



Australian Government

Department of Education, Employment  
and Workplace Relations

# Labour Market

## Assistance Outcomes

Year ending December 2009



# **LABOUR MARKET ASSISTANCE OUTCOMES REPORT**

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**A QUARTERLY ANALYSIS OF THE OUTCOMES  
FROM LABOUR MARKET ASSISTANCE**

**DECEMBER 2009 REPORT**

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Department of Education, Employment and Workplace Relations

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## Introduction

This publication presents statistical information on a quarterly basis on the post-assistance outcomes achieved by job seekers following a period of labour market assistance funded by the Department of Education, Employment and Workplace Relations (DEEWR).

The post-assistance outcomes are measured through the Department's Post-Program Monitoring (PPM) survey. The survey measures outcomes achieved by job seekers around three months after they exit labour market assistance.

This publication covers employment services delivered by the Department to job seekers. This edition report outcomes for Disability Employment Network, Vocational Rehabilitation Services, Indigenous Employment Program and the New Enterprise Incentive Scheme programs. There has been insufficient time elapsed to allow for the robust estimation of outcomes for Job Services Australia programs.

- Section 1 provides the post-assistance outcomes for the services followed up through the PPM survey. For the larger programs the outcomes have been disaggregated by job seeker characteristics. The post-assistance outcomes are broken down into full-time and part-time as well as total employment, education and training outcomes and positive outcomes. Positive outcomes include employment and/or education and training outcomes. Positive outcomes are less than the sum of employment and education and training outcomes as a job seeker could achieve both outcomes.
- Section 2 shows commencements in various forms of employment assistance.

When using time series figures, it is important to note that changes have occurred over time to the operation of the PPM survey. Readers are advised to review the technical notes section of the report which will provide, among other things, advice on issues that need to be taken into account when interpreting the results in this report.

### Time periods and data used in this report

This report contains outcomes data for job seekers who exited assistance, in the 12 months to 30 September 2009 and their post-assistance outcomes around three months later.

Commencement and placement data, derived from DEEWR and Centrelink administrative systems, relate to job seekers who commenced labour market assistance between 1 January 2009 and 31 December 2009 and 1 January 2008 and 31 December 2008.

### For more information

For further information, please e-mail [surveys@deewr.gov.au](mailto:surveys@deewr.gov.au).

## Reporting of results

### Results reported in the December 2009 edition

As noted in the introduction this report contains performance data for:

- Disability Employment Network
- Vocational Rehabilitation Services
- Indigenous Employment Program – Structured Training and Employment Projects
- Indigenous Employment Program – Wage Assistance and
- New Enterprise Incentive Scheme

This reflects that all Job Network exits occurred prior to 30 June 2009 and were reported in the September 2009 edition.

For Disability Employment Network and Vocational Rehabilitation Services their contracts continued until 28 February and therefore can continue to be reported.

For the Indigenous Employment Program – Structured Training and Employment Projects, Indigenous Employment Program – Wage Assistance and the New Enterprise Incentive Scheme, reforms were introduced effective 1 July 2009. It is possible for job seekers who have exited a placement under one of these contracts to have commenced receiving assistance under contracts in place prior to 30 June 2009 and exit up to end June 2010. Therefore it is still possible to report outcomes for job seekers assisted under the pre-July 2009 models.

### Job Services Australia results

Results for Job Services Australia will progressively be reported in future editions of the *Labour Market Assistance Outcomes* report as robust outcome estimates become available.

## Key Results

### Positive Outcomes

The positive outcomes (employment and/or education/training) rates achieved in the year ending December 2009 were:

*88% for New Enterprise Incentive Scheme*

*44% for Disability Employment Network*

*37% for Vocational Rehabilitation Services*

*70% for Indigenous Employment Program Structured Training and Employment Projects (STEP) and*

*69% for Indigenous Employment Program Wage Assistance.*

### Commencements

In the year to 31 December 2009 commencements in the various types of labour market assistance included:

*5,700 in New Enterprise Incentive Scheme*

*19,700 in the STEP and Wage Assistance elements of the Indigenous Employment Program*

*39,200 in Vocational Rehabilitation Services and*

*42,100 in the Disability Employment Network*

## Section 1: Summary of Labour Market Assistance Outcomes

Section 1 of this Labour Market Assistance Outcomes report presents the three month post-assistance outcomes derived from the department's Post-Program Monitoring (PPM) survey. Results reported relate to job seekers who were in-scope for inclusion in the Disability Employment Network (DEN) sample, New Enterprise Incentive Scheme (NEIS), Indigenous Employment Program (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance or Vocational Rehabilitation Services (VRS) between 1 October 2008 and 31 September 2009 and outcomes achieved around three months later.

In editions of Labour Market Assistance Outcomes pre-June 2004, employment, unemployment, not in the labour force and further assistance outcomes were recorded as being mutually exclusive (i.e. they added up to 100%). For exits from July 2003 onwards job seekers in further assistance are surveyed and their responses are used to determine their labour market status. As a result, care should be taken when comparing outcomes for current services with labour market programs operating prior to July 2003. The Technical Notes at the end of this report discuss these issues further.

**Table 1.1** shows **labour market outcomes and further assistance** levels of all job seekers three months after leaving the various types of employment assistance. Job seekers are categorised as employed, unemployed, or not in the labour force. Post-assistance employment outcomes are for most programs broadly comparable with outcomes reported in the September edition, although for IEP Wage Assistance experienced a fall of around three percentage points.

**Table 1.2** shows job seekers' shares of **full-time and part-time employment, education/training and positive outcomes** three months after leaving different types of labour market assistance. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and

education/training outcomes because some job seekers achieve both an employment and an education outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance. Education and training outcomes include job seekers who are studying at a secondary school or college, TAFE, business college or university. Movements in post-assistance outcomes show that changes in total employment and positive outcome rates have generally been driven by changes in full-time employment outcomes.

The **New Enterprise Incentive Scheme (NEIS)** has traditionally experienced higher outcomes compared to other types of labour market assistance. This is due in part to the careful selection of viable businesses by NEIS providers prior to the commencement in assistance, as well as the characteristics of job seekers involved. Post-assistance outcomes for NEIS continue to remain strong (see **Table 1.3**). Unlike some of the other programs there is only limited divergence in outcomes by gender.

Employment and positive outcome rates for the **Vocational Rehabilitation Services (VRS)** program (as reported in **Table 1.4**) are slightly lower than those achieved in the September quarter. Part-time employment outcomes have sustained the levels reported in the September report with a slight fall in full-time employment outcomes reported.

