



Australian Government

Department of Education, Employment
and Workplace Relations

Labour Market Assistance Outcomes

September 2010
(Revised)

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For more information on *Labour Market Assistance Outcomes* please email: ppmsurvey@deewr.gov.au

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Key Results

Three months after becoming in-scope, job seekers are surveyed about their current labour market and education status. This publication showcases the employment and educational outcomes of job seekers in Job Services Australia (JSA) or Reformed Indigenous Employment Program (IEP) for the year ending September 2010.

Positive Outcomes

A **positive outcome** is achieved when three months after employment assistance; the job seeker is working or studying. Positive outcomes rates for year ending September 2010 are:

73% for JSA Stream1 (limited)

68.5% for JSA Stream1

68.0% for JSA Stream2

48.1% for JSA Stream3

33.4% for JSA Stream4

Employment Outcomes

An **employment outcome** is achieved when three months after employment assistance; the job seeker indicates they are employed. Employment outcome rates for the year ending September 2010 are:

46% for JSA Stream1 (limited)

58.5% for JSA Stream1

58.7% for JSA Stream2

34.5% for JSA Stream3

21.3% for JSA Stream4

Other results of interest

Around one in three **employed** job seekers were in permanent jobs three months after receiving assistance (40% for Stream1, 40% for Stream2, 31% for Stream3, 27% for Stream4)

Table 1.1 – Labour Market Status

	Employed (%)ⁱ	Unemployed (%)	Not in the Labour Force (%)	In scope population (no.)
<i>Year ending September 2010</i>				
Stream 1 (Limited) (JSA)	46	43	10	97 340
Stream 1 (JSA)	58.3	31.4	10.1	508625
Stream 2 (JSA)	58.7	28.1	13.2	372103
Stream 3 (JSA)	34.5	36.0	29.5	242275
Stream 4 (JSA)	21.3	38.6	40.2	119335
IEP - Employment related activities	60	34	6	1 284
IEP - Non employment related activities	39	51	10	4 078
<i>Year ending June 2010</i>				
Stream 1 (JSA)	n.a.	n.a.	n.a.	n.a.
Stream 2 (JSA)	n.a.	n.a.	n.a.	n.a.
Stream 3 (JSA)	n.a.	n.a.	n.a.	n.a.
Stream 4 (JSA)	n.a.	n.a.	n.a.	n.a.
IEP - Employment related activities	n.a.	n.a.	n.a.	n.a.
IEP - Non employment related activities	n.a.	n.a.	n.a.	n.a.

Table 1.2 – Employment

	Permanent employees (%) ¹	Casual, Temporary or Seasonal employees (%) ¹	Self Employed (%) ¹	Employed, seeking more work (%)	Full-time employed, seeking more work (%)	Part-time employed, seeking more work (%)	Employed & studying (%)	In scope population (no.)
Year ending September 2010								
Stream 1 (Limited) (JSA)	33	57	6	50	12	36	20	44 776
Stream 1 (JSA)	39.6	51.5	8.8	42.7	9.1	33.6	14.2	297455
Stream 2 (JSA)	39.5	51.5	9.0	42.1	7.5	34.6	11.4	218418
Stream 3 (JSA)	30.6	58.9	10.6	40.8	6.3	34.5	10.9	83562
Stream 4 (JSA)	26.9	61.2	12.0	39.3	6.2	33.1	14.7	25398
Year ending June 2010								
Stream 1 (Limited) (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Stream 1 (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Stream 2 (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Stream 3 (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Stream 4 (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.

¹ Job seekers may be employed at an unspecified level, so the sum of 'permanent employees', 'casual, temporary or seasonal employees' and 'self-employed' will be less than 100%

Table 1.3 – Education

	Studying full time (%)	Studying part time (%)	Studying at Year 10, 11 or 12 level (%) ²	Studying at certificate level (%) ²	Studying at diploma level or higher (%) ²	In scope population (no.)
Year ending September 2010						
Stream 1 (Limited) (JSA)	37	10	2	24	10	35 626
Stream 1 (JSA)	55.1	44.9	4.1	50.9	31.6	93101
Stream 2 (JSA)	49.0	51.0	5.3	58.2	22.5	59721
Stream 3 (JSA)	52.0	48.0	7.9	57.7	12.7	42203
Stream 4 (JSA)	49.9	50.1	10.5	58.5	12.7	18224
Year ending June 2010						
Stream 1 (Limited) (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Stream 1 (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Stream 2 (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Stream 3 (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Stream 4 (JSA)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.

