



**Australian Government**

**Department of Employment and  
Workplace Relations**

# **Labour Market and Related Payments**

a monthly profile

April 2005

# LABOUR MARKET AND RELATED PAYMENTS a monthly profile

**Note:** The Australian Bureau of Statistics (ABS) produces the official unemployment statistics. The figures contained in this publication are different from the ABS unemployment figures as the ABS and Department of Employment and Workplace Relations (DEWR) use different definitions to identify the unemployed and different methods of counting (see the Appendix for more information).

This publication was produced in the past by Family and Community Services (FaCS) and since October 2004 by DEWR

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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 largely on behalf of the Department of Employment and Workplace Relations (DEWR). After the Machinery of Government (MOG) changes announced in October 2004 the responsibility for Newstart Allowance (NSA), Youth Allowance (other) (YA(O)), Mature Age Allowance (MAA), Partner Allowance (PA) and Widow Allowance (WA) was transferred to DEWR and responsibility for Youth Allowance (full-time students) (YA(FTS)) was transferred to Department of Education, Science and Training (DEST). This publication covers NSA and YA in some detail and, to a lesser extent MAA, PA and WA.

Table 1 provides information on the total number of NSA and YA recipients. The YA population is broken down into YA(FTS) and YA(O) categories. The total number of MAA, PA and WA recipients are also provided in this table.

Tables 2 and 3 show the derivation of the NSA and YA(O) 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 24 June 2005.

## STATISTICAL HIGHLIGHTS - April 2005

### Between April 2004 and April 2005:

Total Newstart Allowance (NSA) customers and Youth Allowance (other) (YA(O)) customers **decreased by 4.8%** overall from 610,111 to 581,052

{ by 4.6% for NSA from 524,504 to 500,391 and

{ 5.8% for YA(O) from 85,607 to 80,661.

The number of jobseekers **decreased by 9.5%** overall from 432,306 to 391,353

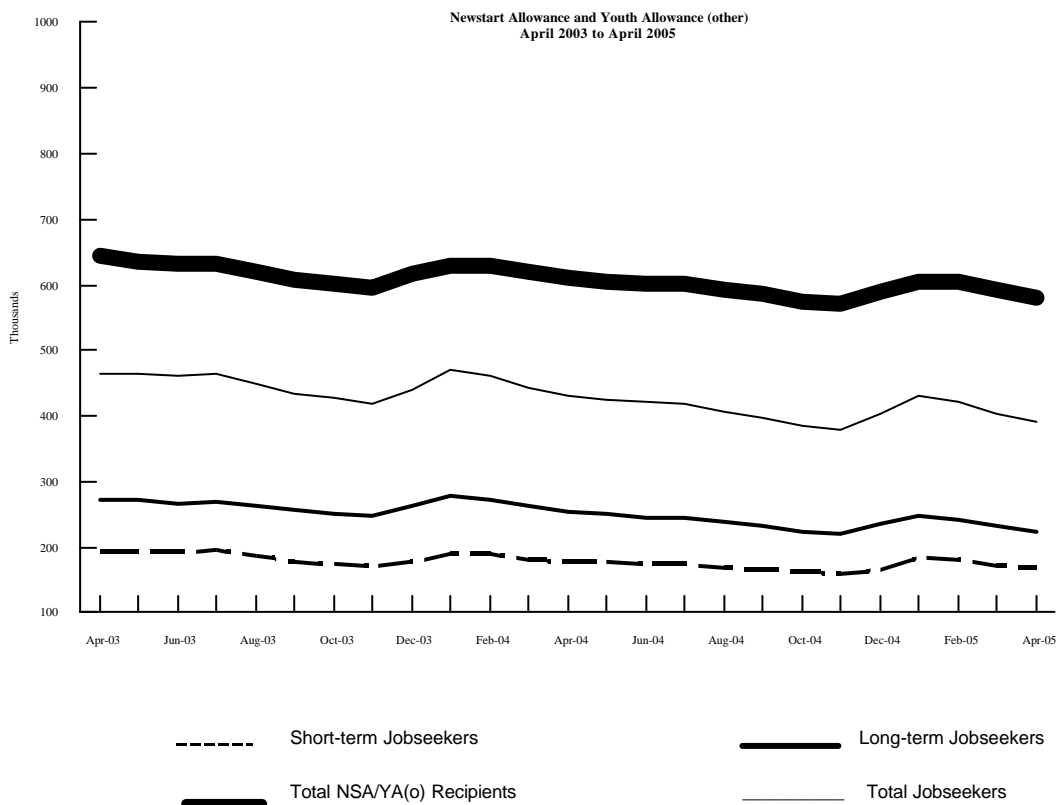
{ by 9.8% for NSA from 362,344 to 326,939 and

{ 7.9% for YA(O) customers from 69,962 to 64,414.

Long-term jobseekers decreased by 12.5% from 255,059 to 223,258.

Short-term jobseekers decreased by 5.2% from 177,247 to 168,095.