Post-assistance outcome rates for the **Disability Employment Network (DEN)** are reported in **Table 1.5**. Overall, 44 per cent of participants had achieved a positive outcome. This is just below the level reported in the September quarter (45 per cent). However, the outcomes reported for DEN include some job seekers who had achieved a 13 week employment milestone but are still in DEN. The inclusion of these job seekers in the in-scope population results in a higher outcome rate than if only exits from DEN were assessed.

**Table 1.1: Post-assistance labour market outcomes year to end December 2009<sup>1</sup>**

Labour market assistance	Employed (%)	Unemployed (%)	Not in the Labour Force (%)	Further Assistance <sup>2</sup> (%)	Exits (number)
NEIS <sup>3</sup>	85.3	9.5	5.2	n.a.	5,673
IEP – STEP <sup>3,4</sup>	63.0	30.8	6.2	n.a.	7,925
IEP - Wage Assistance <sup>3</sup>	64.9	27.2	7.9	n.a.	1,811
Disability Employment Network <sup>5</sup>	37.2	26.1	36.8	n.a.	33,937
Vocational Rehabilitation Services	30.1	18.9	50.9	n.a.	38,671

1. Post assistance outcomes are measured three months after job seekers cease assistance and relate to job seekers who were in-scope for inclusion in the Disability Employment Network (DEN) samples or job seekers who ceased New Enterprise Incentive Scheme (NEIS), Indigenous Employment Program (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance or Vocational Rehabilitation Services (VRS) between 1 October 2008 and 30 September 2009. Employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
2. Further assistance includes commencements in DEEWR funded labour market assistance. Job seekers who do not achieve an employment outcome are treated as either unemployed or not in the labour force. Further assistance figures are not available for Disability Employment Network or Vocational Rehabilitation Services.
3. Due to changes in the way that NEIS, IEP - STEP, IEP Wage Assistance data are captured for the PPM survey, participation in further assistance is no longer recorded.
4. Post-assistance outcomes for IEP – STEP relates to solely to those participants assisted through the STEP (Employment) component of the program.
5. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 October 2008 and 30 September 2009 and outcomes achieved around three months later.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

**Table 1.2: Post-assistance labour market outcomes year to end December 2009<sup>1</sup>**

Labour market assistance	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
NEIS	43.0	42.2	85.3	10.0	87.7	5,673
IEP – STEP <sup>3</sup>	43.7	19.3	63.0	23.1	70.2	7,925
IEP - Wage Assistance	44.5	20.4	64.9	26.5	69.4	1,811
Disability Employment Network <sup>4</sup>	7.7	29.5	37.2	9.5	44.3	33,937
Vocational Rehabilitation Services	10.3	19.8	30.1	9.1	36.6	38,671

1. Post assistance outcomes are measured three months after job seekers cease assistance and relate to job seekers who were in-scope for inclusion in the Disability Employment Network (DEN) samples or job seekers who ceased New Enterprise Incentive Scheme (NEIS), Indigenous Employment Program (IEP) Structured Training and Employment Projects (STEP), IEP Wage Assistance or Vocational Rehabilitation Services (VRS) between 1 October 2008 and 31 September 2009.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
3. Post-assistance outcomes for IEP – STEP relates to solely to those participants assisted through the STEP (Employment) component of the program.
4. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 October 2008 and 30 September 2009 and outcomes achieved around three months later.

Source: *The Post-Program Monitoring survey conducted three months after job seekers cease assistance.*

**Table 1.3: New Enterprise Incentive Scheme: Post-assistance labour market outcomes year to end December 2009<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>3</sup> (%)	Exits (number)
	Self Employed <sup>2</sup> (%)	Employed (%)	Total Employed (%)			
<b>Age Group (years)</b>						
15 to 20	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
21 to 24	73.8	11.1	84.9	13.3	88.5	463
25 to 34	76.1	9.7	85.8	12	88.6	1,657
35 to 49	74.3	12.8	87.1	9.1	89.2	2,425
50 or more	71.3	9.7	81.0	8.4	83.0	1,036
<b>Duration on income support (months)</b>						
0 to less than 6	76.2	11.1	87.3	9.7	89.3	2,499
6 to less than 12	72.6	11.6	84.2	10.2	87.4	776
12 to less than 24	72.0	8.2	80.2	10.4	83.2	585
24 to less than 36	67.3	17.8	85.1	10	87.0	376
36 or more	72.2	11.1	83.3	10.1	85.9	1,337
<b>Educational attainment</b>						
Less than Year 10	67.6	12.3	79.9	5.1	81.9	317
Year 10 or 11	73.7	11.4	85.1	7.6	87.5	1,149
Year 12	73.1	12.0	85.1	11.1	87.8	1,001
Post Secondary	74.9	11.2	86.1	10.8	88.4	3,077
<b>Gender</b>						
Males	74.6	10.2	84.8	8.3	87.2	2,783
Females	73.3	12.5	85.8	11.5	88.2	2,884
<b>Equity Groups<sup>4</sup></b>						
Disability	63.4	11.7	75.1	11.1	79.9	572
Indigenous	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
CALD <sup>5</sup>	76.7	8.4	85.1	9.5	87.6	893
Sole Parents	74.8	13.4	88.2	13.6	90.7	845
<b>Total</b>	<b>73.9</b>	<b>11.3</b>	<b>85.3</b>	<b>10.0</b>	<b>87.7</b>	<b>5,673</b>

1. Job seekers who left New Enterprise Incentive Scheme (NEIS) placements between 1 October 2008 and 30 September 2009 and outcomes achieved around three months later.
2. Includes a small proportion of participants who are self employed but in a business not set up under NEIS.
3. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome. Positive and employment outcomes exclude Indigenous job seekers who return to Community Development Employment Projects (CDEP) after leaving labour market assistance.
4. Equity groups are not mutually exclusive.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.
- na. Not available as the estimate is based on a small number of known outcomes.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance..

