.

The **Vocational Rehabilitation Services (VRS)** offers job seekers help to understand, compensate for or manage injury or disability, or the limitations or restrictions imposed by injury or disability. The service also helps job seekers build work capacity and/or develop new work strategies to avoid re-injury. As is the case with the Disability Employment Network there are two streams of assistance available – Fixed and Demand. The Demand Stream is available for all job seekers assessed as having a work capacity of 15 to 29 hours per week, while access to the Fixed Stream is more limited.

Employment Services 2003–2009

The *Active Participation Model* (announced in the 2002–03 Budget) was introduced on 1 July 2003 and provided employment assistance to job seekers including the Job Seeker Account to fund preparation of job seekers for work. In the 2005–06 Budget further reforms were announced as part of the overarching *Welfare-to-Work* changes. These reforms were designed to increase participation and employment outcomes for key target groups including: mature age job seekers; parents; People with a Disability; and the very long-term unemployed.

Access to income support

From 1 July 2006 changes in eligibility for income support were introduced for working age Australians. Eligibility for Parenting Payment Single (PPS) and Parenting Payment Partnered (PPP) for new claimants was altered with the threshold age for youngest child changing to 6 (if partnered) or 8 (if single). Similarly, eligibility for the Disability Support Pension (DSP) was varied. People with a disability seeking income support were referred to a Job Capacity Assessment (JCA) to determine their work capacity. Those unable to work for at least 15 hours per week were eligible for DSP. If a new claimant did not meet the new eligibility criteria for PPP, PPS or DSP they were able to claim an alternative income support payment (typically Newstart Allowance).

Participation in Job Network assistance

On registration with Centrelink, each eligible job seeker was referred to a single Job Network member who provided services to them while they remain eligible for assistance or got a job. Two services were delivered by all Job Network members under the *Active Participation Model* – Job Search Support and Intensive Support.

Job Search Support services were available to all eligible job seekers immediately upon registration with Centrelink or a Job Network member and continued until the job seeker left employment services. On first contact with their Job Network member, job seekers had their vocational profile entered into the JobSearch database for daily matching against new job vacancies. Job seekers also had 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 had not found work within the first three months of Job Search Support, their Job Network member arranged for them to participate in Intensive Support. **Job search training** was the first element of Intensive Support. It assisted job seekers through assistance that was designed to improve their job search skills, confidence and expand their job search networks. As of 1 July 2006, **Employment Preparation** assistance was introduced into Job Network. It provided assistance to carers, parents and mature age job seekers. Eligible job seekers could access Employment Preparation either while they were in Job Search Support or at the start of their assistance in the Intensive Support Stream depending on their Job Network eligibility.

After six months of unemployment (and periodically thereafter), most activity-tested job seekers were required to fulfill their **Mutual Obligation requirement** (usually Work for the Dole). During these periods job seekers remained in Intensive Support and it was 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 had been unemployed for at least 12 months or were identified by Centrelink as being highly disadvantaged at registration received **Intensive Support customised assistance**. Over a six month period this service provided assistance to address individual barriers to employment and their efforts in looking for work. Job seekers who were still unemployed after 24 months (or 12 months for the highly disadvantaged) had access to a second six month period of customised assistance.

From July 2006 job seekers approaching the end of their second period of customised assistance underwent a Very Long-Term Unemployed (VLTU) assessment. Job seekers with a demonstrated history of job search avoidance could have been referred to **Full-Time Work for the Dole** comprising of 1100 hours over around 10 months. In June 2007 this was changed and Job Network members could have referred job seekers to full-time Work for the Dole if they believed that the job seeker would have benefited from participation in the program. Alternatively, job seekers may have had access to **Wage Assist** support which provided a wage subsidy payment of \$350 per fortnight to facilitate placement into a full-time ongoing job. The assessment may also have indicated that the job seeker could have benefited from ongoing Intensive Support assistance or a referral to a Job Capacity Assessment.

Complementary programs

The **New Enterprise Incentive Scheme (NEIS)** assisted eligible unemployed people to start up and run a new, viable small business. NEIS assistance included three months of accredited training and business advice and mentoring, at the end of which participants submit a business plan. These business plans were then scrutinised closely to ensure that only those of the highest quality were accepted as eligible for NEIS assistance. NEIS assistance then took the form of ongoing mentoring and a NEIS wage payable for the 12 months following commencement.

The **Work for the Dole (WfD)** Program aimed to develop the work habits of participants through involving them in community projects. Job seekers were required to participate in WfD for up to six months over a twelve month period. This meant that job seekers could have participated in a number of projects with different CWC's before completing their placement.

The **Indigenous Employment Program (IEP)** consisted of 11 elements including Wage Assistance and Structured Training and Employment Projects (STEP), the results of which are published in this report. **Wage Assistance** was a wage subsidy paid to employers over 26 weeks providing ongoing employment and the **STEP** program assisted employers to provide employment for Indigenous Australians, particularly in the private sector.

The **Disability Employment Network (DEN)** was introduced in July 2006. DEN members provide specialised assistance to job seekers with disability who require ongoing support to find and maintain employment. Some DEN members specialise in services for a particular disability type, for example job seekers with psychiatric or intellectual disabilities. Services provided by DEN members include the provision of training, canvassing and approaching employers to source employment opportunities and assistance for the job seeker to remain in sustainable employment. The DEN includes both a capped and uncapped stream of assistance, with eligibility for each stream dependent on the length of time that support is likely needed to be provided and the job seekers' future work capacity. Job seekers with greater needs for assistance are eligible for the capped stream of assistance, while the uncapped stream is designed to provide jobseekers with assistance for a maximum period of two years.

The **Vocational Rehabilitation Services (VRS)** offers job seekers help to understand, compensate for or manage injury or disability, or the limitations or restrictions imposed by injury or disability. The service also helps job seekers build work capacity and/or develop new work strategies to avoid re-injury. As is the case with the Disability Employment Network there are two streams of assistance available – Fixed and Demand. The Demand Stream is available for all job seekers assessed as having a work capacity of 15 to 29 hours per week, while access to the Fixed Stream is more limited.

Job Placement, Employment and Training (JPET) was a pre-employment program which provided young people with transitional assistance to help them overcome barriers in their lives and re-engage them with: education, training or further study; employment or employment assistance; programs with a workforce participation focus; specialist assistance relevant to their needs and barriers; or the social life of the community.

The **Personal Support Programme (PSP)** was a pre-employment program that provided individual support to participants who, because of multiple non-vocational barriers, were unable to get a job or benefit from employment programs such as Job Network.

Section 1: Summary of Labour Market Assistance Outcomes

Section 1 of this Labour Market Assistance Outcomes report presents the three month post-assistance outcomes derived from the department's Post-Program Monitoring (PPM) survey. Results reported relate to job seekers who were in-scope for inclusion in the Intensive Support or Disability Employment Network (DEN) samples or ceased Intensive Support customised assistance, Intensive Support job search training, New Enterprise Incentive Scheme (NEIS), Work for the Dole, Indigenous Employment Program (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance, Personal Support Programme (PSP) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 July 2008 and 30 June 2009 (excluding those job seekers who transitioned into Job Services Australia) and outcomes achieved around three months later.

The in-scope Intensive Support population comprises those job seekers who commenced in Intensive Support between 1 July 2005 and 30 June 2008 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 July 2008 and 30 June 2009. The in-scope population for DEN includes participants who left DEN or achieved a 13 week payable employment outcome between 1 July 2008 and 30 June 2009.

In editions of Labour Market Assistance Outcomes pre-June 2004, employment, unemployment, not in the labour force and further assistance outcomes were recorded as being mutually exclusive (i.e. they added up to 100%). As job seekers are continuously in assistance under the *Active Participation Model (APM)*, clients in further assistance are surveyed and their responses are used to determine their labour market status. As a result, care should be taken when comparing outcomes for current services with labour market programs operating prior to the introduction of the APM. The Technical Notes at the end of this report discuss these issues further.

Table 1.1 shows **labour market outcomes and further assistance** levels of all job seekers three months after leaving the various types of employment assistance. Job seekers are categorised as employed, unemployed, or not in the labour force. Post-assistance employment outcomes across the suite of mainstream employment programs have fallen on those levels achieved in the June quarter. Intensive Support employment outcomes are down one percentage point, Intensive Support job search training 2.4

percentage points and Intensive Support customised assistance 1.8 percentage points.

Table 1.2 shows job seekers' shares of **full-time and part-time employment, education/training and positive outcomes** three months after leaving different types of labour market assistance. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance. Education and training outcomes include job seekers who are studying at a secondary school or college, TAFE, business college or university. Post-assistance trends evident in relation to employment outcomes have also flowed through to positive outcome rates. Consistent with previous economic slowdowns, the fall in employment outcomes has been concentrated in full-time jobs. Further to this, post-assistance outcomes for continuing programs have also fallen indicating that the transition to Job Services Australia may not be a driver of the fall in outcomes.

The results for **Intensive Support** are presented in **Table 1.3**. It reports the post assistance outcomes achieved for the 12, 24 and 36 month in-scope populations for Intensive Support. The 12 month Intensive Support population relates to job seekers who commenced in Intensive Support between 1 July 2007 and 30 June 2008 and became in-scope for survey between 1 July 2008 and 30 June 2009 and outcomes achieved three months later. The 24 and 36 month populations have in-scope commencement periods one and two years earlier (respectively) than for the 12 month cohort but the same in-scope period for survey.