Long-term clients have been on income support for 12 months or more and can be without 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	..	..	..	..	..
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
April 2004	318,836	524,504	286,058	85,607	35,507	95,817	45,840
May 2004	316,092	520,434	292,511	84,534	34,314	93,843	45,816
June 2004	313,883	517,895	296,560	84,841	33,310	92,058	45,781
July 2004	313,274	515,686	290,210	85,357	32,175	90,056	45,644
August 2004	311,282	511,799	297,594	81,939	31,046	88,133	45,544
September 2004	308,214	506,457	300,177	80,129	30,055	86,495	45,531
October 2004	304,351	499,388	294,394	76,376	28,921	84,565	45,438
November 2004	301,742	494,289	287,438	76,497	27,844	82,782	45,369
December 2004	306,022	502,350	245,322	87,732	26,820	81,078	45,282
January 2005	309,214	514,579	235,537	89,453	25,770	79,482	45,206
February 2005	307,987	516,730	245,621	87,258	24,864	78,040	45,173
March 2005	304,783	509,892	263,308	83,604	23,918	76,588	45,100
April 2005	299,698	500,391	274,240	80,661	22,935	75,014	45,009
<i>Variation March 2005 - April 2005</i>							
Number	-5,085	-9,501	10,932	-2,943	-983	-1,574	-91
Per cent	-1.7	-1.9	4.2	-3.5	-4.1	-2.1	-0.2

(a) This table presents data using the revised method of measuring the number of people receiving labour market payments introduced by FaCS 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.

(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**

	March 2005	April			Variation March - April	
		Males	Females	Persons	Number	Per cent
<b>Short-term NSA Customers</b>	<b>205,109</b>	<b>135,251</b>	<b>65,442</b>	<b>200,693</b>	<b>-4,416</b>	<b>-2.2</b>
CPS recipients (a)	2,939	2,287	724	3,011	72	2.4
Did not receive a payment (b)	13,707	7,728	4,736	12,464	-1,243	-9.1
Received a payment	188,463	125,236	59,982	185,218	-3,245	-1.7
Incapacitated (c)	20,699	12,879	7,608	20,487	-212	-1.0
Training	9,421	6,125	3,591	9,716	295	3.1
Self-employment development (d)	473	361	189	550	77	16.3
Voluntary/part-time work (e)	3,067	1,440	1,634	3,074	7	0.2
Other/temporary exemptions (f)	12,973	7,740	5,421	13,161	188	1.4
<b>Short-term NSA Jobseekers (g)</b>	<b>141,830</b>	<b>96,691</b>	<b>41,539</b>	<b>138,230</b>	<b>-3,600</b>	<b>-2.5</b>
<b>Long-term NSA Customers</b>	<b>304,783</b>	<b>193,948</b>	<b>105,750</b>	<b>299,698</b>	<b>-5,085</b>	<b>-1.7</b>
CPS recipients (a)	7,319	5,199	2,194	7,393	74	1.0
Did not receive a payment (b)	13,713	7,304	4,977	12,281	-1,432	-10.4
Received a payment	283,751	181,445	98,579	280,024	-3,727	-1.3
Incapacitated (c)	29,011	17,343	11,534	28,877	-134	-0.5
Training	31,445	20,430	12,424	32,854	1,409	4.5
Self-employment development (d)	233	183	129	312	79	33.9
Voluntary/part-time work (e)	8,199	5,291	3,291	8,582	383	4.7
Other/temporary exemptions (f)	20,646	12,388	8,302	20,690	44	0.2
<b>Long-term NSA Jobseekers (g)</b>	<b>194,217</b>	<b>125,810</b>	<b>62,899</b>	<b>188,709</b>	<b>-5,508</b>	<b>-2.8</b>
<b>All NSA Customers</b>	<b>509,892</b>	<b>329,199</b>	<b>171,192</b>	<b>500,391</b>	<b>-9,501</b>	<b>-1.9</b>
CPS recipients (a)	10,258	7,486	2,918	10,404	146	1.4
Did not receive a payment (b)	27,420	15,032	9,713	24,745	-2,675	-9.8
Received a payment	472,214	306,681	158,561	465,242	-6,972	-1.5
Incapacitated (c)	49,710	30,222	19,142	49,364	-346	-0.7
Training	40,866	26,555	16,015	42,570	1,704	4.2
Self-employment development (d)	706	544	318	862	156	22.1
Voluntary/part-time work (e)	11,266	6,731	4,925	11,656	390	3.5
Other/temporary exemptions (f)	33,619	20,128	13,723	33,851	232	0.7
<b>All NSA Jobseekers (g)</b>	<b>336,047</b>	<b>222,501</b>	<b>104,438</b>	<b>326,939</b>	<b>-9,108</b>	<b>-2.7</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 JOBSSEEKER POPULATION**

