



Australian Government  
Department of Employment

# Labour Market Assistance Outcomes

*Job Services Australia*

June 2015

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

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This publication presents the employment and education outcomes of job seekers in Job Services Australia (JSA) for the year ending June 2015. Outcomes in this publication relate to job seekers who were assisted between 1 April 2014 and 31 March 2015 with outcomes measured between 1 July 2014 and 30 June 2015.

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 – June 2015

- In the year ending June 2015, 42.1 per cent of Stream 1-4 job seekers were in employment three months following participation in JSA, a marginal 0.4 percentage point decrease from the previous 12 month period ending June 2014.
- Employment outcomes for job seekers aged 50 or more rose 1.1 percentage points over the previous year to 36.8 per cent.
- Employment outcomes for Indigenous job seekers participating in JSA fell 3.3 percentage points to 24.7 per cent for the year ending June 2015.
- Education and training outcomes fell slightly by 0.1 percentage points to 22.6 per cent in the 12 months to June 2015
- Job seeker employment outcomes three months after a Work for the Dole activity rose 3.9 percentage points to 23.3 per cent for the year ending June 2015.
- Outcomes following job search training increased slightly with 27.6 per cent of job seekers reporting being in work compared to 25.9 per cent for the year ending June 2014.
- Job seeker outcomes three months after a work experience placement rose from 22.4 per cent in June 2014 to 23.8 per cent in June 2015, an increase of 1.4 percentage points. Outcomes for job seekers three months after undertaking voluntary work also rose, up 2.3 percentage points to 23.5 per cent.

**Table 1.1 – JSA Labour Market Outcomes, June 2015**

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Stream 1-4	42.1	41.9	15.9	22.6	58.6
Stream 1	55.2	34.8	10.0	21.1	68.2
Stream 2	39.5	42.7	17.8	24.9	57.9
Stream 3	32.6	47.3	20.1	23.1	51.7
Stream 4	21.8	53.9	24.3	22.7	41.5
New Enterprise Incentive Scheme	84.3	11.3	4.5	10.0	86.1

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to March 2015, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 22 for further details.

**Table 1.2 – JSA Labour Market Outcomes, June 2014**

	Employed (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Stream 1-4	42.5	40.0	17.5	22.7	58.4
Stream 1	55.1	35.6	9.2	22.5	68.7
Stream 2	41.2	41.7	17.1	24.8	59.3
Stream 3	33.4	45.7	20.9	22.6	51.4
Stream 4	23.6	42.1	34.3	20.2	40.0
New Enterprise Incentive Scheme	82.1	13.2	4.6	10.3	84.4

This table refers to outcomes for job seekers who participated in employment assistance in the 12 months to March 2014, with outcomes measured around three months later.

**Table 1.3 – JSA Employment Outcomes, June 2013 to June 2015**

	Jun 2013 (%)	Sep 2013 (%)	Dec 2013 (%)	Mar 2014 (%)	Jun 2014 (%)	Sep 2014 (%)	Dec 2014 (%)	Mar 2015 (%)	Jun 2015 (%)
Stream 1-4	41.3	42.8	42.2	41.9	42.5	42.8	42.5	42.8	42.1
Stream 1	55.9	57.2	56.0	54.8	55.1	55.8	55.8	55.9	55.2
Stream 2	41.4	41.4	40.6	41.2	41.2	40.6	40.2	40.1	39.5
Stream 3	31.1	33.8	33.2	32.6	33.4	33.4	32.5	33.3	32.6
Stream 4	22.6	23.4	23.1	23.0	23.6	23.8	22.8	23.1	21.8

**Table 1.4 – JSA Education and Training Outcomes, June 2013 to June 2015**

	Jun 2013 (%)	Sep 2013 (%)	Dec 2013 (%)	Mar 2014 (%)	Jun 2014 (%)	Sep 2014 (%)	Dec 2014 (%)	Mar 2015 (%)	Jun 2015 (%)
Stream 1-4	22.7	22.7	23.5	23.2	22.7	22.9	22.6	22.8	22.6
Stream 1	21.8	22.8	23.6	23.1	22.5	21.9	21.0	21.4	21.1
Stream 2	25.2	24.4	25.5	25.5	24.8	25.6	25.0	24.9	24.9
Stream 3	23.6	22.1	23.1	23.4	22.6	23.2	23.0	22.8	23.1
Stream 4	20.2	20.4	20.7	19.9	20.2	21.2	22.6	23.5	22.7

