



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 September 2004, three months after leaving assistance were:

- 74% for Job Placement;
- 61% for Intensive Support job search training;
- 53% for Intensive Support customised assistance;
- 84% for New Enterprise Incentive Scheme (NEIS);
- 39% for Work for the Dole;
- 43% for Community Work Placements;
- 72% for Indigenous Employment Programme Structured Training and Employment Projects (STEP);
- 70% for Indigenous Employment Programme Wage Assistance;
- 54% for Transition to Work;
- 42% for Training Accounts; and
- 44% for Training Credits.

Job Vacancies

In the year to end September 2004, 2,903,000 vacancies were notified on the Australian Job Search database, of which over 907,000 were lodged by Job Network Members or Job Placement Organisations (including vacancies lodged through the Internet and Teleservicing).

Job Placements

In the year to end September 2004, over 601,000 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 September 2004, commencements by job seekers in the various types of labour market assistance included:

- 642,700 in Job Search Support;
- 464,700 in Intensive Support;
- 6,200 in NEIS;
- 8,300 in the STEP and Wage Assistance elements of the Indigenous Employment Programme;
- 77,300 in Work for the Dole;
- 4,600 in Community Work Placement;
- 12,400 in Transition to Work; and
- 52,400 in the Training Accounts and Credits.

Income Support

In the year to end September 2004, the number of job seekers in receipt of Newstart or Youth Allowance (Other) decreased by almost 21,200 to just under 586,600 job seekers. The number of job seekers who were long-term recipients (ie on allowances for 12 months or more) decreased by over 14,000 to around 349,800 while the number of short-term recipients decreased by almost 7,200 to 236,800.

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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 30 June 2004 and their post assistance outcomes achieved by 30 September 2004.

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 October 2003 and 30 September 2004 and 1 October 2002 and 30 September 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 September 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. Results for Job Placement and Intensive Support job search training have been published onwards from the June 2004 edition Labour Market Assistance Outcomes. Intensive Support customised assistance outcome results are available in this report and Intensive Support outcome results are expected to be available in the December 2004 edition of Labour Market Assistance Outcomes.

In this report....

Results for Intensive Support customised assistance are reported for the first time. The results relate to job seekers who completed their period of Intensive Support customised assistance within the first year of operation of the APM. Results are also reported for job seekers who have training funded by either their Training Account or Training Credit entitlements.

There are limitations to which outcomes from *Active Participation Model* assistance can be compared to previous forms of Job Network assistance. These are outline 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 Intensive Support customised assistance are encouraging, with results already two percentage points higher than achieved by Intensive Assistance over the second contract round. As expected, outcomes for the non-highly disadvantaged job seekers under Intensive Support customised assistance are higher than for the highly disadvantaged.

The results for job seekers who have used their Training Accounts or Training Credits entitlements are also positive with around 30 per cent in employment following their training course.

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 editions of Labour Market Assistance Outcomes pre-June 2004, 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 also be taken when comparing outcomes for current services with labour market programmes operating before the introduction of Job Network. The Technical Notes at the end of this report discuss these issues further.

Table 1.1: Post assistance¹ labour market outcomes year to end September 2004

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance ² (%)	Exits (number)
Job Placement	70.5	24.9	4.6	na	121,815
Job Network eligible (JNE)	66.0	29.2	4.8	na	67,382
Job Search Support Only (JSSO)	76.9	18.8	4.2	na	54,433
Intensive Support job search training	54.1	39.9	6.0	2.7	133,136
Intensive Support customised assistance	43.5	46.8	9.7	6.6	185,126
Non highly-disadvantaged	47.7	44.5	8.0	7.1	124,542
Highly disadvantaged	35.3	51.6	13.1	5.5	60,584
NEIS	82.3	12.2	5.5	1.1	6,767
Work for the Dole	29.7	62.2	8.1	36.8	68,536
Community Work	30.6	58.6	10.8	36.5	4,237
IEP - STEP	63.3	29.4	7.3	9.5	3,667
IEP - Wage Assistance	67.6	27.2	5.1	17.2	2,502
Transition to Work	33.8	44.1	22.0	1.6	11,452
Training Accounts	31.0	62.7	6.1	10.8	63357
Training Credits	31.2	63.1	5.7	25.4	29670

1. Post assistance outcomes are measured three months after the job seeker ceases assistance and relate to job seekers who ceased Intensive Support job search training, Intensive Support customised assistance, 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 or achieved an eligible Job Network placement, or completed a period of training funded by their Training Accounts or Training Credits entitlement between 1 July 2003 and 30 June 2004. Employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
2. 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.

Positive outcome rates for Intensive Support customised assistance are promising with over half of

the participants in employment and/or education three months after leaving assistance. With the strong performance of both Job Placement and Intensive Support job search training, it indicates that outcomes achieved under the *Active Participation Model* so far are strong.

Outcomes achieved for both STEP and Wage Assistance also point to good outcomes for Indigenous job seekers. While smaller in size, the effective targeting of assistance indicates that the participants are benefiting from the programmes.

