



Australian Government  
Department of Employment

# Labour Market Assistance Outcomes

*Job Services Australia*

September 2013

# Contents

---

<b>1. Labour Market Assistance Outcomes – Job Services Australia Overview</b>	<b>3</b>
Table 1.1 – JSA Labour Market Outcomes, September 2013 .....	4
Table 1.2 – JSA Labour Market Outcomes, September 2012 .....	4
Table 1.3 – JSA Employment Outcomes, September 2011 to September 2013 .....	4
Table 1.4 – JSA Education and Training Outcomes, September 2011 to September 2013 .....	4
Table 1.5 – JSA Positive Outcomes, September 2011 to September 2013 .....	4
Table 1.6 – JSA Employment Outcomes, September 2013 .....	5
Table 1.7 – JSA Employment Outcomes, September 2012 .....	5
Table 1.8 – JSA Education and Training Outcomes, September 2013 .....	5
Table 1.9 – JSA Education and Training Outcomes, September 2012 .....	5
<b>2. JSA Detailed Outcomes</b>	<b>6</b>
Table 2.1 – JSA Streams 1 to 4 Outcomes, September 2013.....	6
Table 2.2 – JSA Stream 1 Outcomes, September 2013 .....	7
Table 2.3 – JSA Stream 2 Outcomes, September 2013 .....	8
Table 2.4 – JSA Stream 3 Outcomes, September 2013 .....	9
Table 2.5 – JSA Stream 4 Outcomes, September 2013 .....	10
Table 2.6 – Status of JSA Job Seekers Three Months After Job Placement, September 2013.....	11
Table 2.7 – JSA Activities, September 2013 .....	12
Table 2.8 – JSA Training Outcomes, September 2013.....	13
Table 2.9 – JSA Training in Job Search Techniques Outcomes, September 2013.....	14
Table 2.10 – JSA Employment Outcomes by State/Territory, September 2013.....	15
Table 2.11 – JSA Positive Outcomes by State/Territory, September 2013.....	15
<b>3. Job Seeker Satisfaction</b>	<b>16</b>
Table 3.1 – JSA job seeker satisfaction with the information provided about training and education options, September 2013 .....	16
Table 3.2 – JSA job seeker satisfaction with the information provided about other support services, September 2013.....	16
Table 3.3 – JSA job seeker satisfaction with the help suited to circumstances, September 2013 .....	16
Table 3.4 – JSA job seeker satisfaction with staff treatment of job seeker as an individual, September 2013.....	16
Table 3.5 – JSA job seeker satisfaction with staff treatment of job seeker with respect, September 2013 .....	17
Table 3.6 – JSA job seeker satisfaction with overall quality of service, September 2013 .....	17
<b>4. Further Information</b>	<b>18</b>
Outcome Measures and Definitions .....	18
Survey and Technical Information .....	20
Sampling, In-scope populations and Results.....	22
Job Services Australia Description.....	24

For more information on Labour Market Assistance Outcomes please email [ppmsurvey@employment.gov.au](mailto:ppmsurvey@employment.gov.au)

ISBN: 978-1-74361-454-9

# 1. Labour Market Assistance Outcomes – Job Services Australia Overview

This publication presents the employment and education outcomes of job seekers in Job Services Australia (JSA) for the year ending September 2013. Outcomes in this publication relate to job seekers who were assisted between 1 July 2012 and 30 June 2013 with outcomes measured between 1 October 2012 and 30 September 2013.

The key information on employment and education outcomes is based on survey responses collected through the Department of Employment's Post Programme Monitoring Survey, which is conducted around three months after job seekers have been assisted in employment services.

The outcomes refer to the labour market and education status of job seekers at the time they are surveyed.

- An employment outcome is achieved when a job seeker indicates they are doing paid work.
- An education/training outcome is achieved when a job seeker indicates they are studying or training.
- A positive outcome is achieved when a job seeker indicates they are doing paid work and/or studying/training.

## Key Observations – September 2013

The employment outcome rates for JSA Streams for the 12 month period ending September 2013 have declined since the 12 month period ending September 2012. In the year ending September 2013, 42.8 per cent of Stream 1-4 job seekers were in employment three months following participation in JSA, compared to 48.4 per cent in the year ending September 2012. This downward trend has recently changed with a 1.5 percentage point increase in the overall employment outcome rate compared to the year ending June 2013 results.

- The biggest change in the employment outcome rate for the 12 months to September 2013 compared to the previous year is in Stream 2, with a 10.4 percentage point decrease to 41.4 per cent;
- A lower rate of employment outcomes is partially offset by a slight increase in the education and training outcome rate which has increased by 2.0 percentage points to 22.7 per cent in the 12 months to September 2013.
- The year on year declines are largely driven by a 12 per cent reduction in the number of recorded job placements between the years ending September 2012 and September 2013. Furthermore over the 12 months to September 2013, the department's Internet Vacancy Index fell by 19.7 per cent indicating that the level of job advertising remains low.
- Outcomes following an activity placement have fallen with 54.7 per cent of job seekers reporting being in work or education and training compared to 57.1 per cent for the year ending September 2012, while levels of satisfaction have fallen 0.6 percentage points with 68.6 per cent of job seekers report being satisfied or very satisfied with their providers for the year ending September 2013.

**Table 1.1 – JSA Labour Market Outcomes, September 2013**

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Stream 1-4	42.8	40.0	17.2	22.7	58.5
Stream 1	57.2	33.5	9.2	22.8	70.5
Stream 2	41.4	42.1	16.6	24.4	58.7
Stream 3	33.8	47.9	18.3	22.1	51.5
Stream 4	23.4	42.5	34.2	20.4	39.8
New Enterprise Incentive Scheme	85.2	10.7	4.0	10.1	87.3

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to June 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

**Table 1.2 – JSA Labour Market Outcomes, September 2012**

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Stream 1-4	48.4	35.7	15.9	20.7	61.7
Stream 1	61.5	29.4	9.1	19.8	72.2
Stream 2	51.8	34.4	13.8	22.2	65.7
Stream 3	38.3	43.9	17.8	21.7	53.9
Stream 4	29.7	39.9	30.4	19.1	44.1
New Enterprise Incentive Scheme	85.3	9.7	5.0	11.5	87.1

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to June 2012, with outcomes measured around three months later.