**Table 1.4: Vocational Rehabilitation Services: Post-assistance labour market outcomes year to end December 2009<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	Exits (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	30.6	13.5	44.1	27.2	59.0	1,119
21 to 24	20.0	18.6	38.6	16.8	50.6	2,100
25 to 34	15.9	22.1	38.0	13.0	46.5	6,117
35 to 49	10.3	21.2	31.5	9.3	38.1	16,744
50 or more	7.1	17.7	24.8	5.9	29.3	12,591
<b>Duration on income support (months)</b>						
0 to less than 6	15.1	21.1	36.1	8.9	42.1	12,214
6 to less than 12	15.3	22.2	37.5	9.9	43.2	3,807
12 to less than 24	9.1	18.0	27.1	7.7	33.2	4,146
24 to less than 36	7.3	18.6	25.8	10.7	33.3	3,119
36 or more	4.5	18.6	23.1	9.2	30.2	14,213
<b>Educational attainment<sup>3</sup></b>						
Less than Year 10	6.8	15.5	22.3	6.4	27.7	9,231
Year 10 or 11	10.6	18.6	29.2	7.6	35.1	12,683
Year 12	12.5	20.9	33.4	11.0	41.4	5,737
Post Secondary	11.5	23.8	35.3	11.8	42.4	9,200
<b>Gender</b>						
Males	13.2	16.7	29.9	6.9	34.8	21,931
Females	7.1	23.4	30.5	11.6	38.7	16,740
<b>Equity Groups<sup>4</sup></b>						
Indigenous	12.0	14.4	26.4	8.8	32.8	1,688
CALD <sup>5</sup>	4.6	16.6	21.1	10.4	29.8	9,869
Sole Parents	7.6	24.2	31.8	11.7	39.8	4,286
<b>Total</b>	<b>10.3</b>	<b>19.8</b>	<b>30.1</b>	<b>9.1</b>	<b>36.6</b>	<b>38,671</b>

1. Job seekers who left Vocational Rehabilitation Services (VRS) between 1 October 2008 and 30 September 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome.
3. Outcomes refer to VRS participants that had a JSCI completed prior to commencing in VRS or have their educational attainment recorded within DEEWR's administrative data.
4. Equity groups are not mutually exclusive. Results for job seekers with a disability are not reported separately as all participants in the program are recorded as having a disability.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

**Table 1.5: Disability Employment Network: Post-assistance labour market outcomes year to end December 2009<sup>1</sup>**

Job seeker characteristics	Employed			Education & Training (%)	Positive Outcomes <sup>2</sup> (%)	In-scope population (number)
	Full-time (%)	Part-time (%)	Total (%)			
<b>Age Group (years)</b>						
15 to 20	10.6	39.3	49.9	21.0	65.7	5,725
21 to 24	9.4	33.8	43.2	16.0	53.9	2,870
25 to 34	9.2	34.4	43.6	8.7	49.6	6,433
35 to 49	7.9	27.6	35.5	7.8	41.6	10,999
50 or more	4.7	21.3	25.9	5.1	30.0	7,910
<b>Duration on income support (months)</b>						
0 to less than 6	10.5	29.8	40.2	12.6	50.0	7,933
6 to less than 12	8.0	26.0	34.0	8.8	39.8	2,154
12 to less than 24	6.2	28.8	34.9	9.2	42.2	2,961
24 to less than 36	4.2	29.1	33.2	9.1	40.5	2,874
36 or more	4.5	29.4	33.8	7.7	39.9	15,362
<b>Educational attainment<sup>3</sup></b>						
Less than Year 10	4.2	22.6	26.8	5.7	31.7	7,376
Year 10 or 11	6.5	27.3	33.8	7.1	39.3	9,135
Year 12	10.0	26.5	36.5	13.1	45.3	4,169
Post Secondary	8.5	27.8	36.3	11.1	45.0	5,909
<b>Gender</b>						
Males	9.9	28.0	38.0	8.3	44.0	20,353
Females	4.9	31.0	35.9	11.3	44.5	13,584
<b>Equity Groups<sup>4</sup></b>						
Indigenous	4.7	21.8	26.5	9.6	35.3	1,574
CALD <sup>5</sup>	4.8	19.5	24.3	8.7	31.4	5,246
Sole Parents	6.6	27.9	34.4	8.7	41.3	1,951
<b>Total</b>	<b>7.7</b>	<b>29.5</b>	<b>37.2</b>	<b>9.5</b>	<b>44.3</b>	<b>33,937</b>

1. Job seekers who left Disability Employment Network without achieving a 13 week employment milestone or achieved a 13 week payable employment outcome between 1 October 2008 and 30 September 2009 and outcomes achieved around three months later.
2. Positive outcomes include employment and education/training outcomes. Positive outcomes are less than the sum of employment and education/training outcomes because some job seekers achieve both an employment and an education/training outcome.
3. Outcomes refer to DEN participants that had a JSCI completed prior to commencing in DEN or have their educational attainment recorded within DEEWR's administrative data.
4. Equity groups are not mutually exclusive. Results for job seekers with a disability are not reported separately as all participants in the program are recorded as having a disability.
5. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: The Post-Program Monitoring survey conducted three months after job seekers cease assistance.

## Section 2: Access to and Participation in Labour Market Assistance

Section 2 of this Labour Market Assistance Outcomes report presents data on commencements in assistance. Commencement numbers are sourced from the Department's administrative data records and relate to job seekers who commenced in assistance between 1 January 2009 and 31 December 2009. Commencements are only reported for those programs whose outcomes were reported in Section 1 of the report.

**Commencement levels for the years ending December 2008 and December 2009** are reported in **Table 2.1**. Access to services and programs by job seekers with different characteristics will depend on their eligibility and on their assessed capacity to benefit from the assistance provided. Job seekers with particular characteristics may be under-represented in some types of assistance but

over-represented in others. Hence, it is important to look at all types of assistance in assessing equity of assistance.

**Table 2.2** shows, for a range of job seeker characteristics, the proportion in the **eligible population and commencements in the New Enterprise Incentive Scheme (NEIS)**. This is shown only for those on Newstart and Youth Allowance (other) and who are 18 years of age or older. Given the nature of the program some types of job seekers are less likely to participate in NEIS than others. This is particularly the case for groups such as youth (those aged 15 – 20) and the equity groups. On the other hand, persons with a post secondary education participate in NEIS at a higher rate than their proportion of the eligible population.

**Table 2.1: Participation by type of labour market assistance in each of the past two years<sup>1</sup>**

Labour market assistance	Year to end December 2008	Year to end December 2009
	Commencements	Commencements (Numbers)
New Enterprise Incentive Scheme	6,305	5,562
IEP – STEP	19,633	18,093
IEP - Wage Assistance	1,771	1,619
Disability Employment Network	36,217	42,124
Vocational Rehabilitation Services	43,111	39,202

1. Commencement or placement of job seekers in labour market assistance funded by DEEWR for the two years of 1 January 2008 to 31 December 2008 and 1 January 2009 to 31 December 2009.

