

LABOUR MARKET
AND
RELATED PAYMENTS
a monthly profile

May 2004

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INTRODUCTION

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

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

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

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

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

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

The next issue of this publication is scheduled for release on 9 July 2004.

STATISTICAL HIGHLIGHTS - May 2004

Between May 2003 and May 2004:

Total Newstart Allowance (NSA) customers and Youth Allowance (other) (YA(O)) customers **decreased by 4.9%** overall from 636,011 to 604,968.

{ by 5.1% for NSA from 548,554 to 520,434 and

{ 3.3% for YA(O) from 87,457 to 84,534.

The number of jobseekers **decreased by 8.5%** overall from 465,509 to 426,071.

{ by 9.1% for NSA from 393,208 to 357,430 and

{ 5.1% for YA(O) customers from 72,301 to 68,641.

Long-term jobseekers decreased by 7.9% from 271,109 to 249,705.

Short-term jobseekers decreased by 9.3% from 194,400 to 176,366.

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

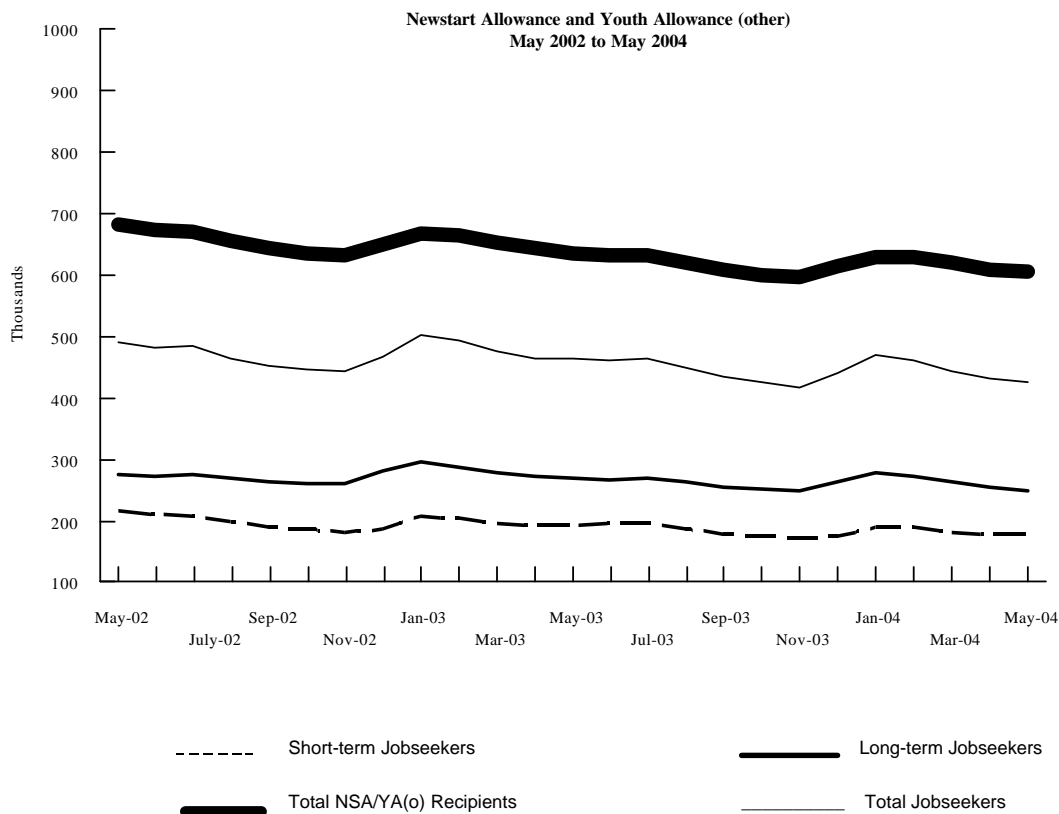


TABLE 1 - FaCS LABOUR MARKET PAYMENTS - TIME SERIES (a)

	Newstart Allowance		Youth Allowance		Mature Age Allowance	Partner Allowance	Widow Allowance
	Long-term (b)	Total	Full-time Students (c)	Other			
February 1994 (d)	472,785	977,796
May 2002	341,093	592,476	309,659	91,137	39,936	103,882	41,385
June 2002	339,457	583,773	313,112	91,056	40,157	103,860	41,576
July 2002	339,560	578,096	307,455	91,674	40,202	103,815	41,713
August 2002	338,152	568,697	315,171	87,822	40,236	103,814	41,907
September 2002	336,034	558,808	316,737	85,914	40,215	103,795	42,115
October 2002	335,004	551,899	309,343	83,560	40,102	103,735	42,298
November 2002	333,841	546,247	304,402	84,977	40,099	103,693	42,506
December 2002	339,563	552,637	262,659	96,808	40,131	103,743	42,680
January 2003	345,446	569,009	251,475	97,748	40,050	103,898	42,766
February 2003	343,677	570,613	260,961	93,043	40,282	104,054	42,938
March 2003	338,684	562,353	276,382	89,986	40,527	103,874	43,089
April 2003	333,806	554,505	289,342	89,501	40,682	103,787	43,206
May 2003	330,294	548,554	297,514	87,457	40,784	103,765	43,308
June 2003	327,544	545,685	304,491	87,574	41,372	104,080	43,550
July 2003	326,980	543,578	298,178	89,479	41,582	104,363	43,797
August 2003	324,559	535,399	305,220	85,340	41,882	105,173	44,188
September 2003	320,932	524,947	309,974	82,836	42,625	106,144	44,644
October 2003	318,997	520,317	306,946	80,666	42,140	105,973	45,014
November 2003	316,791	515,849	297,405	81,332	41,124	104,772	45,401
December 2003	321,781	523,107	256,770	92,671	40,117	103,495	45,760
January 2004	326,578	535,559	243,087	94,664	39,027	101,894	45,859
February 2004	326,028	539,098	255,944	91,562	37,835	99,912	45,892
March 2004	322,730	532,043	274,602	88,396	36,761	97,958	45,925
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
<i>Variation April 2004 - May 2004</i>							
Number	-2,744	-4,070	6,453	-1,073	-1,193	-1,974	-24
Per cent	-0.9	-0.8	2.3	-1.3	-3.4	-2.1	-0.1

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

(b) Long-term Newstart allowees are persons who have been receiving income support for 12 months or more.