**Table 1.3 – JSA Employment Outcomes, September 2011 to September 2013**

	Sep 2011 (%)	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)	Sep 2012 (%)	Dec 2012 (%)	Mar 2013 (%)	Jun 2013 (%)	Sep 2013 (%)
Stream 1-4	47.7	48.8	49.0	48.7	48.4	43.3	42.2	41.3	42.8
Stream 1	58.7	60.7	62.0	61.3	61.5	57.1	56.4	55.9	57.2
Stream 2	54.0	55.0	54.2	53.0	51.8	45.6	42.5	41.4	41.4
Stream 3	35.8	37.9	38.3	38.1	38.3	33.3	32.4	31.1	33.8
Stream 4	28.5	29.0	29.4	30.7	29.7	25.1	24.7	22.6	23.4

**Table 1.4 – JSA Education and Training Outcomes, September 2011 to September 2013**

	Sep 2011 (%)	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)	Sep 2012 (%)	Dec 2012 (%)	Mar 2013 (%)	Jun 2013 (%)	Sep 2013 (%)
Stream 1-4	20.0	20.8	20.9	20.7	20.7	21.9	22.4	22.7	22.7
Stream 1	20.1	21.9	22.2	20.5	19.8	20.7	21.3	21.8	22.8
Stream 2	19.6	20.8	21.1	21.7	22.2	23.8	24.7	25.2	24.4
Stream 3	21.4	21.0	20.7	21.5	21.7	23.1	23.3	23.6	22.1
Stream 4	18.1	18.2	18.5	18.4	19.1	19.9	20.5	20.2	20.4

**Table 1.5 – JSA Positive Outcomes, September 2011 to September 2013**

	Sep 2011 (%)	Dec 2011 (%)	Mar 2012 (%)	Jun 2012 (%)	Sep 2012 (%)	Dec 2012 (%)	Mar 2013 (%)	Jun 2013 (%)	Sep 2013 (%)
Stream 1-4	60.3	61.7	62.2	61.9	61.7	58.4	57.8	57.4	58.5
Stream 1	69.3	71.9	73.6	72.4	72.2	69.3	69.2	69.1	70.5
Stream 2	65.7	67.3	67.1	66.4	65.7	62.0	59.8	59.1	58.7
Stream 3	52.4	53.7	53.6	53.5	53.9	51.0	50.7	50.2	51.5
Stream 4	41.3	42.4	43.7	44.6	44.1	40.8	40.5	39.1	39.8

**Table 1.6 – JSA Employment Outcomes, September 2013**

	Permanent employee (%)	Casual, temporary or seasonal employee (%)	Self-employed (%)	Employed, seeking more work (%)	Full-time employed, seeking more work (%)	Part-time employed, seeking more work (%)	Employed & studying (%)
Stream 1-4	31.9	58.9	9.1	50.1	7.7	42.3	16.4
Stream 1	37.1	54.6	8.3	47.6	8.6	39.0	16.8
Stream 2	28.5	61.4	10.2	53.5	7.5	45.7	17.2
Stream 3	22.9	66.5	10.6	51.3	4.8	46.4	13.1
Stream 4	27.7	63.8	8.5	53.3	8.5	44.5	16.9

This table refers to employment outcomes for job seekers who participated in employment assistance in the 12 months to June 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

**Table 1.7 – JSA Employment Outcomes, September 2012**

	Permanent employee (%)	Casual, temporary or seasonal employee (%)	Self-employed (%)	Employed, seeking more work (%)	Full-time employed, seeking more work (%)	Part-time employed, seeking more work (%)	Employed & studying (%)
Stream 1-4	36.3	54.5	9.2	45.7	9.5	36.2	15.5
Stream 1	40.5	49.8	9.8	43.3	10.0	33.2	14.9
Stream 2	35.9	55.8	8.3	46.5	10.0	36.2	16.0
Stream 3	27.4	63.3	9.3	49.6	5.9	43.6	15.9
Stream 4	34.7	56.7	8.7	47.5	12.2	36.3	15.6

This table refers to employment outcomes for job seekers who participated in employment assistance in the 12 months to June 2012, with outcomes measured around three months later.

**Table 1.8 – JSA Education and Training Outcomes, September 2013**

	Studying full-time (%)	Studying part-time (%)	Studying at Year 10, 11 or 12 level (%)	Studying at certificate level (%)	Studying at diploma level or higher (%)	Studying at 'other' or unspecified level (%)
Stream 1-4	56.7	43.3	5.0	55.4	26.6	13.0
Stream 1	57.2	42.8	2.2	48.3	37.7	11.8
Stream 2	60.7	39.3	5.6	56.3	26.0	12.0
Stream 3	51.9	48.1	7.0	63.1	14.3	15.6
Stream 4	54.1	45.9	8.6	61.7	15.1	14.6

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to education outcomes for job seekers who participated in employment assistance in the 12 months to June 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

**Table 1.9 – JSA Education and Training Outcomes, September 2012**

	Studying full-time (%)	Studying part-time (%)	Studying at Year 10, 11 or 12 level (%)	Studying at certificate level (%)	Studying at diploma level or higher (%)	Studying at 'other' or unspecified level (%)
Stream 1-4	56.6	43.4	5.9	52.8	29.0	12.3
Stream 1	57.8	42.2	3.2	45.1	40.7	11.0
Stream 2	57.6	42.4	5.9	55.3	28.8	10.1
Stream 3	52.5	47.5	6.9	58.3	19.8	15.0
Stream 4	58.4	41.6	10.4	56.4	17.9	15.3

This table refers to education outcomes for job seekers who participated in employment assistance in the 12 months to June 2012, with outcomes measured around three months later.

