

Labour Market Assistance Outcomes

September Quarter 2000

This report contains information about placements, commencements and post labour market assistance outcomes achieved for Job Network services and other programmes managed by the Department of Employment, Workplace Relations and Small Business (DEWRSB).

Main features

Outcomes

The positive outcomes (employment and/or education/training) rate achieved in the year to end September 2000, three months after leaving assistance were:

- 41% for Intensive Assistance;
- 49% for Job Search Training;
- 85% for New Enterprise Incentive Scheme (NEIS);
- 36% for Work for the Dole;
- 72% for Indigenous Employment Programme Structured Training and Employment Projects (STEP); and
- 59% for Indigenous Employment Programme Wage Assistance.

For job seekers placed in Job Matching jobs between March and June 2000, the positive outcomes rate three months after placement was 73%.

Job Vacancies

In the year to end September 2000, more than 757,800 vacancies were notified on the Australian Job Search database.

Job Placements

In the year to end September 2000, over 294,000 job seekers were placed into Job Matching vacancies. These include placements for those receiving other services, such as Intensive Assistance.

Commencements

In the year to end September 2000, commencements by job seekers in the various types of labour market assistance included:

- 313,500 in Intensive Assistance;
- 58,200 in Job Search Training;
- 6,600 in NEIS;
- 4,600 in Indigenous Employment Programme including STEP projects and Wage Assistance;
- 45,300 in Work for the Dole;
- 1,700 in the Return to Work Programme; and
- 7,900 in the Community Support Programme.

Income Support

In the year to end September 2000, the number of job seekers in receipt of Newstart or Youth Allowance (Other) decreased by over 76,600. Over 47,500 - or over 60% - of these job seekers were long term beneficiaries (ie on allowances for 12 months or more).

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Time periods used in this report

The Department's Post Programme Monitoring (PPM) Survey measures outcomes achieved by job seekers 3 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 2000 and their post assistance outcomes achieved by 30 September 2000. Job Matching post assistance outcomes relate to job seekers who were placed in a job between 1 March and 30 June 2000 and outcomes achieved by 30 September 2000. Intensive Assistance 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 DEWRSB and Centrelink administrative systems, relate to job seekers who were placed in a job or commenced assistance between 1 October 1999 and 30 September 2000 and 1 October 1998 and 30 September 1999. The Special Article relates to job seekers who left assistance in the 12 months to end March 2000.

Special articles

The Department will include a series of special articles that examine topical issues related to labour market assistance. They will be produced on an ad hoc basis and designed to examine issues not regularly addressed in this report. In this issue there is a special article dealing with:

- Job Seeker Satisfaction with Labour Market Assistance.

More information.....

For further information, please contact Robert Lipp (02 6121 6046) or Michael Cameron (02 6121 7240) or e-mail Beth.Lawrence@DEWRSB.gov.au.

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Section 1: Labour Market Assistance Outcomes

Post assistance labour market outcomes

Table 1.1 shows the labour market outcomes and further assistance levels of all job seekers 3 months after leaving the various types of employment assistance. Job seekers are categorised as employed, unemployed, not in the labour force or in further assistance. Hence, the sum of the row percentages is 100%.

Care should be taken when comparing outcomes for current services with labour market programmes operating before the introduction of the Job Network, where outcome rates were affected by *excluding* those who proceeded to further labour market programme assistance. The Technical Notes at the end of this report discuss this issue further.

Employment outcomes ranged from 83% for New Enterprise Incentive Scheme (NEIS) to 24% for Funding level B of Intensive Assistance.

The employment outcomes achieved by job seekers under Job Matching relate to placements in March to June 2000 and outcomes achieved by end September 2000.

Further assistance levels are quite low for all types of assistance with the exception of Work for the Dole, where nearly 15% of participants commenced in other types of employment assistance.

Nearly half of the further assistance accessed by former Work for the Dole participants was Intensive Assistance which has a strong employment outcomes focus.

Table 1.1: Post assistance labour market outcomes year to end September 2000

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance ¹ (%)	Exits (number)
Intensive Assistance ²	34.2	47.5	15.2	3.1	317,929
Funding level A ³	38.8	44.0	14.0	3.2	220,957
Funding level B ³	24.1	55.2	17.7	3.0	96,972
Job Search Training ²	40.5	49.2	4.8	5.3	54,785
Job Matching ⁴	69.7	26.8	3.5	na ⁷	95,504
Job Network Eligible (JNE) ⁵	65.5	31.4	3.1	na ⁷	69,290
Job Matching Only (JMO) ⁶	78.8	17.0	4.2	na ⁷	26,214
NEIS ²	82.6	11.1	6.5	na ⁸	6,474
Work for the Dole ²	27.5	52.3	5.8	14.5	36,590
IEP - STEP ²	66.7	24.7	4.6	4.0	2,356
IEP - Wage Assistance ²	56.0	35.5	4.8	3.7	881

1. Further assistance includes commencements in Intensive Assistance, Job Search Training, NEIS, Work for the Dole, Indigenous Employment Programme (IEP) and DETYA programmes New Apprenticeships, Literacy and Numeracy and Advanced English for Migrants.
2. Post assistance outcomes relate to job seekers who ceased Intensive Assistance, Job Search Training, NEIS, Work for the Dole, IEP Structured Training and Employment Projects (STEP) and IEP Wage Assistance between 1 July 1999 and 30 June 2000 and outcomes achieved by 30 September 2000. Employment outcomes include some indigenous job seekers who return to a Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. The funding level refers to the level of disadvantage as defined by the Job Seeker Classification Instrument (JSCI) with B being the most disadvantaged.
4. Post assistance outcomes relate to job seekers who were placed in a job between 1 March and 30 June 2000 and outcomes achieved by 30 September 2000.
5. Includes Job Network Eligible (JNE) job seekers who may be eligible for all Job Network services.
6. Includes Job Matching Only (JMO) job seekers who are only eligible for Job Matching services.
7. Further assistance is not measured for Job Matching. Job seekers who do not achieve an employment outcome are treated as either unemployed or not in the labour force.
8. Not applicable.

Note: Outcomes for the Return to Work Programme are not available at this stage, as insufficient time has elapsed from the commencement of the programme in February 2000 for a sufficient number of participants to exit assistance and be included in the PPM survey.

Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

Post assistance employment and positive outcomes

Table 1.2 shows the shares of full-time and part-time employment, education/training and positive outcomes for those 3 months after they left the different types of labour market assistance.

Job seekers achieved significantly higher full-time employment outcomes for Job Matching, New Enterprise Incentive Scheme and Indigenous Employment Programmes.

Outcomes for Intensive Assistance funding level A were higher than for level B, reflecting the higher level of disadvantage of those assessed as level B.

It is possible for job seekers to achieve both an employment and education outcome after leaving labour market assistance. Education or training outcomes relate to study (both full-time and part-time) undertaken at a university, TAFE, business college and secondary school or college. A significant proportion of Job Matching and Indigenous Employment participants are working and studying at the same time.

Indigenous Employment Programme - Wage Assistance was introduced in July 1999. Outcomes shown here are for a relatively small number of responses from early commencements and should be treated with caution. Outcomes for this programme may vary once information is obtained for a larger cohort of participants.

Table 1.2: Post assistance employment and positive outcomes year to end September 2000

	Full-time Employed (%)	Part-time Employed (%)	Total Employed (%)	Education & Training (%)	Positive Outcomes ¹ (%)	Exits (number)
Labour market assistance						
Intensive Assistance ²	15.5	18.7	34.2	8.6	41.1	317,929
Funding level A ³	17.9	20.8	38.8	9.0	45.8	220,957
Funding level B ³	10.1	14.0	24.1	7.7	30.7	96,972
Job Search Training ²	21.3	19.3	40.5	12.7	49.0	54,785
Job Matching ⁴	42.6	27.1	69.7	10.0	72.9	95,504
Job Network Eligible (JNE) ⁵	40.7	24.8	65.5	10.6	69.4	69,290
Job Matching Only (JMO) ⁶	46.9	31.9	78.8	8.8	80.5	26,214
NEIS ²	52.6	30.0	82.6	8.4	84.7	6,474
Work for the Dole ²	15.2	12.3	27.5	11.4	36.1	36,590
IEP - STEP ²	42.4	24.3	66.7	23.5	72.1	2,356
IEP - Wage Assistance ²	43.7	12.3	56.0	15.0	58.7	881

1. Positive outcomes include employed and education/training outcomes. Positive outcomes are less than the sum of employed and education/training outcomes because some job seekers achieve both an employment and an education outcome.

2. Post assistance outcomes relate to job seekers who ceased Intensive Assistance, Job Search Training, NEIS, Work for the Dole or Indigenous Employment Programme (IEP) Structured Training and Employment Projects (STEP) and IEP Wage Assistance between 1 July 1999 and 30 June 2000 and outcomes achieved by 30 September 2000. Employment outcomes include some indigenous job seekers who return to a Community Development Employment Projects (CDEP) after leaving labour market assistance.

3. The funding level refers to the level of disadvantage as defined by the Job Seeker Classification Instrument (JSCI) with B being the most disadvantaged.

4. Post assistance outcomes relate to job seekers who were placed in a job between 1 March and 30 June 2000 and outcomes achieved by 30 September 2000.

