



*This report contains information about placements, commencements and post labour market assistance outcomes achieved for employment services managed by the Department of Employment and Workplace Relations.*

## ***Main features***

### ***Outcomes***

The positive outcomes (employment and/or education/training) rates achieved in the year to end June 2004, three months after leaving assistance were:

- 74% for Job Placement;
- 61% for Intensive Support job search training;
- 84% for New Enterprise Incentive Scheme (NEIS);
- 38% for Work for the Dole;
- 41% for Community Work Placements;
- 69% for Indigenous Employment Programme Structured Training and Employment Projects (STEP);
- 70% for Indigenous Employment Programme Wage Assistance; and
- 54% for Transition to Work.

### ***Job Vacancies***

In the year to end June 2004, 2,781,600 vacancies were notified on the Australian Job Search database, of which over 835,000 were lodged by Job Network Members or Job Placement Organisations.

### ***Job Placements***

In the year to end June 2004, over 518,000 Job Network eligible job seekers were placed into Job Placement vacancies by Job Network Members or Job Placement Organisations.

### ***Commencements***

In the year to 30 June 2004, commencements by job seekers in the various types of labour market assistance included:

- 1,041,500 in Job Search Support;
- 598,800 in Intensive Support;
- 6,400 in NEIS;
- 8,300 in the STEP and Wage Assistance elements of the Indigenous Employment Programme;
- 74,500 in Work for the Dole;
- 4,600 in Community Work Placement;
- 11,900 in Transition to Work; and
- 42,900 in the Training Accounts and Credits.

### ***Income Support***

In the year to end June 2004, the number of job seekers in receipt of Newstart or Youth Allowance (Other) decreased by over 30,800 to just over 602,700 job seekers. The number of job seekers who were long-term recipients (ie on allowances for 12 months or more) decreased by almost 15,000 to around 358,400 while the number of short-term recipients decreased by almost 16,000 to 244,300.

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## ***Time periods used in this report***

The Department's Post Programme Monitoring (PPM) Survey measures outcomes achieved by job seekers three months after they exit labour market assistance. This report contains outcomes data for job seekers who exited assistance in the 12 months to 31 March 2004 and their post assistance outcomes achieved by 30 June 2004. Post assistance outcomes for some elements of the *Active Participation Model* assistance are not available as there have been insufficient exits to provide valid outcome estimates.

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

Commencement and placement data, derived from DEWR and Centrelink administrative systems, relate to job seekers who were placed in a job or commenced labour market assistance between 1 July 2003 and 30 June 2004 and 1 July 2002 and 30 June 2003.

## ***More information.....***

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Department of Employment and Workplace Relations  
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## Changes to the Employment Services Market

### ***The Active Participation Model***

On 1 July 2003, significant changes were introduced to the employment services market. The *Active Participation Model* (announced in the 2002–03 Budget), provides on-going customised service to job seekers and has a number of innovative features, such as a Job Seeker Account to fund preparation of job seekers for work.

### **Participation in the *Active Participation Model***

On registration with Centrelink, each eligible job seeker is referred to a single Job Network member who will provide services to them while they remain eligible for assistance. Two services are delivered by all Job Network members under the *Active Participation Model*:

- Job Search Support; and
- Intensive Support.

**Job Search Support** services are available to all eligible job seekers immediately upon registration by Centrelink or a Job Network member and continue until the job seeker leaves employment services. On first contact with their Job Network member, job seekers have their vocational profile entered into the JobSearch database for daily matching against new job vacancies. Job seekers also have access to a range of other job search facilities such as touchscreens, computers and faxes as well as assistance in the preparation of job applications.

If an eligible job seeker has not found work within the first three months of Job Search Support, their Job Network member will arrange for them to participate in **Intensive Support**. Job search training is the first element of Intensive Support. It assists job seekers to obtain employment through individually tailored assistance that is designed to improve their job search skills, confidence and expand their job search networks.

After six months of unemployment (and periodically thereafter), most activity-tested job seekers will be required to fulfil a Mutual Obligation requirement. During these periods, job seekers will remain in Intensive Support and it will be the responsibility of their Job Network member to ensure that they continue to be actively engaged in job search activities and improving their job prospects.

Job seekers who have been unemployed for at least 12 months or are identified by Centrelink as being highly disadvantaged at registration will receive Intensive Support customised assistance. Over a six month period this service provides customised assistance to address individual barriers to employment and tailor the job seeker's efforts in looking for work. In Intensive Support customised assistance, a job seeker's Job Network member will have up to \$1,350 credited to their Job Seeker Account for the purchase of services and products to assist them to find employment.

### **Results for *Active Participation Model* assistance**

Results for the employment services provided under the *Active Participation Model* will progressively become available. Reliable outcomes estimates cannot be produced until a sufficient number of clients have received assistance and subsequently been surveyed. Detailed demographic outcome estimates for Job Placement and Intensive Support job search training are available in this edition of the Labour Market Assistance Outcomes. Intensive Support customised assistance and the generalist Intensive Support assistance outcome results are expected to be available in the December 2004 edition of Labour Market Assistance Outcomes.

## In this report....

Results for Job Placement and Intensive Support job search training are reported by demographic groups. This gives an indication of the outcomes being achieved by different types of job seekers under the new arrangements. They relate to participants who exited assistance in the first nine months of the *Active Participation Model* and achieved outcomes up to the end of June 2004.

There are limitations to which outcomes from *Active Participation Model* assistance can be compared to previous forms of Job Network assistance. These are outlined in the technical notes at the end of this report.

## Section 1: Labour Market Assistance Outcomes

### Post assistance labour market outcomes

Table 1.1 shows labour market outcomes and further assistance levels of all job seekers three months after leaving the various types of employment assistance.

Employment outcomes for both Job Placement and Intensive Support are strong at 70% and 52% respectively. It is apparent that Job Placement employment outcomes were higher for the Job Search Support Only job seekers. This is not surprising as they are generally less disadvantaged than fully Job Network eligible job seekers.

Job seekers are categorised as employed, unemployed or not in the labour force. A proportion of these clients are also recorded as being in further assistance.

In previous editions of the Labour Market Assistance Outcomes report, employment, unemployment, not in the labour force and further assistance outcomes were recorded as being mutually exclusive outcomes (ie. they added up to 100%).

As jobseekers are continuously in assistance under the *Active Participation Model*, clients in further assistance are surveyed and their responses are used to determine their labour market status.