## 2. JSA Detailed Outcomes

**Table 2.1 – JSA Streams 1 to 4 Outcomes, September 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	14.6	22.9	37.5	44.4	18.1	37.1	62.8
Aged 21 to 24 years	20.4	27.1	47.4	35.4	17.2	32.8	68.7
Aged 25 to 34 years	19.6	26.0	45.6	38.1	16.3	23.5	60.9
Aged 35 to 49 years	14.5	30.5	44.9	39.7	15.4	21.4	60.4
Aged 50 or more years	11.0	27.2	38.2	41.5	20.3	13.1	47.9
Unemployed 0 to less than 6 months	20.6	28.8	49.4	35.8	14.8	24.6	65.2
Unemployed 6 to less than 12 months	10.0	26.2	36.2	39.7	24.1	21.8	51.6
Unemployed 12 to less than 24 months	9.8	28.2	38.0	44.3	17.7	21.9	54.3
Unemployed 24 to less than 36 months	8.7	26.3	34.9	46.2	18.9	18.8	50.3
Unemployed 36 or more months	5.0	23.6	28.6	49.4	22.0	16.9	42.5
Less than Year 10 educated	7.5	17.1	24.6	45.3	30.2	26.0	46.8
Year 10 or 11 educated	12.6	23.8	36.4	43.3	20.3	17.2	49.9
Year 12 educated	15.5	31.2	46.7	38.3	15.0	29.7	65.9
University educated	21.9	34.9	56.8	32.7	10.4	23.6	70.5
Vocational educated	16.8	29.7	46.5	39.6	13.9	20.7	59.8
Males	19.1	21.3	40.4	45.1	14.5	19.1	54.0
Females	11.0	34.2	45.2	34.6	20.3	26.6	63.2
People with Disability	8.5	24.2	32.6	43.3	24.0	18.7	47.2
Indigenous	10.1	16.6	26.6	54.7	18.7	18.1	40.0
CALD	12.6	25.5	38.1	40.9	21.0	32.2	62.8
Sole Parents	10.3	39.4	49.6	32.4	17.9	22.5	64.7
Newstart Allowance recipients	14.9	27.2	42.1	40.8	17.1	20.2	56.4
Youth Allowance (other) recipients	13.8	23.6	37.4	44.4	18.2	35.5	61.8
Disability Support Pension recipients	n.p.	n.p.	19.6	34.4	46.0	17.3	32.2
Parenting Payment recipients	7.5	38.4	45.8	34.5	19.7	25.3	63.6
Not on income support	28.7	26.8	55.6	34.2	10.3	19.0	66.3
<b>TOTAL</b>	<b>15.1</b>	<b>27.7</b>	<b>42.8</b>	<b>40.0</b>	<b>17.2</b>	<b>22.7</b>	<b>58.5</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in JSA in the 12 months to June 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.2 – JSA Stream 1 Outcomes, September 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	23.7	27.6	51.4	37.0	11.6	38.3	72.7
Aged 21 to 24 years	28.1	31.9	60.0	29.5	10.5	31.1	78.4
Aged 25 to 34 years	30.3	30.5	60.8	30.4	8.8	23.6	73.4
Aged 35 to 49 years	25.0	34.8	59.9	33.5	6.6	19.7	72.0
Aged 50 or more years	20.9	31.2	52.1	37.0	10.9	12.4	59.2
Unemployed 0 to less than 6 months	26.7	31.6	58.3	32.6	9.1	23.0	71.4
Unemployed 6 to less than 12 months	10.8	39.0	49.8	35.5	14.7	21.2	63.2
Unemployed 12 to less than 24 months	16.6	32.8	49.4	42.3	8.3	19.0	63.0
Unemployed 24 to less than 36 months	19.1	31.3	50.3	n.p.	n.p.	12.7	59.0
Unemployed 36 or more months	n.p.	n.p.	29.7	n.p.	n.p.	n.p.	32.5
Less than Year 10 educated	15.6	21.9	37.5	43.7	18.8	18.7	53.4
Year 10 or 11 educated	24.8	25.0	49.8	38.9	11.3	15.2	60.2
Year 12 educated	21.8	33.9	55.7	35.0	9.3	31.9	74.3
University educated	29.5	36.5	66.0	27.3	6.7	23.1	77.7
Vocational educated	25.5	32.0	57.4	33.5	9.0	20.9	69.5
Males	29.7	24.3	54.0	38.2	7.8	21.0	67.2
Females	20.1	41.2	61.2	27.5	11.2	25.2	74.5
People with Disability	22.8	29.3	52.1	39.1	8.8	18.9	64.3
Indigenous	19.3	32.2	51.5	n.p.	n.p.	17.6	61.8
CALD	22.0	27.9	49.9	38.6	11.5	30.6	69.7
Sole Parents	20.4	47.6	68.0	22.5	9.6	19.9	76.6
Newstart Allowance recipients	24.9	32.4	57.3	34.0	8.8	21.0	69.8
Youth Allowance (other) recipients	20.7	28.8	49.4	38.0	12.5	39.6	72.2
Parenting Payment recipients	13.4	50.6	64.0	23.1	12.8	24.2	76.4
Not on income support	33.7	28.7	62.3	30.7	7.0	18.4	71.3
<b>TOTAL</b>	<b>25.3</b>	<b>32.0</b>	<b>57.2</b>	<b>33.5</b>	<b>9.2</b>	<b>22.8</b>	<b>70.5</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in Stream 1 in the 12 months to June 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.3 – JSA Stream 2 Outcomes, September 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	12.0	25.2	37.3	49.2	13.6	39.6	66.0
Aged 21 to 24 years	17.8	26.6	44.4	37.7	17.9	36.5	67.8
Aged 25 to 34 years	16.8	25.2	41.9	43.1	15.0	27.5	60.5
Aged 35 to 49 years	12.7	34.5	47.2	39.0	13.8	24.5	64.0
Aged 50 or more years	9.6	28.0	37.5	40.4	22.1	10.5	45.8
Unemployed 0 to less than 6 months	13.2	27.2	40.4	40.6	19.0	25.6	58.5
Unemployed 6 to less than 12 months	11.3	24.9	36.2	45.9	17.8	23.9	53.3
Unemployed 12 to less than 24 months	11.4	31.5	42.9	43.7	13.3	22.9	58.9
Unemployed 24 to less than 36 months	11.9	34.6	46.6	43.4	10.0	22.5	63.8
Unemployed 36 or more months	12.4	32.5	45.0	45.0	10.0	27.1	66.6
Less than Year 10 educated	9.7	21.9	31.6	42.4	26.0	25.3	53.5
Year 10 or 11 educated	12.1	24.3	36.4	46.9	16.7	21.5	52.9
Year 12 educated	14.0	30.3	44.3	38.6	17.1	31.8	66.2
University educated	14.8	35.0	49.8	36.2	14.0	25.4	65.9
Vocational educated	10.8	32.5	43.3	42.6	14.1	20.9	57.0
Males	15.1	22.7	37.8	49.8	12.5	20.3	52.6
Females	9.8	35.1	44.9	34.4	20.7	28.4	64.5
People with Disability	9.9	28.3	38.2	42.5	19.2	19.8	52.6
Indigenous	15.1	16.8	31.9	57.1	11.0	23.4	49.0
CALD	9.1	26.1	35.1	41.8	23.1	31.1	60.1
Sole Parents	13.1	47.5	60.6	27.1	12.2	21.7	73.6
Newstart Allowance recipients	12.0	27.1	39.0	43.4	17.5	20.2	53.6
Youth Allowance (other) recipients	13.2	26.7	39.8	47.7	12.4	37.2	66.4
Disability Support Pension recipients	n.p.	n.p.	23.8	32.3	43.9	28.5	42.8
Parenting Payment recipients	10.9	48.2	59.1	25.6	15.2	23.2	73.6
Not on income support	16.5	26.2	42.7	41.2	16.1	19.1	55.9
<b>TOTAL</b>	<b>12.3</b>	<b>29.0</b>	<b>41.4</b>	<b>42.1</b>	<b>16.6</b>	<b>24.4</b>	<b>58.7</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in Stream 2 in the 12 months to June 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.