Table 1.2: Post assistance¹ employment and positive outcomes year to end September 2004

Labour market assistance	Full-time Employed (%)	Part-time Employed (%)	Total Employed (%)	Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
Job Placement	43.5	27.0	70.5	13.3	74.4	121,815
Job Network eligible (JNE)	40.2	25.8	66.0	12.4	70.0	67,382
Job Search Support Only (JSSO)	48.2	28.8	76.9	14.7	80.6	54,433
Intensive Support job search training	25.3	28.9	54.1	14.2	63.1	133,136
Intensive Support customised assistance	16.8	26.8	43.5	12.2	53.0	185,126
Non highly-disadvantaged	19.0	28.5	47.5	12.0	56.5	124,542
Highly disadvantaged	12.1	23.1	35.3	12.6	45.7	60,584
NEIS	49.5	32.8	82.3	8.6	84.0	6,767
Work for the Dole	14.7	15.0	29.7	12.2	39.2	68,536
Community Work	11.8	18.8	30.6	16.1	42.5	4,237
IEP - STEP	45.3	17.9	63.3	30.9	71.8	3,667
IEP - Wage Assistance	48.5	19.1	67.7	20.4	70.4	2,502
Transition to Work	7.5	26.3	33.8	24.0	54.4	11,452
Training Accounts	12.2	18.8	31.0	14.7	42.2	63357
Training Credits	12.8	18.4	31.2	18.1	44.2	29670

1. Post assistance outcomes are measured three months after the job seeker ceases assistance and relate to job seekers who ceased Intensive Support job search training, Intensive Support customised assistance, 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 or achieved an eligible Job Network placement, or completed a period of training funded by their Training Accounts or Training Credits entitlement between 1 July 2003 and 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 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 customised assistance

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

As noted earlier, the outcomes for Intensive Support customised assistance are higher than that achieved over the long-term by Intensive Assistance. Outcomes for Sole Parents are particularly encouraging with over half in employment three months after leaving assistance.

Table 1.3: Intensive Support customised assistance: Post assistance outcomes year to end September 2004¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Disadvantage status						
Non-highly disadvantaged ³	19.0	28.5	47.5	12.0	56.5	124,542
Highly disadvantaged ⁴	12.1	23.1	35.3	12.6	45.7	60,584
Age Group (years)						
15 to 20	18.5	24.6	43.1	15.4	55.1	30,276
21 to 24	19.6	26.2	45.7	14.7	57.0	27,845
25 to 34	18.9	26.3	45.1	13.1	54.9	44,500
35 to 49	15.3	28.1	43.3	11.6	52.5	56,980
50 or more	13.8	27.7	41.5	8.9	48.5	25,525
Duration on income support (months)						
0 to less than 6	21.9	25.5	47.4	12.3	57.2	36,799
6 to less than 12	21.0	30.3	51.3	12.1	59.8	26,898
12 to less than 24	18.3	27.3	45.6	13.7	56.2	42,073
24 to less than 36	15.3	27.6	42.9	12.1	52.2	22,640
36 or more	10.3	24.6	34.9	11.2	44.0	53,240
Educational attainment						
Less than Year 10	13.4	22.1	35.5	8.6	42.7	43,239
Year 10 or 11	16.3	26.5	42.8	9.4	50.1	71,214
Year 12	18.9	30.1	48.9	16.7	61.7	32,134
Post Secondary	19.8	30.2	50.0	16.3	62.2	32,011
Unknown	17.7	24.9	42.6	18.6	57.8	6,528
Gender						
Males	19.1	23.1	42.2	9.7	50.1	121,266
Females	12.7	33.1	45.9	16.2	58.0	63,860
Equity Groups⁵						
Disability	12.3	24.6	36.9	10.9	45.8	18,984
Indigenous	15.3	16.4	31.8	11.1	41.0	20,990
CALD ⁶	16.1	24.2	40.4	16.8	54.7	27,506
Sole Parents	11.3	39.0	50.2	14.9	60.7	9,722
Total	16.8	26.8	43.5	12.2	53.0	185,126

1. Job seekers who left Intensive Support customised assistance between 1 July 2003 and 30 June 2004 and outcomes achieved by 30 September 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. Job seekers who had a JSCI score of 22 or less and would have access to customised assistance at 12 months unemployment.

4. Job seekers who had a JSCI score of 23 or above at time of registration and had access to customised assistance immediately.

5. Equity groups are not mutually exclusive.

6. 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.

Intensive Support job search training

Table 1.4 shows the post assistance outcomes achieved by those who left the Intensive Support job search training between 1 July 2003 and 30 June 2004 and outcomes achieved three months later, up to 30 September 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.

Positive outcome rates for Intensive Support job search training are strong – currently around ten percentage points higher than similar assistance under the second employment services contract round.

Outcomes for the equity group clients are amongst the most encouraging, particularly Sole Parents and full-time employment outcomes for Indigenous job seekers.