**Table 1.5 – JSA Positive Outcomes, June 2013 to June 2015**

	Jun 2013 (%)	Sep 2013 (%)	Dec 2013 (%)	Mar 2014 (%)	Jun 2014 (%)	Sep 2014 (%)	Dec 2014 (%)	Mar 2015 (%)	Jun 2015 (%)
Stream 1-4	57.4	58.5	58.5	58.1	58.4	59.0	58.8	59.2	58.6
Stream 1	69.1	70.5	70.0	68.5	68.7	69.1	68.8	69.1	68.2
Stream 2	59.1	58.7	58.9	59.5	59.3	59.4	58.7	58.5	57.9
Stream 3	50.2	51.5	51.5	51.3	51.4	51.8	51.0	51.7	51.7
Stream 4	39.1	39.8	39.7	39.3	40.0	40.9	41.8	42.8	41.5

**Table 1.6 – JSA Employment Outcomes, June 2015**

	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	31.3	58.3	10.4	49.7	7.2	42.2	14.5
Stream 1	36.3	53.8	9.9	45.9	8.7	37.0	14.6
Stream 2	27.0	61.9	11.1	52.8	4.8	47.6	16.3
Stream 3	22.1	66.2	11.7	56.1	4.1	51.6	12.4
Stream 4	23.6	66.3	10.1	56.7	7.5	48.6	13.7

This table refers to employment outcomes for job seekers who participated in employment assistance in the 12 months to March 2015, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 22 for further details.

**Table 1.7 – JSA Employment Outcomes, June 2014**

	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	33.0	57.0	10.1	50.0	7.9	41.9	15.9
Stream 1	38.3	52.2	9.5	47.8	8.8	38.9	16.2
Stream 2	29.7	60.0	10.3	53.7	7.3	46.3	16.1
Stream 3	24.0	66.0	10.0	51.8	4.8	46.5	13.9
Stream 4	24.3	63.3	12.3	49.7	9.2	40.9	16.1

This table refers to employment outcomes for job seekers who participated in employment assistance in the 12 months to March 2014, with outcomes measured around three months later.

**Table 1.8 – JSA Education and Training Outcomes, June 2015**

	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	56.2	43.8	4.0	50.4	33.2	12.4
Stream 1	56.9	43.1	2.0	43.5	42.3	12.1
Stream 2	54.7	45.3	3.6	52.6	31.5	12.3
Stream 3	54.3	45.7	5.4	57.8	24.6	12.2
Stream 4	58.9	41.1	8.4	55.8	22.4	13.4

**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 March 2015, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 22 for further details.

**Table 1.9 – JSA Education and Training Outcomes, June 2014**

	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	55.2	44.8	4.4	53.6	30.1	11.9
Stream 1	55.3	44.7	3.0	46.6	40.5	9.8
Stream 2	58.3	41.7	5.7	54.2	27.9	12.2
Stream 3	47.5	52.5	5.1	61.3	17.4	16.1
Stream 4	57.6	42.4	5.0	62.3	20.5	12.2

This table refers to education outcomes for job seekers who participated in employment assistance in the 12 months to March 2014, with outcomes measured around three months later.