**Table 2.4 – JSA Stream 3 Outcomes, September 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	7.5	19.9	27.5	55.9	16.6	37.7	56.9
Aged 21 to 24 years	9.9	26.3	36.2	44.4	19.4	39.3	63.0
Aged 25 to 34 years	5.8	30.3	36.1	46.8	17.1	24.9	56.1
Aged 35 to 49 years	5.3	30.6	35.9	48.3	15.8	24.3	55.7
Aged 50 or more years	5.3	26.0	31.3	46.6	22.1	13.8	42.8
Unemployed 0 to less than 6 months	8.0	26.1	34.1	42.3	23.6	29.0	56.7
Unemployed 6 to less than 12 months	6.1	26.2	32.3	38.1	29.6	18.1	46.2
Unemployed 12 to less than 24 months	6.8	26.5	33.3	48.3	18.4	25.5	54.0
Unemployed 24 to less than 36 months	7.2	26.1	33.3	50.7	16.0	21.3	50.7
Unemployed 36 or more months	3.4	29.4	32.8	52.5	14.7	16.0	46.1
Less than Year 10 educated	5.0	18.5	23.5	50.3	26.2	28.5	48.7
Year 10 or 11 educated	4.7	29.1	33.8	48.6	17.6	15.8	47.6
Year 12 educated	5.8	33.2	39.0	43.2	17.8	25.1	57.4
University educated	5.0	34.5	39.5	48.2	12.3	23.0	56.0
Vocational educated	8.3	28.1	36.3	47.3	16.3	22.4	52.8
Males	7.8	21.6	29.4	56.4	14.2	14.4	41.7
Females	4.6	32.3	36.9	42.0	21.2	27.5	58.4
People with Disability	5.0	28.2	33.1	47.7	19.2	18.8	48.2
Indigenous	9.0	18.3	27.3	59.3	13.4	16.8	39.8
CALD	4.7	26.9	31.6	44.5	23.9	34.2	60.7
Sole Parents	5.7	36.2	41.9	38.9	19.2	25.4	60.9
Newstart Allowance recipients	5.5	27.1	32.6	50.0	17.4	19.0	48.2
Youth Allowance (other) recipients	7.5	21.2	28.7	56.3	15.0	34.3	55.9
Disability Support Pension recipients	n.p.	n.p.	22.4	39.8	37.8	20.1	36.4
Parenting Payment recipients	5.5	33.8	39.3	40.8	19.9	29.2	61.4
Not on income support	21.5	19.8	41.3	39.9	18.8	24.2	60.5
<b>TOTAL</b>	<b>5.8</b>	<b>27.9</b>	<b>33.8</b>	<b>47.9</b>	<b>18.3</b>	<b>22.1</b>	<b>51.5</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in Stream 3 in the 12 months to June 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.5 – JSA Stream 4 Outcomes, September 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	9.6	10.3	19.9	37.5	42.6	28.4	40.7
Aged 21 to 24 years	9.9	14.3	24.1	42.2	33.7	27.7	46.3
Aged 25 to 34 years	10.7	13.2	23.8	42.9	33.3	18.3	37.8
Aged 35 to 49 years	5.7	18.0	23.7	43.3	33.0	18.3	39.4
Aged 50 or more years	3.8	18.6	22.3	42.9	34.8	19.0	37.7
Unemployed 0 to less than 6 months	11.1	15.7	26.8	38.5	34.7	28.4	48.7
Unemployed 6 to less than 12 months	10.1	16.1	26.2	35.7	38.1	21.8	42.2
Unemployed 12 to less than 24 months	4.6	20.2	24.8	42.4	32.8	18.4	39.1
Unemployed 24 to less than 36 months	5.1	17.3	22.4	43.3	34.3	13.3	35.0
Unemployed 36 or more months	4.7	15.4	20.0	46.9	33.0	15.9	33.4
Less than Year 10 educated	5.7	11.7	17.4	43.3	39.3	26.7	39.4
Year 10 or 11 educated	7.0	16.7	23.7	39.0	37.3	15.7	36.9
Year 12 educated	4.8	18.6	23.4	45.7	30.8	20.9	39.8
University educated	5.6	21.1	26.7	44.1	29.2	24.2	45.7
Vocational educated	10.2	18.6	28.9	44.1	27.1	17.1	41.4
Males	9.7	12.8	22.5	45.7	31.8	17.2	36.2
Females	3.4	20.9	24.3	38.2	37.6	24.7	44.5
People with Disability	6.3	17.4	23.7	41.7	34.6	18.1	38.6
Indigenous	5.6	9.8	15.4	49.2	35.4	16.5	28.0
CALD	5.7	15.1	20.8	39.7	39.5	35.8	52.0
Sole Parents	4.7	22.8	27.5	37.4	35.2	19.3	43.6
Newstart Allowance recipients	6.6	16.7	23.3	43.5	33.2	19.8	39.6
Youth Allowance (other) recipients	9.8	10.1	19.9	36.7	43.4	26.3	39.2
Disability Support Pension recipients	n.p.	n.p.	13.5	30.4	56.1	13.1	24.4
Parenting Payment recipients	n.p.	n.p.	24.8	40.8	34.4	16.8	38.2
Not on income support	n.p.	n.p.	28.7	48.8	22.5	n.p.	42.6
<b>TOTAL</b>	<b>6.9</b>	<b>16.5</b>	<b>23.4</b>	<b>42.5</b>	<b>34.2</b>	<b>20.4</b>	<b>39.8</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in Stream 4 in the 12 months to June 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