Care should therefore be taken when comparing outcomes for current services with services delivered under previous employment services contract rounds, and prior to the Job Network. The Technical Notes at the end of this report discuss these issues further.

**Table 1.1: Post assistance<sup>1</sup> labour market outcomes year to end June 2004<sup>2</sup>**

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance <sup>3</sup> (%)	Exits (number)
Job Placement	69.8	25.9	4.3	na	94,574
Job Network eligible (JNE)	65.2	30.3	4.5	na	52,477
Job Search Support Only (JSSO)	76.3	19.6	4.1	na	42,097
Intensive Support job search training	51.9	42.0	6.2	2.3	89,963
NEIS	82.2	12.7	5.2	0.8	6,629
Work for the Dole	28.6	63.3	8.1	34.0	64,592
Community Work	28.2	61.1	10.7	34.8	3,939
IEP - STEP	59.8	33.6	6.6	7.2	3,833
IEP - Wage Assistance	67.1	27.4	5.6	13.4	2,384
Transition to Work	36.8	42.8	20.4	2.3	9,759

1. Post assistance outcomes are measured three months after the job seeker ceases assistance and relate to job seekers who ceased Job Placement and Intensive Support job search training between 1 July 2003 and 31 March 2004 or New Enterprise Incentive Scheme (NEIS), Work for the Dole, Community Work, Transition to Work, Indigenous Employment Programme (IEP), Structured Training and Employment Projects (STEP) and IEP Wage Assistance between 1 April 2003 and 31 March 2004 and outcomes achieved by 30 June 2004. Employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
2. Post assistance outcomes for Intensive Support and Intensive Support customised assistance programmes are not available as there are insufficient exits at this stage to estimate valid outcomes.
3. Further assistance includes commencements in DEWR funded labour market assistance. Job seekers who do not achieve an employment outcome are treated as either unemployed or not in the labour force.

Source: The Post Programme Monitoring Survey conducted three months after job seekers cease assistance.

## Post assistance employment and positive outcomes

Table 1.2 shows job seekers' shares of full-time and part-time employment, education/training and positive outcomes three months after leaving different types of labour market assistance.

Education and training outcomes include job seekers who are studying at a secondary school or college, TAFE, business college or university three months after ceasing labour market assistance.

**Table 1.2: Post assistance<sup>1</sup> employment and positive outcomes year to end June 2004<sup>2</sup>**

Labour market assistance	Full-time Employed (%)	Part-time Employed (%)	Total Employed (%)	Education & Training (%)	Positive Outcomes <sup>3</sup> (%)	Exits (number)
Job Placement	42.8	27.0	69.8	13.5	73.7	94,574
Job Network eligible (JNE)	39.4	25.9	65.2	12.4	69.2	52,477
Job Search Support Only (JSSO)	47.7	28.6	76.3	15.1	80.1	42,097
Intensive Support job search training	24.0	27.8	51.9	14.5	61.2	89,963
NEIS	49.1	33.0	82.2	9.4	84.2	6,629
Work for the Dole	14.0	14.5	28.6	12.7	38.4	64,592
Community Work	11.0	17.2	28.2	16.4	40.8	3,939
IEP - STEP	43.1	16.8	59.8	27.3	68.5	3,833
IEP - Wage Assistance	48.9	18.1	67.1	18.9	69.9	2,384
Transition to Work	6.5	30.3	36.8	23.6	53.9	9,759

1. Post assistance outcomes are measured three months after the job seeker ceases assistance and relate to job seekers who ceased Job Placement and Intensive Support job search training between 1 July 2003 and 31 March 2004 or New Enterprise Incentive Scheme (NEIS), Work for the Dole, Community Work, Transition to Work, Indigenous Employment Programme (IEP), Structured Training and Employment Projects (STEP) and IEP Wage Assistance between 1 April 2003 and 31 March 2004 and outcomes achieved by 30 June 2004.
2. Post assistance outcomes for Intensive Support and Intensive Support customised assistance programmes are not available as there are insufficient exits at this stage to estimate valid outcomes.
3. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.

Source: *The Post Programme Monitoring Survey conducted three months after job seekers cease assistance.*

## Intensive Support job search training

Table 1.3 shows the post assistance outcomes achieved by those who left Intensive Support job search training between 1 July 2003 and 31 March 2004 and outcomes achieved three months later, up to 30 June 2004.

Post assistance outcomes for Intensive Support job search training participants by duration on allowance are not provided because almost all job seekers will access job search training immediately on their entry to the Intensive Support stream of assistance – which usually occurs at the three month mark of unemployment.

**Table 1.3: Intensive Support job search training: Post assistance outcomes year to end June 2004<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	19.7	28.3	48.0	21.2	62.0	17,408
21 to 24	26.0	30.1	56.1	18.6	67.0	17,309
25 to 34	27.5	27.7	55.2	13.9	64.3	23,412
35 to 49	25.3	27.9	53.2	12.3	61.4	21,470
50 or more	19.7	25.8	45.5	7.9	50.6	10,364
<b>Educational attainment</b>						
Less than Year 10	20.1	23.4	43.5	7.0	48.6	9,319
Year 10 or 11	23.3	26.5	49.8	9.7	56.7	27,005
Year 12	23.7	30.6	54.3	17.9	65.1	19,679
Post Secondary	27.3	28.2	55.5	16.5	65.4	19,430
Unknown	23.6	28.6	52.2	19.6	64.6	14,530
<b>Gender</b>						
Males	27.2	23.1	50.3	11.6	58.1	57,445
Females	19.0	35.5	54.5	19.0	66.2	32,518
<b>Equity Groups<sup>3</sup></b>						
Disability	17.4	22.6	40.0	9.8	46.7	3,012
Indigenous	21.3	17.9	39.2	10.2	46.5	1,744
CALD <sup>4</sup>	22.1	23.1	45.2	19.1	59.4	13,675
Sole Parents	14.9	40.4	55.3	14.3	64.3	2,167
<b>Total</b>	<b>24.0</b>	<b>27.9</b>	<b>51.9</b>	<b>14.5</b>	<b>61.2</b>	<b>89,963</b>

1. Job seekers who left Intensive Support job search training placements between 1 July 2003 and 31 March 2004 and outcomes achieved by 30 June 2004.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post Programme Monitoring Survey conducted three months after job seekers cease assistance.