## 2. JSA Detailed Outcomes

**Table 2.1 – JSA Streams 1 to 4 Outcomes, June 2015**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	12.7	24.9	37.6	48.0	14.4	38.0	64.3
Aged 21 to 24 years	21.8	25.9	47.7	39.8	12.4	29.9	68.2
Aged 25 to 34 years	20.4	24.4	44.8	40.8	14.4	24.0	61.9
Aged 35 to 49 years	15.3	28.8	44.0	41.9	14.1	22.9	61.1
Aged 50 or more years	9.7	27.1	36.8	42.1	21.1	14.4	48.0
Unemployed 0 to less than 6 months	21.2	27.0	48.3	36.7	15.0	23.7	64.4
Unemployed 6 to less than 12 months	13.0	25.5	38.6	42.6	18.9	23.3	56.5
Unemployed 12 to less than 24 months	9.9	29.5	39.4	45.2	15.4	22.7	57.0
Unemployed 24 to less than 36 months	9.2	28.9	38.1	47.0	14.9	23.8	56.3
Unemployed 36 or more months	4.9	24.8	29.7	52.2	18.1	17.6	44.1
Less than Year 10 educated	7.0	17.6	24.7	46.2	29.1	29.1	51.3
Year 10 or 11 educated	11.0	23.9	35.0	46.8	18.3	17.2	49.0
Year 12 educated	14.8	30.0	44.8	40.7	14.6	29.8	65.9
University educated	23.9	31.8	55.7	33.0	11.3	23.9	70.1
Vocational educated	17.4	28.2	45.6	42.0	12.4	19.5	58.4
Males	18.9	21.2	40.1	47.3	12.6	17.9	53.6
Females	11.4	32.8	44.1	36.4	19.4	27.4	63.6
People with Disability	6.7	23.2	29.9	47.8	22.3	19.5	45.9
Indigenous	8.8	15.9	24.7	59.3	16.1	18.4	39.9
CALD	13.8	24.3	38.0	41.3	20.7	34.3	65.8
Sole Parents	9.1	38.0	47.2	37.2	15.7	24.2	64.0
Newstart Allowance recipients	15.1	26.6	41.7	42.4	15.9	20.4	56.8
Youth Allowance (other) recipients	12.5	25.4	37.9	48.0	14.1	36.6	63.6
Disability Support Pension recipients	n.p	n.p	11.0	50.4	38.6	22.2	30.7
Parenting Payment recipients	8	34.3	42.3	37.9	19.9	25.8	61.5
Not on income support	29.1	25.9	55.0	34.3	10.7	18.0	66.3
<b>TOTAL</b>	<b>15.2</b>	<b>26.9</b>	<b>42.1</b>	<b>41.9</b>	<b>15.9</b>	<b>22.6</b>	<b>58.6</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 March 2015, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 22 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, June 2015**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	19.1	30.2	49.3	40.7	10.0	41.4	75.4
Aged 21 to 24 years	31.4	30.0	61.4	29.2	9.5	27.2	77.2
Aged 25 to 34 years	31.0	26.6	57.7	32.7	9.6	21.9	71.0
Aged 35 to 49 years	25.5	30.9	56.4	34.4	9.2	19.4	68.5
Aged 50 or more years	19.6	30.6	50.2	38.4	11.4	11.4	58.1
Unemployed 0 to less than 6 months	27.6	28.6	56.2	33.8	10.0	21.1	68.9
Unemployed 6 to less than 12 months	18.5	29.7	48.2	39.4	12.4	23.4	66.5
Unemployed 12 to less than 24 months	15.0	36.3	51.3	39.2	9.5	20.6	65.3
Unemployed 24 to less than 36 months	15.4	45.4	60.8	33.1	6.0	19.8	68.9
Unemployed 36 or more months	n.p	n.p	61.4	n.p	n.p	n.p	69.3
Less than Year 10 educated	16.7	19.5	36.2	41.8	22.0	25.9	58.0
Year 10 or 11 educated	19.3	28.9	48.2	40.1	11.6	13.9	58.2
Year 12 educated	21.9	31.2	53.0	35.7	11.2	28.8	71.5
University educated	32.0	31.3	63.3	28.6	8.2	22.3	75.7
Vocational educated	26.7	29.4	56.1	35.6	8.3	18.4	66.8
Males	28.6	23.5	52.2	39.0	8.8	17.4	63.7
Females	21.0	38.1	59.2	29.0	11.9	26.1	74.3
People with Disability	14.9	30.2	45.1	39.2	15.7	17.7	57.6
Indigenous	24.5	10.2	34.7	n.p	n.p	27.1	53.1
CALD	22.8	27.6	50.4	37.1	12.6	27.4	70.0
Sole Parents	19.0	49.3	68.4	23.6	8.1	20.5	79.3
Newstart Allowance recipients	25.4	29.9	55.2	34.7	10.1	18.5	66.7
Youth Allowance (other) recipients	18.2	32.2	50.5	39.2	10.3	39.0	74.4
Parenting Payment recipients	17	43.8	60.9	26.2	12.9	23.1	76.4
Not on income support	33.6	26.4	60.0	32.8	7.2	18.8	71.1
<b>TOTAL</b>	<b>25.4</b>	<b>29.8</b>	<b>55.2</b>	<b>34.8</b>	<b>10.0</b>	<b>21.1</b>	<b>68.2</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 March 2015, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 22 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, June 2015**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	11.4	25.0	36.4	48.3	15.4	38.3	62.8