The job seeker characteristics refer to the job seekers' circumstances at the commencement in their phase of assistance.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.6 – Status of JSA Job Seekers Three Months After Job Placement, September 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	29.4	41.4	70.7	26.4	2.9	24.3	77.5
Aged 21 to 24 years	32.4	37.9	70.4	26.9	2.8	19.2	76.4
Aged 25 to 34 years	29.5	37.8	67.3	27.8	4.9	16.8	73.0
Aged 35 to 49 years	27.0	43.9	70.9	25.5	3.6	13.3	75.0
Aged 50 or more years	25.1	45.4	70.5	25.9	3.5	9.2	73.4
Unemployed 0 to less than 6 months	34.9	42.0	76.9	19.8	3.3	15.9	80.7
Unemployed 6 to less than 12 months	29.4	39.9	69.3	27.2	3.5	16.7	74.1
Unemployed 12 to less than 24 months	24.6	43.3	67.9	28.6	3.5	15.1	73.5
Unemployed 24 to less than 36 months	22.1	43.7	65.8	29.3	4.9	14.3	71.1
Unemployed 36 or more months	17.7	44.1	61.8	34.5	3.7	11.4	66.5
Less than Year 10 educated	25.1	39.0	64.1	30.3	5.6	13.0	70.1
Year 10 or 11 educated	25.1	38.4	63.5	32.7	3.8	11.6	68.1
Year 12 educated	28.3	46.4	74.7	22.0	3.3	19.9	80.0
University educated	34.7	43.8	78.4	18.8	2.7	17.1	82.8
Vocational educated	27.2	43.3	70.5	26.1	3.4	14.6	74.5
Males	33.4	30.7	64.2	32.4	3.5	11.3	68.4
Females	22.0	54.9	77.0	19.3	3.7	19.2	82.1
People with Disability	22.0	43.9	65.8	29.3	4.9	12.5	69.8
Indigenous	29.2	34.0	63.2	33.1	3.7	15.9	68.7
CALD	28.4	44.8	73.3	22.3	4.4	17.7	79.5
Sole Parents	17.5	60.7	78.2	18.1	3.7	15.7	82.1
Newstart Allowance recipients	24.0	43.1	67.1	29.2	3.7	13.4	71.6
Youth Allowance (other) recipients	22.0	45.6	67.7	29.5	2.8	21.8	75.2
Disability Support Pension recipients	10.0	41.0	51.0	31.8	17.2	16.2	60.6
Parenting Payment recipients	14.9	65.4	80.3	15.7	4.1	16.6	84.7
Not on income support	60.1	24.0	84.1	12.9	3.0	13.1	85.8
<b>TOTAL</b>	<b>27.9</b>	<b>42.3</b>	<b>70.2</b>	<b>26.2</b>	<b>3.6</b>	<b>15.1</b>	<b>74.9</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who were placed in jobs through JSA in the 12 months to June 2013, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

The job seeker characteristics refer to the job seekers' circumstances at time of job placement.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.7 – JSA Activities, September 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
<b>Intensive Activity<sup>1</sup></b>	<b>9.7</b>	<b>21.9</b>	<b>31.6</b>	<b>62.4</b>	<b>5.9</b>	<b>23.9</b>	<b>49.6</b>
Training	9.9	22.6	32.5	56.7	10.8	48.5	68.5
Training in Job Search Techniques	9.7	21.9	31.6	64.1	4.3	17.8	45.0
Work for the Dole	n.p.	n.p.	n.p.	62.4	n.p.	n.p.	n.p.
Voluntary Work	n.p.	n.p.	30.1	60.9	9.0	13.1	40.2
Work Experience	n.p.	n.p.	36.6	n.p.	n.p.	n.p.	43.2
Other Activity	9.9	13.9	23.8	45.9	30.2	57.6	76.5
<b>Work Exp. Phase<sup>2</sup></b>	<b>6.5</b>	<b>16.9</b>	<b>23.4</b>	<b>63.9</b>	<b>12.7</b>	<b>31.0</b>	<b>49.3</b>
Training	6.8	18.4	25.2	60.7	14.1	42.2	59.0
Training in Job Search Techniques	n.p.	n.p.	17.7	76.1	6.2	20.7	36.1
Work for the Dole	6.5	16.5	22.9	67.1	9.9	17.8	38.7
Voluntary Work	4.4	17.5	21.9	65.4	12.7	14.5	33.6
Work Experience	n.p.	n.p.	19.5	n.p.	n.p.	20.7	36.1
Other Activity	5.9	14.0	19.8	54.2	26.0	41.5	56.6
<b>Other<sup>3</sup></b>	<b>8.0</b>	<b>22.5</b>	<b>30.5</b>	<b>51.1</b>	<b>18.4</b>	<b>39.6</b>	<b>60.7</b>
Training	8.4	24.7	33.2	50.2	16.6	41.2	63.7
Training in Job Search Techniques	5.5	16.6	22.1	66.6	11.3	25.4	42.8
Work for the Dole	n.p.	n.p.	20.2	n.p.	n.p.	17.6	35.1
Voluntary Work	n.p.	n.p.	17.6	36.5	45.9	9.4	24.7
Work Experience	n.p.	n.p.	56.5	n.p.	n.p.	27.3	67.9
Other Activity	9.6	17.1	26.7	44.7	28.6	43.2	63.9
<b>All activities<sup>4</sup></b>	<b>7.7</b>	<b>20.2</b>	<b>28.0</b>	<b>57.6</b>	<b>14.4</b>	<b>34.0</b>	<b>54.7</b>
Training	8.0	22.6	30.5	53.9	15.5	41.9	62.4
Training in Job Search Techniques	8.1	19.3	27.4	66.4	6.2	20.0	43.1
Work for the Dole	6.6	16.3	22.9	66.9	10.2	17.7	38.6
Voluntary Work	4.5	17.4	21.9	60.8	17.3	13.6	32.7
Work Experience	6.6	31.6	38.2	n.p.	n.p.	22.0	50.4
Other Activity	8.8	16.3	25.2	47.0	27.8	43.1	62.6

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to job seekers who exited an activity in the 12 months to June 2013, with outcomes measured around three months later. The results for some smaller individual activities, such as Drought Force and Green Corps, are not shown but are included in the relevant sub-totals and totals. Outcomes for part-time or casual employment (paid), non-vocational activities, Community Development Employment Projects and New Enterprise Incentive Scheme are excluded from this table. See the 'Sampling, In-scope populations and Results' section on page 23 for further details.

<sup>1</sup> Outcomes for Stream 1 job seekers who undertook an Intensive Activity.

<sup>2</sup> Outcomes for job seekers who undertook an activity in the Work Experience and Compulsory Activity Phases.

<sup>3</sup> Outcomes for job seekers who undertook activities that were not classified as part of their Intensive Activity, Work Experience or Compulsory Activity Phases.

<sup>4</sup> Outcomes for job seekers who undertook an activity at any time in assistance.