Source: DEEWR administrative systems

**Table 2.2: Access to NEIS by job seeker characteristics year to end December 2009<sup>1</sup>**

<b>Job seeker characteristics</b>	<b>Eligibility for NEIS<sup>2</sup> (%)</b>	<b>Commencement in NEIS (%)</b>
<b>Age Group (years)</b>		
15 to 20	11.3	1.7
21 to 24	13.8	7.8
25 to 34	23.5	31.2
35 to 49	29.6	42.0
50 or more	21.9	17.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Duration on income support (months)</b>		
0 to less than 6	24.2	48.8
6 to less than 12	19.6	27.5
12 to less than 24	18.1	10.8
24 to less than 36	9.4	3.7
36 or more	28.6	9.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Educational attainment</b>		
Less than Year 10	22.8	4.6
Year 10 or 11	41.7	18.7
Year 12	22.7	18.6
Post Secondary	12.8	58.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Gender</b>		
Males	60.1	53.2
Females	39.9	46.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Equity Groups<sup>3</sup></b>		
Disability	25.8	11.5
Indigenous	10.0	1.7
CALD <sup>4</sup>	18.0	15.5
Sole Parents	3.9	9.6

1. Commencement of job seekers in NEIS from 1 January 2009 to 31 December 2009.
2. Job seekers receiving Newstart and Youth Allowance (other) and 18 or over as at 31 December 2009.
3. Equity groups are not mutually exclusive.
4. People from Culturally and Linguistically Diverse backgrounds from other than main English Speaking countries.

Source: DEEWR administrative systems

# Background

## Changes to Employment Services 2009

On 1 July 2009, major reforms to employment services were introduced in Australia. Job Services Australia is designed to ensure that every job seeker is linked to a Provider of their choice, who will develop an individually tailored plan (Employment Pathway Plan [EPP]) to assist the job seeker obtain the skills they need to secure sustained employment.

A key feature of Job Services Australia is the provision of services in accordance with a job seeker's assessed level of disadvantage. The services are provided in four Streams, with Stream 1 for the more job ready job seekers up to Stream 4 for the most highly disadvantaged job seekers with multiple vocational and non-vocational barriers. Each Stream also offers access to Work Experience Activities. Through this Job Services Australia is also increasing the focus on the needs of the most disadvantaged Australian job seekers and is designed to achieve greater social inclusion. This will boost employment participation and the productive capacity of the workforce, address skills shortage areas and better meet the needs of employers.

## Participation in Job Services Australia

### *Eligibility*

The main categories of job seekers who are eligible for the Job Services Australia are: Fully Eligible job seekers; and Partially Eligible job seekers. Fully Eligible job seekers are eligible for Stream Services (with eligibility for a particular Stream dependent on their level of disadvantage). They are either: in receipt of Newstart Allowance or Youth Allowance (other), including parents and people with disability who have part-time participation requirements; in receipt of another form of qualifying government income support such as Disability Support Pension or Parenting Payment (Partnered or Single) who volunteer; vulnerable young people (those who are aged 15–20, not employed for more than 15 hours a week or in full-time education and not in receipt of income support, who have at least one serious non-vocational barrier); vulnerable young people who are full-time students (those who are aged 15–20 who present in crisis and have at least one serious non-vocational barrier—who are only eligible for Stream 4 services); or Indigenous Australians participating in CDEP.

Partially Eligible job seekers are those job seekers who register with Centrelink or register directly with the Provider who are not: full-time students; working in paid employment for 15 hours or more per week and not on income support; overseas visitors on working holiday visas or overseas students studying in Australia; or prohibited by law from working in Australia. These job seekers will have access to Stream 1 (Limited) assistance.

### *Accessing assistance*

Most job seekers connect with their provider following a referral by Centrelink. The job seeker's level of disadvantage is assessed by the Job Seeker Classification Instrument (JSCI) or, where required, a Job Capacity Assessment (JCA). Job seekers are then placed into one of four Streams, based on their level of disadvantage. Providers will work with their job seekers to negotiate an individually tailored plan to employment. The plan will identify the mix of vocational and non-vocational activities that the job seeker needs to achieve employment. That plan, depending on the needs of the individual job seeker, could integrate education, training, non-vocational assistance, work experience, job search requirements and other support.

The Provider also has access to the Employment Pathway Fund (EPF). This is a flexible pool of funding that is available for use by Providers to purchase assistance to address vocational and non-vocational barriers and to provide Work Experience Activities. The funds available are not limited to any one job seeker in a particular Stream and can be used flexibly to provide services to any job seeker or group of job seekers. In addition, there are 319 000 new training places over five years in areas of skills shortages for job seekers under the Productivity Places Program (PPP).

## Assistance within the Streams

Services within each Stream are tailored to the individual needs and circumstances of each job seeker. Irrespective of which Stream a job seeker is in, they will receive: an Initial Interview and regular face-to-face

contact with their provider to assist in their job search efforts; an Employment Pathway Plan (EPP) to set out the individualised pathway to employment; and ongoing training and development activities that meet the skills and labour needs of employers and assist them in finding sustainable employment.

Providers also work cooperatively with other programs and services provided by DEEWR, other Australian Government agencies, state or territory or local governments and community services to maximise a job seeker's capacity to obtain sustainable work.

At the completion of approximately 12 months of servicing in Streams 1–4, the provider arranges a Stream Services Review for the job seeker. This Review is completed by Centrelink or a JCA provider and is used to determine whether the job seeker commences the Work Experience Phase, whether their circumstances indicate they require a higher level of service or, in the case of Stream 4, whether they receive further Stream 4 assistance before moving to the Work Experience Phase. A Review is not conducted for a Stream 1 client until they have received 12 months of services.

### **Stream 1**

The service level in Stream 1 is commensurate with the relative job readiness of job seekers eligible for this Stream. A Provider will assist all Stream 1 job seekers at the Initial Interview in preparing a résumé and advise them about local labour market opportunities, job search methods and access to the PPP. Before the end of the fourth month of services, if a Fully Eligible job seeker has not exited, the Provider will conduct a Skills Assessment and then update the job seeker's EPP. The Skills Assessment is used to determine what work or educational skills and experience a job seeker currently possesses and to identify and develop strategies for the job seeker to obtain sustainable employment.