Aged 21 to 24 years	16.7	25.1	41.8	46.0	12.2	34.6	66.0
Aged 25 to 34 years	15.6	26.6	42.2	41.0	16.8	28.4	64.5
Aged 35 to 49 years	10.5	36.3	46.8	40.9	12.4	27.3	67.3
Aged 50 or more years	6.3	27.3	33.6	41.2	25.2	14.4	44.4
Unemployed 0 to less than 6 months	10.8	25.7	36.5	40.8	22.8	28.4	57.5
Unemployed 6 to less than 12 months	10.5	27.8	38.3	46.0	15.7	21.9	54.1
Unemployed 12 to less than 24 months	9.6	29.6	39.2	45.3	15.5	23.6	57.8
Unemployed 24 to less than 36 months	12.6	34.2	46.8	43.5	9.7	21.6	62.3
Unemployed 36 or more months	8.6	41.3	49.9	41.0	9.1	16.6	60.1
Less than Year 10 educated	10.2	22.4	32.6	37.1	30.3	33.9	63.6
Year 10 or 11 educated	10.1	25.2	35.3	46.0	18.7	19.8	51.4
Year 12 educated	9.3	32.6	41.9	42.2	15.9	31.0	64.2
University educated	11.6	35.4	47.0	37.8	15.2	26.5	63.3
Vocational educated	10.7	30.1	40.8	44.9	14.2	21.2	55.0
Males	13.3	21.7	35.0	50.9	14.1	19.7	50.6
Females	8.0	35.1	43.0	35.9	21.0	29.0	63.7
People with Disability	10.2	27.9	38.1	44.0	17.9	19.8	52.8
Indigenous	12.2	19.2	31.4	57.5	11.1	21.1	49.1
CALD	10.0	23.7	33.7	42.9	23.4	39.3	66.1
Sole Parents	9.1	47.2	56.4	31.6	12.0	25.7	73.1
Newstart Allowance recipients	9.7	28.7	38.4	43.7	17.9	22.2	55.4
Youth Allowance (other) recipients	12.3	26.4	38.6	47.8	13.6	37.2	63.7
Disability Support Pension recipients	n.p	n.p	n.p	n.p	56.2	n.p	35.5
Parenting Payment recipients	9.9	42.6	52.6	32.5	14.9	27.1	72.1
Not on income support	13.7	24.5	38.2	39.5	22.3	13.2	48.0
<b>TOTAL</b>	<b>10.4</b>	<b>29.1</b>	<b>39.5</b>	<b>42.7</b>	<b>17.8</b>	<b>24.9</b>	<b>57.9</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 participated in Stream 2 in the 12 months to March 2015, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 22 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, June 2015**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	n.p	n.p	24.8	57.4	17.9	31.7	53.5
Aged 21 to 24 years	8.4	21.8	30.2	54.0	15.7	34.1	57.6
Aged 25 to 34 years	7.2	23.9	31.1	50.2	18.7	27.3	52.8
Aged 35 to 49 years	6.4	30.1	36.5	47.0	16.4	26.2	58.1
Aged 50 or more years	3.1	28.1	31.1	44.6	24.3	16.5	45.1
Unemployed 0 to less than 6 months	4.2	25.5	29.7	41.6	28.7	27.0	52.2
Unemployed 6 to less than 12 months	6.9	24.2	31.1	42.1	26.9	25.2	52.5
Unemployed 12 to less than 24 months	5.3	28.7	34.0	47.5	18.4	21.9	52.0
Unemployed 24 to less than 36 months	7.0	25.5	32.5	48.8	18.7	26.7	53.7
Unemployed 36 or more months	4.6	28.9	33.5	50.6	15.9	20.4	50.5
Less than Year 10 educated	3.4	21.1	24.5	48.1	27.3	29.7	52.1
Year 10 or 11 educated	5.7	25.8	31.5	48.6	19.9	16.7	45.5
Year 12 educated	3.5	29.1	32.6	47.1	20.4	31.6	59.0
University educated	6.5	32.6	39.1	44.4	16.5	24.3	56.6
Vocational educated	6.0	31.0	37.0	45.5	17.6	21.3	52.9
Males	6.9	21.3	28.2	57.2	14.6	16.1	42.0
Females	4.2	30.9	35.1	41.6	23.3	27.2	57.2
People with Disability	3.4	28.6	32.1	46.8	21.1	18.7	47.8
Indigenous	5.1	20.1	25.2	56.7	18.1	17.9	40.3
CALD	4.8	24.3	29.1	46.3	24.6	35.7	60.4
Sole Parents	5.7	31.2	37.0	42.1	20.9	26.3	57.2
Newstart Allowance recipients	4.9	27.3	32.3	48.7	19.0	21.5	50.1
Youth Allowance (other) recipients	6.7	19.9	26.6	56.9	16.6	34.9	57.9
Disability Support Pension recipients	n.p	n.p	14.4	51.6	34.0	16.1	26.8
Parenting Payment recipients	4.7	29.6	34.3	40.4	25.4	27.7	56
Not on income support	n.p	n.p	41.9	35.5	22.6	n.p	51.4
<b>TOTAL</b>	<b>5.1</b>	<b>27.5</b>	<b>32.6</b>	<b>47.3</b>	<b>20.1</b>	<b>23.1</b>	<b>51.7</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 3 in the 12 months to March 2015, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 22 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, June 2015**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	n.p	n.p	15.5	62.5	21.9	31.8	43.6