² Job seekers may be studying at an unspecified or 'other' level and so the sum of 'studying at Year 10, 11 or 12', 'Studying at certificate level' and 'Studying at diploma level or higher' will be less than 100%

Table 2.1– Stream 1 (Job Services Australia)

	Employed full-time (%)	Employed Part-time (%)	Employed total (%)	Unemploy- ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	24.1	34.7	58.8	32.3	8.9	32.8	76.2	89679
21 to 24	33	32.7	65.7	25.5	8.7	24.6	76.9	91117
25 to 34	31.9	28.5	60.4	30.1	9.5	19.8	71.3	130070
35 to 49	25.8	33.1	58.9	32.7	8.5	15.4	67.4	141147
50 or more	20.2	32	52.2	33.6	14.1	10.1	58.8	56612
<i>Duration of unemployment</i>								
0 to less than 6	28.9	31.6	60.6	29.1	10.3	18.1	70	411571
6 to less than 12	17.7	31.3	49	41	10	18.8	60.9	78409
12 to less than 24	9	34.6	43.6	39.1	17.4	19.6	56	13153
24 to less than 36	11.6	36.7	48.4	40.2	11.5	21.9	61.5	2419
36 or more	11	49.3	60.3	28.4	11.3	13.6	68.1	3073
<i>Educational attainment</i>								
Less than Year 10	18.3	25.7	43.9	40.7	15.4	13.5	54	34614
Year 10 or 11	21.5	31.3	52.8	36.6	10.6	14	61.6	136714
Year 12	24.2	35.6	59.7	30	10.2	24.7	72.5	124014
University	32.2	33.4	65.6	26.1	8.2	22.1	76.7	102621
Vocational	29.9	31.6	61.4	28.9	9.6	13.4	68.1	109650
<i>Gender</i>								
Males	30.3	25	55.4	36.1	8.5	14.7	64.3	305335
Females	21.1	41.2	62.3	25.3	12.3	22.7	73.7	203290
<i>Equity groups</i>								
Disability	16.7	25.8	42.5	41.2	16.3	15.9	52.7	22382
Indigenous	22.3	23.4	45.7	47.8	6.5	20.2	55.7	12289
CALD	22.7	28.5	51.2	35.9	12.9	22.4	66.7	85031
Sole parents	9.9	52.7	62.6	26.5	10.9	25.3	74.6	17977
<i>Income support type</i>								
NewStart Allowance	26.7	30.7	57.5	32.2	10.3	15.4	66.1	337339
Youth Allowance (other)	21.5	32.3	53.9	36.8	9.3	31.5	72.2	55275
Disability Support Pension	n.p.	n.p.	18.6	39.9	41.6	11.7	26.8	773
Parenting Payment Single	9.4	53.3	62.7	26.4	10.9	25.5	74.7	17293
Parenting Payment Partnered	10.6	35.7	46.4	32.5	21.1	27.1	65.6	5412
TOTAL	26	32.4	58.5	31.4	10.1	18.3	68.5	508625

Table 2.2– Stream 2 (Job Services Australia)

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	20	30.4	50.4	38.5	11.1	33.8	69.9	82055
21 to 24	33.4	27.3	60.7	29.7	9.7	24.8	74.1	42483
25 to 34	26.8	36.7	63.4	27	9.6	18	72.3	74946
35 to 49	21.9	41.5	63.5	26.1	10.4	15.7	72.4	107907
50 or more	15.7	38.8	54.5	26.2	19.2	8.8	60.1	64712
<i>Duration of unemployment</i>								
0 to less than 6	28.8	33.8	62.7	24.1	13.3	16.2	71.6	245113
6 to less than 12	15.4	32.7	48.1	38	13.9	19.7	61.2	39589
12 to less than 24	11.6	39.5	51.2	34.5	14.3	16	61.3	71851
24 to less than 36	6.3	39.1	45.4	37.5	17.1	21.7	61.8	10094
36 or more	3.4	49.1	52.5	35.5	12.1	13.6	60.6	5390
<i>Educational attainment</i>								
Less than Year 10	12.8	33.7	46.5	29.2	24.3	13	56.1	40427
Year 10 or 11	16.3	36.5	52.8	34	13.2	13.6	61.9	126987
Year 12	20	41.7	61.7	26.8	11.5	21	72.9	67478
University	28.1	39	67.2	21.3	11.5	18.2	75.4	53698
Vocational	25.3	40	65.3	24.3	10.4	16.3	75.3	81520
<i>Gender</i>								
Males	26	32.5	58.6	30.4	11	13.1	66.2	216420
Females	15	43.7	58.6	25.7	15.7	19.4	70	155683
<i>Equity groups</i>								
Disability	12	35.2	47.2	31.8	21.1	13	56.9	35494
Indigenous	17.4	24.7	42.1	45.7	12.1	14.1	51.9	24639
CALD	19.7	32.9	52.6	33	14.5	21.8	67.2	62779
Sole parents	9.2	52.6	61.9	24.8	13.4	20.4	74.5	27871
<i>Income support type</i>								
NewStart Allowance	19.5	37.5	57	28.3	14.8	13	64.6	203839
Youth Allowance (other)	17.7	27.9	45.6	42.6	11.8	33.8	67	62846
Disability Support Pension	n.p.	n.p.	27.4	41	31.6	18.3	42.7	1356
Parenting Payment Single	9.1	52.7	61.8	24.8	13.4	20.1	74.1	27153
Parenting Payment Partnered	13	37.5	50.5	30.1	19.4	24.5	69.6	6153
TOTAL	20.6	38.1	58.7	28.1	13.2	16	68	372103

Table 2.3– Stream 3 (Job Services Australia)