	March 2005	April			Variation March - April	
		Males	Females	Persons	Number	Per cent
<b>Short-term YA (other) Customers</b>	<b>38,065</b>	<b>20,187</b>	<b>17,442</b>	<b>37,629</b>	<b>-436</b>	<b>-1.1</b>
CPS recipients (a)	1,549	1,057	659	1,716	167	10.8
Did not receive a payment (b)	988	433	540	973	-15	-1.5
Received a payment	35,528	18,697	16,243	34,940	-588	-1.7
Part-time study & work (c)	2	0	0	0	-2	-100.0
Part-time study & other YA activities (c)	50	24	39	63	13	26.0
Incapacitated (e)	1,965	913	1,024	1,937	-28	-1.4
Training	1,190	731	479	1,210	20	1.7
Self-employment development (e)	17	9	8	17	0	0.0
Full-time voluntary work	2	0	1	1	-1	-50.0
Other non-jobseekers (e)	1,878	865	982	1,847	-31	-1.7
<b>Short-term YA (other) Jobseekers (d)</b>	<b>30,424</b>	<b>16,155</b>	<b>13,710</b>	<b>29,865</b>	<b>-559</b>	<b>-1.8</b>
<b>Long-term YA (other) Customers</b>	<b>45,539</b>	<b>20,255</b>	<b>22,777</b>	<b>43,032</b>	<b>-2,507</b>	<b>-5.5</b>
CPS recipients (a)	1,085	658	408	1,066	-19	-1.8
Did not receive a payment (b)	1,579	632	945	1,577	-2	-0.1
Received a payment	42,875	18,965	21,424	40,389	-2,486	-5.8
Part-time study & work (c)	0	0	0	0	0	0.0
Part-time study & other YA activities (c)	73	28	53	81	8	11.0
Incapacitated (e)	1,662	611	1,069	1,680	18	1.1
Training	2,357	1,229	1,207	2,436	79	3.4
Self-employment development (e)	7	7	5	12	5	71.4
Full-time voluntary work	14	3	8	11	-3	-21.4
Other non-jobseekers (e)	1,643	684	936	1,620	-23	-1.4
<b>Long-term YA (other) Jobseekers (f)</b>	<b>37,119</b>	<b>16,403</b>	<b>18,146</b>	<b>34,549</b>	<b>-2,570</b>	<b>-6.9</b>
<b>All YA (other) Customers</b>	<b>83,604</b>	<b>40,442</b>	<b>40,219</b>	<b>80,661</b>	<b>-2,943</b>	<b>-3.5</b>
CPS recipients (a)	2,634	1,715	1,067	2,782	148	5.6
Did not receive a payment (b)	2,567	1,065	1,485	2,550	-17	-0.7
Received a payment	78,403	37,662	37,667	75,329	-3,074	-3.9
Part-time study & work (c)	2	0	0	0	-2	-100.0
Part-time study & other YA activities (c)	123	52	92	144	21	17.1
Incapacitated (e)	3,627	1,524	2,093	3,617	-10	-0.3
Training	3,547	1,960	1,686	3,646	99	2.8
Self-employment development (e)	24	16	13	29	5	20.8
Full-time voluntary work	16	3	9	12	-4	-25.0
Other non-jobseekers (e)	3,521	1,549	1,918	3,467	-54	-1.5
<b>All YA (other) Jobseekers (f)</b>	<b>67,543</b>	<b>32,558</b>	<b>31,856</b>	<b>64,414</b>	<b>-3,129</b>	<b>-4.6</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
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
April 2004	177,247	255,059	432,306
May 2004	176,366	249,705	426,071
June 2004	176,087	244,647	420,734
July 2004	175,344	244,846	420,190
August 2004	169,186	237,526	406,712
September 2004	165,156	231,221	396,377
October 2004	161,169	224,985	386,154
November 2004	157,970	220,919	378,889
December 2004	165,824	236,981	402,805
January 2005	182,718	248,933	431,651
February 2005	180,830	241,737	422,567
March 2005	172,254	231,336	403,590
April 2005	168,095	223,258	391,353
<i>Variation March 2005 - April 2005</i>			
<i>Number</i>	-4,159	-8,078	-12,237
<i>Per cent</i>	-2.4	-3.5	-3.0

(a) This table presents data using the revised method of measuring the number of people receiving labour market payment introduced by FaCS 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>	March 2005	April 2005	Variation March - April	
			Number	Per cent
<b>SHORT-TERM JOBSEEKERS</b>				
New South Wales	55,549	54,761	-788	-1.4
Victoria	40,798	39,865	-933	-2.3
Queensland	38,605	37,623	-982	-2.5
South Australia	13,510	13,156	-354	-2.6
Western Australia	15,652	14,848	-804	-5.1
Tasmania	4,369	4,233	-136	-3.1
Northern Territory	2,003	1,895	-108	-5.4
Australian Capital Territory	1,768	1,714	-54	-3.1
<b>AUSTRALIA</b>	<b>172,254</b>	<b>168,095</b>	<b>-4,159</b>	<b>-2.4</b>
<b>LONG-TERM JOBSEEKERS</b>				
New South Wales	77,181	74,928	-2,253	-2.9
Victoria	57,892	55,925	-1,967	-3.4
Queensland	42,065	40,340	-1,725	-4.1
South Australia	20,109	19,477	-632	-3.1
Western Australia	18,363	17,448	-915	-5.0
Tasmania	10,241	9,872	-369	-3.6
Northern Territory	3,144	3,077	-67	-2.1
Australian Capital Territory	2,341	2,191	-150	-6.4
<b>AUSTRALIA</b>	<b>231,336</b>	<b>223,258</b>	<b>-8,078</b>	<b>-3.5</b>
<b>TOTAL JOBSEEKERS</b>				
New South Wales	132,730	129,689	-3,041	-2.3
Victoria	98,690	95,790	-2,900	-2.9
Queensland	80,670	77,963	-2,707	-3.4
South Australia	33,619	32,633	-986	-2.9
Western Australia	34,015	32,296	-1,719	-5.1
Tasmania	14,610	14,105	-505	-3.5
Northern Territory	5,147	4,972	-175	-3.4
Australian Capital Territory	4,109	3,905	-204	-5.0
<b>AUSTRALIA</b>	<b>403,590</b>	<b>391,353</b>	<b>-12,237</b>	<b>-3.0</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 (APRIL 2005)**