Post assistance employment and positive outcomes reported this quarter are comparable to those in the June quarter, with 60 per cent in employment and/or education/training. One of the factors that has seen post-assistance outcomes for Intensive Support not drop by as much as either Intensive Support job search training or Intensive Support customised assistance is because of the lag in the reporting of outcomes for this group due to the construction of the in-scope population.

Table 1.4 shows the post assistance outcomes for job seekers from their **first phase of Intensive Support customised assistance (ISca1)**.

Overall, 43.5 per cent of ISca1 participants were employed three months following assistance. This is a drop of 1.8 percentage points on the level reported in the June report.

Outcomes for a job seeker's **second period of Intensive Support customised assistance** (ISca2) are presented in **Table 1.5**. Outcomes, as expected, are lower for those completing their second phase of ISca with an employment outcome rate of 38.6 per cent. This reflects their relative disadvantage compared to ISca1 participants.

Aggregate results for **Intensive Support customised assistance** are presented in **Table 1.6**. The employment rate is 1.8 percentage points less than achieved in the March quarter.

Results for **Intensive Support job search training** are presented in **Tables 1.7 – 1.9**. Post assistance outcomes by duration on allowance are not provided because almost all job seekers will access job search training immediately on their entry to the Intensive Support stream of assistance – which usually occurs at the three month mark of unemployment. Results for the full 100 hour Intensive Support job search training (ISjst) are presented in Table 1.7. Results for the 30 hour abridged Intensive Support job search training refresher (ISjstr) versions of ISjst is reported in Table 1.8. There is a slight difference in the outcomes achieved by the different phases of Intensive Support job search training assistance, with the 30 hour abridged ISjstr achieving employment outcome rates around 3 percentage points lower than ISjst. The aggregate results for the two phases are reported in Table 1.9. Overall, employment outcomes from ISjst are down 2.4 percentage points on those reported in June.

Post-assistance outcomes for **Job Placements** are presented in **Table 1.10**. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training, Intensive Support customised assistance and Work for the Dole, the outcome is excluded from Job Placement but included under the program or service they participated in. Post-assistance outcomes for Job Placement are similar to those achieved in the June Quarter, with just under three-quarters of participants in employment and/or education three months after their original job placement.

The **New Enterprise Incentive Scheme** (NEIS) has traditionally experienced higher outcomes

compared to other types of labour market assistance. This is due in part to the careful selection of viable businesses by NEIS providers prior to the commencement in assistance, as well as the characteristics of job seekers involved. Post-assistance outcomes for NEIS continue to remain strong (see **Table 1.11**). Unlike some of the other programs there is only limited divergence in outcomes by gender.

Post-assistance outcomes for **Work for the Dole** (WfD) relate to WfD participants referred to Community Work Coordinators (CWC). Employment outcomes are not part of the program's immediate objectives but are included here to provide a comprehensive presentation of the performance of DEEWR funded assistance. For the purposes of PPM, job seekers are surveyed whenever they have a break between CWC placements of more than three months since their last CWC placement in a 12 month period. It should be noted that outcomes levels may change under the APM from pre-APM levels due to changes in the PPM survey methodology. See the technical notes for more information. **Table 1.12** shows that 26.2 per cent were employed three months after exiting Work for the Dole. This is 1.5 percentage points below that reported in the June quarter.

Employment and positive outcome rates for the **Vocational Rehabilitation Services** (VRS) program (as reported in **Table 1.13**) are slightly lower than those achieved in the June quarter. Younger participants, those aged 24 and under, still continue achieve education and training outcomes at over 20 per cent.

Post-assistance outcome rates for the **Disability Employment Network** (DEN) are reported in **Table 1.14**. Overall, over 45 per cent of participants had achieved a positive outcome. This is just below the level reported in the June quarter. It should be noted, however, that the outcomes reported for DEN include some job seekers who had achieved a 13 week employment milestone but are still in DEN. The inclusion of these job seekers in the in-scope population results in a higher outcome rate than if only exits from DEN were assessed.

Post-assistance outcomes for the **Personal Support Programme** (PSP) are slightly lower than that achieved in previous quarters. **Table 1.15** shows that 21.5 per cent of participants in employment and/or education/training three months following assistance.

Table 1.1: Post-assistance labour market outcomes year to end September 2009¹

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance ² (%)	Exits (number)
Job Placement	69.7	25.9	4.4	0.7	58,839
<i>Fully Job Network Eligible</i>	66.4	28.8	4.8	0.6	36,201
<i>Job Search Support Only</i>	75.0	21.1	3.9	0.9	22,638
Intensive Support ³	50.6	34.0	15.4	13.0	331,908
Intensive Support job search training	42.3	50.6	7.1	2.8	173,405
<i>Intensive Support job search training (100 hours)</i>	42.6	50.0	7.3	2.9	150,924
<i>Intensive Support job search training (30 hours)</i>	39.8	54.6	5.7	1.8	22,481
Intensive Support customised assistance	42.3	40.7	17.1	13.0	201,913
<i>Intensive Support customised assistance 1</i>	43.5	39.2	17.3	13.0	150,262
<i>Intensive Support customised assistance 2</i>	38.6	45.0	16.5	15.0	51,656
NEIS ⁴	85.3	9.6	5.1	n.a	6,390
Work for the Dole	26.2	61.2	12.6	27.0	59,345
IEP – STEP ^{4,5}	62.7	30.8	6.5	n.a	7,677
IEP - Wage Assistance ⁴	68.3	24.1	7.6	n.a	1,992
Disability Employment Network ⁶	38.1	25.1	36.9	n.a	32,007
Personal Support Programme ⁷	15.2	31.5	53.3	n.a	40,640
Vocational Rehabilitation Services	30.7	19.8	49.5	n.a	37,546

1. Post assistance outcomes are measured three months after job seekers cease assistance and relate to job seekers who were in-scope for inclusion in the Intensive Support or Disability Employment Network (DEN) samples or job seekers who ceased Intensive Support customised assistance, Intensive Support job search training, New Enterprise Incentive Scheme (NEIS), Work for the Dole, Indigenous Employment Program (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance, Personal Support Programme (PSP) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network Job placement between 1 July 2008 and 30 June 2009. Employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
2. Further assistance includes commencements in DEEWR funded labour market assistance. Job seekers who do not achieve an employment outcome are treated as either unemployed or not in the labour force. Further assistance figures are not available for the Personal Support Programme, Disability Employment Network or Vocational Rehabilitation Services.
3. Job seekers who commenced Intensive Support between 1 July 2005 and 30 June 2008 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later. The commencement period is limited to ensure that only those participants that could have reached 12, 24 or 36 months participation in Intensive Support are included in the in-scope sample.
4. Due to changes in the way that NEIS, IEP - STEP, IEP Wage Assistance data is captured for the PPM survey, participation in further assistance is no longer recorded.
5. Post-assistance outcomes for IEP – STEP relates to solely to those participants assisted through the STEP (Employment) component of the program.
6. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
7. If a job seeker transferred from one PSP provider to another or commenced a subsequent PSP placement within six weeks of exiting that original PSP placement the original exit is not counted as an exit for PPM purposes and their outcome not recorded.

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

Table 1.2: Post-assistance labour market outcomes year to end September 2009¹

Labour market assistance	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Job Placement	41.3	28.4	69.7	12.4	73.4	58,839
<i>Fully Job Network Eligible</i>	36.3	30.1	66.4	12.3	70.5	36,201
<i>Job Search Support Only</i>	49.3	25.7	75.0	12.6	78.2	22,638
Intensive Support ³	21.4	29.2	50.6	13.6	60.4	331,908
Intensive Support job search training	18.5	23.8	42.3	16.0	53.2	173,405
<i>Intensive Support job search training (100 hours)</i>	18.8	23.9	42.6	16.4	53.9	150,924
<i>Intensive Support job search training (30 hours)</i>	16.6	23.1	39.8	13.8	49.0	22,481
Intensive Support customised assistance	12.4	29.9	42.3	14.8	53.8	201,913
<i>Intensive Support customised assistance 1</i>	13.4	30.2	43.5	15.2	55.4	150,262
<i>Intensive Support customised assistance 2</i>	9.5	29.2	38.6	13.7	49.3	51,656
NEIS	44.3	41.0	85.3	9.9	87.7	6,390
Work for the Dole	10.0	16.2	26.2	12.9	36.8	59,345
IEP - STEP ⁴	43.5	19.2	62.7	21.8	69.7	7,677
IEP - Wage Assistance	48.8	19.6	68.3	26.4	72.4	1,992
Disability Employment Network ⁵	8.3	29.7	38.1	9.2	45.1	32,007
Personal Support Programme ⁶	5.4	9.8	15.2	8.0	21.5	40,640
Vocational Rehabilitation Services	10.9	19.8	30.7	9.0	36.7	37,546

1. Post assistance outcomes are measured three months after job seekers cease assistance and relate to job seekers who were in-scope for inclusion in the Intensive Support or Disability Employment Network (DEN) samples or job seekers who ceased Intensive Support customised assistance, Intensive Support job search training, New Enterprise Incentive Scheme (NEIS), Work for the Dole, Indigenous Employment Program (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance, Personal Support Programme (PSP) or Vocational Rehabilitation Services (VRS) or achieved an eligible Job Network placement between 1 July 2008 and 30 June 2009.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Job seekers who commenced Intensive Support between 1 July 2005 and 30 June 2008 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later. The commencement period is limited to ensure that only those participants that could have reached 12, 24 or 36 months participation in Intensive Support are included in the in-scope sample.
4. Post-assistance outcomes for IEP – STEP relates to solely to those participants assisted through the STEP (Employment) component of the program.
5. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
6. If a job seeker transferred from one PSP provider to another or commenced a subsequent PSP placement within six weeks of exiting that original PSP placement the original exit is not counted as an exit for PPM purposes and their outcome not recorded.

