

LABOUR MARKET  
AND  
RELATED PAYMENTS  
a monthly profile

March 2004

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## INTRODUCTION

This publication presents statistical information on a monthly basis for the various types of labour market payments delivered by Centrelink for the Department of Family and Community Services (FaCS). This publication covers Newstart Allowance and Youth Allowance in some detail and, to a lesser extent, Mature Age Allowance, Partner Allowance and Widow Allowance.

Table 1 provides information on the total number of Newstart and Youth Allowance recipients. The Youth Allowance population is broken down into Youth Allowance (full-time students) and Youth Allowance (other) categories. The total number of Mature Age Allowance, Partner Allowance and Widow Allowance recipients are also provided in this table.

Tables 2 and 3 show the derivation of the Newstart and Youth Allowance (other) jobseeker populations (see the reference to Jobseekers in the 'Comparability of Data' section of the *Explanatory Notes*). These populations are added together to derive the total number of jobseekers.

Tables 4 to 8 provide information on the total jobseeker population.

When using time series figures, it is important to note that changes have occurred over time to the conditions of eligibility for different payments. Details of these changes are provided in the *Explanatory Notes*.

All media inquiries should be directed to the Centrelink National Media Officer on (02) 6284 6442. For more general inquiries regarding further statistical information please refer to the last page of this publication for other contact details.

The next issue of this publication is scheduled for release on 14 May 2004.

## STATISTICAL HIGHLIGHTS - March 2004

### Between March 2003 and March 2004:

Total Newstart Allowance (NSA) customers and Youth Allowance (other) (YA(O)) customers **decreased by 4.9%** overall from 652,339 to 620,439.

{ by 5.4% for NSA from 562,353 to 532,043 and

{ 1.8% for YA(O) from 89,986 to 88,396.

The number of jobseekers **decreased by 6.9%** overall from 475,950 to 443,175.

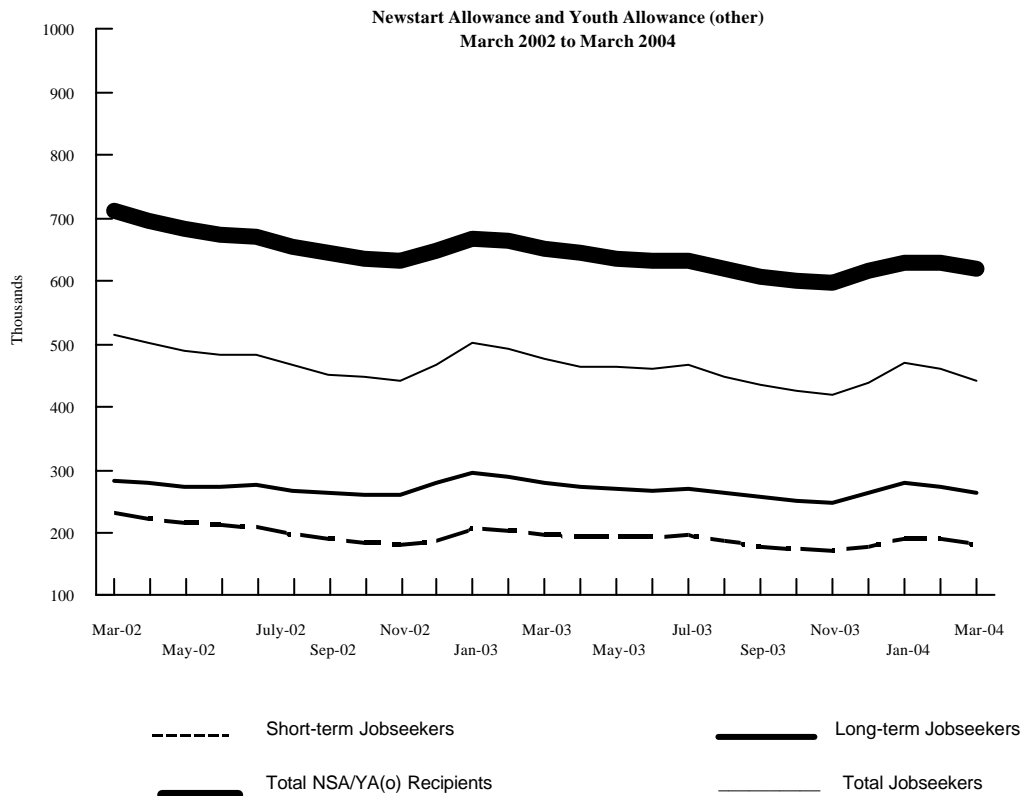
{ by 7.7% for NSA from 401,343 to 370,263 and

{ 2.3% for YA(O) customers from 74,607 to 72,912.

Long-term jobseekers decreased by 6.0% from 279,421 to 262,525.

Short-term jobseekers decreased by 8.1% from 196,529 to 180,650.

Long-term clients have been on income support for 12 months or more and can be off payment for up to 25 weeks before being reclassified as short-term. This differs significantly from the ABS definition of long-term unemployment (see Appendix).



**TABLE 1 - FaCS LABOUR MARKET PAYMENTS - TIME SERIES (a)**

	Newstart Allowance		Youth Allowance		Mature Age Allowance	Partner Allowance	Widow Allowance
	Long-term (b)	Total	Full-time Students (c)	Other			
February 1994 (d)	472,785	977,796	..	..	..	..	..
March 2002	347,789	618,200	282,132	94,128	39,328	103,847	41,088
April 2002	344,184	603,047	301,047	92,084	39,563	103,739	41,242
May 2002	341,093	592,476	309,659	91,137	39,936	103,882	41,385
June 2002	339,457	583,773	313,112	91,056	40,157	103,860	41,576
July 2002	339,560	578,096	307,455	91,674	40,202	103,815	41,713
August 2002	338,152	568,697	315,171	87,822	40,236	103,814	41,907
September 2002	336,034	558,808	316,737	85,914	40,215	103,795	42,115
October 2002	335,004	551,899	309,343	83,560	40,102	103,735	42,298
November 2002	333,841	546,247	304,402	84,977	40,099	103,693	42,506
December 2002	339,563	552,637	262,659	96,808	40,131	103,743	42,680
January 2003	345,446	569,009	251,475	97,748	40,050	103,898	42,766
February 2003	343,677	570,613	260,961	93,043	40,282	104,054	42,938
March 2003	338,684	562,353	276,382	89,986	40,527	103,874	43,089
April 2003	333,806	554,505	289,342	89,501	40,682	103,787	43,206
May 2003	330,294	548,554	297,514	87,457	40,784	103,765	43,308
June 2003	327,544	545,685	304,491	87,574	41,372	104,080	43,550
July 2003	326,980	543,578	298,178	89,479	41,582	104,363	43,797
August 2003	324,559	535,399	305,220	85,340	41,882	105,173	44,188
September 2003	320,932	524,947	309,974	82,836	42,625	106,144	44,644
October 2003	318,997	520,317	306,946	80,666	42,140	105,973	45,014
November 2003	316,791	515,849	297,405	81,332	41,124	104,772	45,401
December 2003	321,781	523,107	256,770	92,671	40,117	103,495	45,760
January 2004	326,578	535,559	243,087	94,664	39,027	101,894	45,859
February 2004	326,028	539,098	255,944	91,562	37,835	99,912	45,892
March 2004	322,730	532,043	274,602	88,396	36,761	97,958	45,925
<i>Variation February 2004 - March 2004</i>							
Number	-3,298	-7,055	18,658	-3,166	-1,074	-1,954	33
Per cent	-1.0	-1.3	7.3	-3.5	-2.8	-2.0	0.1

(a) This table presents data using the revised method of measuring the number of people receiving FaCS labour market payments introduced in July 2002. Revised historical data back to May 1998 is in Table A. July 2002 publication.

(b) Long-term Newstart allowees are persons who have been receiving income support for 12 months or more. This definition differs significantly from the ABS definition of long-term unemployment (see the Appendix for more details).

(c) The number of full time students does not include those who have traded in their entire Youth Allowance entitlement for a loan under the Student Financial Supplement Loan Scheme. The Government announced on 24 April 2003 that no further loans will be issued under this Scheme from 1 January 2004. For further details refer to the Explanatory Notes at the back of this publication.

(d) February 1994 data has been included for comparison purposes due to the peak in the number of persons receiving JSA/NSA at this point in time.

Note: Most of the figures in this publication are averages and have been rounded. As a result, discrepancies may occur between sums of component items and totals, and in the calculation of variations.