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	20.1	19	39.2	39.8	21	35.9	63	26259
21 to 24	15.8	19.5	35.3	41	23.7	32.6	57.4	24906
25 to 34	10.8	25.4	36.2	39.3	24.5	23.1	54.4	51006
35 to 49	9.4	30	39.4	38.4	22.1	22.1	56.7	81521
50 or more	4.7	26.3	31	31.1	38	10.2	39.3	58583
<i>Duration of unemployment</i>								
0 to less than 6	10.1	27.4	37.5	33.1	29.4	21.8	54.1	54314
6 to less than 12	7.3	25.8	33.1	38.9	28	20	48.8	24419
12 to less than 24	6.9	26.4	33.3	34.7	32	17.8	47.8	37954
24 to less than 36	9.8	32.3	42.1	32.2	25.7	14.8	52.6	42633
36 or more	5.7	28.2	33.9	36.3	29.8	10.2	41.3	82954
<i>Educational attainment</i>								
Less than Year 10	7.4	21.1	28.4	37.3	34.3	18.7	44.6	68451
Year 10 or 11	7.3	28.7	36	33.8	30.3	15	47.2	90810
Year 12	6.6	25.5	32.1	39	28.9	20.5	48.9	31734
University	9.3	33.9	43.2	34.5	22.3	19.4	56.1	19149
Vocational	9.8	31.2	41	33.8	25.2	14.8	51.4	31022
<i>Gender</i>								
Males	11.4	20.9	32.3	41.9	25.7	13.2	43	116070
Females	5.1	31.2	36.3	31.9	31.8	20.6	52.2	126205
<i>Equity groups</i>								
Disability	5.2	25.6	30.8	38.9	30.3	12.5	40.4	59588
Indigenous	11.2	18.3	29.4	49.8	20.7	17.4	44.2	62416
CALD	7.8	24.3	32.1	36.9	31	26.4	54.3	46762
Sole parents	5	39.5	44.5	33	22.5	24.1	63.4	40064
<i>Income support type</i>								
NewStart Allowance	7.2	24.8	31.9	36.3	31.8	14.1	43.1	152715
Youth Allowance (other)	21.7	17.5	39.2	38.1	22.7	35.7	62.1	21438
Disability Support Pension	5.2	16.1	21.3	38.3	40.4	16	35.9	5907
Parenting Payment Single	5	39.6	44.6	32.9	22.5	24.2	63.6	39189
Parenting Payment Partnered	6.4	20.9	27.3	41	31.7	29.6	54.3	7683
TOTAL	7.7	26.8	34.5	36	29.5	17.4	48.1	242275

Table 2.4 - Stream 4 (Job Services Australia)

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	20.2	13.5	33.8	41.5	24.7	31.4	54.4	21562
21 to 24	5.8	20	25.9	54.4	19.7	12.9	36.8	12736
25 to 34	9.9	19.5	29.4	35.6	35	16.4	40.7	28536
35 to 49	4.7	13.5	18.2	38.5	43.3	14	30.2	42212
50 or more	2.1	13.9	16	33.8	50.2	9.2	23.5	14289
<i>Duration of unemployment</i>								
0 to less than 6	12.6	22.7	35.3	34.1	30.6	20.1	50.8	26307
6 to less than 12	11.9	14.9	26.8	37.6	35.6	17.7	42.7	17451
12 to less than 24	4.4	14.5	18.8	35.8	45.3	17.2	32.7	27030
24 to less than 36	5.5	15	20.5	35.4	44.2	20.4	36.6	15966
36 or more	1.4	11.3	12.7	46.6	40.6	7.9	19.3	32581
<i>Educational attainment</i>								
Less than Year 10	4	10.3	14.2	38.8	46.9	12.8	25.7	36664
Year 10 or 11	6	16.2	22.2	39.2	38.6	13.2	33	45915
Year 12	3.1	22.4	25.5	37.2	37.4	23	39.7	12825
University	6.1	21.5	27.6	31.6	40.8	18.9	43.8	7025
Vocational	10.2	13.6	23.8	42.4	33.8	10.7	33.2	15457
<i>Gender</i>								
Males	8.3	12.6	20.8	43.1	36	11.6	30.1	71061
Females	2.9	17.8	20.7	33	46.3	19.3	36.3	48274
<i>Equity groups</i>								
Disability	3.7	13.3	17.1	34.2	48.8	12.6	27.6	50601
Indigenous	9.7	6.5	16.1	51.4	32.5	9.9	25.1	19847
CALD	3.5	12.1	15.6	30.2	54.2	21	33.4	14078
Sole parents	8.1	11.3	19.4	34.1	46.6	16.7	34	9553
<i>Income support type</i>								
NewStart Allowance	4.9	16	21	38.8	40.3	13	31.1	81669
Youth Allowance (other)	22	14.5	36.5	37.3	26.1	30.2	55.4	17901
Disability Support Pension	n.p.	n.p.	11.3	19.6	69.1	8.8	19.2	3594
Parenting Payment Single	7.6	11.5	19.2	34	46.8	17.1	34.2	9250
Parenting Payment Partnered	n.p.	n.p.	9.2	38	52.8	15.2	21.8	1149
TOTAL	5.6	15.7	21.3	38.6	40.2	15.3	33.4	119335

Table 2.5 - Job Placements (Job Services Australia)