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

6. Includes Job Matching Only (JMO) job seekers who are only eligible for Job Matching services.

Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

Intensive Assistance

Table 1.3 shows post assistance outcomes for Intensive Assistance participants who exited between 1 July 1999 and 30 June 2000 and the outcomes they achieved three months later, up to 30 September 2000.

Outcomes are now reported for a cohort of job seekers exiting Intensive Assistance over a one year period. This is in line with other services and programmes. The previous quarterly report related to the cohort of Intensive Assistance commencements in the first 12 months of Job Network. This was done because it takes more time before a representative cohort of exits is available for Intensive Assistance participants.

For the purposes of post programme monitoring, job seekers who transferred to a new Job Network member as a result of the start of the second contract period are regarded as not having 'exited' Intensive Assistance.

Intensive Assistance outcomes were lower during the transition (December 1999 to February 2000) to the second employment services contract period. This has been offset to some extent by much stronger outcomes in the September quarter 2000.

Employment outcomes for job seekers aged 15 to 20 years or more than 45 years were somewhat lower than the average. Overall, however, younger job seekers had higher positive outcomes due to the significantly higher education and training outcomes.

Table 1.3: Intensive Assistance: Post assistance outcomes year to end September 2000¹

Job seeker characteristics	Employment (%)	Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
Funding level³				
A	38.8	9.0	45.8	220,957
B	24.1	7.7	30.7	96,972
Age group (years)				
15 to 20	32.7	17.8	47.5	35,476
21 to 24	34.6	13.5	45.0	35,096
25 to 34	36.8	10.4	45.1	82,514
35 to 44	35.9	9.0	43.1	69,783
45 or more	32.0	5.4	36.3	95,060
Duration on income support (months)				
0 to less than 6	39.8	10.0	47.9	83,487
6 to less than 12	36.4	9.9	44.5	38,601
12 to less than 24	35.0	9.5	42.5	61,823
24 to less than 36	32.3	7.7	38.5	49,771
36 or more	28.0	6.5	33.3	84,247
Gender				
Male	32.8	6.8	38.4	222,508
Female	37.1	12.4	46.7	95,421
Equity groups⁴				
Disability	28.5	6.5	33.8	52,286
Indigenous ⁵	26.5	11.0	35.3	17,279
Non-English-speaking background	32.7	12.7	43.5	67,474
Sole parents	46.3	17.1	58.9	3,366
Total	34.2	8.6	41.1	317,929

1. Job seekers who exited Intensive Assistance between 1 July 1999 and 30 June 2000 and achieved outcomes by 30 September 2000.
2. Positive outcomes include employed and education/training outcomes. Positive outcomes are less than the sum of employed and education/training outcomes because some job seekers achieve both an employment and an education outcome.
3. The funding level refers to the level of disadvantage as defined by the Job Seeker Classification Instrument (JSCI). Under the first contract period there were three funding levels – 3.1, 3.2 and 3.3, with 3.3 being the most disadvantaged. Under the second contract period there are two funding levels, A and B, with funding level B being the most disadvantaged. Funding level 3.1 is included in funding level A while funding levels 3.2 and 3.3 are included under funding level B.
4. Equity groups are not mutually exclusive and are based on the job seeker's self-identification at the time of registration.
5. Employment outcomes include some indigenous job seekers who return to a Community Development Employment Projects (CDEP) after leaving labour market assistance.

Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

Job Search Training

Table 1.4 shows post assistance outcomes for Job Search Training participants who exited assistance between 1 July 1999 and 30 June 2000 and the outcomes they achieved three months later, up to 30 September 2000.

Around 41% of participants were in unsubsidised employment 3 months after they ceased Job Search Training, while 49% achieved a positive outcome.

Positive outcomes increased from 46% to 49% compared to those achieved for the year to end June 2000. The higher employment outcomes were due in part to Job Search Training having an increasing proportion of participants who have been unemployed for less than 12 months.

Job seekers aged 15 to 34 years and those unemployed for less than 6 months achieved the highest levels of positive outcomes. Those aged under 25 years had significantly higher education and training outcomes than the average.

Employment outcomes were lower than average for job seekers aged 45 years or more, those who had been unemployed for 12 months or more, males and people with a disability.

Only a small number of indigenous job seekers left Job Search Training in the period but their outcomes levels were the lowest for any group.

Table 1.4: Job Search Training: Post assistance outcomes year to end September 2000¹

Job seeker characteristics	Employment (%)	Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
Age group (years)				
15 to 20	44.7	19.1	57.6	7,980
21 to 24	47.1	19.1	59.3	7,616
25 to 34	43.8	12.8	52.0	18,466
35 to 44	38.6	11.0	45.8	12,778
45 or more	34.0	8.8	40.1	7,945
Duration on income support (months)				
0 to less than 6	43.8	13.8	52.8	23,328
6 to less than 12	39.2	11.6	46.8	18,187
12 to less than 24	37.4	12.9	46.3	10,582
24 or more	36.6	11.2	43.6	2,688
Gender				
Male	37.7	10.8	45.1	35,879
Female	45.7	16.0	55.8	18,906
Equity groups³				
Disability	36.3	10.1	42.8	3,435
Indigenous ⁴	28.2	11.8	39.0	400
Non-English-speaking background	35.5	16.9	47.8	6,906
Sole Parents	40.7	24.9	60.5	438
Total	40.5	12.7	49.0	54,785

1. Job seekers who ceased Job Search Training between 1 July 1999 and 30 June 2000 and outcomes achieved by 30 September 2000.

2. Positive outcomes include employed and education/training outcomes. Positive outcomes are less than the sum of employed and education/training outcomes because some job seekers achieve both an employment and an education outcome.

3. Equity groups are not mutually exclusive and are based on the job seeker's self-identification at the time of registration.

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

Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

Job Matching

Table 1.5 shows the employment outcomes achieved by job seekers who were placed in an eligible job between March and June 2000 and outcomes achieved three months later, by the end September 2000. This represents the first 4 months of Job Network's second contract period. Unlike other labour market assistance, Job Matching outcomes data are derived from a sample survey of 10% of job seekers.

Overall, 73% of job seekers were in employment and/or education and training three months after being placed. Nearly 7% of job seekers achieved both an employment and education/training outcome.

Job seekers eligible for Job Matching services only account for 25% to 30% of all Job Matching placements. They achieved higher employment outcomes (79%) compared to job seekers who were eligible for all Job Network services (66%).

Job seekers who had been on unemployment allowances for more than 6 months achieved lower than average employment outcomes.

Job seekers aged 15 to 24 years achieved the highest employment outcomes. Job seekers aged more than 45 years achieved higher employment outcomes compared to job seekers aged 25 to 44 years. However, of the equity groups, those with a disability and indigenous job seekers achieved below average outcomes.

Table 1.5: Job Matching: Post assistance outcomes March to September 2000¹

Job seeker characteristics	Employment (%)	Education & Training (%)	Positive Outcomes ² (%)	Placements ³ (number)
Age group (years)⁴				
15 to 20	73.1	18.5	78.6	21,757
21 to 24	71.6	13.2	75.1	12,126
25 to 34	67.8	8.5	70.6	17,253
35 to 44	67.4	6.0	69.5	10,324
45 or more	70.1	6.7	73.0	7,830
Duration on income support (months)⁴				
0 to less than 6	75.1	10.8	78.4	35,942
6 to less than 12	66.0	7.1	68.8	9,409
12 to less than 24	63.6	9.9	66.8	8,861
24 or more	57.0	9.1	60.7	15,078
Gender⁴				
Male	64.5	7.6	66.9	43,664
Female	76.3	13.1	80.7	25,626
Equity groups⁴				
Disability	58.9	8.1	63.2	6,378
Indigenous ⁵	50.0	10.5	55.3	1,913
Non-English-speaking background	66.5	12.3	73.6	5,932
Sole Parents	72.0	4.0	72.0	1,917
Job Network Eligible (JNE)⁶	65.5	10.6	69.4	69,290
Job Matching Only (JMO)⁷	78.8	8.8	80.5	26,214
Total	69.7	10.0	72.9	95,504

1. Job Matching outcomes are for job seekers placed in an eligible Job Matching job between 1 March and 30 June 2000 and outcomes achieved by 30 September 2000. Job Matching outcomes do not include outcomes for apprenticeships and traineeships.
2. Positive outcomes include employed and education/training outcomes. Positive outcomes are less than the sum of employed and education/training outcomes because some job seekers achieve both an employment and an education outcome.
3. Job Matching outcomes are derived from a sample survey of 10% of job seekers placed in Job Matching vacancies.
4. Outcomes refer to Job Network Eligible (JNE) job seekers only as client group details are not recorded for JMOs. Equity groups are not mutually exclusive and are based on the job seeker's self-identification at the time of registration.
5. Employment outcomes include some indigenous job seekers who return to a Community Development Employment Projects (CDEP) after leaving labour market assistance.
6. Includes Job Network Eligible (JNE) job seekers who may be eligible for other Job Network services.
7. Includes Job Matching Only (JMO) job seekers who are only eligible for Job Matching services.

Source: The Post Programme Monitoring Survey conducted 3 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) in the 12 months up to end June 2000 and outcomes achieved three months later, by 30 September 2000.