**TABLE 2 - NEWSTART ALLOWEES - DERIVATION OF THE JOBSEEKER POPULATION**

	February 2004	March			Variation February - March	
		Males	Females	Persons	Number	Per cent
<b>Short-term NSA Customers</b>	<b>213,070</b>	<b>142,595</b>	<b>66,718</b>	<b>209,313</b>	<b>-3,757</b>	<b>-1.8</b>
CPS recipients (a)	2,329	1,746	579	2,325	-4	-0.2
Did not receive a payment (b)	12,494	9,045	5,047	14,092	1,598	12.8
Received a payment	198,247	131,804	61,092	192,896	-5,351	-2.7
Incapacitated (c)	20,867	13,317	7,503	20,820	-47	-0.2
Training	7,597	5,855	3,362	9,217	1,620	21.3
Self-employment development (d)	339	318	175	493	154	45.4
Voluntary/part-time work (e)	1,859	1,200	815	2,015	156	8.4
Other/temporary exemptions (f)	11,279	7,088	4,426	11,514	235	2.1
<b>Short-term NSA Jobseekers (g)</b>	<b>156,306</b>	<b>104,026</b>	<b>44,811</b>	<b>148,837</b>	<b>-7,469</b>	<b>-4.8</b>
<b>Long-term NSA Customers</b>	<b>326,028</b>	<b>215,461</b>	<b>107,269</b>	<b>322,730</b>	<b>-3,298</b>	<b>-1.0</b>
CPS recipients (a)	7,249	5,229	2,053	7,282	33	0.5
Did not receive a payment (b)	11,608	8,284	4,941	13,225	1,617	13.9
Received a payment	307,171	201,948	100,275	302,223	-4,948	-1.6
Incapacitated (c)	30,146	18,495	11,687	30,182	36	0.1
Training	24,633	17,176	10,015	27,191	2,558	10.4
Self-employment development (d)	179	179	72	251	72	40.2
Voluntary/part-time work (e)	4,139	2,910	1,529	4,439	300	7.2
Other/temporary exemptions (f)	18,546	11,611	7,123	18,734	188	1.0
<b>Long-term NSA Jobseekers (g)</b>	<b>229,528</b>	<b>151,577</b>	<b>69,849</b>	<b>221,426</b>	<b>-8,102</b>	<b>-3.5</b>
<b>All NSA Customers</b>	<b>539,098</b>	<b>358,056</b>	<b>173,987</b>	<b>532,043</b>	<b>-7,055</b>	<b>-1.3</b>
CPS recipients (a)	9,578	6,975	2,632	9,607	29	0.3
Did not receive a payment (b)	24,102	17,329	9,988	27,317	3,215	13.3
Received a payment	505,418	333,752	161,367	495,119	-10,299	-2.0
Incapacitated (c)	51,013	31,812	19,190	51,002	-11	-0.0
Training	32,230	23,031	13,377	36,408	4,178	13.0
Self-employment development (d)	518	497	247	744	226	43.6
Voluntary/part-time work (e)	5,998	4,110	2,344	6,454	456	7.6
Other/temporary exemptions (f)	29,825	18,699	11,549	30,248	423	1.4
<b>All NSA Jobseekers (g)</b>	<b>385,834</b>	<b>255,603</b>	<b>114,660</b>	<b>370,263</b>	<b>-15,571</b>	<b>-4.0</b>

(a) Persons with NSA eligibility who received CDEP Participant Supplement or add ons while participating in CDEP Projects.

(b) Persons who did not receive a payment due to their income and/or that of their partner. This group is often referred to as zero-paid.

(c) Activity code "incapacitated" relates to NSA recipients who have become temporarily ill or incapacitated.

(d) Those customers exempted from job search while they develop self-employment opportunities.

(e) Those customers undertaking approved full-time voluntary work or combinations of voluntary and part-time work who are not required to seek work.

(f) Includes other customers known not to have job search obligations. See 'Jobseekers' in Explanatory Notes.

(g) Those customers who received a payment and generally are required to search for work. These customers form the basis of the population group in Tables 2 - 7.

Notes:

- For information on short-term and long-term categories please refer to the Glossary.

- Most of the figures in this publication are averages and have been rounded. As a result, discrepancies may occur between sums of component items and totals, and in the calculation of variations.

**TABLE 3 - YOUTH ALLOWEES (OTHER) - DERIVATION OF THE JOBSEEKER POPULATION**

	February 2004	March			Variation February - March	
		Males	Females	Persons	Number	Per cent
<b>Short-term YA (other) Customers</b>	<b>40,914</b>	<b>21,109</b>	<b>18,014</b>	<b>39,123</b>	<b>-1,791</b>	<b>-4.4</b>
CPS recipients (a)	1,197	711	465	1,176	-21	-1.8
Did not receive a payment (b)	848	445	497	942	94	11.1
Received a payment	38,869	19,953	17,052	37,005	-1,864	-4.8
Part-time study & work (c)	1	1	0	1	0	0.0
Part-time study & other YA activities (d)	57	27	39	66	9	15.8
Incapacitated (e)	2,021	900	1,010	1,910	-111	-5.5
Training	1,174	801	512	1,313	139	11.8
Self-employment development (e)	4	6	2	8	4	100.0
Full-time voluntary work	8	5	6	11	3	37.5
Other non-jobseekers (e)	1,925	925	958	1,883	-42	-2.2
<b>Short-term YA (other) Jobseekers (f)</b>	<b>33,679</b>	<b>17,288</b>	<b>14,525</b>	<b>31,813</b>	<b>-1,866</b>	<b>-5.5</b>
<b>Long-term YA (other) Customers</b>	<b>50,648</b>	<b>23,784</b>	<b>25,489</b>	<b>49,273</b>	<b>-1,375</b>	<b>-2.7</b>
CPS recipients (a)	1,009	649	373	1,022	13	1.3
Did not receive a payment (b)	1,210	535	755	1,290	80	6.6
Received a payment	48,429	22,600	24,361	46,961	-1,468	-3.0
Part-time study & work (c)	3	2	1	3	0	0.0
Part-time study & other YA activities (d)	81	34	66	100	19	23.5
Incapacitated (e)	1,762	685	1,031	1,716	-46	-2.6
Training	2,091	1,182	1,081	2,263	172	8.2
Self-employment development (e)	6	4	3	7	1	16.7
Full-time voluntary work	23	11	12	23	0	0.0
Other non-jobseekers (e)	1,767	774	976	1,750	-17	-1.0
<b>Long-term YA (other) Jobseekers (f)</b>	<b>42,696</b>	<b>19,908</b>	<b>21,191</b>	<b>41,099</b>	<b>-1,597</b>	<b>-3.7</b>
<b>All YA (other) Customers</b>	<b>91,562</b>	<b>44,893</b>	<b>43,503</b>	<b>88,396</b>	<b>-3,166</b>	<b>-3.5</b>
CPS recipients (a)	2,206	1,360	838	2,198	-8	-0.4
Did not receive a payment (b)	2,058	980	1,252	2,232	174	8.5
Received a payment	87,298	42,553	41,413	83,966	-3,332	-3.8
Part-time study & work (c)	4	3	1	4	0	0.0
Part-time study & other YA activities (d)	138	61	105	166	28	20.3
Incapacitated (e)	3,783	1,585	2,041	3,626	-157	-4.2
Training	3,265	1,983	1,593	3,576	311	9.5
Self-employment development (e)	10	10	5	15	5	50.0
Full-time voluntary work	31	16	18	34	3	9.7
Other non-jobseekers (e)	3,692	1,699	1,934	3,633	-59	-1.6
<b>All YA (other) Jobseekers (f)</b>	<b>76,375</b>	<b>37,196</b>	<b>35,716</b>	<b>72,912</b>	<b>-3,463</b>	<b>-4.5</b>

(a) Persons with YA eligibility who received CDEP Participant Supplement or add ons while participating in CDEP projects.

(b) Persons who did not receive a payment due to their own income and/or that of their partner or parents, where applicable. This group is often referred to as zero-paid.

(c) Those customers undertaking approved part-time study and work who are considered to have a full activity load and are not required to seek work.

(d) Those customers undertaking approved part-time study and other activities who are considered to have a full activity load and are not required to seek work.

(e) These categories are defined in the same way as in Table 2, except that those customers combining these activities with part-time study are classified under part-time study and other activities.

(f) Those customers who received a payment and generally are required to search for work. These customers form the basis of the population group in Tables 2 - 7.

Notes:

- For information on short-term and long-term categories please refer to the Glossary.

- Most of the figures in this publication are averages and have been rounded. As a result, discrepancies may occur between sums of component items and totals, and in the calculation of variations.

**TABLE 4 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE (OTHER)**  
**TIME SERIES (a)**

	Short-term	Long-term	Total
March 2002	232,180	284,066	516,246
April 2002	222,980	279,666	502,646
May 2002	216,269	274,302	490,571
June 2002	211,427	272,037	483,464
July 2002	208,536	276,198	484,734
August 2002	197,468	268,400	465,868
September 2002	189,762	263,085	452,847
October 2002	185,780	261,924	447,704
November 2002	181,762	260,685	442,447
December 2002	187,986	280,614	468,600
January 2003	206,675	297,166	503,841
February 2003	203,922	288,718	492,640
March 2003	196,529	279,421	475,950
April 2003	193,214	272,157	465,371
May 2003	194,400	271,109	465,509
June 2003	194,490	267,506	461,996
July 2003	195,487	270,316	465,803
August 2003	186,399	263,215	449,614
September 2003	178,316	256,054	434,370
October 2003	175,181	252,009	427,190
November 2003	170,868	247,695	418,563
December 2003	176,350	263,768	440,118
January 2004	191,981	278,371	470,352
February 2004	189,985	272,224	462,209
March 2004	180,650	262,525	443,175
<i>Variation February 2004 - March 2004</i>			
<i>Number</i>	-9,335	-9,699	-19,034
<i>Per cent</i>	-4.9	-3.6	-4.1

(a) This table presents data using the revised method of measuring the number of people receiving FaCS labour market payment introduced in July 2002. Revised historical data back to May 1998 is in Table B. July 2002 publication.