(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

	April 2004	May			Variation April - May	
		Males	Females	Persons	Number	Per cent
Short-term NSA Customers	205,668	138,689	65,653	204,342	-1,326	-0.6
CPS recipients (a)	2,328	1,740	585	2,325	-3	-0.1
Did not receive a payment (b)	12,930	7,872	4,653	12,525	-405	-3.1
Received a payment	190,410	129,077	60,415	189,492	-918	-0.5
Incapacitated (c)	20,763	12,827	7,492	20,319	-444	-2.1
Training	9,375	6,075	3,652	9,727	352	3.8
Self-employment development (d)	585	380	212	592	7	1.2
Voluntary/part-time work (e)	2,173	1,288	1,037	2,325	152	7.0
Other/temporary exemptions (f)	11,709	7,315	4,603	11,918	209	1.8
Short-term NSA Jobseekers (g)	145,805	101,192	43,419	144,611	-1,194	-0.8
Long-term NSA Customers	318,836	210,446	105,646	316,092	-2,744	-0.9
CPS recipients (a)	7,340	5,289	2,072	7,361	21	0.3
Did not receive a payment (b)	11,964	7,360	4,490	11,850	-114	-1.0
Received a payment	299,532	197,797	99,084	296,881	-2,651	-0.9
Incapacitated (c)	30,477	18,293	11,547	29,840	-637	-2.1
Training	28,720	18,784	11,273	30,057	1,337	4.7
Self-employment development (d)	277	213	96	309	32	11.6
Voluntary/part-time work (e)	4,746	3,327	1,742	5,069	323	6.8
Other/temporary exemptions (f)	18,773	11,617	7,170	18,787	14	0.1
Long-term NSA Jobseekers (g)	216,539	145,563	67,256	212,819	-3,720	-1.7
All NSA Customers	524,504	349,135	171,299	520,434	-4,070	-0.8
CPS recipients (a)	9,668	7,029	2,657	9,686	18	0.2
Did not receive a payment (b)	24,894	15,232	9,143	24,375	-519	-2.1
Received a payment	489,942	326,874	159,499	486,373	-3,569	-0.7
Incapacitated (c)	51,240	31,120	19,039	50,159	-1,081	-2.1
Training	38,095	24,859	14,925	39,784	1,689	4.4
Self-employment development (d)	862	593	308	901	39	4.5
Voluntary/part-time work (e)	6,919	4,615	2,779	7,394	475	6.9
Other/temporary exemptions (f)	30,482	18,932	11,773	30,705	223	0.7
All NSA Jobseekers (g)	362,344	246,755	110,675	357,430	-4,914	-1.4

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

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

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

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

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

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

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

Notes:

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

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

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

	April 2004	May			Variation April - May	
		Males	Females	Persons	Number	Per cent
Short-term YA (other) Customers	38,786	21,175	18,091	39,266	480	1.2
CPS recipients (a)	1,172	706	437	1,143	-29	-2.5
Did not receive a payment (b)	921	402	522	924	3	0.3
Received a payment	36,693	20,067	17,132	37,199	506	1.4
Part-time study & work (c)	3	1	2	3	0	0.0
Part-time study & other YA activities (d)	79	35	54	89	10	12.7
Incapacitated (e)	1,932	967	1,011	1,978	46	2.4
Training	1,334	844	545	1,389	55	4.1
Self-employment development (e)	15	6	9	15	0	0.0
Full-time voluntary work	9	3	7	10	1	11.1
Other non-jobseekers (e)	1,879	980	980	1,960	81	4.3
Short-term YA (other) Jobseekers (f)	31,442	17,231	14,524	31,755	313	1.0
Long-term YA (other) Customers	46,821	21,792	23,476	45,268	-1,553	-3.3
CPS recipients (a)	1,011	664	373	1,037	26	2.6
Did not receive a payment (b)	1,361	544	826	1,370	9	0.7
Received a payment	44,449	20,584	22,277	42,861	-1,588	-3.6
Part-time study & work (c)	1	0	1	1	0	0.0
Part-time study & other YA activities (d)	111	48	77	125	14	12.6
Incapacitated (e)	1,724	685	1,040	1,725	1	0.1
Training	2,318	1,204	1,185	2,389	71	3.1
Self-employment development (e)	14	7	7	14	0	0.0
Full-time voluntary work	21	8	8	16	-5	-23.8
Other non-jobseekers (e)	1,740	730	975	1,705	-35	-2.0
Long-term YA (other) Jobseekers (f)	38,520	17,902	18,984	36,886	-1,634	-4.2
All YA (other) Customers	85,607	42,967	41,567	84,534	-1,073	-1.3
CPS recipients (a)	2,183	1,370	810	2,180	-3	-0.1
Did not receive a payment (b)	2,282	946	1,348	2,294	12	0.5
Received a payment	81,142	40,651	39,409	80,060	-1,082	-1.3
Part-time study & work (c)	4	1	3	4	0	0.0
Part-time study & other YA activities (d)	190	83	131	214	24	12.6
Incapacitated (e)	3,656	1,652	2,051	3,703	47	1.3
Training	3,652	2,048	1,730	3,778	126	3.5
Self-employment development (e)	29	13	16	29	0	0.0
Full-time voluntary work	30	11	15	26	-4	-13.3
Other non-jobseekers (e)	3,619	1,710	1,955	3,665	46	1.3
All YA (other) Jobseekers (f)	69,962	35,133	33,508	68,641	-1,321	-1.9