Aged 21 to 24 years	7.1	16.2	23.3	56.2	20.4	28.4	48.6
Aged 25 to 34 years	7.8	17.1	24.9	54.3	20.8	22.1	42.9
Aged 35 to 49 years	6.0	15.2	21.1	54.7	24.1	22.8	41.4
Aged 50 or more years	4.9	16.0	20.9	48.5	30.6	17.7	36.1
Unemployed 0 to less than 6 months	9.2	16.6	25.9	48.1	26.0	30.9	53.5
Unemployed 6 to less than 12 months	10.8	13.4	24.2	43.1	32.7	24.7	43.0
Unemployed 12 to less than 24 months	7.2	19.2	26.5	52.2	21.3	25.0	47.0
Unemployed 24 to less than 36 months	4.6	18.8	23.4	55.5	21.1	25.0	46.1
Unemployed 36 or more months	3.8	12.9	16.7	59.2	24.1	15.8	30.7
Less than Year 10 educated	3.9	11.3	15.2	52.5	32.3	26.8	40.1
Year 10 or 11 educated	5.5	14.1	19.6	55.0	25.4	18.8	36.8
Year 12 educated	6.7	18.7	25.4	53.7	20.9	29.5	50.2
University educated	7.2	24.2	31.4	45.9	22.7	31.6	55.9
Vocational educated	9.0	16.9	25.9	56.0	18.1	18.4	40.6
Males	8.6	14.3	22.9	57.6	19.5	18.3	38.9
Females	3.5	17.1	20.6	49.1	30.3	27.9	44.7
People with Disability	5.2	15.4	20.6	52.4	27.0	20.2	38.1
Indigenous	n.p	n.p	13.2	64.8	22.1	12.8	24.9
CALD	5.2	14.8	20.0	44.4	35.5	44.2	59.5
Sole Parents	n.p	n.p	22.3	56.4	21.3	21.9	39.4
Newstart Allowance recipients	6.3	16.2	22.4	53.4	24.2	21.9	41.4
Youth Allowance (other) recipients	n.p	n.p	15.0	62.8	22.3	30.6	42.7
Disability Support Pension recipients	n.p	n.p	n.p	57.5	n.p	30.6	33.9
Parenting Payment recipients	.	.	.	65.2	.	16.8	24.7
Not on income support	n.p	n.p	40.4	n.p	n.p	29.2	62.2
<b>TOTAL</b>	<b>6.2</b>	<b>15.6</b>	<b>21.8</b>	<b>53.9</b>	<b>24.3</b>	<b>22.7</b>	<b>41.5</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 4 in the 12 months to March 2015, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 22 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, June 2015**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	27.6	41.1	68.6	27.7	3.6	25.3	76.7
Aged 21 to 24 years	30.0	42.4	72.4	24.2	3.4	20.7	79.1
Aged 25 to 34 years	29.6	40.0	69.6	27.2	3.2	17.7	75.6
Aged 35 to 49 years	24.0	45.3	69.3	27.5	3.1	13.0	73.4
Aged 50 or more years	24.0	45.9	69.8	26.9	3.3	9.5	72.9
Unemployed 0 to less than 6 months	33.8	41.2	74.9	22.1	3.0	16.7	79.6
Unemployed 6 to less than 12 months	28.7	43.3	72.0	25.2	2.8	15.5	76.4
Unemployed 12 to less than 24 months	26.5	41.5	68.0	28.0	4.0	15.5	73.3
Unemployed 24 to less than 36 months	18.8	49.2	68.0	28.8	3.2	13.0	72.6
Unemployed 36 or more months	14.6	48.4	63.0	33.8	3.2	14.0	68.9
Less than Year 10 educated	20.6	41.8	62.4	31.1	6.4	13.7	69.3
Year 10 or 11 educated	23.6	42.6	66.2	30.4	3.3	10.8	70.1
Year 12 educated	25.8	45.9	71.6	24.7	3.7	19.3	77.2
University educated	32.7	46.1	78.8	19.1	2.1	18.1	83.4
Vocational educated	26.4	42.0	68.4	28.7	2.9	15.5	73.6
Males	32.1	31.4	63.5	32.7	3.8	11.7	68.3
Females	19.3	58.2	77.5	19.8	2.7	19.7	82.6
People with Disability	19.7	46.0	65.7	30.5	3.8	13.9	70.9
Indigenous	24.1	37.3	61.5	33.9	4.6	16.2	66.2
CALD	26.5	44.9	71.4	24.3	4.3	16.0	77.5
Sole Parents	15.8	63.3	79.0	18.4	2.6	18.3	84.1
Newstart Allowance recipients	22.4	45.6	68.0	28.8	3.2	13.5	72.6
Youth Allowance (other) recipients	22.8	45.5	68.4	28.2	3.4	23.9	76.3
Disability Support Pension recipients	n.p	n.p	51.4	n.p	n.p	n.p	58.0
Parenting Payment recipients	15.2	63.4	78.6	17.6	3.7	21.7	85.2
Not on income support	57.5	22.8	80.3	16.5	3.1	13.3	83.3
<b>TOTAL</b>	<b>26.3</b>	<b>43.7</b>	<b>69.9</b>	<b>26.8</b>	<b>3.3</b>	<b>15.4</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 March 2015, with outcomes measured around three months later. See the 'Sampling, In-scope populations and Results' section on page 22 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, June 2015**