Notes:

- For information on short-term and long-term categories please refer to the Glossary.
- Most of the figures in this publication are averages and have been rounded. As a result, discrepancies may occur between sums of component items and totals, and in the calculation of variations.

**TABLE 5 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE (OTHER)  
BY STATE**

<i>State</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<b>SHORT-TERM JOBSEEKERS</b>				
New South Wales	58,248	55,455	-2,793	-4.8
Victoria	45,245	42,871	-2,374	-5.2
Queensland	43,871	42,244	-1,627	-3.7
South Australia	14,665	13,621	-1,044	-7.1
Western Australia	18,722	17,755	-967	-5.2
Tasmania	5,217	4,797	-420	-8.1
Northern Territory	2,146	2,131	-15	-0.7
Australian Capital Territory	1,871	1,776	-95	-5.1
<b>AUSTRALIA</b>	<b>189,985</b>	<b>180,650</b>	<b>-9,335</b>	<b>-4.9</b>
<b>LONG-TERM JOBSEEKERS</b>				
New South Wales	88,006	85,101	-2,905	-3.3
Victoria	65,090	63,306	-1,784	-2.7
Queensland	53,829	51,638	-2,191	-4.1
South Australia	23,327	22,193	-1,134	-4.9
Western Australia	23,509	22,465	-1,044	-4.4
Tasmania	12,522	11,863	-659	-5.3
Northern Territory	3,349	3,434	85	2.5
Australian Capital Territory	2,592	2,525	-67	-2.6
<b>AUSTRALIA</b>	<b>272,224</b>	<b>262,525</b>	<b>-9,699</b>	<b>-3.6</b>
<b>TOTAL JOBSEEKERS</b>				
New South Wales	146,254	140,556	-5,698	-3.9
Victoria	110,335	106,177	-4,158	-3.8
Queensland	97,700	93,882	-3,818	-3.9
South Australia	37,992	35,814	-2,178	-5.7
Western Australia	42,231	40,220	-2,011	-4.8
Tasmania	17,739	16,660	-1,079	-6.1
Northern Territory	5,495	5,565	70	1.3
Australian Capital Territory	4,463	4,301	-162	-3.6
<b>AUSTRALIA</b>	<b>462,209</b>	<b>443,175</b>	<b>-19,034</b>	<b>-4.1</b>

Note: The majority of figures in this publication are averages, and have been rounded. As a result, discrepancies may occur between sums of component items and totals. The discrepancies may also affect the calculation of the variations in Table 2, 3, 5 and 7.

**TABLE 6 - JOBBEERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE (OTHER)  
BY AGE AND SEX (MARCH 2004)**

Age	Short-term Jobseekers		Long-term Jobseekers		Total Jobseekers	
	Number	Per cent	Number	Per cent	Number	Per cent
<b>MALES</b>						
Less than 18 years	4,689	3.9	3,435	2.0	8,124	2.8
18 - 20 years	12,593	10.4	16,429	9.6	29,022	9.9
21 - 24 years	22,626	18.7	24,520	14.3	47,146	16.1
25 - 29 years	20,322	16.8	24,289	14.2	44,611	15.2
30 - 39 years	28,411	23.4	38,843	22.7	67,254	23.0
40 - 49 years	16,802	13.8	32,425	18.9	49,227	16.8
50 - 59 years	11,802	9.7	28,218	16.5	40,020	13.7
60 years and over	4,070	3.4	3,325	1.9	7,395	2.5
<b>TOTAL</b>	<b>121,315</b>	<b>100.0</b>	<b>171,484</b>	<b>100.0</b>	<b>292,799</b>	<b>100.0</b>
<b>FEMALES</b>						
Less than 18 years	4,489	7.6	4,056	4.5	8,545	5.7
18 - 20 years	10,030	16.9	17,097	18.8	27,127	18.0
21 - 24 years	12,966	21.9	15,828	17.4	28,794	19.1
25 - 29 years	7,883	13.3	9,764	10.7	17,647	11.7
30 - 39 years	7,710	13.0	12,404	13.6	20,114	13.4
40 - 49 years	7,780	13.1	19,116	21.0	26,896	17.9
50 - 59 years	7,304	12.3	12,086	13.3	19,390	12.9
60 years and over	1,173	2.0	690	0.8	1,863	1.2
<b>TOTAL</b>	<b>59,335</b>	<b>100.0</b>	<b>91,041</b>	<b>100.0</b>	<b>150,376</b>	<b>100.0</b>
<b>PERSONS</b>						
Less than 18 years	9,178	5.1	7,491	2.9	16,669	3.8
18 - 20 years	22,623	12.5	33,526	12.8	56,149	12.7
21 - 24 years	35,592	19.7	40,348	15.4	75,940	17.1
25 - 29 years	28,205	15.6	34,053	13.0	62,258	14.0
30 - 39 years	36,121	20.0	51,247	19.5	87,368	19.7
40 - 49 years	24,582	13.6	51,541	19.6	76,123	17.2
50 - 59 years	19,106	10.6	40,304	15.4	59,410	13.4
60 years and over	5,243	2.9	4,015	1.5	9,258	2.1
<b>TOTAL</b>	<b>180,650</b>	<b>100.0</b>	<b>262,525</b>	<b>100.0</b>	<b>443,175</b>	<b>100.0</b>

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>EAST COAST (SYDNEY)</i>				
Bondi Junction	1,725	1,638	-87	-5.0
Chatswood	1,416	1,336	-80	-5.6
Darlinghurst	2,044	2,031	-13	-0.6
Darlinghurst YSU	39	40	1	%
Hornsby	1,095	1,061	-34	-3.1
Leichhardt	1,855	1,821	-34	-1.8
Maroubra	1,484	1,433	-51	-3.4
Marrickville	1,865	1,835	-30	-1.6
Northern Beaches	1,612	1,533	-79	-4.9
Sydney Central YSU	3	5	2	%
Other (a)	44	41	-3	%
<i>Total</i>	13,182	12,774	-408	-3.1
<i>EAST COAST (WOLLONGONG)</i>				
Caringbah	1,790	1,717	-73	-4.1
Corrimal	1,525	1,472	-53	-3.5
Dapto	1,350	1,277	-73	-5.4
Hurstville	1,521	1,462	-59	-3.9
Nowra	2,047	1,962	-85	-4.2
Redfern	1,680	1,611	-69	-4.1
Rockdale	1,748	1,614	-134	-7.7
Shellharbour	1,923	1,818	-105	-5.5
Sutherland	34	35	1	%
Ulladulla	554	538	-16	-2.9
Wollongong	2,254	2,091	-163	-7.2
Other (a)	40	29	-11	%
<i>Total</i>	16,466	15,626	-840	-5.1

Note: For footnotes see end of table.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>HUNTER NSW</i>				
Armidale	1,441	1,340	-101	-7.0
Cessnock	1,074	1,018	-56	-5.2
Charlestown	3,215	3,041	-174	-5.4
Ettalong	1,072	1,083	11	1.0
Forster	881	873	-8	-0.9
Gosford*	2,172	2,105	-67	-3.1
Gosford NSS*	0	2	2	%
Gunnedah	524	494	-30	-5.7
Inverell	819	752	-67	-8.2
Kempsey	1,457	1,416	-41	-2.8
Kurri Kurri	640	608	-32	-5.0
Lakehaven	1,767	1,741	-26	-1.5
Maitland	2,021	1,934	-87	-4.3
Mayfield	1,506	1,400	-106	-7.0
Muswellbrook	722	688	-34	-4.7
Nambucca Heads	1,325	1,280	-45	-3.4
Nelson Bay	568	615	47	8.3
Newcastle	2,159	2,062	-97	-4.5
Port Macquarie	1,843	1,745	-98	-5.3
Raymond Terrace	1,116	1,091	-25	-2.2
Singleton	341	316	-25	-7.3
Tamworth	2,036	1,930	-106	-5.2
Taree	1,859	1,818	-41	-2.2
The Entrance	1,245	1,246	1	0.1
Toronto	1,428	1,356	-72	-5.0
Tuggerah	0	0	0	%
Wallsend	2,106	1,976	-130	-6.2
Wyong	667	603	-64	-9.6
Other (a)	41	36	-5	%
<i>Total</i>	36,045	34,569	-1,476	-4.1

Note: For footnotes see end of table.