The employment outcomes level for NEIS is high (at 83%) and three months after participants ceased NEIS assistance, 69% were still self-employed.

Another 14% were working as wage and salary earners. The majority of these participants were still involved in the business established through NEIS.

Under NEIS, males achieved higher employment and positive outcomes than females (unlike the outcomes for other Job Network services). Males tended to remain self-employed more often than females.

Job seekers from a non-English-speaking background and people with a disability achieved lower employment outcomes compared to other NEIS participants. Those aged 18 to 20 years achieved somewhat lower positive outcomes than other NEIS participants, although few in this age group participated in NEIS.

Table 1.6: New Enterprise Incentive Scheme: Post assistance outcomes year to end September 2000¹

Job seeker characteristics	Employment			Education & Training (%)	Positive Outcomes ³ (%)	Exits (number)
	Self Employed ² (%)	Employed (%)	Total Employed (%)			
Age group (years)						
20 or less	30.3	34.1	64.4	14.3	75.0	106
21 to 24	64.9	22.0	86.9	11.5	89.6	543
25 to 34	69.0	15.7	84.7	9.0	87.0	2,169
35 to 44	70.0	11.8	81.8	8.3	84.2	2,134
45 or more	67.9	12.5	80.4	7.0	82.1	1,522
Gender						
Males	71.1	13.5	84.6	8.0	86.6	3,655
Females	65.0	14.7	79.7	9.0	82.2	2,819
Equity groups⁴						
Disability	64.6	9.7	74.3	6.8	77.1	673
Indigenous ⁵	na	na	na	na	na	na
Non-English-speaking background	64.4	14.7	79.1	8.5	81.8	945
Sole Parents ⁵	na	na	na	na	na	na
Total	68.5	14.1	82.6	8.4	84.7	6,474

1. Job seekers who left NEIS placements between 1 July 1999 and 30 June 2000 and outcomes achieved by 30 September 2000.

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

3. Positive outcomes include employed and education/training outcomes. Positive outcomes are less than the sum of employed and education/training outcomes because some job seekers achieve both an employment and an education outcome.

4. Equity groups are not mutually exclusive and are based on the job seeker's self-identification at the time of registration.

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

Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

Work for the Dole

Work for the Dole aims to develop the work habits of participants and involve them and the local community 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.

Table 1.7 shows outcomes for job seekers who left their Work for the Dole projects between 1 July 1999 and 30 June 2000 and outcomes achieved by 30 September 2000.

Community Work Coordinators for Work for the Dole were introduced in early 2000. Outcomes shown here are for those who participated in Work for the Dole projects prior to the introduction of Community Work Coordinators. Early outcomes under the new arrangements will be available in the December 2000 Labour Market Assistance Outcomes report.

Positive outcomes were achieved by 36% of participants. Around 28% achieved an employment outcome while 11% achieved an education/training outcome. Nearly 3% achieved both an employment and education and training outcome.

Employment outcomes have held up well over the last 6 months despite the increased participation of those on unemployment allowances for 2 years or more. Currently, nearly 50% of exits from Work for the Dole projects were on unemployment allowances for 2 years or more. In the 12 months to end March 2000, 43% of exits had been receiving Newstart or Youth Allowance (Other) for 2 years or more.

Those aged 25 to 34 became eligible for Work for the Dole in July 1999. Outcomes for this group are lower than for those aged under 25 years. Job seekers aged over 34 years participate in Work for the Dole on a voluntary basis.

Table 1.7: Work for the Dole: Post Assistance Outcomes year to end September 2000¹

Job seeker characteristics	Employment (%)	Education & Training (%)	Positive Outcomes ² (%)	Exits (number)
Age group (years)				
20 or less	27.6	13.3	38.0	9,867
21 to 24	29.9	12.5	38.9	13,668
25 to 34	24.6	8.6	31.2	11,598
35 to 44	28.1	10.6	36.5	952
45 or more	23.6	8.6	31.4	505
Duration on income support (months)				
0 to less than 6	41.4	18.7	54.5	2,183
6 to less than 12	36.4	14.4	47.3	6,533
12 to less than 24	30.3	12.3	39.2	9,768
24 or more	20.5	8.8	27.5	18,106
Gender				
Males	26.0	9.5	33.5	25,295
Females	30.3	14.8	40.9	11,295
Equity groups³				
Disability	19.8	9.0	27.0	4,046
Indigenous ⁴	14.7	5.7	19.3	1,501
Non-English-speaking background	26.9	19.2	43.3	2,393
Sole Parents	26.1	4.6	29.1	400
Total	27.5	11.4	36.1	36,590

1. Job seekers who left a Work for the Dole project between 1 July 1999 and 30 June 2000 and outcomes achieved by 30 September 2000.

2. Positive outcomes include employed and education/training outcomes. Positive outcomes are less than the sum of employed and education/training outcomes because some job seekers achieve both an employment and an education outcome.

3. Equity groups are not mutually exclusive and are based on the job seeker's self-identification at the time of registration.

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

Source: The Post Programme Monitoring Survey conducted 3 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 Job Network services and other types of labour market assistance between the year to end September 1999 and the year to end September 2000.

Around 53,000 job seekers transferred to a different Job Network member for Intensive Assistance as a consequence of the second contract period and are treated as a new commencement. This is because the new Job Network member is paid for the commencement (albeit at a reduced rate), even though the job seeker has not completed all of their assistance. A high proportion of these were long term beneficiaries.

Job seekers who were placed in Job Matching vacancies or commenced Job Search Training have

typically been on benefits for shorter periods of time.

Between 1998-99 and 1999-2000 the proportion of long term beneficiaries receiving a placement under Job Matching or a commencement in Job Search Training has decreased.

Under Work for the Dole, job seekers are now referred to a Community Work Coordinator who may place the same job seeker in several projects over a 12 month period. The commencements for Work for the Dole include 21,200 job seekers who commenced with a Community Work Coordinator between March and September 2000.

The proportion of job seekers who were long term beneficiaries has increased in Work for the Dole over the two periods.

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

Labour market assistance	Year to end September 1999		Year to end September 2000	
	Commencements (number)	Proportion of long term beneficiaries ² (%)	Commencements (number)	Proportion of long term beneficiaries ² (%)
Intensive Assistance ³	256,934	66.5	313,500	65.6
Job Search Training	54,230	40.0	58,189	19.2
Job Matching ⁴	311,952	32.0	293,953	27.4
Job Network Eligible (JNE)	243,416	45.0	211,943	35.9
Job Matching Only (JMO) ⁵	57,528	na	78,268	na
NEIS ⁵	7,419	na	6,649	na
Work for the Dole	27,494	69.4	45,305	74.0
IEP - STEP	2,701	28.7	2,628	38.3
IEP - Wage Assistance ⁵	na	na	1,968	44.0
Self Employment Development Scheme	1,135	41.9	1,295	56.4
Return to Work Programme ⁶	na	na	1,716	na
Community Support Programme	4,847	68.4	7,921	64.9

1. Commencement or placement of job seekers in labour market assistance funded by DEWRSB for the two years of 1 October 1998 to 30 September 1999 and 1 October 1999 to 30 September 2000.

2. The proportion of job seekers who have been registered as unemployed and have been receiving income support including Newstart, Youth Allowance (Other) or other types of income support for 12 months or more.

3. Figures for the year to end September 2000 are inflated by 53,000 job seekers who transferred between providers as a result of the transition to the second contract period.

4. Job Matching total is greater than the sum of JNE and JMO as it includes commencements in apprenticeships and traineeships. Job Network Eligible (JNE) are job seekers who may be eligible for all Job Network services. Job Matching Only (JMO) are job seekers who are only eligible for Job Matching services.

5. Not available.

6. Return to Work Programme commenced in February 2000 and many participants are not on income support.

Source: DEWRSB administrative systems. Community Support Programme commencements provided by Centrelink.

Access to Job Matching

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. To ensure equity of access for job seekers with different characteristics, the proportion in assistance is compared to their proportion of the eligible population.

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. For example, while indigenous job seekers may be under-represented in some types of assistance, other more specific programmes are directed towards addressing their particular needs.

Table 2.2 shows, for a range of job seeker

characteristics, the proportion that were eligible for Job Matching services on 30 September 2000, compared to the proportion that received a placement under Job Matching in the year to end September 2000. This is shown for all income support types and separately for those on the activity tested payments Newstart and Youth Allowance (Other).

Nearly 25% of the eligible population for all income support types, for example, were aged 15 to 20 years and they accounted for 34% of all Job Matching placements in the 12 months to the end of September 2000.

Younger job seekers, those on income support for shorter durations, those who had completed Year 10 to Year 12 and those who were male had a higher proportion of Job Matching placements compared to their proportion of the eligible population.