(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
May 2002	216,269	274,302	490,571
June 2002	211,427	272,037	483,464
July 2002	208,536	276,198	484,734
August 2002	197,468	268,400	465,868
September 2002	189,762	263,085	452,847
October 2002	185,780	261,924	447,704
November 2002	181,762	260,685	442,447
December 2002	187,986	280,614	468,600
January 2003	206,675	297,166	503,841
February 2003	203,922	288,718	492,640
March 2003	196,529	279,421	475,950
April 2003	193,214	272,157	465,371
May 2003	194,400	271,109	465,509
June 2003	194,490	267,506	461,996
July 2003	195,487	270,316	465,803
August 2003	186,399	263,215	449,614
September 2003	178,316	256,054	434,370
October 2003	175,181	252,009	427,190
November 2003	170,868	247,695	418,563
December 2003	176,350	263,768	440,118
January 2004	191,981	278,371	470,352
February 2004	189,985	272,224	462,209
March 2004	180,650	262,525	443,175
April 2004	177,247	255,059	432,306
May 2004	176,366	249,705	426,071
<i>Variation April 2004 - May 2004</i>			
<i>Number</i>	-881	-5,354	-6,235
<i>Per cent</i>	-0.5	-2.1	-1.4

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

Notes:

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

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

<i>State</i>	April 2004	May 2004	Variation April - May	
			Number	Per cent
SHORT-TERM JOBSEEKERS				
New South Wales	55,004	54,994	-10	-0.0
Victoria	42,191	42,275	84	0.2
Queensland	40,718	39,777	-941	-2.3
South Australia	13,257	13,335	78	0.6
Western Australia	17,733	17,730	-3	-0.0
Tasmania	4,568	4,544	-24	-0.5
Northern Territory	2,040	2,015	-25	-1.2
Australian Capital Territory	1,736	1,696	-40	-2.3
AUSTRALIA	177,247	176,366	-881	-0.5
LONG-TERM JOBSEEKERS				
New South Wales	82,895	81,244	-1,651	-2.0
Victoria	61,607	60,422	-1,185	-1.9
Queensland	49,763	48,332	-1,431	-2.9
South Australia	21,719	21,513	-206	-0.9
Western Australia	21,775	21,177	-598	-2.7
Tasmania	11,417	11,186	-231	-2.0
Northern Territory	3,443	3,473	30	0.9
Australian Capital Territory	2,440	2,358	-82	-3.4
AUSTRALIA	255,059	249,705	-5,354	-2.1
TOTAL JOBSEEKERS				
New South Wales	137,899	136,238	-1,661	-1.2
Victoria	103,798	102,697	-1,101	-1.1
Queensland	90,481	88,109	-2,372	-2.6
South Australia	34,976	34,848	-128	-0.4
Western Australia	39,508	38,907	-601	-1.5
Tasmania	15,985	15,730	-255	-1.6
Northern Territory	5,483	5,488	5	0.1
Australian Capital Territory	4,176	4,054	-122	-2.9
AUSTRALIA	432,306	426,071	-6,235	-1.4

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 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE (OTHER)
BY AGE AND SEX (MAY 2004)**

Age	Short-term Jobseekers		Long-term Jobseekers		Total Jobseekers	
	Number	Per cent	Number	Per cent	Number	Per cent
MALES						
Less than 18 years	4,741	4.0	2,875	1.8	7,616	2.7
18 - 20 years	12,490	10.5	15,004	9.2	27,494	9.8
21 - 24 years	22,140	18.7	22,821	14.0	44,961	15.9
25 - 29 years	19,575	16.5	23,139	14.2	42,714	15.2
30 - 39 years	27,499	23.2	37,146	22.7	64,645	22.9
40 - 49 years	16,495	13.9	31,339	19.2	47,834	17.0
50 - 59 years	11,484	9.7	27,171	16.6	38,655	13.7
60 years and over	4,001	3.4	3,969	2.4	7,970	2.8
TOTAL	118,425	100.0	163,464	100.0	281,889	100.0
FEMALES						
Less than 18 years	4,659	8.0	3,217	3.7	7,876	5.5
18 - 20 years	9,865	17.0	15,752	18.3	25,617	17.8
21 - 24 years	12,455	21.5	14,607	16.9	27,062	18.8
25 - 29 years	7,373	12.7	9,176	10.6	16,549	11.5
30 - 39 years	7,223	12.5	12,044	14.0	19,267	13.4
40 - 49 years	7,732	13.3	18,712	21.7	26,444	18.3
50 - 59 years	7,419	12.8	11,924	13.8	19,343	13.4
60 years and over	1,215	2.1	809	0.9	2,024	1.4
TOTAL	57,941	100.0	86,241	100.0	144,182	100.0
PERSONS						
Less than 18 years	9,400	5.3	6,092	2.4	15,492	3.6
18 - 20 years	22,355	12.7	30,756	12.3	53,111	12.5
21 - 24 years	34,595	19.6	37,428	15.0	72,023	16.9
25 - 29 years	26,948	15.3	32,315	12.9	59,263	13.9
30 - 39 years	34,722	19.7	49,190	19.7	83,912	19.7
40 - 49 years	24,227	13.7	50,051	20.0	74,278	17.4
50 - 59 years	18,903	10.7	39,095	15.7	57,998	13.6
60 years and over	5,216	3.0	4,778	1.9	9,994	2.3
TOTAL	176,366	100.0	249,705	100.0	426,071	100.0