## Table 2.8 – JSA Training Outcomes, September 2013

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	7.6	19.4	27.0	59.0	14.1	38.9	56.2
Aged 21 to 24 years	9.7	22.1	31.8	56.1	12.1	44.0	64.3
Aged 25 to 34 years	10.1	21.9	32.0	50.6	17.4	41.3	63.7
Aged 35 to 49 years	8.0	22.5	30.5	53.5	16.0	44.7	64.6
Aged 50 or more years	5.1	25.5	30.6	50.0	19.4	39.6	61.9
Unemployed 0 to less than 6 months	9.7	28.6	38.4	48.0	13.7	40.0	66.7
Unemployed 6 to less than 12 months	8.9	22.0	30.9	53.9	15.2	45.2	64.6
Unemployed 12 to less than 24 months	8.6	21.0	29.6	53.4	16.9	42.7	63.0
Unemployed 24 to less than 36 months	6.6	21.0	27.6	55.3	17.1	41.0	58.4
Unemployed 36 or more months	4.9	16.7	21.6	62.0	16.4	41.3	55.9
Less than Year 10 educated	7.9	13.5	21.4	53.0	25.5	47.2	62.3
Year 10 or 11 educated	7.6	18.7	26.4	57.7	16.0	35.4	55.1
Year 12 educated	6.1	24.7	30.7	52.6	16.7	49.7	67.7
University educated	9.4	27.9	37.3	50.5	12.2	48.5	72.8
Vocational educated	9.3	26.5	35.8	52.9	11.3	36.9	60.9
Males	10.3	17.6	27.9	60.3	11.7	36.7	56.7
Females	6.4	26.1	32.5	49.0	18.5	45.7	66.6
People with Disability	6.9	20.4	27.3	54.1	18.6	39.4	58.9
Indigenous	8.2	14.5	22.6	64.4	13.0	27.2	44.1
CALD	7.4	18.2	25.6	49.6	24.8	57.8	73.3
Sole Parents	6.0	29.7	35.7	46.8	17.5	44.6	67.2
Newstart Allowance recipients	8.5	22.3	30.9	54.3	14.8	41.5	63.0
Youth Allowance (other) recipients	7.3	18.4	25.7	62.1	12.3	35.9	54.0
Disability Support Pension recipients	n.p.	n.p.	18.9	54.2	26.9	37.7	49.9
Parenting Payment recipients	5.0	29.4	34.5	44.9	20.7	46.1	68.0
Not on income support	18.7	22.0	40.8	n.p.	n.p.	30.4	58.1
<b>TOTAL</b>	<b>8.0</b>	<b>22.6</b>	<b>30.5</b>	<b>53.9</b>	<b>15.5</b>	<b>41.9</b>	<b>62.4</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who exited Training placements in the 12 months to June 2013, with outcomes measured around three months later.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of the activity.

Outcomes for job seekers not on income support or other income support types are not reported separately but included in the overall total.

**Table 2.9 – JSA Training in Job Search Techniques Outcomes, September 2013**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	7.0	20.4	27.4	63.5	9.1	25.0	46.6
Aged 21 to 24 years	9.3	20.7	29.9	62.5	7.6	22.9	48.2
Aged 25 to 34 years	10.4	18.0	28.4	64.6	7.0	24.6	48.3
Aged 35 to 49 years	7.5	19.0	26.4	68.6	5.0	19.9	42.1
Aged 50 or more years	7.1	19.0	26.2	68.2	5.6	13.1	36.4
Unemployed 0 to less than 6 months	11.0	20.4	31.4	60.4	8.2	23.0	48.0
Unemployed 6 to less than 12 months	8.2	20.4	28.6	66.5	4.9	16.9	42.4
Unemployed 12 to less than 24 months	n.p.	n.p.	26.2	n.p.	n.p.	28.9	49.6
Unemployed 24 to less than 36 months	n.p.	n.p.	20.7	n.p.	n.p.	n.p.	34.1
Unemployed 36 or more months	n.p.	n.p.	16.4	n.p.	n.p.	18.0	31.5
Less than Year 10 educated	n.p.	n.p.	21.2	66.3	12.5	19.9	36.8
Year 10 or 11 educated	7.9	15.2	23.2	68.6	8.2	16.4	36.8
Year 12 educated	7.1	20.5	27.6	66.9	5.5	22.8	45.4
University educated	12.8	19.4	32.2	63.2	4.6	22.1	47.9
Vocational educated	7.3	21.8	29.1	66.1	4.8	19.4	45.2
Males	8.5	15.9	24.4	70.0	5.7	18.3	39.4
Females	7.5	23.6	31.1	61.9	6.9	21.9	47.8
People with Disability	7.5	16.4	23.9	67.1	9.0	21.1	41.4
Indigenous	n.p.	n.p.	20.3	n.p.	n.p.	n.p.	29.1
CALD	6.6	16.2	22.9	70.0	7.1	29.7	47.6
Sole Parents	n.p.	n.p.	34.0	n.p.	n.p.	19.9	49.9
Newstart Allowance recipients	8.1	18.6	26.6	68.1	5.3	19.2	41.8
Youth Allowance (other) recipients	n.p.	n.p.	25.7	65.6	8.7	26.1	45.9
Parenting Payment recipients	n.p.	n.p.	33.8	n.p.	n.p.	20.0	51.9
Not on income support	n.p.	n.p.	54.5	n.p.	n.p.	n.p.	62.4
<b>TOTAL</b>	<b>8.1</b>	<b>19.3</b>	<b>27.4</b>	<b>66.4</b>	<b>6.2</b>	<b>20.0</b>	<b>43.1</b>

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who exited Training in Job Search Techniques placements in the 12 months to June 2013, with outcomes measured around three months later.

The job seeker characteristics refer to the job seekers' circumstances at the commencement of the activity.

Outcomes for job seekers on other income support types are not reported separately but included in the overall total.

**Table 2.10 – JSA Employment Outcomes by State/Territory, September 2013<sup>5</sup>**

	Stream 1-4 (%)	Stream 1 (%)	Stream 2 (%)	Stream 3 (%)	Stream 4 (%)
New South Wales and ACT	40.6	55.7	40.1	32.6	21.2
Victoria	45.1	57.3	42.8	35.4	24.8
Queensland	44.7	59.8	40.3	35.2	26.8
Western Australia	43.4	58.3	41.9	32.6	24.3
South Australia	39.7	52.8	43.4	31.0	20.4
Tasmania	42.3	62.8	39.3	36.6	n.p.
Northern Territory	29.9	57.1	44.8	20.9	n.p.
<b>Australia</b>	<b>42.8</b>	<b>57.2</b>	<b>41.4</b>	<b>33.8</b>	<b>23.4</b>

**Table 2.11 – JSA Positive Outcomes by State/Territory, September 2013<sup>5</sup>**

	Stream 1-4 (%)	Stream 1 (%)	Stream 2 (%)	Stream 3 (%)	Stream 4 (%)
New South Wales and ACT	58.0	70.7	58.4	53.6	37.4
Victoria	60.9	70.2	60.6	53.0	43.4
Queensland	57.2	70.9	55.2	46.9	39.6
Western Australia	57.9	70.7	58.5	45.5	41.6
South Australia	58.7	69.1	61.7	53.2	42.1
Tasmania	55.5	69.0	55.2	52.1	33.0
Northern Territory	38.7	73.9	62.7	24.9	n.p.
<b>Australia</b>	<b>58.5</b>	<b>70.5</b>	<b>58.7</b>	<b>51.5</b>	<b>39.8</b>

---

<sup>5</sup> **Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers.