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

Table 1.3: Intensive Support: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	In-scope population ³ (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	25.4	23.7	49.1	18.8	60.9	65,406
21 to 24	27.1	24.1	51.2	16.0	62.1	37,852
25 to 34	23.4	27.7	51.1	13.8	61.0	69,671
35 to 49	22.5	32.1	54.6	14.9	65.5	110,737
50 or more	16.3	31.6	47.9	8.3	54.1	48,242
Duration on income support (months)						
0 to less than 6	24.8	28.5	53.3	12.8	62.2	132,475
6 to less than 12	19.8	27.9	47.7	17.3	60.0	21,686
12 to less than 24	17.9	27.9	45.8	14.7	57.1	27,978
24 to less than 36	19.3	27.9	47.2	12.3	57.2	19,572
36 or more	18.2	32.2	50.3	14.1	60.8	87,472
Educational attainment						
Less than Year 10	15.8	23.8	39.6	13.9	51.2	71,227
Year 10 or 11	20.3	29.5	49.8	10.5	57.3	120,409
Year 12	24.3	30.0	54.3	16.4	65.4	58,161
Post Secondary	25.8	32.9	58.6	14.7	68.1	73,487
Gender						
Males	24.4	22.7	47.1	10.2	54.5	165,357
Females	19.3	34.9	54.2	16.3	65.8	166,551
Equity Groups⁴						
Disability	13.2	27.3	40.5	11.4	49.2	26,134
Indigenous	16.3	19.3	35.6	11.8	42.7	48,789
CALD ⁵	20.6	26.0	46.6	21.6	64.8	58,012
Sole Parents	22.4	36.6	59.0	16.7	70.2	66,821
Total	21.4	29.2	50.6	13.6	60.4	331,908

1. Job seekers who commenced Intensive Support between 1 July 2008 and 30 June 2009 and left Intensive Support or were receiving Intensive Support assistance for 12, 24 or 36 months between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later. The commencement period is limited to ensure that only those participants that could have reached 12, 24 or 36 months participation in Intensive Support are included in the in-scope sample.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. See the technical notes at the end of the report for a definition of the in-scope population.
4. Equity groups are not mutually exclusive.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.4: Intensive Support customised assistance phase 1: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Disadvantage status						
Non-highly disadvantaged ³	16.3	35.5	51.8	14.4	62.1	79,058
Highly disadvantaged ⁴	10.1	24.0	34.1	16.0	47.7	71,204
Age Group (years)						
15 to 20	18.1	23.4	41.5	17.3	54.7	28,648
21 to 24	17.5	24.9	42.4	20.7	58.3	14,385
25 to 34	14.5	27.1	41.5	17.7	55.4	30,478
35 to 49	11.9	35.9	47.9	16.5	60.4	49,857
50 or more	10.3	29.9	40.2	10.2	48.4	26,894
Duration on income support (months)						
0 to less than 6	14.2	23.9	38.1	15.5	51.1	43,171
6 to less than 12	15.1	32.4	47.5	13.9	57.9	26,882
12 to less than 24	13.5	29.0	42.5	16.1	55.3	21,969
24 to less than 36	12.4	31.3	43.7	15.4	55.7	8,562
36 or more	9.1	35.7	44.8	16.4	57.0	39,582
Educational attainment						
Less than Year 10	10.2	23.7	33.8	15.1	47.0	38,789
Year 10 or 11	13.2	30.8	43.9	12.4	53.6	59,123
Year 12	15.6	32.7	48.3	19.6	63.2	23,862
Post Secondary	15.3	35.0	50.3	16.4	61.9	27,322
Gender						
Males	17.2	22.7	39.9	11.0	49.0	72,099
Females	10.2	36.2	46.5	18.5	60.4	78,163
Equity Groups⁵						
Disability	9.1	27.1	36.2	12.1	46.0	23,788
Indigenous	12.9	18.8	31.8	10.5	39.8	31,083
CALD ⁶	11.9	26.8	38.6	24.7	60.1	27,005
Sole Parents	10.2	43.0	53.3	19.2	66.6	30,860
Total	13.4	30.2	43.5	15.2	55.4	150,262

1. Job seekers who left Intensive Support customised assistance phase 1 between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Job seekers who had a JSCI score of 24 or less and would have access to customised assistance at 12 months unemployment.
4. Job seekers who had a JSCI score of 25 or above at time of registration and had access to customised assistance immediately.
5. Equity groups are not mutually exclusive.
6. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.5: Intensive Support customised assistance phase 2: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Disadvantage status						
Non-highly disadvantaged ³	12.4	34.4	46.8	12.1	55.4	26,188
Highly disadvantaged ⁴	6.4	23.5	29.9	15.5	42.9	25,468
Age Group (years)						
15 to 20	12.4	22.5	35.0	12.4	45.1	7,499
21 to 24	14.0	24.9	38.9	17.6	52.2	5,772
25 to 34	10.4	24.6	35.0	14.4	46.1	9,975
35 to 49	8.7	32.9	41.7	15.4	53.5	17,705
50 or more	7.0	31.5	38.5	11.2	47.1	10,705
Duration on income support (months)						
0 to less than 6	15.0	25.8	40.7	10.4	48.7	4,573
6 to less than 12	6.8	21.6	28.4	11.3	38.0	2,046
12 to less than 24	10.2	27.5	37.7	15.9	50.3	10,075
24 to less than 36	11.1	30.3	41.4	12.1	50.7	11,032
36 or more	7.1	30.6	37.7	13.9	48.5	22,344
Educational attainment						
Less than Year 10	7.5	24.3	31.8	12.4	42.5	15,109
Year 10 or 11	9.1	29.6	38.8	11.6	47.9	19,833
Year 12	11.3	32.3	43.6	16.9	56.0	6,656
Post Secondary	11.4	33.3	44.7	16.8	56.9	9,757
Gender						
Males	11.7	22.5	34.1	9.5	42.0	24,535
Females	7.7	34.6	42.3	17.1	55.2	27,121
Equity Groups⁵						
Disability	5.6	26.3	32.0	11.4	40.7	7,559
Indigenous	7.8	16.1	23.8	9.4	30.6	13,070
CALD ⁶	9.4	28.4	37.8	22.4	56.4	8,647
Sole Parents	7.3	38.6	45.9	18.5	59.6	10,486
Total	9.5	29.2	38.6	13.7	49.3	51,656

1. Job seekers who left Intensive Support customised assistance phase 2 between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Job seekers who had a JSCI score of 24 or less and would have access to customised assistance at 12 months unemployment.
4. Job seekers who had a JSCI score of 25 or above at time of registration and had access to customised assistance immediately.
5. Equity groups are not mutually exclusive.
6. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.6: Intensive Support customised assistance combined: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Disadvantage status						
Non-highly disadvantaged ³	15.3	35.2	50.5	13.8	60.4	105,245
Highly disadvantaged ⁴	9.1	23.9	33.0	15.9	46.4	96,668
Age Group (years)						
15 to 20	16.9	23.2	40.1	16.4	52.8	36,146
21 to 24	16.5	24.9	41.4	19.7	56.5	20,157
25 to 34	13.5	26.5	40.0	16.9	53.1	40,452
35 to 49	11.1	35.1	46.2	16.2	58.5	67,560
50 or more	9.3	30.4	39.7	10.5	48.0	37,598
Duration on income support (months)						
0 to less than 6	14.2	24.0	38.3	15.1	50.8	47,743
6 to less than 12	14.5	31.7	46.2	13.7	56.6	28,928
12 to less than 24	12.4	28.5	41.0	16.1	53.7	32,044
24 to less than 36	11.6	30.7	42.3	13.5	52.8	19,594
36 or more	8.4	33.9	42.3	15.5	54.0	61,922
Educational attainment						
Less than Year 10	9.4	23.8	33.2	14.3	45.7	53,900
Year 10 or 11	12.1	30.5	42.7	12.2	52.2	78,957
Year 12	14.7	32.6	47.3	18.9	61.5	30,518
Post Secondary	14.2	34.6	48.8	16.5	60.5	37,077
Gender						
Males	15.8	22.7	38.4	10.6	47.2	96,634
Females	9.6	35.8	45.4	18.1	59.0	105,279
Equity Groups⁵						
Disability	8.2	26.9	35.1	11.9	44.7	31,347
Indigenous	11.3	18.0	29.3	10.2	37.0	44,152
CALD ⁶	11.3	27.2	38.4	24.1	59.2	35,650
Sole Parents	9.5	41.9	51.4	19.0	64.8	41,377
Total	12.4	29.9	42.3	14.8	53.8	201,913