	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>8.6</b>	<b>22.2</b>	<b>30.8</b>	<b>62.2</b>	<b>7.0</b>	<b>23.3</b>	<b>48.0</b>
Vocational Training	7.8	24.9	32.7	59.3	7.9	42.6	63.9
Training in Job Search Techniques	9.0	21.5	30.4	63.1	6.4	17.1	43.1
Work for the Dole	n.p	n.p	n.p	n.p	n.p	n.p	n.p
Voluntary Work	6.8	23.1	29.9	59.4	10.7	11.2	38.0
Unpaid Work Experience	n.p	n.p	43.5	n.p	n.p	20.5	55.5
Other Activity	n.p	n.p	13.7	46.3	40.0	71.4	78.9
<b>Work Exp. Phase<sup>2</sup></b>	<b>6.4</b>	<b>17.7</b>	<b>24.1</b>	<b>62.3</b>	<b>13.6</b>	<b>28.6</b>	<b>48.1</b>
Vocational Training	5.7	19.6	25.3	59.5	15.2	37.8	56.6
Training in Job Search Techniques	5.0	16.9	21.8	67.2	11.0	19.3	38.3
Work for the Dole	8.1	15.6	23.7	66.7	9.7	16.9	37.9
Voluntary Work	5.2	19.0	24.2	61.5	14.4	17.7	38.7
Unpaid Work Experience	8.7	16.6	25.3	62.6	12.1	18.1	40.9
Other Activity	6.3	12.1	18.4	50.2	31.4	46.0	60.5
<b>Other<sup>3</sup></b>	<b>7.9</b>	<b>19.5</b>	<b>27.4</b>	<b>51.4</b>	<b>21.2</b>	<b>36.7</b>	<b>56.6</b>
Vocational Training	8.4	21.6	30.0	51.4	18.6	38.6	59.6
Training in Job Search Techniques	6.3	16.3	22.6	65.6	11.8	18.9	38.5
Work for the Dole	n.p	n.p	18.2	62.7	19.1	26.7	41.3
Voluntary Work	n.p	n.p	15.4	34.8	49.8	11.0	24.2
Unpaid Work Experience	17.3	23.2	40.5	n.p	n.p	27.0	61.4
Other Activity	7.2	13.1	20.3	41.5	38.2	46.1	61.6
<b>All activities<sup>4</sup></b>	<b>7.4</b>	<b>19.3</b>	<b>26.7</b>	<b>58.3</b>	<b>15.0</b>	<b>30.8</b>	<b>51.5</b>
Vocational Training	7.2	21.1	28.4	55.5	16.1	38.8	58.9
Training in Job Search Techniques	7.8	19.8	27.6	64.3	8.1	17.8	41.5
Work for the Dole	8.0	15.3	23.3	66.7	10.0	17.2	37.9
Voluntary Work	4.9	18.5	23.5	57.6	18.9	16.2	36.6
Unpaid Work Experience	13.8	20.8	34.6	55.4	10.0	20.5	50.3
Other Activity	7.0	12.7	19.7	43.8	36.6	46.5	61.6