## Job Placement

Table 1.4 shows the post assistance outcomes achieved by those who achieved a Job Placement between 1 July 2003 and 31 March 2004 and outcomes achieved three months later, up to 30 June 2004.

Job Placement outcomes for Job Search Support Only job seekers were higher than for the fully Job Network eligible cohort. This is similar to what was found in relation to the job brokerage services under the second employment services contract round.

**Table 1.4: Job Placements: Post assistance outcomes year to end June 2004<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>3</sup> (%)	Placements (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	44.3	26.8	71.1	24.8	77.6	25,915
21 to 24	42.8	25.5	68.3	14.8	73.0	15,632
25 to 34	44.3	25.7	70.0	9.6	72.9	23,944
35 to 49	43.1	28.1	71.2	7.8	73.7	22,073
50 or more	35.2	29.0	64.3	5.6	66.6	7,010
<b>Duration on income support (months)<sup>3</sup></b>						
0 to less than 6	45.8	25.5	71.3	13.9	75.6	26,465
6 to less than 12	36.4	28.5	64.9	10.5	67.9	9,027
12 to less than 24	34.6	25.7	60.3	13.5	64.4	7,016
24 to less than 36	33.5	23.7	57.2	12.0	62.3	3,714
36 or more	25.5	25.2	50.7	7.9	54.1	6,255
<b>Educational attainment<sup>3</sup></b>						
Less than Year 10	32.6	20.8	53.4	6.3	56.5	7,840
Year 10 or 11	37.4	25.7	63.1	9.0	66.3	19,461
Year 12	39.8	29.6	69.4	15.3	74.0	9,999
Post Secondary	42.3	23.8	66.1	11.3	69.9	7,565
Unknown	46.3	27.9	74.2	22.4	80.1	7,612
<b>Gender</b>						
Males	49.8	17.3	67.1	11.2	70.9	60,081
Females	32.8	40.9	73.7	16.7	77.8	34,493
<b>Equity Groups<sup>3</sup></b>						
Disability	27.5	27.9	55.4	8.3	58.2	4,992
Indigenous	36.1	13.9	50.0	9.7	54.3	2,142
CALD <sup>4</sup>	37.3	22.6	59.9	11.7	66.2	4,959
Sole Parents	23.7	44.1	67.8	12.0	71.3	2,963
<b>Job Network eligible (JNE)<sup>5</sup></b>	<b>39.3</b>	<b>25.9</b>	<b>65.2</b>	<b>12.4</b>	<b>69.2</b>	<b>52,477</b>
<b>Job Search Support Only (JSSO)<sup>6</sup></b>	<b>47.7</b>	<b>28.6</b>	<b>76.3</b>	<b>15.1</b>	<b>80.1</b>	<b>42,097</b>
<b>Total</b>	<b>42.8</b>	<b>27.0</b>	<b>69.8</b>	<b>13.5</b>	<b>73.7</b>	<b>94,574</b>

1. Job seekers who were placed in a Job Network eligible job between 1 July 2003 and 31 March 2004 and outcomes achieved by 30 June 2004. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training, Intensive Support customised assistance and Work for the Dole, the outcome is excluded from Job Placement but included under the programme or service they participated in. Outcomes estimates are based on a 25% sample of job seekers.

2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.

3. Outcomes refer to Job Network Eligible (JNE) job seekers only as educational attainment and equity group details are not recorded for Job Search Support Only (JSSO) and JSSO job seekers are not on income support. Equity groups are not mutually exclusive.

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

5. Includes Job Network Eligible (JNE) job seekers who may be eligible for other Job Network services.

6. Includes Job Search Support Only (JSSO) job seekers who are only eligible for Job Search Support services.

Source: The Post Programme Monitoring Survey conducted three months after job seekers cease assistance.

## New Enterprise Incentive Scheme

Table 1.5 shows the post assistance outcomes achieved by those who left the New Enterprise Incentive Scheme (NEIS) between 1 April 2003 and 31 March 2004 and outcomes achieved three months later, up to 30 June 2004.

Traditionally NEIS has always experienced higher outcomes compared to other types of labour market assistance. This is due in part to the careful selection of viable businesses by NEIS providers prior to the commencement in assistance, as well as the characteristics of job seekers involved.

**Table 1.5: New Enterprise Incentive Scheme: Post assistance outcomes year to end June 2004<sup>1</sup>**

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes <sup>3</sup> (%)	Exits (number)
	Self Employed <sup>2</sup> (%)	Employed (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	na	na	na	na	na	na
21 to 24	64.8	18.0	82.8	21.3	90.8	537
25 to 34	73.7	12.1	85.8	10.0	87.1	2,256
35 to 49	70.1	10.2	80.3	8.6	83.0	2,821
50 or more	71.1	8.1	79.2	6.4	79.9	905
<b>Duration on income support (months)</b>						
0 to less than 6	76.1	11.0	87.1	9.8	88.3	3,282
6 to less than 12	67.7	12.4	80.1	11.6	84.0	1,291
12 to less than 24	67.0	12.7	79.7	7.7	82.0	922
24 to less than 36	68.8	10.5	79.3	7.6	80.7	368
36 or more	61.2	8.0	69.2	6.6	71.2	766
<b>Educational attainment</b>						
Less than Year 10	64.6	9.4	74.0	2.8	76.0	359
Year 10 or 11	70.4	9.0	79.4	6.0	85.0	1,484
Year 12	72.2	11.6	83.8	8.5	86.0	1,285
Post Secondary	71.9	11.8	83.7	11.6	86.0	3,501
<b>Gender</b>						
Males	72.6	10.4	83.0	8.6	85.2	3,786
Females	69.3	12.0	81.3	10.3	83.0	2,843
<b>Equity Groups<sup>4</sup></b>						
Disability	na	na	na	na	na	na
Indigenous	na	na	na	na	na	na
CALD <sup>5</sup>	71.9	9.3	81.2	9.6	84.0	1,083
Sole Parents	59.1	14.6	73.7	18.4	80.1	304
<b>Total</b>	<b>71.1</b>	<b>11.1</b>	<b>82.2</b>	<b>9.4</b>	<b>84.2</b>	<b>6,629</b>

1. Job seekers who left NEIS placements between 1 April 2003 and 31 March 2004 and outcomes achieved by 30 June 2004.

2. Includes a small proportion of participants who are self employed but in a business not set up under NEIS.

3. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.

4. Equity groups are not mutually exclusive.

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

na. Not available as the estimate is based on a small number of known outcomes.