All job seekers with Activity Test or participation requirements will have an Intensive Activity arranged by the end of the fourth month and undertaken as soon as possible after their Skills Assessment is completed. The activity will be relevant to the job seeker and is designed to improve their ability to obtain and sustain employment. Job seekers with full-time requirements who are not in paid employment are required to undertake an activity of at least 60 hours over a fortnight. The hours of participation for people with a Partial Capacity to Work and Principal Carers not in paid employment will be 30 hours over a fortnight. Examples of activities include: skills training; work in a social or community enterprise; training in job search techniques; or Work Experience Activities, including Work for the Dole or Green Corps.

From the fourth month the Provider is expected to maintain at least monthly face-to-face contact with the job seeker. The focus of these contacts will be on: reviewing and updating the job seeker's EPP; discussing the job seeker's job search activities since their last contact; assisting in identifying appropriate job vacancies or identifying relevant training, work experience or other interventions.

Stream 1 (Limited) job seekers are eligible for the services provided within the first three months of Stream 1, including an Initial Interview, assistance with preparing a résumé, and advice about the local labour market. They are also eligible for the training places available under the PPP.

### **Streams 2 and 3**

Job seekers in either Stream 2 or Stream 3 experience greater barriers to employment than job seekers in Stream 1. In addition to the assistance that Stream 1 job seekers receive, Provider at a minimum will: prepare an EPP, including specifying interventions required; explain the services the Provider will deliver; and explain the rights and obligations of the job seeker amongst other things.

Assistance in these Streams is individually tailored to the requirements of the job seeker and may include: a Skills Assessment; identification of employment or study goals; skills development training; referral to education or training, including using PPP; job search training and supported job search assistance; and purchase of vocational and non-vocational assistance using the EPF.

There will be at least monthly face-to-face contact between the Provider and job seeker with these contacts focusing on: reviewing and updating the job seeker's EPP; reviewing the job seeker's progress towards overcoming identified vocational and non-vocational barriers; identifying relevant training, work experience or other interventions; assisting in identifying appropriate job vacancies. Providers may also deliver vocational and non-vocational interventions to job seekers concurrently.

## **Stream 4**

Stream 4 provides integrated, intensive assistance to the most disadvantaged job seekers. The assistance combines pre-employment and employment assistance. The pre-employment and employment activities are tailored to the individual needs of the job seeker and may be delivered concurrently or sequentially, depending upon the job seeker's circumstances. This may include: providing or organising assessments, counselling or professional support; referral and advocacy; and other support services. Stream 4 job seekers experience complex and or multiple non-vocational barriers that may prevent them from obtaining and sustaining employment or undertaking further skills development.

Assistance will commence when a job seeker has their Initial Interview with their provider. It is likely that a detailed EPP will not be possible at the initial assessment because the provider will need to: build trust and rapport with the job seeker over time to develop or update the EPP to include suitable non-vocational interventions to address the job seeker's barriers; assess and identify appropriate interventions to address the job seeker's non-vocational barriers for inclusion in the EPP; and assess the job seeker's readiness to receive employment assistance and, where appropriate, identify relevant activities and timing for inclusion in the EPP. There will be at least monthly face-to-face contact between the Provider and job seeker with these contacts focusing on: reviewing and updating the job seeker's EPP, as relevant; reviewing the job seeker's progress towards overcoming identified vocational and non-vocational barriers; discussing the job seeker's job search activities since their last contact, if such activities are included in the job seeker's EPP; identifying relevant training, work experience or other interventions; assisting in identifying appropriate job vacancies, if appropriate.

During the first 12 months of Stream 4 assistance, the Provider will have the discretion to determine whether and what level of job search efforts are required for individual job seekers. This will be dependent on the individual's barriers and their impact on the job seeker's work readiness. Stream 4 job seekers may need a combination of job search efforts and other requirements associated with addressing their non-vocational barriers. Job search efforts will be broadly defined, giving Providers maximum flexibility, and will not be limited to the number of jobs applied for in a given period.

## **Work Experience**

The new Work Experience Phase is also tailored to the needs of individual job seekers. In this Phase, Providers will facilitate Work Experience Activities for job seekers which will enhance their chances of finding employment and provide ongoing assistance through regular contact with job seekers. Job seekers can undertake Work Experience Activities during Stream Services if the Provider and job seeker believe it will benefit them.

Job seekers who have completed approximately 12 months of services in Streams 1 to 4 will commence in the Work Experience Phase of their Stream following a Stream Services Review unless that Review suggests that Stream 1 to 3 job seekers should receive Stream Services under a higher Stream or Stream 4 job seekers would benefit from further Stream 4 assistance. Job seekers in Stream 4 who complete 18 months automatically move to the Work Experience Phase.

Job seekers aged between 18 and 49 will generally be required to participate in a Work Experience Activity or Activities over a 26 Week Period for every 12 months they are in the Work Experience Phase. Providers have the flexibility to extend the time a job seeker is required to undertake their Work Experience Activity requirement to a period of greater than 26 weeks and up to 12 months where this is appropriate, based on job seeker needs. Providers will maintain bi-monthly contact with job seekers during the Work Experience Phase and will continue to support job search activities.

Job seekers will not be required to participate in a Work Experience Activity if they are: exempt from the Activity Test or participation requirements; aged 15 to 17 years; pre-release prisoners; or aged 50 years or over (except job seekers aged 50–59 who have full-time Activity Test requirements and whose Provider considers they would benefit from participating in Full-Time Work for the Dole activities). These job seekers may, however, volunteer to participate in a Work Experience Activity if they wish.

Job seekers will be able to undertake a range of Work Experience Activities, including: Work for the Dole activities, including Full-Time Work for the Dole activities; Green Corps environmental activities; part-time study (for example, through PPP and other accredited vocational training); part-time or casual paid employment; brokered unpaid work experience placements; voluntary work in the community and not-for-profit sector; paid or unpaid work in social enterprises; Drought Force farm-based activities; Defence Force Reserves; placement in other Australian Government or state government labour market or appropriate

training or skills development programs, including Language, Literacy and Numeracy, and Indigenous programs such as CDEP; and participation in non-vocational programs and services (where appropriate).

### ***New Enterprise Incentive Scheme***

Eligible job seekers who are interested in starting and running a small business can access assistance through the New Enterprise Incentive Scheme (NEIS). NEIS provides accredited small business training, business advice and mentoring for eligible job seekers, as well as ongoing income support for up to 52 weeks.