1. Job seekers who left Intensive Support customised assistance between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Job seekers who had a JSCI score of 24 or less and would have access to customised assistance at 12 months unemployment.
4. Job seekers who had a JSCI score of 25 or above at time of registration and had access to customised assistance immediately.
5. Equity groups are not mutually exclusive.
6. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.7: Intensive Support job search training (100 hours): Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	17.2	26.2	43.4	23.4	58.3	38,284
21 to 24	23.8	23.5	47.3	19.5	59.5	31,874
25 to 34	19.7	22.3	42.0	15.7	53.1	30,860
35 to 49	17.0	24.5	41.4	13.4	51.5	32,021
50 or more	18.4	23.2	41.6	10.1	49.1	17,885
Educational attainment						
Less than Year 10	14.2	20.4	34.6	9.8	42.1	15,254
Year 10 or 11	16.2	22.7	38.9	12.7	48.2	52,547
Year 12	18.9	26.9	45.8	21.8	59.8	43,200
Post Secondary	22.9	23.4	46.3	17.1	58.0	39,895
Gender						
Males	20.5	18.4	38.9	13.4	48.8	94,006
Females	16.3	32.0	48.3	20.6	61.5	56,918
Equity Groups³						
Disability	15.3	22.8	38.1	12.3	47.4	4,399
Indigenous	19.9	20.5	40.4	14.6	50.6	5,969
CALD ⁴	16.1	20.2	36.3	20.2	52.3	22,755
Sole Parents	10.7	36.8	47.5	19.0	61.1	6,796
Total	18.8	23.9	42.6	16.4	53.9	150,924

1. Job seekers who left Intensive Support job search training (100 hours) placements between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.8: Intensive Support job search training (30 hours): Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	15.2	25.9	41.1	17.1	51.2	3,686
21 to 24	20.2	20.3	40.6	15.8	49.7	5,276
25 to 34	15.8	23.9	39.6	14.1	49.9	4,769
35 to 49	15.9	25.0	40.9	14.9	51.3	4,881
50 or more	16.8	22.4	39.2	9.8	46.3	3,869
Educational attainment						
Less than Year 10	11.2	19.2	30.4	6.5	36.0	2,347
Year 10 or 11	15.8	22.6	38.4	10.7	45.9	8,114
Year 12	18.6	23.0	41.5	16.9	51.7	5,803
Post Secondary	18.0	25.4	43.4	17.0	54.7	6,208
Gender						
Males	18.0	17.0	35.1	9.7	42.3	14,021
Females	14.7	32.3	47.1	19.6	59.1	8,460
Equity Groups³						
Disability	14.6	17.1	31.6	15.1	44.3	694
Indigenous	18.9	13.5	32.4	9.9	40.4	1,075
CALD ⁴	13.3	19.2	32.6	19.0	47.3	2,742
Sole Parents	11.0	41.2	52.1	21.1	65.8	1,347
Total	16.6	23.1	39.8	13.8	49.0	22,481

1. Job seekers who left Intensive Support job search training refresher (30 hours) placements between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.9: Intensive Support job search training combined: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	17.1	26.2	43.3	22.9	57.8	41,970
21 to 24	23.3	23.1	46.4	19.0	58.2	37,150
25 to 34	19.2	22.5	41.7	15.5	52.7	35,628
35 to 49	16.8	24.5	41.4	13.6	51.4	36,903
50 or more	18.1	23.0	41.1	10.1	48.6	21,754
Educational attainment						
Less than Year 10	13.8	20.3	34.2	9.3	41.4	17,600
Year 10 or 11	16.1	22.7	38.7	12.5	47.9	60,661
Year 12	18.8	26.5	45.3	21.3	58.9	49,004
Post Secondary	22.3	23.6	46.0	17.0	57.5	46,103
Gender						
Males	20.2	18.2	38.4	13.0	47.9	108,026
Females	16.1	32.1	48.2	20.5	61.2	65,379
Equity Groups³						
Disability	15.1	21.9	37.1	12.5	46.6	5,093
Indigenous	19.9	19.4	39.4	13.9	49.2	7,046
CALD ⁴	15.8	20.0	35.9	20.1	51.7	25,497
Sole Parents	10.8	37.7	48.5	19.5	62.2	8,146
Total	18.5	23.8	42.3	16.0	53.2	173,405

1. Job seekers who left Intensive Support job search training placements between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.10: Job Placements: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	44.1	25.1	69.2	24.3	75.4	14,826
21 to 24	45.1	24.1	69.2	16.0	73.3	8,000
25 to 34	43.2	27.5	70.7	10.1	74.1	14,078
35 to 49	38.3	31.8	70.2	7.8	73.1	15,720
50 or more	37.5	30.1	67.6	5.6	70.2	6,215
Duration on income support (months)³						
0 to less than 6	42.9	26.9	69.9	14.0	74.4	19,807
6 to less than 12	33.2	32.2	65.4	10.9	68.5	5,057
12 to less than 24	27.9	33.9	61.8	12.0	66.4	4,720
24 to less than 36	25.9	34.2	60.1	8.2	62.3	2,423
36 or more	22.0	36.8	58.8	8.6	63.3	4,194
Educational attainment³						
Less than Year 10	30.3	28.9	59.2	8.1	62.9	5,368
Year 10 or 11	35.2	28.5	63.7	10.8	67.9	14,354
Year 12	39.4	31.9	71.3	16.2	75.6	8,413
Post Secondary	39.3	30.0	69.3	12.7	73.8	7,135
Gender						
Males	46.5	21.0	67.5	10.5	70.9	37,700
Females	33.4	39.6	73.0	15.2	77.2	21,139
Equity Groups³						
Disability	21.1	38.4	59.5	10.6	63.8	5,092
Indigenous	28.0	19.1	47.0	10.1	54.3	2,493
CALD ⁴	38.6	31.7	70.2	15.0	76.5	3,303
Sole Parents	21.4	52.0	73.3	11.1	77.6	3,128
Job Network eligible (FJNE)⁵	36.3	30.1	66.4	12.3	70.5	36,201
Job Search Support Only (JSSO)⁶	49.3	25.7	75.0	12.6	78.2	22,638
Total	41.3	28.4	69.7	12.4	73.4	58,839

1. Job seekers who were placed in a Job Network eligible job between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training, Intensive Support customised assistance and Work for the Dole, the outcome is excluded from Job Placement but included under the program or service they participated in.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Outcomes refer to Fully Job Network Eligible (FJNE) job seekers only as educational attainment and equity group details are not recorded for Job Search Support Only (JSSO) and JSSO job seekers are not on income support. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.
5. Includes Fully Job Network Eligible (FJNE) job seekers who may be eligible for other Job Network services.
6. Includes Job Search Support Only (JSSO) job seekers who are only eligible for Job Search Support services.

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

Table 1.11: New Enterprise Incentive Scheme: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ³ (%)	Exits (number)
	Self Employed ² (%)	Employed (%)	Total Employed (%)			
Age Group (years)						
15 to 20	n.a	n.a	n.a	n.a	n.a	n.a
21 to 24	72.3	12.7	85.0	11.6	88.2	544
25 to 34	75.3	11.5	86.8	11.6	89.2	1,857
35 to 49	73.0	14.0	87.0	8.9	89.0	2,723
50 or more	68.7	11.2	79.9	9.4	82.6	1,171
Duration on income support (months)						
0 to less than 6	74.4	13.1	87.5	9.7	89.6	2,754
6 to less than 12	72.0	13.0	85.0	9.7	87.4	916
12 to less than 24	69.6	10.8	80.3	9.0	82.9	671
24 to less than 36	70.5	15.1	85.7	10.1	88.0	438
36 or more	70.6	12.1	82.8	10.9	85.6	1,484
Educational attainment						
Less than Year 10	63.2	14.9	78.1	4.8	80.5	336
Year 10 or 11	71.6	12.6	84.2	7.4	86.5	1,281
Year 12	72.9	12.4	85.3	10.9	87.5	1,142
Post Secondary	73.6	12.9	86.4	10.9	88.8	3,477
Gender						
Males	73.5	11.0	84.6	8.1	86.8	3,150
Females	71.7	14.3	86.0	11.6	88.5	3,239
Equity Groups⁴						
Disability	64.6	12.1	76.8	12.0	81.0	612
Indigenous	n.a	n.a	n.a	n.a	n.a	n.a
CALD ⁵	74.5	9.6	84.1	9.4	86.9	1,026
Sole Parents	71.4	15.7	87.2	14.5	90.3	926
Total	72.6	12.8	85.3	9.9	87.7	6,390

1. Job seekers who left New Enterprise Incentive Scheme (NEIS) placements between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Includes a small proportion of participants who are self employed but in a business not set up under NEIS.
3. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
4. Equity groups are not mutually exclusive.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.
- na. Not available as the estimate is based on a small number of known outcomes.

