

LABOUR MARKET  
AND  
RELATED PAYMENTS  
a monthly profile

**Note: The Figures contained in this publication are different from the unemployment figures produced by the Australian Bureau of Statistics (ABS), as the ABS and FaCS use different methodologies to count unemployed customers.**

August 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 22 October 2004.

## STATISTICAL HIGHLIGHTS - August 2004

### Between August 2003 and August 2004:

Total Newstart Allowance (NSA) customers and Youth Allowance (other) (YA(O)) customers **decreased by 4.3%** overall from 620,739 to 593,738.

{ by 4.4% for NSA from 535,399 to 511,799 and

{ 4.0% for YA(O) from 85,340 to 81,939.

The number of jobseekers **decreased by 9.5%** overall from 449,614 to 406,712.

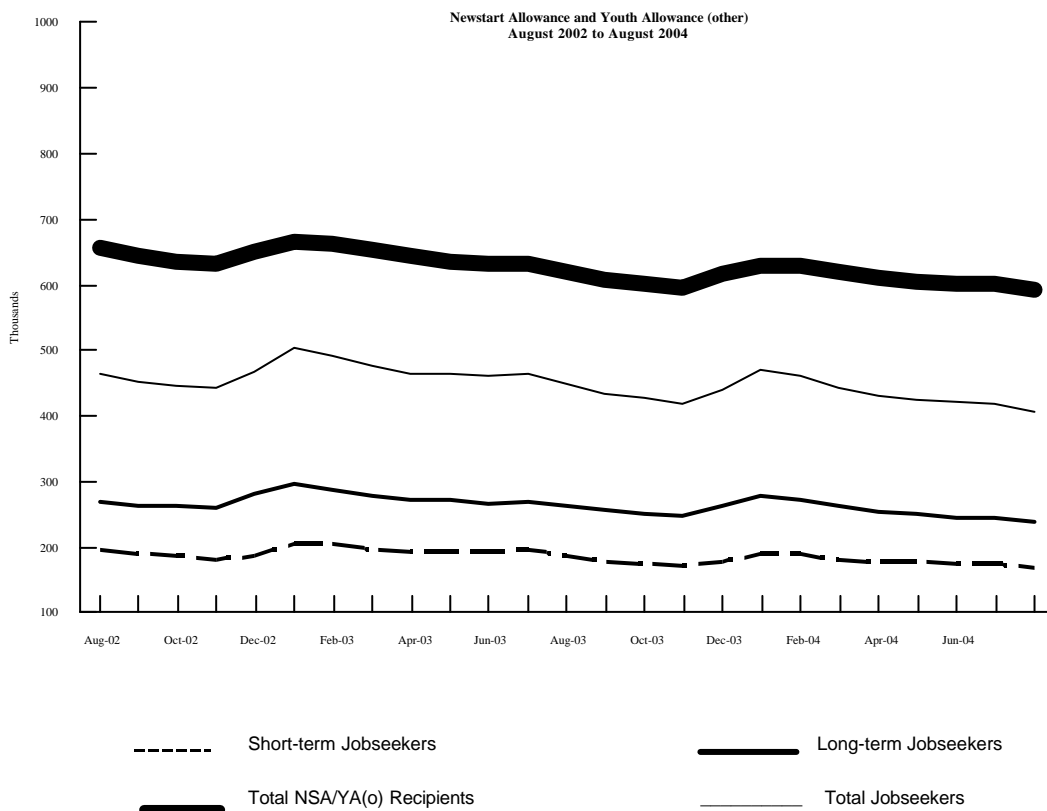
{ by 10.3% for NSA from 380,129 to 340,851 and

{ 5.2% for YA(O) customers from 69,485 to 65,861.

Long-term jobseekers decreased by 9.8% from 263,215 to 237,526.

Short-term jobseekers decreased by 9.2% from 186,399 to 169,186.

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	..	..	..	..	..
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
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
<i>Variation July 2004 - August 2004</i>							
Number	-1,992	-3,887	7,384	-3,418	-1,129	-1,923	-100
Per cent	-0.6	-0.8	2.5	-4.0	-3.5	-2.1	-0.2