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Age Group (years)</i>								
15 to 20	31	39	71	26	3	26	78	62 939
21 to 24	34	39	72	25	3	20	78	51 257
25 to 34	33	39	72	25	3	16	76	90 374
35 to 49	30	45	75	22	3	12	79	119 926
50 or more	28	49	77	21	3	9	79	52 920
<i>Duration of unemployment</i>								
0 to less than 6	40	42	82	16	2	15	85	164 863
6 to less than 12	29	41	70	28	3	15	74	69 342
12 to less than 24	22	46	68	29	3	14	72	69 672
24 to less than 36	17	51	68	29	3	14	73	31 116
36 or more	15	48	63	34	4	11	67	42 422
<i>Educational attainment</i>								
Less than Year 10	21	44	65	31	4	10	69	48 883
Year 10 or 11	26	44	70	27	3	12	74	131 337
Year 12	32	45	77	21	3	19	82	63 239
University	40	43	83	15	2	18	87	46 599
Vocational	34	42	75	23	2	14	79	84 663
<i>Gender</i>								
Males	35	34	70	28	3	11	73	232 255
Females	24	56	79	18	3	18	84	145 161
<i>Equity groups</i>								
Disability	20	47	67	29	4	13	71	47 460
Indigenous	29	37	66	31	3	15	70	36 452
CALD	33	44	77	20	3	16	82	50 187
Sole parents	14	68	82	15	3	17	86	29 216
<i>Income support type</i>								
NewStart Allowance	24	45	69	28	3	13	73	208 662
Youth Allowance (other)	21	43	64	33	3	23	72	37 596
Disability Support Pension	14	48	62	28	10	20	69	2 128
Parenting Payment Single	14	68	82	15	3	17	86	28 302
Parenting Payment Partnered	17	66	83	14	3	16	88	4 199
TOTAL	30	44	74	24	3	14	78	377 416

Table 2.6 - Activities (Job Services Australia)

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemploy-ed (%)	Not in the Labour Force (%)	Education & training (%)	Positive Outcome (%)	Population (no.)
<i>Intensive Activity</i> ³								
Non PPP training	14	30	45	46	10	41	71	20 041
PPP training	22	26	48	48	5	27	64	2 118
Work for the Dole	14	20	35	60	6	11	43	1 538
Green Corps	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Drought Force	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Job search Training	16	31	46	49	5	17	57	82 213
Voluntary Work/ work experience	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.	n.p.
Other activity	25	22	47	44	9	31	70	1 842
<i>All activities</i> ⁴								
Non PPP training	14	28	41	47	12	35	65	84 270
PPP training	22	28	49	43	8	21	63	13 984
Work for the Dole	8	19	27	64	10	12	37	18 848
Green Corps	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Drought Force	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Job search Training	15	29	45	51	5	16	55	95 863
Voluntary Work/ work experience	9	24	33	50	17	14	43	8 929
Other activity	22	24	46	42	12	28	66	12 557

³ Outcomes for job seekers who undertook an activity as part of an Intensive Activity

⁴ Outcomes for job seekers who undertook an activity at any time in assistance

Table 2.7 - Employment & Positive Outcomes by Region (Job Services Australia)

	Stream 1 Employed (%)	Stream 2 Employed (%)	Stream 3 Employed (%)	Stream 4 Employed (%)	Stream 1 Positive Outcomes (%)	Stream 2 Positive Outcomes (%)	Stream 3 Positive Outcomes (%)	Stream 4 Positive Outcomes (%)
Australia	58.5	58.7	34.5	21.3	68.5	68.0	48.1	33.4
Sydney	53.8	52.5	30.4	14.5	67.8	64.4	47.9	26.6
Hunter and North Coast	59.5	63.0	38.4	22.5	69.9	70.8	46.7	34.9
Western NSW	63.7	58.5	40.8	18.4	73.7	68.5	58.5	30.4
Southern NSW ⁵	64.3	60.2	39.0	23.8	73.1	71.6	50.5	38.4
Northern NSW	57.3	50.7	37.3	19.8	69.8	64.5	46.5	35.6
New South Wales	56.2	55.2	34.0	17.3	69.0	66.8	47.8	30.5
Melbourne	60.7	59.4	32.4	23.3	71.3	69.6	50.9	34.9
Eastern Victoria	58.5	63.2	34.4	17.7	65.8	70.2	48.4	31.4
Western Victoria	60.3	63.4	40.7	24.3	67.8	72.8	48.0	34.4
Victoria	60.3	60.5	34.5	22.7	69.9	70.2	49.7	33.8
Brisbane	60.7	61.8	34.6	24.9	68.2	67.7	47.4	38.6
Southern Queensland	57.1	58.0	36.3	36.1	63.8	66.1	48.3	43.0
Central and North Queensland	56.1	58.0	30.6	22.7	65.5	62.2	43.6	33.1
Queensland	59.4	60.6	34.2	25.3	67.2	66.5	47.1	37.9
Perth	59.0	69.2	34.7	23.3	67.6	73.4	48.0	32.1
Greater Western Australia	63.4	62.5	30.9	18.5	71.0	73.6	35.6	24.3
Western Australia	59.3	67.0	34.2	21.7	68.0	72.5	45.3	29.8
Adelaide	58.9	61.8	40.6	25.1	68.5	70.5	50.0	37.4
South Australia Country	57.6	54.4	37.8	24.0	66.6	61.0	52.5	36.3
South Australia	58.9	59.2	39.1	24.8	67.9	67.3	51.1	37.3
Tasmania	60.9	55.5	30.9	29.7	68.5	66.5	47.4	36.8
Northern Territory	46.3	46.6	58.9	19.4	51.9	51.8	61.2	27.5