\*12/05/2003 customers transferred from Gosford NSS to Gosford CSC.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>SOUTH METROPOLITAN NSW</i>				
Ashfield	29	28	-1	%
Bankstown	4,058	4,000	-58	-1.4
Cabramatta	2,312	2,265	-47	-2.0
Camden	395	393	-2	-0.5
Campbelltown	2,772	2,734	-38	-1.4
Campsie	2,122	2,078	-44	-2.1
Fairfield	4,520	4,363	-157	-3.5
Ingleburn	1,140	1,119	-21	-1.8
Lakemba	28	24	-4	%
Liverpool	4,100	3,992	-108	-2.6
Revesby	15	15	0	%
Strathfield	1,773	1,763	-10	-0.6
Other (a)	5	6	1	%
<i>Total</i>	23,269	22,780	-489	-2.1
<i>WEST NSW</i>				
Auburn	2,304	2,250	-54	-2.3
Baulkham Hills	686	661	-25	-3.6
Blacktown	3,277	3,127	-150	-4.6
Hawkesbury	841	810	-31	-3.7
Katoomba	730	692	-38	-5.2
Lithgow	733	727	-6	-0.8
Merrylands	1,822	1,766	-56	-3.1
Mt Druitt	2,430	2,357	-73	-3.0
Mudgee	777	744	-33	-4.2
Parramatta	2,214	2,076	-138	-6.2
Penrith	1,695	1,654	-41	-2.4
Ryde	1,158	1,085	-73	-6.3
Springwood	477	448	-29	-6.1
St Marys	1,713	1,701	-12	-0.7
Other (a)	8	10	2	%
<i>Total</i>	20,865	20,108	-757	-3.6

Note: For footnotes see end of table.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>SOUTH WEST NSW</i>				
Albury	2,507	2,356	-151	-6.0
Batemans Bay	831	812	-19	-2.3
Bathurst	1,003	950	-53	-5.3
Bega	795	763	-32	-4.0
Belconnen	1,356	1,284	-72	-5.3
Bourke	481	478	-3	-0.6
Bowral	508	462	-46	-9.1
Braddon	1,244	1,190	-54	-4.3
Cooma	391	368	-23	-5.9
Cowra	511	494	-17	-3.3
Deniliquin	321	318	-3	-0.9
Dubbo	2,062	1,973	-89	-4.3
Goulburn	829	787	-42	-5.1
Griffith	607	584	-23	-3.8
Gungahlin	171	173	2	1.2
Lanyon	78	73	-5	%
Leeton	428	410	-18	-4.2
Narooma	468	449	-19	-4.1
Orange	1,192	1,118	-74	-6.2
Parkes	1,195	1,127	-68	-5.7
Queanbeyan	664	641	-23	-3.5
Tuggeranong	848	864	16	1.9
Tumut	382	363	-19	-5.0
Wagga	1,859	1,755	-104	-5.6
Woden	812	761	-51	-6.3
Yass	109	117	8	7.3
Young	477	433	-44	-9.2
Other (a)	4	2	-2	%
<i>Total</i>	22,133	21,105	-1,028	-4.6

Note: For footnotes see end of table.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>NORTH-CENTRAL VICTORIA</i>				
Box Hill	2,104	1,984	-120	-5.7
Broadmeadows	4,094	4,040	-54	-1.3
Darebin	4,215	4,046	-169	-4.0
Echuca	675	654	-21	-3.1
Epping	2,628	2,536	-92	-3.5
Fitzroy	2,290	2,143	-147	-6.4
Greensborough	1,655	1,570	-85	-5.1
Heidelberg	1,224	1,225	1	0.1
Lilydale	1,800	1,706	-94	-5.2
Moreland	3,524	3,315	-209	-5.9
Newmarket	2,103	2,012	-91	-4.3
Richmond	1,328	1,229	-99	-7.5
Ringwood	2,187	2,111	-76	-3.5
Seymour	707	685	-22	-3.1
Shepparton	2,981	2,602	-379	-12.7
Sth Melbourne	1,110	1,120	10	0.9
Wangaratta	2,011	1,942	-69	-3.4
Windsor (VIC)	3,963	3,757	-206	-5.2
Other (a)	22	15	-7	%
<i>Total</i>	40,621	38,692	-1,929	-4.7

Note: For footnotes see end of table.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>SOUTH-EAST VICTORIA</i>				
Bairnsdale	979	930	-49	-5.0
Belgrave*	641	607	-34	-5.3
Camberwell	1,294	1,264	-30	-2.3
Cheltenham	2,448	2,311	-137	-5.6
Cranbourne	1,253	1,231	-22	-1.8
Dandenong	3,070	2,941	-129	-4.2
Fountain Gate	2,216	2,114	-102	-4.6
Frankston	3,710	3,577	-133	-3.6
Glen Waverley	1,533	1,458	-75	-4.9
Leongatha	2	2	0	%
Mornington	618	589	-29	-4.7
Morwell	3,078	2,953	-125	-4.1
Oakleigh	2,309	2,219	-90	-3.9
Rosebud	1,007	1,032	25	2.5
Rowville	550	531	-19	-3.5
Sale	1,069	1,043	-26	-2.4
Springvale	2,917	2,848	-69	-2.4
Wantirna*	1,527	1,512	-15	-1.0
Warragul	485	454	-31	-6.4
Wonthaggi	623	611	-12	-1.9
Other (a)	10	13	3	%
<i>Total</i>	31,339	30,240	-1,099	-3.5

Note: For footnotes see end of table.

\* Belgrave and Wantirna CSCs were previously included under Knox. Knox no longer exists and has been removed from list.

Belgrave and Wantirna CSCs are shown independently.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>WEST VICTORIA</i>				
Ararat	335	327	-8	-2.4
Ballarat	3,631	3,389	-242	-6.7
Bendigo	3,813	3,691	-122	-3.2
Colac	578	570	-8	-1.4
Corio	2,096	2,032	-64	-3.1
Essendon (Airport West)	1,706	1,698	-8	-0.5
Footscray	2,388	2,308	-80	-3.4
Geelong	3,859	3,804	-55	-1.4
Hamilton	451	405	-46	-10.2
Horsham	818	776	-42	-5.1
Maryborough (VIC)	645	634	-11	-1.7
Melton	1,292	1,253	-39	-3.0
Mildura	2,067	1,880	-187	-9.0
Newport	1,419	1,384	-35	-2.5
Portland	565	524	-41	-7.3
Stawell	215	197	-18	-8.4
Sunbury	797	781	-16	-2.0
Sunshine	3,240	3,169	-71	-2.2
Swan Hill	979	949	-30	-3.1
Warrnambool	1,078	1,029	-49	-4.5
Watergardens	3,765	3,756	-9	-0.2
Werribee	2,443	2,446	3	0.1
Other (a)	26	21	-5	%
<i>Total</i>	38,206	37,023	-1,183	-3.1

Note: For footnotes see end of table.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>BRISBANE</i>				
Annerley	1,437	1,320	-117	-8.1
Bundaberg	3,705	3,595	-110	-3.0
Caboolture	3,028	2,812	-216	-7.1
Caloundra	1,643	1,660	17	1.0
Capalaba	981	935	-46	-4.7
Chermside	1,621	1,486	-135	-8.3
Cleveland	1,027	973	-54	-5.3
Fortitude Valley	2,277	2,195	-82	-3.6
Gympie	1,713	1,567	-146	-8.5
Hervey Bay	1,480	1,425	-55	-3.7
Kawana Waters	776	748	-28	-3.6
Kingaroy	869	840	-29	-3.3
Maroochydore	2,127	2,038	-89	-4.2
Maryborough	1,508	1,468	-40	-2.7
Mitchelton	1,622	1,502	-120	-7.4
Mt Gravatt	2,628	2,472	-156	-5.9
Nambour	1,464	1,362	-102	-7.0
Noosa	1,680	1,627	-53	-3.2
Nundah	1,555	1,463	-92	-5.9
Redcliffe	2,059	1,957	-102	-5.0
Stones Corner	2,590	2,445	-145	-5.6
Strathpine	1,419	1,405	-14	-1.0
Toowong	1,923	1,766	-157	-8.2
Wynnum	1,134	1,091	-43	-3.8
Other (a)	1	2	1	%
<i>Total</i>	42,267	40,154	-2,113	-5.0

Note: For footnotes see end of table.

**TABLE 7 - JOBSITEERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>CENTRAL &amp; NORTHERN QUEENSLAND</i>				
Atherton	878	857	-21	-2.4
Ayr	740	716	-24	-3.2
Biloela	257	245	-12	-4.7
Bowen	644	618	-26	-4.0
Cairns	2,482	2,775	293	11.8
Yarrabah RASC#	633	410	-223	-35.2
Indigenous ISC#	790	720	-70	-8.9
Charters Towers	417	410	-7	-1.7
Earville	337	294	-43	-12.8
Edmonton	324	312	-12	-3.7
Emerald	319	297	-22	-6.9
Gladstone	1,247	1,157	-90	-7.2
Greenfields	9	10	1	%
Ingham	480	464	-16	-3.3
Innisfail	1,021	1,003	-18	-1.8
Mackay	3,213	3,069	-144	-4.5
Mareeba	543	535	-8	-1.5
Mossman	298	301	3	1.0
Mt Isa	1,175	1,154	-21	-1.8
Normanton	263	245	-18	-6.8
Rockhampton	3,447	3,312	-135	-3.9
Smithfield	643	618	-25	-3.9
Thursday Is	266	265	-1	-0.4
Townsville City*	76	71	-5	%
Townsville Employment Services*	4,684	4,484	-200	-4.3
Townsville FAO*	30	27	-3	%
Townsville Retirement*	28	17	-11	%
Palm Island#	45	168	123	273.3
Whitsunday	578	625	47	8.1
Yeppoon	747	694	-53	-7.1
Other (a)	5	6	1	%
<i>Total</i>	26,619	25,879	-740	-2.8

Note: For footnotes see end of the table.