Table 1.4: Intensive Support job search training: Post assistance outcomes year to end September 2004¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	22.2	29.4	51.6	19.3	64.0	28,355
21 to 24	27.4	31.0	58.4	17.8	68.8	26,370
25 to 34	29.0	29.0	58.0	13.6	66.5	34,111
35 to 49	25.8	28.5	54.3	11.9	62.1	30,423
50 or more	20.0	26.9	46.9	8.4	52.2	13,877
Educational attainment						
Less than Year 10	21.3	23.9	45.2	7.1	50.4	12,629
Year 10 or 11	24.5	26.9	51.4	9.7	58.2	36,859
Year 12	24.5	30.9	55.4	17.0	65.7	26,920
Post Secondary	27.7	29.2	56.9	16.3	66.8	29,495
Unknown	26.1	31.0	57.0	17.5	67.6	30,233
Gender						
Males	28.5	23.7	52.2	11.5	59.9	83,241
Females	20.4	36.7	57.1	18.2	67.9	49,895
Equity Groups³						
Disability	19.9	25.0	44.9	12.4	52.9	2,907
Indigenous	21.7	19.5	41.2	11.5	49.4	2,201
CALD ⁴	23.0	24.4	47.4	19.4	61.4	19,430
Sole Parents	15.7	41.8	57.5	13.0	65.2	2,920
Total	25.3	28.9	54.1	14.2	63.1	133,136

1. Job seekers who left Intensive Support job search training placements between 1 July 2003 and 30 June 2004 and outcomes achieved by 30 September 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 1.5 shows the post assistance outcomes achieved by those who achieved a Job Placement between 1 July 2003 and 30 June 2004 and outcomes achieved three months later, up to 30 September 2004.

Positive outcomes for Job Placements remain high at nearly 75 percent, with over 70% achieving employment outcomes. The strong full-time employment outcomes in particular point to the success of Job Placement assistance under the APM.

Table 1.5: Job Placements: Post assistance outcomes year to end September 2004¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ³ (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	45.4	26.3	71.7	24.2	77.9	33,146
21 to 24	44.4	25.9	70.3	14.6	74.8	20,210
25 to 34	45.0	26.0	71.0	10.0	74.1	30,885
35 to 49	42.9	28.3	71.2	8.1	73.8	28,542
50 or more	36.5	28.9	65.3	5.4	67.4	9,032
Duration on income support (months)³						
0 to less than 6	44.2	26.7	70.9	13.5	74.9	34,587
6 to less than 12	38.0	27.9	65.8	10.7	68.9	11,287
12 to less than 24	35.1	25.4	60.5	13.2	64.4	8,657
24 to less than 36	33.6	23.8	57.4	11.8	62.8	4,632
36 or more	26.4	24.8	51.1	8.3	54.8	8,219
Educational attainment³						
Less than Year 10	33.8	20.6	54.4	6.3	57.3	9,963
Year 10 or 11	38.0	25.7	63.6	9.3	67.3	24,420
Year 12	39.5	29.1	68.6	14.9	73.1	12,361
Post Secondary	42.8	24.0	66.8	11.3	70.5	9,366
Unknown	47.7	27.8	75.5	21.0	80.9	11,272
Gender						
Males	50.5	17.5	68.0	11.2	71.7	77,728
Females	33.5	40.6	74.1	16.4	78.2	44,087
Equity Groups³						
Disability	30.2	25.2	55.4	8.6	59.2	4,452
Indigenous	41.2	13.7	54.9	11.7	59.6	2,706
CALD ⁴	37.0	22.2	59.2	12.3	66.2	6,267
Sole Parents	25.2	41.2	66.4	12.4	71.2	1,875
Job Network eligible (FJNE)⁵	40.2	25.8	66.0	12.4	70.0	67,382
Job Search Support Only (JSSO)⁶	48.2	28.8	76.9	14.7	80.6	54,433
Total	43.5	27.0	70.5	13.3	74.4	121,815

1. Job seekers who were placed in a Job Network eligible job between 1 July 2003 and 30 June 2004 and outcomes achieved by 30 September 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 Fully Job Network Eligible (FJNE) 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 Fully Job Network Eligible (FJNE) 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 1.6 shows the post assistance outcomes achieved by those who left the New Enterprise Incentive Scheme (NEIS) between 1 July 2003 and 30 June 2004 and outcomes achieved three months later, up to 30 September 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.

Positive outcome levels for NEIS following the implementation of the *Active Participation Model* have continued to trend slightly upwards. Strong growth has been seen in relation to mature age job seekers in particular.

Table 1.6: New Enterprise Incentive Scheme: Post assistance outcomes year to end September 2004¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ³ (%)	Exits (number)
	Self Employed ² (%)	Employed (%)	Total Employed (%)			
Age Group (years)						
15 to 20	na	na	na	na	na	na
21 to 24	59.1	20.0	79.1	24.1	89.5	541
25 to 34	74.0	11.6	85.6	8.9	86.1	2,239
35 to 49	70.0	10.5	80.5	8.1	83.0	2,919
50 or more	73.0	8.4	81.5	6.0	81.8	965
Duration on income support (months)						
0 to less than 6	76.9	11.1	88.1	9.1	88.6	3,148
6 to less than 12	69.9	12.2	82.1	12.1	86.2	1,326
12 to less than 24	66.3	13.0	79.2	6.5	81.0	978
24 to less than 36	na	na	na	na	na	na
36 or more	59.6	8.8	68.4	4.1	69.6	787
Educational attainment						
Less than Year 10	na	na	na	na	na	na
Year 10 or 11	70.6	9.1	79.7	5.3	80.7	1,453
Year 12	73.5	11.0	84.5	5.8	85.4	1,263
Post Secondary	71.7	11.8	83.5	11.4	85.6	3,562
Gender						
Males	73.0	10.8	83.8	7.6	85.5	3,838
Females	69.3	11.6	80.9	10.0	82.3	2,929
Equity Groups⁴						
Disability	66.7	10.9	77.6	10.6	78.4	509
Indigenous	na	na	na	na	na	na
CALD ⁵	71.0	10.1	81.1	7.1	82.9	1,089
Sole Parents	60.6	14.7	75.3	12.9	79.9	381
Total	71.1	11.2	82.3	12.9	84.0	6,767

