

# Report on performance

## Employment



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# Outcome 1: Efficient and effective labour market assistance

**There have been changes in the Department of Employment and Workplace Relations outcomes and outputs structure since the Portfolio Budget Statements were tabled in May 2004. The changes arose from the Administrative Arrangements Orders of 24 June 2004, 26 October 2004 and 16 December 2004 and other administrative changes within the portfolio; among the changes was the transfer to the department of programmes previously administered by the Department of Family and Community Services.**

Following the machinery of government changes, the Portfolio Additional Estimates Statements 2004–05 detailed revised effectiveness indicators for Outcome 1, to reflect the objectives of the expanded range of programmes and services managed by the department. The revised outcome structure includes the new Output Group 1.1, Working age payments. The former Output Group 1.1, Labour market policy and analysis, is now reported on as part of the new Outcome 3.

## Highlights

- Decreases in both the average duration of unemployment per labour force member and the average duration on full-rate unemployment allowance (Newstart and Youth Allowance (other)) provided evidence of improvements in the efficient and effective delivery of labour market assistance.
- New responsibilities for working age payments and additional programmes—such as Disability Open Employment Services, Vocational Rehabilitation Services, Green Corps, the Voluntary Work Initiative, the Job Placement, Employment and Training programme, and the Personal Support Programme—were successfully incorporated.
- The 2005–06 Budget makes provision for a suite of changes to working age payments, to help people move from welfare to work.
- The number of Newstart Allowance recipients fell by 6.1 per cent during the year, to 453 614—the lowest level since 1990. This was accompanied by a 6 per cent fall, to 79 573, in the number of Youth Allowance (other) recipients.
- The rate of growth in the number of recipients of Disability Support Pension slowed, from 3.5 per cent in 2003–04 to only 1.4 per cent in 2004–05.
- Active Participation Model operations were consolidated and refined, as shown by continued growth in job outcome rates—particularly for the long-term unemployed and other disadvantaged job seekers.

- There was a significant increase in voluntary participation in employment services, and job placement levels for people with a disability and single parents reached a record high.
- The Indigenous Youth Employment Consultant programme was successfully implemented: two tender rounds were completed, and consultants were engaged by Job Network providers in Employment Service Areas across Australia.
- There was full utilisation of all Indigenous Employment Programme elements, and more than 8000 training and employment opportunities were provided through the programme overall.
- Mutual obligation programmes continued to be effectively delivered: participant numbers increased, and levels of satisfaction of participants in Work for the Dole, Green Corps and Voluntary Work Initiative services were very high.
- Economic and social outcomes for Personal Support Programme participants improved.
- Use of the Job Placement, Employment and Training programme was strong: 14 617 young people began with the programme in 2004–05.

## Description

The department contributes to the achievement of Outcome 1 by providing income support for eligible people and through employment services programme management and delivery. The department seeks to maximise unemployed Australians' ability to find work—particularly those people who face the most severe barriers to work.

## Key priorities

In 2004–05 the key priorities for Outcome 1 were as follows:

- Monitor and analyse the labour market to promote improved effectiveness and support through:
  - policy development and implementation;
  - the identification of labour supply/skill shortages; and
  - targeted interventions through the *Active Participation Model*.
- Develop the *Active Participation Model* across all programmes and services and continually improve its contribution to labour market effectiveness and performance outcomes.
- Improve employment outcomes particularly for long term unemployed and other “at risk” groups in the labour market, especially Indigenous Australians.
- Improve labour market participation for mature aged people, single parents, Indigenous Australians and people with a disability.
- Improve labour market effectiveness through demand led strategies.
- Implement new policy initiatives effectively and on time.

Labour market policy and analysis is now reported as part of the new Outcome 3.