⁵ Outcomes for the ACT are included in the Southern NSW region

Job seekers' satisfaction

Table 3.1 Job seekers' satisfaction with assistance

	Average Satisfaction Score (/20) ⁶	Proportion Highly satisfied (%) ⁷
Year ending September 2010		
Stream 1 (JSA)	13	49
Stream 2 (JSA)	15	59
Stream 3 (JSA)	15	61
Stream 4 (JSA)	15	58
IEP - Employment related activities	n.a.	n.a.
IEP - non employment related activities	n.a.	n.a.
Year ending June 2010		
Stream 1 (JSA)	n.a.	n.a.
Stream 2 (JSA)	n.a.	n.a.
Stream 3 (JSA)	n.a.	n.a.
Stream 4 (JSA)	n.a.	n.a.
IEP - Employment related activities	n.a.	n.a.
IEP - non employment related activities	n.a.	n.a.

⁶ This score is on a scale of 0 to 20. A score for each job seeker's satisfaction is calculated from a range of questions focusing on the job seekers' satisfaction with key aspects of service and assistance. This data is collected from job seekers who have both exited assistance and those still participating in employment assistance.

⁷ A highly satisfied job seeker indicated that they are satisfied or very satisfied in regards to all of the aspects of service and assistance.

Further information

Revision- Recent examinations of the outcomes and patterns of participation for the early months of Job Services Australia (JSA) provided the opportunity to review the population used to calculate outcomes. A more representative and comprehensive population has been adopted for calculating Stream based outcomes. This takes into account all people exiting JSA and those who remain in assistance during the 12 month reference period irrespective of when they commence. This has required us to re-calculate the September 2010 outcomes based on the new populations. The changes do not impact outcomes for job placements, JSA activities (eg Productivity Places Program, Work for the Dole, Green Corps and Training), Indigenous Employment Program or NEIS..

Outcomes and measures used in this report

Labour market outcomes

- **Employment:** An employment outcome is achieved when a job seeker indicates they are employed. The employment outcome rate is the employed job seekers as a proportion of all job seekers.
- **Employed part-time:** The part-time employment rate is the proportion of all job seekers working 34 or less hours per week.
- **Employed full-time:** The full-time employment rate is the proportion of all job seekers working 35 or more hours per week.
- **Unemployed:** A job seeker is considered unemployed when they are not employed but are currently seeking employment. The unemployed outcome rate is unemployed job seekers as a proportion of all job seekers.
- **Not in the Labour Force (NILF):** A job seeker is considered not in the labour force (NILF) when they are not working and are not currently looking for employment. The NILF outcome rate is NILF job seekers as a proportion of all job seekers.
- **Positive Outcome:** Recorded where a job seeker has achieved either an employment and/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. The positive outcome rate is a proportion of all job seekers.
- **Education/training:** An education/training outcome is achieved when a job seeker indicates they are training or studying. The education/training outcome rate is the job seekers who are studying as a proportion of all job seekers.

In scope population: For all of these outcomes and measures, the relevant population or number of job seekers who could have achieved that outcome is listed as the 'in scope population'.

Employment outcomes

- **Permanent employees:** Proportion of employed job seekers working in permanent jobs where they receive paid sick and holiday leave.
- **Casual, temporary or seasonal employees:** Proportion of employed job seekers who identify their job as casual, seasonal or temporary.
- **Self employed:** Proportion of employed job seekers who are not employees but work for themselves.
- **Employed, seeking more work:** Proportion of employed job seekers who indicated that 'considering their current situation, they would like to work more hours' (includes both employees and self employed job seekers).
- **Full-time employed, seeking more work:** Proportion of employed job seekers who are working full-time and who indicated that 'considering their current situation, they would like to work more hours' (includes both employees and self employed job seekers).
- **Part-time employed, seeking more work:** Proportion of employed job seekers who are working part-time and who indicated that 'considering their current situation, they would like to work more hours' (includes both employees and self employed job seekers).

- **Employed and studying:** Proportion of employed job seekers who are both working and studying

Education outcomes

- **Studying at a diploma level or higher:** Proportion of studying job seekers who are studying to gain a diploma, advanced diploma, associate degree or degree level.
- **Studying at a year 10, 11 or 12 level:** Proportion of studying job seekers who are studying year 10, 11 or 12.
- **Studying at a certificate level:** Proportion of studying job seekers who are studying to gain a Certificate (I, II, III or IV).

Job seekers may be studying at an unspecified or 'other' level and so the sum of 'studying at Year 10, 11 or 12', 'Studying at certificate level' and 'Studying at diploma level or higher' will be less than 100%.

Job seekers' satisfaction

This data is collected both from job seekers who have exited assistance and those still participating in employment assistance. The responses to four key aspects of service and assistance (help suited to circumstances, consideration of individual needs, treated with respect and overall quality of service) are calculated to form a satisfaction score for each job seeker on a scale of 0 to 20. The possible responses to these questions are 'very satisfied', 'satisfied', 'neither satisfied or dissatisfied', 'dissatisfied' or 'very dissatisfied'.

- **Average satisfaction score:** This score is out of 20 and is the average score for all surveyed job seekers
- **Proportion highly satisfied:** The proportion of job seekers who answered satisfied or highly satisfied to all of the key aspects of service.