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

Table 1.12: Work for the Dole: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	12.1	16.3	28.4	17.7	42.5	7,927
21 to 24	11.7	14.8	26.5	16.4	40.1	10,773
25 to 34	11.5	16.9	28.4	11.9	38.0	15,778
35 to 49	9.3	16.9	26.2	11.2	35.5	21,256
50 or more	4.9	13.5	18.4	12.1	28.8	3,611
Duration on income support (months)						
0 to less than 6	14.4	17.5	31.9	16.0	44.4	9,481
6 to less than 12	13.7	17.6	31.3	13.9	42.1	12,169
12 to less than 24	13.6	14.4	28.0	13.1	38.8	8,012
24 to less than 36	8.8	13.2	22.0	16.1	36.3	5,531
36 or more	6.2	16.3	22.5	11.0	31.7	24,128
Educational attainment						
Less than Year 10	6.5	13.2	19.7	9.0	27.4	13,772
Year 10 or 11	9.3	16.4	25.7	11.4	35.3	23,978
Year 12	14.0	17.9	31.9	16.6	45.3	10,330
Post Secondary	11.7	17.9	29.6	16.7	42.4	11,000
Gender						
Males	11.7	13.2	24.9	10.9	34.1	38,693
Females	7.4	21.0	28.4	16.4	41.3	20,652
Equity Groups³						
Disability	5.9	12.9	18.8	14.6	31.0	6,521
Indigenous	7.0	10.9	17.9	11.4	27.7	9,203
CALD ⁴	10.4	16.6	27.0	19.0	43.7	7,743
Sole Parents	5.5	25.8	31.3	12.8	41.1	4,288
Total	10.0	16.2	26.2	12.9	36.8	59,345

1. Job seekers who left a Work for the Dole project between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.13: Vocational Rehabilitation Services: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	26.6	12.2	38.8	28.8	56.5	1,083
21 to 24	19.2	20.1	39.3	20.8	50.9	1,998
25 to 34	15.6	21.3	36.9	10.6	43.9	5,981
35 to 49	10.9	21.1	32.0	9.1	38.4	16,125
50 or more	7.5	17.8	25.2	5.6	29.1	12,359
Duration on income support (months)						
0 to less than 6	16.2	20.1	36.3	9.4	41.9	11,421
6 to less than 12	14.3	21.4	35.7	8.4	40.3	3,669
12 to less than 24	10.2	19.4	29.6	8.9	36.1	4,161
24 to less than 36	7.9	20.3	28.2	10.8	35.8	3,096
36 or more	5.0	18.7	23.7	8.6	30.3	13,837
Educational attainment³						
Less than Year 10	6.7	15.8	22.5	6.2	27.7	8,962
Year 10 or 11	10.9	19.0	29.9	7.5	35.6	12,144
Year 12	12.8	20.9	33.7	10.9	41.2	5,338
Post Secondary	12.9	22.7	35.6	11.9	42.4	9,155
Gender						
Males	14.1	16.8	31.0	6.6	35.5	21,620
Females	6.9	23.5	30.4	11.8	38.2	15,926
Equity Groups⁴						
Indigenous	9.4	12.8	22.2	8.3	28.1	1,671
CALD ⁵	5.4	17.7	23.1	9.3	30.7	9,405
Sole Parents	7.5	25.3	32.8	11.1	40.0	3,927
Total	10.9	19.8	30.7	9.0	36.7	37,546

1. Job seekers who left Vocational Rehabilitation Services (VRS) between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome.
3. Outcomes refer to VRS participants that had a JSCI completed prior to commencing in VRS or have their educational attainment recorded within DEEWR's administrative data.
4. Equity groups are not mutually exclusive. Results for job seekers with a disability are not reported separately as all participants in the program are recorded as having a disability.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.14: Disability Employment Network: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	In-scope population (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	12.2	38.1	50.3	18.9	64.6	5,493
21 to 24	9.4	35.5	45.0	14.2	55.4	2,696
25 to 34	10.8	33.6	44.4	8.9	50.4	5,898
35 to 49	8.2	27.2	35.4	7.8	41.7	10,396
50 or more	4.5	23.2	27.7	5.2	31.7	7,524
Duration on income support (months)						
0 to less than 6	10.7	30.8	41.5	11.6	50.4	7,365
6 to less than 12	14.8	19.7	34.6	9.1	41.1	2,054
12 to less than 24	7.4	26.0	33.4	8.1	39.8	2,796
24 to less than 36	5.2	29.0	34.3	9.8	42.3	2,783
36 or more	5.0	29.7	34.7	7.7	40.7	14,469
Educational attainment³						
Less than Year 10	4.2	23.7	28.0	5.4	32.6	6,968
Year 10 or 11	7.8	25.8	33.6	7.1	39.0	8,505
Year 12	10.6	26.8	37.4	11.3	45.6	3,856
Post Secondary	9.1	27.5	36.6	10.8	45.2	5,597
Gender						
Males	10.3	28.8	39.1	8.1	45.1	19,212
Females	5.7	30.8	36.5	10.9	44.9	12,795
Equity Groups⁴						
Indigenous	1.5	23.3	24.8	11.7	35.5	1,466
CALD ⁵	3.1	21.2	24.3	7.4	30.6	4,990
Sole Parents	7.2	28.4	35.7	8.1	41.7	1,839
Total	8.3	29.7	38.1	9.2	45.1	32,007

1. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome.
3. Outcomes refer to DEN participants that had a JSCI completed prior to commencing in DEN or have their educational attainment recorded within DEEWR's administrative data.
4. Equity groups are not mutually exclusive. Results for job seekers with a disability are not reported separately as all participants in the program are recorded as having a disability.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

Table 1.15: Personal Support Programme: Post-assistance labour market outcomes year to end September 2009¹

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes ² (%)	Exits ³ (number)
	Full-time (%)	Part-time (%)	Total (%)			
Age Group (years)						
15 to 20	5.3	8.3	13.5	9.7	21.1	2,288
21 to 24	6.9	10.5	17.4	11.5	24.7	4,509
25 to 34	7.5	9.4	17.0	9.6	24.5	11,900
35 to 49	5.2	10.5	15.7	7.4	21.8	16,093
50 or more	2.9	8.8	11.7	5.7	16.4	5,750
Duration on income support (months)						
0 to less than 6	9.7	11.8	21.5	9.8	29.1	8,774
6 to less than 12	7.4	10.4	17.8	10.5	25.8	4,667
12 to less than 24	5.9	10.2	16.1	7.4	21.6	6,119
24 to less than 36	5.1	9.0	14.0	7.7	20.8	4,159
36 or more	2.8	8.9	11.6	6.7	16.9	16,829
Educational attainment						
Less than Year 10	2.8	6.8	9.7	6.9	15.4	13,680
Year 10 or 11	5.1	10.3	15.3	6.1	19.9	14,107
Year 12	9.8	13.2	23.0	9.9	30.0	4,512
Post Secondary	7.2	12.1	19.3	10.9	28.2	7,742
Gender						
Males	6.7	7.6	14.3	6.9	19.7	24,535
Females	3.8	12.5	16.3	9.4	23.7	16,105
Equity Groups⁴						
Disability	4.0	8.7	12.7	7.3	18.7	16,637
Indigenous	4.9	5.5	10.4	5.6	14.4	5,828
CALD ⁵	3.5	7.4	10.9	9.5	19.7	5,207
Sole Parents	3.2	14.4	17.6	9.6	25.8	2,891
Total	5.4	9.8	15.2	8.0	21.5	40,640

1. Job seekers who left a Personal Support Programme (PSP) placement between 1 July 2008 and 30 June 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome.
3. If a job seeker transferred from one PSP provider to another or commenced a subsequent PSP placement within six weeks of exiting that original PSP placement the original exit is not counted as an exit for PPM purposes and their outcome not recorded.
4. Equity groups are not mutually exclusive.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

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

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.

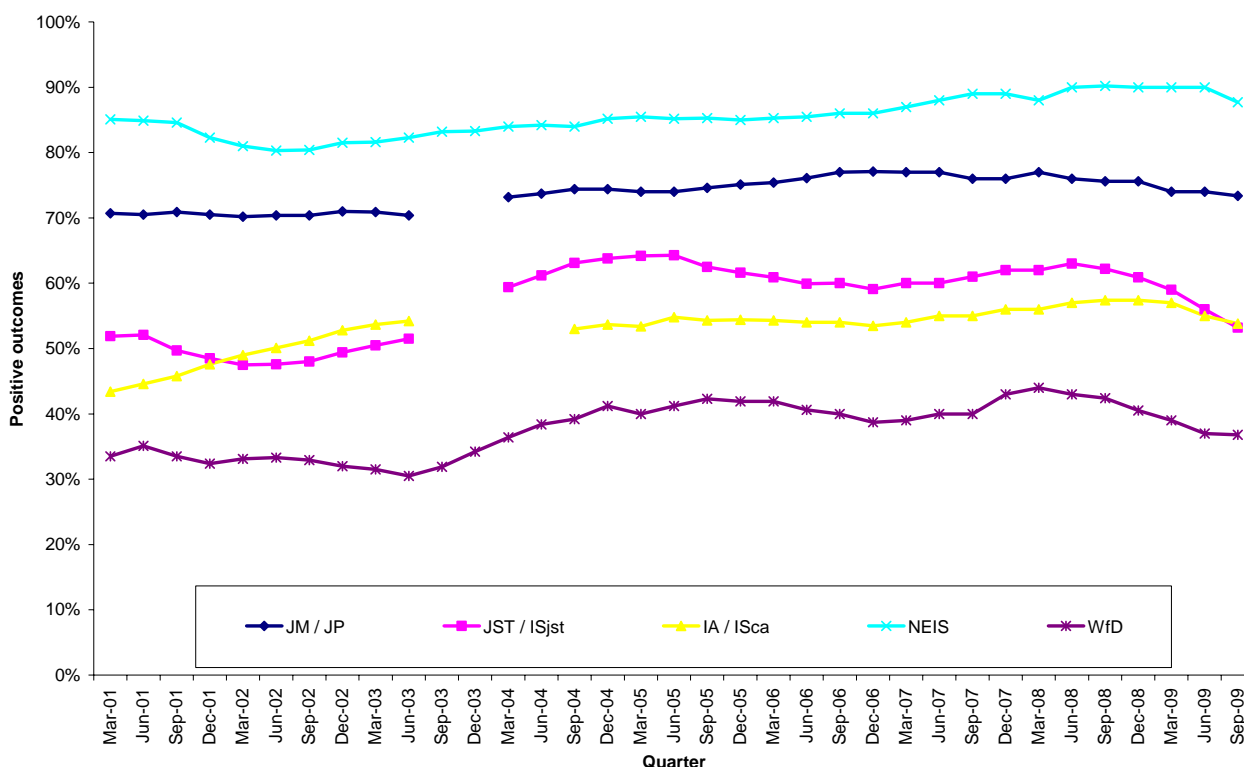
Figure 2.1, provides positive outcome results for the main employment services provided over the last eight years (from March 2001). For those

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.

