



Australian Government

Job Network Best Practice September 2006



Job Network

AN AUSTRALIAN GOVERNMENT INITIATIVE

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1. Background

The Active Participation Model (APM) commenced operation in July 2003. In July 2004 the first APM Star Ratings were released, making it possible to assess provider performance on a comprehensive basis across the country. Providers are assessed under Star Ratings based on their performance in placing job seekers into work relative to other providers after taking into account factors such as client characteristics and local area employment conditions.

The release of Star Ratings enabled a study of best practice in the delivery of Job Network services to be conducted. The last Job Network best practice study *Towards Better Practice in Employment Services* was conducted in 2001, and focused on the delivery of Intensive Assistance. The current best practice study seeks to update findings and encompass the entire mix of services offered under the APM, including assistance provided using the job seeker account. Specifically, it seeks to compare the strategies and practices of high, medium and low performing sites to provide a comprehensive picture of the main drivers of performance.

1.1 Methodology

The best practice study is based on 5 key pieces of research:

- 30 case studies in which site managers of high, medium and low performers were asked a series of open ended questions on a range of issues that may have affected performance, along with the chance to highlight any areas that the research team may have not initially considered;
- a regression analysis linking star ratings of all sites with administrative data detailing provider strategies such as the use of the job seeker account and staffing issues (see Appendix A);
- a study of the effectiveness of the job seeker account;
- a study of staffing levels and roles; and
- a study on the quality of vocational profiles (see Appendix B).

The study was conducted over the period September 2004 to June 2006.

2 Findings

All providers operate under the framework of the Job Network contractual arrangement and DEWR contract manager supervision. As such, there were a range of practices that were common to all providers, including aspects such as the provision of training rooms, private spaces, equipment, broad staff to job seeker ratios, basic contact regimes and specific assistance such as Job Search Training (JST). Within this framework, providers worked within diverse organisational cultures and pursued a range of distinct practices and strategies.

The study found that there were a range of practices and strategies associated with high performance, such as a strong focus on the role of vacancy gathering through Business Development Officers (BDOs) and using the job seeker account to provide wage subsidies. In each of these areas there were a range of measures that providers could use to increase their performance. In contrast, a range of strategies and practices were found to have had no impact on performance such as higher or lower staffing levels.

While no one issue was found to dominate performance, staffing and employer servicing strategies were found to be important in obtaining higher Star Ratings. Staffing costs typically account for over half of Job Network expenditure while finding sustainable jobs was obviously critical to success. As with the first Job Network best practice study, the role of the site manager was important, along with staff who were focused on employers. A strong focus on the contractual KPIs was of considerable value and the site manager was best placed to develop and maintain a culture which emphasized performance against Key Performance Indicators (KPIs). Somewhat surprisingly the study was unable to find any evidence that staff to client caseload ratios were related to performance. This may have broad implications for the staffing choices of Job Network and other providers.

With all of these findings it is not entirely clear whether the strategies and practices (such as the greater use of wage subsidies) were driving the higher performance or whether they were simply a result of the higher performance. For example, the strong linkage between Customised Assistance (CA) and JST commencement rates and Star Ratings that was found could either be driving performance or simply be a result of high performance. As such providers will need to exercise some care in the application of these findings to individual sites.

The remainder of the report examines the findings of the study in detail, in terms of:

- staffing;
- employer servicing;
- operational issues; and
- the job seeker account.

3. Staffing

3.1 Staffing analysis

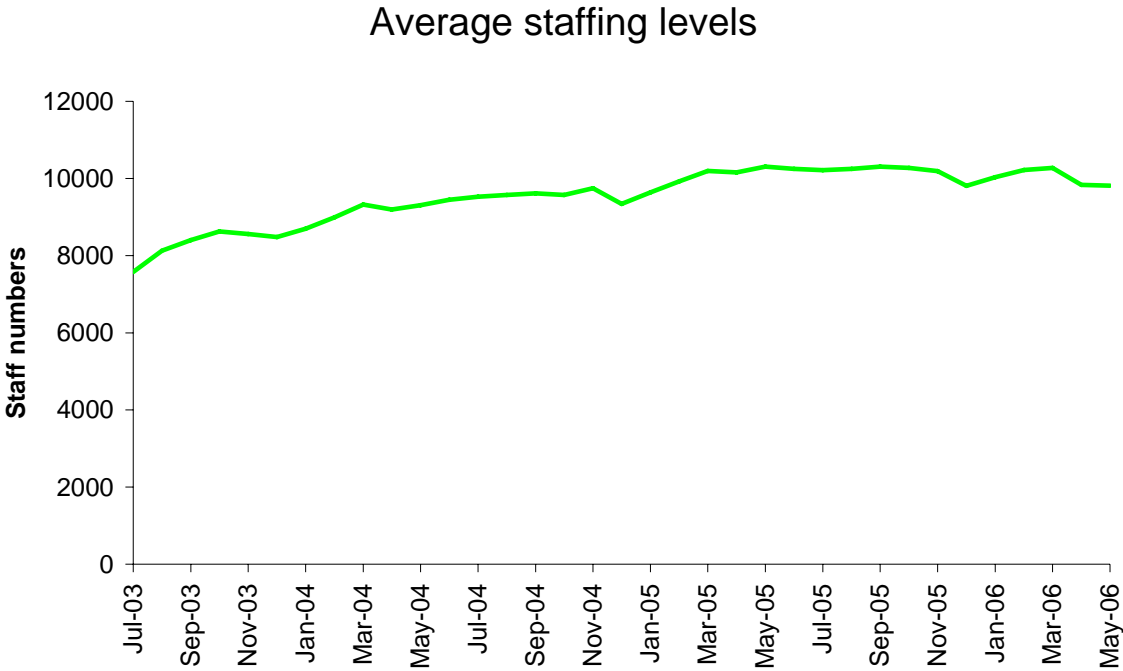
An analysis of practices related to staff revealed that many had a significant impact on performance. The following sections cover the following issues:

- staff numbers;
- average workload;
- site manager;
- receptionists;
- staff gender;
- pay rates/performance bonuses;
- staff selection/staff backgrounds;
- staff movement;
- individual performance;
- staff training;
- staff meetings;
- staff motivation, celebrating success; and
- going that “extra mile”.

3.2 Staff numbers

As with most businesses, staffing practices have potentially a large impact on performance. Figure 3.1 shows staffing levels of the Job Network since the start of the APM. Staff numbers rose over the first year following the inception of the APM and have been relatively stable since then.

Figure 3.1



General job network staff. Excludes ‘head office’ positions.

The distribution of individual site staffing levels is shown in Figure 3.2, with most sites having between 1 and 12 staff. Very few providers have more than 20 staff working for them. The Figure below includes outpost offices, explaining the high level of sites having only 1 staff member.

Figure 3.2

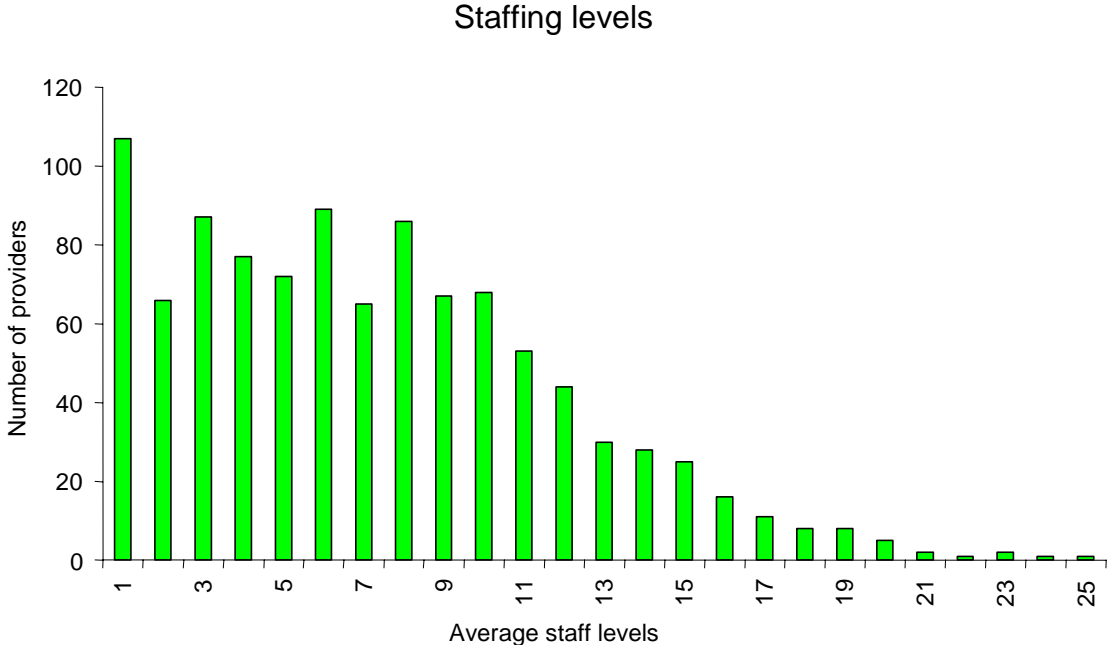


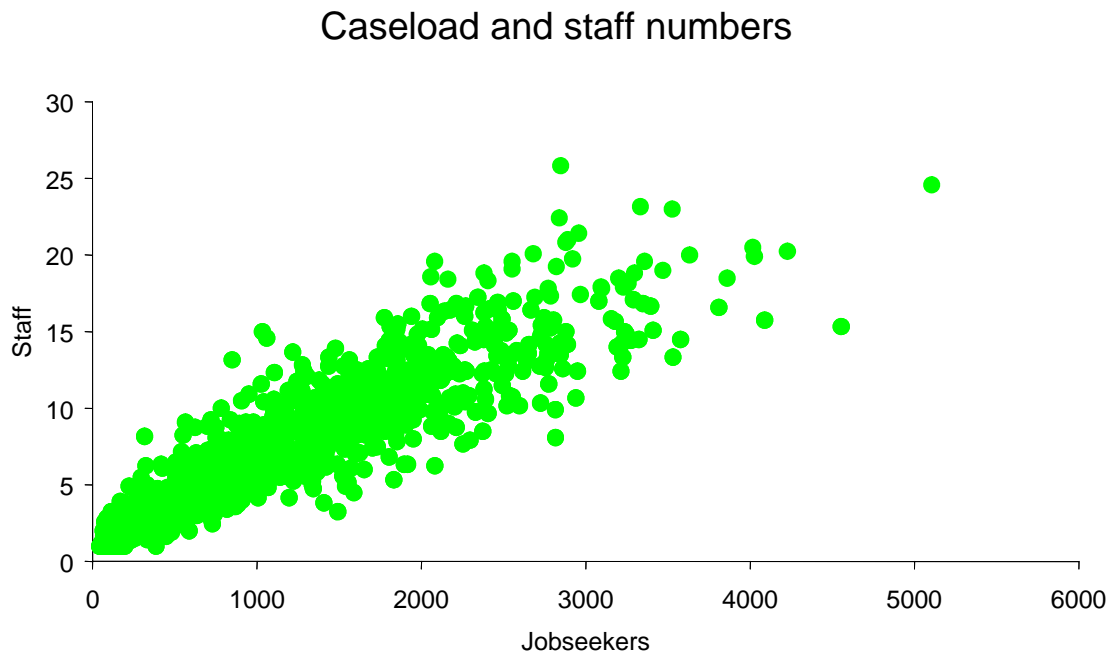
Figure 3.3 shows that on average each operational staff member was servicing 158 job seekers over a year. This includes both Job Search Support only (JSSO) and Intensive Support (IS) job seekers who commenced during the year. There was a highly positive relationship between staff and case load numbers, indicating that generally providers are sensible in their choice of staffing levels and/or case loads.

Somewhat surprisingly, there was no evidence that having a smaller client to staff ratio had any impact on performance. Some sites with quite a low ratio of clients to staff performed relatively well, while others did well with quite high ratios. Such a finding is not immediately intuitive as it would seem that having more staff would enable them to provide services of a higher standard. The study found that sites with high staff levels often focused on the needs of job seekers, which were often complex and not substantially related to their employment prospects¹. High staff levels may also have led to a situation where staff became too familiar with the job seekers and so lost focus on the need to place them in the available supply of often low skilled jobs. Several providers reported that they often had to send job seekers, who had been there all day, home at 5pm when the site closed. Low staff levels did not necessarily mean that providers spent less on their job seekers. Rather, it could indicate a strategy where providers outsourced services under the job seeker account.

As no strategy dominated in this area, it would seem sensible for poor performing sites to examine the prospects for lowering staff levels and freeing up resources. This finding probably also has broad implications for other programmes and Centrelink.

¹ The alternative view is that many of the problems job seekers face are merely symptoms of unemployment and that placing job seekers in employment will solve a range of apparently unrelated problems.

Figure 3.3



3.3 Average workload

The average staff member would, over a year, be responsible for 102 initial interviews, 42 CA placements, 21 JST placements, 24 Mutual Obligation (MO) placements, 89 vacancies, 167 job referrals, 30 job placements, 33 Found Own Employment (FOE) jobs and 30 breaches (Table 3.1). Staff typically specialised in their role, with key roles at the site level being Employment Consultants, Business Development Officers (BDOs), receptionists and site managers. All sites followed this basic model, with variations being the differentiation of Reverse Marketers from BDOs and the absence of staff operating as BDOs only.

Table 3.1

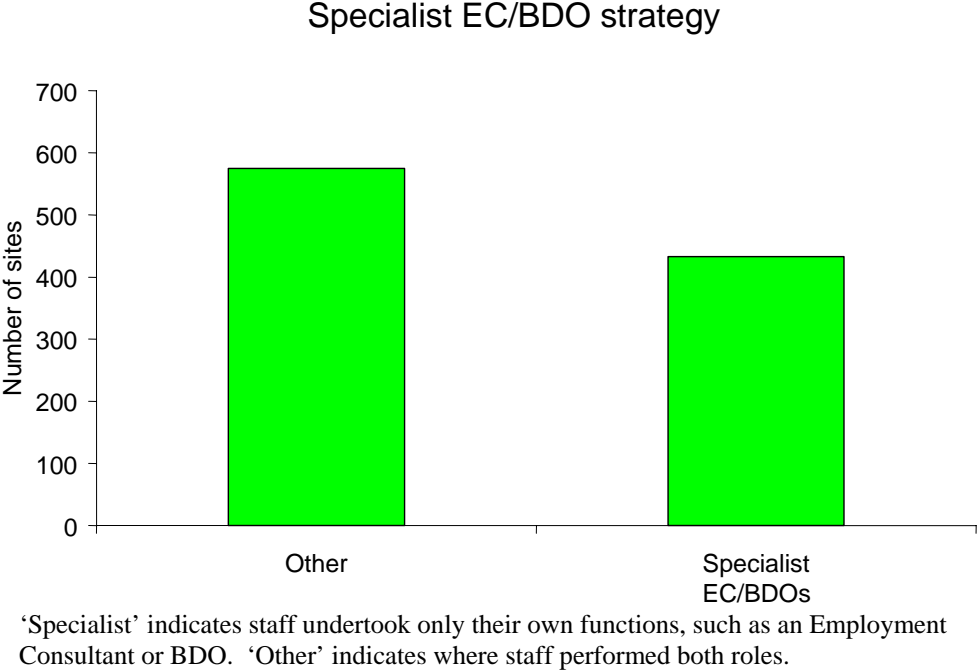
Average staff member workload

	Average items	Average items- significant users
Initial appointment	234	311
Initial interviews	102	181
CA	42	62
JST	21	46
MO	24	32
Vacancies	89	96
Referrals	167	292
Job placements	30	86
Found own employment	33	54
Breach	30	49

Average workload per year.

Around 45% of sites operated a specialist Employment Consultant/BDO strategy, with the remainder giving staff mixed roles (Figure 3.4). High performance was associated with the situation where BDOs were focused solely on gathering vacancies and/or undertaking post placement support. On the other hand Employment Consultants were likely to be taking on some of the vacancy servicing BDO role while servicing their clients. This is likely to reflect the fact that Employment Consultants focused on placing job seekers into work can better do so when they also deal with employers. It is possible too that the staff selected for the joint role of Employment Consultant and BDO bring a different skill set with less focus on case work and more on marketing. These staff are more likely to see their role as helping the job seeker into work rather than undertaking the role of a general social worker providing solutions to all of a job seeker's problems. In other words, high performers had a strong employment focus and recognised the need to focus on contractual KPIs rather than a set of largely self derived outcome measures.

Figure 3.4



3.4 Site manager

While most Job Network sites had a range of internal performance measures in place, it was generally the site manager who set the 'tone' for the site, and was therefore critical to the success of the site. The importance of having the right site manager is highlighted when looking at large organisations who have a number of Job Network sites. The strategies of sites within the same organisation are generally broadly similar with small differences as a response to localised factors. Despite this there is often a wide range of performance across sites from the same organisation, indicating that the role of site managers is a central driver of success. This was especially true in terms of their focus on outcomes and the setting of site strategies to enhance performance against KPIs.