CHART  
2.1

## ORGANISATIONAL STRUCTURE FOR OUTCOME 1

**Department of Employment and Workplace Relations**

as at 30 June 2005

|   |   |
|---|---|
| <b>Employment</b>                             |   |
| <b>Deputy Secretary</b>                       |   |
| Malisa Golightly                              |   |
| <b>Employment Business Services</b>           | <b>Centrelink and Stakeholder Management</b><br>Joan ten Brummelaar   |
| <b>Group Manager</b><br>Michael Manthorpe     | <b>Contract Management</b> Robyn Kingston<br><b>Employment Communications</b> Barbara Grundy <i>A/g</i><br><b>Employment Services 2006 Purchasing Team</b> Ali Jalayer <i>A/g</i>                           |
| <b>Employment Systems</b>                     | <b>Contracts and Disability Systems</b> Brenda Parkes   |
| <b>Group Manager</b><br>Stephen Moore         | <b>Employment Systems Support</b> Chris Pitt<br><b>Job Network and AJS Systems</b> Tim Prydon<br><b>Planning and Integration</b> Mark Webb<br><b>Reporting and Database Systems</b> Rodney Walsh <i>A/g</i> |
| <b>Intensive Support</b>                      | <b>Employment Services Performance</b> Susan Monkley  |
| <b>Group Manager</b><br>Jo Caldwell           | <b>Indigenous Employment Programme</b> Nicole Pietrucha<br><b>Intensive Support Operations</b> Alison Durbin<br><b>Job Network Capability</b> Jenny Shapcott  |
| <b>Job Search Support</b>                     | <b>Employment Exchange</b> Matthew James  |
| <b>Group Manager</b><br>Anthony Parsons       | <b>Transition and Participation</b> Tony Waslin<br><b>Work Experience</b> Janine Pitt   |
| <b>Specialist Services and Income Support</b> | <b>Disability Employment Services</b> Alison Smith/Bruce Smith  |
| <b>Group Manager</b><br>Serena Wilson         | <b>Employment Pathways</b> Margaret Kidd<br><b>Working Age Payments and Assurance</b> Pete Searle<br><b>Payment Projects and Coordination</b> Phil Brown  |

2

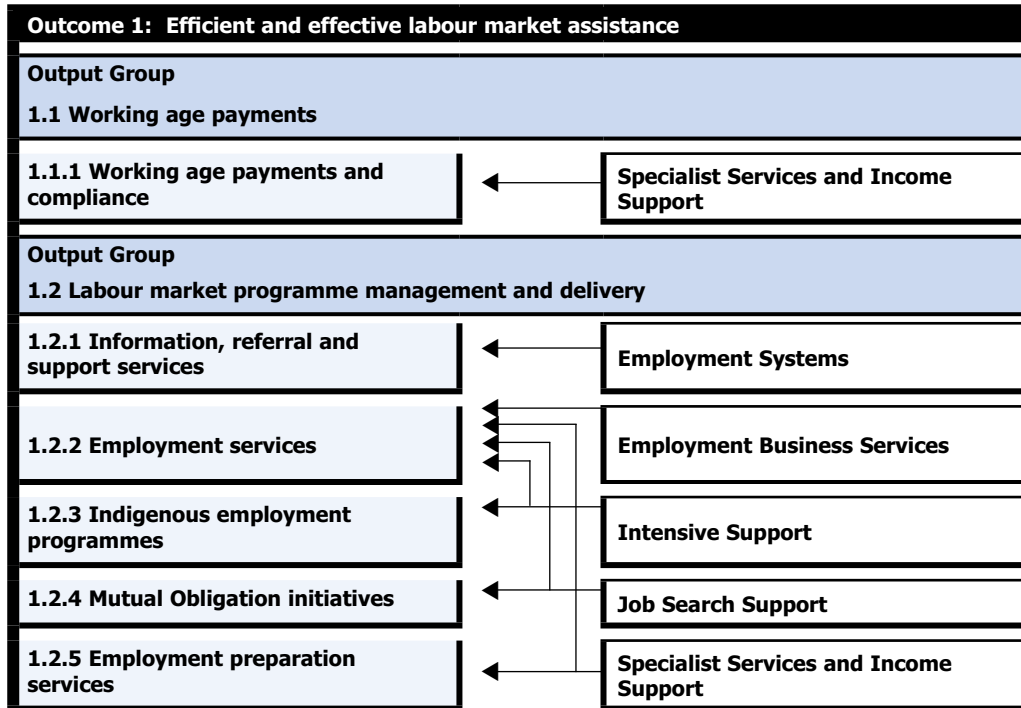
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**CHART 2.2** THE INTERRELATIONSHIP BETWEEN OUTCOME 1, THE OUTPUT GROUPS, OUTPUTS AND ORGANISATIONAL UNITS  
**Department of Employment and Workplace Relations**  
 as at 30 June 2005