Table 2.2: Access to Job Matching by JNE job seeker characteristics¹

Job seeker characteristics	All income support types		Newstart/Youth Allowance (Other)	
	Eligibility for Job Matching (%)	Placement in Job Matching ² (%)	Eligibility for Job Matching ³ (%)	Placement in Job Matching ³ (%)
Age group (years)				
15 to 20	24.7	33.5	12.3	16.8
21 to 24	12.9	17.0	15.7	19.8
25 to 34	23.2	24.3	26.9	31.0
35 to 44	18.3	14.3	20.7	18.1
45 or more	20.9	10.6	24.4	14.4
Total	100.0	100.0	100.0	100.0
Duration on income support (months)				
0 to less than 6	33.8	50.2	25.5	38.2
6 to less than 12	14.2	13.9	14.9	16.0
12 to less than 24	15.7	13.2	17.0	15.6
24 to less than 36	12.2	8.8	12.7	11.1
36 or more	24.2	13.9	30.0	19.1
Total	100.0	100.0	100.0	100.0
Educational attainment				
Less than Year 10	29.9	27.2	26.3	20.8
Year 10	35.8	38.2	37.3	41.7
Year 12	17.8	20.5	17.7	21.0
Post secondary	16.5	14.0	18.8	16.5
Total	100.0	100.0	100.0	100.0
Gender				
Male	62.6	63.7	69.0	68.9
Female	37.4	36.3	31.0	31.1
Total	100.0	100.0	100.0	100.0
Equity groups⁴				
Disability	16.8	9.3	18.7	11.2
Indigenous	4.7	2.8	5.0	3.0
Non-English-speaking background	13.7	9.0	15.6	11.0
Sole parents	5.0	2.5	na	na

1. Placements in Job Matching vacancies between 1 October 1999 and 30 September 2000.

2. Includes job seekers registered with Centrelink as unemployed and in receipt of the activity tested allowances Newstart and Youth Allowance (Other) or other types of income support payments not subject to activity test requirements at 30 September 2000.

3. Job seekers in receipt of Newstart and Youth Allowance (Other) at 30 September 2000.

4. Equity groups are not mutually exclusive and are based on the job seeker's self-identification at the time of registration.

Source: DEWRSB administrative systems.

Access to Job Search Training

Table 2.3 shows, for a range of job seeker characteristics, the proportion of the population that were eligible for Job Search Training compared to the proportion commencing Job Search Training in the year to end September 2000. This is shown for all income support types and separately for those on the activity tested payments Newstart and Youth Allowance (Other).

In the previous report, the distribution of all Newstart and Youth Allowance (Other) was shown for comparison with those who commenced in Job Search Training. To provide a better indication of the equity of access to services this has been refined to only include those who have been assessed as eligible under the Job Seeker Classification Instrument (JSCI).

Nearly 29% of the eligible population on all income support types, for example, were aged 15 to 20 years but they accounted for 17% of all Job Search Training commencements in the 12 months to the end of September 2000.

The proportion of commencements in Job Search Training were higher than the proportion of the eligible population for those aged 25 years or more, those with Year 10 or higher education qualifications and job seekers from a non-English-speaking background.

Job seekers with an educational level of less than Year 10 or those who had been unemployed for more than 24 months had significantly lower levels of access compared to their eligibility for Job Search Training.

Table 2.3: Access to Job Search Training by job seeker characteristics¹

Job seeker characteristics	All income support types		Newstart/Youth Allowance (Other)	
	Eligibility for Job Search Training ² (%)	Commencement in Job Search Training ² (%)	Eligibility for Job Search Training ³ (%)	Commencement in Job Search Training ³ (%)
Age group (years)				
15 to 20	28.6	16.9	16.7	14.5
21 to 24	19.0	17.4	22.9	18.0
25 to 34	26.1	30.7	30.5	31.8
35 to 44	16.8	21.5	18.9	21.7
45 or more	9.5	13.6	11.0	13.9
Total	100.0	100.0	100.0	100.0
Duration on income support (months)				
0 to less than 6	50.2	49.4	46.2	49.5
6 to less than 12	19.9	31.3	22.8	31.5
12 to less than 24	17.0	14.7	19.1	14.0
24 to less than 36	8.1	2.8	7.3	3.1
36 or more	4.9	1.7	4.6	1.8
Total	100.0	100.0	100.0	100.0
Educational attainment				
Less than Year 10	10.0	1.2	9.9	1.2
Year 10	35.2	35.9	34.1	35.5
Year 12	27.7	27.9	25.5	27.4
Post secondary	27.0	35.0	30.5	35.9
Total	100.0	100.0	100.0	100.0
Gender				
Male	60.4	64.6	65.2	66.7
Female	39.6	35.4	34.8	33.3
Total	100.0	100.0	100.0	100.0
Equity groups⁴				
Disability	7.2	5.9	8.1	6.1
Indigenous	0.6	0.4	0.6	0.4
Non-English-speaking background	7.4	10.6	8.1	10.6
Sole parents	4.3	1.9	na	na

1. Commencement of job seekers in Job Search Training between 1 October 1999 and 30 September 2000.

2. Includes job seekers registered with Centrelink as unemployed and in receipt of the activity tested allowances Newstart and Youth Allowance (Other) or other types of income support payments not subject to activity test requirements at 30 September 2000.

3. Job seekers in receipt of Newstart and Youth Allowance (Other) at 30 September 2000.

4. Equity groups are not mutually exclusive and are based on the job seeker's self-identification at the time of registration.

Source: DEWRSB administrative systems.

Access to Intensive Assistance

Table 2.4 shows, for a range of job seeker characteristics, the proportion of the population eligible for Intensive Assistance compared to the proportion commencing Intensive Assistance in the year to end September 2000. This is shown for all income support types and separately for those on the activity tested payments Newstart and Youth Allowance (Other). As with Job Search Training for those on Newstart and Youth Allowance (Other), only those assessed as eligible for Intensive Assistance under the JSCI have been included.

Around 13% of the eligible population, for example, were aged 15 to 20 years and they accounted for 11% of all Intensive Assistance commencements in the 12 months to the end of September 2000.

Changes were made in July 1999 so that the level of disadvantage required for referral to Intensive Assistance was lowered. This resulted in a higher

proportion of those on allowances for less than 6 months but assessed as “at risk”, gaining access to Intensive Assistance (22.3%).

Those on allowances for 12 months or more have had a somewhat lower share of access compared to their share of those eligible for Intensive Assistance. Many of the more disadvantaged job seekers who are assessed as eligible for Intensive Assistance are not available for referral because of temporary illness or incapacity. They may also be referred to other programs for more disadvantaged job seekers such as the Community Support Program and programs for people with disabilities administered by the Department of Family and Community Services.

The proportion of commencements in Intensive Assistance was higher than the proportion of the eligible population in the case of older job seekers.

Section 4 also explains the difference between the long term unemployed and long term beneficiaries.

Table 2.4: Access to Intensive Assistance by job seeker characteristics¹

Job seeker characteristics	All income support types		Newstart/Youth Allowance (Other)	
	Eligibility for Intensive Assistance ² (%)	Commencement in Intensive Assistance ² (%)	Eligibility for Intensive Assistance ³ (%)	Commencement in Intensive Assistance ³ (%)
Age group (years)				
15 to 20	13.3	11.0	10.1	10.0
21 to 24	11.3	11.3	12.0	11.6
25 to 34	24.2	24.8	25.0	25.0
35 to 44	21.1	22.7	21.4	22.6
45 or more	30.2	30.2	31.5	30.9
Total	100.0	100.0	100.0	100.0
Duration on income support (months)				
0 to less than 6	16.4	23.7	12.2	22.3
6 to less than 12	10.7	10.7	10.2	10.7
12 to less than 24	16.0	15.4	16.2	14.8
24 to less than 36	16.7	14.5	16.0	14.7
36 or more	40.3	35.7	45.4	37.6
Total	100.0	100.0	100.0	100.0
Educational attainment				
Less than Year 10	35.1	31.0	35.3	31.2
Year 10	40.3	40.9	39.6	40.5
Year 12	13.4	15.2	13.5	15.2
Post secondary	11.2	12.9	11.6	13.0
Total	100.0	100.0	100.0	100.0
Gender				
Male	67.8	69.6	71.3	71.9
Female	32.2	30.4	28.7	28.1
Total	100.0	100.0	100.0	100.0
Equity groups⁴				
Disability	19.4	15.1	19.9	15.2
Indigenous	7.1	5.5	6.7	5.3
Non-English-speaking background	19.2	20.6	19.7	20.8
Sole parents	3.9	2.6	na	na

1. Commencement of job seekers in Intensive Assistance between 1 October 1999 and 30 September 2000.

2. Includes job seekers registered with Centrelink as unemployed and in receipt of the activity tested allowances Newstart and Youth Allowance (Other) or other types of income support payments not subject to activity test requirements at 30 September 2000.

3. Job seekers in receipt of Newstart and Youth Allowance (Other) at 30 September 2000.

4. Equity groups are not mutually exclusive and are based on the job seeker's self-identification at the time of registration.

Source: DEWRSB administrative systems.

Participation in Work for the Dole

Table 2.4 shows, for a range of job seeker characteristics, the proportion in the eligible population and the proportion commencing Work for the Dole. This is shown only for those on the activity tested payments Newstart and Youth Allowance (Other). It is possible for those on other types of income support and those aged over 34 to volunteer for Work for the Dole.

For example, around 12% of the eligible population were aged 15 to 20 years but they accounted for 21% of all Work for the Dole commencements in the 12 months to the end of September 2000.

Those under 35 years can be required to participate in Work for the Dole and the majority of commencements are from this age group.

The proportion of commencements in Work for the Dole were higher than the proportion of the eligible population for job seekers on Newstart or Youth Allowance (Other) for 12 months or more, those with Year 10 to Year 12 educational qualifications and those who were males.