To be eligible for NEIS Assistance, job seekers must: be at least 18 years of age; be registered for income support; agree to hold and maintain a controlling interest in the business during the period they are in receipt of NEIS; be available to participate in NEIS training and work full-time in the business (or fewer hours, if eligible); and be available to participate in the training and work at least 20 hours a week in the business in the case of parents with part-time participation requirements. In addition, for job seekers in Stream 1 or 2, the proposed small business must be in a designated skills shortage area, or as determined by DEEWR after advice from Skills Australia. Where the job seeker is in Stream 3 or 4 or is an Indigenous Australian, any type of small business proposal is eligible for consideration.

### ***Reformed Indigenous Employment Program and Indigenous job seekers***

The reformed Indigenous Employment Program (IEP) provides for two Panels to deliver services to communities, businesses and individual entrepreneurs: the Employment Panel, and the Economic Development and Business Support Panel.

The Employment Panel will: equip employers with the skills, knowledge and expertise necessary to provide sustainable employment opportunities for Indigenous Australians; and prepare Indigenous Australians to take up employment opportunities, stay in jobs and enhance their future employment prospects. Examples of projects that could be supported through the Employment Panel include: building the aspirations of Indigenous Australians through providing career guidance and mentoring; or employer support services to recruit and retain more Indigenous Australians by funding to students and employers of Indigenous Australians undertaking tertiary qualifications or wage subsidies.

The Economic Development and Business Support Panel will support enterprises along the entire business pathway. This will include: strategies or services for building economic and business development opportunities for Indigenous Australians activities that support development of viable business; and financial strategies or services for Indigenous businesses and organisations. Examples of the Economic Development and Business Support projects include: business capacity building services through culturally appropriate literacy and numeracy training to enable Indigenous business owners or managers to operate in a business environment; or Indigenous economic development by supporting the development and implementation of community or regional development plans and other strategic initiatives.

All Job Services Australia Providers are required to work in partnership with CDEP providers where they exist (unless the CDEP provider is also the local Employment Services Provider) and IEP providers, employers and community service organisations, to maximise Indigenous employment in local jobs both within their organisation and within the local and the wider community.

### **Continuing programs**

The **Disability Employment Network (DEN)** was introduced in July 2006. DEN members provide specialised assistance to job seekers with disability who require ongoing support to find and maintain employment. Some DEN members specialise in services for a particular disability type, for example job seekers with psychiatric or intellectual disabilities. Services provided by DEN members include the provision of training, canvassing and approaching employers to source employment opportunities and assistance for the job seeker to remain in sustainable employment. The DEN includes both a capped and uncapped stream of assistance, with eligibility for each stream dependent on the length of time that support is likely needed to be provided and the job seekers' future work capacity. Job seekers with greater needs for assistance are eligible for the capped stream of assistance, while the uncapped stream is designed to provide jobseekers with assistance for a maximum period of two years.

The **Vocational Rehabilitation Services (VRS)** offers job seekers help to understand, compensate for or manage injury or disability, or the limitations or restrictions imposed by injury or disability. The service also helps job seekers build work capacity and/or develop new work strategies to avoid re-injury. As is the case

with the Disability Employment Network there are two streams of assistance available – Fixed and Demand. The Demand Stream is available for all job seekers assessed as having a work capacity of 15 to 29 hours per week, while access to the Fixed Stream is more limited.

## Employment Services 2003–2009

### Complementary programs

The **New Enterprise Incentive Scheme (NEIS)** assisted eligible unemployed people to start up and run a new, viable small business. NEIS assistance included three months of accredited training and business advice and mentoring, at the end of which participants submit a business plan. These business plans were then scrutinised closely to ensure that only those of the highest quality were accepted as eligible for NEIS assistance. NEIS assistance then took the form of ongoing mentoring and a NEIS wage payable for the 12 months following commencement.

The **Indigenous Employment Program (IEP)** consisted of 11 elements including Wage Assistance and Structured Training and Employment Projects (STEP), the results of which are published in this report. **Wage Assistance** was a wage subsidy paid to employers over 26 weeks providing ongoing employment and the **STEP** program assisted employers to provide employment for Indigenous Australians, particularly in the private sector.

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# Technical Notes

## Data sources sampling further assistance and survey results

### *Data Sources*

The Department uses a number of data sources to determine the outcomes achieved by job seekers during and after they have ceased labour market assistance. The two main data sources are the Post-Program Monitoring (PPM) survey and the Department's administrative database held within the Integrated Employment System (IES).

The PPM survey has been undertaken since 1987 and is used to assess the labour force and education status of former program participants three months after they exit assistance. The IES records details of placements commencements and paid outcomes for labour market assistance.

### *Survey Sampling*

#### *Job Network and complementary programs*

With the introduction of the *Active Participation Model* (APM) in July 2003 the methodology relating to the selection of clients in the PPM survey was revised. Prior to the APM a full enumeration of clients exiting programs and not in further assistance was attempted (with the exception of Intensive Assistance and Job Matching which were based on 25% samples).

From July 2003 onwards for APM assistance and complementary programs (such as Work for the Dole and the New Enterprise Incentive Scheme [NEIS]) the PPM survey uses a sampling approach to assess the performance of employment assistance. For these programs except Job Placement a 25% sample of clients in the following categories is undertaken:

- a) clients on full-rate Newstart or Youth Allowance (other) and/or in a subsequent program placement (also known as 'further assistance') at the time they are due to be surveyed;
- b) clients who achieved a 13 week payable outcome after receiving assistance under Intensive Support; or
- c) clients who have reached 12 24 or 36 months participation in Intensive Support (IS) without exiting.

The PPM outcome of clients in category (b) is recorded as employed or in education based on the type of payable outcome they achieved. These clients are only surveyed to obtain supplementary information about their labour force and education status. A full enumeration of clients not in categories a b or c is attempted.

In addition those clients who are surveyed at 100 are further stratified into four separate groups based on their income support type at the time they are surveyed. These groups are:

- a) clients who were on Part Working Credit or Nil rate Newstart Allowance or Youth Allowance (other);
- b) clients who were on Parenting Payment;
- c) clients who were on the Disability Support Pension; and
- d) clients who do not fall into groups a b or c listed above.

Splitting client populations into strata based on characteristics such as their income support type and further assistance or payable outcome status allows the survey responses that were obtained for particular population groups to be extrapolated back to clients in the same group who either didn't respond to the survey or who were not sampled. The survey results relating to each population group can then be combined on a weighted basis to produce overall outcomes results for the entire population.

For clients who were placed in a job through Job Placement a survey of 25% of clients is undertaken. For job seekers who achieved a Job Placement within three months of leaving labour market assistance such as Intensive Support job search training Intensive Support customised assistance and Work for the Dole the outcome is excluded from Job Placement but included under the program or service they participated in.