(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**

	July 2004	August			Variation July - August	
		Males	Females	Persons	Number	Per cent
<b>Short-term NSA Customers</b>	<b>202,412</b>	<b>136,508</b>	<b>64,009</b>	<b>200,517</b>	<b>-1,895</b>	<b>-0.9</b>
CPS recipients (a)	2,286	1,747	596	2,343	57	2.5
Did not receive a payment (b)	12,407	7,939	4,740	12,679	272	2.2
Received a payment	187,719	126,822	58,673	185,495	-2,224	-1.2
Incapacitated (c)	21,111	13,518	7,948	21,466	355	1.7
Training	8,523	6,087	3,673	9,760	1,237	14.5
Self-employment development (d)	403	344	174	518	115	28.5
Voluntary/part-time work (e)	2,536	1,350	1,321	2,671	135	5.3
Other/temporary exemptions (f)	12,615	7,956	5,269	13,225	610	4.8
<b>Short-term NSA Jobseekers (g)</b>	<b>142,531</b>	<b>97,567</b>	<b>40,288</b>	<b>137,855</b>	<b>-4,676</b>	<b>-3.3</b>
<b>Long-term NSA Customers</b>	<b>313,274</b>	<b>206,389</b>	<b>104,893</b>	<b>311,282</b>	<b>-1,992</b>	<b>-0.6</b>
CPS recipients (a)	7,284	5,191	2,084	7,275	-9	-0.1
Did not receive a payment (b)	11,657	7,468	4,743	12,211	554	4.8
Received a payment	294,333	193,730	98,066	291,796	-2,537	-0.9
Incapacitated (c)	30,600	18,877	11,835	30,712	112	0.4
Training	30,566	20,133	12,253	32,386	1,820	6.0
Self-employment development (d)	207	170	89	259	52	25.1
Voluntary/part-time work (e)	5,695	3,889	2,132	6,021	326	5.7
Other/temporary exemptions (f)	19,034	11,970	7,452	19,422	388	2.0
<b>Long-term NSA Jobseekers (g)</b>	<b>208,231</b>	<b>138,691</b>	<b>64,305</b>	<b>202,996</b>	<b>-5,235</b>	<b>-2.5</b>
<b>All NSA Customers</b>	<b>515,686</b>	<b>342,897</b>	<b>168,902</b>	<b>511,799</b>	<b>-3,887</b>	<b>-0.8</b>
CPS recipients (a)	9,570	6,938	2,680	9,618	48	0.5
Did not receive a payment (b)	24,064	15,407	9,483	24,890	826	3.4
Received a payment	482,052	320,552	156,739	477,291	-4,761	-1.0
Incapacitated (c)	51,711	32,395	19,783	52,178	467	0.9
Training	39,089	26,220	15,926	42,146	3,057	7.8
Self-employment development (d)	610	514	263	777	167	27.4
Voluntary/part-time work (e)	8,231	5,239	3,453	8,692	461	5.6
Other/temporary exemptions (f)	31,649	19,926	12,721	32,647	998	3.2
<b>All NSA Jobseekers (g)</b>	<b>350,762</b>	<b>236,258</b>	<b>104,593</b>	<b>340,851</b>	<b>-9,911</b>	<b>-2.8</b>

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

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

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

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

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

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

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

Notes:

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

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

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

	July 2004	August			Variation July - August	
		Males	Females	Persons	Number	Per cent
<b>Short-term YA (other) Customers</b>	<b>40,494</b>	<b>21,002</b>	<b>18,040</b>	<b>39,042</b>	<b>-1,452</b>	<b>-3.6</b>
CPS recipients (a)	1,116	650	438	1,088	-28	-2.5
Did not receive a payment (b)	1,032	442	540	982	-50	-4.8
Received a payment	38,346	19,910	17,062	36,972	-1,374	-3.6
Part-time study & work (c)	1	3	1	4	3	300.0
Part-time study & other YA activities (d)	86	27	60	87	1	1.2
Incapacitated (e)	2,142	1,052	1,058	2,110	-32	-1.5
Training	1,285	817	560	1,377	92	7.2
Self-employment development (e)	10	5	2	7	-3	-30.0
Full-time voluntary work	10	4	7	11	1	10.0
Other non-jobseekers (e)	1,999	1,003	1,042	2,045	46	2.3
<b>Short-term YA (other) Jobseekers (f)</b>	<b>32,813</b>	<b>16,999</b>	<b>14,332</b>	<b>31,331</b>	<b>-1,482</b>	<b>-4.5</b>
<b>Long-term YA (other) Customers</b>	<b>44,863</b>	<b>20,619</b>	<b>22,278</b>	<b>42,897</b>	<b>-1,966</b>	<b>-4.4</b>
CPS recipients (a)	1,053	669	380	1,049	-4	-0.4
Did not receive a payment (b)	1,272	483	773	1,256	-16	-1.3
Received a payment	42,538	19,467	21,125	40,592	-1,946	-4.6
Part-time study & work (c)	5	0	8	8	3	60.0
Part-time study & other YA activities (d)	116	42	77	119	3	2.6
Incapacitated (e)	1,784	691	1,098	1,789	5	0.3
Training	2,267	1,206	1,206	2,412	145	6.4
Self-employment development (e)	7	7	4	11	4	57.1
Full-time voluntary work	14	3	9	12	-2	-14.3
Other non-jobseekers (e)	1,730	713	998	1,711	-19	-1.1
<b>Long-term YA (other) Jobseekers (f)</b>	<b>36,615</b>	<b>16,805</b>	<b>17,725</b>	<b>34,530</b>	<b>-2,085</b>	<b>-5.7</b>
<b>All YA (other) Customers</b>	<b>85,357</b>	<b>41,621</b>	<b>40,318</b>	<b>81,939</b>	<b>-3,418</b>	<b>-4.0</b>
CPS recipients (a)	2,169	1,319	818	2,137	-32	-1.5
Did not receive a payment (b)	2,304	925	1,313	2,238	-66	-2.9
Received a payment	80,884	39,377	38,187	77,564	-3,320	-4.1
Part-time study & work (c)	6	3	9	12	6	100.0
Part-time study & other YA activities (d)	202	69	137	206	4	2.0
Incapacitated (e)	3,926	1,743	2,156	3,899	-27	-0.7
Training	3,552	2,023	1,766	3,789	237	6.7
Self-employment development (e)	17	12	6	18	1	5.9
Full-time voluntary work	24	7	16	23	-1	-4.2
Other non-jobseekers (e)	3,729	1,716	2,040	3,756	27	0.7
<b>All YA (other) Jobseekers (f)</b>	<b>69,428</b>	<b>33,804</b>	<b>32,057</b>	<b>65,861</b>	<b>-3,567</b>	<b>-5.1</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
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
June 2004	176,087	244,647	420,734
July 2004	175,344	244,846	420,190
August 2004	169,186	237,526	406,712
<i>Variation July 2004 - August 2004</i>			
<i>Number</i>	-6,158	-7,320	-13,478
<i>Per cent</i>	-3.5	-3.0	-3.2