This table refers to outcomes for job seekers who participated in JSA in the 12 months to June 2013, with outcomes measured around three months later.

### 3. Job Seeker Satisfaction

These results refer to job seekers' level of satisfaction with their employment services provider and the various aspects of the assistance received.

**Table 3.1 – JSA job seeker satisfaction with the information provided about training and education options, September 2013<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	60.3	23.2	16.6
Stream 1	49.6	27.8	22.6
Stream 2	62.9	23.7	13.4
Stream 3	72.3	17.3	10.5
Stream 4	66.4	18.9	14.7

**Table 3.2 – JSA job seeker satisfaction with the information provided about other support services, September 2013<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	55.2	25.7	19.1
Stream 1	46.9	28.6	24.5
Stream 2	56.0	26.5	17.6
Stream 3	64.7	22.2	13.1
Stream 4	61.5	22.3	16.1

**Table 3.3 – JSA job seeker satisfaction with the help suited to circumstances, September 2013<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	59.9	20.3	19.8
Stream 1	50.3	23.6	26.2
Stream 2	62.0	20.2	17.8
Stream 3	70.5	16.5	12.9
Stream 4	66.1	17.2	16.8

**Table 3.4 – JSA job seeker satisfaction with staff treatment of job seeker as an individual, September 2013<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	77.9	12.9	9.2
Stream 1	73.9	15.3	10.8
Stream 2	79.3	11.9	8.8
Stream 3	83.5	9.5	7.0
Stream 4	78.6	12.5	8.9



**Table 3.5 – JSA job seeker satisfaction with staff treatment of job seeker with respect, September 2013<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	82.1	10.6	7.3
Stream 1	79.9	12.9	7.3
Stream 2	83.0	9.5	7.5
Stream 3	86.4	7.4	6.2
Stream 4	81.4	10.5	8.0

**Table 3.6 – JSA job seeker satisfaction with overall quality of service, September 2013<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	68.6	17.1	14.3
Stream 1	61.2	20.8	17.9
Stream 2	71.0	16.3	12.7
Stream 3	76.6	13.4	10.0
Stream 4	72.1	14.3	13.6

---

<sup>6</sup> This table refers to job seekers who participated in JSA employment assistance in the 12 months to June 2013, with satisfaction levels measured around three months later.

## 4. Further Information

---

### Outcome Measures and Definitions

#### Outcome Measures

##### *Labour market outcomes*

- **Employed full-time:** The full-time employment rate is those working 35 or more hours per week as a proportion of all job seekers.
- **Employed part-time:** The part-time employment rate is those working less than 35 hours per week as a proportion of all job seekers.
- **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.
- **Unemployed:** Job seekers are considered unemployed when they respond that they are not employed but are seeking employment. The unemployed outcome rate is the unemployed job seekers as a proportion of all job seekers.
- **Not in the Labour Force (NILF):** Job seekers are considered not in the labour force (NILF) when they respond that they are not working and are not looking for employment. The NILF outcome rate is NILF job seekers as 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.
- **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 the job seekers who are employed, working, and/or studying as a proportion of all job seekers.

##### *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).
- **Study at 'other' or unspecified level:** Proportion of studying job seekers either not in one of the above categories or did not provide the necessary detail.

## **Definitions**

**Duration of unemployment:** The time (in months) that a job seeker was registered as unemployed when they commenced their phase of employment assistance.

**Educational attainment:** The highest level of education attained. Post-secondary education is further split into university and vocational educated.

**Income support types:** The type of income support at their commencement of their phase 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:

- **Disability:** Job seekers who either through their Job Seeker Classification Instrument (JSCI) assessment assessed as having a disability or medical condition or in receipt of Disability Support Pension (DSP) when they commenced their phase of assistance.
- **Indigenous:** Job seekers who identified themselves as Indigenous Australians in response to a voluntary Indigenous status question in their JSCI assessment.
- **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 phase of assistance.

**Not published (n.p.):** Indicates that sufficient data was not available to produce a reliable estimate for the particular group of job seekers. Survey results are based on a stratified sample of the in-scope population and the derived estimates may differ from those that would have been produced if the entire population had been surveyed. Therefore, when publishing the survey results, only the estimates that are considered as representative and robust are reported. This involves calculating the Relative Standard Errors (RSEs) for each derived estimate<sup>7</sup> (i.e. proportions) and suppressing the reporting of those with RSEs greater than 25 per cent. This ensures the accurate interpretation of survey results, especially when making comparisons across time periods and demographic groups.

**Reference period:** Outcomes in this publication relate to job seekers who were assisted between 1 July 2012 and 30 June 2013 with outcomes measured between 1 October 2012 and 30 September 2013.

---

<sup>7</sup> Relative Standard Error (RSE) = Standard Error as a fraction of the value of the estimate. RSE is chosen over Standard Error to measure the robustness of estimates because while the latter expressed as a number indicates the extent to which the survey estimates are likely to deviate from the true population, RSE expressed as a percentage allows comparisons across populations.

# Survey and 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-Programme Monitoring (PPM) survey; and
- Administrative data sourced from the Department of Employment's Employment Services System (ESS).

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 job seekers who participated in employment services. The ESS records details of commencements, job placements and paid outcomes from labour market assistance, while the PPM survey captures additional information from job seekers not already held in administrative systems.

## 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 reach a surveying point (the surveying points 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.

## Programmes Surveyed

This Labour Market Assistance Outcomes publication reports the outcomes for Job Services Australia. Other Labour Market Assistance Outcomes reports are also available for Disability Employment Services and Indigenous Employment Programme (see <http://employment.gov.au/labour-market-assistance-outcomes-reports>). A number of surveys tailored to the job seekers' employment assistance in Job Services Australia are used in measuring these outcomes. These surveys include:

- Stream 1
- Stream 2
- Stream 3
- Stream 4
- Job Placements
- Activity – Work for the Dole
- Activity – Training in Job Search Techniques
- Activity – Voluntary Work – Work Experience
- Activity – Green Corps
- Activity – Drought Force
- Activity – Training
- Activity – New Enterprise Incentive Scheme
- Activity – Other

## Survey Points

The PPM survey is conducted around three months after job seekers become in-scope for having their outcomes measured. Survey points will vary between and within employment programmes.