During 2006 several new programs were progressively included in the PPM survey and specific sampling frames have been developed to measure the post-assistance outcome levels. The sampling frames for each of these programs are outlined below.

#### *Personal Support Programme*

A full enumeration of exits from the Personal Support Programme was undertaken for exits between January 2006 and May 2007. For exits from June 2007 this changed to a 25% sample.

#### *Disability Employment Network*

A client is in-scope to receive a PPM survey for their participation in the Disability Employment Network (DEN) if they have either:

a) achieved an approved 13 week outcome and that outcome was achieved after they had commenced in DEN; or

b) exited DEN and had not achieved a 13 week outcome during this period of DEN assistance.

Having identified who is in-scope for selection from August 2007 clients in the Uncapped Stream of DEN were surveyed at 100% while those who were in the Capped Stream were surveyed at 20%. Prior to August 2007 clients in the Capped Stream were surveyed at 100%.

Clients in DEN Maintenance phase are excluded from the sampling frame for DEN.

#### *Vocational Rehabilitation Services*

Prior to July 2007 a full enumeration of Vocational Rehabilitation Services (VRS) exits were followed. From July 2007 onwards a 25% sample is applied to exits from the Demand Driven Stream and a one-in-three sample for the Fixed Stream.

Jobs in Jeopardy job seekers within the Fixed Stream are excluded from the in-scope population for the VRS PPM survey.

#### *Further Assistance*

A client is defined as being in further assistance if at the time they are due to be surveyed the client is found to have commenced a subsequent placement. Further assistance calculations are not currently undertaken for PSP, DEN or VRS. Intensive Support itself is not counted as further assistance unless the client moves between providers for whatever reason.

As outlined previously from 1 July 2003 onward a 25% sample of clients found to be in further assistance is included in the survey for Job Network and complementary programs. Prior to the commencement of the APM clients in further assistance were not surveyed and their outcomes were simply recorded as 'in further assistance'. While these clients may have potentially been either in a part-time job and/or in education these outcomes were not captured as these clients were not surveyed. Under the post July 2003 sampling methodology these outcomes can now be recorded.

The impact on PPM results of surveying job seekers in further assistance will vary amongst the programs. A program such as NEIS will see little impact on its outcomes given that few participants proceeded to further assistance. For other programs the impacts will vary but any variations will generally be modest.

#### *Comparing results*

In addition to the limitations outlined above in the 'Further Assistance' section care should also be taken when comparing outcomes achieved for

services delivered under the APM with outcomes for similar pre-APM Job Network services. This is because similar types of assistance (eg Intensive Assistance delivered under the first two employment services contract rounds (1 May 1998–30 June 2003) and Intensive Support customised assistance delivered under the APM) will have differences in client mix and the type and way in which services are delivered to clients.

#### *Disability Employment Network and Vocational Rehabilitation Services*

While there are some similarities between DEN and VRS comparing the outcomes results of the two programs should be avoided. The two programs target two discretely different groups of job seekers.

In addition the sampling and outcomes calculation methodology applied for the two programs differ in a significant way. In particular, DEN uses the achievement of a 13 week payable outcome in the calculation of the post-assistance outcomes. For VRS on the other hand 13 week payable outcomes are not used in the post-assistance outcomes calculation. As a result it is possible that some job seekers who achieve a 13 week employment outcome in VRS may not be employed at the time they complete their PPM survey.

#### *Intensive Support population*

The population used for the calculation of IS outcomes includes those clients who in any given reporting period first: a) exited IS b) began a 13 week period leading to an outcome or intermediate payment; or c) reached 12 24 or 36 months participation in IS without exiting.

Clients are surveyed after 12, 24 and 36 months participation to avoid potential biases in the calculation of outcomes results. If these clients were not surveyed as they progressed through IS outcomes would be overstated as those not achieving outcomes would remain in assistance and not enter the survey. Outcomes are reported for the Intensive Support population as a whole and not broken down into its sub-populations.

In addition if a client is due to be surveyed during /after their participation in IS or after participating in ISca or ISjst and is found to have been surveyed in the last 3 months then their outcome will be set to the outcome (if it is known) that was obtained when they were surveyed previously.

#### *Survey results*

Aside from IS, ISjst, ISca and DEN where PPM results are based on a combination of survey responses and payable outcomes data all outcome estimates are based on survey responses. The overall response rate for the PPM

survey at around 55% provides outcomes estimates that are generally accurate to within plus

or minus 1 percentage point at the National level.

## Labour Market Assistance Descriptions

**Intensive Support stream:** provides ongoing individually tailored assistance for eligible job seekers. Under Intensive Support a job seeker can have access to the general Intensive Support assistance, Intensive Support job search training and/or Intensive Support customised assistance.

**Intensive Support contacts (IS):** assistance will be provided during periods between ISjst, ISmo and ISca. During these periods job seekers will continue to have access to job search assistance and facilities at their Job Network member site guidance in relation to job search and the regular updating of their vocational profile.

**Intensive Support customised assistance (ISca):** provides for six months of assistance tailored to the jobseekers' individual needs and to available jobs opportunities. Job seekers can access up to two periods of ISca during their episode of unemployment.

**Intensive Support customised assistance (ISca1):** Job seekers who are most disadvantaged (as determined by their JSCI score) can receive immediate access to their first period of ISca1 upon registration as unemployed. Other job seekers will be eligible to receive ISca1 assistance after 12 months of unemployment.

**Intensive Support customised assistance (ISca2):** Generally job seekers can access their second period of ISca2 twelve months after they commenced their first period of ISca.

**Intensive Support job search training (ISjst):** provides training for up to 100 hours (over three weeks) in job search techniques and job application skills to give unemployed people the skills and confidence to improve their job search skills, motivation and expand their job search networks. Mature age, young and Indigenous job seekers have immediate access to ISjst on their registration as job seekers.

**Intensive Support job search training refresher (ISjstr):** provides an abridged version (30 hours) of the ISjst assistance for job seekers who had completed ISjst (or a comparable form of training) in the previous twelve months.

**Intensive Support mutual obligation (ISmo):** occurs at the same time that a job seeker's ordinary mutual obligation requirements commence. The objective of Job Network services during these periods is to ensure that job seekers

continue to be actively engaged in job search activities and improving their job prospects.

**Job Search Support:** is the job brokerage assistance that all job seekers are entitled to receive. Examples of the types of assistance that can be provided include assistance with development of a job seekers Vocational Profile updating of resumes and referrals to available job vacancies.