OUTPUT GROUPS AND OUTPUTS

ORGANISATIONAL UNIT



Report on performance  
 2  
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### Outcome 1: financial and staffing resources summary, 2004–05 (\$'000)

TABLE  
2.1  
■

| Outcome 1                                | A                       | B  | C  | D = A + B + C                 | E                               | F = E - D              | G                   |
|--|-------------------------|--|--|-------------------------------|---------------------------------|------------------------|---------------------|
|  | Budget PBS<br>(2004–05) | Additional<br>estimates and<br>supplementary<br>additional<br>estimates<br>(2004–05) | Other<br>adjustments <sup>a</sup><br>(2004–05) | Full-year budget<br>(2004–05) | Actual<br>expenses<br>(2004–05) | Variation<br>(2004–05) | Budget<br>(2005–06) |
| <b>Administered Expenses<sup>b</sup></b> |                         |  |  |                               |                                 |                        |                     |
| Job Network                              | 1 005 888               | 396 548  | (25 661)                                       | 1 376 775                     | 1 384 950                       | 8 175                  | 1 240 666           |
| Work for the Dole                        | 177 903                 | -  | -  | 177 903                       | 168 196                         | (9 707)                | 181 639             |
| Transition to Work                       | 11 760                  | -  | -  | 11 760                        | 11 502                          | (258)                  | 12 031              |
| Indigenous Employment                    | 68 380                  | 600  | -  | 68 980                        | 69 004                          | 24                     | 77 716              |
| Job Placement, Employment and Training   | -                       | -  | 20 138   | 20 138                        | 19 432                          | (706)                  | 19 908              |
| Green Corps                              | -                       | -  | 23 944   | 23 944                        | 23 920                          | (24)                   | 24 495              |
| Employment assistance and other services | -                       | -  | 189 660  | 189 660                       | 188 228                         | (1 432)                | 222 210             |
| Personal Support Programme               | -                       | -  | 53 468   | 53 468                        | 50 313                          | (3 155)                | 62 149              |
| Payment to voluntary work agencies       | -                       | 25   | 3 591  | 3 616                         | 3 587                           | (29)                   | 3 847               |
| Rehabilitation services                  | -                       | -  | 122 305  | 122 305                       | 122 305                         | -                      | 125 739             |
| Disability Support Pension               | -                       | -  | 7 995 252                                      | 7 995 252                     | 7 910 767                       | (84 485)               | 8 478 905           |
| Mature Age Allowance                     | -                       | -  | 261 618  | 261 618                       | 258 898                         | (2 720)                | 156 190             |
| Newstart Allowance                       | -                       | -  | 4 559 080                                      | 4 559 080                     | 4 627 413                       | 68 333                 | 4 594 089           |
| Parenting Payment Single                 | -                       | -  | 4 862 141                                      | 4 862 141                     | 4 847 856                       | (14 285)               | 5 166 726           |
| Parenting Payment Partnered              | -                       | -  | 1 269 697                                      | 1 269 697                     | 1 279 162                       | 9 465                  | 1 283 527           |
| Sickness Allowance                       | -                       | -  | 85 137   | 85 137                        | 89 407                          | 4 270                  | 86 592              |
| Youth Allowance                          | -                       | -  | 490 482  | 490 482                       | 503 444                         | 12 962                 | 503 339             |
| Mobility Allowance                       | -                       | -  | 89 827   | 89 827                        | 85 562                          | (4 265)                | 96 488              |
| Partner Allowance Pension                | -                       | -  | 489 555  | 489 555                       | 481 186                         | (8 369)                | 423 459             |
| Partner Allowance Benefit                | -                       | -  | 224 231  | 224 231                       | 222 708                         | (1 523)                | 180 169             |