Source: The Post Programme Monitoring Survey conducted three months after job seekers cease assistance.

## Work for the Dole

The Work for the Dole (WfD) Programme aims to develop the work habits of participants through involving them in quality projects that are of value to the community. Employment outcomes are not part of the programme's immediate objectives but are included here as they demonstrate the success of work experience and increased job search activity. Outcomes relate to WfD participants referred to Community Work Coordinators (CWC).

Job seekers are required to participate in WfD for up to six months over a twelve month period. This

means that job seekers can participate in a number of projects with different CWC's before completing their placement. For the purposes of PPM, job seekers are surveyed whenever they have a break between CWC placements of more than 3 months and in relation to their last CWC placement in the twelve month period. Job seekers aged 50 years or more who participate in Work for the Dole are volunteers.

It should be noted that outcomes levels may change under the APM from pre-APM levels due to changes in the PPM survey methodology. See the technical notes for more information.

**Table 1.6: Work for the Dole: Post assistance outcomes year to end June 2004<sup>1</sup>**

Job seeker characteristics	Employment (%)	Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
<b>Age group (years)</b>				
15 to 20	30.2	17.3	45.6	9,834
21 to 24	30.1	15.8	42.6	14,778
25 to 34	29.9	11.6	38.5	22,172
35 to 49	26.1	9.9	34.1	16,755
50 or more	22.6	12.5	32.3	1,053
<b>Duration on income support (months)</b>				
0 to less than 6	41.0	17.3	51.3	2,426
6 to less than 12	39.2	14.7	50.3	16,629
12 to less than 24	30.5	14.2	41.1	14,103
24 to less than 36	26.4	12.3	36.4	8,625
36 or more	19.7	10.0	28.2	22,809
<b>Educational attainment</b>				
Less than Year 10	19.9	7.8	26.4	12,461
Year 10 or 11	26.6	9.7	34.8	25,428
Year 12	32.9	17.1	45.2	13,768
Post Secondary	34.5	16.7	47.0	12,525
Unknown	32.6	27.5	56.4	410
<b>Gender</b>				
Males	28.6	10.6	37.1	46,508
Females	28.4	17.4	41.6	17,584
<b>Equity groups<sup>3</sup></b>				
Disability	18.4	11.4	27.7	7,154
Indigenous	16.3	11.6	26.7	2,998
CALD <sup>4</sup>	29.7	16.0	42.5	7,407
Sole Parents	na	na	na	na
<b>Total</b>	<b>28.6</b>	<b>12.7</b>	<b>38.4</b>	<b>64,592</b>

1. Job seekers who left a Work for the Dole project between 1 April 2003 and 31 March 2004 and outcomes achieved by 30 June 2004.

2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.

3. Equity groups are not mutually exclusive.

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

na Not available as the estimate is based on a small number of known outcomes.

Source: The Post Programme Monitoring Survey conducted three months after job seekers cease assistance.

## Section 2: Access to and Participation in Labour Market Assistance

### Type of labour market assistance

Table 2.1 shows commencements in assistance for the years to end June 2003 and June 2004.

The table shows the proportion of commencements by job seekers who had been receiving income support [Newstart and Youth Allowance (Other)] for 12 months or more (ie long-term unemployed).

**Table 2.1: Participation by type of labour market assistance in each of the past two years<sup>1</sup>**

	Year to end June 2003		Year to end June 2004	
	Commencements (number)	Proportion of long term recipients <sup>2</sup> (%)	Commencements (number)	Proportion of long term recipients <sup>2</sup> (%)
<b>Labour market assistance</b>				
Job Search Support <sup>3</sup>	na	na	1,041,457	29.8
Intensive Support <sup>4</sup>	na	na	598,848	48.0
Job Placement	na	na	518,008	39.1
NEIS	6,988	34.1	6,413	25.7
Work for the Dole	64,049	72.9	74,556	66.5
IEP – STEP	3,987	50.1	5,475	45.0
IEP - Wage Assistance	2,228	37.8	2,825	41.1
Community Work Placements	3,045	79.1	4,625	68.4
Transition to Work	12,009	29.2	11,886	29.7
Training Accounts <sup>5</sup>	12,513	na	28,885	na
Job Network Services	na	na	27,700	na
Indigenous Employment Centres	340	na	868	na
Intensive Assistance	11,361	na	280	na
Job Search Training	812	na	37	na
Training Credits	7,821	na	14,074	na
Work for the Dole	7,821	na	13,204	na
<b>Community Work</b>	na	na	870	na

1. Commencement or placement of job seekers in labour market assistance funded by DEWR for the two years of 1 July 2002 to 30 June 2003 and 1 July 2003 to 30 June 2004.

2. The proportion of job seekers who have been registered as unemployed for twelve months or more.

3. Job seekers with a registered Vocational Profile up to 30 June 2004.

4. Job seekers who commenced any phase of assistance within the Intensive Support stream.

5. Job Search Training and Intensive Assistance ended on 30 June 2003. For Training Account purposes these programmes were replaced with entitlements gained through Job Network Services. Training Account entitlement or use in Indigenous Employment Centres has not changed with the transition to the third Job Network contract.

na not available.

Source: DEWR administrative systems.

### Participation in Job Network assistance

Access to services and programmes by job seekers with different characteristics will depend on their eligibility and on their assessed capacity to benefit from the assistance provided.

Job seekers with particular characteristics may be under-represented in some types of assistance but over-represented in others. Hence, it is important to look at all types of assistance in assessing equity of assistance.

Table 2.2 shows, for the range of Job Network services, the job seeker characteristics of those that received assistance up to 30 June 2004. Also provided is the demographic distribution of the Newstart and Youth Allowance (other) population at 30 June 2004.