\*As of November 2003 the above offices have changed names. Townsville Employment Services was previously known as Aitkenvale (Centrepoint),

Townsville FAO was previously known as Ross River (Elizabeth St) and Townsville Retirement was previously known as Willows.

Unemployment customers are being transferred from Townsville Retirement to Townsville Employment Services.

Townsville City is now an access point only and customers are being transferred within the Townsville area to the appropriate CSC's.

#As of 29 March 2004 Cairns YAC is now known as Yarrabah RASC, Cairns Remote is now known as Indigenous ISC and Townsville YSC, is now known as Palm Island. Customers are being transferred from these sites to better service the needs of Indigenous and rural customers.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>SOUTH AUSTRALIA</i>				
Berri	1,110	999	-111	-10.0
Broken Hill	1,125	1,073	-52	-4.6
Ceduna	226	212	-14	-6.2
Cooper Pedy	153	146	-7	-4.6
Currie St (Adelaide)	1,304	1,279	-25	-1.9
Currie St (Adelaide) SAC	0	0	0	%
Edwardstown	2,716	2,520	-196	-7.2
Elizabeth	2,863	2,748	-115	-4.0
Enfield	1,877	1,779	-98	-5.2
Gawler	1,218	1,124	-94	-7.7
Glenelg	1,366	1,264	-102	-7.5
Kadina	697	674	-23	-3.3
Kilkenny	2,216	2,077	-139	-6.3
Modbury	2,282	2,142	-140	-6.1
Mt Barker	791	716	-75	-9.5
Mt Gambier	1,329	1,269	-60	-4.5
Murray Bridge	989	943	-46	-4.7
Noarlunga	3,252	3,035	-217	-6.7
Norwood	1,749	1,669	-80	-4.6
Parkside	992	899	-93	-9.4
Port Adelaide	1,905	1,833	-72	-3.8
Port Augusta	815	801	-14	-1.7
Port Lincoln	714	668	-46	-6.4
Port Pirie	1,204	1,151	-53	-4.4
Salisbury	2,966	2,743	-223	-7.5
Torrensville	1,627	1,563	-64	-3.9
Victor Harbor	647	631	-16	-2.5
Whyalla	1,160	1,106	-54	-4.7
Other (a)	14	13	-1	%
<i>Total</i>	39,307	37,077	-2,230	-5.7

Note: For footnotes see end of table.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>WESTERN AUSTRALIA</i>				
Albany	1,478	1,400	-78	-5.3
Armadale	1,365	1,290	-75	-5.5
Bunbury	2,893	2,730	-163	-5.6
Cannington	2,190	2,056	-134	-6.1
Carnarvon	372	352	-20	-5.4
Centrelink City*	3	2	-1	%
Christmas Island	17	18	1	%
Cocos Island	32	30	-2	%
Collie	4	7	3	%
Esperance	367	360	-7	-1.9
Fremantle	2,505	2,307	-198	-7.9
Geraldton	1,701	1,619	-82	-4.8
Gosnells	1,543	1,458	-85	-5.5
Innaloo	2,828	2,644	-184	-6.5
Joondalup	2,095	1,994	-101	-4.8
Kalgoorlie	853	823	-30	-3.5
Karratha	295	294	-1	-0.3
Kwinana*	16	25	9	%
Mandurah	1,807	1,785	-22	-1.2
Midland	2,484	2,383	-101	-4.1
Mirrabooka	2,725	2,613	-112	-4.1
Morley	3,473	3,287	-186	-5.4
Northam	615	584	-31	-5.0
Rockingham	2,393	2,321	-72	-3.0
South Hedland	354	311	-43	-12.1
Spearwood	1,578	1,514	-64	-4.1
Victoria Park	3,392	3,220	-172	-5.1
Warwick Grove	1,770	1,670	-100	-5.6
Other (a)	581	574	-7	-1.2
<i>Total</i>	41,729	39,671	-2,058	-4.9

Note: For footnotes see end of table.

\*As of 30 May 2003 Kwinana became a sub office of Rockingham.

\*From 30 June 2003 processes at Centerlink City, formerly known as Milligan Street, became limited to forms lodgement and quick general enquiries only.

**TABLE 7 - JOBSSEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>TASMANIA</i>				
Bridgewater	1,209	1,131	-78	-6.5
Burnie	2,037	1,886	-151	-7.4
Devonport	2,149	2,014	-135	-6.3
Glenorchy	2,120	2,038	-82	-3.9
Hobart	2,526	2,278	-248	-9.8
Huonville	659	646	-13	-2.0
Launceston	4,989	4,692	-297	-6.0
Mowbray	23	25	2	%
Rosny Park	1,460	1,402	-58	-4.0
Sorell	616	594	-22	-3.6
Other (a)	9	11	2	%
<i>Total</i>	17,797	16,717	-1,080	-6.1
<i>NORTH AUSTRALIA</i>				
Alice Springs	485	479	-6	-1.2
Alice Springs (Remote)	256	307	51	19.9
Broome	366	370	4	1.1
Casuarina	1,325	1,242	-83	-6.3
Casuarina YSC	1	1	0	%
Derby	104	103	-1	-1.0
Katherine	429	442	13	3.0
Katherine (Remote)	101	119	18	17.8
Knuckey Street	735	731	-4	-0.5
Kununurra	169	176	7	4.1
Nhulunbuy	232	243	11	4.7
Palmerston	1,092	1,099	7	0.6
Tangentyere	398	360	-38	-9.5
Tennant Creek	118	106	-12	-10.2
Tennant Creek (Remote)	29	29	0	%
Other (a)	378	517	139	36.8
<i>Total</i>	6,218	6,324	106	1.7

Note: For footnotes see end of table.

**TABLE 7 - JOBSSEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>PACIFIC CENTRAL</i>				
Ballina	1,434	1,364	-70	-4.9
Beaudesert	505	478	-27	-5.3
Beenleigh	1,973	1,867	-106	-5.4
Biggera Waters	2,025	2,022	-3	-0.1
Browns Plains	1,987	1,936	-51	-2.6
Brunswick Heads	904	849	-55	-6.1
Byron Bay	1,070	1,033	-37	-3.5
Casino	896	848	-48	-5.4
Charleville	223	195	-28	-12.6
Coffs Harbour	3,293	3,183	-110	-3.3
Dalby	861	821	-40	-4.6
Goodna	1,390	1,359	-31	-2.2
Goondiwindi	317	302	-15	-4.7
Grafton	2,009	1,918	-91	-4.5
Inala	1,726	1,672	-54	-3.1
Ipswich	2,681	2,524	-157	-5.9
Lightning Ridge	14	14	0	%
Lismore	2,691	2,538	-153	-5.7
Moree	736	707	-29	-3.9
Murwillumbah	856	811	-45	-5.3
Narrabri	477	452	-25	-5.2
Nerang	2,118	2,071	-47	-2.2
Palm Beach	2,851	2,826	-25	-0.9
Roma	188	171	-17	-9.0
Southport	3,323	3,286	-37	-1.1
Stanthorpe	26	30	4	%
Toowoomba	3,236	3,007	-229	-7.1
Tweed Heads	1,980	1,907	-73	-3.7
Walgett	485	462	-23	-4.7
Warwick	1,247	1,211	-36	-2.9
Woodridge	2,577	2,510	-67	-2.6
Other (a)	22	28	6	%
<i>Total</i>	46,121	44,402	-1,719	-3.7

Note: For footnotes see end of table.

**TABLE 7 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE  
(OTHER) BY AREA SUPPORT OFFICE AND CUSTOMER SERVICE CENTRE**

<i>Area Support Office and Customer Service Centre</i>	February 2004	March 2004	Variation	
			February - March Number	Per cent
<i>CENTRELINK CALL CENTRES*</i>				
Adelaide	2	2	0	%
Bendigo	1	1	0	%
Brisbane	1	1	0	%
Bunbury	0	0	0	%
Cairns	1	1	0	%
Cardiff	5	10	5	%
Coffs Harbour	0	0	0	%
Geelong	0	0	0	%
Gosford	0	0	0	%
Hobart	0	0	0	%
Illawarra	0	0	0	%
Indigenous	0	0	0	%
Latrobe	1	1	0	%
Liverpool	0	0	0	%
Maryborough	2	1	-1	%
Moorabbin	0	0	0	%
Moreland	1	1	0	%
Perth	1	4	3	%
Port Augusta	1	1	0	%
Port Macquarie	2	3	1	%
Sydney	0	0	0	%
Toowoomba	0	0	0	%
Townsville	2	3	1	%
Warilla	0	0	0	%
Wendouree	0	0	0	%
<i>Total</i>	20	29	9	%
NOT CODED TO AN AREA	5	5	0	%
<b>AUSTRALIA</b>	<b>462,209</b>	<b>443,175</b>	<b>-19,034</b>	<b>-4.1</b>

(a) Customers not coded to a Customer Service Centre.