(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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<b>SHORT-TERM JOBSEEKERS</b>				
New South Wales	55,197	53,656	-1,541	-2.8
Victoria	42,408	41,126	-1,282	-3.0
Queensland	37,677	35,602	-2,075	-5.5
South Australia	13,299	12,890	-409	-3.1
Western Australia	18,211	17,477	-734	-4.0
Tasmania	4,839	4,819	-20	-0.4
Northern Territory	1,978	1,952	-26	-1.3
Australian Capital Territory	1,735	1,664	-71	-4.1
<b>AUSTRALIA</b>	<b>175,344</b>	<b>169,186</b>	<b>-6,158</b>	<b>-3.5</b>
<b>LONG-TERM JOBSEEKERS</b>				
New South Wales	79,870	77,376	-2,494	-3.1
Victoria	59,336	57,725	-1,611	-2.7
Queensland	46,443	44,689	-1,754	-3.8
South Australia	21,142	20,715	-427	-2.0
Western Australia	20,955	20,207	-748	-3.6
Tasmania	11,228	10,983	-245	-2.2
Northern Territory	3,573	3,574	1	0.0
Australian Capital Territory	2,299	2,257	-42	-1.8
<b>AUSTRALIA</b>	<b>244,846</b>	<b>237,526</b>	<b>-7,320</b>	<b>-3.0</b>
<b>TOTAL JOBSEEKERS</b>				
New South Wales	135,067	131,032	-4,035	-3.0
Victoria	101,744	98,851	-2,893	-2.8
Queensland	84,120	80,291	-3,829	-4.6
South Australia	34,441	33,605	-836	-2.4
Western Australia	39,166	37,684	-1,482	-3.8
Tasmania	16,067	15,802	-265	-1.6
Northern Territory	5,551	5,526	-25	-0.5
Australian Capital Territory	4,034	3,921	-113	-2.8
<b>AUSTRALIA</b>	<b>420,190</b>	<b>406,712</b>	<b>-13,478</b>	<b>-3.2</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 (AUGUST 2004)**

Age	Short-term Jobseekers		Long-term Jobseekers		Total Jobseekers	
	Number	Per cent	Number	Per cent	Number	Per cent
<b>MALES</b>						
Less than 18 years	4,718	4.1	2,667	1.7	7,385	2.7
18 - 20 years	12,280	10.7	14,120	9.1	26,400	9.8
21 - 24 years	21,356	18.6	21,597	13.9	42,953	15.9
25 - 29 years	18,802	16.4	21,860	14.1	40,662	15.1
30 - 39 years	26,835	23.4	35,471	22.8	62,306	23.1
40 - 49 years	15,831	13.8	29,756	19.1	45,587	16.9
50 - 59 years	11,074	9.7	25,275	16.3	36,349	13.5
60 years and over	3,670	3.2	4,750	3.1	8,420	3.1
<b>TOTAL</b>	<b>114,566</b>	<b>100.0</b>	<b>155,496</b>	<b>100.0</b>	<b>270,062</b>	<b>100.0</b>
<b>FEMALES</b>						
Less than 18 years	4,735	8.7	2,979	3.6	7,714	5.6
18 - 20 years	9,596	17.6	14,729	18.0	24,325	17.8
21 - 24 years	11,468	21.0	13,822	16.8	25,290	18.5
25 - 29 years	6,563	12.0	8,662	10.6	15,225	11.1
30 - 39 years	6,618	12.1	11,340	13.8	17,958	13.1
40 - 49 years	7,266	13.3	18,172	22.2	25,438	18.6
50 - 59 years	7,138	13.1	11,429	13.9	18,567	13.6
60 years and over	1,236	2.3	897	1.1	2,133	1.6
<b>TOTAL</b>	<b>54,620</b>	<b>100.0</b>	<b>82,030</b>	<b>100.0</b>	<b>136,650</b>	<b>100.0</b>
<b>PERSONS</b>						
Less than 18 years	9,453	5.6	5,646	2.4	15,099	3.7
18 - 20 years	21,876	12.9	28,849	12.1	50,725	12.5
21 - 24 years	32,824	19.4	35,419	14.9	68,243	16.8
25 - 29 years	25,365	15.0	30,522	12.8	55,887	13.7
30 - 39 years	33,453	19.8	46,811	19.7	80,264	19.7
40 - 49 years	23,097	13.7	47,928	20.2	71,025	17.5
50 - 59 years	18,212	10.8	36,704	15.5	54,916	13.5
60 years and over	4,906	2.9	5,647	2.4	10,553	2.6
<b>TOTAL</b>	<b>169,186</b>	<b>100.0</b>	<b>237,526</b>	<b>100.0</b>	<b>406,712</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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>EAST COAST (SYDNEY)</i>				
Bondi Junction	1,409	1,368	-41	-2.9
Chatswood	1,307	1,241	-66	-5.0
Darlinghurst	1,830	1,769	-61	-3.3
Darlinghurst YSU	16	15	-1	%
Hornsby	997	959	-38	-3.8
Leichhardt	1,584	1,554	-30	-1.9
Maroubra	1,269	1,263	-6	-0.5
Marrickville	1,623	1,541	-82	-5.1
Northern Beaches	1,439	1,309	-130	-9.0
Sydney Central YSU	6	0	-6	%
Other (a)	40	54	14	%
<i>Total</i>	11,520	11,073	-447	-3.9
<i>EAST COAST (WOLLONGONG)</i>				
Caringbah	1,507	1,398	-109	-7.2
Corrimal	1,456	1,387	-69	-4.7
Dapto	1,244	1,189	-55	-4.4
Hurstville	1,358	1,312	-46	-3.4
Nowra	1,991	1,954	-37	-1.9
Redfern	1,459	1,399	-60	-4.1
Rockdale	1,528	1,451	-77	-5.0
Shellharbour	1,720	1,674	-46	-2.7
Sutherland	39	40	1	%
Ulladulla	521	526	5	1.0
Wollongong	1,962	1,855	-107	-5.5
Other (a)	23	28	5	%
<i>Total</i>	14,808	14,213	-595	-4.0