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	4,592	4.1	2,845	2.0	7,437	2.9
18 - 20 years	11,560	10.2	13,552	9.5	25,112	9.8
21 - 24 years	20,981	18.6	19,216	13.5	40,197	15.8
25 - 29 years	18,652	16.5	19,608	13.8	38,260	15.0
30 - 39 years	26,577	23.6	31,473	22.1	58,050	22.8
40 - 49 years	15,866	14.1	26,615	18.7	42,481	16.7
50 - 59 years	10,944	9.7	22,673	15.9	33,617	13.2
60 years and over	3,674	3.3	6,232	4.4	9,906	3.9
<b>TOTAL</b>	<b>112,846</b>	<b>100.0</b>	<b>142,214</b>	<b>100.0</b>	<b>255,060</b>	<b>100.0</b>
<b>FEMALES</b>						
Less than 18 years	4,503	8.2	3,471	4.3	7,974	5.9
18 - 20 years	9,204	16.7	14,673	18.1	23,877	17.5
21 - 24 years	11,756	21.3	13,426	16.6	25,182	18.5
25 - 29 years	6,827	12.4	8,154	10.1	14,981	11.0
30 - 39 years	6,765	12.2	10,704	13.2	17,469	12.8
40 - 49 years	7,350	13.3	17,138	21.1	24,488	18.0
50 - 59 years	7,512	13.6	11,952	14.7	19,464	14.3
60 years and over	1,332	2.4	1,526	1.9	2,858	2.1
<b>TOTAL</b>	<b>55,249</b>	<b>100.0</b>	<b>81,044</b>	<b>100.0</b>	<b>136,293</b>	<b>100.0</b>
<b>PERSONS</b>						
Less than 18 years	9,095	5.4	6,316	2.8	15,411	3.9
18 - 20 years	20,764	12.4	28,225	12.6	48,989	12.5
21 - 24 years	32,737	19.5	32,642	14.6	65,379	16.7
25 - 29 years	25,479	15.2	27,762	12.4	53,241	13.6
30 - 39 years	33,342	19.8	42,177	18.9	75,519	19.3
40 - 49 years	23,216	13.8	43,753	19.6	66,969	17.1
50 - 59 years	18,456	11.0	34,625	15.5	53,081	13.6
60 years and over	5,006	3.0	7,758	3.5	12,764	3.3
<b>TOTAL</b>	<b>168,095</b>	<b>100.0</b>	<b>223,258</b>	<b>100.0</b>	<b>391,353</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>	March 2005	April 2005	Variation March - April	
			Number	Per cent
<i>EAST COAST (SYDNEY)</i>				
Bondi Junction	1,457	1,353	-104	-7.1
Chatswood	1,139	1,117	-22	-1.9
Darlinghurst	1,919	1,807	-112	-5.8
Darlinghurst YSU	31	27	-4	%
Hornsby	970	901	-69	-7.1
Leichhardt	1,575	1,475	-100	-6.3
Maroubra	1,362	1,258	-104	-7.6
Marrickville	1,627	1,517	-110	-6.8
Northern Beaches	1,264	1,167	-97	-7.7
Sydney Central YSU	0	0	0	%
Other (a)	18	12	-6	%
<i>Total</i>	11,362	10,634	-728	-6.4
<i>EAST COAST (WOLLONGONG)</i>				
Caringbah	1,436	1,418	-18	-1.3
Corrimal	1,424	1,344	-80	-5.6
Dapto	1,163	1,151	-12	-1.0
Hurstville	1,399	1,376	-23	-1.6
Nowra	2,023	2,020	-3	-0.1
Redfern	1,471	1,399	-72	-4.9
Rockdale	1,573	1,517	-56	-3.6
Shellharbour	1,605	1,577	-28	-1.7
Sutherland	31	36	5	%
Ulladulla	530	508	-22	-4.2
Wollongong	1,956	1,870	-86	-4.4
Other (a)	61	52	-9	%
<i>Total</i>	14,672	14,268	-404	-2.8

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>	March 2005	April 2005	Variation March - April	
			Number	Per cent
<i>HUNTER NSW</i>				
Armidale	1,310	1,262	-48	-3.7
Cessnock	982	994	12	1.2
Charlestown	2,732	2,621	-111	-4.1
Ettalong	1,156	1,156	0	0.0
Forster	851	859	8	0.9
Gosford	1,958	1,899	-59	-3.0
Gunnedah	486	469	-17	-3.5
Inverell	692	677	-15	-2.2
Kempsey	1,312	1,310	-2	-0.2
Kurri Kurri	578	588	10	1.7
Lakehaven	1,830	1,840	10	0.5
Maitland	1,804	1,762	-42	-2.3
Mayfield	1,224	1,155	-69	-5.6
Muswellbrook	654	627	-27	-4.1
Nambucca Heads	1,137	1,124	-13	-1.1
Nelson Bay	565	589	24	4.2
Newcastle	1,912	1,843	-69	-3.6
Port Macquarie	1,844	1,848	4	0.2
Raymond Terrace	1,012	1,023	11	1.1
Singleton	329	320	-9	-2.7
Tamworth	1,870	1,800	-70	-3.7
Taree	1,802	1,783	-19	-1.1
The Entrance	1,191	1,177	-14	-1.2
Toronto	1,244	1,226	-18	-1.4
Tuggerah	0	0	0	%
Wallsend	1,886	1,862	-24	-1.3
Wyong	616	598	-18	-2.9
Other (a)	72	65	-7	%
<i>Total</i>	33,049	32,477	-572	-1.7

**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>	March 2005	April 2005	Variation	
			March - April Number	Per cent
<i>SOUTH METROPOLITAN NSW</i>				
Ashfield	20	17	-3	%
Bankstown	3,825	3,729	-96	-2.5
Cabramatta	2,173	2,124	-49	-2.3
Camden	501	481	-20	-4.0
Campbelltown	2,484	2,452	-32	-1.3
Campsie	2,093	2,127	34	1.6
Fairfield	3,959	3,961	2	0.1
Ingleburn	1,084	1,101	17	1.6
Lakemba	20	20	0	%
Liverpool	3,987	3,992	5	0.1
Revesby	5	5	0	%
Strathfield	1,557	1,530	-27	-1.7
Other (a)	5	5	0	%
<i>Total</i>	21,713	21,544	-169	-0.8
<i>WEST NSW</i>				
Auburn	2,156	2,090	-66	-3.1
Baulkham Hills	702	704	2	0.3
Blacktown	3,040	3,027	-13	-0.4
Hawkesbury	834	834	0	0.0
Katoomba	689	662	-27	-3.9
Lithgow	725	700	-25	-3.4
Merrylands	1,821	1,812	-9	-0.5
Mt Druitt	2,440	2,368	-72	-3.0
Mudgee	732	713	-19	-2.6
Parramatta	2,058	1,982	-76	-3.7
Penrith	1,698	1,661	-37	-2.2
Ryde	1,149	1,117	-32	-2.8
Springwood	385	376	-9	-2.3
St Marys	1,713	1,652	-61	-3.6
Other (a)	22	19	-3	%
<i>Total</i>	20,164	19,717	-447	-2.2