The key role of site managers is most clearly demonstrated by the ability of new site managers to significantly boost performance at poorly performing sites, virtually overnight in some cases.

Site managers also played a large part in staff selection processes, either in consultation with head office or by themselves.

3.5 Receptionists

Receptionists also performed a key role in high performing sites. They typically had multiple roles, being responsible for arranging interviews, dealing with 'drop in' clients, sourcing vacancies and following up non-attendance. Receptionists often had strong people skills, with several being very good at remembering names and other client details. This was very useful in building relationships with job seekers and allowing for the collection of personal information that otherwise would have been difficult to obtain. Similarly, the receptionist's skill in dealing with waiting clients was important to ensure that they did not leave. In some sites there was a policy that a receptionist would not let any job seeker leave without a job referral.

The personal touch of receptionists was a key to relationship building. That said, the focus on relationship building of receptionists was present in both high and low performing sites. Reception staff tended to be quite young and were often the lowest paid.

3.6 Staff gender

There is a strong gender delineation among staff roles, with employment consultants and receptionists typically female and BDOs generally male. As all providers adopted similar approaches no link to performance could be identified in relation to the gender of staff employed.

3.7 Pay rates/performance bonuses

There appeared to be little difference in pay rates between high performing and low performing sites. Typically salaries were around \$35,000 to \$42,000 per annum for Employment Consultants and BDOs, and around \$30,000 to \$33,000 for Receptionists. In addition to this many not-for-profit providers were able to offer salary packaging to the value of around \$5,000. Bonuses tended to be small, with maximum individual bonuses of around \$2,000 to \$3,000.

3.8 Staff selection/staff backgrounds

Staff tended to have come from a range of backgrounds. Key attributes sought by Job Network members were:

- life experience;
- a “can do” attitude;
- a sales or social work background;
- an ability to empathise with job seekers;
- local knowledge;
- training or teaching backgrounds; and
- for some staff, professional backgrounds such as psychology.

Providers did not actively look for people with degrees and their views were mixed on whether previous Job Network experience was desirable, with many commenting on the ‘baggage’

workers with prior experience brought with them, while others considered the previous experience to be valuable. Foreign language, Indigenous cultural skills and empathy with those with disabilities were important where a significant proportion of the local job seeker population required them. Significantly, many site managers had extensive backgrounds, some extending as far back as the Commonwealth Employment Service (CES), or had transferred across from other DEWR/FaCS programmes.

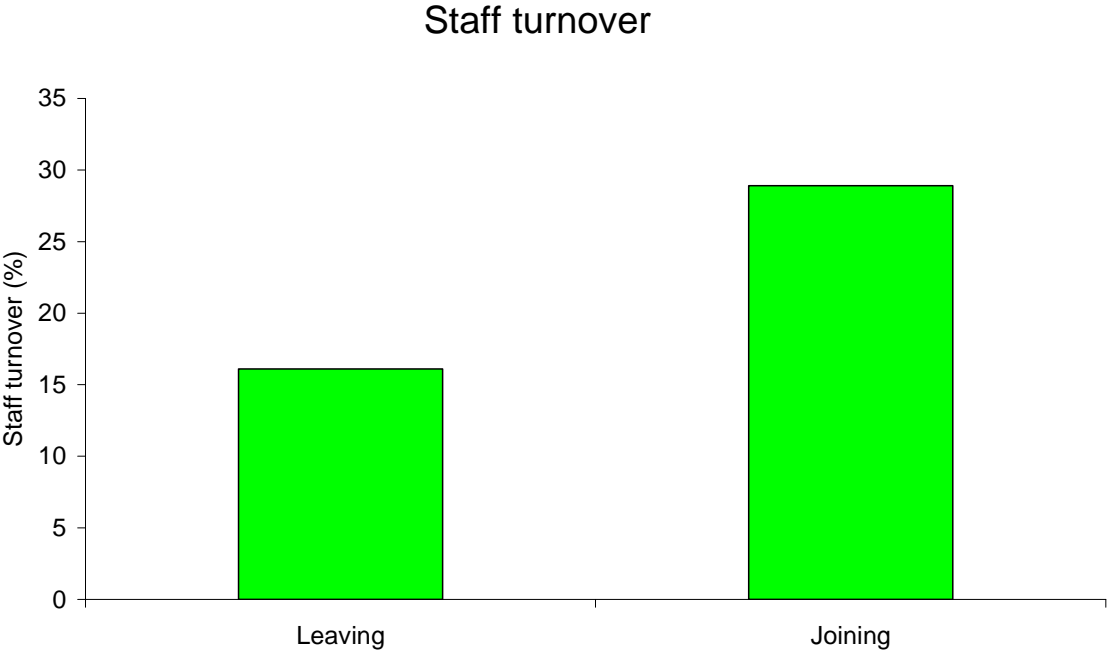
The study did not identify any link with overall performance in terms of staff backgrounds, as there were similar techniques applied by both high and low performing sites.

3.9 Staff movement

While there was some evidence that staff could move between jobs, staff tended to stay in their roles over time (Figure 3.5), reflecting the relatively low level of turnover and the differences in skills required for the various positions. Since July 2003, turnover rates have been around 15% a year, suggesting that on average only 1 in 6 staff leave each year. Additionally, there have been more people joining the Job Network than those leaving. Staffing levels increased during the first year of the APM, with 25% of staff beginning after September 2003. While limited movement between positions was also observed, many providers reported a career pathway between receptionist and employment consultant or sometimes BDOs. Such a promotion usually attracted a pay rise of between \$3,000 and \$8,000 a year.

As could be expected, lower staff turnover was associated with higher performance levels. High staff turnover tended to disrupt performance for a short period and often came in response to continuous poor performance, meaning that even where new staff did well it could be difficult to counter the previous poor performance.

Figure 3.5



Excludes movements between sites, which, if included, would roughly double turnover levels.

3.10 Individual performance

A further issue is that of high performing individual staff members. While the value of ‘star staff’ can be difficult to measure and depends on the role in question, a limited assessment can be made for JST (Table 3.2). As can be seen, some JST consultants did very well with respect to employment outcomes for their clients, while others did poorly. Outcome levels varied from as low as 25% to higher than 70%. Table 3.3 shows that even within a site, marked differences in outcomes can occur and Figure 3.6 shows that it is not related to experience as measured by the number of JST courses delivered by that individual. It should be noted that there are limitations to this analysis, which can not be addressed in the context of a best practice study.

Table 3.2²

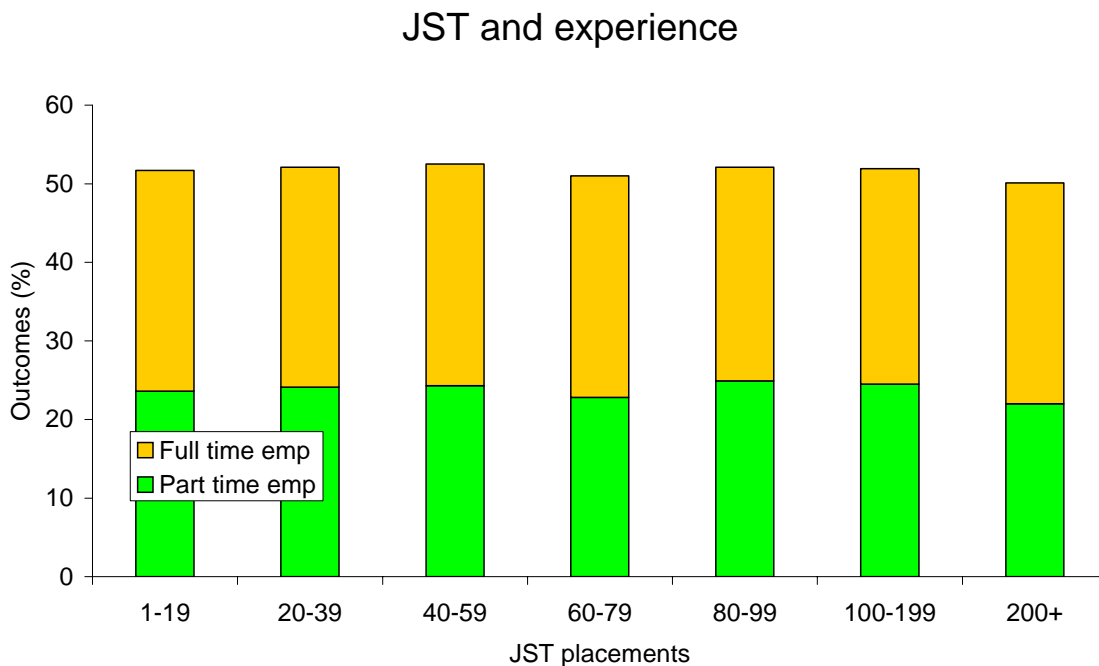
JST outcomes			
	Part time emp	Full time emp	Total emp
Trainer 1	9.8	15.4	25.1
Trainer 2	11.9	13.4	25.3
Trainer 3	14.4	11.3	25.8
Trainer 4	12.0	13.9	25.9
Trainer 5	7.0	19.5	26.4
Trainer 6	32.8	38.4	71.2
Trainer 7	22.9	48.4	71.3
Trainer 8	12.8	58.7	71.4
Trainer 9	35.6	36.0	71.6
Trainer 10	31.8	40.3	72.1
Trainer 11	30.2	42.0	72.2
Trainer 12	30.3	41.9	72.3

Table 3.3

JST outcomes, same site			
	Part time emp	Full time emp	Total employment
Trainer X	14.6	31.9	46.4
Trainer Y	11.1	45.6	56.7
Trainer Z	24.5	64.0	88.5

² Some trainers were found to achieve outcomes higher and lower than those reported in Table 3.2, however, there were few of these.

Figure 3.6



JST placements by an individual consultant.

3.11 Staff training

While well trained staff were seen as important, the key areas of training that impacted on performance were on areas like system specific IT skills, general filing and documentation. This reflected the strong focus on administration needed in the Job Network to operate successfully. All sites reported high levels of administrative work in terms of putting information into IT databases while high performing sites tended to also place significant emphasis on paperwork and follow-up.

Many staff entered the Job Network with quite comprehensive training backgrounds. A number, for example had teaching or training qualifications. Others possessed trade qualifications while a number had social work or other degrees.

Training was also a particular focus for some organisations with some having Registered Training Organisation (RTO) status and on occasion even providing training for other Job Network members. It was common for Job Network members to combine their business with other ventures such as other Commonwealth or State programmes, which gave them access to a wider range of trained staff such as psychologists.

Larger organisations tended to have at least a semi-formal training regime and policy but given the range of performance across these sites it was not possible to argue that these policies exercised a major impact on performance. Such regimes may have been important in dealing with staff retention and in developing organisational culture.

3.12 Staff meetings

Staff at high performing sites met more regularly than at lower performers. In many cases formal morning meetings along with more detailed weekly meetings were common. The

morning meetings were used to discuss new vacancies and who could fill them, while the weekly meetings were used to discuss issues such as problem clients, experiences in relation to assisting job seekers and performance against targets.

3.13 Staff motivation, celebrating success

High performing sites tended to celebrate successes intensively. Many had 'ring a bell' type systems where when a client found a job the consultant rang a bell and staff gathered around and provided positive feedback. Weekly feedback meetings focused on success, and office functions such as lunches and dinners were in response to meeting targets.

Five star providers celebrated their status as a provider as well, with most acknowledging their success through things such as:

- '5 star' displays;
- '5 star' t-shirts;
- interstate team visits; or
- time off rewards.

For high performers friendly competition between sites was encouraged, even within the same organisation. Sites often competed directly with each other in order to encourage higher outcomes, and it was common to see competition between individuals within a high performing site. Within sites and organisations the limits of friendly competition were made clear, with all aware of the need to focus on the overall position of the organisation. This meant that highly rated sites often lost top staff to lower performing sites within the same organisation.

Team or individual bonuses were provided in almost all high performing sites, but again these generally operated across organisations and most large organisations had a range of performance. Bonuses tended to be small, ranging from \$1,000 to \$3,000 for individuals, and lunches or team bonding days at the team level. In general, higher performing sites were more likely to have team bonus schemes than low performing sites.

3.14 Extra mile

While all providers had some type of post placement support regime, there was evidence that high performers went the extra mile. Individual examples included contacting every employer in a large town, conducting post placement support between 5 and 7pm from home, ensuring that no one left the office without a job referral, going down to the local shops at lunch to round up job seekers, placing food and drink vending machines in the office to remove the need for people to leave for snacks, developing a substantial outdoor waiting area with a barbeque, taking bus loads of job seekers on trips to local employers to have informal meetings and having a receptionist who remembered each job seekers name.

4. Employer Servicing

4.1 Employer servicing analysis

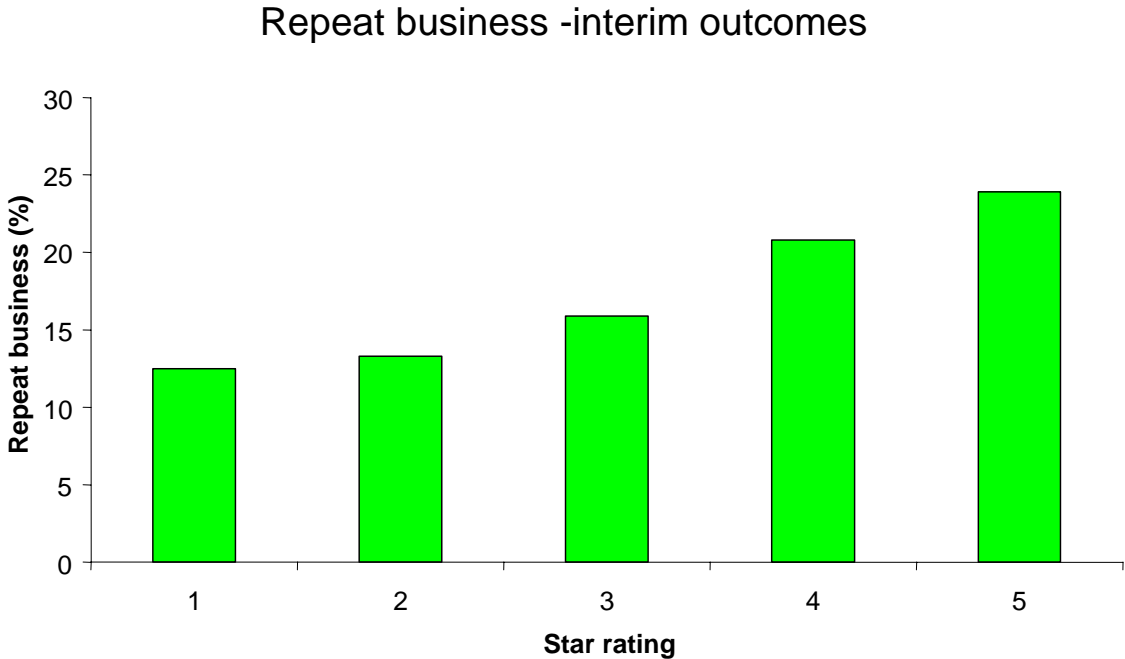
Together with strategies related to staffing, employer servicing strategies were found to be a key driver of performance. The employer servicing analysis covered:

- employers;
- found own employment (FOE) outcomes;
- industry and occupation; and
- post placement support.

4.2 Employers

While most providers indicated that they pursued a range of employers, both large and small, for repeat business, the focus was often on sourcing individual vacancies. In many cases, providers found that servicing large employers was difficult and resulted in few outcomes. Figure 4.1 shows that, on average, high performing providers were more likely to get ‘repeat business’ in terms of interim outcomes. For 1 star providers, repeat business accounted for 13% of all business, compared to 24% for 5 star providers. The main difference appeared to be employers who delivered 5 or more interim outcomes as such employers accounted for 12% of interim outcomes for 5 star providers compared to 7% of 1 star providers.

Figure 4.1³



³ This analysis is limited in that, where providers make multiple records for the same employer, they will be treated as separate employers.

4.3 Found Own Employment (FOE)

While sourcing and filling vacancies was found to be important, FOEs were a valuable source of outcomes for all providers, especially as it enabled providers to save vacancies for the most disadvantaged job seekers, while the most job ready searched for vacancies after receiving JST. Often FOEs became possible simply by refocusing job seekers on more realistic career starting points. Where clients did find their own employment providers were strong on follow-up and sometimes gained additional vacancies from the employers, for example by encouraging the job seeker to refer friends or report vacancies. Some reported that job seekers would drop by after work for chats, even long after the outcomes period. These job seekers could be used as role models for other job seekers, with ‘personal stories’ an important source of motivation.

Table 4.1 shows that overall 66.8% of all interim and 4-12 month outcomes related to FOE jobs. FOEs were more common for the short term unemployed, representing 73.7% of all outcomes.