**Table 2.2: Participation in Job Network assistance by job seeker characteristics: June 2004<sup>1</sup>**

Job seeker characteristics	Newstart/Youth Allowance (other) recipients	Employment Assistance type		
		Job Search Support <sup>2</sup> (%)	Job Placement <sup>3</sup> (%)	Intensive Support <sup>4</sup> (%)
<b>Age group (years)</b>				
15 to 20	14.3	20.0	19.8	18.3
21 to 24	17.0	15.5	17.2	16.2
25 to 34	24.3	24.0	25.9	23.8
35 to 49	27.2	27.0	26.5	27.2
50 or more	17.3	13.5	10.6	14.5
Total	100.0	100.0	100.0	100.0
<b>Duration on income support (months)</b>				
0 to less than 6	28.2	60.7	45.8	37.6
6 to less than 12	16.4	9.5	15.1	14.4
12 to less than 24	16.4	11.1	16.7	17.4
24 to less than 36	10.8	5.8	8.0	9.4
36 or more	28.1	12.9	14.4	21.2
Total	100.0	100.0	100.0	100.0
<b>Educational attainment</b>				
Less than Year 10	35.5	14.7	15.3	19.2
Year 10 or 11	31.7	27.3	33.0	33.4
Year 12	16.7	15.8	17.5	17.3
Post secondary	16.1	16.7	16.5	17.9
Unknown	-	25.5	17.7	12.3
Total	100.0	100.0	100.0	100.0
<b>Gender</b>				
Male	64.5	59.8	65.9	64.0
Female	35.5	40.2	34.1	36.0
Total	100.0	100.0	100.0	100.0
<b>Equity groups<sup>5</sup></b>				
Disability	17.5	5.4	5.2	7.6
Indigenous	8.0	4.0	4.2	7.1
CALD <sup>6</sup>	15.9	15.4	11.4	14.7
Sole parents	na	1.8	2.1	3.7

1. Commencements in Job Network employment assistance from 1 July 2003 to 30 June 2004.

2. Commencements in Job Search Support measured through the demographic distribution of registered Vocational Profiles up to 30 June 2004.

3. Demographic breakdown of Job Placements up to 30 June 2004

4. Job seekers who commenced any phase of assistance within the Intensive Support stream.

5. Equity groups are not mutually exclusive.

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

na Not available

Source: DEWR administrative systems.

## Access to Job Placements

A key performance indicator of the Job Network is how it performs across various industries. Table 2.3 shows vacancies and job placements by industry. As can be seen, manufacturing, retail trade, property and business services and agriculture provides a significant source of vacancies and placements for the

Job Network. Differences are shown between vacancy and placement shares. To some extent they will be due to the fact that the same vacancy may be filled several times depending on the needs of the employer.

**Table 2.3: AJS Vacancies and Job Placements by Industry: June 2004**

Industry	JNM and JPO initiated Vacancies <sup>1</sup> (%)	JNM and JPO Placement in Job Placement <sup>1</sup> (%)
<b>Agricultural and industrial sector</b>		
Agriculture, Forestry and Fishing	5.5	8.4
Mining	0.8	0.7
Manufacturing	17.7	25.0
Electricity, Gas and Water Supply	0.3	0.3
Construction	8.9	7.2
<b>Services sector</b>		
Wholesale Trade	4.3	4.9
Retail Trade	15.8	14.0
Accommodation, Cafes and Restaurants	10.5	7.2
Transport and Storage	4.4	3.8
Communication Services	1.1	1.1
Finance and Insurance	1.0	0.6
Property and Business Services	16.2	17.3
Cultural and Recreational Services	1.5	1.1
Personal and Other Services	4.6	4.3
<b>Government and community sector</b>		
Government Administration and Defence	1.1	0.9
Education	1.6	0.6
Health and Community Services	4.7	2.7

1. Columns may not add up to 100% due to rounding.

Source: DEWR administrative systems.

## Participation in NEIS

Table 2.4 shows, for a range of job seeker characteristics, the proportion in the eligible population and the proportion commencing NEIS. This is shown only for those on an eligible allowance, such as Newstart and Youth Allowance (other) and who are 18 years of age or older.

NEIS is not targeted directly at job seekers with any particular characteristics. However, given the nature of the programme some types of job seekers are less likely to participate in NEIS than their share of eligibility may suggest. This is particular the case for groups such as youth (those aged 15 to 20).

**Table 2.4: Access to NEIS by job seeker characteristics year to end June 2004<sup>1</sup>**

Job seeker characteristics	Eligibility for NEIS <sup>2</sup> (%)	Commencement in NEIS (%)
<b>Age group (years)</b>		
15 to 20	11.3	1.5
21 to 24	16.0	9.7
25 to 34	26.3	32.7
35 to 49	29.9	40.9
50 or more	16.5	15.1
Total	100.0	100.0
<b>Duration on income support (months)</b>		
0 to less than 6	27.4	48.6
6 to less than 12	16.8	25.7
12 to less than 24	17.8	13.1
24 to less than 36	10.7	5.3
36 or more	27.3	7.3
Total	100.0	100.0
<b>Educational attainment</b>		
Less than Year 10	23.3	6.2
Year 10 or 11	36.4	21.9
Year 12	19.0	21.9
Post secondary	21.3	50.0
Total	100.0	100.0
<b>Gender</b>		
Male	67.7	56.9
Female	32.3	43.1
Total	100.0	100.0
<b>Equity groups<sup>3</sup></b>		
Disability	18.0	6.3
Indigenous	6.5	1.2
CALD <sup>4</sup>	14.7	16.1
Sole parents	3.6	4.3

1. Commencement of job seekers in NEIS from 1 July 2003 to 30 June 2004.

2. Job seekers receiving Newstart and Youth Allowance (Other) and 18 or over as at 30 June 2004.

3. Equity groups are not mutually exclusive.

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

na Not applicable.

Source: DEWR administrative systems.

## Participation in Work for the Dole

Table 2.5 shows, for a range of job seeker characteristics, the proportion in the eligible population and the proportion commencing Work for the Dole. This is shown only for those on the activity tested payments Newstart and Youth Allowance (Other).

Job seekers aged 50 years or more who participate in Work for the Dole are volunteers.

Job seekers are required to participate in WfD for up to six months over a twelve month period. This means that job seekers can participate in a number of different WfD projects and with different CWCs before completing their placement. Each time a job seeker starts with a CWC, a new commencement is recorded.