1. Job seekers who left NEIS placements between 1 July 2003 and 30 June 2004 and outcomes achieved by 30 September 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 since their last CWC placement in a 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 September 2004¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ³ (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total Employed (%)			
Age Group (years)						
15 to 20	15.5	15.1	30.6	16.5	43.5	9,953
21 to 24	16.3	15.5	31.8	15.1	43.8	15,286
25 to 34	15.5	15.7	31.2	11.2	39.4	22,889
35 to 49	13.3	14.0	27.2	10.0	35.5	19,098
50 or more	9.5	15.5	25.0	11.4	33.8	1,310
Duration on income support (months)³						
0 to less than 6	23.6	17.0	40.6	14.5	51.1	7,401
6 to less than 12	20.8	16.9	37.7	14.6	48.4	16,679
12 to less than 24	14.3	16.8	31.0	12.5	40.8	12,969
24 to less than 36	14.0	15.1	29.1	11.9	38.7	8,502
36 or more	8.3	12.2	20.5	9.9	28.8	22,862
Educational attainment³						
Less than Year 10	11.1	9.9	21.0	7.5	27.4	13,187
Year 10 or 11	14.1	14.3	28.4	9.4	36.3	27,225
Year 12	15.4	18.5	33.9	16.4	45.5	14,589
Post Secondary	17.6	16.9	34.5	16.2	46.9	12,745
Unknown	25.4	16.4	41.9	17.5	52.1	790
Gender						
Males	16.9	12.9	29.8	10.2	37.9	49,749
Females	9.9	19.7	29.6	16.7	42.2	18,787
Equity Groups³						
Disability	5.0	10.5	15.5	10.3	24.1	8,388
Indigenous	6.8	9.2	16.0	9.1	24.5	3,406
CALD ⁴	14.9	14.9	29.8	16.4	43.0	8,226
Sole Parents	4.2	18.7	22.9	10.4	30.6	884
Total	14.7	15.0	29.7	12.2	39.2	68,536

1. Job seekers who left a Work for the Dole project between 1 July 2003 and 30 June 2004 and outcomes achieved by 30 September 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 the commencements in employment assistance for the year to end September 2003 and the year to end September 2004.

The table also 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).

For the year to end September 2003, commencements for Job Search Support, Intensive Support and Job Placement relate to the three months to September 2003 following the introduction of the *Active Participation Model* (APM). Commencement

numbers for Job Search Support and Intensive Support for this three month period are significantly higher than would be expected due to the transition of the stock of job seekers at the start of the APM. The commencements for the year to September 2004 are not affected by the impact of the transition.

There has been a visible increase in the use of both Training Credits and Training Accounts entitlement. In part this reflects greater eligibility for the entitlements as well as heightened awareness among both job seekers and employment services providers. Most encouraging has been the increase in usage of Training Accounts from Indigenous Employment Centre participants.

Table 2.1: Participation by type of labour market assistance in each of the past two years¹

Labour market assistance	Year to end September 2003		Year to end September 2004	
	Commencements (number)	Proportion of long term recipients ² (%)	Commencements (number)	Proportion of long term recipients ² (%)
Job Search Support ³	527,644	na	642,719	na
Intensive Support ⁴	274,676	na	464,712	na
Job Placement	86,541	33.3	601,534	40.7
NEIS	6,968	28.4	6,184	25.7
Work for the Dole	66,796	70.9	77,342	66.7
IEP – STEP	4,169	39.1	5,433	45.9
IEP - Wage Assistance	2,219	45.8	2,903	41.5
Community Work Placements	3,956	72.0	4,658	71.7
Transition to Work	12,037	29.0	12,376	33.0
Training Accounts ⁵	14,404	na	37,830	na
Training Credits	11,057	na	14,575	na

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

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

3. Job seekers with a registered Vocational Profile in the year up to 30 September 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 in the year up to 30 September

2004. Also provided is the demographic distribution of the Newstart and Youth Allowance (other) population at 30 September 2004.

It is evident that young job seekers have higher participation rates in assistance than their proportion of the eligibility population, whilst mature age participants are under-represented.

The proportion of short-term unemployed job seekers (i.e. only income support for less than six months) in Job Search Support is influenced by the proportion of Job Search Support Only job seekers who have had a Vocational Profile done, but may not be on income support.