Table 4.1

FOEs and outcomes	
Outcome type	Proportion of FOEs
4-12 Month Outcome	73.7
13-24 Outcome Interim	64.8
25-36 Outcome Interim	59.4
36+ Outcome Interim	60.0
Total	66.8

While high performing providers were still very dependent on FOE outcomes, Table 4.2 shows that they were more active in sourcing vacancies for the clients achieving interim outcomes, with 47% of interim outcomes for 5 star providers coming from jobs the provider found, compared to 33.4% for 1 star providers. This is consistent with the finding that having employment consultants and BDOs all sourcing vacancies is a key strategy to improve performance.

Table 4.2

Source of Interim outcomes by Star Rating		
	Other (%)	FOE (%)
Stars		
1	33.4	66.6
2	34.9	65.1
3	37.9	62.1
4	40.4	59.6
5	47.0	53.0

4.4 Industry and occupation

Table 4.3 shows the breakdown of referrals, placements and interim outcomes by industry while Table 4.4 shows a breakdown by occupation. So, for example, jobs in the accommodation, cafes and restaurants area produced 10.5% of referrals, 6.7% of placements, 6.5% of non FOE interim outcomes and 7.7% of FOE interim outcomes. As can be seen the most productive vacancy sourcing activities were found to be in manufacturing and wholesale trade. Areas such as health and community services were best left for individual job seekers to canvass themselves. In terms of occupation, it appears that more highly skilled jobs were most suitable for individual job seeker canvassing, while provider vacancy gathering exercises are most successful in lower

skilled jobs, especially for ‘blue collar’ jobs. Significantly, around half of all jobs found were in labouring and related areas.

Table 4.3

Share of referrals, placements and interim outcomes by industry

	Referrals ¹ (%)	Placements ¹ (%)	Interim outcomes (Non FOE) (%)	Interim outcomes FOE (%)
Accommodation, Cafes and Restaurants	10.5	6.7	6.5	7.7
Agriculture, Forestry and Fishing	6.6	10.4	4.4	4.4
Communication Services	1.0	0.9	1.2	1.7
Construction	6.5	6.2	7.6	9.7
Cultural and Recreational Services	1.1	1.0	1.1	2.2
Education	0.8	0.7	1.2	3.0
Electricity, Gas and Water Supply	0.3	0.2	0.3	0.3
Finance and Insurance	0.9	0.5	0.7	1.2
Government Administration and Defence	0.9	0.8	1.5	2.1
Health and Community Services	3.8	2.6	4.5	7.8
Manufacturing	19.0	20.8	26.8	14.6
Mining	0.7	0.6	0.8	0.9
Personal and Other Services	4.0	4.4	4.5	5.2
Property and Business Services	17.7	25.1	15.8	16.0
Retail Trade	17.5	11.8	14.2	14.7
Transport and Storage	4.0	3.2	3.7	5.0
Wholesale Trade	4.8	4.1	5.2	3.5
Total	100.0	100.0	100.0	100.0

1: Excludes FOE referrals and placements.

Table 4.4

Share of referrals, placements and interim outcomes by occupation

	Referrals ¹ (%)	Placements ¹ (%)	Interim outcomes (Non FOE) (%)	Interim outcomes FOE (%)
Managers and Administrators	1.3	1.2	1.0	2.3
Professionals	1.7	1.6	2.2	7.0
Associate Professionals	6.8	4.1	5.6	7.6
Tradespersons and Related Workers	9.1	8.4	10.4	11.4
Advanced Clerical and Service Workers	1.0	0.5	0.6	0.7
Intermediate Clerical, Sales, Service	16.7	10.9	12.8	15.9
Intermediate Production, Transport	12.1	11.3	12.9	11.9
Elementary Clerical, Sales, Service	14.8	10.3	11.3	12.5
Labourers and Related Workers	36.5	51.6	43.1	30.7
Total	100.0	100.0	100.0	100.0

1: Excludes FOE referrals and placements.

Given the high reliance on low skilled jobs it is important to provide a further breakdown by occupation. Table 4.5 shows details for a selected range of jobs. Significantly, just 18 occupation types account for over half of all interim outcomes.

Table 4.5

Share of referrals, placements and interim outcomes by occupation

	Referrals ¹ (%)	Placements ¹ (%)	Interim Outcomes Non FOE (%)	Interim Outcomes FOE (%)
General Labourers	11.2	21.1	13.7	10.3
Sales Assistants	8.7	5.8	5.6	6.1
General Process Workers	4.8	9.2	7.6	3.6
Cleaners	4.0	4.2	4.2	4.3
Storepersons	3.8	4.2	4.0	2.4
Office Assistants/ Managers	3.9	2.6	3.0	2.3
Farm Hands	4.7	10.3	2.5	2.4
Kitchen Hands	2.9	2.4	2.2	2.1
Truck Drivers	2.3	2.1	1.8	2.2
Receptionists	3.9	2.4	2.5	1.7
Delivery Drivers	2.0	1.6	1.9	1.9
General Clerks	2.4	1.8	2.1	1.7
Hand Packers	1.8	3.5	2.5	1.3
Waiters	3.3	2.5	1.5	1.7
Security Officers and Guards	0.9	0.9	1.1	1.7
Food Processing Workers	1.9	3.7	2.1	1.0
Aged and Disabled Carers	0.6	0.5	0.7	1.7
Bar Attendants	1.5	1.1	0.8	1.4
Other	35.5	19.9	40.3	50.5
Total	100.0	100.0	100.0	100.0

1 : Excludes FOE referrals and placements.

Table 4.6 shows the relationship between provider Star Rating and the industry, occupation and job type associated with interim outcomes. As can be seen, high performers were most likely to focus on low skilled jobs, and areas other than property and business services. High performers were also more likely to source permanent jobs. Few providers placed much emphasis on labour hire jobs. Table 4.7 details the results for selected occupations. These results broadly support a strong focus on a ‘work first’ approach, where job seekers are encouraged to find an available and accessible job and then to either use that job as a ‘stepping stone’ to a more desirable job, or alternatively, to use that job to fill in time while they search for their ‘dream job’.

Table 4.6

Interim outcomes by provider Star Rating

	Stars				
	1	2	3	4	5
Industry					
Accommodation, Cafes and Restaurants	7.8	7.0	7.2	7.3	9.1
Agriculture, Forestry and Fishing	5.9	3.7	3.7	5.2	6.6
Communication Services	1.2	1.6	1.6	1.3	1.5
Construction	7.9	9.2	8.4	9.3	10.4
Cultural and Recreational Services	2.7	1.7	1.8	1.8	1.5
Education	3.5	2.3	2.1	2.4	2.2
Electricity, Gas and Water Supply	0.8	0.3	0.3	0.3	0.3
Finance and Insurance	0.9	1.1	1.1	0.8	0.5
Government Administration and Defence	5.0	2.1	1.7	1.8	2.1
Health and Community Services	7.2	6.7	6.5	6.5	6.6
Manufacturing	16.6	18.1	20.1	19.3	17.1
Mining	1.8	1.0	0.8	0.9	0.9
Personal and Other Services	4.6	4.8	4.8	5.0	5.3
Property and Business Services	13.9	17.1	16.7	14.8	12.9
Retail Trade	11.2	14.6	14.6	14.4	14.3
Transport and Storage	4.7	4.9	4.5	4.5	3.7
Wholesale Trade	4.0	3.7	4.2	4.3	4.5
Occupation					
Managers and Administrators	1.8	1.7	1.9	1.7	2.0
Professionals	7.4	5.7	5.3	4.7	3.3
Associate Professionals	7.1	7.3	7.1	6.3	6.1
Tradespersons and Related Workers	10.7	11.5	10.7	11.0	12.1
Advanced Clerical and Service Workers	0.4	0.6	0.7	0.6	0.7
Intermediate Clerical, Sales, Service	14.7	14.5	15.0	14.4	14.6
Intermediate Production, Transport	12.2	12.5	12.5	12.0	10.9
Elementary Clerical, Sales, Service	10.7	12.5	11.9	12.0	12.5
Labourers and Related Workers	34.9	33.6	34.7	37.1	37.7
Job Tenure					
Permanent	50.0	52.6	55.7	59.7	66.9
Temporary	50.0	47.4	44.3	40.3	33.1
Labour Hire					
Non-labour hire	97.3	96.8	96.8	97.4	97.0
Labour Hire	2.3	2.8	2.7	2.1	2.4

Table 4.7

Interim outcomes by provider Star Rating

	Stars				
	1	2	3	4	5
General Labourers	13.1	11.6	10.9	12.0	13.5
Sales Assistants	4.6	6.1	5.7	6.0	6.7
General Process Workers	2.6	4.7	5.5	5.0	3.9
Cleaners	3.5	3.8	4.2	4.6	4.3
Storepersons	2.6	3.0	3.2	2.9	2.5
Office assistants/managers	2.9	2.5	2.6	2.5	2.7
Farm Hands	4.3	2.0	2.0	2.9	3.7
Kitchenhands	1.6	2.1	2.2	2.1	2.1
Truck Drivers	2.2	2.2	2.0	1.9	1.9
Receptionists	2.0	2.0	2.0	1.8	2.4
Delivery Drivers	1.2	1.9	1.9	1.9	1.7
General Clerks	2.3	2.0	1.9	1.7	1.5
Hand Packers	0.8	1.5	2.0	1.7	0.8
Waiters	1.3	1.5	1.6	1.6	1.9
Security Officers and Guards	1.2	1.8	1.5	1.4	1.0
Food Processing Workers	1.6	1.1	1.5	1.4	1.2
Aged and Disabled Carers	1.3	1.2	1.2	1.4	1.7
Bar Attendants	1.2	1.2	1.2	1.1	1.2
Child Care Worker	1.2	1.0	1.1	1.1	1.1
Other	48.6	46.6	45.8	44.9	44.1
Total	100	100	100	100	100

4.5 Post placement support

While post placement support was universally regarded as important, there was little evidence of any competitive advantage as most providers adopted identical strategies of talking to job seekers, employers (where possible), offering wage subsidies where necessary and trying to quickly find a new job where the current one looked like it might end, with fortnightly or monthly contacts following the first week. High performers were slightly more likely to report trying after hours contacts, but the difference was small.

5. Operational issues

5.1 Operational analysis

A diverse range of operational issues impacted on performance, including the following:

- a focus on jobs;
- holistic business;
- positive attitude;
- competitive outlook;
- a focus on Key Performance Indicators ;
- autonomy;
- performance over time;
- commencement rates;
- Job Search Training;
- Customised Assistance;
- Work for the dole;
- Job Placement;
- reverse marketing;
- participation reports;
- information technology;
- office layout;
- rural/regional;
- private/community sector;
- linkages;
- Centrelink; and
- contacts, drop in.

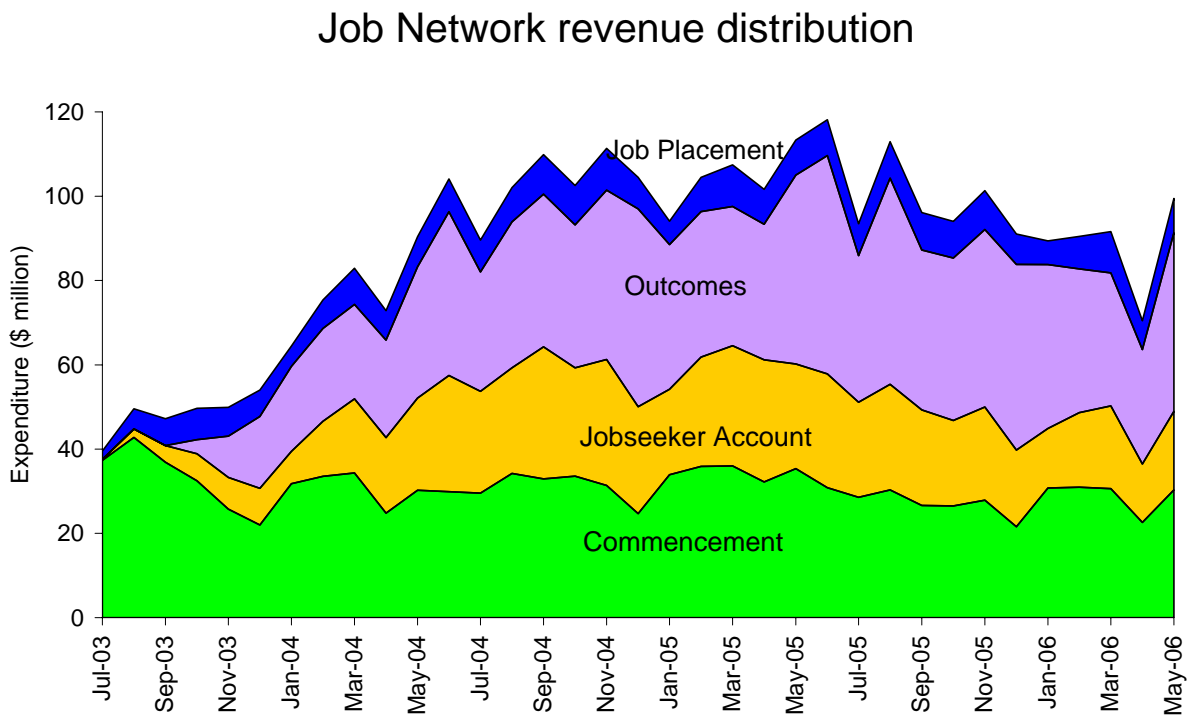
5.2 Focus on jobs

A key aspect of high performers was a strong focus on jobs, reflecting the fact that Star Ratings rewards providers for placing clients into work. While servicing job seeker and employer needs is important, the key focus for high performers was to view job seekers and employers as inputs to the ultimate goal of producing outcomes. Figure 5.1 shows that an outcomes focus was important, given the high proportion of revenue that came from outcome fees.

In high performing sites, all staff were focused on finding jobs. Employment consultants had a skill set that, while enabling them to show empathy with job seekers and identify barriers, still had a strong ability to find jobs. They dealt with employers on a daily or weekly basis, and worked closely with business development officers (BDOs).

High performing sites also had BDOs whose sole role was to search out vacancies and deal with employers. Significantly the analysis showed that even a high proportion of BDO staff did not make up for cases where employment consultants did not have a significant role dealing with employers. Both BDOs and employment consultants targeted their job search activities to vacancies that Job Network clients typically accessed which were usually low skilled.

Figure 5.1



5.3 Use of Complementary Services

High performing providers do not see themselves as providing an holistic range of services to job seekers, rather that they quickly refer clients on to complementary services where necessary. Many personal issues were best dealt with by relevant professionals paid to deliver suitable services and this enabled the development of a professional relationship between the consultant and the job seeker. This allowed providers to:

- focus on ‘getting a job’, rather than being distracted by other personal needs of clients.
- describe participation reports as necessary to encourage a faster transition into employment and as such, a contractual requirement;
- stop consultants from burning out or spending excessive time with a few high need job seekers;
- stop some individuals dominating group sessions; and
- deal sensitively with issues such as personal hygiene and dress standards.

5.4 Positive attitude

High performers also typically possessed a positive attitude in that no one was deemed to be unemployable. This is a key factor and complements past research which has shown that the most disadvantaged job seekers are often the ones who benefit most from assistance. Being prepared to tackle these clients is as such a real advantage, especially where only a limited amount of assistance is required. In many cases simple barriers such as a lack of understanding of the labour market prevents very long term unemployed job seekers finding work. In other cases, successful providers used an approach in which job seekers with unrealistic aspirations are refocused on available opportunities by examining how they might get to where they want to go by taking small steps in the right direction. Under this approach the benefits of employment, such as being able to buy Christmas presents for their children are emphasized.

5.5 Competitive outlook

High performing providers had a competitive outlook, and encouraged strong competition with other sites and friendly competition within the site. Providers saw 'winning' as important, and were genuinely disappointed at small reductions in ratings. It also meant that providers who achieved a relatively 'safe' rating, say 4 stars, still strived to go that little bit further. Similarly, a 5 star rating meant genuine pride with displays, t-shirts, balloons and desk plaques common.

5.6 Key Performance Indicators

Successful providers were very focused on KPIs which were aligned heavily with Star Ratings. They kept a strong focus on exactly where they were in terms of performance against the KPIs and set individual and team targets that related strictly to numerical performance against the KPIs. For example, successful providers were very clear on the higher weighting provided in Star Ratings for assisting the long term unemployed into jobs that qualified for interim outcomes. Job placement and intermediate outcomes were still seen as valuable in terms of building on the results achieved against interim outcomes, but performance with the long term unemployed and highly disadvantaged clients was paramount. Aside from individual targets for long term unemployed job placements and interim outcomes, common measures included large white boards tracking the status of cohorts of job seekers, computer systems that tracked outcomes status and daily or weekly meetings that covered numerical performance targets.

The focus on outcomes sometimes produced seemingly counter-intuitive results. In several cases providers had stopped dealing with large labour hire companies which, while providing many vacancies usually did not achieve many long term jobs. Providers were willing to forgo the Job Placement fees in order to focus on long term jobs that could achieve interim outcomes. In some cases this attitude extended to Job Placement Licence Only (JPLO) organisations, with most providers making little effort to seek out such vacancies.