**Job Placement:** services refer suitable job seekers to vacancies and canvass and list job vacancies on the Australian Job Search database. DEEWR licensed recruitment agencies Job Placement Licence Organisation (JPOs) are in a position to provide Job Placement service to eligible job seekers. Job Network members are licensed as Job Placement Organisations (JPOs).

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

**Indigenous Employment Program (IEP):** consists of 11 elements including Wage Assistance and Structured Training and Employment Projects (STEP), the results of which are published in this report. Wage Assistance is a wage subsidy paid to employers over 26 weeks providing ongoing employment and the STEP program assists employers to provide employment for Indigenous Australians, particularly in the private sector.

**Work for the Dole:** provides assistance for job seekers to develop work habits, generic work skills and work experience by participating in community projects and activities for up to 26 weeks over a 12 month period.

**Community Work placements:** assist job seekers to gain skills and work experience and provides access to additional benefits such as Training Credits after participating in voluntary work for a specified number of hours.

**Vocational Rehabilitation Services:** provides assistance to job seekers who have an injury disability or health condition. It combines vocational rehabilitation with employment assistance.

**Personal Support Programme:** a pre-employment program designed to assist job seekers with multiple non-vocational barriers.

**Disability Employment Network:** provides assistance to job seekers with a disability focusing on achieving sustained employment outcomes.

## General Definitions

### **AJS Australian JobSearch**

**(<http://jobsearch.gov.au>):** lists all job vacancies notified to the Job Network and provides contact details for Job Network members. It is available in Centrelink and at Job Network member offices and through the DEEWR Internet site (<http://www.workplace.gov.au>).

### **Community Development Employment Projects (CDEP):**

is a program aimed at providing activities that; improve participants employability develop business opportunities and contribute to community needs. The overall aim is to support Indigenous Australians achieve economic independence. Positive and employment outcomes exclude Indigenous job seekers who return to a CDEP after leaving labour market assistance.

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

**Duration on income support:** refers to the time (in months) that a job seeker had been on income support when they commenced their period of assistance. This can be different to their unemployment duration as someone for example on the Disability Support Pension can be on income support for a period of time before they register as a job seeker.

**Educational attainment:** refers to the highest educational level completed by job seekers.

**Education and Training outcome:** is recorded if a job seeker indicates in their response to their PPM survey that they are currently doing a course of study at a secondary school secondary college, technical college business college or university or their provider has successfully claimed a 13 week education outcome.

**Employment outcome:** is recorded if a job seeker indicates in their response to their PPM survey that they are currently employed or their provider has successfully claimed a 13 week employment outcome. Indigenous job seekers who indicated that they are currently employed in a CDEP placement are re-classified as unemployed.

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

**Further assistance:** includes job seekers who preceded to another DEEWR funded employment Program or service within three months of exiting employment assistance. It includes commencements in Intensive Support job search

training (ISjst), Intensive Support customised assistance (ISca), NEIS, Work for the Dole and the STEP and Wage Assistance components of the Indigenous Employment Policy. A job seeker who is in the general Intensive Support or Job Search Support streams of assistance are not regarded as being in further assistance.

**Highly Disadvantaged job seeker:** is a job seeker who through their JSCI is identified at high risk of becoming long-term unemployed. This is done through allocating a score against 14 separate characteristics. If the overall score recorded for a job seeker is above a specified threshold (from July 2005 it has been 25 points) then that job seeker is identified as Highly Disadvantaged and would have immediate access to Intensive Support customised assistance.

**Intensive Support commencement:** refers to a job seeker who commenced their first phase of Intensive Support assistance within the reporting period. It is possible for example for a job seeker to have commenced phases within the Intensive Support stream such as Intensive Support customised assistance during the reporting period but not be recorded as commencing in Intensive Support during the reporting period. If they commenced their first phase within Intensive Support prior to the start of the reporting period then they would not be recorded as having commenced in Intensive Support.

**Income support recipients:** includes job seekers registered with Centrelink as unemployed and in receipt of Newstart Allowance (NSA) or job seekers aged 15 to 24 not in full-time education and in receipt of Youth Allowance (Other) (YAL) or other eligible allowances such as the Disability Support Pension, Parenting Payment etc.

**Job Search Support Only (JSSO):** refers to those job seekers irrespective of their income support status who are eligible for only Job Search Support services and no other form of Job Network services. JSSO job seekers can renew their registration as unemployed every three months with either Centrelink or their Job Network member.

**Job Search Support commencement:** refers to a job seeker who has had a Vocational Profile created during the reporting period.

**Job Placements:** includes all eligible employment placements made for job seekers receiving assistance under Job Network.

**Fully Job Network Eligible (FJNE):** refers to those job seekers who are eligible to receive the full suite of Job Network services. Any unemployed person receiving Newstart Allowance

or Youth Allowance (Other) or another form of qualifying income support payment and young people not in full-time study irrespective of income support are eligible for Job Network assistance. CDEP participants are also eligible for Job Network services.

**Job Seeker Classification Instrument (JSCI):** a measurement of a job seeker's relative disadvantage in obtaining employment – because of their personal circumstance and labour market skills – and is used to determine the level of labour market assistance required.

**Not in the Labour Force outcome:** is recorded where a job seeker indicates in the response to their PPM survey that they are not currently employed and are not currently looking for employment.

**People from Culturally And Linguistic Diverse backgrounds (CALD):** refers to people from Culturally and Linguistically Diverse backgrounds where the main language spoken is not English.

**Positive outcome:** is recorded where a job seeker has achieved either an employment or education outcome. Positive outcomes are less than the sum of employment and education/training

outcomes because some job seekers achieve both an employment and an education outcome.

**Sole Parent:** is someone who either through their JSCI interviewed indicated that they are a sole parent or were on Parenting Payment Single when they commenced their period of assistance.

**Unemployed outcome:** is recorded where a job seeker indicates in their PPM survey response that they are not currently employed but are looking for employment.

**Work for the Dole (WfD) commencement:** involves a job seeker participating in a WfD activity for up to six months over a 12-month period. This means that job seekers can participate in a number of different WfD projects and with different CWCs before completing their placement. Each time a job seeker starts with a CWC a new commencement is recorded.

**Work for the Dole exit:** for the purposes of PPM occurs when a job seeker has a break between CWC placements of more than 3 months and in relation to their last CWC placement in the 12 month period. Clients exiting WfD will be subsequently surveyed.