Table 2.2: Participation in Job Network assistance by job seeker characteristics: September 2004¹

Job seeker characteristics	Newstart/Youth Allowance (other) recipients	Employment Assistance type		
		Job Search Support ² (%)	Job Placement ³ (%)	Intensive Support (%)
Age group (years)				
15 to 20	13.7	23.0	19.9	21.7
21 to 24	16.9	15.7	17.4	17.0
25 to 34	24.3	24.1	25.9	23.7
35 to 49	27.1	25.5	26.2	24.9
50 or more	18.0	11.7	10.6	12.6
Total	100.0	100.0	100.0	100.0
Duration on income support (months)				
0 to less than 6	26.4	75.9	43.6	50.2
6 to less than 12	17.4	5.8	15.6	12.4
12 to less than 24	16.9	7.9	17.2	14.6
24 to less than 36	10.5	3.7	8.4	7.5
36 or more	28.8	6.7	15.2	15.2
Total	100.0	100.0	100.0	100.0
Educational attainment				
Less than Year 10	37.2	19.5	19.1	22.1
Year 10 or 11	31.0	36.8	40.3	38.4
Year 12	16.2	21.6	21.0	19.9
Post secondary	15.6	22.1	19.6	19.6
Total	100.0	100.0	100.0	100.0
Gender				
Male	64.6	56.2	65.9	62.3
Female	35.4	43.8	34.1	37.7
Total	100.0	100.0	100.0	100.0
Equity groups⁴				
Disability	16.9	5.0	5.4	6.7
Indigenous	8.3	4.8	4.6	8.3
CALD ⁵	16.1	15.5	11.7	14.6
Sole parents	2.1	2.5	2.2	3.6

1. Commencements in Job Network employment assistance from 1 October 2003 to 30 September 2004.

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

3. Demographic breakdown of Job Placements in the year up to 30 September 2004

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

Source: DEWR administrative systems.

Access to Job Placements

A key performance indicator of 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 provide a significant

source of vacancies and placements for 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: September 2004¹

Industry	JNM and JPO initiated Vacancies² (%)	JNM and JPO Placement in Job Placement³ (%)
Agricultural and industrial sector		
Agriculture, Forestry and Fishing	5.4	7.9
Mining	0.7	0.6
Manufacturing	16.9	23.8
Electricity, Gas and Water Supply	0.3	0.2
Construction	8.7	6.9
Services sector		
Wholesale Trade	4.1	4.6
Retail Trade	15.6	13.1
Accommodation, Cafes and Restaurants	10.4	7.0
Transport and Storage	4.3	3.6
Communication Services	1.1	1.0
Finance and Insurance	1.0	0.5
Property and Business Services	17.5	21.2
Cultural and Recreational Services	1.6	1.0
Personal and Other Services	4.7	4.4
Government and community sector		
Government Administration and Defence	1.1	0.8
Education	1.7	0.6
Health and Community Services	4.8	2.6

1. AJS Vacancies lodged and Job Network eligible Job Placements from 1 October 2003 to 30 September 2004.

2. Job vacancies lodged by Job Network Members and Job Placement Organisations on Australian JobSearch. Columns may not add up to 100% due to rounding.

3. Job Network eligible job placements by Job Network Members and Job Placement Organisations. 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) and the equity groups. On the other hand persons with a post secondary education participate in NEIS at a higher rate than their proportion of the eligible population.

Table 2.4: Access to NEIS by job seeker characteristics year to end September 2004¹

Job seeker characteristics	Eligibility for NEIS ² (%)	Commencement in NEIS (%)
Age group (years)		
15 to 20	10.2	1.6
21 to 24	16.2	10.1
25 to 34	26.4	32.4
35 to 49	30.4	40.7
50 or more	16.8	15.2
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	26.6	49.1
6 to less than 12	16.9	25.2
12 to less than 24	17.8	12.8
24 to less than 36	10.8	5.4
36 or more	27.9	7.5
Total	100.0	100.0
Educational attainment		
Less than Year 10	23.7	6.4
Year 10 or 11	36.9	22.8
Year 12	19.0	22.2
Post secondary	20.4	48.6
Total	100.0	100.0
Gender		
Male	67.7	57.1
Female	32.3	42.9
Total	100.0	100.0
Equity groups³		
Disability	17.6	6.6
Indigenous	7.3	1.6
CALD ⁴	16.3	15.6
Sole parents	2.3	4.5

1. Commencement of job seekers in NEIS from 1 October 2003 to 30 September 2004.
 2. Job seekers receiving Newstart and Youth Allowance (Other) and 18 or over as at 30 September 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 (WfD). This is shown only for those on the activity tested payments Newstart and Youth Allowance (Other).

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.

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

WfD tends to exhibit different patterns in participation to NEIS with younger job seekers proportionally over-represented in the participating population in relation to their eligibility, while job seekers unemployed for less than six months were under-represented. Again this reflects the unique eligibility requirements of the programme.

Table 2.5: Access to Work for the Dole by job seeker characteristics year to end September 2004¹

Job seeker characteristics	Eligibility for Work for Dole ² (%)	Commencement in Work for the Dole (%)
Age group (years)		
15 to 20	13.7	13.4
21 to 24	16.9	21.1
25 to 34	24.3	31.5
35 to 49	27.1	31.5
50 or more	18.0	2.4
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	26.4	7.1
6 to less than 12	17.4	27.8
12 to less than 24	16.9	16.2
24 to less than 36	10.5	12.7
36 or more	28.8	36.1
Total	100.0	100.0
Educational attainment		
Less than Year 10	37.2	23.9
Year 10 or 11	31.0	39.0
Year 12	16.2	19.9
Post secondary	15.6	17.1
Total	100.0	100.0
Gender		
Male	64.6	72.2
Female	35.4	27.8
Total	100.0	100.0
Equity groups³		
Disability	16.9	10.7
Indigenous	8.3	5.4
CALD ⁴	16.1	12.2
Sole parents	2.1	0.4