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>	March	April	Variation	
	2005	2005	March - April Number	Per cent
<i>SOUTH WEST NSW</i>				
Albury	2,275	2,234	-41	-1.8
Batemans Bay	781	791	10	1.3
Bathurst	879	840	-39	-4.4
Bega	704	695	-9	-1.3
Belconnen	1,266	1,244	-22	-1.7
Bourke	461	459	-2	-0.4
Bowral	475	469	-6	-1.3
Braddon	1,117	1,072	-45	-4.0
Cooma	331	317	-14	-4.2
Cowra	432	436	4	0.9
Deniliquin	295	271	-24	-8.1
Dubbo	1,879	1,823	-56	-3.0
Goulburn	702	683	-19	-2.7
Griffith	528	491	-37	-7.0
Gungahlin	107	97	-10	-9.3
Lanyon	51	54	3	%
Leeton	324	325	1	0.3
Narooma	380	369	-11	-2.9
Orange	1,041	1,028	-13	-1.2
Parkes	987	963	-24	-2.4
Queanbeyan	617	630	13	2.1
Tuggeranong	881	808	-73	-8.3
Tumut	321	344	23	7.2
Wagga	1,691	1,678	-13	-0.8
Woden	675	624	-51	-7.6
Yass	110	104	-6	-5.5
Young	458	461	3	0.7
Other (a)	19	16	-3	%
<i>Total</i>	19,787	19,326	-461	-2.3

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>	March	April	Variation	
	2005	2005	March - April Number	Per cent
<i>NORTH-CENTRAL VICTORIA</i>				
Box Hill	2,040	2,024	-16	-0.8
Broadmeadows	3,654	3,526	-128	-3.5
Darebin	3,639	3,499	-140	-3.8
Echuca	527	502	-25	-4.7
Epping	2,321	2,228	-93	-4.0
Fitzroy	1,937	1,831	-106	-5.5
Greensborough	1,535	1,472	-63	-4.1
Heidelberg	899	759	-140	-15.6
Lilydale	1,539	1,492	-47	-3.1
Moreland	3,058	2,990	-68	-2.2
Newmarket	1,786	1,716	-70	-3.9
Richmond	1,049	1,021	-28	-2.7
Ringwood	1,924	1,910	-14	-0.7
Seymour	659	637	-22	-3.3
Shepparton	2,215	2,177	-38	-1.7
Sth Melbourne	1,010	949	-61	-6.0
Wangaratta	1,809	1,739	-70	-3.9
Windsor (VIC)	3,502	3,314	-188	-5.4
Other (a)	20	13	-7	%
<i>Total</i>	35,123	33,799	-1,324	-3.8

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>	March	April	Variation	
	2005	2005	March - April Number	Per cent
<i>SOUTH-EAST VICTORIA</i>				
Bairnsdale	856	833	-23	-2.7
Belgrave*	605	584	-21	-3.5
Camberwell	1,210	1,133	-77	-6.4
Cheltenham	2,138	2,099	-39	-1.8
Cranbourne	1,304	1,320	16	1.2
Dandenong	2,776	2,720	-56	-2.0
Fountain Gate	2,228	2,173	-55	-2.5
Frankston	3,529	3,478	-51	-1.4
Glen Waverley	1,268	1,243	-25	-2.0
Leongatha	2	2	0	%
Mornington	587	581	-6	-1.0
Morwell	2,806	2,695	-111	-4.0
Oakleigh	1,993	1,982	-11	-0.6
Rosebud	1,029	995	-34	-3.3
Rowville	457	428	-29	-6.3
Sale	968	938	-30	-3.1
Springvale	2,521	2,454	-67	-2.7
Wantirna*	1,405	1,362	-43	-3.1
Warragul	461	428	-33	-7.2
Wonthaggi	623	605	-18	-2.9
Other (a)	8	8	0	%
<i>Total</i>	28,774	28,061	-713	-2.5

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>	March	April	Variation	
	2005	2005	March - April Number	Per cent
<i>WEST VICTORIA</i>				
Ararat	315	318	3	1.0
Ballarat	3,178	2,991	-187	-5.9
Bendigo	3,413	3,357	-56	-1.6
Colac	513	497	-16	-3.1
Corio	1,873	1,794	-79	-4.2
Essendon (Airport West)	1,583	1,521	-62	-3.9
Footscray	2,015	1,964	-51	-2.5
Geelong	3,572	3,533	-39	-1.1
Hamilton	352	346	-6	-1.7
Horsham	828	798	-30	-3.6
Maryborough (VIC)	554	526	-28	-5.1
Melton	1,200	1,149	-51	-4.3
Mildura	1,775	1,787	12	0.7
Newport	1,240	1,191	-49	-4.0
Portland	522	495	-27	-5.2
Stawell	185	190	5	2.7
Sunbury	780	740	-40	-5.1
Sunshine	2,840	2,741	-99	-3.5
Swan Hill	869	853	-16	-1.8
Warrnambool	973	934	-39	-4.0
Watergardens	3,447	3,488	41	1.2
Werribee	2,498	2,469	-29	-1.2
Other (a)	16	14	-2	%
<i>Total</i>	34,541	33,696	-845	-2.4