Other definitions used in this report

- **Duration of unemployment:** Job seekers are grouped according to the time (in months) that a job seeker was registered as unemployed when they commenced their period of employment assistance.
- **Educational attainment:** Job seekers are grouped according to the highest level of education attained. Post secondary education is further split into university and vocational education.
- **Income support types:** Job seekers are grouped according to the type of income support they were in receipt of when they commenced their period of employment assistance. The main income support types are NewStart, Youth Allowance (other), Parenting Payment Single, Parenting Payment Partnered and Disability Support Pension.

Equity groups: These groups are not mutually exclusive and a job seeker could be part of more than one group.

- **CALD:** Job seekers from a culturally and linguistically diverse background, as identified by their country of birth.
- **Sole parents:** Job seekers who either through their JSCI assessment or initial interview indicated that they are a sole parent or a recipient of Parent Payment Single when they commenced their period of assistance.
- **Low English skills:** Job seekers with low English language skills (speaking, reading & writing) when they commenced their period of employment assistance.
- **Labour market priority regions:** The Australian Government labour market priority regions are identified areas/regions likely to experience labour market disadvantage now or in the future. Job seekers who reside in any of these regions are included in the 'in a labour market priority region' group.
- **Not available (n.a.):** Indicates that the relevant data was not available to produce an estimate.
- **Not provided (n.p.):** Indicates that sufficient data was not available to produce a reliable estimate for the particular group of job seekers.

Reference period

Outcomes in this publication relate to job seekers who participated in assistance between 1st October 2009 and 30th September 2010.

Job Services Australia (JSA)

JSA: The Australian Government's national employment services system (commenced on 1 July 2009), providing opportunities for training, skills development, work experience and tailored assistance. It includes:

- Streams 1, 2, 3 and 4, including Work experience
- Harvest Labour Services

It also includes the other employment related services, which include NEIS Panel, Innovation Fund Panel, Employer Broker Panel and National Harvest Labour Information Service

Streams 1 – 4: The different streams reflect a job seekers' capacity for employment and work readiness. Stream1 consists of job seekers who are work ready, Stream2 consists of job seekers with moderate barriers to employment, Stream3 consists of job seekers with significant barriers to employment and Stream4 consists of job seekers with severe non-vocational barriers to employment.

New Enterprise Incentive Scheme (NEIS) is an Australian Government program providing a range of services to assist eligible unemployed people in establishing and running a small business.

Intensive activity within JSA is an activity undertaken by Stream1 job seekers which is designed to improve their ability to obtain and sustain employment. The activity must be of 60 hours over a fortnight for job seekers with full-time requirements at around the four month point in assistance.

Work experience phase within JSA is for job seekers who have completed approximately 12 months of services in Streams 1 to 4 will typically commence in the Work Experience Phase of their Stream following a Stream Services Review. In this Phase, Providers 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.

Activities that a job seeker may undertake as an intensive activity or in the work experience phase (or at some other time) include:

- **Training** - on occasion provided through the Productivity Places Program (PPP)
- **Work for the Dole** - A JSA activity that provides assistance for job seekers to develop work habits, generic work skills and work experience by participating in community projects and activities.
- **Green Corps** - A JSA activity designed to provide job seekers with opportunities to develop personal skills while working in a team and generating positive outcomes for the environment and Australia's cultural heritage.
- **Drought Force** - A JSA activity designed to help job seekers gain skills and experience by providing assistance to individual farms and farming communities severely affected by drought.
- **Training in job search techniques** – A JSA activity that develops job search skills
- **Voluntary work/Work Experience** – Voluntary work provides job seekers with the opportunity to support their community through volunteering and through either voluntary work or work experience job seekers can experience a workplace and work environment.

Information on Job Services Australia is available at the Australian Government Department of Education Employment and Workplace Relations website (<http://www.deewr.gov.au/Employment/JSA>).

Disability Employment Services (DES)

DES: The Australian Government's national employment services system catering specifically to job seekers with disability. It is divided into two programs:

- Disability Management Service, for job seekers with disability, injury or health condition that are not expected to need long-term support in the workplace
- Employment Support Service, for job seekers with permanent disability and an assessed need for more long-term workplace support.

Employment assistance (DES): The initial period of DES assistance designed to assess the impact of the job seeker's disability, injury or health condition on the job seeker's capacity to find and maintain employment. Providers then focus on assisting the job seeker find sustainable employment by addressing vocational and non-vocational barriers and building the job seeker's capacity to work.

Ongoing support (DES): A phase of assistance through DES in which job seekers continue to receive assistance from their provider after being placed in a job until a 26-week outcome is achieved. There are three types of Ongoing Support:

- Flexible Ongoing Support job seekers in Disability Management Service or Employment Support Service who require irregular or less predictable access to support to maintain employment
- Moderate and High Ongoing Support are only available to Support Service job seekers and is determined by the job seeker's individual need and relative disadvantage.

Information on Disability Employment Services is available at the Australian Government Department of Education Employment and Workplace Relations website (<http://www.deewr.gov.au/Employment/Programs/DES>).