**Not published (n.p.)** indicates that sufficient data were not available to produce a reliable estimate for the particular group of job seekers. Unpaid Work Experience Activity results are impacted by a low number of responses from job seekers on Disability Support Pension that undertook the activity.

This table refers to job seekers who exited an activity in the 12 months to March 2015, 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 22 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 Vocational Training Outcomes, June 2015**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	6.9	21.9	28.7	56.8	14.5	38.2	58.1
Aged 21 to 24 years	8.7	23.6	32.3	55.7	11.9	41.1	62.2
Aged 25 to 34 years	10.9	19.0	29.9	54.8	15.3	40.4	61.2
Aged 35 to 49 years	5.8	20.9	26.7	55.9	17.5	40.0	59.3
Aged 50 or more years	5.4	21.0	26.4	54.2	19.4	34.3	54.4
Unemployed 0 to less than 6 months	9.3	24.1	33.5	49.9	16.6	38.6	62.6
Unemployed 6 to less than 12 months	8.0	21.2	29.2	55.7	15.0	41.7	59.8
Unemployed 12 to less than 24 months	8.6	22.0	30.6	53.8	15.6	40.5	62.7
Unemployed 24 to less than 36 months	5.3	19.7	25.0	59.2	15.8	36.7	55.8
Unemployed 36 or more months	3.6	17.4	21.0	61.1	17.9	34.9	51.2
Less than Year 10 educated	5.5	12.4	17.9	54.8	27.4	44.9	57.7
Year 10 or 11 educated	7.8	17.2	25.0	57.8	17.1	32.8	53.2
Year 12 educated	4.6	24.2	28.7	56.4	14.9	44.3	63.2
University educated	9.8	25.6	35.4	50.9	13.7	46.0	68.9
Vocational educated	7.9	23.8	31.7	55.7	12.6	34.1	56.4
Males	9.6	16.8	26.5	61.6	12.0	32.1	52.7
Females	5.3	24.5	29.8	50.7	19.5	44.0	63.8
People with Disability	4.9	17.7	22.6	57.8	19.6	35.8	52.6
Indigenous	8.6	15.0	23.5	61.5	14.9	30.0	47.1
CALD	6.1	15.3	21.4	54.9	23.8	52.1	66.1
Sole Parents	4.3	26.8	31.2	50.0	18.8	42.3	63.5
Newstart Allowance recipients	7.3	20.6	27.8	56.4	15.8	37.9	58.1
Youth Allowance (other) recipients	7.7	20.8	28.6	58.9	12.5	34.8	55.5
Parenting Payment recipients	4.4	22.6	27.1	50.4	22.6	41.6	61.2
Not on income support	19.3	25.0	44.3	n.p	n.p	39.0	70.8
<b>TOTAL</b>	<b>7.2</b>	<b>21.1</b>	<b>28.4</b>	<b>55.5</b>	<b>16.1</b>	<b>38.8</b>	<b>58.9</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 exited Vocational Training placements in the 12 months to March 2015, 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, June 2015**

	Employed full-time (%)	Employed part-time (%)	Employed total (%)	Unemployed (%)	Not in the labour force (%)	Education & training (%)	Positive outcomes (%)
Aged 15 to 20 years	5.4	21.5	26.9	65.6	7.5	23.5	43.9
Aged 21 to 24 years	9.6	21.0	30.7	62.8	6.6	23.4	47.5
Aged 25 to 34 years	10.0	19.0	29.0	64.3	6.7	20.9	45.4
Aged 35 to 49 years	7.5	20.5	27.9	65.1	7.0	16.5	41.5
Aged 50 or more years	6.8	18.3	25.1	63.2	11.7	11.6	34.4
Unemployed 0 to less than 6 months	8.2	22.0	30.1	61.4	8.4	17.5	44.1
Unemployed 6 to less than 12 months	8.9	20.7	29.5	63.8	6.7	17.1	42.4
Unemployed 12 to less than 24 months	7.9	20.0	27.9	62.3	9.8	21.9	45.7
Unemployed 24 to less than 36 months	n.p	n.p	20.6	69.8	9.7	19.1	35.9
Unemployed 36 or more months	n.p	n.p	16.8	71.4	11.8	16.7	30.8
Less than Year 10 educated	n.p	n.p	20.4	66.9	12.8	16.2	34.8
Year 10 or 11 educated	7.1	14.8	21.8	68.0	10.2	12.8	33.4
Year 12 educated	7.3	22.6	29.9	62.7	7.4	22.4	47.3
University educated	10.4	23.4	33.8	59.6	6.6	19.6	47.8
Vocational educated	7.3	19.9	27.2	65.9	7.0	17.3	39.9
Males	9.8	15.9	25.7	67.8	6.5	14.6	37.1
Females	5.1	25.3	30.4	59.2	10.4	22.4	47.8
People with Disability	5.2	15.8	21.0	66.3	12.7	15.6	33.2
Indigenous	n.p	n.p	22.0	n.p	n.p	21.7	42.1
CALD	7.2	18.3	25.5	62.6	11.9	23.6	46.2
Sole Parents	6.4	28.3	34.7	51.0	14.3	24.9	53.7
Newstart Allowance recipients	8.1	19.4	27.5	64.9	7.6	16.4	40.2
Youth Allowance (other) recipients	6.0	21.7	27.7	66.1	6.2	23.0	44.6
Parenting Payment recipients	n.p	n.p	25.9	53.3	20.8	29.4	53.3
Not on income support	n.p	n.p	35.2	n.p	n.p	n.p	45.7
<b>TOTAL</b>	<b>7.8</b>	<b>19.8</b>	<b>27.6</b>	<b>64.3</b>	<b>8.1</b>	<b>17.8</b>	<b>41.5</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 exited Training in Job Search Techniques placements in the 12 months to March 2015, 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, June 2015<sup>5</sup>**