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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>HUNTER NSW</i>				
Armidale	1,264	1,246	-18	-1.4
Cessnock	913	893	-20	-2.2
Charlestown	2,948	2,890	-58	-2.0
Ettalong	1,140	1,120	-20	-1.8
Forster	898	867	-31	-3.5
Gosford*	2,066	2,055	-11	-0.5
Gosford NSS*	1	1	0	%
Gunnedah	474	478	4	0.8
Inverell	671	657	-14	-2.1
Kempsey	1,390	1,350	-40	-2.9
Kurri Kurri	597	576	-21	-3.5
Lakehaven	1,730	1,700	-30	-1.7
Maitland	1,882	1,796	-86	-4.6
Mayfield	1,322	1,290	-32	-2.4
Muswellbrook	666	666	0	0.0
Nambucca Heads	1,185	1,191	6	0.5
Nelson Bay	635	607	-28	-4.4
Newcastle	2,027	1,933	-94	-4.6
Port Macquarie	1,770	1,725	-45	-2.5
Raymond Terrace	1,028	993	-35	-3.4
Singleton	320	323	3	0.9
Tamworth	1,839	1,778	-61	-3.3
Taree	1,817	1,772	-45	-2.5
The Entrance	1,203	1,179	-24	-2.0
Toronto	1,300	1,256	-44	-3.4
Tuggerah	0	0	0	%
Wallsend	1,976	1,926	-50	-2.5
Wyong	616	611	-5	-0.8
Other (a)	40	46	6	%
<i>Total</i>	33,718	32,925	-793	-2.4

Note: For footnotes see end of table.

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

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

<i>Area Support Office and Customer Service Centre</i>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>SOUTH METROPOLITAN NSW</i>				
Ashfield	25	22	-3	%
Bankstown	3,895	3,720	-175	-4.5
Cabramatta	2,301	2,199	-102	-4.4
Camden	369	369	0	0.0
Campbelltown	2,597	2,479	-118	-4.5
Campsie	1,986	1,920	-66	-3.3
Fairfield	4,261	3,933	-328	-7.7
Ingleburn	1,061	998	-63	-5.9
Lakemba	15	13	-2	%
Liverpool	3,927	3,802	-125	-3.2
Revesby	7	5	-2	%
Strathfield	1,519	1,478	-41	-2.7
Other (a)	4	4	0	%
<i>Total</i>	21,967	20,942	-1,025	-4.7
<i>WEST NSW</i>				
Auburn	2,130	2,019	-111	-5.2
Baulkham Hills	622	586	-36	-5.8
Blacktown	3,006	2,900	-106	-3.5
Hawkesbury	835	816	-19	-2.3
Katoomba	655	636	-19	-2.9
Lithgow	760	751	-9	-1.2
Merrylands	1,725	1,695	-30	-1.7
Mt Druitt	2,338	2,277	-61	-2.6
Mudgee	673	658	-15	-2.2
Parramatta	2,068	2,013	-55	-2.7
Penrith	1,719	1,642	-77	-4.5
Ryde	1,082	1,049	-33	-3.0
Springwood	429	406	-23	-5.4
St Marys	1,685	1,638	-47	-2.8
Other (a)	12	14	2	%
<i>Total</i>	19,739	19,100	-639	-3.2