Reformed Indigenous Employment Program (IEP)

IEP: An Australian Government program administered by DEEWR which provides a range of tools to achieve employment and economic development for Indigenous Australians. A wide range of activities are included within Indigenous Employment Program tailored towards job seekers, employers or communities. The Reformed Indigenous Employment Program commenced on 1 July 2009 though some activities commenced before 1 July 2009 is still in operation.

IEP - Employment related activities: These activities have a strong job or employment focus, including cadetships, traineeships, apprenticeships and job placements.

IEP –Non employment related activities: These activities although part of employment assistance, do not necessarily have a strong job focus and often include training and development courses.

Information on Indigenous Employment Program is available at the Australian Government Department of Education Employment and Workplace Relations website (<http://www.deewr.gov.au/Indigenous/Employment/Programs/IEP>).

Survey & technical information

Data sources

The two main data sources used to determine the outcomes achieved by job seekers during and after a period of labour market assistance are:

- The Post-Program Monitoring (PPM) survey; and
- The Department's administrative database held within the Employment Services System (ESS) accessed via the Consolidated Data Stores (CDS).

The PPM survey has been undertaken by the Department on an ongoing basis since 1987 and is used to determine the labour market and education status of program job seekers around three months after they become in-scope for having their outcomes measured. The ESS records details of commencements, job placements and paid outcomes from labour market assistance.

Survey Instruments

The PPM survey applies a mixed methodology approach to the collection of survey responses. An initial mail-based survey is sent to job seekers around eight weeks after they become in-scope (the trigger rules are set out below). If the job seeker does not respond to the initial mail-based survey within three weeks they will be sent a reminder mail-based survey. If after three weeks following they still have not responded then a telephone follow-up contact is attempted (over a two week period). Through this mixed communication medium, multiple attempts are made to collect a response from each surveyed job seeker.

Programs surveyed

The Labour Market Assistance Outcomes publication covers participation in Job Services, Australia, Indigenous Employment Program and Disability Employment Services. A number of questionnaires tailored to the job seekers' employment assistance are used. The various questionnaires are listed below

Table 1: Post-Program Monitoring Surveys

<i>Job Services Australia</i>	
Stream 1 (Limited)	Activity – Training in Job Search Techniques
Stream 1	Activity – Voluntary Work – Work Experience
Stream 2	Activity – Green Corps
Stream 3	Activity – Drought Force
Stream 4	Activity – Training
Job Placements	Activity – New Enterprise Incentive Scheme
Activity – Work for the Dole	Activity – Other
<i>Reformed Indigenous Employment Program</i>	
Cadetships	General
Apprenticeships/Traineeships	Wage Subsidy & Job placement
Pre-reformed IEP surveys - Wage Assistance	Pre-reformed IEP surveys - Structured Training and Employment Projects
<i>Disability Employment Services</i>	
Disability Employment Services – Employment Assistance	Disability Employment Services – Ongoing Support

Surveying Points

Job Services Australia

The PPM survey is primarily a post-exit survey, and an exit from a period of employment services will trigger a survey. Given the nature and design of Job Services Australia, however, additional survey trigger points are included to ensure accurate outcomes.

Depending on which Stream of assistance a job seeker is in, there are a series of set PPM survey points for those who remain in assistance. These scenarios are based on the assumption that the job seeker does not get assessed as being eligible for a higher level of Stream Services (and will trigger an exit from that prior Stream of assistance).

A job seeker who remains in Stream 1, 2 or 3, and does not exit Job Services Australia, will be in-scope for a PPM survey at the following points:

- Following the completion of their Intensive Activity placement (at around four-and-a-half months) with the initial survey to be sent out at around the six-and-a-half mark.
- Following the completion of their Initial Service Period (at around the 12 month point) with the initial survey to be sent out at around the 14 month mark.
- Following the completion of their Work Experience Activity within their first Work Experience Phase (at around the 18 month point) with the initial survey to be sent out at around the 20 month point.
- Following completion of their first Work Experience Phase (at around the 24 month point) with the initial survey to be sent out at around the 26 mark.
- Following the completion of their Work Experience Activity within their second Work Experience Phase (at around the 30 month point) with the initial survey to be sent out at around the 32 month point.
- Following completion of their second Work Experience Phase (at around the 36 month point) with the initial survey to be sent out at around the 38 month mark.

A job seeker who remains in Stream 4, and does not exit Job Services Australia, will be in-scope for a PPM survey at the following points:

- Following the completion of their Initial Service Period (at around the 12 (or 18 if their Initial Service Period was extended) month point) with the initial survey to be sent out at around the 14 (20) month mark.
- The following surveying points are under the assumption that the job seekers Initial Service Period was not extended by six months. If it was, then add six months to each time point.
- Following the completion of their Work Experience Activity within their first Work Experience Phase (at around the 18 month point) with the initial survey to be sent out at around the 20 month point.
- Following completion of their first Work Experience Phase (at around the 24 month point) with the initial survey to be sent out at around the 26 month mark.
- Following the completion of their Work Experience Activity within their second Work Experience Phase (at around the 30 month point) with the initial survey to be sent out at around the 32 month point.
- Following completion of their second Work Experience Phase (at around the 36 month point) with the initial survey to be sent out at around the 38 month mark.