While for most of the period of the *Active Participation Model*, post-assistance outcomes have trended up, it is now noticeable that outcomes have trended down. This is driven by the economic slowdown and the fall, in particular, in full-time job opportunities.

Some of the growth in the outcomes achieved over the whole observation period can be attributed to changes to the methodology used for the PPM survey. See the Technical Notes at the end of this report for further information.

Figure 2.1: Positive outcome trends for Job Network and Work for the Dole services



- Positive outcomes for: Job Matching/Job Placement (JM/JP); Job Search Training/Intensive Support job search training (JST/ISjst); Intensive Assistance/Intensive Support customised assistance (IA/ISca); New Enterprise Incentive Scheme (NEIS); and Work for the Dole (WfD) for Post-Program Monitoring outcomes from March 2001 to September 2009. Positive outcomes include employment and education/training outcomes. Positive outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.

Section 3: Access to and Participation in Labour Market Assistance

Section 3 of this Labour Market Assistance Outcomes report presents data on commencements in assistance. Commencement numbers are sourced from the Department's administrative data records and relate to job seekers who commenced in assistance between 1 October 2008 and 30 September 2009 (or 30 June 2009 for those services superseded by Job Services Australia programs).

Given the transition to Job Services Australia, some Tables produced in previous editions of the *Labour Market Assistance Outcomes* report have not been produced in this section of this report. Namely, the Participation in Job Network assistance by job seeker characteristics and Access to Work for the Dole Tables are not included in this edition of this report.

Commencements are recorded for the two streams of assistance available under Job Network – Job Search Support and Intensive Support – as well as for the phases within the Intensive Support stream. Commencements are also recorded for a range of complementary programs, as well as the number of Job Placements achieved. A commencement in the Job Search Support Stream is determined through the completion of a job seeker's Vocational Profile.

Commencement levels for the years ending September 2008 and September 2009 (or for the nine months to June 2009 for those services superseded by Job Services Australia) are reported in **Table 3.1**. For Job Search Support, Intensive

Support, Intensive Support customised assistance 1, Intensive Support customised assistance 2, Intensive Support job search training, Job Placements, Work for the Dole and the Personal Support Programme commencements numbers for 2009 relates to the nine months to June 2009.

Access to services and programs by job seekers with different characteristics will depend on their eligibility and on their assessed capacity to benefit from the assistance provided. Job seekers with particular characteristics may be under-represented in some types of assistance but over-represented in others. Hence, it is important to look at all types of assistance in assessing equity of assistance.

Table 3.2 shows, for a range of job seeker characteristics, the proportion in the **eligible population and commencements in the New Enterprise Incentive Scheme (NEIS)**. This is shown only for those on Newstart and Youth Allowance (other) and who are 18 years of age or older. Given the nature of the program some types of job seekers are less likely to participate in NEIS than others. This is particularly the case for groups such as youth (those aged 15 – 20) and the equity groups. On the other hand, persons with a post secondary education participate in NEIS at a higher rate than their proportion of the eligible population.

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

Labour market assistance	Year to end September 2008	Year to end September 2009
	Commencements	Commencements (Numbers)
Job Search Support ²	322,457	308,201
Intensive Support ³	345,809	303,132
Job search training	107,956	125,448
First customised assistance (ISca1)	143,447	112,033
Second customised assistance (ISca2)	55,474	40,157
Job Placement	554,771	311,301
New Enterprise Incentive Scheme	6,293	5,837
Work for the Dole	65,130	44,178
Personal Support Programme	50,795	28,611
IEP – STEP	17,971	15,383
IEP - Wage Assistance	2,109	1,619
Disability Employment Network	34,534	41,493
Vocational Rehabilitation Services	45,663	38,827

1. Commencement or placement of job seekers in labour market assistance funded by DEEWR for the two years of 1 October 2007 to 30 September 2008 and 1 October 2008 to 30 September 2009. For Job Search Support, Intensive Support, Intensive Support job search training, Intensive Support customised assistance¹, Intensive Support customised assistance², Job Placements, Work for the Dole and the Personal Support Programme the commencements for the Year to end September 2009 relates to commencements in the nine months between 1 October 2008 and 30 June 2009.
2. Job seekers with a registered Vocational Profile in the year up to 30 September 2008 and nine months up to 30 June 2009.
3. Job seekers who commenced any phase of assistance within the Intensive Support stream in the year up to 30 September 2008 and nine months up to 30 June 2009.

Source: DEEWR administrative systems

Table 3.2: Access to NEIS by job seeker characteristics year to end September 2009¹

Job seeker characteristics	Eligibility for NEIS² (%)	Commencement in NEIS (%)
Age Group (years)		
15 to 20	10.8	1.9
21 to 24	13.5	7.7
25 to 34	23.6	30.3
35 to 49	30.0	42.1
50 or more	22.1	18.0
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	26.8	50.2
6 to less than 12	20.3	24.0
12 to less than 24	15.7	10.6
24 to less than 36	8.6	4.1
36 or more	28.5	11.1
Total	100.0	100.0
Educational attainment		
Less than Year 10	21.2	5.9
Year 10 or 11	36.9	20.3
Year 12	20.2	19.6
Post Secondary	21.7	54.3
Total	100.0	100.0
Gender		
Males	61.1	51.0
Females	38.9	49.0
Total	100.0	100.0
Equity Groups³		
Disability	22.6	11.6
Indigenous	10.4	1.8
CALD ⁴	18.0	15.6
Sole Parents	3.9	11.2

1. Commencement of job seekers in NEIS from 1 October 2008 to 30 September 2009.

2. Job seekers receiving Newstart and Youth Allowance (other) and 18 or over as at 30 September 2009.

3. Equity groups are not mutually exclusive.

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

Source: DEEWR administrative systems

Section 4: Impact on Income Support Recipients

An important goal of employment assistance is to reduce or remove employment barriers experienced by job seekers so they can compete effectively for jobs. Higher levels of employment assistance are provided to the most disadvantaged job seekers.

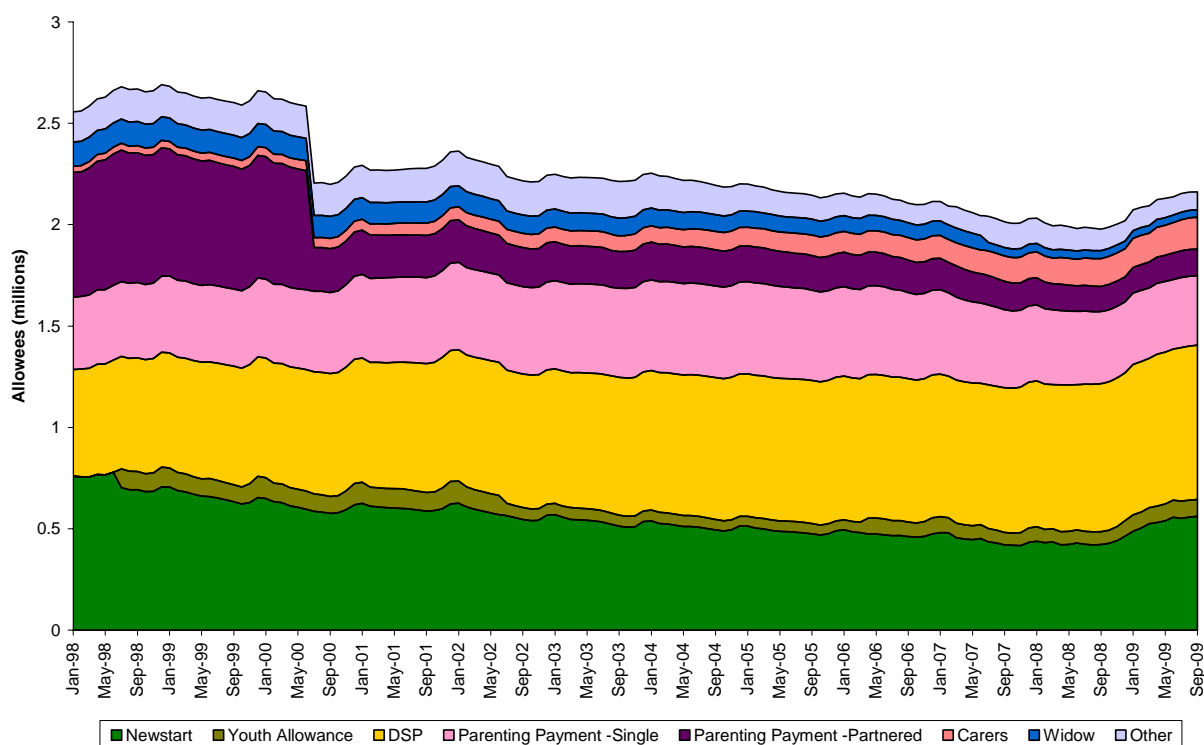
While this report focuses mainly on the outcomes achieved by individual forms of assistance it is also important to note that other factors such as administrative/policy changes and economic conditions also have a significant impact on the number of income support recipients.