**Outcome 1: financial and staffing resources summary, 2004-05** continued  
(\$'000)

TABLE 2.1

|  | A                    | B   | C  | D = A + B + C              | E                         | F = E - D           | G                 |
|--|----------------------|---|--|----------------------------|---------------------------|---------------------|-------------------|
|  | Budget PBS (2004-05) | Additional estimates and supplementary additional estimates (2004-05) | Other adjustments <sup>a</sup> (2004-05) | Full-year budget (2004-05) | Actual expenses (2004-05) | Variation (2004-05) | Budget (2005-06)  |
| <b>Outcome 1</b>   |                      |   |  |                            |                           |                     |                   |
| Widow Allowance  | -                    | -   | 485 565                                  | 485 565                    | 477 552                   | (8 013)             | 510 234           |
| Pensioner Education Supplement   | -                    | -   | 68 848                                   | 68 848                     | 78 985                    | 10 137              | 77 049            |
| Community Development Employment Projects                                | -                    | -   | 530 124                                  | 530 124                    | 525 212                   | (4 912)             | -                 |
| Business development   | -                    | -   | 13 962                                   | 13 962                     | 13 962                    | -                   | -                 |
| <b>Total administered expenses</b>                                       | <b>1 263 931</b>     | <b>397 173</b>  | <b>21 812 964</b>                        | <b>23 474 068</b>          | <b>23 443 551</b>         | <b>(30 517)</b>     | <b>23 527 167</b> |
| <b>Price of departmental outputs</b>                                     |                      |   |  |                            |                           |                     |                   |
| <b>Output Group 1.1: Working age payments</b>                            |                      |   |  |                            |                           |                     |                   |
| Output 1.1.1: Working age payments and compliance                        | -                    | -   | 4 921                                    | 4 921                      | 3 250                     | (1 671)             | 9 172             |
| <b>Subtotal Output Group 1.1</b>   | <b>-</b>             | <b>-</b>  | <b>4 921</b>                             | <b>4 921</b>               | <b>3 250</b>              | <b>(1 671)</b>      | <b>9 172</b>      |
| <b>Output Group 1.2: Labour market and programme management delivery</b> |                      |   |  |                            |                           |                     |                   |
| Output 1.2.1: Information, referral and support services                 | 151 989              | 542   | 588 831                                  | 741 362                    | 720 242                   | (21 120)            | 1 057 184         |
| Output 1.2.2: Employment services  | 94 063               | -   | (2 336)                                  | 91 727                     | 90 430                    | (1 297)             | 104 538           |
| Output 1.2.3: Indigenous employment services                             | 21 587               | (212)   | 15 585                                   | 36 960                     | 36 824                    | (136)               | 31 178            |
| Output 1.2.4: Mutual Obligation initiatives                              | 18 662               | -   | 2 428                                    | 21 090                     | 21 799                    | 709                 | 29 171            |
| Output 1.2.5: Employment preparation services                            | -                    | -   | 2 734                                    | 2 734                      | 2 339                     | (395)               | 3 973             |
| <b>Subtotal Output Group 1.2</b>   | <b>286 301</b>       | <b>330</b>  | <b>607 242</b>                           | <b>893 873</b>             | <b>871 634</b>            | <b>(22 239)</b>     | <b>1 226 044</b>  |
| <b>Total departmental expenses</b>                                       | <b>286 301</b>       | <b>330</b>  | <b>612 163</b>                           | <b>898 794</b>             | <b>874 884</b>            | <b>(23 910)</b>     | <b>1 235 216</b>  |