**Table 2.5: Access to Work for the Dole by job seeker characteristics year to end June 2004<sup>1</sup>**

Job seeker characteristics	Eligibility for Work for Dole <sup>2</sup> (%)	Commencement in Work for the Dole (%)
<b>Age group (years)</b>		
15 to 20	14.3	13.4
21 to 24	17.0	21.1
25 to 34	24.3	31.5
35 to 49	27.2	31.5
50 or more	17.3	2.4
Total	100.0	100.0
<b>Duration on income support (months)</b>		
0 to less than 6	28.2	5.7
6 to less than 12	16.4	27.8
12 to less than 24	16.4	16.2
24 to less than 36	10.8	12.7
36 or more	28.1	37.6
Total	100.0	100
<b>Educational attainment</b>		
Less than Year 10	35.5	23.9
Year 10 or 11	31.7	39.0
Year 12	16.7	19.9
Post secondary	16.1	17.1
Total	100.0	100.0
<b>Gender</b>		
Male	64.5	72.2
Female	35.5	27.8
Total	100.0	100.0
<b>Equity groups<sup>3</sup></b>		
Disability	17.5	10.7
Indigenous	8.0	5.4
CALD <sup>4</sup>	15.9	12.2
Sole parents	na	na

1. Commencement of job seekers in Work for the Dole from 1 July 2003 to 30 June 2004.
  2. Job seekers receiving Newstart and Youth Allowance (Other) as at 30 June 2004.
  3. Equity groups are not mutually exclusive.
  4. People from Culturally and Linguistically Diverse backgrounds from other than main English speaking countries
- na not applicable.

Source: DEWR administrative systems.

## Section 3: Participation and Outcomes by Region

### Participation in labour market assistance by region

This section presents data on participation by job seekers in labour market assistance for the DEWR Labour Market Regions. A map of DEWR regions is included in the Technical Notes of this report.

Reporting at a regional level is restricted to the main types of Job Network assistance and Work for the Dole.

Table 3.1 provides details of placements in Job Placement jobs and commencements in Job Search Support, Intensive Support and Work for the Dole.

The number of placements and commencements in the various types of labour market assistance will depend on the size of the region, labour market conditions and the relative disadvantage of job seekers in the region.

**Table 3.1: Commencements in labour market assistance by region: June 2004<sup>1</sup>**

DEWR Region	Job Search Support (Number)	Job Placements (Number)	Intensive Support (Number)	Work for the Dole (Number)
Sydney	161,644	62,624	83,236	11,232
Hunter and North Coast	80,667	28,876	51,727	6,045
Illawarra and SE NSW	32,259	14,870	18,447	2,665
Western NSW	33,727	17,518	21,063	2,282
Riverina	12,373	8,605	7,417	668
<b>New South Wales</b>	<b>320,670</b>	<b>132,493</b>	<b>181,890</b>	<b>22,892</b>
Melbourne	163,892	74,372	93,017	11,496
Eastern Victoria	27,641	19,590	18,217	1,940
Western Victoria	46,718	31,770	28,913	2,755
<b>Victoria</b>	<b>238,251</b>	<b>125,732</b>	<b>140,147</b>	<b>16,191</b>
Brisbane	150,401	86,571	78,760	11,535
Southern Queensland	35,998	22,555	21,337	3,734
Central and Northern QLD	62,494	31,748	33,083	2,832
<b>Queensland</b>	<b>248,893</b>	<b>140,874</b>	<b>133,180</b>	<b>18,101</b>
Perth	67,639	33,393	41,157	5,494
South Western Australia	16,173	9,636	8,919	620
Greater Western Australia	12,146	4,875	7,512	1,233
<b>Western Australia</b>	<b>95,958</b>	<b>47,904</b>	<b>57,588</b>	<b>7,347</b>
Adelaide	58,369	29,943	35,460	4,417
South Australia Country	24,009	15,518	14,592	1,685
<b>South Australia</b>	<b>82,378</b>	<b>45,461</b>	<b>50,052</b>	<b>6,102</b>
<b>Tasmania</b>	<b>32,765</b>	<b>16,295</b>	<b>23,329</b>	<b>2,684</b>
<b>Northern Territory</b>	<b>11,886</b>	<b>5,664</b>	<b>7,776</b>	<b>706</b>
<b>Australian Capital Territory</b>	<b>10,656</b>	<b>3,585</b>	<b>4,886</b>	<b>533</b>
<b>Australia</b>	<b>1,041,457</b>	<b>518,008</b>	<b>598,848</b>	<b>74,556</b>

1. Commencements in Job Network employment assistance and Work for the Dole from 1 July 2003 to 30 June 2004.

Source: DEWR administrative systems.

## Labour market assistance by region

Table 3.2 shows the proportion of Newstart and Youth Allowance (Other) recipients as at June 2004 compared to the proportion of Job Network eligible Job Placements and commencements in Job Search Support, Intensive Support and Work for the Dole.

This is provided on a DEWR regional and State and Territory basis.

It is evident that for almost all DEWR labour market regions participation in assistance matches the distribution of the Newstart and Youth Allowance (other) population.

**Table 3.2: Comparison of labour market assistance by region year to end June 2004<sup>1</sup>**

DEWR Region	Newstart/ Youth Allowance (Other) recipients <sup>1</sup> (%)	Job Search Support <sup>2</sup> (%)	Intensive Support <sup>2</sup> (%)	Work for the Dole <sup>2</sup> (%)
Sydney	15.5	15.5	13.9	15.1
Hunter and North Coast	7.9	7.7	8.6	8.1
Illawarra and SE NSW	3.1	3.1	3.1	3.6
Western NSW	3.3	3.2	3.5	3.1
Riverina	1.2	1.2	1.2	0.9
<b>New South Wales</b>	<b>30.9</b>	<b>30.8</b>	<b>30.4</b>	<b>30.7</b>
Melbourne	16.8	15.7	15.5	15.4
Eastern Victoria	2.6	2.7	3.0	2.6
Western Victoria	4.3	4.5	4.8	3.7
<b>Victoria</b>	<b>23.7</b>	<b>22.9</b>	<b>23.4</b>	<b>21.7</b>
Brisbane	12.6	14.4	13.2	15.5
Southern Queensland	3.1	3.5	3.6	5.0
Central and Northern QLD	5.2	6.0	5.5	3.8
<b>Queensland</b>	<b>20.9</b>	<b>23.9</b>	<b>22.2</b>	<b>24.3</b>
Perth	6.7	6.5	6.9	7.4
South Western Australia	1.4	1.6	1.5	0.8
Greater Western Australia	1.5	1.2	1.3	1.7
<b>Western Australia</b>	<b>9.5</b>	<b>9.2</b>	<b>9.6</b>	<b>9.9</b>
Adelaide	5.9	5.6	5.9	5.9
South Australia Country	2.4	2.3	2.4	2.3
<b>South Australia</b>	<b>8.2</b>	<b>7.9</b>	<b>8.4</b>	<b>8.2</b>
<b>Tasmania</b>	<b>3.5</b>	<b>3.1</b>	<b>3.9</b>	<b>3.6</b>
<b>Northern Territory</b>	<b>2.4</b>	<b>1.1</b>	<b>1.3</b>	<b>0.9</b>
<b>Australian Capital Territory</b>	<b>1.0</b>	<b>1.0</b>	<b>0.8</b>	<b>0.8</b>
<b>Australia</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

1. Job Seekers receiving Newstart or Youth Allowance (Other) as at 30 June 2004.

2. Commencements in Job Network employment assistance or Work for the Dole from 1 July 2003 to 30 June 2004.

Source: DEWR administrative systems.