1. Commencement of job seekers in Work for the Dole from 1 October 2003 to 30 September 2004.

2. Job seekers receiving Newstart and Youth Allowance (Other) as at 30 September 2004.

3. Equity groups are not mutually exclusive.

4. People from Culturally and Linguistically Diverse backgrounds from other than main English 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: September 2004¹

DEWR Region	Job Search Support (Number)	Job Placements (Number)	Intensive Support (Number)	Work for the Dole (Number)
Sydney	105,127	73,912	65,375	11,472
Hunter and North Coast	45,494	34,459	37,869	6,630
Illawarra and SE NSW	20,407	17,624	13,529	2,962
Western NSW	20,334	20,399	16,268	2,413
Riverina	8,013	10,034	6,113	695
New South Wales	199,375	156,428	139,154	24,172
Melbourne	103,041	88,491	72,993	12,036
Eastern Victoria	15,436	21,439	12,641	2,056
Western Victoria	26,464	35,745	20,608	3,237
Victoria	144,941	145,675	106,242	17,329
Brisbane	95,535	100,534	63,707	11,325
Southern Queensland	21,627	25,265	16,443	3,735
Central and Northern QLD	40,125	35,752	28,202	3,142
Queensland	157,287	161,551	108,352	18,202
Perth	41,800	39,185	32,210	5,278
South Western Australia	9,615	10,684	6,596	646
Greater Western Australia	7,949	5,670	6,671	1,241
Western Australia	59,364	55,539	45,477	7,165
Adelaide	34,385	35,347	27,018	4,584
South Australia Country	13,221	17,718	10,270	1,844
South Australia	47,606	53,065	37,288	6,428
Tasmania	17,587	18,712	16,246	2,821
Northern Territory	9,746	6,287	8,193	667
Australian Capital Territory	6,813	4,277	3,760	558
Australia	642,719	601,534	464,712	77,342

1. Commencements in Job Network employment assistance and Work for the Dole from 1 October 2003 to 30 September 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 September 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 in Queensland for example, participation in the various forms of employment assistance is greater than their share of the Newstart and Youth Allowance (other) population. In most other regions participation levels generally reflect levels of eligibility, indicating that servicing levels broadly meet the demands of the local labour market.

Table 3.2: Comparison of labour market assistance by region year to end September 2004

DEWR Region	Newstart/ Youth Allowance (Other) recipients ¹ (%)	Job Search Support ² (%)	Intensive Support ² (%)	Work for the Dole ² (%)
Sydney	15.5	16.4	14.1	14.8
Hunter and North Coast	7.9	7.1	8.1	8.6
Illawarra and SE NSW	3.1	3.2	2.9	3.8
Western NSW	3.3	3.2	3.5	3.1
Riverina	1.2	1.2	1.3	0.9
New South Wales	31.1	31.0	29.9	31.3
Melbourne	17.0	16.0	15.7	15.6
Eastern Victoria	2.6	2.4	2.7	2.7
Western Victoria	4.4	4.1	4.4	4.2
Victoria	24.0	22.6	22.9	22.4
Brisbane	12.3	14.9	13.7	14.6
Southern Queensland	3.0	3.4	3.5	4.8
Central and Northern QLD	5.0	6.2	6.1	4.1
Queensland	20.3	24.5	23.3	23.5
Perth	6.5	6.5	6.9	6.8
South Western Australia	2.4	1.5	1.4	0.8
Greater Western Australia	1.5	1.2	1.4	1.6
Western Australia	10.4	9.2	9.8	9.3
Adelaide	5.9	5.3	5.8	5.9
South Australia Country	1.4	2.1	2.2	2.4
South Australia	7.3	7.4	8.0	8.3
Tasmania	3.5	2.7	3.5	3.6
Northern Territory	2.4	1.5	1.8	0.9
Australian Capital Territory	1.0	1.1	0.8	0.7
Australia	100.0	100.0	100.0	100.0

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

2. Commencements in Job Network employment assistance or Work for the Dole from 1 October 2003 to 30 September 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 30 June 2004 and achieved by 30 September 2004. Employment outcomes are for Job Placement, Intensive Support job search training, Intensive Support customised assistance 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.

While in some areas certain programmes achieve higher employment outcomes than other regions, there are no evident trends that outcomes in any region are greater than that achieved broadly across all the programmes, indicating that no labour market region is experience growth in excess of that achieved nationwide.