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>	July 2004	August 2004	Variation July - August	
			Number	Per cent
<i>SOUTH WEST NSW</i>				
Albury	2,270	2,224	-46	-2.0
Batemans Bay	800	774	-26	-3.3
Bathurst	927	912	-15	-1.6
Bega	745	768	23	3.1
Belconnen	1,273	1,223	-50	-3.9
Bourke	454	444	-10	-2.2
Bowral	486	456	-30	-6.2
Braddon	1,116	1,085	-31	-2.8
Cooma	415	379	-36	-8.7
Cowra	473	463	-10	-2.1
Deniliquin	348	343	-5	-1.4
Dubbo	1,886	1,907	21	1.1
Goulburn	738	732	-6	-0.8
Griffith	587	592	5	0.9
Gungahlin	139	141	2	1.4
Lanyon	61	55	-6	%
Leeton	365	361	-4	-1.1
Narooma	432	422	-10	-2.3
Orange	1,110	1,093	-17	-1.5
Parkes	1,060	1,037	-23	-2.2
Queanbeyan	628	612	-16	-2.5
Tuggeranong	783	780	-3	-0.4
Tumut	362	329	-33	-9.1
Wagga	1,720	1,730	10	0.6
Woden	690	667	-23	-3.3
Yass	106	113	7	6.6
Young	445	436	-9	-2.0
Other (a)	5	2	-3	%
<i>Total</i>	20,424	20,080	-344	-1.7

Note: For footnotes see end of table.

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

<i>Area Support Office and Customer Service Centre</i>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>NORTH-CENTRAL VICTORIA</i>				
Box Hill	1,842	1,777	-65	-3.5
Broadmeadows	3,929	3,785	-144	-3.7
Darebin	3,807	3,605	-202	-5.3
Echuca	649	635	-14	-2.2
Epping	2,430	2,325	-105	-4.3
Fitzroy	1,893	1,816	-77	-4.1
Greensborough	1,420	1,379	-41	-2.9
Heidelberg	1,139	1,051	-88	-7.7
Lilydale	1,663	1,554	-109	-6.6
Moreland	3,261	3,117	-144	-4.4
Newmarket	1,972	1,919	-53	-2.7
Richmond	1,164	1,071	-93	-8.0
Ringwood	2,008	1,916	-92	-4.6
Seymour	639	637	-2	-0.3
Shepparton	2,641	2,574	-67	-2.5
Sth Melbourne	1,088	1,047	-41	-3.8
Wangaratta	1,808	1,781	-27	-1.5
Windsor (VIC)	3,551	3,452	-99	-2.8
Other (a)	22	39	17	%
<i>Total</i>	36,926	35,480	-1,446	-3.9

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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>SOUTH-EAST VICTORIA</i>				
Bairnsdale	971	973	2	0.2
Belgrave*	612	590	-22	-3.6
Camberwell	1,106	1,070	-36	-3.3
Cheltenham	2,176	2,171	-5	-0.2
Cranbourne	1,247	1,220	-27	-2.2
Dandenong	2,828	2,684	-144	-5.1
Fountain Gate	2,125	2,051	-74	-3.5
Frankston	3,557	3,453	-104	-2.9
Glen Waverley	1,313	1,277	-36	-2.7
Leongatha	2	2	0	%
Mornington	621	621	0	0.0
Morwell	2,913	2,893	-20	-0.7
Oakleigh	2,117	2,113	-4	-0.2
Rosebud	1,076	1,060	-16	-1.5
Rowville	510	492	-18	-3.5
Sale	1,064	1,058	-6	-0.6
Springvale	2,705	2,601	-104	-3.8
Wantirna*	1,442	1,444	2	0.1
Warragul	453	447	-6	-1.3
Wonthaggi	635	645	10	1.6
Other (a)	12	12	0	%
<i>Total</i>	29,485	28,877	-608	-2.1

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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>WEST VICTORIA</i>				
Ararat	313	300	-13	-4.2
Ballarat	3,216	3,151	-65	-2.0
Bendigo	3,460	3,403	-57	-1.6
Colac	534	537	3	0.6
Corio	1,877	1,871	-6	-0.3
Essendon (Airport West)	1,539	1,461	-78	-5.1
Footscray	2,150	2,076	-74	-3.4
Geelong	3,473	3,473	0	0.0
Hamilton	405	383	-22	-5.4
Horsham	772	755	-17	-2.2
Maryborough (VIC)	562	551	-11	-2.0
Melton	1,198	1,182	-16	-1.3
Mildura	1,893	1,799	-94	-5.0
Newport	1,250	1,199	-51	-4.1
Portland	537	536	-1	-0.2
Stawell	163	161	-2	-1.2
Sunbury	755	757	2	0.3
Sunshine	3,101	3,019	-82	-2.6
Swan Hill	885	873	-12	-1.4
Warrnambool	1,008	986	-22	-2.2
Watergardens	3,606	3,498	-108	-3.0
Werribee	2,504	2,403	-101	-4.0
Other (a)	9	11	2	%
<i>Total</i>	35,210	34,385	-825	-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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>BRISBANE</i>				
Annerley	1,099	1,037	-62	-5.6
Bundaberg	3,016	2,865	-151	-5.0
Caboolture	2,620	2,443	-177	-6.8
Caloundra	1,480	1,358	-122	-8.2
Capalaba	870	854	-16	-1.8
Chermside	1,254	1,188	-66	-5.3
Cleveland	905	847	-58	-6.4
Fortitude Valley	1,854	1,842	-12	-0.6
Gympie	1,387	1,307	-80	-5.8
Hervey Bay	1,357	1,303	-54	-4.0
Kawana Waters	691	619	-72	-10.4
Kingaroy	746	701	-45	-6.0
Maroochydore	1,850	1,760	-90	-4.9
Maryborough	1,392	1,329	-63	-4.5
Mitchelton	1,276	1,204	-72	-5.6
Mt Gravatt	2,151	1,986	-165	-7.7
Nambour	1,322	1,273	-49	-3.7
Noosa	1,554	1,506	-48	-3.1
Nundah	1,330	1,293	-37	-2.8
Redcliffe	1,758	1,707	-51	-2.9
Stones Corner	2,131	1,972	-159	-7.5
Strathpine	1,260	1,203	-57	-4.5
Toowong	1,487	1,417	-70	-4.7
Wynnum	1,062	1,007	-55	-5.2
Other (a)	1	0	-1	%
<i>Total</i>	35,853	34,021	-1,832	-5.1