% Monthly variations in percentage terms are not included where the Customer Service Centre has a population less than 100 in both of the reported months.

\*Jobseekers receiving NSA / YA (o) in the Centrelink Call Centres were previously counted in various Area Offices.

Note: The majority of figures in this publication are averages, and have been rounded. As a result, discrepancies may occur between sums

of component items and totals. The discrepancies may also affect the calculation of the variations in Table 2, 3, 5 and 7.

**TABLE 8 - JOBBEERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE (OTHER)  
BY FORTNIGHTLY EARNINGS (%) AND SEX (a), FORTNIGHT TO 19 MARCH 2004**

<i>Fortnightly Earnings</i>	Short-term Jobseekers	Long-term Jobseekers	Total Jobseekers
<b>MALES</b>			
Did not earn an income	85.4	83.2	84.1
Earned an income	14.6	16.8	15.9
Amount earned			
\$0.01 - \$62.00	1.2	1.6	1.4
\$62.01 - \$142.00	3.1	3.8	3.5
\$142.01 - \$236.00	2.8	3.3	3.1
\$236.01 - \$316.00	1.8	2.1	2.0
Over \$316.00	5.7	6.0	5.9
Total	100.0	100.0	100.0
<i>Jobseekers receiving NSA and YA (other)</i>	<i>120,431</i>	<i>170,769</i>	<i>291,200</i>
<b>FEMALES</b>			
Did not earn an income	77.0	73.4	74.9
Earned an income	23.0	26.6	25.1
Amount earned			
\$0.01 - \$62.00	1.8	2.2	2.0
\$62.01 - \$142.00	4.4	5.1	4.8
\$142.01 - \$236.00	4.1	5.1	4.7
\$236.01 - \$316.00	3.0	3.3	3.2
Over \$316.00	9.7	10.9	10.4
Total	100.0	100.0	100.0
<i>Jobseekers receiving NSA and YA (other)</i>	<i>58,896</i>	<i>90,653</i>	<i>149,549</i>
<b>PERSONS</b>			
Did not earn an income	82.7	79.8	81.0
Earned an income	17.3	20.2	19.0
Amount earned			
\$0.01 - \$62.00	1.4	1.8	1.6
\$62.01 - \$142.00	3.5	4.2	3.9
\$142.01 - \$236.00	3.2	3.9	3.7
\$236.01 - \$316.00	2.2	2.5	2.4
Over \$316.00	7.0	7.7	7.4
Total	100.0	100.0	100.0
<i>Jobseekers receiving NSA and YA (other)</i>	<i>179,327</i>	<i>261,422</i>	<i>440,749</i>

(a) Total figures in this table are different from Tables 2 to 7 because of different methodologies applied. Tables 2 to 7 are based on averages of weekly figures while this table is based on point in time data. See Explanatory Notes for further information.

## EXPLANATORY NOTES

### Introduction

This publication provides monthly statistical information on FaCS labour market and related payments administered by Centrelink. These Explanatory Notes provide details of the scope and methodology of the publication, as well as the policy changes which have affected the data since the publication was introduced in December 1995.

Prior to December 1995, this publication was titled the '*Monthly Job Search and Newstart Allowance Statistics*'.

### Scope

The primary focus of the publication is to provide information on unemployed people on Newstart Allowance and Youth Allowance, with a particular focus on the total number of jobseekers. The number of people on Mature Age Allowance, Partner Allowance and Widow Allowance are also reported.

### Methodology

Data in this publication relate to the average number of people who are both eligible (eg. meet 'unemployed' qualification) and entitled (eg. meet income and assets criteria) to receive a payment calculated over a reference month. Averages are calculated using figures collected for each Friday throughout the reference month.

Table 1 provides information on the total number of unemployed people on Newstart Allowance and Youth Allowance. The Youth Allowance population is split into Youth Allowance (full-time students) and Youth Allowance (other) categories. Numbers of people on Mature Age Allowance, Partner Allowance and Widow Allowance customers are also provided.

Tables 2 and 3 provide a summary of the Newstart Allowance and Youth Allowance (other) populations and show the derivation of the respective jobseeker populations (see the reference to *Jobseekers* in the Comparability of Data section of these Explanatory Notes). These populations are added together to derive the total number of jobseekers. Tables 4 to 8 provide information on the total jobseeker population.

The earnings data in Table 8 is derived using a different methodology to that of the other tables in the publication. Table 8 is based on the combined population of jobseekers who are eligible for and entitled to receive Newstart Allowance or Youth Allowance (other) at the end of the second last week in the month. Thus, the data obtained from this table will not be directly comparable with those calculated using monthly averages in other tables.

## Payment History

### *Youth Allowance*

From 1 July 1998 Youth Allowance was introduced to provide income support to young people, including students, those looking for work, and those who are sick. Youth Allowees may be undertaking full-time study, full-time job search or a combination of approved activities. Some young people will be exempt from the activity test because of their personal circumstances, eg. illness, homelessness or major personal crisis. The Youth Allowance replaced:

- AUSTUDY for 16-24 year olds (and certain 15 year olds);
- Newstart Allowance for 16-20 year olds (and certain 15 year olds);
- Youth Training Allowance for 16-17 year olds (and certain 15 year olds);
- Sickness Allowance for 16-20 year olds (and certain 15 year olds); and
- More-than-minimum rate Family Payment for secondary students aged 16-18 not getting AUSTUDY.

Youth Allowance customers are subject to the parental means test. Under previous arrangements, unemployed people aged 18 to 20 were not subject to the parental means test, unlike 18 to 20 year old students.

Special provisions applied for 18 to 20 year olds who were already on Newstart or Sickness Allowance at the date of announcement of Youth Allowance, and who remained on payment when Youth Allowance commenced on 1 July 1998. This group were able to remain on their existing payment and retain their existing benefits.

Youth Allowance had a significant downward effect on Newstart Allowance numbers from July 1998 and total jobseeker numbers due to the parental means test.

### *Newstart Allowance*

From 1 July 1998, Newstart Allowance for 16-20 year olds (and certain 15 year olds) was replaced by Youth Allowance. Young people aged 18 to 20 years old who were on Newstart or Sickness Allowance at the date of announcement of Youth Allowance, and when Youth Allowance commenced on 1 July 1998 were able to remain on Newstart Allowance.

From 20 September 1996, Job Search Allowance and Newstart Allowance were combined into one payment – Newstart Allowance – which was payable to eligible customers aged 18 years and over and to some people who were in receipt of Job Search Allowance and aged under 18 at 31 December 1994 (see *Job Search Allowance*).

Prior to 20 September 1996, Newstart Allowance was payable to eligible persons over 18 years who had been registered as unemployed with the CES for 12 months or more.

*Job Search Allowance* From 20 September 1996, the payment was combined with Newstart Allowance to form one payment called Newstart Allowance. All Job Search Allowance customers were transferred to Newstart Allowance.

Prior to 20 September 1996, Job Search Allowance was payable to eligible persons who had been registered as unemployed with the CES for up to 12 months. It was also payable to eligible persons who were in receipt of Job Search Allowance and under 18 years of age at 31 December 1994. Persons aged 15 to 18 years who were not receiving Job Search Allowance prior to 1 January 1995 commenced on Youth Training Allowance.

*Sickness Allowance* From 17 March 1996, persons in receipt of Newstart Allowance or Youth Training Allowance who became temporarily incapacitated no longer transferred to Sickness Allowance after 13 weeks. This change had the effect of increasing total Newstart Allowance/Youth Training Allowance figures but did not affect Jobseeker figures as those customers who were incapacitated were excluded from the Newstart and Youth Training Jobseeker populations.

Under current arrangements, these customers remain on their existing payments but are exempt from the activity test for the duration of their medical certificates. People who become unemployed because of illness, and those who suffer a potential loss of income due to sickness, are paid Newstart Allowance because they are unemployed.

Sickness Allowance for 16 to 20 year olds (and certain 15 year olds) has now been replaced by Youth Allowance, which was introduced on 1 July 1998 (see *Youth Allowance*).

*Partner Allowance* From 20 September 2003, Partner Allowance was closed off to new claimants. People on Partner Allowance before this date can remain on the allowance while they remain 'current', that is retain eligibility and entitlement for the allowance.

From 1 July 1995 Partner Allowance has only been granted to persons who are dependent partners of pensioners and allowees who were born before 1 July 1955, have no dependent children and have little or no recent workforce experience. Other dependent partners have to qualify for an income support payment in their own right, such as Newstart Allowance.