The focus on interim outcomes also meant that Job Placement was limited in scope. Across the board, providers did not actively seek to place job seekers outside their caseload, with the exception of clients who were not on benefits and so would not attract outcomes for their competitors. In practice this meant the Job Placement programme is unable to reach its full potential.

Significantly, providers were much more likely to deal with sites within their own company even though they may have been in different regions, rather than a competitor in their local area. While there were a few exceptions to this, they were reserved for special cases such as the opening of a new retail outlet where it was clear that no provider could meet all the needs of the new employer. While linkages between competing providers were in some cases quite strong, they relied on individuals, usually the site manager. In many cases site managers had been in the industry for long periods and had previously worked with the site managers they were now competing against.

5.7 Autonomy

Most providers adopted sensible strategies in terms of autonomy. Individual staff made most operational decisions themselves, sometime with approval from the site manager, even in large sites. Poor expenditure decisions were seen as uncommon and quite often site managers had to encourage staff to the view that amounts as low as \$1,000 could still represent a valid

expenditure where the job seeker was not guaranteed a job. Staff appear in general to be quite conservative in terms of even relatively small amounts.

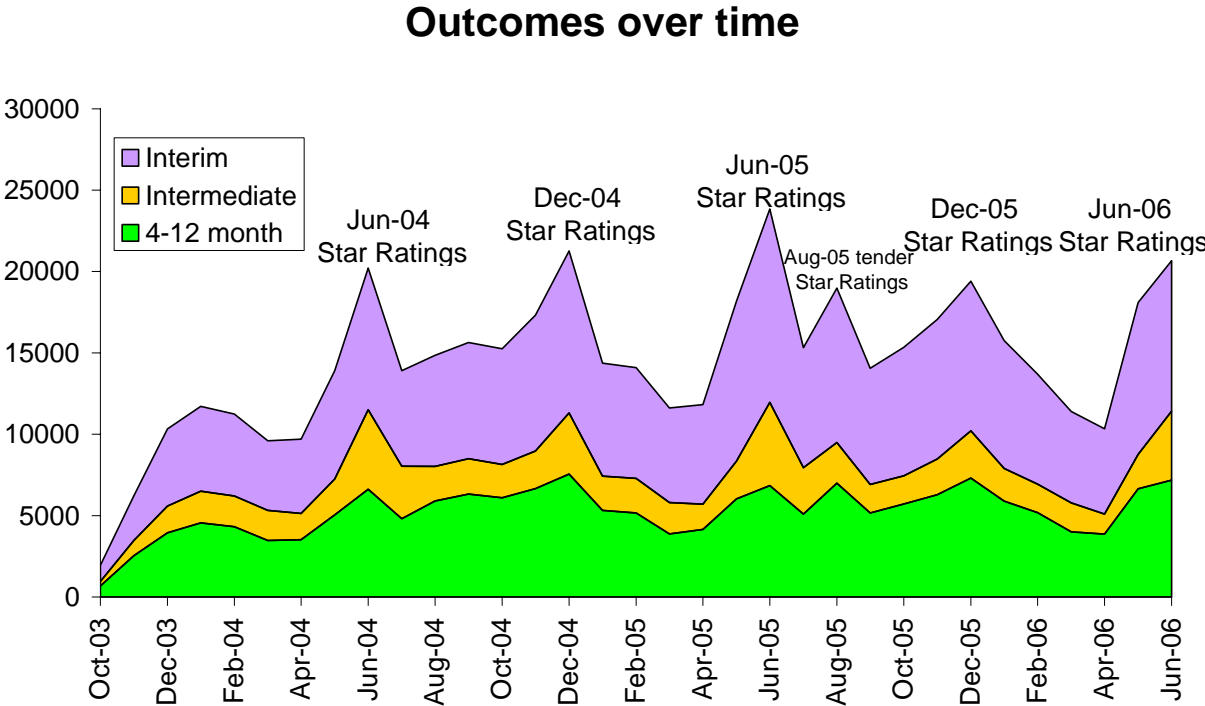
Significantly, high performers were more likely to approve spending of their own funds in addition to or in place of job seeker account funds. It is unclear, however, whether the higher income from outcomes fees allowed them to do this, or if the extra care inherent in providers spending their own cash was a factor. As an example, a number of 5 star providers had relatively low levels of job seeker account spending, preferring instead to hold job seeker account funds in reserve for when they were needed. These providers, however, generally reported high cash flow from outcome payments.

5.8 Performance over time

High performing providers typically achieved a sustained performance over time. In a competitive market it is difficult to quickly make up for early poor performance, and likewise a strong start provides a buffer for a subsequent period of poor performance. There were, however, cases where a relatively large turnaround in performance occurred. Available evidence indicates that providers who were achieving very low outcome levels could subsequently perform very strongly, though they needed to sustain new performance levels for significant periods to improve their rating. The interesting aspect of these changes in performance levels was the speed with which they occurred. It was not uncommon to see cases where performance levels doubled from one month to another. These changes often occurred in relation to a change in site management - it is apparent that the easiest way to markedly increase performance is to bring in a new site manager when the old one is not performing.

More broadly, the ability to lift performance is reflected in the peaks in outcome levels around the time Star Ratings are calculated (Figure 5.2). The December 2004 outcomes peak was 23% higher than either November or January, while the June 2005 peak was the highest on record.

Figure 5.2



5.9 Commencement rates

Regression analysis showed that one of the most important determinates of Star Ratings was the commencement rate in JST and CA. Commencement rates vary by programme type and provider (Figures 5.3 and 5.4), with higher commencement rates associated with significantly higher Star Ratings. JST commencement rates, for example, were just under 40% at 5 star providers compared to under 20% for 1 star providers (Figure 5.5). Similar results were found for CA commencement rates (Figure 5.6). It is unclear exactly why commencement rates were such an issue, with possible explanations including:

- the extra revenue associated with attendance may allow improved performance;
- the effect on outcomes that these forms of assistance have;
- compliance effects associated with 'chasing up' job seekers who do not attend;
- better relationships with job seekers ensuring attendance; or
- overall better record keeping and follow-up.

Whatever the exact reason, commencement rates remain a potentially easy way for providers to improve their Star Ratings and revenue. A stronger focus on following-up clients who do not commence would be a reasonably inexpensive means of driving further performance improvements. This is true even for high performers as commencement rates were not high across the board for these providers.

Figure 5.3

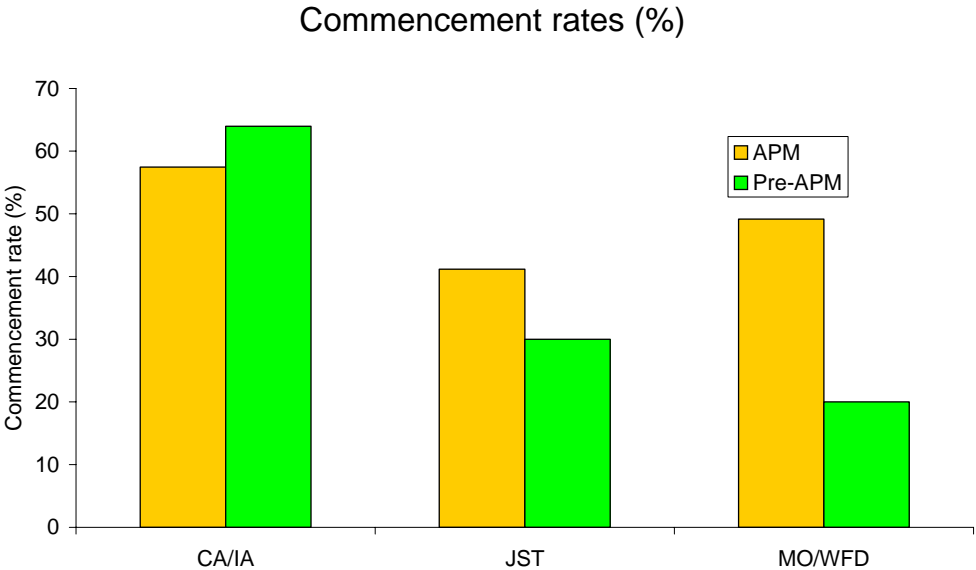


Figure 5.4

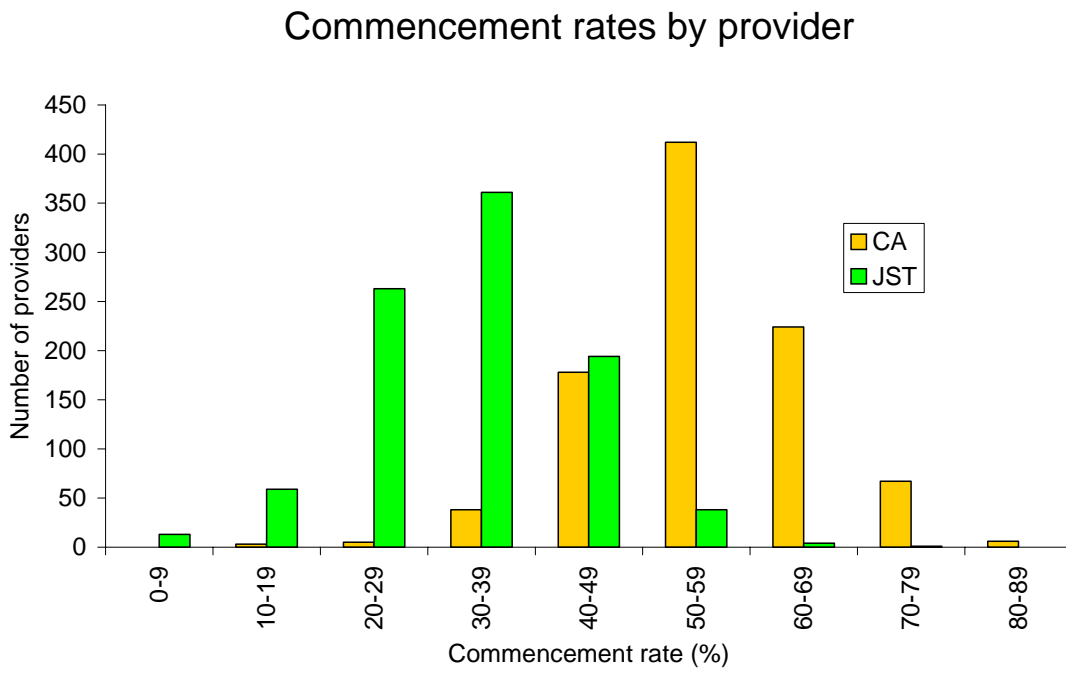


Figure 5.5

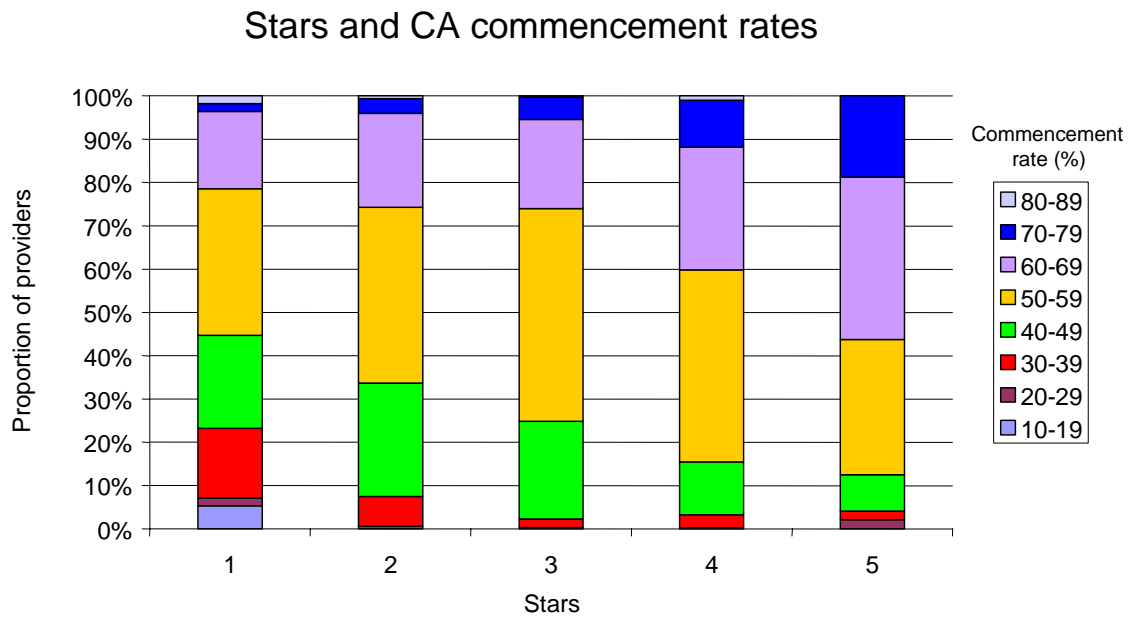
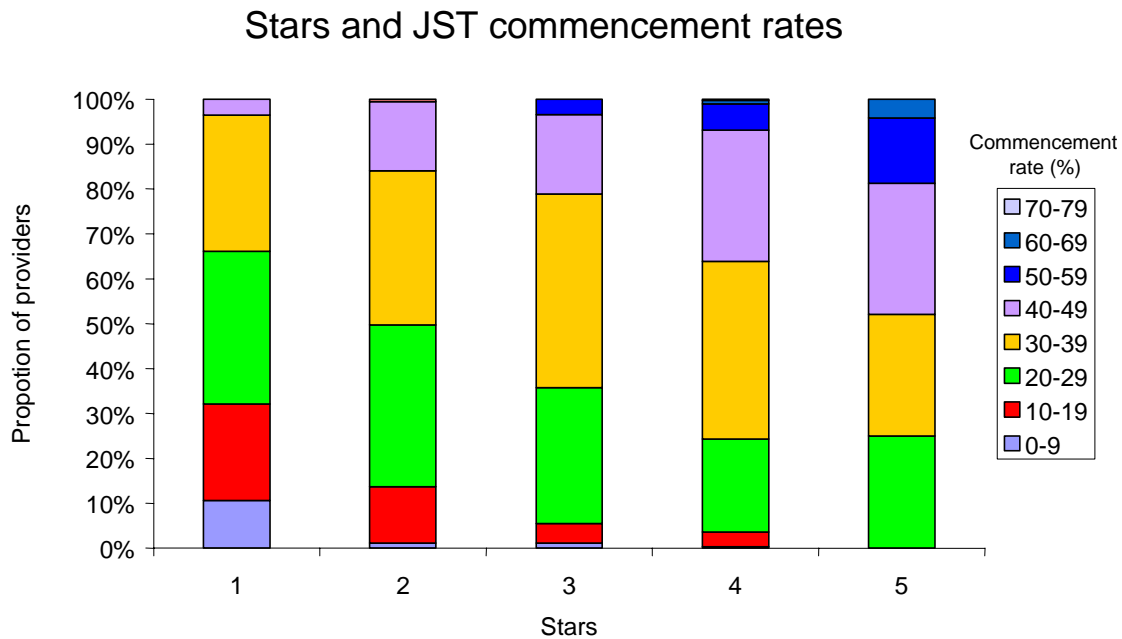


Figure 5.6



5.10 Job Search Training (JST)

JST forms the first element of Intensive Support, and as such is a key area for dealing with short term unemployed clients. Practices in relation to JST differed somewhat between providers, with some stressing:

- motivation;
- attendance;
- activity;
- skills development; or
- group socialisation.

Overall, attendance seemed to be the most important factor in terms of driving performance. Significantly, high performing providers were likely to offer more job search/motivational training under the job seeker account to job seekers not required to participate in JST. Similarly, many job seekers including the highly disadvantaged were sent to fill vacant spots in JST courses. This was probably the main area where targeting was actually carried out to a high degree based on job seeker 'needs', rather than job seeker or provider 'wants'. The targeting most commonly discussed here was to job seekers considered to be in black market jobs. This proved an effective strategy where Centrelink worked with them, but for other job seekers it provided a useful boost in motivation and placed the clients before the consultants in a focused job search environment. Overall, there is scope for providers to improve performance relatively easily by changing their JST practices.

5.11 Customised Assistance

In contrast to JST, CA seems to present fewer opportunities for easy performance improvement. In fact some high performers reported placing highly disadvantaged CA clients in JST type courses despite not being required to under the contract and having regular mini-JST updates along the way. Performance data show that in the first year of the contract, CA provided especially high outcomes relative to Mutual Obligation job seekers largely because CA clients

were 'in the face' of employment consultants. As the contract developed, Mutual Obligation became a greater focus, and CA's advantage diminished to some extent. High performers focus on all their clients, missing few opportunities to place clients. This strategy really underlines a key concept of Star Ratings that while a majority of clients who find work will have done so themselves, it is the ability of a provider to be ready for and take opportunities as they come, especially for the most disadvantaged, that really adds value.