Note: For footnotes see end of table.

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

<i>Area Support Office and Customer Service Centre</i>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>CENTRAL &amp; NORTHERN QUEENSLAND</i>				
Atherton	831	815	-16	-1.9
Ayr	437	402	-35	-8.0
Biloela	221	222	1	0.5
Bowen	473	475	2	0.4
Cairns EMS (3)	3,502	3,251	-251	-7.2
Cairns FAO (3)	157	132	-25	-15.9
Cairns Ret (3)	3	4	1	%
Charters Towers	370	368	-2	-0.5
Edmonton	112	113	1	0.9
Emerald	283	302	19	6.7
Gladstone	1,150	1,107	-43	-3.7
Greenfields	3	5	2	%
Indigenous ISC (2)	616	562	-54	-8.8
Ingham	284	266	-18	-6.3
Innisfail	860	795	-65	-7.6
Mackay	2,591	2,408	-183	-7.1
Mareeba	495	480	-15	-3.0
Mossman	248	245	-3	-1.2
Mt Isa	942	929	-13	-1.4
Normanton	202	193	-9	-4.5
Palm Island (2)	249	255	6	2.4
Rockhampton	3,113	2,923	-190	-6.1
Smithfield	304	319	15	4.9
Thursday Is	272	255	-17	-6.3
Townsville City (1)	59	58	-1	%
Townsville Employment Services (1)	3,662	3,487	-175	-4.8
Townsville FAO (1)	18	16	-2	%
Townsville Retirement (1)	8	8	0	%
Whitsunday	590	531	-59	-10.0
Yarrabah RASC (2)	99	93	-6	-6.1
Yeppoon	593	576	-17	-2.9
Other (a)	19	90	71	%
<i>Total</i>	22,766	21,685	-1,081	-4.7

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 - 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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>SOUTH AUSTRALIA</i>				
Berri	1,028	989	-39	-3.8
Broken Hill	1,027	1,005	-22	-2.1
Ceduna	186	187	1	0.5
Cooper Pedy	158	168	10	6.3
Currie St (Adelaide)	1,139	1,096	-43	-3.8
Currie St (Adelaide) SAC	0	0	0	%
Edwardstown	2,512	2,409	-103	-4.1
Elizabeth	2,663	2,596	-67	-2.5
Enfield	1,697	1,685	-12	-0.7
Gawler	1,082	1,051	-31	-2.9
Glenelg	1,130	1,088	-42	-3.7
Kadina	650	671	21	3.2
Kilkenny	2,019	1,977	-42	-2.1
Modbury	2,056	1,949	-107	-5.2
Mt Barker	677	670	-7	-1.0
Mt Gambier	1,344	1,318	-26	-1.9
Murray Bridge	924	874	-50	-5.4
Noarlunga	2,935	2,882	-53	-1.8
Norwood	1,584	1,507	-77	-4.9
Parkside	703	663	-40	-5.7
Port Adelaide	1,784	1,717	-67	-3.8
Port Augusta	727	749	22	3.0
Port Lincoln	669	659	-10	-1.5
Port Pirie	1,160	1,119	-41	-3.5
Salisbury	2,684	2,648	-36	-1.3
Torrensville	1,553	1,588	35	2.3
Victor Harbor	597	581	-16	-2.7
Whyalla	936	930	-6	-0.6
Other (a)	17	16	-1	%
<i>Total</i>	35,641	34,792	-849	-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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>WESTERN AUSTRALIA</i>				
Albany	1,460	1,406	-54	-3.7
Armadale	1,341	1,320	-21	-1.6
Bunbury	2,571	2,496	-75	-2.9
Cannington	2,121	2,012	-109	-5.1
Carnarvon	265	257	-8	-3.0
Centrelink City*	2	1	-1	%
Christmas Island	28	31	3	%
Cocos Island	34	34	0	%
Collie	0	0	0	%
Esperance	384	375	-9	-2.3
Fremantle	2,210	2,107	-103	-4.7
Geraldton	1,660	1,715	55	3.3
Gosnells	1,446	1,344	-102	-7.1
Innaloo	2,568	2,407	-161	-6.3
Joondalup	2,024	1,926	-98	-4.8
Kalgoorlie	710	715	5	0.7
Karratha	300	289	-11	-3.7
Kwinana*	31	22	-9	%
Mandurah	1,783	1,734	-49	-2.7
Midland	2,292	2,253	-39	-1.7
Mirrabooka	2,484	2,364	-120	-4.8
Morley	3,070	2,930	-140	-4.6
Northam	585	584	-1	-0.2
Rockingham	2,252	2,228	-24	-1.1
South Hedland	296	306	10	3.4
Spearwood	1,464	1,457	-7	-0.5
Victoria Park	3,155	2,907	-248	-7.9
Warwick Grove	1,471	1,442	-29	-2.0
Other (a)	628	525	-103	-16.4
<i>Total</i>	38,635	37,187	-1,448	-3.7