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>	March	April	Variation	
	2005	2005	March - April Number	Per cent
<i>BRISBANE</i>				
Annerley	935	878	-57	-6.1
Bundaberg	3,219	3,145	-74	-2.3
Caboolture	2,485	2,413	-72	-2.9
Caloundra	1,417	1,437	20	1.4
Capalaba	772	747	-25	-3.2
Chermside	1,034	1,013	-21	-2.0
Cleveland	826	797	-29	-3.5
Fortitude Valley	1,856	1,769	-87	-4.7
Gympie	1,318	1,300	-18	-1.4
Hervey Bay	1,302	1,284	-18	-1.4
Kawana Waters	613	623	10	1.6
Kingaroy	831	780	-51	-6.1
Maroochydore	1,729	1,713	-16	-0.9
Maryborough	1,373	1,331	-42	-3.1
Mitchelton	1,142	1,095	-47	-4.1
Mt Gravatt	2,049	1,929	-120	-5.9
Nambour	1,206	1,181	-25	-2.1
Noosa	1,325	1,290	-35	-2.6
Nundah	1,308	1,271	-37	-2.8
Redcliffe	1,774	1,760	-14	-0.8
Stones Corner	1,807	1,743	-64	-3.5
Strathpine	1,152	1,115	-37	-3.2
Toowong	1,358	1,228	-130	-9.6
Wynnum	917	861	-56	-6.1
Other (a)	1	2	1	%
<i>Total</i>	33,749	32,705	-1,044	-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>	March 2005	April 2005	Variation	
			March - April Number	Per cent
<i>CENTRAL &amp; NORTHERN QUEENSLAND</i>				
Atherton	914	903	-11	-1.2
Ayr	599	526	-73	-12.2
Biloela	219	207	-12	-5.5
Bowen	620	583	-37	-6.0
Cairns EMS (3)	3,317	3,245	-72	-2.2
Cairns FAO (3)	41	32	-9	%
Cairns Ret (3)	6	6	0	%
Charters Towers	376	361	-15	-4.0
Edmonton	152	118	-34	-22.4
Emerald	396	365	-31	-7.8
Gladstone	1,173	1,154	-19	-1.6
Greenfields	4	3	-1	%
Indigenous ISC (2)	322	324	2	0.6
Ingham	426	412	-14	-3.3
Innisfail	946	859	-87	-9.2
Longreach (4)	97	86	-11	%
Mackay	2,639	2,470	-169	-6.4
Mareeba	468	456	-12	-2.6
Mossman	401	378	-23	-5.7
Mt Isa	1,051	1,019	-32	-3.0
Normanton	204	192	-12	-5.9
Palm Island (2)	283	288	5	1.8
Rockhampton	2,683	2,519	-164	-6.1
Smithfield	453	440	-13	-2.9
Thursday Is	240	221	-19	-7.9
Townsville City (1)	42	38	-4	%
Townsville Employment Services (1)	3,765	3,486	-279	-7.4
Townsville FAO (1)	11	16	5	%
Townsville Retirement (1)	4	3	-1	%
Whitsunday	557	518	-39	-7.0
Yarrabah RASC (2)	126	127	1	0.8
Yeppoon	570	520	-50	-8.8
Other (a)	210	218	8	3.8
<i>Total</i>	23,315	22,093	-1,222	-5.2

Note: For footnotes see end of the table.

1. 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. 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.

2. 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.

3. As of 28 May 2004, Cairns is now known as Cairns EMS, Earville is now known as Cairns FAO and Cairns Grafton St is now known as Cairns Ret.

4. Longreach CSC was opened on 25/2/05. Customers previously serviced by Rockhampton will be serviced in Longreach.

**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>	March 2005	April 2005	Variation	
			March - April Number	Per cent
<i>SOUTH AUSTRALIA</i>				
Berri	946	902	-44	-4.7
Broken Hill	969	947	-22	-2.3
Ceduna	188	184	-4	-2.1
Cooper Pedy	148	150	2	1.4
Currie St (Adelaide)	1,184	1,173	-11	-0.9
Edwardstown	2,730	2,575	-155	-5.7
Elizabeth	2,464	2,441	-23	-0.9
Enfield	1,662	1,646	-16	-1.0
Gawler	1,147	1,095	-52	-4.5
Glenelg	1,069	1,056	-13	-1.2
Kadina	635	624	-11	-1.7
Kilkenny	1,893	1,791	-102	-5.4
Modbury	1,961	1,907	-54	-2.8
Mt Barker	696	684	-12	-1.7
Mt Gambier	1,365	1,339	-26	-1.9
Murray Bridge	878	864	-14	-1.6
Noarlunga	2,833	2,803	-30	-1.1
Norwood	1,763	1,688	-75	-4.3
Parkside*	117	73	-44	-37.6
Port Adelaide	1,731	1,697	-34	-2.0
Port Augusta	721	704	-17	-2.4
Port Lincoln	665	645	-20	-3.0
Port Pirie	1,089	1,100	11	1.0
Salisbury	2,587	2,525	-62	-2.4
Torrens ville	1,641	1,543	-98	-6.0
Victor Harbor	562	546	-16	-2.8
Whyalla	1,054	1,018	-36	-3.4
Other (a)	20	17	-3	%
<i>Total</i>	34,718	33,737	-981	-2.8

Note: For footnotes see end of table.

\*As of 18 Feb 2005 Parkside CSC closed and its customers have been distributed to Currie St, Marion, Mt Barker and Norwood.