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 representative outcomes.

For JSA, a job seeker will be in-scope for a Stream-based PPM survey:

- following an exit from JSA
- following a move to a higher Stream of assistance (based on exiting the prior Stream of assistance).

To ensure an accurate measure of JSA, a job seeker who remains in Stream 1, 2 or 3 will be in-scope for a PPM survey:

- for job seekers in Stream 1, following the completion of their Intensive Activity placement (at around four-and-a-half months);
- following the completion of their Initial Service Period (at around the 12 month point); and

- following the completion of the Work Experience Phase (at around the 24 month point) or the Compulsory Activity Phase (at around the 36 and 48 month points).

A job seeker who remains in Stream 4 will be in-scope for a PPM survey at the following points:

- following the completion of their Initial Service Period (at around the 12 month point, or 18 if their Initial Service Period was extended); and
- following the completion of the Work Experience Phase or each Compulsory Activity Phase (at around the 24 and 36 month points or 30 and 42 month points if their Initial Service Period was extended).

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.

## Sampling, In-scope populations and Results

### Sampling

The PPM survey applies a stratified sampling approach to determine 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 (registered job seekers who are ineligible for Youth Allowance due to parental means test);
- 10% not on income support or part-rate Newstart Allowance or Youth Allowance (other);
- 50% on Disability Support Pension;
- 25% on Parenting Payment; and
- 50% on other income support types.

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

### In-scope population

**Stream Services** – job seekers are counted in the ‘in-scope population’ for Stream Services if, during the reference period, they exited from JSA assistance, or a phase of assistance (e.g. initial 12 month service period, Work Experience Phase or Compulsory Activity Phase), or they received assistance in the reference period but had not exited by the end of it. Job seekers can potentially be counted in the ‘In-scope population’ more than once in the reference period (e.g. if they completed a phase and also exited Job Services Australia in the same reference period.) The in-scope population therefore differs to straight counts of participation or commencement in Stream Services that may be shown in other Departmental publications and reports.

**Job Placement** – job seekers are counted in the in-scope population for Job Placement if, during the reference period, they were placed in a job that was recorded in departmental administrative systems. Job seekers can have more than one job placement during the reference period.

**Activities** – job seekers are counted in the in-scope population for activities if, during the reference period, they exited from an activity placement. Job seekers can exit one or more times from the same or different activity type(s) during the reference period.

**NEIS** – job seekers are counted in the in-scope population for NEIS if, during the reference period, they exited from a NEIS placement.

*For further information on results included in this report, please email [ppmsurvey@employment.gov.au](mailto:ppmsurvey@employment.gov.au).*

### Results

**Stream Services** – the results presented in this report for Streams 1 to 4 are a combination of the outcomes of job seekers who exited from Job Services Australia assistance, or a phase of assistance (e.g. initial 12 month service period, Work Experience Phase, Compulsory Activity Phase), or who received assistance in the reference 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 JSA or participated for a certain time without exiting. For example, for the reporting of the Stream 2 outcomes in the September 2013 report, the outcomes of the following three groups of job seekers are used:

- those who exited assistance between 1 July 2012 and 30 June 2013;
- those who reached 12 months of participation in the Initial Service Period, Work Experience Phase or Compulsory Activity Phase between 1 July 2012 and 30 June 2013; and
- those who had not exited by 30 June 2013.

**Activities, NEIS** – results for activity based placements such as Work for the Dole and shorter term placements such as the NEIS programme, are based on the outcomes of job seekers who exited the placement in the reference period. This approach suits the nature of these types of assistance as they have discrete start and end points.

**Job Placement** – results for Job Placement are based on the outcomes of job seekers who were placed in jobs in the reference period.

### **Comparing results**

Caution is urged when comparing the results reported for Job Services Australia assistance with the former Job Network and other complementary programmes under the previous employment services contract. Various factors such as different eligibility and access criteria and labour market conditions should be considered when making such comparisons.

Caution is also urged when comparing results reported for Job Services Australia, Disability Employment Services and Indigenous Employment Programme. Different survey points and sampling methodologies should be considered when making comparisons between employment programmes.

## Job Services Australia Description

JSA is the Australian Government's national employment services system (commenced on 1 July 2009), providing opportunities for training, skills development, work experience and tailored assistance. The key elements of JSA are:

- Streams 1, 2, 3 and 4, including work experience;
- New Enterprise Incentive Scheme; and
- Harvest Labour Services.

It also includes other employment related services, 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. Stream 1 consists of job seekers who are work ready, Stream 2 consists of job seekers with moderate barriers to employment, Stream 3 consists of job seekers with significant barriers to employment and Stream 4 consists of job seekers with severe non-vocational barriers to employment.

**New Enterprise Incentive Scheme (NEIS)** provides 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 Stream 1 job seekers 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. In this phase, providers facilitate work experience activities for job seekers to enhance their chances of finding employment and provide ongoing assistance through regular contact with job seekers. Most job seekers have a requirement to participate in an activity.

**Compulsory Activity Phase (CAP)** within JSA is for job seekers from 1 July 2012 who have had at least 48 weeks of servicing in the work experience phase are eligible for the CAP. Once commenced in the CAP they are required to undertake work experience activities for 11 months out of every 12 month period. Job seekers may choose to participate in any combination of work experience activities available in the work experience phase to satisfy their minimum monthly and annual participation requirement in the CAP.

Table 2.7 of the report presents the labour market assistance outcomes results for job seekers who have undertaken various JSA activities in the Intensive Activity or in the Work Experience or Compulsory Activity Phases (or at some other time). These include:

- **Training** – training provided through the Productivity Places Programme (PPP Training) and other training activities administered by the Government, or state or territory government programmes or services (Non PPP Training) – includes accredited and non-accredited vocational training;
- **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;
- **Green Corps** – 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** – 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** – JSA activity that develops job search skills;
- **Voluntary Work** – a work experience activity undertaken for a not-for-profit community organisation and provides job seekers with the opportunity to engage in a workplace environment.
- **Work Experience** – a voluntary short-term placement with a host organisation which provides job seekers with the opportunity to obtain vocational skills; and
- **Other Activity** – includes activities that are not mentioned above but excludes part-time or casual employment (paid), non-vocational activities, Community Development Employment Projects and New Enterprise Incentive Scheme.