**Outcome 1: financial and staffing resources summary, 2004–05** continued  
(\$'000)

TABLE 2.1

| Outcome 1   | Budget PBS (2004–05) A | Additional estimates and supplementary estimates (2004–05) B | Other adjustments <sup>a</sup> (2004–05) C | Full-year budget (2004–05) D = A + B + C | Actual expenses (2004–05) E | Variation (2004–05) F = E – D | Budget (2005–06) G |
|---|------------------------|--|--|--|-----------------------------|-------------------------------|--------------------|
| <b>Funded by</b>  |                        |  |  |  |                             |                               |                    |
| Revenue from government (appropriations) for departmental outputs | 286 301                | 330  | 612 163                                    | 898 794                                  | 864 440                     | (34 354)                      | 1 235 216          |
| Revenue from other sources  | 11 543                 | (263)  | (3 037)                                    | 8 243                                    | 9 419                       | 1 176                         | 5 736              |
| <b>Total price of departmental outputs</b>                        | <b>297 844</b>         | <b>67</b>  | <b>609 126</b>                             | <b>907 037</b>                           | <b>873 859</b>              | <b>(33 178)</b>               | <b>1 240 952</b>   |
| <b>Total for Outcome 1</b>  | 1 561 775              | 397 240  | 22 422 090                                 | 24 381 105                               | 24 317 410                  | (63 695)                      | 24 768 119         |
| <b>Average staffing level (number)</b>                            | 1 553                  | 138  | –  | 1 691                                    | 1 603                       | (88)                          | 1 995              |

a Includes s. 32 transfers to and from other agencies, actual administered expenses incurred by other agencies before s. 32 transfers, and other adjustments associated with internal restructuring, all of which are associated with the machinery of government changes.

b Includes expenses incurred by other agencies before the machinery of government changes.

## The operating environment in 2004–05

### Economic conditions and employment

The Australian economy grew by a solid 2.6 per cent in the year to the June quarter 2005, with the growth rate picking up in the latter half of the year. The main contributors to growth were final consumption expenditure and strong business investment. On the other hand, net exports continued to subtract from growth in the year to the June quarter 2005.

A range of factors—including buoyant company profits, modest real wage growth, a resource commodity boom and surging terms of trade—helped support strong labour market conditions. In the year to June 2005 employment increased by a robust 366 800, or 3.8 per cent, to a record high of 10 023 100; there was strong jobs growth in a number of industries, among them retail trade, construction and property, and business services. Full-time employment accounted for over 70 per cent of all jobs created in 2004–05, increasing by 258 500, or 3.7 per cent. Part-time employment also increased—by 108 300, or 4.0 per cent.

### Participation and unemployment

The working age (15-64) participation rate rose strongly in 2004–05—up by 1.4 percentage points to a record high of 75.8 per cent (seasonally adjusted by the department, see Chart 2.10 in Outcome 3).

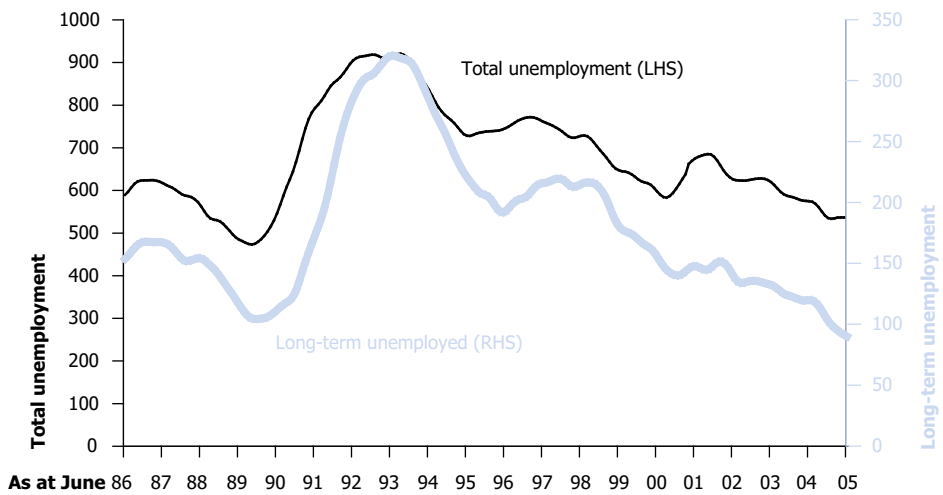
Employment growth was, however, sufficiently strong to absorb new entrants into the labour market and further reduce unemployment. The level of unemployment fell by 47 500, or 8.3 per cent, with the greater part of the fall recorded in the first half of the year, when unemployment fell by 46 600, or 8.1 per cent.