Table 2.5: Access to Work for the Dole by job seeker characteristics¹

Job seeker characteristics	Eligibility for Work for Dole (%)	Commencement in Work for the Dole (%)
Age group (years)		
15 to 20	12.3	21.1
21 to 24	15.3	32.3
25 to 34	26.9	42.2
35 to 44	20.9	3.0
45 or more	24.6	1.5
Total	100.0	100.0
Duration on income support (months)		
0 to less than 6	27.0	13.3
6 to less than 12	16.2	12.7
12 to less than 24	15.0	21.0
24 to less than 36	13.8	15.8
36 or more	28.1	37.2
Total	100.0	100.0
Educational attainment		
Less than Year 10	25.8	22.1
Year 10	37.3	40.9
Year 12	17.6	23.9
Post secondary	19.2	13.1
Total	100.0	100.0
Gender		
Male	69.3	70.2
Female	30.7	29.8
Total	100.0	100.0
Equity groups³		
Disability	19.5	12.3
Indigenous	5.4	3.9
Non-English-speaking background	15.9	7.0
Sole parents ⁴	na	na

1. Commencement of job seekers in Work for the Dole 1 October 1999 and 30 September 2000.

2. Job seekers receiving Newstart and Youth Allowance (Other) as at 30 September 2000.

3. Equity groups are not mutually exclusive and are based on the job seeker's self-identification at the time of registration.

4. Not available as the estimate is based on a small number of known outcomes which are subject to high levels of sampling error.

Source: DEWRSB administrative systems.

Section 3: Participation and Outcomes by Region

Participation in labour market assistance by region

This section presents participation by job seekers in labour market assistance for the DEWRSB Labour Market Regions used during the second contract period for Job Network. A map of DEWRSB 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 Matching jobs and commencements in Job Search

Training, Intensive Assistance and Work for the Dole in the year to end September 2000.

The number in each service for a region will depend on the size of the region, the labour market conditions and the relative disadvantage of job seekers in the region.

While Table 3.1 shows numbers, Table 3.3 shows the proportion of placements and commencements by region and the proportion of Newstart and Youth Allowance (Other) in the region.

Table 3.1: Commencements in labour market assistance by region year to end September 2000¹

DEWRSB Region	Job Matching ² (Number)	Job Search Training (Number)	Intensive Assistance (Number)	Work for the Dole (Number)
Sydney	40,477	9,706	49,490	6,101
Hunter and North Coast	13,202	3,551	26,394	3,593
Illawarra and SE NSW	7,131	1,841	9,181	1,833
Western NSW	13,990	1,323	8,517	1,523
Riverina	7,021	672	3,938	543
New South Wales	81,821	17,093	97,520	13,593
Melbourne	43,339	10,136	50,153	6,088
Eastern Victoria	8,492	1,749	8,917	972
Western Victoria	15,265	2,685	17,783	2,340
Victoria	67,096	14,570	76,853	9,400
Brisbane	45,041	9,077	41,072	7,789
Southern Queensland	12,847	1,647	11,612	734
Central and Northern QLD	22,476	2,698	13,789	1,797
Queensland	80,364	13,422	66,473	10,320
Perth	15,785	4,213	18,535	3,294
South Western Australia	5,245	689	3,156	765
Greater Western Australia	5,241	306	3,283	448
Western Australia	26,271	5,208	24,974	4,507
Adelaide	14,110	3,947	21,351	3,232
South Australia Country	9,892	1,187	8,518	1,980
South Australia	24,002	5,134	29,869	5,212
Tasmania	6,640	1,459	11,847	1,514
Northern Territory	4,662	313	2,990	348
Australian Capital Territory	3,107	990	2,974	411
Australia	293,953	58,189	313,500	45,305

1. Commencement or placement in labour market assistance between 1 October 1999 and 30 September 2000.

2. Job Matching includes JNE and JMO job seekers and apprenticeships and traineeships commencements. Job Network Eligible (JNE) are job seekers who may be eligible for all Job Network services. Job Matching Only (JMO) are job seekers who are only eligible for Job Matching services.

Source: DEWRSB administrative systems.

Job Matching placements by region

Table 3.2 shows the number of vacancies notified on the Australian Job Search (AJS) database for the month of September 2000 by region.

Also shown are Job Matching placements for both Job Network eligible (JNE) and Job Matching only (JMO) job seekers in each region in the 12 months to end September 2000.

During September 2000, over 62,300 new vacancies were notified on AJS. Some vacancies lodged in the preceding month remained active during September.

In the 12 months to 30 September 2000, over 757,800 vacancies were notified on the AJS. During the same time nearly 294,000 job seekers were placed in Job Matching vacancies. Nationally, 27% of all job placements were filled by JMOs.

Greater Western Australia, Northern Territory, Western NSW and Riverina had a much higher share of job placements for JMOs than the national average while Adelaide and Tasmania had a much lower share of job placements for JMOs.

Table 3.2: Job Matching placements by region year to end September 2000

DEWRSB Region	Vacancies notified on AJS in September 2000 ¹ (Number)	Job Matching ² (number)			Share of placements filled by JMO clients (%)
		JNE ³	JMO ⁴	Total ⁵	
Sydney	12,148	28,450	11,744	40,477	29.0
Hunter and North Coast	2,811	10,257	2,753	13,202	20.9
Illawarra and SE NSW	1,530	5,147	1,824	7,131	25.6
Western NSW	1,984	9,228	4,608	13,990	32.9
Riverina	866	4,433	2,484	7,021	35.4
New South Wales	19,339	57,515	23,413	81,821	28.6
Melbourne	10,599	31,339	11,187	43,339	25.8
Eastern Victoria	1,438	5,877	2,505	8,492	29.5
Western Victoria	2,465	10,742	4,217	15,265	27.6
Victoria	14,502	47,958	17,909	67,096	26.7
Brisbane	10,195	33,210	11,426	45,041	25.4
Southern Queensland	2,120	9,235	3,528	12,847	27.5
Central and Northern QLD	4,448	15,478	6,877	22,476	30.6
Queensland	16,763	57,923	21,831	80,364	27.2
Perth	3,934	12,429	3,171	15,785	20.1
South Western Australia	792	3,659	1,519	5,245	29.0
Greater Western Australia	1,040	3,070	2,156	5,241	41.1
Western Australia	5,766	19,158	6,846	26,271	26.1
Adelaide	2,905	11,788	1,988	14,110	14.1
South Australia Country	1,288	7,329	2,411	9,892	24.4
South Australia	4,193	19,117	4,399	24,002	18.3
Tasmania	1,290	5,192	1,266	6,640	19.1
Northern Territory	776	2,907	1,750	4,662	37.5
Australian Capital Territory	648	2,173	854	3,107	27.5
Australia	63,277	211,943	78,268	293,953	26.6

1. Vacancies notified on the Australian Job Search database for the month of September 2000.

2. Placements in eligible Job Matching vacancies between 1 October 1999 and 30 September 2000.

3. Job Network Eligible (JNE) job seekers who may be eligible for all Job Network services.

4. Job Matching Only (JMO) are job seekers who are eligible only for Job Matching services.

5. Total is greater than the sum of JNE and JMO placements as this figure includes apprenticeships and traineeships.

Source: DEWRSB administrative systems.

Labour market assistance by region

Table 3.3 shows the proportion of Job Matching job placements for Job Network eligible job seekers and commencements in Job Search Training, Intensive Assistance and Work for the Dole for each region. The regional proportions of income support recipients on Newstart or Youth Allowance (Other) as at September 2000 are also shown.

Queensland achieved a higher proportion of Job Matching placements (27%) compared to their share of income support recipients (22%). This trend was apparent for all Queensland regions.

NSW, Victoria, Western Australia, Tasmania and the ACT achieved a higher proportion of commencements in Job Search Training compared to their share on income support recipients.

New South Wales, Victoria and South Australia achieved a higher proportion of commencements in Intensive Assistance compared to their share of income support recipients. This trend was apparent for all regions of South Australia but in only some regions of New South Wales and Victoria.

Work for the Dole commencements were over-represented in New South Wales, Queensland, South Australia and Western Australia compared to the proportion of income support recipients.