5.12 Work for the Dole

The study found that the types of Work for the Dole placements undertaken by clients had an impact on Job Network Star Ratings, through the effectiveness of various Work for the Dole activities. The most effective activities in terms of their effect on Star Ratings were aged/child care and office type activities. Building activities were less effective, while 'art' type courses impacted negatively on a provider's Star Ratings.

5.13 Job Placement

The Job Placement programme was not a key driver of performance, largely because most providers simply used it as a means of servicing their Intensive Support caseload. Its use as a support service for Intensive Support, however, was important in the sense that it provided an extra reason to focus on dealing with employers.

5.14 Reverse marketing

There were a variety of ways in which reverse marketing was delivered. Strategies ranged from allocating a small caseload to a reverse marketer and turning over the case load every fortnight or so, to placing clients on the reverse marketer's caseload until they found work. Caseloads varied in size dramatically. Some providers used the definition of reverse marketing loosely with some even calling any individual job search activity, reverse marketing. Costs could be quite high, with most debiting the job seeker account by around \$100 per hour.

Overall, while reverse marketing was found to be a somewhat effective strategy, other strategies were more effective, so a careful balance is needed to ensure that outcomes remain the key focus. Reverse marketers tended to have a problem associated with working with fairly employable job seekers. More difficult members of the caseload were often kept off the reverse marketing caseload, meaning that these job seekers often received less access to vacancies.

It is often not understood well that Star Ratings measure the difference between expected outcomes levels and actual outcome levels. The effect of this is that it is more advantageous to place a very disadvantaged job seeker into work than a less disadvantaged job seeker because, where an outcome is achieved, the difference between expected and actual outcome is lower where the expected outcome rate is higher. This suggests that placing the most disadvantaged job seeker possible into any vacancy will be an optimal strategy, while reverse marketing basically works the other way around, maximising outcomes for the most job ready within the caseload. Not surprisingly, these job seekers are the most likely to find their own jobs, and if they don't, issues like motivation are likely to be significant. In this sense, reverse marketing must be very carefully targeted to ensure that it does not cannibalise vacancies that could be used for the most disadvantaged job seekers. Supporting this finding is earlier research that showed that the net impact from programs such as Intensive Assistance were highest for the most disadvantaged job seekers. In simple terms this means that while the least disadvantaged clients

achieved higher raw outcomes levels, the largest *improvements* in outcomes were seen for the most disadvantaged job seekers.

5.15 Participation reports

The analysis showed that high performing providers tended to lodge a high number of participation reports relative to their caseload. High performers used participation reports to deal with non-attendance and the introduction of suspension arrangements was seen as a very favourable change. There was no evidence of high performers using breaching inappropriately. In fact most providers were conservative and made many attempts at contact before lodging a report. This was particularly an issue as many of these 'last resort' participation reports were dismissed on the basis of job seekers providing questionable excuses to Centrelink.

5.16 Information Technology

All providers had to use EA3000 and most staff were responsible for their own day to day data processing. The exceptions to this were usually job seeker account expenditure, claims and organising interviews. EA3000 claims were usually handled by an organisation's finance area, while receptionists often made appointments for staff and processed participation reports and non attendance. For other transactions, individual staff tended to be directly responsible. High performing providers had a focus on good record keeping, in particular tracking each job seekers progress and ensuring that all the supporting paper work was available. This required significant investment in training on the system, with mini IT 'gurus' in most offices. These staff were often also contract 'gurus', with a full knowledge of contractual requirements.

In some cases high performers had made a large investment in outcomes tracking software, which prompted activity at various stages in Intensive Support.

5.17 Office layout

In general office layouts could be described as high quality. Where sites did have limited space it was usually a short term issue or related to the site being located in a mall. Sites were well located in relation to public transport and job seekers were usually able to do their shopping in conjunction with a visit to a site. In more depressed areas security was an issue, especially with a large range of IT systems available in most offices, along with small high value objects such as 'liteshow' data projectors. The reception area usually allowed space for a waiting area along with touch screens and job boards. Often, waiting room materials such as the jobs section of that day's paper and job boards were available. Employment consultant and BDO areas were usually separate and open plan, with a number of meeting rooms available for privacy. Training rooms were well equipped and many sites had recreation lounges or vending machines to help job seekers relax during breaks in training courses or JST. These performed the role of allowing easy access to job seekers, as when job seekers left the premises during breaks rounding them up again could be time consuming.

Site layouts were generally designed to facilitate group dynamics, useful in job search or motivational courses. This was important in providing support and team dynamics, and was also important to allow separate rooms for disruptive individuals to be individually counselled until they could return to the main session. Some job seekers just wanted attention and this could be more easily handled in a one-on-one situation.

Given the similarity of approaches employed by providers, the study did not identify any link between site layout and performance.

5.18 Rural/regional

In terms of performance, rural and regional providers adopted similar strategies to metropolitan providers, with one general exception. In small towns word of mouth about individual job seekers could be a quite influential and negative, so vouching for such clients and providing limited subsidies or trial periods was a priority. For remote clients successful providers actually went out and visited the job seekers, even at their homes, but realised the importance of bringing the client to the job, rather than the job to the client.

5.19 Private/community sector

There appeared to be little difference between the performance of private and community sector organisations, with the exception of staff to caseload ratios which appeared to be higher in community sector organisations. Significantly, both types of providers adopted similar strategies, although the underlying motivation and rationalisation were sometimes different. For instance, private providers were likely to have more of a business motivation such as profitability, while community sector providers were likely to see profitability as a means to staying in business and potentially funding other services.

This effect could be seen most clearly in relation to participation reports. Private and community sector organisations did not have significantly different policies on lodging participation reports, rather the rationale was usually different. In particular, private sector firms saw it as a part of doing business in line with contractual obligations, while community sector organisations usually saw participation reports as a ‘necessary evil’ that was required in order to ensure some job seekers got help. Private sector providers were more likely to see as a strong negative of participation reports the potential for it to destroy relationships, while community organisations were more likely to see the financial stress placed on job seekers as the key issue. Significantly some of the highest participation report rates applied to community sector organisations, especially following the introduction of the suspension arrangements. Such providers often saw themselves as delivering low participation report rates.

5.20 Linkages

High performers developed community linkages, but these were usually dependent on individuals and generally offered limited value if substantial effort was required to maintain them. Most had a good relationship with the local community, chambers of commerce, large employers, Centrelink, and other sites. An interesting feature of the Job Network is the co-location of sites in specific areas, especially around Centrelink offices or local shopping centres. For example, it was common to find 3 or 4 Job Network sites side by side or across the street. This meant that the staff of each site were well aware of what their competitors were doing.

5.21 Centrelink

Dealing with Centrelink was a mixed experience for the vast majority of sites. In most cases the best relationships were between individuals in each organisation, but this was critically dependent on those individuals remaining in their roles. Changes, such as the movement to a centre call line for Job Network members, often altered the dynamic dramatically, leading to

frustrating experiences for all involved. While complaining about individual issues, providers generally rated their relationship with Centrelink as good. One key area for potential improvement was Centrelink actioning more of the participation reports lodged by providers.

As most sites adopted similar approaches, no link with performance was identified in relation to dealing with Centrelink.

5.22 Contacts, drop in

High performers encouraged drop in clients and frequently saw their clients much more regularly than stipulated by contractual requirements. Job seekers were often able to see consultants for a few minutes at any time, even after hours. Measures to attract drop in clients included relaxation lounges, newspapers, tea, coffee and barbeque areas.

On the other hand good providers took measures to discourage job seekers becoming dependent on particular staff or spending all their time at the site. These included regularly changing consultants where attachment was becoming a problem.

High dependency upon a particular staff member was seen as a very destructive relationship in high performing sites and at weekly meetings such issues were openly discussed, with clients moved between consultants to solve the problem.

6. The job seeker account

6.1 Job seeker account

An analysis of the job seeker account revealed a diversity of strategies. The job seeker account analysis included:

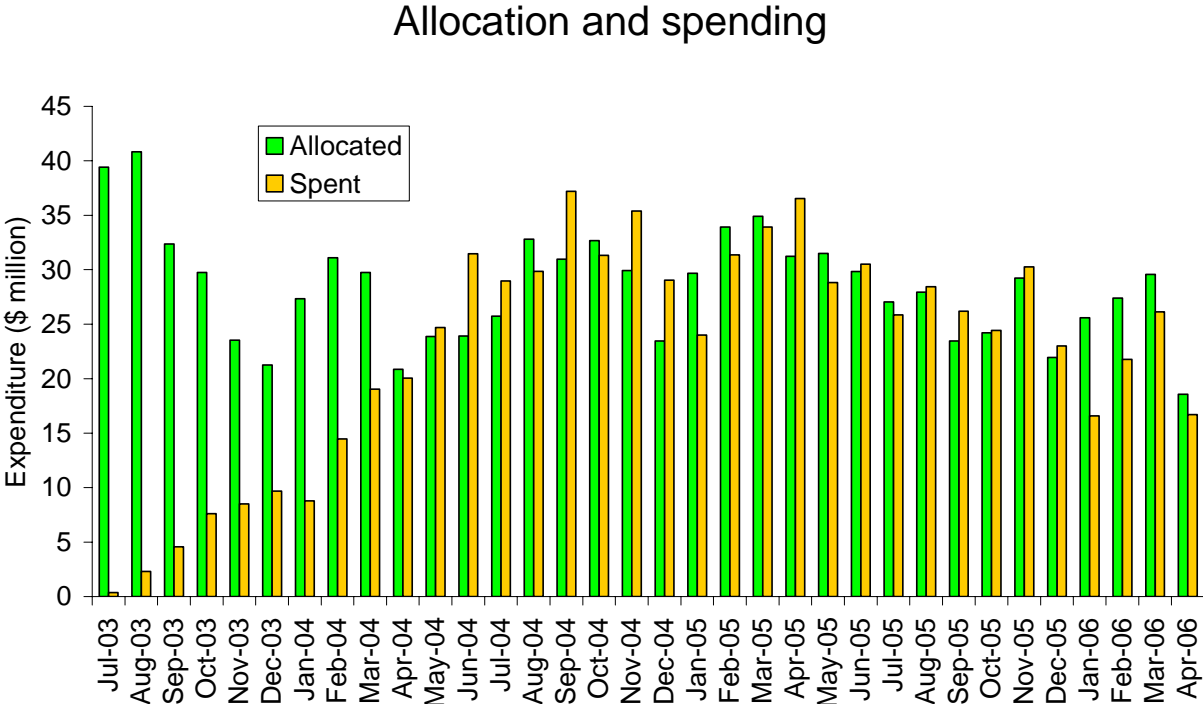
- job seeker account usage;
- changes over time;
- course types; and
- outcomes.

6.2 Job seeker account usage

The job seeker account plays a significant role in the operation of the Job Network and at around \$200-300 million a year, represents a key source of potential differentiation in provider strategy. Additionally, job seeker account expenditure is perhaps the most readily analysed aspect of best practice because of the need to record expenditure details in order to make claims against the account. This means that all job seeker account expenditure data can be accessed on a daily basis from the DEWR administrative database.

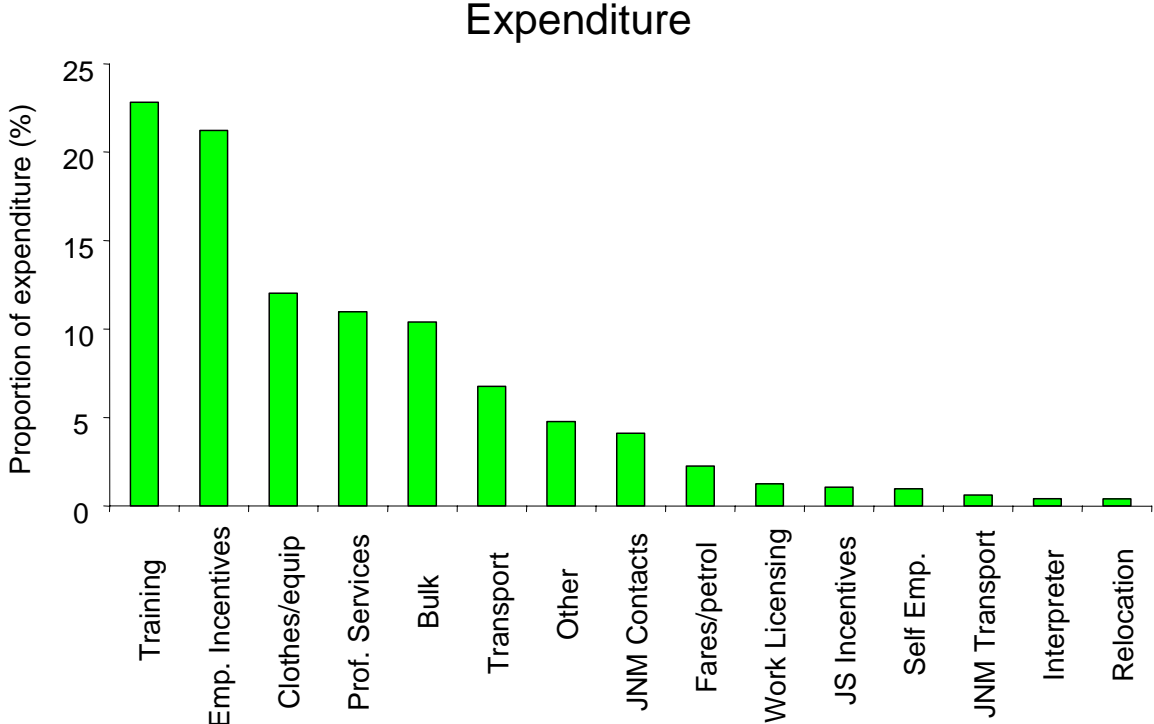
Job seeker account expenditure has changed over time, both in terms of quantity and the allocation between different forms of assistance. Figure 6.1 shows that in the first 6 months, expenditure averaged around \$5 million per month, rising steadily to around \$20 million per month after a year and then remaining between \$20 and 30 million a month since then.

Figure 6.1



Almost half of all job seeker account expenditure falls into the training and employer incentives categories (Figure 6.2). Training includes job search and motivation courses along with job specific skills training. Employer incentives are almost entirely made up of wage subsidies, although in most cases they take the form of a small payment at the start of employment or a larger payment at the 3 and/or 6 month marks, coinciding with outcomes payments. Expenditure on clothes and equipment is also common, with 80% in the clothes category and 20% spent on equipment. Professional services consist mostly of reverse marketing, with a small component of professional medical services added on.

Figure 6.2



In terms of numbers, Table 6.1 shows that there have been 184,603 training courses, 58,762 employer incentive payments (29,693 clients), 289,309 clothes and equipment and 238,088 fares and petrol assistance over a year. The average cost per item, even for employer incentives or training is quite low. Wage subsidies under Jobstart averaged \$3,300 (indexed for growth in wages) compared to \$2,263 per job seeker under the job seeker account.

Training courses average around 3 days compared to around 8 weeks under the JobTrain programme in 1996. The average cost of training currently is \$287 compared to around \$2,215 under JobTrain allowing for inflation. Significantly, current training is highly targeted and effective, with off benefit outcomes tending to be higher than under JobTrain. A good example of the benefits of the current training regime is that a typical forklift licence training course under JobTrain took 8 weeks and cost around \$2,200 adjusted for inflation. Current forklift licence training courses cost around \$291 and take just 3 days, with both resulting in the participant receiving a forklift licence. Similarly, under current arrangements each placement is considered separately, with individuals put through training where they would benefit from it, compared to the filling of courses regardless of job seeker needs, to meet commencement targets which occurred under JobTrain.