**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>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>EAST COAST (SYDNEY)</i>				
Bondi Junction	1,556	1,538	-18	-1.2
Chatswood	1,297	1,265	-32	-2.5
Darlinghurst	1,946	1,888	-58	-3.0
Darlinghurst YSU	40	35	-5	%
Hornsby	1,030	968	-62	-6.0
Leichhardt	1,742	1,661	-81	-4.6
Maroubra	1,382	1,380	-2	-0.1
Marrickville	1,785	1,746	-39	-2.2
Northern Beaches	1,515	1,485	-30	-2.0
Sydney Central YSU	5	6	1	%
Other (a)	40	41	1	%
<i>Total</i>	12,338	12,013	-325	-2.6
<i>EAST COAST (WOLLONGONG)</i>				
Caringbah	1,651	1,628	-23	-1.4
Corrimal	1,447	1,416	-31	-2.1
Dapto	1,259	1,281	22	1.7
Hurstville	1,439	1,408	-31	-2.2
Nowra	1,926	1,956	30	1.6
Redfern	1,532	1,528	-4	-0.3
Rockdale	1,499	1,569	70	4.7
Shellharbour	1,795	1,775	-20	-1.1
Sutherland	29	24	-5	%
Ulladulla	539	533	-6	-1.1
Wollongong	2,026	1,945	-81	-4.0
Other (a)	16	25	9	%
<i>Total</i>	15,158	15,088	-70	-0.5

Note: For footnotes see end of table.

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

<i>Area Support Office and Customer Service Centre</i>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>HUNTER NSW</i>				
Armidale	1,295	1,285	-10	-0.8
Cessnock	989	960	-29	-2.9
Charlestown	3,020	3,025	5	0.2
Ettalong	1,124	1,137	13	1.2
Forster	877	870	-7	-0.8
Gosford*	2,048	1,992	-56	-2.7
Gosford NSS*	2	2	0	%
Gunnedah	480	476	-4	-0.8
Inverell	715	694	-21	-2.9
Kempsey	1,420	1,384	-36	-2.5
Kurri Kurri	580	600	20	3.4
Lakehaven	1,758	1,781	23	1.3
Maitland	1,904	1,869	-35	-1.8
Mayfield	1,357	1,330	-27	-2.0
Muswellbrook	671	639	-32	-4.8
Nambucca Heads	1,273	1,230	-43	-3.4
Nelson Bay	616	628	12	1.9
Newcastle	2,015	2,001	-14	-0.7
Port Macquarie	1,731	1,742	11	0.6
Raymond Terrace	1,103	1,048	-55	-5.0
Singleton	295	296	1	0.3
Tamworth	1,866	1,834	-32	-1.7
Taree	1,807	1,808	1	0.1
The Entrance	1,229	1,218	-11	-0.9
Toronto	1,334	1,331	-3	-0.2
Tuggerah	0	0	0	%
Wallsend	1,953	1,966	13	0.7
Wyong	576	577	1	0.2
Other (a)	43	44	1	%
<i>Total</i>	34,081	33,767	-314	-0.9

Note: For footnotes see end of table.

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

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

<i>Area Support Office and Customer Service Centre</i>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>SOUTH METROPOLITAN NSW</i>				
Ashfield	24	27	3	%
Bankstown	3,868	3,821	-47	-1.2
Cabramatta	2,234	2,244	10	0.4
Camden	381	367	-14	-3.7
Campbelltown	2,707	2,668	-39	-1.4
Campsie	2,071	2,016	-55	-2.7
Fairfield	4,358	4,277	-81	-1.9
Ingleburn	1,131	1,089	-42	-3.7
Lakemba	20	15	-5	%
Liverpool	3,933	3,818	-115	-2.9
Revesby	13	9	-4	%
Strathfield	1,678	1,593	-85	-5.1
Other (a)	6	6	0	%
<i>Total</i>	22,424	21,950	-474	-2.1
<i>WEST NSW</i>				
Auburn	2,244	2,253	9	0.4
Baulkham Hills	639	631	-8	-1.3
Blacktown	3,020	2,997	-23	-0.8
Hawkesbury	790	799	9	1.1
Katoomba	667	647	-20	-3.0
Lithgow	742	714	-28	-3.8
Merrylands	1,773	1,758	-15	-0.8
Mt Druitt	2,370	2,372	2	0.1
Mudgee	720	714	-6	-0.8
Parramatta	2,080	2,047	-33	-1.6
Penrith	1,682	1,675	-7	-0.4
Ryde	1,072	1,039	-33	-3.1
Springwood	444	445	1	0.2
St Marys	1,682	1,676	-6	-0.4
Other (a)	9	12	3	%
<i>Total</i>	19,934	19,779	-155	-0.8

Note: For footnotes see end of table.