**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>	March	April	Variation	
	2005	2005	March - April Number	Per cent
<i>WESTERN AUSTRALIA</i>				
Albany	1,150	1,148	-2	-0.2
Armadale	1,101	1,069	-32	-2.9
Bunbury#	611	641	30	4.9
Busselton#	1,622	1,472	-150	-9.2
Cannington	1,796	1,728	-68	-3.8
Carnarvon	306	284	-22	-7.2
Centrelink City+	1	2	1	%
Christmas Island	18	21	3	%
Cocos Island	35	34	-1	%
Collie	0	1	1	%
Esperance	334	354	20	6.0
Fremantle	1,929	1,851	-78	-4.0
Geraldton	1,513	1,399	-114	-7.5
Gosnells	1,097	1,068	-29	-2.6
Innaloo	2,122	1,954	-168	-7.9
Joondalup	1,584	1,458	-126	-8.0
Kalgoorlie	706	693	-13	-1.8
Karratha	280	272	-8	-2.9
Kwinana*	1	1	0	%
Mandurah	1,512	1,410	-102	-6.7
Midland	2,097	2,034	-63	-3.0
Mirrabooka	2,219	2,215	-4	-0.2
Morley	2,785	2,677	-108	-3.9
Northam	575	537	-38	-6.6
Rockingham	2,035	2,005	-30	-1.5
South Hedland	312	297	-15	-4.8
Spearwood	1,275	1,215	-60	-4.7
Victoria Park	2,744	2,595	-149	-5.4
Warwick Grove	1,139	1,062	-77	-6.8
Other (a)	562	290	-272	-48.4
<i>Total</i>	33,461	31,787	-1,674	-5.0

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.

#On 14 February 2005 Busselton was established as a full time office. Customers previously serviced by Bunbury will be serviced in Busselton.

**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>	March 2005	April 2005	Variation March - April	
			Number	Per cent
<i>TASMANIA</i>				
Bridgewater	820	796	-24	-2.9
Burnie	1,712	1,653	-59	-3.4
Devonport	1,743	1,670	-73	-4.2
Glenorchy	2,015	1,909	-106	-5.3
Hobart	1,972	1,916	-56	-2.8
Huonville	551	562	11	2.0
Launceston	4,057	3,932	-125	-3.1
Mowbray	12	10	-2	%
Rosny Park	1,245	1,194	-51	-4.1
Sorell	546	527	-19	-3.5
Other (a)	9	10	1	%
<i>Total</i>	14,682	14,179	-503	-3.4
<i>NORTH AUSTRALIA</i>				
Alice Springs	464	448	-16	-3.4
Alice Springs (Remote)	360	366	6	1.7
Broome	276	260	-16	-5.8
Casuarina	1,139	1,100	-39	-3.4
Casuarina YSC	0	1	1	%
Derby	116	111	-5	-4.3
Katherine	642	622	-20	-3.1
Knuckey Street	706	669	-37	-5.2
Kununurra	168	168	0	0.0
Nhulunbuy	205	188	-17	-8.3
Palmerston	961	937	-24	-2.5
Tangentyere	212	204	-8	-3.8
Tennant Creek	140	127	-13	-9.3
Tennant Creek (Remote)	67	52	-15	%
Other (a)	384	392	8	2.1
<i>Total</i>	5,840	5,645	-195	-3.3

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>	March	April	Variation	
	2005	2005	March - April Number	Per cent
<i>PACIFIC CENTRAL</i>				
Ballina	1,256	1,243	-13	-1.0
Beaudesert	420	415	-5	-1.2
Beenleigh	1,774	1,724	-50	-2.8
Biggera Waters	1,823	1,821	-2	-0.1
Browns Plains	1,556	1,529	-27	-1.7
Brunswick Heads	754	724	-30	-4.0
Byron Bay	930	891	-39	-4.2
Casino	759	740	-19	-2.5
Charleville	161	157	-4	-2.5
Coffs Harbour	2,910	2,840	-70	-2.4
Dalby	693	648	-45	-6.5
Goodna	1,140	1,132	-8	-0.7
Goondiwindi	337	289	-48	-14.2
Grafton	1,740	1,709	-31	-1.8
Inala	1,357	1,348	-9	-0.7
Ipswich	2,271	2,262	-9	-0.4
Lightning Ridge	10	9	-1	%
Lismore	2,368	2,316	-52	-2.2
Moree	563	517	-46	-8.2
Murwillumbah	746	724	-22	-2.9
Narrabri	382	347	-35	-9.2
Nerang	1,644	1,638	-6	-0.4
Palm Beach	2,271	2,200	-71	-3.1
Roma	176	163	-13	-7.4
Southport	2,730	2,568	-162	-5.9
Stanthorpe	1	0	-1	%
Toowoomba	2,590	2,522	-68	-2.6
Tweed Heads	1,691	1,681	-10	-0.6
Walgett	399	392	-7	-1.8
Warwick	1,040	1,012	-28	-2.7
Woodridge	2,100	2,071	-29	-1.4
Other (a)	22	25	3	%
<i>Total</i>	38,614	37,657	-957	-2.5