Against the background of strong employment growth, the unemployment rate also fell steadily during the reporting year—from 5.6 per cent in June 2004 to 5.0 per cent in June 2005, the lowest level since November 1976.

### Long-term unemployment

The reductions in unemployment in 2004–05 were accompanied by significant falls in long-term unemployment—that is, people unemployed for 12 months or more (see Chart 2.3). Long-term unemployment fell significantly, by 27 300, or 23.0 per cent, in 2004–05, following a fall of 14 000, or 10.6 per cent, in 2003–04. In trend terms, long-term unemployment is now at its lowest level since the inception of the current Australian Bureau of Statistics series in April 1986.

**CHART 2.3** **Total unemployment and long-term unemployment: trend data, June 1986 to June 2005 ('000)**



Source: ABS (2005) *Labour Force, Australia, Detailed – Electronic Delivery* (ABS Cat No 6291.0.55.001).

## Unemployment and welfare dependency

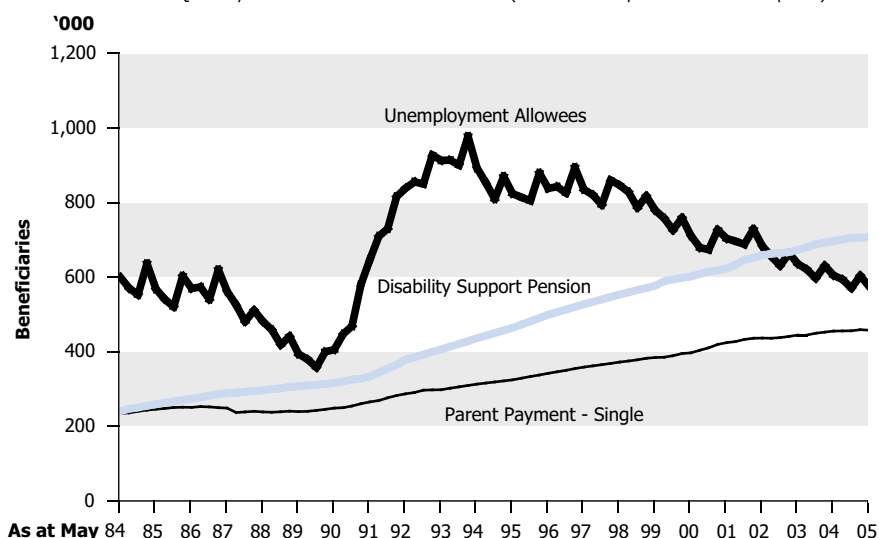
As might be expected in a climate of strong labour market conditions and falling unemployment, there has been a substantial decline in the number of people receiving unemployment benefits in recent years—for example, from 847 000 in 1995–96 to 534 000 in June 2005.

As Chart 2.4 shows, however, this substantial decline has been accompanied by a marked increase in the number of benefit recipients on non-activity tested benefits and pensions such as Parenting Payment (Single) and the Disability Support Pension. The number of Parenting Payment (Single) recipients increased from 342 000 in 1995–96 to 449 000 in June 2005; the number of Disability Support Pension recipients grew from 490 300 to 706 800 in the same period.

**CHART**  
2.4

### Number of unemployment and selected non-activity tested benefit recipients, May 1984 to May 2005

Source: Quarterly series of DEWR Administrative data (includes nil recipients and CDEP recipients)



### Performance information: Outcome 1

Australian government employment policies and programmes are aimed at maximising unemployed Australians’ ability to find work. Assistance is directed at groups that face the most severe barriers to employment—such as long-term unemployed people, Indigenous Australians, mature age people, single parents, people with a disability, young people, and people of culturally and linguistically diverse backgrounds. This focus is reflected in the performance measures for Outcome 1 (see Table 2.2).