## Employment outcomes by region

Table 3.3 shows unsubsidised employment outcomes for job seekers who ceased assistance between 1 July 2003 and 31 March 2004 and achieved outcomes by 30 June 2004. Employment outcomes are for Job Placement, Intensive Support job search training and Work for the Dole.

Job Placement outcomes include both fully Job Network Eligible and Job Search Support Only job seekers. Outcomes are presented on a DEWR regional, State and Territory and national basis.

**Table 3.3: Regional labour market post assistance employment outcomes year to end June 2004<sup>1</sup>**

DEWR Region	Job Placement <sup>2</sup> (%)	Intensive Support job search training <sup>3</sup> (%)	Work for the Dole <sup>3</sup> (%)
Sydney	67.4	46.2	27.6
Hunter and North Coast	71.5	54.2	25.4
Illawarra and SE NSW	74.3	51.8	23.7
Western NSW	65.2	47.5	24.6
Riverina	73.0	50.9	23.9
<b>New South Wales</b>	<b>69.2</b>	<b>48.8</b>	<b>26.2</b>
Melbourne	66.2	49.8	26.4
Eastern Victoria	67.6	52.2	23.8
Western Victoria	71.4	55.6	28.7
<b>Victoria</b>	<b>67.8</b>	<b>51.0</b>	<b>26.4</b>
Brisbane	73.7	56.5	34.9
Southern Queensland	72.6	51.7	32.2
Central and Northern QLD	67.8	50.8	27.0
<b>Queensland</b>	<b>72.3</b>	<b>54.7</b>	<b>32.9</b>
Perth	71.9	54.1	30.1
South Western Australia	70.7	54.4	37.5
Greater Western Australia	67.4	57.0	31.5
<b>Western Australia</b>	<b>71.2</b>	<b>54.3</b>	<b>31.1</b>
Adelaide	65.5	53.8	28.7
South Australia Country	69.9	53.1	26.5
<b>South Australia</b>	<b>67.2</b>	<b>53.5</b>	<b>28.3</b>
<b>Tasmania</b>	<b>66.9</b>	<b>54.7</b>	<b>24.0</b>
<b>Northern Territory</b>	<b>69.8</b>	<b>58.4</b>	<b>25.3</b>
<b>Australian Capital Territory</b>	<b>73.4</b>	<b>45.4</b>	<b>34.1</b>
<b>Australia</b>	<b>69.8</b>	<b>51.9</b>	<b>28.6</b>

1. Employment outcomes exclude indigenous job seekers who return to a Community Development Employment Projects (CDEP) after leaving labour market assistance.

2. Job Placement outcomes are for job seekers placed in an eligible Job Placement job between 1 July 2003 and 31 March 2004 and outcomes achieved by 30 June 2004. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training, Intensive Support customised assistance and Work for the Dole, the outcome is excluded from Job Placement but included under the programme or service they participated in.

3. Post assistance employment outcomes relate to job seekers who ceased Intensive Support job search training between 1 July 2003 and 31 March 2004 or Work for the Dole between 1 April 2003 and 31 March 2004 and outcomes achieved by 30 June 2004.

Source: The Post Programme Monitoring Survey conducted three months after job seekers cease assistance.

## Section 4: Impact on Income Support Recipients

### Number of income support recipients

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

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

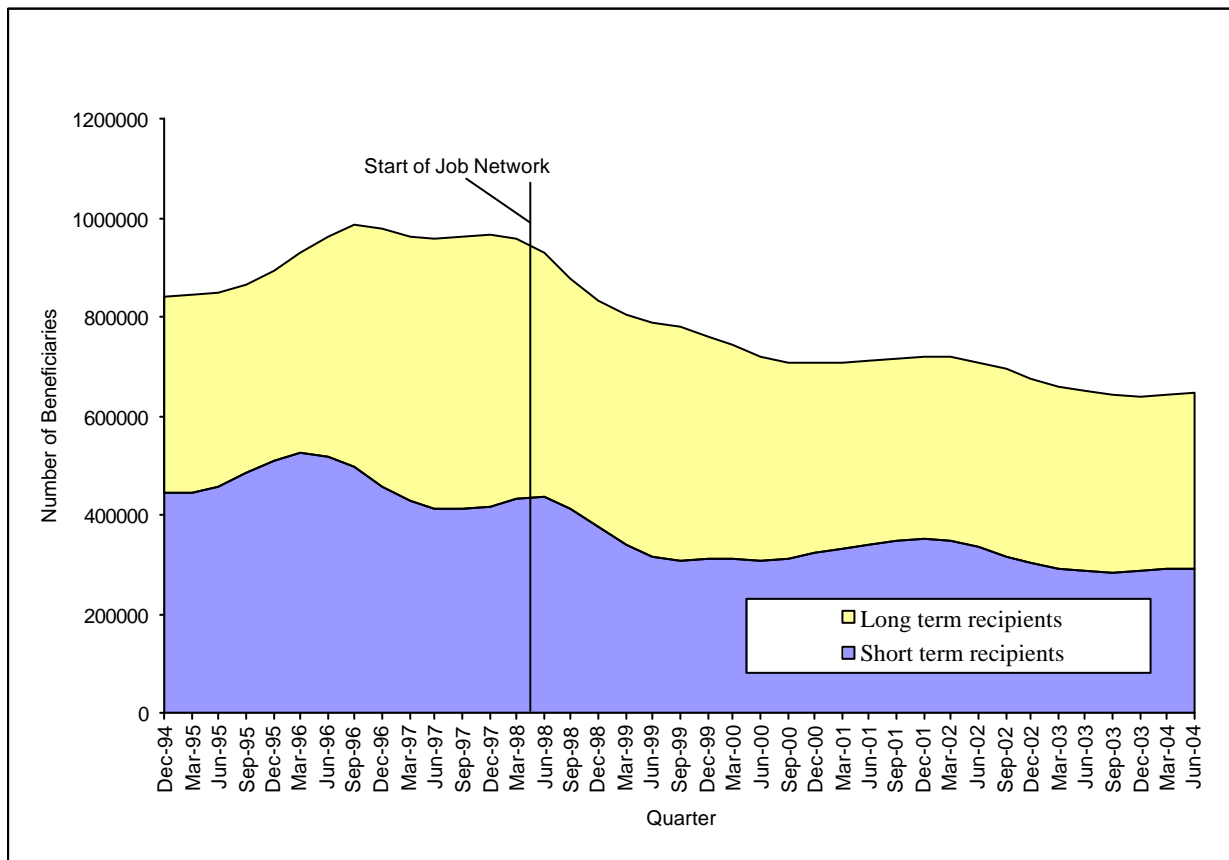
Figure 4.1 shows the changes over time in the number of short and long term income support recipients. Many long term recipients (in receipt of Newstart and Youth Allowance (Other) for 12 months or more) will have had a job at some time