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>	March	April	Variation	
	2005	2005	March - April Number	Per cent
<i>CENTRELINK CALL CENTRES*</i>				
Adelaide	3	4	1	%
Bendigo	0	0	0	%
Brisbane	0	1	1	%
Bunbury	0	0	0	%
Cairns	1	0	-1	%
Cardiff	0	0	0	%
Coffs Harbour	0	0	0	%
Geelong	0	0	0	%
Gosford	1	1	0	%
Hobart	0	0	0	%
Illawarra	0	0	0	%
Indigenous	0	0	0	%
Latrobe	2	1	-1	%
Liverpool	0	0	0	%
Maryborough	2	1	-1	%
Moorabbin	0	0	0	%
Moreland	0	0	0	%
Newcastle	2	3	1	%
Perth	4	4	0	%
Port Augusta	0	1	1	%
Port Macquarie	1	1	0	%
Sydney	0	0	0	%
Toowoomba	0	0	0	%
Townsville	1	2	1	%
Tweed Heads	4	4	0	%
Warilla	0	0	0	%
Wendouree	0	0	0	%
<i>Total</i>	21	23	2	%
NOT CODED TO AN AREA	4	4	0	%
<b>AUSTRALIA</b>	<b>403,590</b>	<b>391,353</b>	<b>-12,237</b>	<b>-3.0</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 22 APRIL 2005**

<i>Fortnightly Earnings</i>	Short-term Jobseekers	Long-term Jobseekers	Total Jobseekers
<b>MALES</b>			
Did not earn an income	85.4	81.9	83.4
Earned an income	14.6	18.1	16.6
Amount earned			
\$0.01 - \$62.00	0.9	1.2	1.1
\$62.01 - \$142.00	3.0	3.5	3.3
\$142.01 - \$236.00	2.8	3.7	3.3
\$236.01 - \$316.00	1.9	2.4	2.2
Over \$316.00	6.1	7.2	6.7
Total	100.0	100.0	100.0
<i>Jobseekers receiving NSA and YA (other)</i>	<i>113,025</i>	<i>141,192</i>	<i>254,217</i>
<b>FEMALES</b>			
Did not earn an income	76.5	72.4	74.1
Earned an income	23.5	27.6	25.9
Amount earned			
\$0.01 - \$62.00	1.5	1.7	1.6
\$62.01 - \$142.00	4.3	4.9	4.6
\$142.01 - \$236.00	4.4	5.4	5.0
\$236.01 - \$316.00	3.3	3.6	3.5
Over \$316.00	10.1	12.1	11.3
Total	100.0	100.0	100.0
<i>Jobseekers receiving NSA and YA (other)</i>	<i>55,320</i>	<i>80,415</i>	<i>135,735</i>
<b>PERSONS</b>			
Did not earn an income	82.5	78.4	80.2
Earned an income	17.5	21.6	19.8
Amount earned			
\$0.01 - \$62.00	1.1	1.4	1.3
\$62.01 - \$142.00	3.4	4.0	3.8
\$142.01 - \$236.00	3.3	4.3	3.9
\$236.01 - \$316.00	2.4	2.8	2.6
Over \$316.00	7.4	9.0	8.3
Total	100.0	100.0	100.0
<i>Jobseekers receiving NSA and YA (other)</i>	<i>168,345</i>	<i>221,607</i>	<i>389,952</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 DEWR 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 by the then Department of Social Security (which became FaCS in October 1998).

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 Commonwealth Employment Service (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* 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.

<i>Youth Training Allowance</i>	<p>Youth Training Allowance was replaced by Youth Allowance on 1 July 1998 (see <i>Youth Allowance</i>).</p> <p>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.)</p>
<i>Widow Allowance</i>	<p>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.</p>
<i>Mature Age Allowance</i>	<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>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 9 months was replaced with a requirement to have no recent workforce experience. Reporting of these new claimants commenced from September 1996.</p> <p>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 9 months or more and who were eligible for Newstart Allowance. The introduction of Mature Age Allowance had a downwards effect on Newstart Allowance numbers from April 1994 until September 2003.</p>
<b>Comparability of Data</b>	<p>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.</p>
<i>Definition of Customer</i>	<p>From July 2002, FaCS introduced a new method to more accurately measure the number of people receiving labour</p>

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 FaCS introduced a more sustainable methodology 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 Support Customised 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 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 currently by DEWR and in the past 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, DEWR 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 CES 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 DEWR UNEMPLOYMENT LABOUR MARKET PAYMENT NUMBERS AND ABS LABOUR FORCE 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>DEWR Unemployment 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 labour force and DEWR labour market payment data. There are a number of reasons why the two series cannot be directly compared.
<i>Duration</i>	<p>Both DEWR and the ABS classify long term duration as over 12 months, but use substantially different definitions of duration:</p> <p>DEWR 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>DEWR unemployed recipients can have breaks without payment for up to 25 weeks but still be classified long term income support recipients:</p> <ul style="list-style-type: none"><li>- Recipients 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 recipients 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</li></ul>

assistance such as the Employment Entry Payment and the higher payment rate for recipients over 60.

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.

The difference between these two concepts, together with the fact that DEWR recipients are able to have ongoing part-time work (see 'employment' below) mean that many unemployed recipients remain classified by DEWR as long-term recipients when they would be classified as short-term unemployed under the ABS definition.

*Seasonal Adjustment*

The ABS produces a seasonally adjusted series. The DEWR labour market payment numbers data are not seasonally adjusted.

*Classification*

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.

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 and 15 to 62 years in the case of women.

*Employment*

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.

*Timing*

The timing of collections of the series are different:

DEWR 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.

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.

<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 required to undertake 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 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 DEWR 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 on recipients of labour market related payments are available on request.

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

For further information please contact the Business Information Help Desk on (02) 6244 7270.

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

Director  
Newstart and Mature Age Programme Management Section  
Department of Employment and Workplace Relations  
CW3  
PO Box 7788  
Canberra Mail Centre ACT 2610

or forwarded via facsimile to (02) 6244 7978.

### **Other Customer Information**

Statistics relating to other customers are also available, including customer numbers and characteristics for the various FaCS pensions, benefits and family payments.

For further information please contact the Business Information Help 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.*