Table 3.3: Comparison of labour market assistance by region year to end September 2000¹

DEWRSB Region	Proportion of Income Support recipients ² (%)	Job Matching (JNE) ³ (%)	Job Search Training (%)	Intensive Assistance (%)	Work for the Dole (%)
Svdnev	13.7	13.4	16.7	15.8	13.5
Hunter and North Coast	8.2	4.8	6.1	8.4	7.9
Illawarra and SE NSW	3.1	2.4	3.2	2.9	4.0
Western NSW	3.0	4.4	2.3	2.7	3.4
Riverina	1.2	2.1	1.2	1.3	1.2
New South Wales	29.3	27.1	29.4	31.1	30.0
Melbourne	16.0	14.8	17.4	16.0	13.4
Eastern Victoria	2.6	2.8	3.0	2.8	2.1
Western Victoria	4.4	5.1	4.6	5.7	5.2
Victoria	23.0	22.6	25.0	24.5	20.7
Brisbane	13.5	15.7	15.6	13.1	17.2
Southern Queensland	3.1	4.4	2.8	3.7	1.6
Central and Northern QLD	5.1	7.3	4.6	4.4	4.0
Queensland	21.7	27.3	23.1	21.2	22.8
Perth	7.0	5.9	7.2	5.9	7.3
South Western Australia	1.4	1.7	1.2	1.0	1.7
Greater Western Australia	1.5	1.4	0.5	1.0	1.0
Western Australia	9.9	9.0	9.9	7.9	10.0
Adelaide	6.7	5.6	6.8	6.8	7.1
South Australia Country	2.6	3.5	2.0	2.7	4.4
South Australia	9.3	9.0	8.8	9.5	11.5
Tasmania	3.7	2.4	2.5	3.8	3.3
Northern Territory	2.0	1.4	0.5	1.0	0.8
Australian Capital Territory	1.0	1.0	1.7	0.9	0.9
Australia	100.0	100.0	100.0	100.0	100.0

1. Commencement or placement of job seekers in labour market assistance between 1 October 1999 and 30 September 2000.

2. Job Seekers receiving Newstart or Youth Allowance (Other) as at 30 September 2000.

3. Includes Job Network Eligible job seekers who may be eligible for all Job Network services and excludes Job Matching Only job seekers who are only eligible for Job Matching services.

Source: DEWRSB administrative systems.

Employment outcomes by region

Table 3.4 shows the unsubsidised employment outcomes by region for Job Matching, Job Search Training, Intensive Assistance and Work for the Dole.

Eastern Victoria, Brisbane, Central and Northern Queensland, South Western Australia and the ACT all achieved higher employment outcomes for Job Network services compared to the national average.

Eastern Victoria, Riverina, and the ACT achieved much higher than average employment outcomes under Job Matching.

For Job Search Training, all regions of Queensland achieved higher employment outcomes compared to the national average.

NSW, South Australia, Tasmania and the Northern Territory achieved lower employment outcomes for Intensive Assistance compared to the national average.

Despite Tasmania's higher unemployment rate compared to the other States, the employment outcomes achieved in Tasmania under Job Matching and Job Search Training are marginally higher than the national average. Employment outcomes, however, for Intensive Assistance and Work for the Dole were lower in Tasmania compared to the national average.

Work for the Dole has particularly low outcomes in Hunter and North Coast, South Western Australia and Tasmania. In contrast outcomes were highest in Eastern Victoria and Adelaide.

Table 3.4: Regional labour market post assistance employment outcomes year to end September 2000¹

DEWRSB Region	Job Matching (%) ²	Job Search Training (%)	Intensive Assistance (%)	Work for the Dole (%)
Sydney	72.8	39.9	33.0	28.7
Hunter and North Coast	70.8	40.6	31.8	23.7
Illawarra and SE NSW	72.1	42.3	31.2	26.6
Western NSW	65.0	37.6	27.0	24.8
Riverina	75.0	47.1	31.9	24.0
New South Wales	71.1	40.5	31.9	26.2
Melbourne	69.4	38.5	34.0	29.2
Eastern Victoria	75.5	43.6	35.4	30.1
Western Victoria	65.6	44.6	38.3	24.9
Victoria	69.6	40.2	35.0	28.0
Brisbane	73.7	40.8	36.8	29.8
Southern Queensland	58.3	44.3	34.5	27.1
Central and Northern QLD	73.6	43.9	36.6	28.0
Queensland	70.6	41.9	36.3	29.0
Perth	65.6	39.1	37.2	27.5
South Western Australia	72.5	41.1	41.0	23.1
Greater Western Australia	67.5	42.6	33.8	29.2
Western Australia	67.3	39.6	37.3	27.1
Adelaide	62.9	38.6	33.2	30.7
South Australia Country	69.4	41.2	31.8	24.3
South Australia	65.3	39.3	32.9	28.9
Tasmania	70.9	40.7	33.4	22.5
Northern Territory	59.1	34.2	31.0	28.7
Australian Capital Territory	77.3	44.1	37.8	28.0
Australia	69.7	40.5	34.2	27.5

1. Post assistance employment outcomes relate to job seekers who ceased Intensive Assistance, Job Search Training or Work for the Dole between 1 July 1999 and 30 June 2000 and outcomes achieved by 30 September 2000. Employment outcomes include some indigenous job seekers who return to a Community Development Employment Projects (CDEP) after leaving labour market assistance. Outcomes for apprenticeships and traineeships are not included.
2. Includes Job Network Eligible job seekers who may be eligible for all Job Network services and Job Matching Only job seekers who are only eligible for Job Matching services.

Source: The Post Programme Monitoring Survey conducted 3 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.

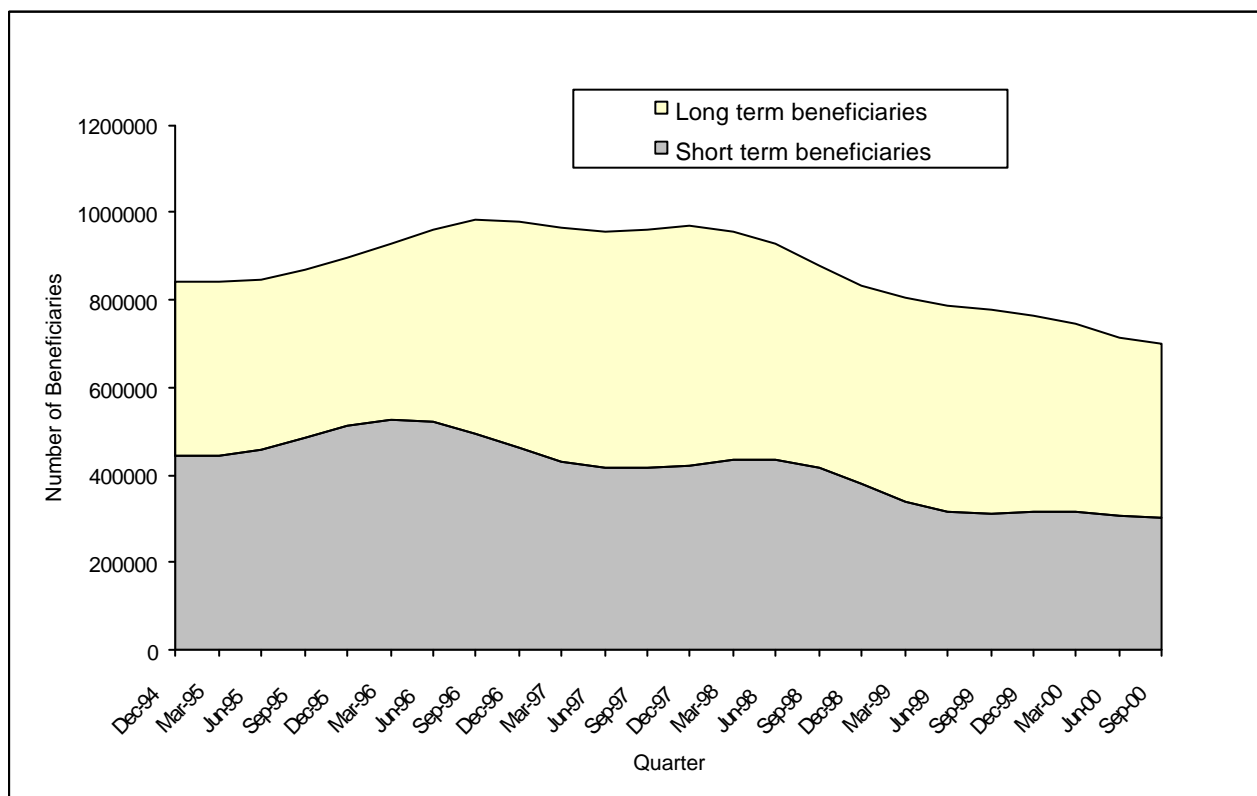
Figure 4.1 shows the changes over time in the number of short and long term income support recipients. Many long term recipients (in receipt of Newstart and Youth Allowance (Other) for 12 months or more) will have had a job at some time over the last 12 months. These job seekers are

reclassified as short term recipients only if they remain off benefits for 13 weeks or more.

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 full-time job that lasted for 2 weeks or more in the last year.

Data from the Department of Family and Community Services show that in the 12 months to the end of September 2000, the number of people in receipt of Newstart or Youth Allowance (Other) decreased by over 76,600 to around 637,300 job seekers. Long term recipients accounted for over 47,500 (or over 60%) of this decrease. Long term recipients decreased at a faster rate compared to short term recipients.

Figure 4.1: Number of Income Support Recipients¹



1. Data from DEWRSB administrative systems and is seasonally adjusted and smoothed. Figures quoted in the text are from the Department of Family and Community Services: "Labour Market and Related Payments a monthly profile, September 2000".

JOB SEEKER SATISFACTION WITH LABOUR MARKET ASSISTANCE

Article 1

SPECIAL ARTICLES

Special Articles are published on an ad-hoc basis. They are designed to provide analysis of specific issues not regularly covered in the Labour Market Assistance Outcomes report.

TECHNICAL NOTES

For more detailed information on PPM methodology and employment assistance, refer to the technical notes section on page 23.

POINTS OF INTEREST

- Overall satisfaction with programmes/services were high.
- Satisfaction levels were consistently high across programmes/services and equity groups.