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 - 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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>TASMANIA</i>				
Bridgewater	970	952	-18	-1.9
Burnie	1,891	1,891	0	0.0
Devonport	2,153	2,127	-26	-1.2
Glenorchy	1,954	1,926	-28	-1.4
Hobart	2,212	2,182	-30	-1.4
Huonville	623	610	-13	-2.1
Launceston	4,397	4,289	-108	-2.5
Mowbray	20	19	-1	%
Rosny Park	1,309	1,276	-33	-2.5
Sorell	612	606	-6	-1.0
Other (a)	16	18	2	%
<i>Total</i>	16,157	15,896	-261	-1.6
<i>NORTH AUSTRALIA</i>				
Alice Springs	463	464	1	0.2
Alice Springs (Remote)	413	471	58	14.0
Broome	332	332	0	0.0
Casuarina	1,162	1,133	-29	-2.5
Casuarina YSC	0	1	1	%
Derby	82	77	-5	%
Katherine	379	390	11	2.9
Katherine (Remote)	108	134	26	24.1
Knuckey Street	720	721	1	0.1
Kununurra	156	165	9	5.8
Nhulunbuy	212	170	-42	-19.8
Palmerston	1,053	994	-59	-5.6
Tangentyere	265	293	28	10.6
Tennant Creek	130	152	22	16.9
Tennant Creek (Remote)	43	48	5	%
Other (a)	750	703	-47	-6.3
<i>Total</i>	6,268	6,248	-20	-0.3

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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>PACIFIC CENTRAL</i>				
Ballina	1,231	1,206	-25	-2.0
Beaudesert	405	423	18	4.4
Beenleigh	1,821	1,767	-54	-3.0
Biggera Waters	1,944	1,869	-75	-3.9
Browns Plains	1,664	1,538	-126	-7.6
Brunswick Heads	811	779	-32	-3.9
Byron Bay	989	994	5	0.5
Casino	806	814	8	1.0
Charleville	164	174	10	6.1
Coffs Harbour	3,199	3,073	-126	-3.9
Dalby	766	765	-1	-0.1
Goodna	1,208	1,150	-58	-4.8
Goondiwindi	293	309	16	5.5
Grafton	1,806	1,754	-52	-2.9
Inala	1,477	1,407	-70	-4.7
Ipswich	2,323	2,253	-70	-3.0
Lightning Ridge	13	13	0	%
Lismore	2,329	2,267	-62	-2.7
Moree	607	620	13	2.1
Murwillumbah	830	780	-50	-6.0
Narrabri	381	411	30	7.9
Nerang	1,866	1,835	-31	-1.7
Palm Beach	2,487	2,393	-94	-3.8
Roma	145	136	-9	-6.2
Southport	3,083	2,976	-107	-3.5
Stanthorpe	24	4	-20	%
Toowoomba	2,796	2,643	-153	-5.5
Tweed Heads	1,792	1,731	-61	-3.4
Walgett	432	435	3	0.7
Warwick	1,110	1,113	3	0.3
Woodridge	2,229	2,148	-81	-3.6
Other (a)	22	16	-6	%
<i>Total</i>	41,053	39,796	-1,257	-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>	July 2004	August 2004	Variation	
			July - August Number	Per cent
<i>CENTRELINK CALL CENTRES*</i>				
Adelaide	2	1	-1	%
Bendigo	1	0	-1	%
Brisbane	1	0	-1	%
Bunbury	0	0	0	%
Cairns	0	0	0	%
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	2	1	-1	%
Liverpool	0	0	0	%
Maryborough	0	0	0	%
Moorabbin	0	0	0	%
Moreland	0	0	0	%
Perth	2	1	-1	%
Port Augusta	0	0	0	%
Port Macquarie	3	2	-1	%
Sydney	0	0	0	%
Toowoomba	0	0	0	%
Townsville	2	1	-1	%
Warilla	0	0	0	%
Wendouree	0	0	0	%
<i>Total</i>	15	8	-7	%
NOT CODED TO AN AREA	4	4	0	%
<b>AUSTRALIA</b>	<b>420,190</b>	<b>406,712</b>	<b>-13,478</b>	<b>-3.2</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 - JOBSEEKERS RECEIVING NEWSTART ALLOWANCE AND YOUTH ALLOWANCE (OTHER)  
BY FORTNIGHTLY EARNINGS (%) AND SEX (a), FORTNIGHT TO 20 AUGUST 2004**