A job seeker who is recorded within the Department's administrative data system as being placed into a job will also be in-scope for a PPM survey. Further, a job seeker who has been recorded as having left an activity based placement (e.g Work for the Dole, Green Corps) will also be in-scope for a PPM survey in relation to that activity, irrespective of whether that activity was part of a job seeker's Stream 1 Intensive Activity that occurred during the Initial Service Period, Work Experience activity or undertaken at a different point in assistance.

Reformed Indigenous Employment Program

A job seeker will be in-scope for Reformed Indigenous Employment Program (Cadetships) PPM survey if they:

- Exit a period of Reformed Indigenous Employment Program (Cadetships) where they will receive a survey three and 12 months after exiting and
- Reach 12 months in Reformed Indigenous Employment Program (Cadetships) without exiting
- Reach 24 months in Reformed Indigenous Employment Program (Cadetships) without exiting.

A job seeker will be recorded as being in-scope for Reformed Indigenous Employment Program (Apprenticeships/Traineeships) PPM survey if they:

- Exit a period of Reformed Indigenous Employment Program (Apprenticeships/Traineeships) and
- Reach 12 months in Reformed Indigenous Employment Program (Apprenticeships/Traineeships) without exiting.

A job seeker will be recorded as being in-scope for Reformed Indigenous Employment Program (Wage Subsidy or Job Placement) PPM survey if they:

- Exiting a period of Reformed Indigenous Employment Program (Wage Subsidy). If a job seeker has reached a point where they have reached 26 weeks after their commencement date then that date will be used as a proxy exit date if there is no exit date populated.

A job seeker will be recorded as being in-scope for Reformed Indigenous Employment Program (General) PPM survey if they:

- Exit a period of Reformed Indigenous Employment Program (General).

Disability Employment Services

A job seeker will be recorded as being in-scope for Disability Employment Services (DES) (Employment Assistance) PPM survey if they:

- Exit from DES (without progressing to Ongoing Support), including 26 week outcome and exit as a fully independent worker
- Reach 26 week outcome and continue to receive Ongoing Support
- Reach 12 months in DES assistance and not receiving ongoing support (unless the jobseeker has exited DES at the same time)

A job seeker will be recorded as being in-scope for Disability Employment Services (DES) (Ongoing Support) PPM survey if they:

- Exit from DES (and were in participating in the Ongoing Support phase)
- Reach 12 months in Ongoing Support (unless the jobseeker has exited DES at the same time)

For both 12 months triggers, if a job seeker transitioned from DEN or VRS into DES and had spent less than six months in DEN or VRS before transitioning, then the time in DEN and VRS is counted towards the 12 month clock, otherwise it is only the time spent in DES that is counted towards the determination of the 12 month survey trigger.

Sampling & population

Job Services Australia

The PPM survey applies a stratified sampling approach to determining which job seekers in scope are surveyed. For Stream Services, Job Placements, Work for the Dole, Training in Job Search Techniques and non-Productivity Places Program training placements) the following sampling approach is used:

- 10% Full-rate NewStart Allowance or Youth Allowance (other) and non-Allowance Youth
- 10% not on income support or Part-rate NewStart Allowance or Youth Allowance (other)
- 50% on Disability Support Pension
- 25% on Parenting Payment
- 50% on other income support types.

For all other Work Experience activities a census approach is used.

The results presented in this report for Streams 1 to 4 are a combination of the outcomes of job seekers who, in the reporting period, exited from assistance or a phase of assistance and those job seekers who received assistance in the reporting period but had not exited by the end of it. Given that job seekers can remain in assistance for different periods of time, this approach ensures that results are representative of all job seekers who received assistance, and not just those who exited or participated for a certain time without exiting.

As an example, for the reporting of the Stream 2 outcomes in the September 2010 report, the outcomes of the following three groups of job seekers are used:

- those who exited assistance between 1 July 2009 and 30 June 2010
- those who reached 12 months of participation in the Initial Service Period or Work Experience Phase 1 between 1 July 2009 and 30 June 2010 (*noting that in practice 12 months participation in either of these phases would not have been possible until July 2010*)
- those who received assistance at some point between 1 July 2009 and 30 June 2010 but had not exited by 30 June 2010

Results for activity based placements such as Work for the Dole and Green Corps, and shorter term placements such as Stream 1 (Limited) are based on the outcomes of job seekers who exited in the reporting period. This approach suits the nature of these types of assistance as they have discrete start and end points.

Results for Job Placement are based on the outcomes of job seekers who were placed in jobs in the reporting period.

Reformed Indigenous Employment Program

For each of the different elements of the Reformed Indigenous Employment Program (as outlined previously), the population is split into the same strata as are used for Job Services Australia, but a census is undertaken.

The results presented in this report for the Reformed Indigenous Employment Program are based on the outcomes of job seekers who exited from the various elements of the program in the reporting period.

Disability Employment Services

For both the Employment Assistance and Ongoing Support components of the Disability Employment Services, the population is split into the same strata as are used for Job Services Australia, with a one-in-three sample selection. The results presented in this report for Disability Employment Services are a combination of the outcomes of job seekers who, in the reporting period, exited from assistance or a phase of assistance and those job seekers who reached 12 months participation in the program.

Comparing results

Users should not attempt to directly compare the results reported for Job Services Australia assistance with Job Network and other complementary programs under the previous employment services contract. Different eligibility, access and labour market conditions are all factors that make comparisons problematic.