**TABLE**  
2.2

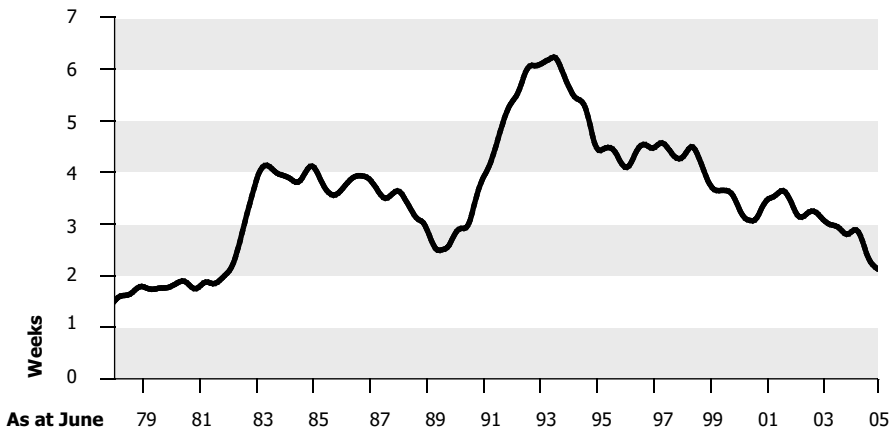
#### PERFORMANCE MEASURES: **Outcome 1**

| Impact  | Performance indicator  |
|---|--|
| Maximise ability of unemployed Australians to find work | The average duration of unemployment relative to labour market performance<br>Comparative labour market experience: <ul style="list-style-type: none"> <li>■ long-term unemployed</li> <li>■ Indigenous Australians</li> <li>■ mature aged</li> <li>■ people of culturally and linguistically diverse backgrounds</li> <li>■ sole parents</li> <li>■ people with a disability</li> <li>■ young people</li> </ul> |

The overall effectiveness of policies and programmes designed to improve the functioning of the labour market is best measured by examining changes in the average duration of unemployment per labour force member. This measure provides an indication of unemployed people's ability to find work, while remaining more resilient in the face of economic fluctuations than other measures (such as the average duration of unemployment per unemployed person). A declining average duration of unemployment per labour force member could indicate an improvement in the effectiveness of the department's labour market programmes and policies. Chart 2.5 provides details for June 1978 to June 2005.

**CHART 2.5**

**Outcome effectiveness measure 1: average duration of unemployment per labour force member, June 1978 to June 2005**



Source: Based on data from ABS (2005) *Labour Force, Australia, Detailed – Electronic Delivery* (ABS Cat No 6291.0.55.001) and ABS SuperTABLE UM1, seasonally adjusted and trended in DEWR.

In the 12 months to June 2005 the average duration of unemployment per labour force member fell sharply, from 2.9 weeks to 2.1 weeks. The June 2005 level of 2.1 weeks is the lowest in more than 20 years.

As a supplementary measure, the department also monitors the average duration on full-rate unemployment allowance (Newstart and Youth Allowance (other) - see Table 2.3). The advantage of this measure is that data are available for all disadvantaged target groups (see Table 2.4). By focusing on full-rate beneficiaries it also avoids the problems that arise when using data on duration on benefits for all recipients as a proxy estimate of unemployment. Since data for all beneficiaries include people gainfully employed in part-time work but also receiving income support, it would be inappropriate to include this group.