Figure 4.1 shows the changes over time in the number of working age allowance recipients. There had been a trend decline in the number of allowance recipients over time driven largely by a fall in the number of Newstart recipients. There has,

however, been a change in the most recent quarters. In the 12 months to the end of September 2009 the number of people in receipt of Newstart or Youth Allowance (Other) increased by around 158,100 to just over 650,400 job seekers. The number of job seekers who were long-term recipients increased by 35,500 recipients while the number of short-term recipients increased by 122,600 reflecting the impact of the slowdown in the economy.

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

Figure 4.1: Number of Income Support Recipients¹



1. Figures quoted in the text are from the Department of Education, Employment and Workplace Relations: "Labour Market and Related Payments a monthly profile, September 2009".

Source: Trend series based on data from DEEWR administrative system

The impact of assistance can also be assessed by examining the income support status of participants after they leave assistance. Figure 4.2 shows the off-benefit status of job seekers three and six months after they had exited employment assistance.

Off-benefit outcomes are only measured for clients who were in receipt of Newstart and Youth Allowance (other) (i.e. activity tested beneficiaries) when they commenced their employment assistance placement. Other clients on non-activity tested benefits have different allowable earnings thresholds and their inclusion has the potential to distort the results.

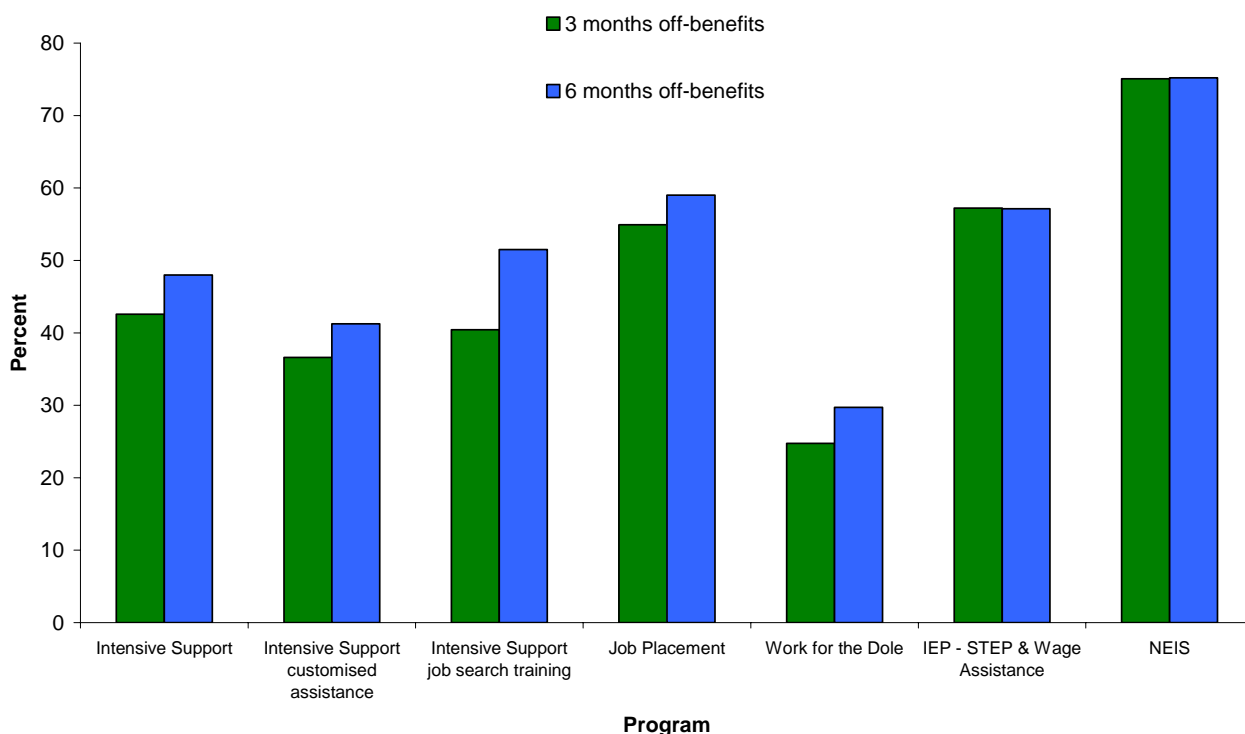
The majority of job seekers who move off income support do so for employment particularly full-time employment. For most programs, however, off-benefit outcomes levels are generally slightly lower than employment outcomes levels. This reflects the fact that three months after exiting an employment assistance placement the proportion of people in part-time work who remain on benefits is somewhat larger than the proportion that have moved off income support for reasons other than employment (e.g. leaving the labour market).

Three month off-benefit outcomes tend to mirror what is found in relation to employment outcomes with those programs that achieve high employment outcomes achieving high three month off-benefit outcomes. Those that achieve high off-benefit outcomes at three months experience little change at the six month mark. This indicates that for these programs the benefits happen relatively shortly after completing the program.

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

As has been observed in relation to other post-assistance outcome measures, the level of both three and six month off-benefit outcomes across the suite of employment programs followed are lower than that reported in previous quarters, reflecting the impact of the economic slowdown.

Figure 4.2: Three¹ and six² month off-benefit status of job seekers following assistances



1. Job seekers who left assistance between 1 July 2008 and 30 June 2009 and were not on income support three months later.
2. Job seekers who left assistance between 1 April 2008 and 31 March 2009 and were not on income support six months later.

Technical Notes

Data sources sampling further assistance and survey results

Data Sources

The Department uses a number of data sources to determine the outcomes achieved by job seekers during and after they have ceased labour market assistance. The two main data sources are the Post-Program Monitoring (PPM) survey and the Department's administrative database held within the Integrated Employment System (IES).

The PPM survey has been undertaken since 1987 and is used to assess the labour force and education status of former program participants three months after they exit assistance. The IES records details of placements commencements and paid outcomes for labour market assistance.

Survey Sampling

Job Network and complementary programs

With the introduction of the *Active Participation Model* (APM) in July 2003 the methodology relating to the selection of clients in the PPM survey was revised. Prior to the APM a full enumeration of clients exiting programs and not in further assistance was attempted (with the exception of Intensive Assistance and Job Matching which were based on 25% samples).

From July 2003 onwards for APM assistance and complementary programs (such as Work for the Dole and the New Enterprise Incentive Scheme [NEIS]) the PPM survey uses a sampling approach to assess the performance of employment assistance. For these programs except Job Placement a 25% sample of clients in the following categories is undertaken:

- a) clients on full-rate Newstart or Youth Allowance (other) and/or in a subsequent program placement (also known as 'further assistance') at the time they are due to be surveyed;
- b) clients who achieved a 13 week payable outcome after receiving assistance under Intensive Support; or
- c) clients who have reached 12 24 or 36 months participation in Intensive Support (IS) without exiting.

The PPM outcome of clients in category (b) is recorded as employed or in education based on the type of payable outcome they achieved. These clients are only surveyed to obtain supplementary information about their labour force and education status. A full enumeration of clients not in categories a b or c is attempted.

In addition those clients who are surveyed at 100 are further stratified into four separate groups based on their income support type at the time they are surveyed. These groups are:

- a) clients who were on Part Working Credit or Nil rate Newstart Allowance or Youth Allowance (other);
- b) clients who were on Parenting Payment;
- c) clients who were on the Disability Support Pension; and
- d) clients who do not fall into groups a b or c listed above.

Splitting client populations into strata based on characteristics such as their income support type and further assistance or payable outcome status allows the survey responses that were obtained for particular population groups to be extrapolated back to clients in the same group who either didn't respond to the survey or who were not sampled. The survey results relating to each population group can then be combined on a weighted basis to produce overall outcomes results for the entire population.

For clients who were placed in a job through Job Placement a survey of 25% of clients is undertaken. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training Intensive Support customised assistance and Work for the Dole the outcome is excluded from Job Placement but included under the program or service they participated in.

During 2006 several new programs were progressively included in the PPM survey and specific sampling frames have been developed to measure the post-assistance outcome levels. The sampling frames for each of these programs are outlined below.

Personal Support Programme

A full enumeration of exits from the Personal Support Programme was undertaken for exits between January 2006 and May 2007. For exits from June 2007 this changed to a 25% sample.

Disability Employment Network

A client is in-scope to receive a PPM survey for their participation in the Disability Employment Network (DEN) if they have either:

- a) achieved an approved 13 week outcome and that outcome was achieved after they had commenced in DEN; or

b) exited DEN and had not achieved a 13 week outcome during this period of DEN assistance.

Having identified who is in-scope for selection from August 2007 clients in the Uncapped Stream of DEN were surveyed at 100% while those who were in the Capped Stream were surveyed at 20%. Prior to August 2007 clients in the Capped Stream were surveyed at 100%.

Clients in DEN Maintenance phase are excluded from the sampling frame for DEN.

Vocational Rehabilitation Services

Prior to July 2007 a full enumeration of Vocational Rehabilitation Services (VRS) exits were followed. From July 2007 onwards a 25% sample is applied to exits from the Demand Driven Stream and a one-in-three sample for the Fixed Stream.

Jobs in Jeopardy job seekers within the Fixed Stream are excluded from the in-scope population for the VRS PPM survey.

Further Assistance

A client is defined as being in further assistance if at the time they are due to be surveyed the client is found to have commenced a subsequent placement. Further assistance calculations are not currently undertaken for PSP, DEN or VRS. Intensive Support itself is not counted as further assistance unless the client moves between providers for whatever reason.