Table 3.3: Regional labour market post assistance employment outcomes year to end September 2004¹

DEWR Region	Job Placement ² (%)	Intensive Support job search training ³ (%)	Intensive Support customised assistance ³ (%)	Work for the Dole ³ (%)
Sydney	67.4	49.2	40.0	29.2
Hunter and North Coast	72.8	55.0	42.5	26.7
Illawarra and SE NSW	73.6	54.6	43.1	21.1
Western NSW	67.0	47.1	38.6	25.4
Riverina	72.5	55.2	43.5	25.5
New South Wales	69.6	51.1	41.1	27.1
Melbourne	67.4	52.2	41.9	28.4
Eastern Victoria	69.1	53.5	44.6	23.2
Western Victoria	72.3	57.2	43.2	29.0
Victoria	69.0	53.1	42.6	27.9
Brisbane	74.0	59.1	50.6	36.7
Southern Queensland	73.2	52.8	44.4	29.9
Central and Northern QLD	70.5	56.3	40.5	28.5
Queensland	73.1	57.7	46.6	34.1
Perth	73.0	56.4	46.2	30.9
South Western Australia	72.5	56.1	51.3	40.1
Greater Western Australia	66.4	54.0	38.9	30.0
Western Australia	72.5	56.2	46.0	32.4
Adelaide	66.8	54.4	44.7	31.1
South Australia Country	68.4	54.4	43.7	26.0
South Australia	67.5	54.4	44.5	29.8
Tasmania	65.0	56.0	45.6	26.6
Northern Territory	72.6	61.3	37.8	25.0
Australian Capital Territory	75.6	49.2	44.1	31.2
Australia	70.5	54.1	43.5	29.7

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 30 June 2004 and outcomes achieved by 30 September 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, Intensive Support customised assistance or Work for the Dole between 1 July 2003 and 30 June 2004 and outcomes achieved by 30 September 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.

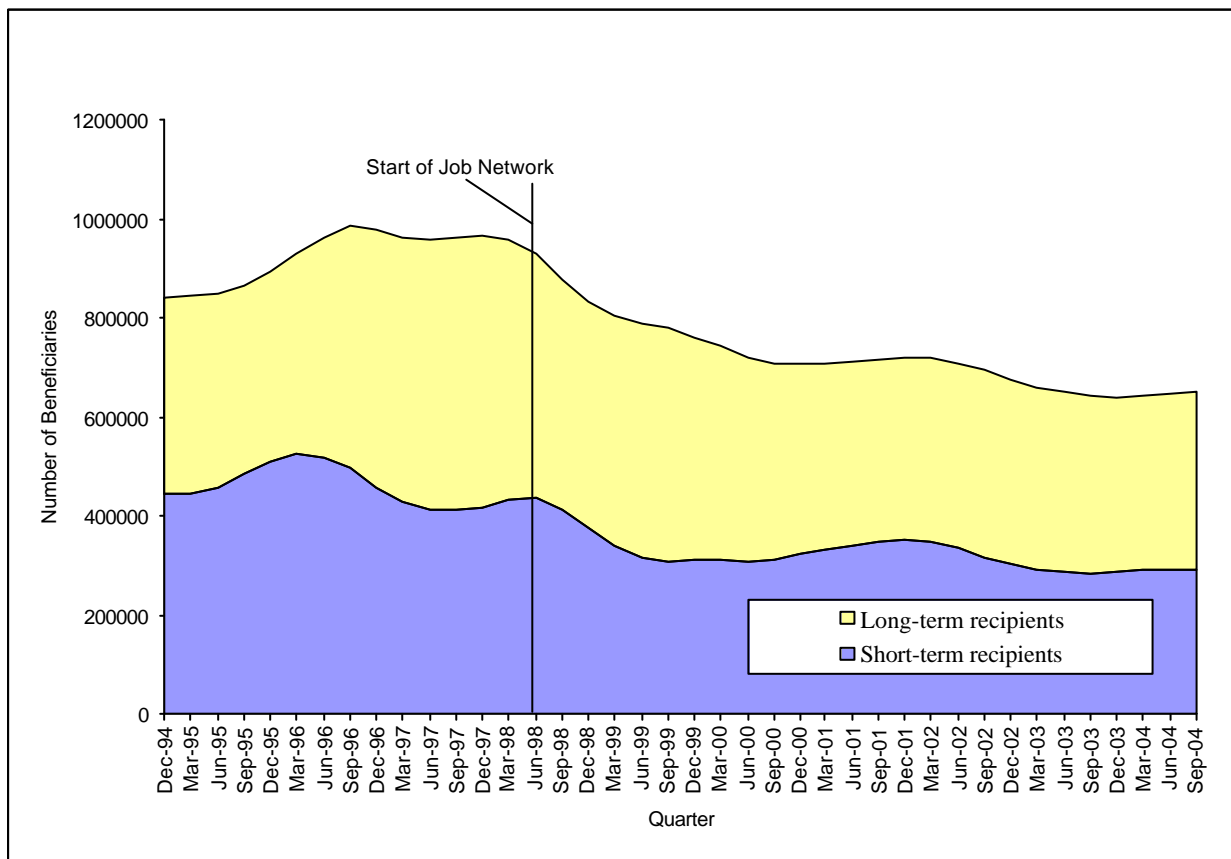
Figure 4.1 shows the changes over time in the number of short- and long-term income support recipients. Many long-term recipients (in receipt of Newstart and Youth Allowance (Other) for 12 months or more) will have had a job at some time over the last 12 months. These job seekers are

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 on income support recipients shows that in the 12 months to the end of September 2004, the number of people in receipt of Newstart or Youth Allowance (Other) decreased by almost 21,200 to just under 586,600 job seekers. The number of job seekers who were long-term recipients decreased by over 14,000 while the number of short-term recipients decreased by just under 7,200.

Figure 4.1: Number of Income Support Recipients¹



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

- Figures quoted in the text are from the Department of Employment and Workplace Relations: "Labour Market and Related Payments a monthly profile, September 2004".