<i>Fortnightly Earnings</i>	Short-term Jobseekers	Long-term Jobseekers	Total Jobseekers
<b>MALES</b>			
Did not earn an income	85.1	82.1	83.4
Earned an income	14.9	17.9	16.6
Amount earned			
\$0.01 - \$62.00	1.1	1.5	1.3
\$62.01 - \$142.00	3.0	3.8	3.5
\$142.01 - \$236.00	2.9	3.5	3.3
\$236.01 - \$316.00	1.9	2.3	2.2
Over \$316.00	5.9	6.8	6.4
Total	100.0	100.0	100.0
<b><i>Jobseekers receiving NSA and YA (other)</i></b>	<b><i>114,069</i></b>	<b><i>154,893</i></b>	<b><i>268,962</i></b>
<b>FEMALES</b>			
Did not earn an income	75.6	72.2	73.6
Earned an income	24.4	27.8	26.4
Amount earned			
\$0.01 - \$62.00	1.7	2.1	2.0
\$62.01 - \$142.00	4.5	5.2	4.9
\$142.01 - \$236.00	4.6	5.3	5.0
\$236.01 - \$316.00	3.3	3.5	3.4
Over \$316.00	10.3	11.6	11.1
Total	100.0	100.0	100.0
<b><i>Jobseekers receiving NSA and YA (other)</i></b>	<b><i>54,357</i></b>	<b><i>81,655</i></b>	<b><i>136,012</i></b>
<b>PERSONS</b>			
Did not earn an income	82.1	78.7	80.1
Earned an income	17.9	21.3	19.9
Amount earned			
\$0.01 - \$62.00	1.3	1.7	1.5
\$62.01 - \$142.00	3.5	4.3	4.0
\$142.01 - \$236.00	3.5	4.1	3.9
\$236.01 - \$316.00	2.4	2.7	2.6
Over \$316.00	7.3	8.5	8.0
Total	100.0	100.0	100.0
<b><i>Jobseekers receiving NSA and YA (other)</i></b>	<b><i>168,426</i></b>	<b><i>236,548</i></b>	<b><i>404,974</i></b>

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

## EXPLANATORY NOTES

### Introduction

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

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

### Scope

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

### Methodology

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

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

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

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

## Payment History

### *Youth Allowance*

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

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

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

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

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

### *Newstart Allowance*

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

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

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

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

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

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

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

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

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

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

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

*Youth Training Allowance*

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

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

*Widow Allowance*

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

*Mature Age Allowance*

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

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

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

**Comparability of Data**

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

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

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

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

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

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

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

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

### *Jobseekers*

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

From July 1998, the definition of jobseekers has been placed on a sounder conceptual basis. It is now derived for Newstart Allowance and Youth Allowance (other) customers by excluding all people who did not receive a payment due to their own and/or their partner's income, or where applicable, their parent's, and all those known not to be required to search for work. People receiving Intensive 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 FaCS service, as well as specialist case management to help access educational, labour market, job search, housing, health and general welfare assistance; and by providing a regular FaCS visiting service to youth via hostels, refuges and voluntary agencies.
<b>Community Development Employment Projects (CDEP)</b>	<p>The CDEP scheme is a program funded by the Aboriginal and Torres Strait Islander Commission (ATSIC). The scheme enables Aboriginal and Torres Strait Islander community councils and other approved Aboriginal and Torres Strait Islander groups to offer work to community members in activities that assist individuals in acquiring skills which benefit the community, develop business enterprises and/or lead to unsubsidised employment. The scheme also aims to develop management and business skills in an environment conducive to the principles of self-determination.</p> <p>The CDEP Participant Supplement (CPS) is payable to eligible CDEP participants. It can be paid fortnightly or as a 12 weekly payment.</p>
<b>Customer Service Centre</b>	A Customer Service Centre set within a particular region that provides FaCS and other payments and related information and services to customers. Customer Service Centres are managed by Area Support Offices.
<b>Did Not Receive a Payment</b>	Persons who did not receive a payment due to their own income and/or that of their partner, or parents, where applicable. This group is often referred to as 'zero-paid'.
<b>Eligibility and Payment Status</b>	Refer to the Methodology entry in the Explanatory Notes.
<b>Fortnightly Earnings</b>	Amount of income earned, derived, or received by a person for the person's own use or benefit in the previous fortnight.
<b>Incapacitated</b>	A person on Newstart Allowance or Youth Allowance (other) who has an activity test status indicating they are temporarily ill or incapacitated. Refer to the entry for Sickness Allowance in the Explanatory Notes.

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

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

## APPENDIX

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

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

<i>Classification</i>	<p>The ABS classifies a person as unemployed if he or she is aged 15 years and over, was not employed during the week before the interview, has actively looked for full-time or part-time work and is available to start work. From February 2004, people who had not actively looked for work because they were waiting to start a job within four weeks, are also classified as unemployed.</p> <p>The Newstart Allowance and Youth Allowance (other) series generally count people who are eligible for and entitled to receive a payment between the ages of 15 years and 64 years in the case of men (excluding recipients of Mature Age Allowance) and 15 to 62 years in the case of women (excluding recipients of Mature Age, Partner, and Widow Allowances).</p>
<i>Employment</i>	<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 Business Information Help 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 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 - produced annually.*