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

<i>Area Support Office and Customer Service Centre</i>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>SOUTH WEST NSW</i>				
Albury	2,310	2,273	-37	-1.6
Batemans Bay	783	783	0	0.0
Bathurst	925	911	-14	-1.5
Bega	755	735	-20	-2.6
Belconnen	1,273	1,242	-31	-2.4
Bourke	466	477	11	2.4
Bowral	479	483	4	0.8
Braddon	1,153	1,108	-45	-3.9
Cooma	370	350	-20	-5.4
Cowra	491	508	17	3.5
Deniliquin	313	319	6	1.9
Dubbo	1,911	1,941	30	1.6
Goulburn	752	761	9	1.2
Griffith	551	568	17	3.1
Gungahlin	161	149	-12	-7.5
Lanyon	74	71	-3	%
Leeton	388	379	-9	-2.3
Narooma	442	420	-22	-5.0
Orange	1,108	1,108	0	0.0
Parkes	1,116	1,119	3	0.3
Queanbeyan	650	646	-4	-0.6
Tuggeranong	834	799	-35	-4.2
Tumut	377	385	8	2.1
Wagga	1,706	1,646	-60	-3.5
Woden	732	734	2	0.3
Yass	118	112	-6	-5.1
Young	434	409	-25	-5.8
Other (a)	2	5	3	%
<i>Total</i>	20,674	20,441	-233	-1.1

Note: For footnotes see end of table.

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

<i>Area Support Office and Customer Service Centre</i>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>NORTH-CENTRAL VICTORIA</i>				
Box Hill	1,945	1,899	-46	-2.4
Broadmeadows	3,979	3,894	-85	-2.1
Darebin	3,944	3,898	-46	-1.2
Echuca	624	615	-9	-1.4
Epping	2,478	2,500	22	0.9
Fitzroy	2,003	1,955	-48	-2.4
Greensborough	1,483	1,480	-3	-0.2
Heidelberg	1,201	1,150	-51	-4.2
Lilydale	1,635	1,649	14	0.9
Moreland	3,344	3,281	-63	-1.9
Newmarket	1,967	1,975	8	0.4
Richmond	1,173	1,171	-2	-0.2
Ringwood	2,048	2,029	-19	-0.9
Seymour	656	661	5	0.8
Shepparton	2,516	2,619	103	4.1
Sth Melbourne	1,159	1,174	15	1.3
Wangaratta	1,881	1,866	-15	-0.8
Windsor (VIC)	3,641	3,637	-4	-0.1
Other (a)	12	12	0	%
<i>Total</i>	37,689	37,465	-224	-0.6

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>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>SOUTH-EAST VICTORIA</i>				
Bairnsdale	926	939	13	1.4
Belgrave*	597	598	1	0.2
Camberwell	1,232	1,218	-14	-1.1
Cheltenham	2,261	2,201	-60	-2.7
Cranbourne	1,223	1,214	-9	-0.7
Dandenong	2,838	2,769	-69	-2.4
Fountain Gate	2,078	2,083	5	0.2
Frankston	3,570	3,654	84	2.4
Glen Waverley	1,364	1,278	-86	-6.3
Leongatha	1	1	0	%
Mornington	602	606	4	0.7
Morwell	2,842	2,800	-42	-1.5
Oakleigh	2,178	2,154	-24	-1.1
Rosebud	1,060	1,062	2	0.2
Rowville	508	493	-15	-3.0
Sale	1,040	1,030	-10	-1.0
Springvale	2,781	2,768	-13	-0.5
Wantirna*	1,498	1,459	-39	-2.6
Warragul	429	428	-1	-0.2
Wonthaggi	613	606	-7	-1.1
Other (a)	14	14	0	%
<i>Total</i>	29,655	29,375	-280	-0.9

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 - 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>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>WEST VICTORIA</i>				
Ararat	320	311	-9	-2.8
Ballarat	3,266	3,179	-87	-2.7
Bendigo	3,612	3,515	-97	-2.7
Colac	549	538	-11	-2.0
Corio	1,981	1,912	-69	-3.5
Essendon (Airport West)	1,625	1,574	-51	-3.1
Footscray	2,248	2,179	-69	-3.1
Geelong	3,668	3,544	-124	-3.4
Hamilton	401	393	-8	-2.0
Horsham	757	739	-18	-2.4
Maryborough (VIC)	608	615	7	1.2
Melton	1,245	1,215	-30	-2.4
Mildura	1,899	1,971	72	3.8
Newport	1,375	1,334	-41	-3.0
Portland	531	520	-11	-2.1
Stawell	188	184	-4	-2.1
Sunbury	774	767	-7	-0.9
Sunshine	3,119	3,086	-33	-1.1
Swan Hill	919	933	14	1.5
Warrnambool	983	976	-7	-0.7
Watergardens	3,696	3,730	34	0.9
Werribee	2,482	2,518	36	1.5
Other (a)	15	14	-1	%
<i>Total</i>	36,261	35,747	-514	-1.4

Note: For footnotes see end of table.

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

<i>Area Support Office and Customer Service Centre</i>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>BRISBANE</i>				
Annerley	1,215	1,179	-36	-3.0
Bundaberg	3,413	3,249	-164	-4.8
Caboolture	2,718	2,695	-23	-0.8
Caloundra	1,617	1,564	-53	-3.3
Capalaba	937	913	-24	-2.6
Chermside	1,428	1,338	-90	-6.3
Cleveland	943	939	-4	-0.4
Fortitude Valley	2,034	1,990	-44	-2.2
Gympie	1,544	1,513	-31	-2.0
Hervey Bay	1,408	1,387	-21	-1.5
Kawana Waters	728	699	-29	-4.0
Kingaroy	830	779	-51	-6.1
Maroochydore	1,956	1,956	0	0.0
Maryborough	1,489	1,432	-57	-3.8
Mitchelton	1,415	1,366	-49	-3.5
Mt Gravatt	2,373	2,267	-106	-4.5
Nambour	1,344	1,347	3	0.2
Noosa	1,645	1,623	-22	-1.3
Nundah	1,398	1,371	-27	-1.9
Redcliffe	1,881	1,847	-34	-1.8
Stones Corner	2,353	2,241	-112	-4.8
Strathpine	1,321	1,276	-45	-3.4
Toowong	1,681	1,616	-65	-3.9
Wynnum	1,071	1,062	-9	-0.8
Other (a)	1	0	-1	%
<i>Total</i>	38,743	37,649	-1,094	-2.8

Note: For footnotes see end of table.