Off-Benefit outcomes

An assessment of the impact that assistance has can also be undertaken by looking at the income support status of participants after they leave assistance.

Figure 4.2 shows, for clients who were in receipt of Newstart or Youth Allowance (Other) at the time of their programme commencement or job placement, their off-benefit status three and six months after they had exited employment assistance. Results are not shown for Transition to Work as a significant proportion of the population are not on income support when they commenced in the programme.

Off-benefit outcomes are generally slightly lower than employment outcomes as job seekers may be employed, though their earnings are such that they may be entitled to still receive part-rate benefit.

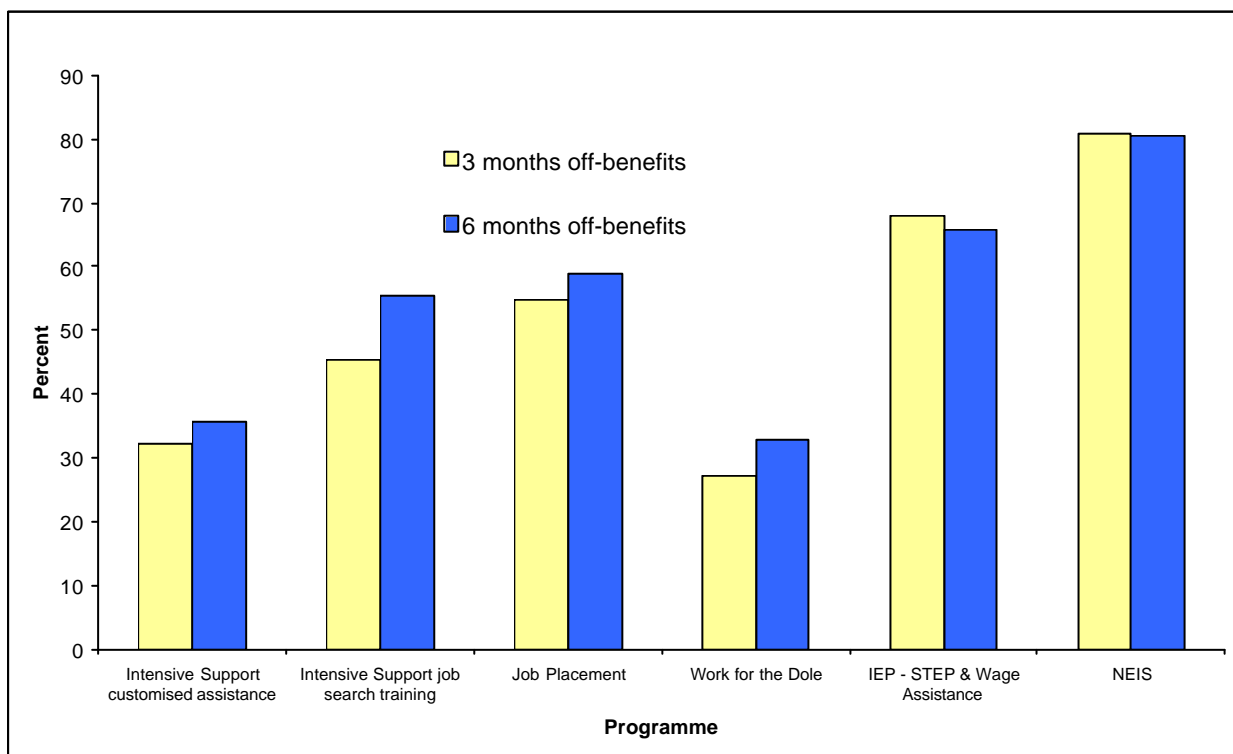
Off-benefit results tend to mirror what is found in relation to employment outcomes, with programmes such as NEIS and IEP STEP and Wage Assistance achieving high outcomes. The main exemption to this is Job Placement, where despite there being 70 percent

three month post-assistance employment rates, only slightly over 50 percent are off income support three months after assistance. However, as previous research has indicated, often employment outcomes achieved soon after leaving assistance may not be enough to facilitate a job seeker leaving income support, but it is often the necessary stepping stone to leaving income support.

This is most evident when looking at the six month off benefit outcomes for the suite of Job Network services. All Job Network services and Work for the Dole exhibit increases in the level of participants off benefits six month after leaving assistance of between four and ten percentage points.

Programmes that achieve high initial off benefit outcomes exhibit some moderating in the level of former participants off benefit after six month. This reflects that with the initial high level of off benefit outcomes it is difficult to increase those levels in the following months.

Figure 4.2: Three¹ and six² month off-benefit status of job seekers following assistances



1. Job seekers who left assistance between 1 July 2003 and 30 June 2004 and were not on income support three months later.
2. Job seekers who left assistance between 1 April 2003 and 30 March 2004 and were not on income support six months later.

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 subjected 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 (IS), and
- c) clients who have reached 12, 24 or 36 months participation in 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. The various components of IS are counted as further assistance, but IS 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.

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 jobs 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 service 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.

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 or DEST 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), New Apprenticeships, NEIS, Work for the Dole, Green Corps, Advanced English for Migrants Programme (AEMP) 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 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 placements: include placements provided under Job Search Support and job placements under Intensive Support customised 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.

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.

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