OVERVIEW

Job seeker satisfaction with aspects of employment assistance programmes and services are measured as part of DEWRSB's Post Programme Monitoring (PPM) surveys. PPM surveys are used to assess the labour force status of programme participants three months after they leave assistance. These surveys

have been conducted since the late 1980s and provide a measure of employment, education and training outcomes and satisfaction with employment assistance services.

The data presented here are for those job seekers who left assistance in the year to end March 2000.

Satisfaction data in this paper have been compared with the Job Seeker Evaluation of Employment Services (Job Network Member) survey, which measures job seeker satisfaction with Job Network services. This suggests that data from both surveys are comparable at the broad levels.

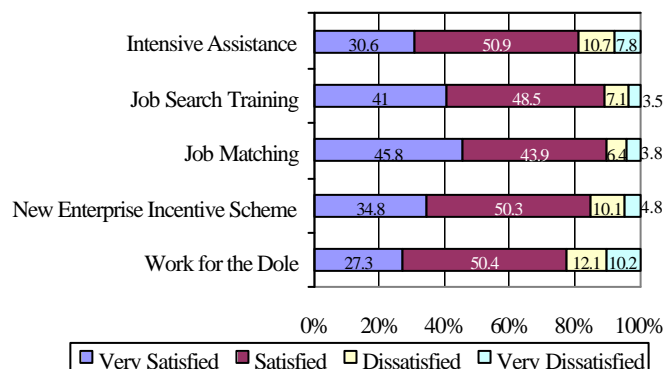
SATISFACTION WITH EMPLOYMENT SERVICES

Analysis of PPM satisfaction by different client groups indicates that satisfaction levels were consistently high across all programmes and services.

OVERALL SATISFACTION LEVELS

Figure 1 shows job seekers' level of satisfaction with the overall quality of assistance and service under employment assistance programmes. The results indicate that the great majority of job seekers (more than 78%) were satisfied or very satisfied (collectively referred to in this paper as the proportion that is 'satisfied') with the quality of assistance and service provided to them.

Figure 1. Job seekers' satisfaction with overall quality of assistance and service

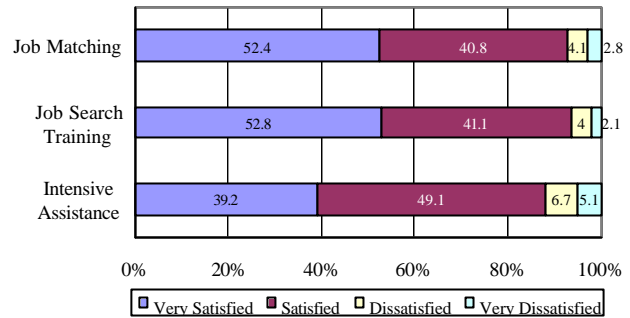


Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

PROFESSIONAL, HELPFUL STAFF

Figure 2 shows that over 93% of job seekers were satisfied with the assistance provided by their Job Network member in terms of providing professional, helpful staff who treated them with respect.

Figure 2. Job seekers' satisfaction with professional helpful staff who treated them with respect



Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

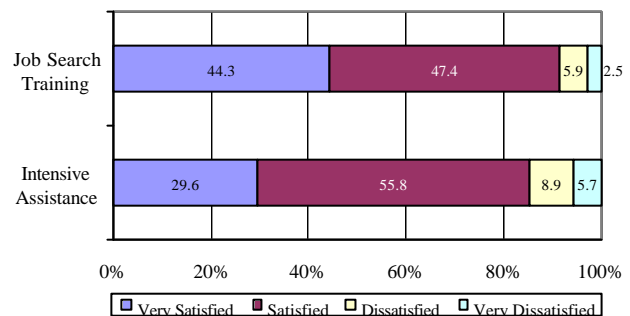
POINTS OF INTEREST

- Most job seekers were satisfied with:
 - ⇒ the professional, helpful nature of the Job Network members staff;
 - ⇒ access to facilities and equipment; and
 - ⇒ assistance tailored to meet individual needs.

ACCESS TO FACILITIES AND EQUIPMENT

Figure 3 shows job seekers' satisfaction with access to facilities and equipment provided by their Job Network member. Overall, Job Search Training participants appeared to be slightly more satisfied (92%) than their Intensive Assistance counterparts (85%). Some 44% of Job Search Training and 30% of Intensive Assistance participants were 'very satisfied' with access to facilities and equipment.

Figure 3. Job seekers' satisfaction with access to facilities and equipment

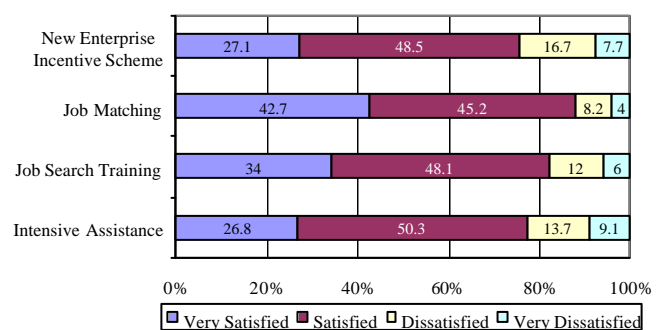


Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

TAILORED ASSISTANCE

Figure 4 illustrates the finding that over three-quarters of job seekers were satisfied with the assistance tailored to their individual needs. The high level of satisfaction among Job Matching participants (88%) is important as this programme specifically aims to match job seekers to suitable employment. Significantly, 80% of job seekers who received Job Matching services were satisfied with the actual job they obtained.

Figure 4. Job seekers' satisfaction with assistance tailored to their individual needs



Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

OTHER PROGRAMMES

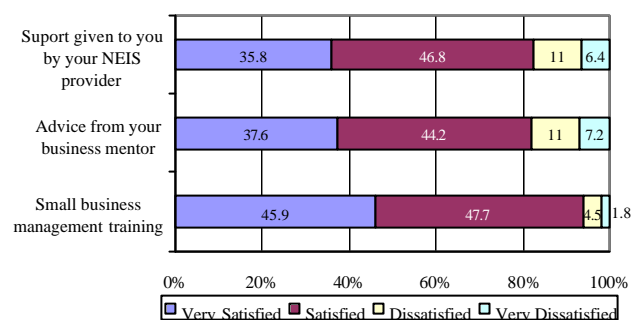
Due to the specific nature of labour market programmes and services, the same questions were not asked of all job seekers who had exited employment assistance.

Figures 5 and 6 show job seekers' satisfaction with aspects of the New Enterprise Incentive Scheme (NEIS) and Work for the Dole. These questions investigate issues specifically relevant to these programmes and provide a picture of the specific aspects of these services.

SATISFACTION WITH NEIS

Figure 5 shows that almost 95% of NEIS participants were satisfied with the small business management training they received. In addition, around 80% of participants indicated they were satisfied with the advice from their business mentor and the support given by their NEIS provider.

Figure 5. Job seekers' satisfaction with aspects of NEIS



Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

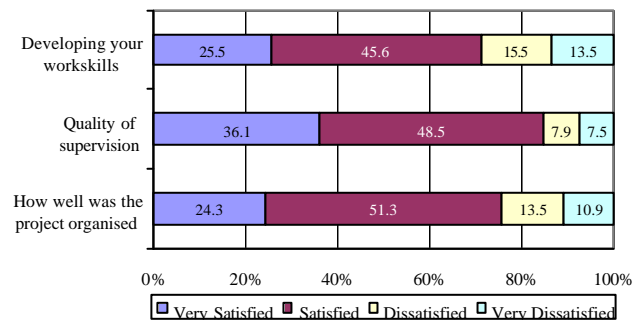
POINTS OF INTEREST

- Most job seekers were satisfied with all aspects of NEIS training.
- Most job seekers were satisfied with all aspects of the Work for the Dole project they participated in.

SATISFACTION WITH WORK FOR THE DOLE

Figure 6 shows that over three-quarters of job seekers who participated in a Work for the Dole project stated that they were satisfied with how well their project was organised (76%). Seventy-one percent of participants were satisfied with the extent to which their work skills were developed. Almost 85% of respondents were satisfied with the quality of supervision they received, reflecting positively upon Work for the Dole providers.

Figure 6. Job seekers' satisfaction with aspects of Work for the Dole



Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance.

Evaluation and Program Performance Branch Contacts

Robert Lipp (02) 6121 6046
 Michael Cameron (02) 6121 7420
 Shane Compton (02) 6121 6394

Email:
 michael.cameron@dewrsb.gov.au

SUMMARY

Overall findings show that the vast majority of job seekers indicated that they were satisfied with various aspects of the employment assistance that they participated in. This high level of satisfaction with employment assistance extends across all cli-

ent groups within programmes/services. These findings indicate employment assistance is meeting the expectations of the majority of job seekers in terms of service quality and assistance with finding work.

Technical Notes

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.

Post Programme Monitoring (PPM) surveys have been undertaken since 1987 and used to assess the employment and education status of former programme participants 3 months after they exit assistance. The PPM survey attempts a full enumeration of all former programme participants except in the case of Job Matching where a sample of around 10% of job placements are followed up. Job seekers who leave employment assistance and then proceed to another employment assistance place before selection in the PPM survey, are excluded from the survey. For monitoring purposes these job seekers are considered to be in further assistance.