	Stream 1-4 (%)	Stream 1 (%)	Stream 2 (%)	Stream 3 (%)	Stream 4 (%)
New South Wales and ACT	41.1	55.6	39.1	33.2	19.5
Victoria	44.6	57.4	40.6	35.0	19.9
Queensland	42.4	54.0	40.2	29.4	25.4
Western Australia	39.6	51.4	36.5	26.6	20.1
South Australia	40.3	51.9	38.5	31.0	26.8
Tasmania	41.5	58.1	38.6	36.6	17.7
Northern Territory	40.9	59.2	43.8	n.p	n.p
<b>Australia</b>	<b>42.1</b>	<b>55.2</b>	<b>39.5</b>	<b>32.6</b>	<b>21.8</b>

**Table 2.11 – JSA Positive Outcomes by State/Territory, June 2015<sup>5</sup>**

	Stream 1-4 (%)	Stream 1 (%)	Stream 2 (%)	Stream 3 (%)	Stream 4 (%)
New South Wales and ACT	58.1	69.7	57.9	52.8	37.8
Victoria	62.5	69.7	60.6	57.8	47.0
Queensland	56.0	66.1	53.7	43.0	43.0
Western Australia	53.3	62.8	56.3	40.9	32.2
South Australia	60.6	68.2	62.5	51.9	49.9
Tasmania	54.8	69.6	55.2	50.0	29.1
Northern Territory	62.8	83.4	51.3	76.8	n.p
<b>Australia</b>	<b>58.6</b>	<b>68.2</b>	<b>57.9</b>	<b>51.7</b>	<b>41.5</b>

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<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 March 2015, 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, June 2015<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	56.0	22.9	21.1
Stream 1	46.0	27.0	27.0
Stream 2	61.8	20.8	17.4
Stream 3	67.0	18.8	14.1
Stream 4	62.6	19.6	17.8

**Table 3.2 – JSA job seeker satisfaction with the information provided about other support services, June 2015<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	52.2	24.3	23.5
Stream 1	43.9	26.5	29.5
Stream 2	55.9	23.7	20.3
Stream 3	61.4	22.1	16.5
Stream 4	59.1	21.3	19.6

**Table 3.3 – JSA job seeker satisfaction with the help suited to circumstances, June 2015<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	55.7	20.3	23.9
Stream 1	46.8	23.5	29.8
Stream 2	60.7	18.8	20.6
Stream 3	65.6	17.6	16.7
Stream 4	62.0	17.1	20.9

**Table 3.4 – JSA job seeker satisfaction with staff treatment of job seeker as an individual, June 2015<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	75.5	12.9	11.6
Stream 1	72.9	14.4	12.8
Stream 2	77.5	12.0	10.5
Stream 3	79.8	10.8	9.4
Stream 4	74.9	12.8	12.3



**Table 3.5 – JSA job seeker satisfaction with staff treatment of job seeker with respect, June 2015<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	81.0	10.4	8.6
Stream 1	79.5	11.7	8.8
Stream 2	82.8	9.3	8.0
Stream 3	84.2	8.4	7.4
Stream 4	79.0	10.6	10.4

**Table 3.6 – JSA job seeker satisfaction with overall quality of service, June 2015<sup>6</sup>**

	Satisfied or Very Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied or Very Dissatisfied (%)
Streams 1-4	65.5	17.0	17.5
Stream 1	58.9	20.0	21.1
Stream 2	69.2	15.2	15.7
Stream 3	73.7	13.7	12.5
Stream 4	69.2	15.1	15.7

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<sup>6</sup> This table refers to job seekers who participated in JSA employment assistance in the 12 months to March 2015, with satisfaction levels measured around three months later.

## 4. Further Information

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### 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, temporary or seasonal.
- **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 April 2014 and 31 March 2015 with outcomes measured between 1 July 2014 and 30 June 2015.

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<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 or web-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 invitation within three weeks they will be sent a reminder mail-based survey. If after an additional three weeks they still have not responded, then a telephone follow-up contact is attempted (over a two week period). Through this mixed communication methodology, 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 the seven-and-a-half month point);
- 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 at the 18 month point 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. This will include a small number of Disability Employment Services participants who 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 June 2015 report, the outcomes of the following three groups of job seekers are used:

- those who exited assistance between 1 April 2014 and 31 March 2015;
- those who reached 12 months of participation in the Initial Service Period, Work Experience Phase or Compulsory Activity Phase between 1 April 2014 and 31 March 2015; and
- those who had not exited by 31 March 2015.

**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, instruments 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 JSA and Disability Employment Services to establish and run 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 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:

- **Vocational 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.
- **Unpaid 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.