As outlined previously from 1 July 2003 onward a 25% sample of clients found to be in further assistance is included in the survey for Job Network and complementary programs. Prior to the commencement of the APM clients in further assistance were not surveyed and their outcomes were simply recorded as 'in further assistance'. While these clients may have potentially been either in a part-time job and/or in education these outcomes were not captured as these clients were not surveyed. Under the post July 2003 sampling methodology these outcomes can now be recorded.

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

Comparing results

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

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

Disability Employment Network and Vocational Rehabilitation Services

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

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

Intensive Support population

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

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

In addition if a client is due to be surveyed during /after their participation in IS or after participating in ISca or ISjst and is found to have been surveyed in the last 3 months then their outcome will be set to the outcome (if it is known) that was obtained when they were surveyed previously.

Survey results

Aside from IS, ISjst, ISca and DEN where PPM results are based on a combination of survey responses and payable outcomes data all outcome estimates are based on survey responses. The overall response rate for the PPM survey at around 55% provides outcomes estimates that are generally accurate to within plus or minus 1 percentage point at the National level.

Labour Market Assistance Descriptions

Intensive Support stream: provides ongoing individually tailored assistance for eligible job seekers. Under Intensive Support a job seeker can have access to the general Intensive Support assistance, Intensive Support job search training and/or Intensive Support customised assistance.

Intensive Support contacts (IS): assistance will be provided during periods between ISjst, ISmo and ISca. During these periods job seekers will continue to have access to job search assistance and facilities at their Job Network member site guidance in relation to job search and the regular updating of their vocational profile.

Intensive Support customised assistance (ISca): provides for six months of assistance tailored to the jobseekers' individual needs and to available jobs opportunities. Job seekers can access up to two periods of ISca during their episode of unemployment.

Intensive Support customised assistance (ISca1): Job seekers who are most disadvantaged (as determined by their JSCI score) can receive immediate access to their first period of ISca1 upon registration as unemployed. Other job seekers will be eligible to receive ISca1 assistance after 12 months of unemployment.

Intensive Support customised assistance (ISca2): Generally job seekers can access their second period of ISca2 twelve months after they commenced their first period of ISca.

Intensive Support job search training (ISjst): provides training for up to 100 hours (over three weeks) in job search techniques and job application skills to give unemployed people the skills and confidence to improve their job search skills, motivation and expand their job search networks. Mature age, young and Indigenous job seekers have immediate access to ISjst on their registration as job seekers.

Intensive Support job search training refresher (ISjstr): provides an abridged version (30 hours) of the ISjst assistance for job seekers who had completed ISjst (or a comparable form of training) in the previous twelve months.

Intensive Support mutual obligation (ISmo): occurs at the same time that a job seeker's ordinary mutual obligation requirements commence. The objective of Job Network services during these periods is to ensure that job seekers continue to be actively engaged in job search activities and improving their job prospects.

Job Search Support: is the job brokerage assistance that all job seekers are entitled to receive. Examples of the types of assistance that can be provided include assistance with development of a job seekers Vocational Profile updating of resumes and referrals to available job vacancies.

Job Placement: services refer suitable job seekers to vacancies and canvass and list job vacancies on the Australian Job Search database. DEEWR licensed recruitment agencies Job Placement Licence Organisation (JPLOs) are in a position to provide Job Placement service to eligible job seekers. Job Network members are licensed as Job Placement Organisations (JPOs).

New Enterprise Incentive Scheme (NEIS): provides support and training for eligible job seekers who wish to pursue the option of self-employment.

Indigenous Employment Program (IEP): consists of 11 elements including Wage Assistance and Structured Training and Employment Projects (STEP), the results of which are published in this report. Wage Assistance is a wage subsidy paid to employers over 26 weeks providing ongoing employment and the STEP program assists employers to provide employment for Indigenous Australians, particularly in the private sector.

Work for the Dole: provides assistance for job seekers to develop work habits, generic work skills and work experience by participating in community projects and activities for up to 26 weeks over a 12 month period.

Community Work placements: assist job seekers to gain skills and work experience and provides access to additional benefits such as Training Credits after participating in voluntary work for a specified number of hours.

Vocational Rehabilitation Services: provides assistance to job seekers who have an injury disability or health condition. It combines vocational rehabilitation with employment assistance.

Personal Support Programme: a pre-employment program designed to assist job seekers with multiple non-vocational barriers.

Disability Employment Network: provides assistance to job seekers with a disability focusing on achieving sustained employment outcomes.

General Definitions

AJS Australian JobSearch

(<http://jobsearch.gov.au>): lists all job vacancies notified to the Job Network and provides contact details for Job Network members. It is available in Centrelink and at Job Network member offices and through the DEEWR Internet site (<http://www.workplace.gov.au>).

Community Development Employment Projects

(CDEP): is a program aimed at providing activities that; improve participants employability develop business opportunities and contribute to community needs. The overall aim is to support Indigenous Australians achieve economic independence. Positive and employment outcomes exclude Indigenous job seekers who return to a CDEP after leaving labour market assistance.

Community Work Coordinators: are contracted to develop Community Work placements and Work for the Dole projects/activities and manage the placement of eligible job seekers into those projects/activities.

Duration on income support: refers to the time (in months) that a job seeker had been on income support when they commenced their period of assistance. This can be different to their unemployment duration as someone for example on the Disability Support Pension can be on income support for a period of time before they register as a job seeker.

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

Education and Training outcome: is recorded if a job seeker indicates in their response to their PPM survey that they are currently doing a course of study at a secondary school secondary college, technical college business college or university or their provider has successfully claimed a 13 week education outcome.

Employment outcome: is recorded if a job seeker indicates in their response to their PPM survey that they are currently employed or their provider has successfully claimed a 13 week employment outcome. Indigenous job seekers who indicated that they are currently employed in a CDEP placement are re-classified as unemployed.

Eligible vacancy: is a job vacancy listed on the Australian Job Search database that is eligible for a payment under Job Network.

Further assistance: includes job seekers who preceded to another DEEWR funded employment Program or service within three months of exiting employment assistance. It includes commencements in Intensive Support job search

training (ISjst), Intensive Support customised assistance (ISca), NEIS, Work for the Dole and the STEP and Wage Assistance components of the Indigenous Employment Policy. A job seeker who is in the general Intensive Support or Job Search Support streams of assistance are not regarded as being in further assistance.

Highly Disadvantaged job seeker: is a job seeker who through their JSCI is identified at high risk of becoming long-term unemployed. This is done through allocating a score against 14 separate characteristics. If the overall score recorded for a job seeker is above a specified threshold (from July 2005 it has been 25 points) then that job seeker is identified as Highly Disadvantaged and would have immediate access to Intensive Support customised assistance.

Intensive Support commencement: refers to a job seeker who commenced their first phase of Intensive Support assistance within the reporting period. It is possible for example for a job seeker to have commenced phases within the Intensive Support stream such as Intensive Support customised assistance during the reporting period but not be recorded as commencing in Intensive Support during the reporting period. If they commenced their first phase within Intensive Support prior to the start of the reporting period then they would not be recorded as having commenced in Intensive Support.

Income support recipients: includes job seekers registered with Centrelink as unemployed and in receipt of Newstart Allowance (NSA) or job seekers aged 15 to 24 not in full-time education and in receipt of Youth Allowance (Other) (YAL) or other eligible allowances such as the Disability Support Pension, Parenting Payment etc.

Job Search Support Only (JSSO): refers to those job seekers irrespective of their income support status who are eligible for only Job Search Support services and no other form of Job Network services. JSSO job seekers can renew their registration as unemployed every three months with either Centrelink or their Job Network member.

Job Search Support commencement: refers to a job seeker who has had a Vocational Profile created during the reporting period.

Job Placements: includes all eligible employment placements made for job seekers receiving assistance under Job Network.

Fully Job Network Eligible (FJNE): refers to those job seekers who are eligible to receive the full suite of Job Network services. Any unemployed person receiving Newstart Allowance

or Youth Allowance (Other) or another form of qualifying income support payment and young people not in full-time study irrespective of income support are eligible for Job Network assistance. CDEP participants are also eligible for Job Network services.

Job Seeker Classification Instrument (JSCI): a measurement of a job seeker's relative disadvantage in obtaining employment – because of their personal circumstance and labour market skills – and is used to determine the level of labour market assistance required.

Not in the Labour Force outcome: is recorded where a job seeker indicates in the response to their PPM survey that they are not currently employed and are not currently looking for employment.

People from Culturally And Linguistic Diverse backgrounds (CALD): refers to people from Culturally and Linguistically Diverse backgrounds where the main language spoken is not English.

Positive outcome: is recorded where a job seeker has achieved either an employment or education outcome. Positive outcomes are less than the sum of employment and education/training

outcomes because some job seekers achieve both an employment and an education outcome.

Sole Parent: is someone who either through their JSCI interviewed indicated that they are a sole parent or were on Parenting Payment Single when they commenced their period of assistance.

Unemployed outcome: is recorded where a job seeker indicates in their PPM survey response that they are not currently employed but are looking for employment.

Work for the Dole (WfD) commencement: involves a job seeker participating in a WfD activity for up to six months over a 12-month period. This means that job seekers can participate in a number of different WfD projects and with different CWCs before completing their placement. Each time a job seeker starts with a CWC a new commencement is recorded.

Work for the Dole exit: for the purposes of PPM occurs when a job seeker has a break between CWC placements of more than 3 months and in relation to their last CWC placement in the 12 month period. Clients exiting WfD will be subsequently surveyed.