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

<i>Area Support Office and Customer Service Centre</i>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>CENTRAL & NORTHERN QUEENSLAND</i>				
Atherton	846	847	1	0.1
Ayr	647	617	-30	-4.6
Biloela	231	223	-8	-3.5
Bowen	583	567	-16	-2.7
Cairns EMS (3)	3,303	3,274	-29	-0.9
Cairns FAO (3)	238	213	-25	-10.5
Cairns Ret (3)	0	2	2	%
Charters Towers	384	360	-24	-6.3
Edmonton	41	81	40	%
Emerald	280	290	10	3.6
Gladstone	1,112	1,148	36	3.2
Greenfields	8	7	-1	%
Indigenous ISC (2)	663	654	-9	-1.4
Ingham	439	404	-35	-8.0
Innisfail	960	925	-35	-3.6
Mackay	2,921	2,871	-50	-1.7
Mareeba	533	528	-5	-0.9
Mossman	291	282	-9	-3.1
Mt Isa	1,087	1,047	-40	-3.7
Normanton	239	226	-13	-5.4
Palm Island (2)	262	261	-1	-0.4
Rockhampton	3,186	3,122	-64	-2.0
Smithfield	584	559	-25	-4.3
Thursday Is	276	269	-7	-2.5
Townsville City (1)	70	76	6	%
Townsville Employment Services (1)	4,094	3,865	-229	-5.6
Townsville FAO (1)	19	17	-2	%
Townsville Retirement (1)	9	9	0	%
Whitsunday	616	627	11	1.8
Yarrabah RASC (2)	148	121	-27	-18.2
Yeppoon	643	620	-23	-3.6
Other (a)	7	10	3	%
<i>Total</i>	24,720	24,122	-598	-2.4

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.

**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>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>SOUTH AUSTRALIA</i>				
Berri	974	1,099	125	12.8
Broken Hill	1,034	1,021	-13	-1.3
Ceduna	199	193	-6	-3.0
Cooper Pedy	145	152	7	4.8
Currie St (Adelaide)	1,212	1,164	-48	-4.0
Currie St (Adelaide) SAC	0	0	0	%
Edwardstown	2,452	2,486	34	1.4
Elizabeth	2,709	2,656	-53	-2.0
Enfield	1,748	1,724	-24	-1.4
Gawler	1,107	1,147	40	3.6
Glenelg	1,213	1,187	-26	-2.1
Kadina	646	660	14	2.2
Kilkenny	1,988	1,980	-8	-0.4
Modbury	2,069	2,056	-13	-0.6
Mt Barker	691	722	31	4.5
Mt Gambier	1,252	1,298	46	3.7
Murray Bridge	935	909	-26	-2.8
Noarlunga	2,983	2,946	-37	-1.2
Norwood	1,624	1,620	-4	-0.2
Parkside	820	755	-65	-7.9
Port Adelaide	1,843	1,833	-10	-0.5
Port Augusta	761	750	-11	-1.4
Port Lincoln	642	603	-39	-6.1
Port Pirie	1,146	1,183	37	3.2
Salisbury	2,710	2,688	-22	-0.8
Torrens ville	1,585	1,546	-39	-2.5
Victor Harbor	619	601	-18	-2.9
Whyalla	1,058	1,039	-19	-1.8
Other (a)	13	13	0	%
<i>Total</i>	36,178	36,031	-147	-0.4

Note: For footnotes see end of table.

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

<i>Area Support Office and Customer Service Centre</i>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>WESTERN AUSTRALIA</i>				
Albany	1,323	1,353	30	2.3
Armadale	1,300	1,267	-33	-2.5
Bunbury	2,638	2,608	-30	-1.1
Cannington	2,087	2,072	-15	-0.7
Carnarvon	325	304	-21	-6.5
Centrelink City*	6	2	-4	%
Christmas Island	22	26	4	%
Cocos Island	27	31	4	%
Collie	2	2	0	%
Esperance	358	367	9	2.5
Fremantle	2,277	2,267	-10	-0.4
Geraldton	1,563	1,557	-6	-0.4
Gosnells	1,417	1,423	6	0.4
Innaloo	2,578	2,557	-21	-0.8
Joondalup	2,013	2,021	8	0.4
Kalgoorlie	751	697	-54	-7.2
Karratha	279	278	-1	-0.4
Kwinana*	25	29	4	16.0
Mandurah	1,793	1,757	-36	-2.0
Midland	2,350	2,277	-73	-3.1
Mirrabooka	2,599	2,558	-41	-1.6
Morley	3,249	3,159	-90	-2.8
Northam	578	567	-11	-1.9
Rockingham	2,269	2,231	-38	-1.7
South Hedland	302	289	-13	-4.3
Spearwood	1,467	1,438	-29	-2.0
Victoria Park	3,184	3,152	-32	-1.0
Warwick Grove	1,636	1,578	-58	-3.5
Other (a)	535	505	-30	-5.6
<i>Total</i>	38,953	38,372	-581	-1.5

Note: For footnotes see end of table.