Table 6.1 Job seeker

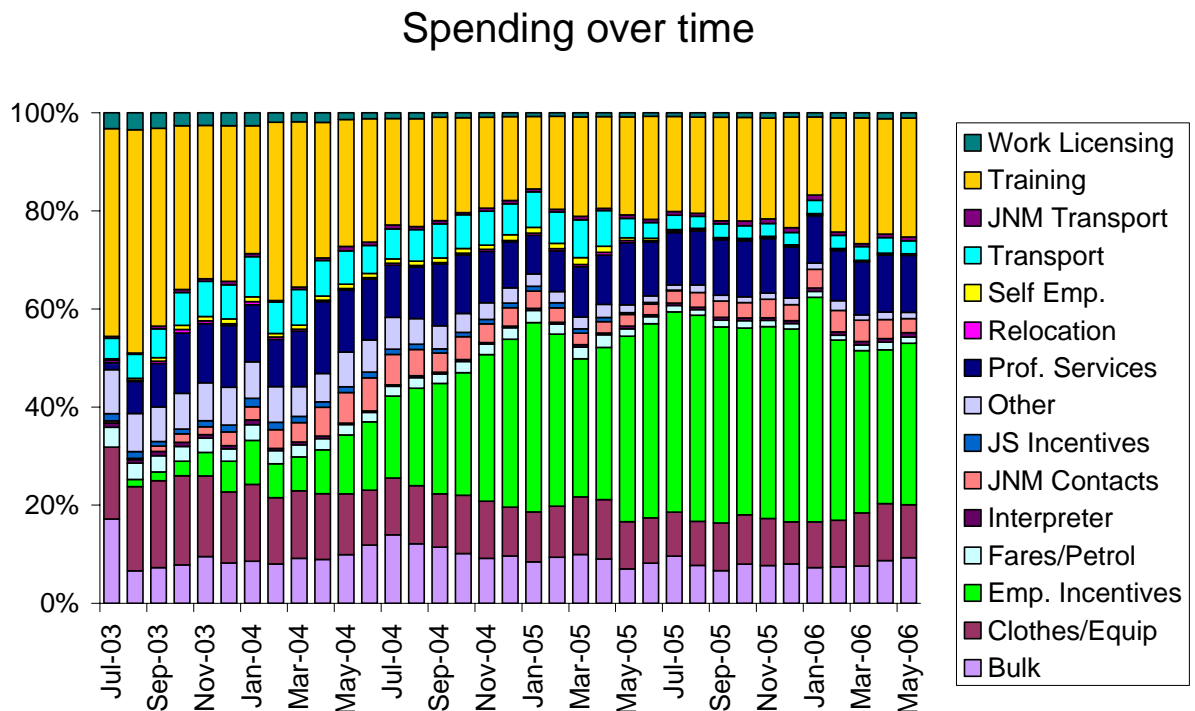
Account Expenditure		
	Number	Average cost (\$)
Employer incentives	58762	1154
Training	184603	287
Clothes/equipment	289309	120
Professional services	195032	145
Transport assistance	79886	239
JNM contacts	147021	98
Other	101270	130
Fares/petrol	238088	51
Jobseeker Incentives	26214	126
Work licencing	18917	165
Self employment	7274	376
JNM transport	17961	93
Interpeters	13458	79
Relocation	2940	354

*Year to end February 2005. *Indicates claims for payment.
 *There will be multiple claims for some job seekers.
 *Bulk is excluded from this table, as charges under this category are not linked to job seeker id, and therefore numbers and average cost cannot be calculated.

6.3 Changes over time

Job seeker account spending has changed over time in relation to the type of assistance provided. Figure 6.3 shows that wage subsidies have risen from almost zero to around 30% of spending. On the other hand, training has decreased from around 40% to around 20% currently. These changes broadly reflect the strong performance of wage subsidies. It is also important to note that there are still many more training courses offered than wage subsidies, probably as a reflection of lower unit costs for training courses.

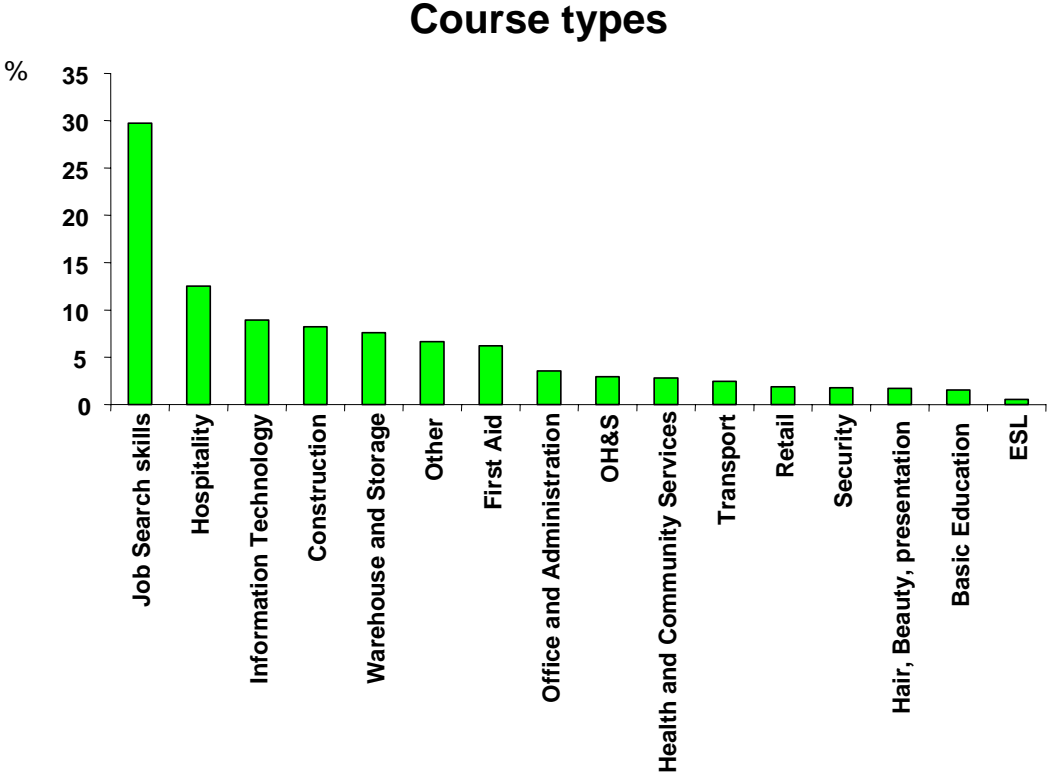
Figure 6.3



6.4 Training course types

Some two thirds of training courses were in job specific skills, while one third were in job search skills or motivation courses (Figure 6.4).

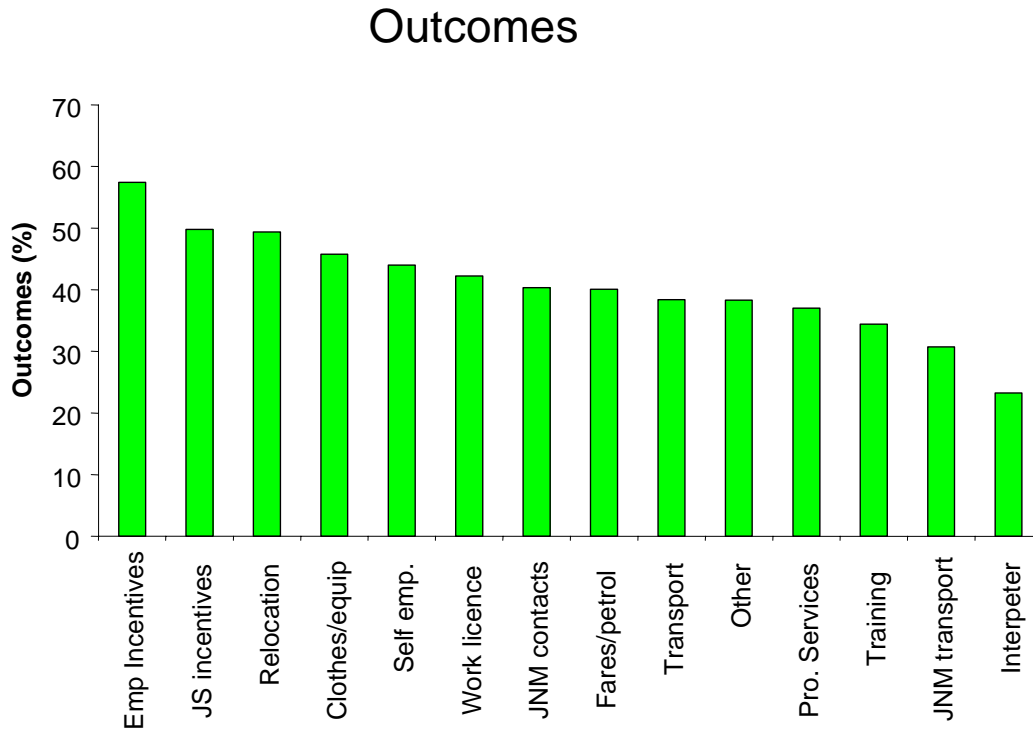
Figure 6.4



6.5 Outcomes

Figure 6.5 shows off-benefit outcomes for the various types of assistance. As can be seen, outcomes are highest for employer incentives and of the other main categories, clothes and equipment. This would be expected as employer incentives are only relevant for people who find a job.

Figure 6.5



High performing providers spent a greater proportion of their job seeker account expenditure on employer incentives. In fact additional spending on employer incentives was shown by the regression analysis to be highly correlated with higher Star Ratings, along with fares/petrol vouchers and clothes and equipment. The results also showed that professional services, which largely represent reverse marketing, were only half as effective as spending on clothes and equipment and less than 40% as effective as employer incentives. The regression showed no significant difference in the performance levels of providers regardless of their use of training, but this is complicated by the fact that spending on training is usually at the expense of wage subsidies as these two items make up around half of job seeker account expenditure.

Significantly, the type of training was found to be an issue, with spending on job search training/motivational courses strongly correlated with high performance. While the exact reason for this is unclear, it is interesting that of the training courses, job search training/motivation courses achieve lower outcome levels, but that providers using them tend to be high performers. The exact causal factors are difficult to determine but it may be that such courses get high compliance effects for those who are referred but do not start, or it could be that such courses are aimed at the most disadvantaged.

The analysis found no relationship between the proportion of related entity expenditure and provider Star Rating, although again related entity training courses tended to achieve lower off-benefit outcomes possibly due to the fact they were most likely to be in job search training/motivational courses. This also brings into question the value of related entity spending on reverse marketing. The research did highlight one interesting issue, however, that there appears to be only very limited targeting of the type of job seeker account expenditure by job seeker characteristics. For example, the mix of assistance provided to the very long term unemployed was almost identical to that provided to the short term unemployed (Figure 6.6). Similarly, the mix provided to Disability Support Pension (DSP) and sole parent pensioners was similar to that provided to unemployment benefit recipients (Figure 6.7). The biggest difference

appeared to be by educational attainment with those with degrees more likely to have been given training courses (see Appendix C).

Figure 6.6

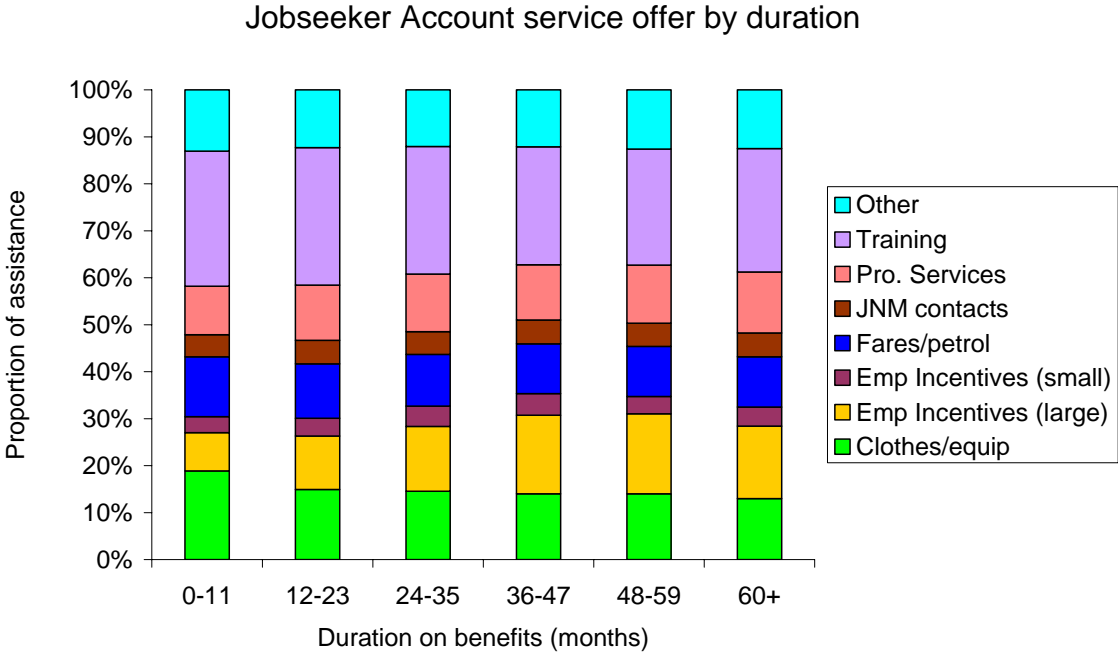
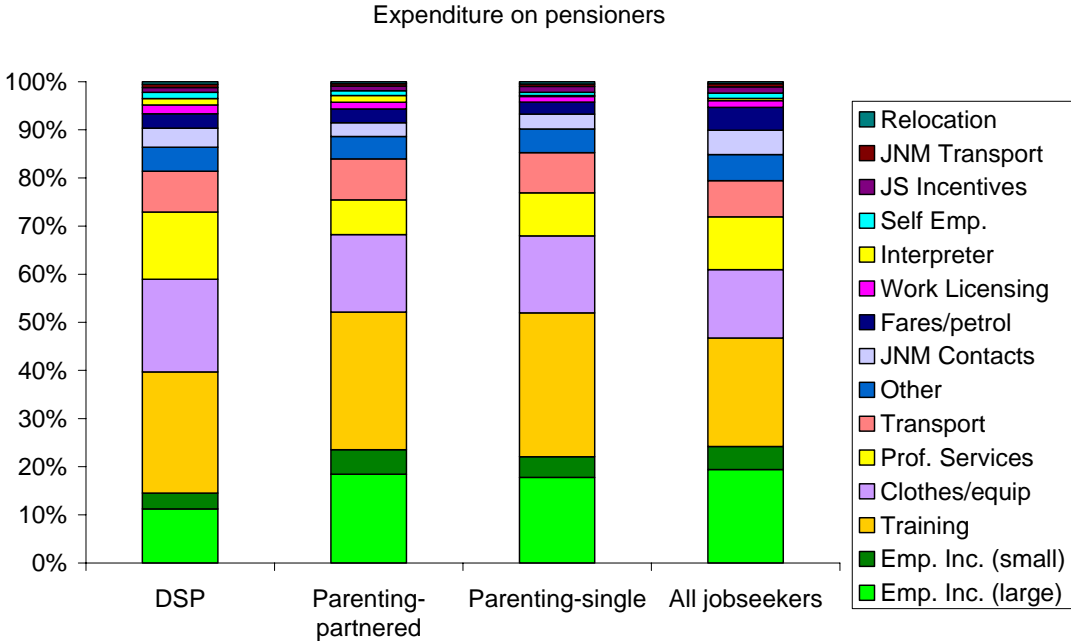


Figure 6.7



This lack of targeting arises despite vast differences in outcomes levels for different types of assistance for different job seekers. Table 6.2 and Appendix C, for example, show that employer incentives are most effective for the very long term unemployed along with clothes and equipment, additional contacts and reverse marketing (professional services). In contrast, those unemployed for 5 years or more achieve only a 16.5% outcomes level when given training, while the short term unemployed achieve around 47%. Similarly, employer incentives were shown to be almost as effective for the short term unemployed where they were quite modest (under

\$1,000 and as low as \$150 given when a placement occurs). This suggests there is a lot of scope for providers to improve the allocation of assistance, and highlights the desirability of producing suggestive allocation tools similar to the job seeker Classification Instrument (JSCI), to focus on the most effective forms of assistance for each type of client.

Table 6.2

Off benefit outcomes by expenditure and duration (%)					
	Emp Incentives (large)	Emp Incentives (small)	Training	Clothes/ equip	JNM contacts
Duration on benefits (month)					
0-11	69.8	61.7	46.8	55.3	52.5
12-23	67.6	55.0	34.8	46.2	41.9
24-35	65.2	52.6	30.3	41.7	36.7
36-47	59.9	48.6	25.8	37.9	32.5
48-59	58.5	45.1	22.8	33.5	30.8
60+	57.9	41.0	16.5	28.4	22.8

7. Conclusion

The study found that Job Network members adopted a range of different strategies and that these strategies drove performance levels.

Overall there were important differences between high and low performing sites. Just as importantly, the study found that many factors such as staffing levels were not as important as some may have thought. Key issues include:

- Staffing strategies were found to be important. Over half of Job Network expenditure went on staffing costs and a focus by all staff on sourcing sustainable vacancies was critical to success. In contrast, staff to client caseload ratios were not found to be related to performance.
- A strong link was found between commencement rates and performance.
- In line with the first Job Network best practice study, the role of the site manager was important. A strong focus on the contractual KPIs was of considerable value and the site manager was best placed to develop and maintain a culture which emphasized performance against KPIs.
- There is scope for more careful targeting of job seeker account expenditure as an easy way to improve performance.

Job Network members have the opportunity to improve performance, and for many the changes needed will not require a lot of adjustment. For some low performing sites, changes in site management may be necessary to provide the required performance boost, a practice that seemed reasonably common.

Most sites, even those rated as high performers, will have some areas where new strategies would be beneficial, but sites should take care to ensure they do not lose any competitive edge that they may possess.