Partner Allowance was introduced in September 1994, and was paid to partners of persons receiving Job Search Allowance, Newstart Allowance, Sickness Allowance or Special Benefit if certain eligibility criteria were satisfied.

*Youth Training Allowance* Youth Training Allowance was replaced by Youth Allowance on 1 July 1998 (see *Youth Allowance*).

From 1 January 1995, eligible persons aged under 18 years who were new entrants to the job search pool were paid Youth Training Allowance. (People who were in receipt of Job Search Allowance and aged under 18 years at 31 December 1994 continued to be paid Job Search Allowance. From 20 September 1996, those young persons still being paid Job Search Allowance were transferred to Newstart Allowance.)

*Widow Allowance* Widow Allowance, introduced in 1 January 1995, is payable to females aged 50 years or over who have become widowed, divorced or separated since turning 40 years (50 prior to 20 March 1997), if they meet a number of other criteria relating to current marital status and recent work experience. This has had a slight downwards effect on Newstart Allowance numbers from January 1995.

*Mature Age Allowance* From 20 September 2003, Mature Age Allowance was closed off to new claimants. People on Mature Age Allowance before this date can remain on the allowance while they remain 'current', that is retain eligibility and entitlement for the allowance.

From 1 July 1996, the qualification conditions for Mature Age Allowance changed for new claimants. The requirement for 12 months prior receipt of income support was reduced to 9 months for people transferring from Newstart Allowance and removed entirely for people transferring from non-activity tested payments. The requirement to have been registered as unemployed for 12 months was replaced with a requirement to have no recent workforce experience. Reporting of these new claimants commenced from September 1996.

Mature Age Allowance was introduced on 24 March 1994, and was paid to long-term unemployed persons aged 60 years and over (but below Age Pension age) who had been receiving income support for 12 months or more and who were eligible for Newstart Allowance. The introduction of Mature Age Allowance has had a downwards effect on Newstart Allowance numbers from April 1994.

### **Comparability of Data**

There have been significant changes to the data presented in this publication due to a number of events. The main changes are: the method of counting customers; the inclusion of some CDEP customers in the total customer numbers; the introduction of Youth Allowance in July 1998; the way 'jobseeker' is defined; and the way duration is calculated. People using this data to construct time series should note the following comments.

*Definition of Customer* From July 2002, FaCS introduced a new method to more accurately measure the number of people receiving labour market and related payments. For those receiving labour market and related payments, their eligibility and entitlement status is administered by a payment system called Newstart Common Platform System. Within this system customers who are both eligible and entitled to receive a payment have a determination status of 'current'. The new method therefore counts these 'current' customers.

The old method of counting customers was specified to include all paid customers – those who received a payment within a given fortnight. As compiled, however, this count excluded, from mid 1998, customers who received a 'one-off' payment. These can occur, for instance, when a normal payment is interrupted (eg. payment is cancelled and then restored within that pay period) and a portion of the normal payment is paid.

The time series in Tables 1 and 4 reflect the revised method, as does the remainder of the publication. Revised historical data for these time series back to May 1998 can be found in the July 2002 publication.

From July 2003 a more sustainable methodology was introduced for this revised customer count. Due to limitations in available data sources in 2002, the revised customer count had to be derived through a complicated process. This more sustainable methodology resulted in slight differences from the customer numbers used in previous editions.

*Community Development Employment Projects (CDEP)* From 20 March 2000, eligible participants in CDEP started receiving CDEP participant supplement and other add-ons, such as rent assistance, as part of income support payments. This added a number of new customers to those who are normally eligible for payments reported in this publication.

*Introduction of Youth Allowance* The sum of the number of Newstart Allowees and Youth Training Allowees prior to July 1998 is broadly comparable with the sum of Newstart Allowees and Youth Allowees (other) after July 1998. There are two main problems in comparing these two series. The first is the exclusion of some 18 to 20 year old unemployed people due to the application of the Youth Allowance parental means test (see the *Youth Allowance* section under Payment History). The second is the inclusion of Sickness Allowees in the Youth Allowance (other) population.

There is greater comparability between total Newstart Allowance and Youth Training Allowance Jobseekers prior to July 1998 and total Newstart Allowance and Youth Allowance (other) Jobseekers after July 1998. This is because the Sickness Allowance group is excluded from the jobseeker total. The problem, however, of the exclusion of some customers through the application of the Youth Allowance parental means test still remains.

### *Jobseekers*

Prior to July 1998, the jobseeker category was defined by excluding all Newstart Allowees who did not receive a payment, customers who were incapacitated, and those receiving a payment who were undertaking training. Some people who were not required to engage in job search were classified as jobseekers, including people undertaking full-time voluntary work, people on jury duty and pregnant women around the time of the birth of their child.

From July 1998, the definition of jobseekers has been placed on a sounder conceptual basis. It is now derived for Newstart Allowance and Youth Allowance (other) customers by excluding all people who did not receive a payment due to their own and/or their partner's income, or where applicable, their parent's, and all those known not to be required to search for work. People receiving Intensive Assistance under Job Network arrangements are classified as jobseekers although they may not always be undertaking job search. These people negotiate their activity agreement with their Job Network member.

The total number of jobseekers (comparable to pre-July 1998 estimates) is calculated by adding together the number of jobseekers in receipt of Newstart Allowance and Youth Allowance (other) – see the Explanatory Notes on *Youth Allowance*.

### *Duration*

Following system changes in May 1998, duration has been defined according to the time a customer spends on income support – short-term customers are those who have been on income support for up to 12 months and long-term customers are those who have been on income support for 12 months or more.

Prior to 1998, duration was defined according to the time a customer was registered as unemployed – short-term customers were people who were registered as unemployed for up to 12 months and long-term customers were people who were registered for 12 months or more.

### *Closure of Mature Age and Partner allowances*

From 20 September 2003, Mature Age Allowance and Partner Allowance were closed off to new claimants. People on these allowances before this date can remain on that allowance while they remain 'current', that is retain eligibility and entitlement for the allowance. The majority of people who would previously have claimed these payments will now claim Newstart Allowance.

### **Symbols**

n.a. not available  
.. not applicable

## GLOSSARY

<b>Activity Test Status</b>	The activity that a Newstart Allowance or Youth Allowance (other) customer has agreed to undertake in order to meet the activity test. To satisfy the activity test customers must be actively seeking and willing to take up work or undertaking activities to improve their employment prospects.
<b>Age</b>	Age in years at time of data collection.
<b>Area Support Office</b>	A Centrelink office that supports a set of Customer Service Centres for a specified area. These are generally not confined to State boundaries.
<b>Centrelink Youth Service Centre</b>	A Centrelink Youth Service Centre consists of specialised staff who provide young people with improved access to Government services and income support. This is done by offering a mainstream FaCS service, as well as specialist case management to help access educational, labour market, job search, housing, health and general welfare assistance; and by providing a regular FaCS visiting service to youth via hostels, refuges and voluntary agencies.
<b>Community Development Employment Projects (CDEP)</b>	<p>The CDEP scheme is a program funded by the Aboriginal and Torres Strait Islander Commission (ATSIC). The scheme enables Aboriginal and Torres Strait Islander community councils and other approved Aboriginal and Torres Strait Islander groups to offer work to community members in activities that assist individuals in acquiring skills which benefit the community, develop business enterprises and/or lead to unsubsidised employment. The scheme also aims to develop management and business skills in an environment conducive to the principles of self-determination.</p> <p>The CDEP Participant Supplement (CPS) is payable to eligible CDEP participants. It can be paid fortnightly or as a 12 weekly payment.</p>
<b>Customer Service Centre</b>	A Customer Service Centre set within a particular region that provides FaCS and other payments and related information and services to customers. Customer Service Centres are managed by Area Support Offices.
<b>Did Not Receive a Payment</b>	Persons who did not receive a payment due to their own income and/or that of their partner, or parents, where applicable. This group is often referred to as 'zero-paid'.
<b>Eligibility and Payment Status</b>	Refer to the Methodology entry in the Explanatory Notes.
<b>Fortnightly Earnings</b>	Amount of income earned, derived, or received by a person for the person's own use or benefit in the previous fortnight.
<b>Incapacitated</b>	A person on Newstart Allowance or Youth Allowance (other) who has an activity test status indicating they are temporarily ill or incapacitated. Refer to the entry for Sickness Allowance in the Explanatory Notes.