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

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

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

<i>Area Support Office and Customer Service Centre</i>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>TASMANIA</i>				
Bridgewater	1,065	1,033	-32	-3.0
Burnie	1,819	1,778	-41	-2.3
Devonport	1,947	1,986	39	2.0
Glenorchy	1,978	1,944	-34	-1.7
Hobart	2,196	2,206	10	0.5
Huonville	600	599	-1	-0.2
Launceston	4,488	4,367	-121	-2.7
Mowbray	13	12	-1	%
Rosny Park	1,338	1,289	-49	-3.7
Sorell	597	608	11	1.8
Other (a)	12	11	-1	%
<i>Total</i>	16,053	15,833	-220	-1.4
<i>NORTH AUSTRALIA</i>				
Alice Springs	443	466	23	5.2
Alice Springs (Remote)	305	308	3	1.0
Broome	357	340	-17	-4.8
Casuarina	1,170	1,128	-42	-3.6
Casuarina YSC	1	1	0	%
Derby	95	82	-13	%
Katherine	424	424	0	0.0
Katherine (Remote)	112	110	-2	-1.8
Knuckey Street	737	733	-4	-0.5
Kununurra	192	188	-4	-2.1
Nhulunbuy	268	258	-10	-3.7
Palmerston	1,089	1,066	-23	-2.1
Tangentyere	305	243	-62	-20.3
Tennant Creek	107	120	13	12.1
Tennant Creek (Remote)	27	24	-3	%
Other (a)	623	764	141	22.6
<i>Total</i>	6,255	6,255	0	0.0

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>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>PACIFIC CENTRAL</i>				
Ballina	1,328	1,267	-61	-4.6
Beaudesert	449	439	-10	-2.2
Beenleigh	1,808	1,813	5	0.3
Biggera Waters	1,984	1,971	-13	-0.7
Browns Plains	1,811	1,746	-65	-3.6
Brunswick Heads	833	838	5	0.6
Byron Bay	1,006	999	-7	-0.7
Casino	832	827	-5	-0.6
Charleville	186	164	-22	-11.8
Coffs Harbour	3,187	3,220	33	1.0
Dalby	788	763	-25	-3.2
Goodna	1,281	1,251	-30	-2.3
Goondiwindi	309	302	-7	-2.3
Grafton	1,870	1,845	-25	-1.3
Inala	1,569	1,551	-18	-1.1
Ipswich	2,441	2,381	-60	-2.5
Lightning Ridge	14	14	0	%
Lismore	2,458	2,392	-66	-2.7
Moree	671	617	-54	-8.0
Murwillumbah	798	811	13	1.6
Narrabri	431	367	-64	-14.8
Nerang	2,020	1,955	-65	-3.2
Palm Beach	2,799	2,702	-97	-3.5
Roma	160	156	-4	-2.5
Southport	3,160	3,071	-89	-2.8
Stanthorpe	28	30	2	%
Toowoomba	2,965	2,852	-113	-3.8
Tweed Heads	1,853	1,802	-51	-2.8
Walgett	453	436	-17	-3.8
Warwick	1,202	1,199	-3	-0.2
Woodridge	2,453	2,366	-87	-3.5
Other (a)	31	24	-7	%
<i>Total</i>	43,178	42,171	-1,007	-2.3

Note: For footnotes see end of table.

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

<i>Area Support Office and Customer Service Centre</i>	April 2004	May 2004	Variation	
			April - May Number	Per cent
<i>CENTRELINK CALL CENTRES*</i>				
Adelaide	0	1	1	%
Bendigo	0	0	0	%
Brisbane	0	0	0	%
Bunbury	0	0	0	%
Cairns	0	1	1	%
Cardiff	2	2	0	%
Coffs Harbour	0	0	0	%
Geelong	0	0	0	%
Gosford	0	0	0	%
Hobart	0	0	0	%
Illawarra	0	0	0	%
Indigenous	0	0	0	%
Latrobe	0	2	2	%
Liverpool	0	0	0	%
Maryborough	0	0	0	%
Moorabbin	0	0	0	%
Moreland	0	0	0	%
Perth	1	0	-1	%
Port Augusta	0	0	0	%
Port Macquarie	1	1	0	%
Sydney	0	0	0	%
Toowoomba	0	0	0	%
Townsville	2	1	-1	%
Warilla	0	0	0	%
Wendouree	0	0	0	%
<i>Total</i>	6	8	2	%
NOT CODED TO AN AREA	6	5	-1	%
AUSTRALIA	432,306	426,071	-6,235	-1.4

(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 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE (OTHER)
BY FORTNIGHTLY EARNINGS (%) AND SEX (a), FORTNIGHT TO 21 MAY 2004**