The REG Procedure
 Model: MODEL1
 Dependent Variable: Stars

Analysis of Variance

Source	Sum of		Mean	F Value	Pr > F
	DF	Squares	Square		
Model	32	246.10091	7.69065	13.39	<.0001
Error	900	516.96756	0.57441		
Corrected Total	932	763.06846			

Root MSE 0.75790 R-Square 0.3225
 Dependent Mean 3.61015 Adj R-Sq 0.2984
 Coeff Var 20.99350

Parameter Estimates

Variable	DF	Parameter Estimate	Standard Error	t Value	Pr > t
Intercept	1	1.61485	0.36416	4.43	<.0001
JSKA spending	1	0.00632	0.00135	4.69	<.0001
JSKA :Bulk	1	-0.00331	0.00235	-1.41	0.158
JSKA :Clothes/equip	1	0.0095	0.00295	3.22	0.0013
JSKA :Employer Incentives	1	0.01055	0.00262	4.02	<.0001
JSKA :Fares and Petrol Assistance	1	0.02445	0.00985	2.48	0.0132
JSKA :Interpreter Services	1	0.01323	0.00863	1.53	0.1255
JSKA :JNM Contacts	1	0.0034	0.00284	1.2	0.232
JSKA :Job Seeker Incentives	1	0.0106	0.00973	1.09	0.2762
JSKA :Other	1	-0.00289	0.00278	-1.04	0.2989
JSKA :Professional Services	1	0.00413	0.00246	1.68	0.093
JSKA :Relocation Assistance	1	0.01062	0.02801	0.38	0.7047
JSKA :Self Employment	1	-0.03628	0.01242	-2.92	0.0036
JSKA :Transport Assistance	1	0.00422	0.00421	1	0.316
JSKA :JNM Transport Costs	1	-0.00065	0.00596	-0.11	0.9132
JSKA :Training	1	-0.000223	0.00159	-0.14	0.8885
JSKA :Work Related Licensing	1	0.00088	0.00955	0.09	0.9266
CA commencement rate	1	0.01312	0.00381	3.44	0.0006
JST commencement rate	1	0.02201	0.00303	7.27	<.0001
MO commencement rate	1	-0.00255	0.00471	-0.54	0.5883
Wfd activity	1	-0.06263	0.01449	-4.32	<.0001
WFD Arts	1	0.000328	0.00402	0.08	0.9351
WFD Build	1	0.000565	0.00135	0.42	0.6758
WFD Office	1	0.00434	0.00255	1.7	0.089
WFD Care	1	0.00719	0.00483	1.49	0.1369
Whist	1	0.0498	0.0431	1.16	0.2482
Staff significant	1	0.00305	0.00226	1.35	0.1784
Staff leaving	1	-0.0078	0.00247	-3.16	0.0017
Staff joining	1	-0.00686	0.00198	-3.46	0.0006
CA only	1	-0.12204	0.06368	-1.92	0.0556
BDO	1	0.2253	0.06756	3.33	0.0009
Breach	1	0.00768	0.00236	3.25	0.0012
Staff	1	0.00338	0.00257	1.31	0.1892

Vocational profiles

The study also examined the quality of vocational profiles. Overall, while most vocational profiles contained sufficient detail, providers often pointed out there is little scope to substantially customise the vocational profile to ensure that it ‘stands out’. There were, however, observable differences in vocational profiles between providers based on their Star Rating. For example Table b1 shows that while 1 star providers obtained details for 1.37 referees on average, 5 star providers obtained details for 1.51 referees on average. Similarly, 5 star providers were more likely to detail referee names and company details. The table also shows that, as expected, those with more referees recorded were more likely to achieve an outcome.

Table b1

References

	Number	Referee name	Co. name
Stars			
1	1.37	16.8	20.4
2	1.44	17.3	20.7
3	1.44	17.5	20.7
4	1.48	18.2	22.0
5	1.51	18.5	22.8
Outcome			
No	1.42	17.3	20.6
Yes	1.67	20.7	25.7

Number of references, length in characters of referee and company name. Star Ratings are measured at the provider level while outcomes are measured at the job seeker level.

As can be seen from Table b2, the same is true for the reporting of work history, but to an even larger extent. Significantly, no effect was seen for educational qualification or certifications/licences at the provider level, though differences were seen at the job seeker level.

Table b2

Work History

	Number	Job Description	Employer
Stars			
1	3.55	116.4	70.3
2	3.76	119.0	73.5
3	3.88	121.4	75.6
4	4.01	130.9	79.4
5	4.21	131.3	82.6
Outcome			
No	3.67	120.3	71.9
Yes	5.60	151.9	109.8

Number of work history entries, length in characters of job description and employer name. Star Ratings are measured at the provider level while outcomes are measured at the job seeker level.

Most vocational profile skill fields were limited as the majority of providers detailed common skills. For example, 31% of vocational profiles listed the words ‘customer service’. Table b3 shows only minor differences in performance by the type of skill listed.

Table b3

Skills

	Stars					Outcome	
	1	2	3	4	5	No	Yes
Service	3.3	19.9	41.2	32.8	2.8	86.6	13.4
Customer	3.3	19.8	41.0	33.0	2.9	86.6	13.4
Cash	3.1	20.5	40.2	33.1	3.1	86.7	13.3
Computer	3.4	20.4	42.3	31.5	2.4	86.2	13.8
Cleaning	3.6	19.8	39.2	33.6	3.8	87.8	12.2
Sales	3.1	19.5	41.1	33.0	3.4	86.5	13.5
Hand	3.9	19.9	39.9	32.3	3.9	86.7	13.3
Communication	3.9	20.9	42.1	31.1	2.1	86.8	13.2
Experience	2.0	22.2	44.3	29.0	2.5	86.3	13.7
Labouring	4.3	19.7	38.4	34.3	3.4	87.0	13.0
Management	3.5	20.5	42.0	31.4	2.6	86.2	13.8
Stock	3.0	20.4	39.5	33.9	3.2	85.4	14.6
General	3.3	19.6	40.9	32.6	3.6	87.2	12.8
Msoff	2.3	21.1	43.8	30.6	2.3	85.3	14.7
Forklift	3.5	19.0	40.5	33.6	3.4	83.1	16.9

There was an effect associated with career objectives. Table b4 provides the most common words in the career objective field. The simple objective of ‘to gain full time employment’ was found to be most strongly correlated with performance, suggesting that a jobs first focus is desirable.

Table b4

Career Objectives

- Employment
- Time
- Full
- Gain
- Obtain
- Skills
- Work
- Industry
- Position
- Find

The types of jobs sought by job seekers generally match available vacancies. Table b5 details the most common job preferences.

Table b5

Job preferences

Sales Assistants
 General Labourers
 General Process Workers
 Nursery Assistants and Garden Labourers
 General Labourers
 Receptionists
 General Clerks
 Farm Hands
 Factory Workers and Packers
 General and Landscape Gardeners

Another way to examine skills is to determine how often they generated an auto-match. Auto-matches occur where jobseekers are matched to and notified of available vacancies by computer on the basis of skills and job preferences. As can be seen from Table b6, common words such as 'customer service' and 'cash' did little to generate more matches. Words like 'own licence', while not that common, did lead to more matches.

Table b6

Skills and Auto-matching

	% with word	Matches per jobseeker	No matches(%)
Customer	31.2	7.0	38.0
Service	30.9	7.1	37.8
Cash	16.5	7.0	37.0
Computer	15.3	6.4	40.7
Cleaning	11.7	8.5	32.9
Sales	10.4	7.2	37.7
Communication	9.1	7.0	40.1
Hand	7.9	9.3	32.1
Management	7.1	6.2	44.9
Labouring	7.0	8.1	35.6
Stock	6.7	7.2	37.8
Experience	6.7	9.8	35.5
General	6.6	9.2	32.8
Administration	6.5	6.2	40.8
Assistant	6.3	8.4	34.2
Msoff	6.1	6.8	40.8
Office	5.9	7.4	37.6
Retail	5.7	7.6	35.0
Forklift	5.6	9.7	36.7

Share of Jobseeker Account expenditure

	Clothes/equip.	Emp. incentives (\$1000+)	Emp. Incentives (<=\$999)	Fares/Petrol	Interpreter	JNM contact	JNM transport	JS incentives	Pro. Services	Relocation	Self emp.	Training account	Training	Transport	Work Licencing	Other																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
Gender																	Female	12.9	17.5	4.7	3.0	0.5	4.1	0.4	1.3	11.0	0.3	0.6	6.3	25.9	5.7	0.6	5.1	Male	14.1	20.1	4.8	3.3	0.4	3.8	0.4	1.2	9.5	0.5	1.3	5.5	20.0	8.4	1.8	4.7	Age																	15-19	16.9	15.1	5.8	3.3	0.1	4.4	0.5	1.1	10.5	0.4	0.1	4.3	25.0	7.4	0.8	4.5	20-24	14.1	19.4	5.7	3.2	0.1	4.1	0.4	1.3	10.3	0.3	0.3	2.3	25.1	7.7	1.2	4.5	25-44	14.6	19.9	4.7	3.3	0.5	3.5	0.5	1.3	9.4	0.5	1.3	2.0	23.6	8.4	1.7	4.8	45-54	11.4	19.7	4.0	3.1	0.9	4.1	0.4	1.2	10.4	0.5	1.6	11.2	18.7	6.2	1.3	5.3	55+	9.3	18.6	3.9	2.9	0.8	4.9	0.4	1.1	11.3	0.3	1.5	25.6	8.1	4.7	1.3	5.1	Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7
Female	12.9	17.5	4.7	3.0	0.5	4.1	0.4	1.3	11.0	0.3	0.6	6.3	25.9	5.7	0.6	5.1	Male	14.1	20.1	4.8	3.3	0.4	3.8	0.4	1.2	9.5	0.5	1.3	5.5	20.0	8.4	1.8	4.7	Age																	15-19	16.9	15.1	5.8	3.3	0.1	4.4	0.5	1.1	10.5	0.4	0.1	4.3	25.0	7.4	0.8	4.5	20-24	14.1	19.4	5.7	3.2	0.1	4.1	0.4	1.3	10.3	0.3	0.3	2.3	25.1	7.7	1.2	4.5	25-44	14.6	19.9	4.7	3.3	0.5	3.5	0.5	1.3	9.4	0.5	1.3	2.0	23.6	8.4	1.7	4.8	45-54	11.4	19.7	4.0	3.1	0.9	4.1	0.4	1.2	10.4	0.5	1.6	11.2	18.7	6.2	1.3	5.3	55+	9.3	18.6	3.9	2.9	0.8	4.9	0.4	1.1	11.3	0.3	1.5	25.6	8.1	4.7	1.3	5.1	Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																	
Male	14.1	20.1	4.8	3.3	0.4	3.8	0.4	1.2	9.5	0.5	1.3	5.5	20.0	8.4	1.8	4.7	Age																	15-19	16.9	15.1	5.8	3.3	0.1	4.4	0.5	1.1	10.5	0.4	0.1	4.3	25.0	7.4	0.8	4.5	20-24	14.1	19.4	5.7	3.2	0.1	4.1	0.4	1.3	10.3	0.3	0.3	2.3	25.1	7.7	1.2	4.5	25-44	14.6	19.9	4.7	3.3	0.5	3.5	0.5	1.3	9.4	0.5	1.3	2.0	23.6	8.4	1.7	4.8	45-54	11.4	19.7	4.0	3.1	0.9	4.1	0.4	1.2	10.4	0.5	1.6	11.2	18.7	6.2	1.3	5.3	55+	9.3	18.6	3.9	2.9	0.8	4.9	0.4	1.1	11.3	0.3	1.5	25.6	8.1	4.7	1.3	5.1	Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																		
Age																	15-19	16.9	15.1	5.8	3.3	0.1	4.4	0.5	1.1	10.5	0.4	0.1	4.3	25.0	7.4	0.8	4.5	20-24	14.1	19.4	5.7	3.2	0.1	4.1	0.4	1.3	10.3	0.3	0.3	2.3	25.1	7.7	1.2	4.5	25-44	14.6	19.9	4.7	3.3	0.5	3.5	0.5	1.3	9.4	0.5	1.3	2.0	23.6	8.4	1.7	4.8	45-54	11.4	19.7	4.0	3.1	0.9	4.1	0.4	1.2	10.4	0.5	1.6	11.2	18.7	6.2	1.3	5.3	55+	9.3	18.6	3.9	2.9	0.8	4.9	0.4	1.1	11.3	0.3	1.5	25.6	8.1	4.7	1.3	5.1	Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																			
15-19	16.9	15.1	5.8	3.3	0.1	4.4	0.5	1.1	10.5	0.4	0.1	4.3	25.0	7.4	0.8	4.5	20-24	14.1	19.4	5.7	3.2	0.1	4.1	0.4	1.3	10.3	0.3	0.3	2.3	25.1	7.7	1.2	4.5	25-44	14.6	19.9	4.7	3.3	0.5	3.5	0.5	1.3	9.4	0.5	1.3	2.0	23.6	8.4	1.7	4.8	45-54	11.4	19.7	4.0	3.1	0.9	4.1	0.4	1.2	10.4	0.5	1.6	11.2	18.7	6.2	1.3	5.3	55+	9.3	18.6	3.9	2.9	0.8	4.9	0.4	1.1	11.3	0.3	1.5	25.6	8.1	4.7	1.3	5.1	Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																				
20-24	14.1	19.4	5.7	3.2	0.1	4.1	0.4	1.3	10.3	0.3	0.3	2.3	25.1	7.7	1.2	4.5	25-44	14.6	19.9	4.7	3.3	0.5	3.5	0.5	1.3	9.4	0.5	1.3	2.0	23.6	8.4	1.7	4.8	45-54	11.4	19.7	4.0	3.1	0.9	4.1	0.4	1.2	10.4	0.5	1.6	11.2	18.7	6.2	1.3	5.3	55+	9.3	18.6	3.9	2.9	0.8	4.9	0.4	1.1	11.3	0.3	1.5	25.6	8.1	4.7	1.3	5.1	Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																					
25-44	14.6	19.9	4.7	3.3	0.5	3.5	0.5	1.3	9.4	0.5	1.3	2.0	23.6	8.4	1.7	4.8	45-54	11.4	19.7	4.0	3.1	0.9	4.1	0.4	1.2	10.4	0.5	1.6	11.2	18.7	6.2	1.3	5.3	55+	9.3	18.6	3.9	2.9	0.8	4.9	0.4	1.1	11.3	0.3	1.5	25.6	8.1	4.7	1.3	5.1	Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																						
45-54	11.4	19.7	4.0	3.1	0.9	4.1	0.4	1.2	10.4	0.5	1.6	11.2	18.7	6.2	1.3	5.3	55+	9.3	18.6	3.9	2.9	0.8	4.9	0.4	1.1	11.3	0.3	1.5	25.6	8.1	4.7	1.3	5.1	Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																							
55+	9.3	18.6	3.9	2.9	0.8	4.9	0.4	1.1	11.3	0.3	1.5	25.6	8.1	4.7	1.3	5.1	Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																								
Duration on benefits																	0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																									
0-11 months	17.6	7.6	3.2	4.2	0.5	4.4	0.5	1.5	9.6	0.6	0.7	6.8	26.8	7.7	2.2	6.3	12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																										
12-23 months	14.2	10.8	3.6	3.1	0.4	4.7	0.4	1.3	11.2	0.5	1.1	5.0	27.8	7.9	1.7	6.1	24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																											
24-35 months	13.8	13.1	4.1	2.9	0.5	4.6	0.3	1.3	11.6	0.4	1.1	5.2	25.7	7.5	1.6	6.1	36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																												
36-47 months	13.3	15.9	4.4	2.9	0.5	4.8	0.6	1.3	11.2	0.3	1.1	5.1	23.8	7.1	1.7	6.1	48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																													
48-59 months	13.3	16.1	3.5	2.7	0.6	4.7	0.5	1.1	11.7	0.3	1.1	5.3	23.4	7.4	1.5	6.9	60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																														
60+ months	12.2	14.5	3.8	2.7	0.5	4.8	0.5	1.1	12.2	0.3	1.2	6.2	24.7	7.3	1.5	6.6	Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																															
Education																	<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																
<y10	14.8	20.9	5.1	3.2	0.8	3.8	0.8	1.1	9.0	0.5	1.0	6.1	18.4	8.6	1.5	4.6	y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																	
y10	14.0	20.3	5.1	3.2	0.2	3.7	0.4	1.2	9.9	0.4	0.8	4.8	21.5	8.2	1.5	4.9	y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																		
y12	12.1	19.4	4.6	3.3	0.4	4.2	0.3	1.4	10.8	0.3	1.1	4.3	25.1	6.6	1.4	4.8	Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																			
Trade	12.8	18.7	4.2	3.1	0.3	4.1	0.2	1.3	10.7	0.4	1.8	7.1	22.3	6.3	1.5	5.1	Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																				
Degree	10.9	12.8	2.7	3.4	0.5	4.5	0.2	1.7	12.3	0.6	2.6	9.5	25.9	4.5	1.2	6.6	Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																					
Transport																	Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																						
Own	13.2	20.8	4.8	3.3	0.4	3.5	0.3	1.4	9.0	0.5	1.7	6.6	19.9	8.0	1.7	4.9	Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																							
Public	13.3	17.7	4.3	3.1	0.5	4.5	0.4	1.1	11.7	0.3	0.6	4.6	24.4	7.0	1.2	5.2	Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																																								
Equity group																	Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																																																									
Disabled	13.5	16.8	4.0	3.0	0.7	3.9	0.4	1.1	13.0	0.4	1.0	6.5	21.2	7.8	1.4	5.2	CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																																																																										
CALD	9.4	17.3	3.1	3.6	3.2	4.3	0.1	1.6	11.4	0.3	2.4	6.6	23.2	6.1	1.4	6.0	Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Indigenous	17.0	21.5	4.6	3.0	0.0	3.2	1.8	0.9	7.3	0.7	0.3	19.0	6.3	8.3	1.2	4.8	Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																																																																																																												
Other benefits																	DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																													
DSP	18.0	10.5	3.1	2.8	1.2	3.7	0.6	1.0	13.1	0.5	1.2	6.6	23.5	7.9	1.7	4.7	Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
Parenting Payment (partnered)	15.3	17.5	4.9	2.7	1.3	2.7	0.5	0.9	6.9	0.4	0.9	5.0	27.2	8.0	1.3	4.4	Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Parenting Payment (single)	15.2	16.9	4.1	2.4	0.2	2.9	0.5	1.2	8.5	0.4	0.6	5.0	28.4	7.9	1.1	4.7																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																