<b>Jobseekers</b>	A person on Newstart Allowance or Youth Allowance (other) who would usually be engaged in jobsearch. See Explanatory Notes for definition and history.
<b>Job Search Allowance (JSA)</b>	Up to 20 September 1996, Job Search Allowance was payable to eligible persons who had been registered as unemployed with the CES for up to 12 months. From 20 September 1996, the payment was combined with Newstart Allowance to form one payment called Newstart Allowance. See Explanatory Notes for history.
<b>Long-term Customers</b>	Persons on Newstart Allowance or Youth Allowance who have been receiving income support for 12 months or more. Duration of long-term customers can be reset to zero if they exited from payments for more than 13 weeks.
<b>Mature Age Allowance (MAA)</b>	<p>From 20 September 2003, Mature Age Allowance was closed off to new claimants. People on Mature Age Allowance before this date can remain on the allowance while they remain ‘current’, that is retain eligibility and entitlement for the allowance.</p> <p>Mature Age Allowance, a non-activity-tested payment, is payable to unemployed people aged 60 years and over (but below Age Pension age) with little or no recent workforce experience who meet certain requirements for previous receipt of income support. See Explanatory Notes for history.</p>
<b>Newstart Allowance (NSA)</b>	Newstart Allowance is payable to eligible unemployed persons aged 21 years and over (but below Age Pension age) who satisfy the activity test. See Explanatory Notes for history.
<b>Newstart Common Platform System (NCP)</b>	The Newstart Common Platform System (NCP) was introduced in May 1998. The NCP administers all labour market and related payments. This includes primary payments such as Newstart Allowance, Youth Allowance, Mature Age Allowance, Widow Allowance and Partner Allowance. Other payments on the NCP include Special Benefit, Sickness Allowance, Exceptional Circumstances Relief, Farm Help and Austudy.
<b>Partner Allowance (PA)</b>	<p>From 20 September 2003, Partner Allowance was closed off to new claimants. People on Partner Allowance before this date can remain on the allowance while they remain ‘current’, that is retain eligibility and entitlement for the allowance.</p> <p>Partner Allowance, a non-activity-tested payment, is payable to persons who are dependent partners of pensioners and allowees who were born before 1 July 1955, have no dependent children and have little or no recent workforce experience. See Explanatory Notes for history.</p>
<b>Short-term Customers</b>	Persons on Newstart Allowance or Youth Allowance who have been receiving income support for less than 12 months. Duration of short-term customers can be reset to zero if they exited from payments for more than 6 weeks.

<b>States</b>	States and Territories of Australia derived from the postcode of the customer's residence as held on the Centrelink payment system.
<b>Widow Allowance (WA)</b>	Widow Allowance, a non-activity-tested payment, is payable to females aged 50 years or over who have become widowed, divorced or separated since turning 40 years if they have little or no recent work experience and meet a number of other criteria relating to current marital status. See Explanatory Notes for history.
<b>Youth Training Allowance (YTA)</b>	From 1 January 1995 eligible persons aged under 18 years who were registered as unemployed with the CES were paid Youth Training Allowance. From 1 July 1998, Youth Training Allowance was replaced by Youth Allowance. See Explanatory Notes for history.
<b>Youth Allowance (YA)</b>	<p>Youth Allowance is payable to eligible full-time students aged 16 to 25 years, and to eligible unemployed persons aged 16 to 21 years who satisfy the activity test. Note, there are certain exceptions for some 15 and 25 year olds. See Explanatory Notes for history.</p> <p>Youth Allowees may be undertaking full-time study, full-time job search or a combination of approved activities. Some young people will be exempt from the activity test because of their personal circumstances, eg. illness, homelessness or major personal crisis. See the Explanatory Notes for more information.</p>
<b>Youth Allowance (other)</b>	Youth Allowance customers who are not full-time students.
<b>Zero-Paid</b>	See 'Did Not Receive a Payment'.

## APPENDIX

### COMPARISONS BETWEEN FaCS LABOUR MARKET PAYMENT NUMBERS AND ABS UNEMPLOYMENT STATISTICS

<b>Official Statistics</b>	Official unemployment statistics are released by the Australian Bureau of Statistics (ABS). The ABS uses definitions recommended by the International Labour Office which have been accepted internationally as the most appropriate for the compilation of official statistics of unemployment.
<b>ABS Definition</b>	The ABS unemployment statistics measure the number of persons who, for a particular reference period, did not undertake any paid work, were actively looking for work and were available to start work.
<b>FaCS Labour Market Payment Statistics</b>	The labour market payment statistics give the number of persons who are both eligible and entitled to receive Newstart Allowance or Youth Allowance (other). The criteria for receipt of these payments do not match those the ABS uses to determine whether a person is classed as unemployed or employed for statistical purposes.
<b>Differences</b>	Care should be taken when comparing the ABS and FaCS labour market payment data. There are a number of reasons why the two series cannot be directly compared.
<i>Duration</i>	<p>Both FaCS and the ABS classify long term duration as over 12 months, but use substantially different definitions of duration:</p> <p>FaCS measures duration of <b>income support</b>. This includes not just time on unemployment benefits but time on any income support payment.</p> <p>The ABS measures length of time <b>unemployed</b> using their unemployment definition.</p> <p>FaCS unemployed clients can have breaks without payment for up to 25 weeks but still be classified long term income support clients:</p> <ul style="list-style-type: none"><li>- Clients who do not receive a payment due to their earnings can have up to 12 weeks without a payment before they are automatically cancelled. This reduces disincentives to accept short-term work.</li><li>- Long-term clients can have another 13 weeks off payment after payment is cancelled and still keep their long-term status if they return to income support. This means they keep access to assistance such as the Employment Entry Payment and the higher payment rate for clients over 60.</li></ul> <p>For the ABS statistics, any hours of work for a period as short as two weeks count as a break from unemployment and so are enough to reset a person's unemployment duration.</p> <p>The difference between these two concepts, together with the fact that FaCS clients are able to have ongoing part-time work (see 'employment' below) mean that many unemployed clients remain classified by FaCS as long-term clients when they would be classified as short-term unemployed under the ABS definition.</p>

<i>Seasonal Adjustment</i>	The ABS produces a seasonally adjusted series. The FaCS statistics are not seasonally adjusted.
<i>Classification</i>	<p>The ABS classifies a person as unemployed if he or she is aged 15 years and over, was not employed during the week before the interview, has actively looked for full-time or part-time work and is available to start work. From February 2004, people who had not actively looked for work because they were waiting to start a job within four weeks, are also classified as unemployed.</p> <p>The Newstart Allowance and Youth Allowance (other) series generally count people who are eligible for and entitled to receive a payment between the ages of 15 years and 64 years in the case of men (excluding recipients of Mature Age Allowance) and 15 to 62 years in the case of women (excluding recipients of Mature Age, Partner, and Widow Allowances).</p>
<i>Employment</i>	Newstart Allowance and Youth Allowance (other) recipients may be employed part-time, but within an income test limit; the ABS classifies a person as "employed" if, among other things, he or she has worked for one hour or more during the survey period.
<i>Timing</i>	<p>The timing of collections of the series are different:</p> <p>FaCS reports monthly average numbers of people both eligible for and entitled to receive Newstart Allowance and Youth Allowance (other). These monthly averages are calculated using figures collected for each Friday throughout the reference month.</p> <p>ABS numbers are based on a sample interview survey of occupants of selected dwellings covering around 0.5% of the total Australian population. These persons are interviewed during the two weeks beginning the Monday between the 6th and 12th of each month and the information obtained is based on the week before the interview takes place.</p>
<i>Treatment of Partners</i>	The ABS series includes unemployed persons whose spouse is working, irrespective of income, whereas Newstart Allowance and Youth Allowance (other) recipients are subject to an income and assets test for themselves and their spouse.
<i>Pensioners</i>	The ABS series includes persons being paid a pension but looking for work (eg sole parents in receipt of Parenting Payments looking for work).
<i>Non-jobseekers</i>	The overall Newstart Allowance and Youth Allowance (other) series includes persons who are not undertaking jobsearch. These persons are separately identified in Tables 2 and 3, and have then been excluded in subsequent tables. These people may be undertaking training, the development of self-employment opportunities, full-time voluntary work or a combination of voluntary and part-time work which excludes them from jobsearch obligations. They may also be incapacitated or have another temporary or permanent exemption from jobsearch.
<i>Waiting Periods</i>	The ABS series includes persons who are serving a waiting period before being granted Newstart Allowance or Youth Allowance (other), or whose allowance was deferred.
<i>Survey</i>	The ABS figures are derived from a Labour Force Survey which is a sample survey, whereas the FaCS statistics are a complete count of those both eligible for and entitled to receive Newstart Allowance and Youth Allowance (other).

## FOR MORE INFORMATION ....

### **Labour Market Information**

Other statistics are available on recipients of FaCS labour market related payments on request.

In addition to Newstart and Youth Allowances, statistics are also available on Partner Allowance, Mature Age Allowance, Sickness Allowance, Special Benefit and Widow Allowance.

For further information please contact the Centrelink Knowledge Desk on (02) 6244 7270.

Written correspondence concerning this publication or statistics on FaCS labour market related payments should be addressed to:

Director  
Newstart Program Management and Policy Section  
Department of Family and Community Services  
CW3  
PO Box 7788  
Canberra Mail Centre ACT 2610

or forwarded via facsimile to (02) 6244 7978.

### **Other Customer Information**

Statistics are also available relating to other customers, including customer numbers and characteristics for the various FaCS Pension and Family Payments.

For further information please contact the Centrelink Knowledge Desk on (02) 6244 7270.

### **Other Statistical Outputs:**

The following statistical output is available on request:

*Commonwealth Department of Family and Community Services  
Customers - A Statistical Overview, 1996, 1997, 1998, 1999, 2000  
and 2001 - produced annually.*