over the last 12 months. These job seekers are reclassified as short term recipients only if they remain totally off benefits for a continuous period of more than 13 weeks.

Hence, long-term recipients should not be confused with the long term unemployed as defined by the Australian Bureau of Statistics. The long-term unemployed are people currently looking for work who have not had a job that lasted for 2 weeks or more in the last year.

Data from the Department of Family and Community Services show that in the 12 months to the end of June 2004, the number of people in receipt of Newstart or Youth Allowance (Other) decreased by almost 32,000 to just over 602,700 job seekers. The number of job seekers who were long-term recipients decreased by almost 15,000 while the number of short-term recipients decreased by just under 16,000.

Figure 4.1: Number of Income Support Recipients<sup>1</sup>



Source: Trend series based on data from DEWR administrative system.

- Figures quoted in the text are from the Department of Family and Community Services: "Labour Market and Related Payments a monthly profile, June 2004".

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## Technical Notes

### Data sources, sampling, further assistance and survey results

#### Data Sources

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

PPM surveys have been undertaken since 1987 and are used to assess the labour force and education status of former programme participants three months after they exit assistance. The IES records details of placements, commencements and paid outcomes for labour market assistance.

#### Survey Sampling

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

From July 2003 onwards, the PPM survey uses a sampling approach to assess the performance of all employment assistance. For all programmes except Job Placement, a 25% sample of clients in the following categories is undertaken:

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

The PPM outcome of clients in category (b) is recorded as employed or in education based on the type of payable outcome they achieved. These clients are only surveyed to obtain supplementary information about their labour force and education

status. A full enumeration of clients not in categories a, b, or c is attempted.

For clients who were placed in a job through Job Placement, a survey of 25% of clients is undertaken.

#### Further Assistance

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

As outlined previously, a 25% sample of clients found to be in further assistance is currently included in the survey. Prior to the commencement of the APM, clients in further assistance were not surveyed and their outcomes were simply recorded as 'in further assistance'. While these clients may have potentially been either in a part time job and/or in education, these outcomes were not captured as these clients were not surveyed. Under the new sampling methodology these outcomes can now be recorded.

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

#### Survey results

Aside from IS, job search training and customised assistance, where PPM results are based on a combination of survey responses and payable outcomes data, all outcome estimates are based on survey responses.

The overall response rate for the PPM survey, at around 60%, provides outcomes estimates that are generally accurate to within plus or minus 1 percentage point at the National level.

The changes in PPM sampling methodology, service delivery arrangements and characteristics of clients assisted should be considered when comparing outcomes results for programmes prior to the APM and under the APM.

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## Labour Market Assistance Descriptions

*Intensive Support stream:* provides individually tailored assistance for up to 42 months for eligible job seekers. Access to assistance through Intensive Support is immediately at registration for those job seekers identified as highly disadvantaged with the remainder having access to assistance after three months of unemployment. Under Intensive Support a job seeker can have access to the general Intensive Support assistance, Intensive Support job search training and/or Intensive Support customised assistance.

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

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

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

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

*Job Placement* services refer suitable job seekers to vacancies and canvass and list job vacancies on the Australian Job Search database. DEWR licensed

recruitment agencies, Job Placement Organisation (JPOs), are in a position to provide Job Placement services to eligible job seekers. Job Network members are licensed as JPOs.

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

*Indigenous Employment Programme:* replaced the Training for Aboriginals and Torres Strait Islanders Programme (TAP) and has several components. It includes Wage Assistance which is a wage subsidy paid to employers over 26 weeks providing on-going employment. In Structured Training and Employment Projects (STEP), employers in the private sector and regional and community based employment sponsor organisations provide jobs, generally involving accredited training or a traineeship.

*Indigenous Employment Centres:* help Community Development Employment Project participants find employment.

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

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

*Transition to Work Programme:* helps job seekers who are parents, carers and mature age people 50 years and over entering the workforce for the first time or returning to the workforce after an absence of 2 years or more.

*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.

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## General Definitions

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

*Community Development Employment Projects (CDEP)* :is a scheme that provides work for Indigenous Australians in community-managed activities that help the individual to acquire skills that benefit the community, develop business enterprises and/or lead to unsubsidised employment. It usually involves part-time work at the equivalent of the unemployment allowance. Positive and employment outcomes exclude Indigenous job seekers who return to a CDEP after leaving labour market assistance.

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

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

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

*Further assistance*: includes job seekers who proceed to another DEWR funded employment programme or service within three months of exiting employment assistance. It includes commencements in Intensive Support job search training (ISjst), Intensive Support customised assistance (ISca), NEIS, Work for the Dole, Community Work, Transition to Work, and the STEP and Wage Assistance components of the Indigenous Employment Policy. A job seeker who is in the general Intensive Support or Job Search Support streams of assistance are not regarded as being in further assistance.

*Income support recipients*: includes job seekers registered with Centrelink as unemployed and in receipt of Newstart Allowance (NSA) or job seekers aged 15 to 24 not in full-time education and in receipt of Youth Allowance (Other) (YA).

*Job Search Support Only (JSSO)*: refers to those job seekers, irrespective of their income support status, who are eligible for only Job Placement 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 placements*: include placements provided under Job Search Support and job placements under Intensive Support.

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

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

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

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

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

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## Regional Coverage

Regions used in this report are based on the 19 labour market regions used in contracting for DEWR programmes and services.

## DEWR labour market regions