Includes Training Account expenditure

Jobseeker Account 6 month off-benefit outcomes

	Clothes/equip.	Emp. incentives (\$1000+)	Emp. Incentives (<=\$999)	Fares/Petrol	Interpreter	JNM contact	JNM transport	JS incentives	Pro. Services	Relocation	Self emp.	Training account	Training	Transport	Work Licencing	Other																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																													
Gender																	Female	44.8	64.6	52.6	39.2	21.1	40.2	26.6	49.9	36.1	54.1	42.8	25.9	33.4	36.3	41.0	37.3	Male	46.2	64.2	53.9	40.4	24.4	40.4	32.6	49.7	37.5	48.0	44.4	27.7	35.1	39.1	42.5	38.9	Age																	15-19	47.5	69.0	56.8	47.1	44.0	48.9	41.1	54.0	44.6	47.6	17.2	39.5	43.5	45.5	53.4	44.2	20-24	48.8	67.6	55.8	44.7	36.1	47.9	39.1	54.1	42.8	48.6	51.0	33.2	39.5	40.3	47.3	43.9	25-44	45.1	62.8	51.6	39.7	26.5	41.0	29.0	49.8	37.3	48.7	49.1	32.3	33.7	37.1	41.9	39.1	45-54	42.9	64.2	53.0	34.6	20.5	32.5	26.1	45.4	30.5	54.0	38.4	25.9	26.3	34.4	37.5	32.8	55+	41.2	61.2	54.1	30.9	15.8	29.1	19.8	39.9	26.7	46.8	35.0	23.2	24.0	31.4	35.5	27.1	Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3
Female	44.8	64.6	52.6	39.2	21.1	40.2	26.6	49.9	36.1	54.1	42.8	25.9	33.4	36.3	41.0	37.3	Male	46.2	64.2	53.9	40.4	24.4	40.4	32.6	49.7	37.5	48.0	44.4	27.7	35.1	39.1	42.5	38.9	Age																	15-19	47.5	69.0	56.8	47.1	44.0	48.9	41.1	54.0	44.6	47.6	17.2	39.5	43.5	45.5	53.4	44.2	20-24	48.8	67.6	55.8	44.7	36.1	47.9	39.1	54.1	42.8	48.6	51.0	33.2	39.5	40.3	47.3	43.9	25-44	45.1	62.8	51.6	39.7	26.5	41.0	29.0	49.8	37.3	48.7	49.1	32.3	33.7	37.1	41.9	39.1	45-54	42.9	64.2	53.0	34.6	20.5	32.5	26.1	45.4	30.5	54.0	38.4	25.9	26.3	34.4	37.5	32.8	55+	41.2	61.2	54.1	30.9	15.8	29.1	19.8	39.9	26.7	46.8	35.0	23.2	24.0	31.4	35.5	27.1	Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																	
Male	46.2	64.2	53.9	40.4	24.4	40.4	32.6	49.7	37.5	48.0	44.4	27.7	35.1	39.1	42.5	38.9	Age																	15-19	47.5	69.0	56.8	47.1	44.0	48.9	41.1	54.0	44.6	47.6	17.2	39.5	43.5	45.5	53.4	44.2	20-24	48.8	67.6	55.8	44.7	36.1	47.9	39.1	54.1	42.8	48.6	51.0	33.2	39.5	40.3	47.3	43.9	25-44	45.1	62.8	51.6	39.7	26.5	41.0	29.0	49.8	37.3	48.7	49.1	32.3	33.7	37.1	41.9	39.1	45-54	42.9	64.2	53.0	34.6	20.5	32.5	26.1	45.4	30.5	54.0	38.4	25.9	26.3	34.4	37.5	32.8	55+	41.2	61.2	54.1	30.9	15.8	29.1	19.8	39.9	26.7	46.8	35.0	23.2	24.0	31.4	35.5	27.1	Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																		
Age																	15-19	47.5	69.0	56.8	47.1	44.0	48.9	41.1	54.0	44.6	47.6	17.2	39.5	43.5	45.5	53.4	44.2	20-24	48.8	67.6	55.8	44.7	36.1	47.9	39.1	54.1	42.8	48.6	51.0	33.2	39.5	40.3	47.3	43.9	25-44	45.1	62.8	51.6	39.7	26.5	41.0	29.0	49.8	37.3	48.7	49.1	32.3	33.7	37.1	41.9	39.1	45-54	42.9	64.2	53.0	34.6	20.5	32.5	26.1	45.4	30.5	54.0	38.4	25.9	26.3	34.4	37.5	32.8	55+	41.2	61.2	54.1	30.9	15.8	29.1	19.8	39.9	26.7	46.8	35.0	23.2	24.0	31.4	35.5	27.1	Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																			
15-19	47.5	69.0	56.8	47.1	44.0	48.9	41.1	54.0	44.6	47.6	17.2	39.5	43.5	45.5	53.4	44.2	20-24	48.8	67.6	55.8	44.7	36.1	47.9	39.1	54.1	42.8	48.6	51.0	33.2	39.5	40.3	47.3	43.9	25-44	45.1	62.8	51.6	39.7	26.5	41.0	29.0	49.8	37.3	48.7	49.1	32.3	33.7	37.1	41.9	39.1	45-54	42.9	64.2	53.0	34.6	20.5	32.5	26.1	45.4	30.5	54.0	38.4	25.9	26.3	34.4	37.5	32.8	55+	41.2	61.2	54.1	30.9	15.8	29.1	19.8	39.9	26.7	46.8	35.0	23.2	24.0	31.4	35.5	27.1	Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																				
20-24	48.8	67.6	55.8	44.7	36.1	47.9	39.1	54.1	42.8	48.6	51.0	33.2	39.5	40.3	47.3	43.9	25-44	45.1	62.8	51.6	39.7	26.5	41.0	29.0	49.8	37.3	48.7	49.1	32.3	33.7	37.1	41.9	39.1	45-54	42.9	64.2	53.0	34.6	20.5	32.5	26.1	45.4	30.5	54.0	38.4	25.9	26.3	34.4	37.5	32.8	55+	41.2	61.2	54.1	30.9	15.8	29.1	19.8	39.9	26.7	46.8	35.0	23.2	24.0	31.4	35.5	27.1	Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																					
25-44	45.1	62.8	51.6	39.7	26.5	41.0	29.0	49.8	37.3	48.7	49.1	32.3	33.7	37.1	41.9	39.1	45-54	42.9	64.2	53.0	34.6	20.5	32.5	26.1	45.4	30.5	54.0	38.4	25.9	26.3	34.4	37.5	32.8	55+	41.2	61.2	54.1	30.9	15.8	29.1	19.8	39.9	26.7	46.8	35.0	23.2	24.0	31.4	35.5	27.1	Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																						
45-54	42.9	64.2	53.0	34.6	20.5	32.5	26.1	45.4	30.5	54.0	38.4	25.9	26.3	34.4	37.5	32.8	55+	41.2	61.2	54.1	30.9	15.8	29.1	19.8	39.9	26.7	46.8	35.0	23.2	24.0	31.4	35.5	27.1	Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																							
55+	41.2	61.2	54.1	30.9	15.8	29.1	19.8	39.9	26.7	46.8	35.0	23.2	24.0	31.4	35.5	27.1	Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																								
Duration on benefits																	0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																									
0-11 months	55.3	69.8	61.7	50.6	31.7	52.5	40.7	57.6	48.6	58.4	54.6	37.7	46.8	49.3	53.3	50.1	12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																										
12-23 months	46.2	67.6	55.0	40.2	23.8	41.9	33.7	50.8	39.6	51.6	50.1	26.7	34.8	39.5	42.5	40.1	24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																											
24-35 months	41.7	65.2	52.6	35.4	21.0	36.7	28.9	47.6	34.9	43.1	42.0	24.0	30.3	34.9	38.0	34.3	36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																												
36-47 months	37.9	59.9	48.6	32.0	18.3	32.5	26.3	40.0	30.3	48.0	39.2	19.8	25.8	31.5	33.1	28.9	48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																													
48-59 months	33.5	58.5	45.1	25.8	18.8	30.8	16.7	40.0	27.4	31.2	39.3	15.3	22.8	26.5	29.0	25.7	60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																														
60+ months	28.4	57.9	41.0	21.7	13.3	22.8	17.0	30.5	20.8	29.4	28.3	12.4	16.5	22.3	24.3	20.7	Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																															
Education																	<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																																																
<y10	37.0	57.5	45.6	32.5	20.2	31.1	25.0	40.3	29.9	39.5	41.9	22.7	27.0	32.0	35.9	29.6	y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																																																																	
y10	43.2	64.1	52.3	37.2	24.4	37.9	28.9	46.4	35.7	46.1	40.0	26.2	32.2	37.6	41.5	35.6	y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																																																																																		
y12	52.2	68.4	58.6	44.7	24.2	45.2	40.8	56.5	40.9	55.0	46.1	29.4	38.1	42.6	46.3	44.6	Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																																																																																																			
Trade	50.8	68.1	57.5	43.4	27.2	41.5	33.8	52.6	37.9	49.5	45.4	27.6	35.5	41.5	43.4	40.3	Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																																																																																																																				
Degree	54.4	66.2	59.7	46.5	26.6	45.1	33.6	52.9	40.0	80.1	50.8	25.3	37.7	41.6	41.9	41.4	Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																																																																																																																																					
Transport																	Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																																																																																																																																																						
Own	48.9	66.7	57.1	41.3	23.4	41.4	32.1	53.0	39.0	55.6	46.4	27.0	35.8	39.8	44.0	40.5	Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																																																																																																																																																																							
Public	40.7	61.2	49.1	36.2	22.0	36.5	33.0	43.5	33.0	40.3	37.7	23.3	30.4	35.7	37.4	34.0	Equity Group																	CALD	52.6	63.2	53.6	44.4	23.2	40.7	38.1	50.6	36.6	50.0	61.7	21.9	34.4	41.8	41.0	42.5	Disabled	34.0	54.7	42.9	27.4	19.3	26.5	21.7	34.4	24.1	34.4	31.8	20.0	24.2	28.5	32.5	27.3	Indigenous	40.7	61.6	49.7	36.7	12.7	37.7	22.5	42.6	37.3	47.0	36.6	33.6	32.0	37.1	41.0	32.5	Total	45.7	64.3	53.5	40.0	23.3	40.3	30.7	49.8	37.0	49.4	44.0	27.1	34.5	38.4	42.3	38.3																																																																																																																																																																																																																																																																																																																																																																																																																								
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Glossary

Active Participation Model (APM): the APM was introduced from 1 July 2003 to ensure that job seekers and their communities receive quality assistance. The APM seeks to engage job seekers through Job Network and other complementary employment and training programmes to maximise their chances of finding work as quickly as possible. Job Network services are closely linked with mutual obligation activities through the APM.

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

Business Development Officers (BDO): Job Network member staff involved primarily in sourcing vacancies from employers.

Commencement rate: the proportion of clients referred to assistance who subsequently commence.

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

Customised Assistance (CA): provides for six months of assistance tailored to the job seekers' individual needs and to available jobs opportunities. Job seekers who are most disadvantaged (as determined by their JSCI score) receive immediate access to CA. Other job seekers will be eligible to receive CA assistance after 12 months of unemployment.

EA3000: the DEWR database on which Job Network members are required to record events and claim payments.

Employment consultants or case managers: Job Network member staff involved primarily in working with job seekers to place them into employment.

Found Own Employment (FOE): indicates that a job seeker has been employed in a vacancy that was not on the Job Network members books. Such outcomes typically occur where job seekers contact employers directly. While the Job Network member will not have sourced the vacancy, they may have contributed to the outcome, for example, by providing training or other assistance.

Fully Job Network Eligible (FJNE): refers to those job seekers who are eligible to receive the full suite of Job Network services. Any unemployed person receiving Newstart Allowance or Youth Allowance (Other) or another form of qualifying income support payment and young people not in full-time study irrespective of income support are eligible for Job Network assistance. CDEP participants are also eligible for Job Network services.

Initial Appointment/Interview: the initial Job Network interview for job seekers at which a Vocational Profile is created.

Intensive Support (IS): provides individually tailored assistance for eligible job seekers. Job seekers identified as highly disadvantaged are able to access IS immediately at registration with the remainder having access to assistance after three months of unemployment. Under IS a job seeker can have access to the general IS assistance, Job Search Training and/or Customised Assistance.

Job Network member/provider: an organisation providing assistance to job seekers under the Job Network contract. There are around 109 organisations that provide Job Network services at over 1,000 sites across the country.

Job Placement services: includes referring suitable job seekers to vacancies and canvassing and listing job vacancies on the Australian Job Search database. DEWR licensed recruitment agencies, Job Placement Organisation (JPOs), are in a position to provide Job Placement service to eligible job seekers. Job Network members are licensed as JPOs.

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

Job Search Training (JST): provides training for up to 100 hours (over three weeks) in job search techniques and job application skills to give unemployed people the skills and confidence to improve their job search skills, motivation and expand their job search networks. Mature age and Indigenous job seekers have immediate access to JST on registration for unemployment allowance.

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

Job seeker account: a fund that can be spent on job seekers to help them find employment. Spending can include items such as training, wage subsidies, clothes and equipment, professional services and transport. Funds are placed into the account when job seekers reach certain milestones with, for example, money credited to the account when job seekers commence Job Search Training or Customised Assistance. While funds are placed into the job seeker account on the basis of individual job seekers reaching a milestone, once there the funds are pooled and can be used for any job seeker.

JobTrain: a training program that ceased in 1998 which provided training to job seekers.

Mutual Obligation (MO): activity tested job seekers are required to undertake an approved activity for 6 out of every 12 months. Approved activities typically include Work for the Dole, part time work, voluntary work and Green Corps.

Outcomes: Job Network outcomes are classified as either interim or intermediate. For most participants, interim outcomes occur where a job seeker gains employment that takes them off income support for at least 13 weeks. Intermediate outcomes include employment that results in a 70 percent reduction in income support over 13 weeks or certain types of study. Those participants with reduced work capacities have correspondingly reduced outcomes requirements. Final outcomes occur where a job seeker has remained in employment for 26 weeks.

Participation reports/breaches/suspension: participation reports are used to inform Centrelink that an activity tested job seeker has, in the opinion of the Job Network member, not fulfilled the requirements of the activity test. Based on the participation report, Centrelink has discretion to suspend payments to the job seeker and if not subsequently satisfied that the job seeker is in compliance with the activity test, to limit payments for a set period.

Post Placement Support (PPS): the support provided in the 26 week outcomes period to ensure the job seeker remains employed or completes a course of study.

Referrals: referrals to either a job interview or a program place.

Registered Training Organisation (RTO): organisations accredited by State governments to provide certain types of training.

Reverse marketing: involves Job Network member staff actively searching for employment opportunities for selected job seekers, for example by cold calling employers in the industry a job seeker wishes to work.

Star Ratings: a system of rating providers at the site level on the basis of their performance. It is used extensively in contract management and tendering.

Training Accounts: helps mature age and indigenous job seekers who participate in Intensive Support or Indigenous Employment Centres improve their employment prospects through the provision of training.

Training Credits: provides job seekers who participate in a Work for the Dole or Community Work Placement for between 16 and 26 weeks with a training credit which can be used to pay for additional training.

Vacancies: job vacancies found by the Job Network which are registered on AJS.

Vocational Profile (VPs): created for each job seeker during their initial interview and includes a resume, along with other information such as job preferences and skills.

Wage subsidies: subsidies paid to employers to assist job seekers into work. They can be paid weekly or on meeting some requirement, such as the job seeker remaining employed for 13 weeks and so attracting an outcomes payment.

Work for the Dole (WfD): involves a job seeker participating in a WfD activity for up to six months over a 12-month period. Activities are designed to be of value to the community and include projects such as landscaping, construction, web page design, caring, office work, retail sales and information technology.