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.

DEWRSB administrative systems record details of placements, commencements and paid outcomes for labour market assistance.

The PPM outcomes for Intensive Assistance are derived from two sources - DEWRSB administrative systems and the PPM survey. The administrative system provides information on the primary and secondary paid interim outcomes for job seekers 3 months after their placement into a job. The PPM survey provides the employment and training status of job seekers 3 months after they exited assistance without having achieved a paid interim outcome. The addition of the paid interim and PPM survey outcomes data for unpaid exits provides the labour force status for participants at the 3 month point in time and is comparable to measurements for other types of employment assistance.

Post Programme Monitoring Outcomes

PPM Measures of Outcomes

Table A below provides a summary of PPM Outcomes under current employment assistance (Job Network), mutual obligation arrangements (Work for the Dole) and a range of previous labour market programmes that operated in the mid-1990s (under the *Working Nation* banner). There are three measures of Outcomes rates:

- *employment* (the proportion of participants who achieved an employment outcome compared to all those who left assistance);
- *education and/or training* (the proportion of participants who achieved an education and/or training outcome compared to all those who left assistance); and
- *'positive' outcomes* (the proportion of participants who achieved an employment or education and training outcome compared to all those who left assistance).

Methodology for Measuring Outcomes Rates

In calculating PPM outcomes rates, a decision has to be made about the treatment of those participants who left the programme and went on to further assistance: whether they are included or excluded from the measure of outcomes:

- under past PPM methodology, this group was *excluded* from the measure. It is evident, however, that this resulted in higher outcomes rates when there was a high rate of churning between programmes (as reflected in the figures for "Further Assistance" in the Table);
- an improved methodology has been adopted that *includes* all participants who went on to further assistance. This provides a more comprehensive picture of what has happened to all participants in programmes.
 - this methodology is consistent with how the *cost per employment outcome* from programmes has always been measured in the Department's evaluations of labour market programmes.

Measures provided under the new methodology are set out in the final three right-hand columns of Table A. The previous estimates, based on the old method, are in the left-hand columns for comparative purposes only.

Table A: PPM Outcomes (3 months) (%): Old and New Methods

	<i>Old Method</i>				<i>New Method</i>		
	Employment outcomes	Education & Training Outcomes	Positive Outcomes ¹	Further Assistance	Employment outcomes	Education & Training Outcomes	Positive Outcomes ²
Job Network³							
Job Search Training	40.0	13.2	48.9	5.3	37.9	12.5	46.3
Intensive Assistance	35.9	7.9	42.4	2.6	35.0	7.7	41.3
NEIS	81.8	8.9	84.1	0.0	81.8	8.9	84.1
IEP							
STEP	67.3	22.4	72.4	6.4	63.0	22.8	67.8
Wage Assistance	57.3	13.4	61.0	6.1	53.8	12.6	57.3
Work for the Dole⁴	32.9	13.3	42.8	16.6	27.4	11.1	35.7
Working Nation⁵							
Job Clubs	36.4	10.8	43.8	31.7	24.9	7.4	29.9
Working Nation⁶							
Job Skills	35.1	12.4	44.3	22.0	27.4	9.7	34.6
JobTrain	31.9	8.9	37.8	11.7	28.1	7.8	33.4
JobStart	33.7	12.3	42.7	30.0	23.6	8.6	29.9
LEAP	52.8	6.4	56.3	8.5	48.3	5.9	51.5
New Work Opportunities	25.8	10.3	33.7	13.1	22.4	8.9	29.3
SkillShare	21.0	5.2	24.8	14.8	17.9	4.4	21.1
Special Intervention	36.9	14.0	47.0	17.8	30.3	11.5	38.6
	21.4	20.7	39.4	38.7	13.1	12.7	24.2

1. The proportion of participants that achieved an employment and/or education/ training outcome *excluding* those who went onto further assistance.
2. The proportion of participants that achieved an employment and/or education/ training outcome *including* those who went onto further assistance.
3. Outcomes for those who left the programme between 1 April 1999 and 31 March 2000 and outcomes achieved by 30 June 2000.
4. Work for the Dole outcomes are for those who left projects (excluding pilot projects) to end December 1999.
5. This relates to the Working Nation programme, Job Clubs, which is similar to Job Search Training: outcomes for 1995-96 financial year.
6. Working Nation programmes replaced by Intensive Assistance: outcomes are for 1995-96 financial year. The results show the weighted average for the seven programmes and for each programme

Source: The Post Programme Monitoring Survey conducted 3 months after job seekers cease assistance and DEWRSB administrative systems.

Labour Market Assistance

Intensive Assistance: provides individually tailored assistance for up to two years to eligible job seekers who are more disadvantaged in the labour market, to prepare for, and obtain, sustainable employment. The level of funding is based on the job seekers' level of disadvantage. Under the first contract period there were three funding levels, 3.1, 3.2 and 3.3 with the latter category experiencing higher levels of disadvantage compared to other funding levels. Under the second contract period there are two funding levels, A and B. Funding levels 3.2 and 3.3 have been combined to form funding level B.

Job seekers who transferred to a new provider as a result of the second contract period are treated as a new commencement but as the job seekers period of assistance has not been completed, they are not considered to have exited from assistance for the purposes of estimating labour market assistance outcomes.

Job Search Training: provides training for 3 weeks in job search techniques (such as résumé preparation, interview techniques and presentation skills) to give unemployed people the skills and confidence to seek and obtain employment.

Job Matching: delivers labour exchange services to job seekers including canvassing for jobs and matching and placing suitable unemployed people to these jobs, as well as preparing résumés for job seekers.

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

Work for the Dole: provides assistance for job seekers to develop work habits, generic work skills and gain work experience by participating in community projects and activities, usually over a 26 week period.

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 at least 5 jobs, generally involving accredited training, usually a traineeship, to participants for a minimum period of 12 months.

Community Support Programme: helps disadvantaged job seekers access counselling, stable accommodation, alcohol or drug rehabilitation and other activities addressing significant needs. Participation is voluntary and assistance can be for up to two years.

Return to Work Programme: helps job seekers, who have been absent for 2 years or more due to unpaid caring responsibilities, increase their skills and confidence so they can re-enter the work force.

Self-Employment Development Scheme (SEDS): allows job seekers to undertake approved activities for a period of up to 12 months in total to develop self-employment opportunities. The business viability is assessed by a NEIS Managing agent and approved by Centrelink.

Definitions

Australian Job Search: Lists all vacancies notified to the Job Network and provides information on Job Network members. Is available in Centrelink and Job Network member offices and the DEWRSB Internet site.

Community Development Employment Projects (CDEP): administered by the Aboriginal and Torres Strait Islander Commission - a scheme generally providing opportunities for part time work paid at the equivalent of unemployment benefit to residents of indigenous communities in remote locations.

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

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

Further Assistance: includes job seekers who proceed to another DEWRSB or DETYA funded employment assistance within 3 months exiting other employment assistance. It includes commencements in Job Search Training, Intensive Assistance, New Apprenticeships, NEIS, Work for the Dole, Green Corps, Advanced English for Migrants Programme (AEMP) and IEP - STEP and IEP - Wage Assistance. Job Matching is not regarded as 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 (YA).

Job Matching Only (JMO): Job seekers, irrespective of income support who are eligible for Job Matching Only services but not eligible for other Job Network services. JMOs can renew their registration as unemployed every three months with either Centrelink or Job Network members.

Job Matching placements: include placements provided under Job Matching and job placements under Intensive Assistance.

Job Network Eligible (JNE): Job seekers who are receiving income support payments, and young people not in full-time study irrespective of income support. CDEP participants are eligible for Job Matching services. These people may be eligible for other Job Network services, subject to eligibility requirements.

Long term beneficiaries: Job seekers who have been registered with Centrelink as unemployed for 12 months or more and receiving income support.

NESB: migrants from a Non-English-speaking background.

Outcomes qualifying for a claim for payment: Intensive Assistance or case management outcomes where the conditions for a claim for a paid outcome have been met. An actual claim may or may not have been made. This has not been included in this report.

Placed, awaiting an outcome: Placement of an Intensive Assistance job seeker in employment or study but where the 13 week paid outcome mark has yet to be reached. This has not been included in this report.

Paid Interim Outcomes: Intensive Assistance outcomes where a claim for payment has been approved after placement of a job seeker in employment or study for 13 weeks. This has not been included in this report.

Paid Final Outcomes: Intensive Assistance outcomes where a claim for payment has been approved after placement of a job seeker in employment or study for 26 weeks. This has not been included in this report.

Post Assistance Income Support Outcomes: relate to the income support status of former participants three months after leaving assistance. A successful outcome represents cases where former participants are no longer receiving income support. These outcomes only apply where job seekers were receiving income support at the start of their assistance.

Short Term Beneficiaries: are job seekers who have been registered with Centrelink as unemployed for less than 12 months and in receipt of income support.

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

Unpaid exits: Exits from Intensive Assistance that do not involve a paid outcome.

Very Long Term Beneficiaries: are job seekers who have been registered with Centrelink as unemployed and in receipt of income support for 24 months or more unless otherwise stated.

Regional Coverage

Regions used in this report are based on the 19 tender regions for the second Job Network contract period.

DEWRSB labour market regions