<i>Fortnightly Earnings</i>	Short-term Jobseekers	Long-term Jobseekers	Total Jobseekers
MALES			
Did not earn an income	85.6	82.7	83.9
Earned an income	14.4	17.3	16.1
Amount earned			
\$0.01 - \$62.00	1.1	1.5	1.3
\$62.01 - \$142.00	3.1	3.8	3.5
\$142.01 - \$236.00	2.8	3.5	3.2
\$236.01 - \$316.00	1.8	2.2	2.0
Over \$316.00	5.6	6.3	6.0
Total	100.0	100.0	100.0
<i>Jobseekers receiving NSA and YA (other)</i>	<i>118,308</i>	<i>163,030</i>	<i>281,338</i>
FEMALES			
Did not earn an income	76.3	72.9	74.3
Earned an income	23.7	27.1	25.7
Amount earned			
\$0.01 - \$62.00	1.7	2.1	1.9
\$62.01 - \$142.00	4.6	5.1	4.9
\$142.01 - \$236.00	4.4	5.3	4.9
\$236.01 - \$316.00	3.1	3.5	3.4
Over \$316.00	9.9	11.1	10.6
Total	100.0	100.0	100.0
<i>Jobseekers receiving NSA and YA (other)</i>	<i>57,842</i>	<i>85,933</i>	<i>143,775</i>
PERSONS			
Did not earn an income	82.5	79.3	80.7
Earned an income	17.5	20.7	19.3
Amount earned			
\$0.01 - \$62.00	1.3	1.7	1.5
\$62.01 - \$142.00	3.6	4.3	4.0
\$142.01 - \$236.00	3.3	4.1	3.8
\$236.01 - \$316.00	2.2	2.7	2.5
Over \$316.00	7.0	7.9	7.5
Total	100.0	100.0	100.0
<i>Jobseekers receiving NSA and YA (other)</i>	<i>176,150</i>	<i>248,963</i>	<i>425,113</i>

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

EXPLANATORY NOTES

Introduction

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

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

Scope

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

Methodology

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

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

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

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

Payment History

Youth Allowance

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

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

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

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

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

Newstart Allowance

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

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

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

<i>Job Search Allowance</i>	<p>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.</p> <p>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.</p>
<i>Sickness Allowance</i>	<p>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.</p> <p>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.</p> <p>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 <i>Youth Allowance</i>).</p>
<i>Partner Allowance</i>	<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>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.</p> <p>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.</p>
<i>Youth Training</i>	<p>Youth Training Allowance was replaced by Youth Allowance</p>

Allowance on 1 July 1998 (see *Youth Allowance*).

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

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

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

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

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

Comparability of Data

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

Definition of Customer

From July 2002, FaCS introduced a new method to more accurately measure the number of people receiving labour market and related payments. For those receiving labour market and related payments, their eligibility and entitlement status is administered by a payment

system called Newstart Common Platform System. Within this system customers who are both eligible and entitled to receive a payment have a determination status of 'current'. The new method therefore counts these 'current' customers.

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

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

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

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

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

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

Jobseekers Prior to July 1998, the jobseeker category was defined by excluding all Newstart Allowees who did not receive a payment, customers who were incapacitated, and those receiving a payment who were

undertaking training. Some people who were not required to engage in job search were classified as jobseekers, including people undertaking full-time voluntary work, people on jury duty and pregnant women around the time of the birth of their child.

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

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

Duration

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

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

Closure of Mature Age and Partner allowances

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

Symbols

n.a. not available
.. not applicable

GLOSSARY

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

Jobseekers	A person on Newstart Allowance or Youth Allowance (other) who would usually be engaged in jobsearch. See Explanatory Notes for definition and history.
Job Search Allowance (JSA)	Up to 20 September 1996, Job Search Allowance was payable to eligible persons who had been registered as unemployed with the CES for up to 12 months. From 20 September 1996, the payment was combined with Newstart Allowance to form one payment called Newstart Allowance. See Explanatory Notes for history.
Long-term Customers	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.
Mature Age Allowance (MAA)	<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>
Newstart Allowance (NSA)	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.
Newstart Common Platform System (NCP)	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.
Partner Allowance (PA)	<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>
Short-term Customers	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.

States	States and Territories of Australia derived from the postcode of the customer's residence as held on the Centrelink payment system.
Widow Allowance (WA)	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.
Youth Training Allowance (YTA)	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.
Youth Allowance (YA)	<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>
Youth Allowance (other)	Youth Allowance customers who are not full-time students.
Zero-Paid	See 'Did Not Receive a Payment'.

APPENDIX

COMPARISONS BETWEEN FaCS LABOUR MARKET PAYMENT NUMBERS AND ABS UNEMPLOYMENT STATISTICS

Official Statistics	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.
ABS Definition	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.
FaCS Labour Market Payment Statistics	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.
Differences	Care should be taken when comparing the ABS and FaCS labour market payment data. There are a number of reasons why the two series cannot be directly compared.
<i>Duration</i>	<p>Both FaCS and the ABS classify long term duration as over 12 months, but use substantially different definitions of duration:</p> <p>FaCS measures duration of income support. This includes not just time on unemployment benefits but time on any income support payment.</p> <p>The ABS measures length of time unemployed using their unemployment definition.</p> <p>FaCS unemployed clients can have breaks without payment for up to 25 weeks but still be classified long term income support clients:</p> <ul style="list-style-type: none">- Clients who do not receive a payment due to their earnings can have up to 12 weeks without a payment before they are automatically cancelled. This reduces disincentives to accept short-term work.- Long-term clients can have another 13 weeks off payment after payment is cancelled and still keep their long-term status if they return to income support. This means they keep access to assistance such as the Employment Entry Payment and the higher payment rate for clients over 60. <p>For the ABS statistics, any hours of work for a period as short as two weeks count as a break from unemployment and so are enough to reset a person's unemployment duration.</p> <p>The difference between these two concepts, together with the fact that FaCS clients are able to have ongoing part-time work (see 'employment' below) mean that many unemployed clients remain classified by FaCS as long-term clients when they would be classified as short-term unemployed under the ABS definition.</p>
<i>Seasonal Adjustment</i>	The ABS produces a seasonally adjusted series. The FaCS statistics are not seasonally adjusted.

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

FOR MORE INFORMATION

Labour Market Information

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

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

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

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

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

or forwarded via facsimile to (02) 6244 7978.

Other Customer Information

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

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

Other Statistical Outputs:

The following statistical output is available on request:

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