**TABLE 2.3****Outcome effectiveness measure 2: average duration on full-rate unemployment allowance<sup>a</sup>, June 2002 to June 2005**  
(weeks)

| Measure  | 2002 | 2003 | 2004 | 2005 | Trend    |
|--|------|------|------|------|----------|
| Average duration on full-rate unemployment allowance | 49.2 | 48.5 | 44.8 | 41.0 | Decrease |

a For clients in receipt of full-rate of Newstart/Youth Allowance (other) at the end of June each year, the average duration that those clients had been in receipt of full-rate of Newstart/Youth Allowance (other)

The average duration on full-rate unemployment allowance continued to trend down in 2004–05: building on the 7.6 per cent fall in 2003–04, it decreased by a further 8.5 per cent, or about four weeks, in 2004–05. This sustained improvement has been underpinned by strong growth in full-time employment.

**TABLE 2.4****Average duration on full-rate unemployment allowance<sup>a</sup>, by disadvantaged group, June 2002 to June 2005**  
(weeks)

| Client group  | 2002        | 2003              | 2004        | 2005        | Trend           |
|---|-------------|-------------------|-------------|-------------|-----------------|
| Long-term unemployed  | 175.7       | 167.4             | 164.9       | 164.6       | Decrease        |
| Indigenous Australians  | 58.1        | 58.6              | 54.8        | 50.5        | Decrease        |
| Mature age <sup>b</sup>                                       | 75.7        | 75.0              | 64.9        | 59.3        | Decrease        |
| Culturally and linguistically diverse background <sup>c</sup> | 57.3        | 54.4              | 48.4        | 42.8        | Decrease        |
| Single parents  | 31.7        | 42.9 <sup>d</sup> | 45.0        | 49.0        | Increase        |
| People with a disability                                      | 78.7        | 79.8              | 76.2        | 80.0        | Increase        |
| Young people <sup>e</sup>                                     | 16.6        | 17.3              | 16.7        | 14.4        | Decrease        |
| <b>All client groups</b>                                      | <b>49.2</b> | <b>48.5</b>       | <b>44.8</b> | <b>41.0</b> | <b>Decrease</b> |

a For clients in receipt of full-rate of Newstart/Youth Allowance (other) at the end of June each year, the average duration that those clients had been in receipt of full-rate of Newstart/Youth Allowance (other)

b 45 years and older

c Other than people from main English-speaking countries

d Following a change in the identification methodology for single parents, the average duration on unemployment allowance for June 2003 was re-estimated

e 15–20 year olds

The reduction in average duration on full-rate unemployment allowance for most key client groups is very encouraging. Between June 2004 and June 2005 the average duration decreased for the following groups:

- young people—by 13.8 per cent
- people of culturally and linguistically diverse background—by 11.6 per cent
- mature aged—by 8.6 per cent
- Indigenous Australians—by 7.9 per cent
- the long-term unemployed—by 0.2 per cent.

Single parents and people with a disability experienced a rise in average duration on full-rate allowance, in part because of the change in the proportion of recipients that were short term.

## Output effectiveness

Although output effectiveness is measured through the broad indicators just discussed, the department's performance in delivering outputs is crucial to achieving objectives. That is, the effectiveness of policy advice, research, business partnerships, systems and programme management all affect the department's ability to contribute to efficient and effective labour market assistance. The department measures output effectiveness against a series of performance indicators and uses evaluation tools and client feedback to gauge success. Results for individual outputs for Outcome 1 are reported and discussed in the following sections. Research and evaluation are discussed under Outcome 3.

# Output Group 1.1: Working age payments

## Contribution to Outcome 1

**Output Group 1.1 contributes to Outcome 1 by providing financial assistance for people who are looking for work, participating in employment preparation programmes, or who are currently unable to work or prepare for work. The output group contributes to the outcome in several ways:**

- **providing to Ministers and other key stakeholders advice and information on programme matters**
- **monitoring and analysing payment trends**
- **monitoring and analysing payment accuracy and payment compliance**
- **overseeing the effective delivery of the programme by Centrelink.**

Output 1.1.1, Working age payments and compliance is the sole output for Output Group 1.1.

## Administered items

The administered items associated with Output Group 1.1 are as follows:

- Disability Support Pension
- Mature Age Allowance
- Mobility Allowance
- Newstart Allowance
- Parenting Payment (Partnered)
- Parenting Payment (Single)
- Pensioner Education Supplement

- Sickness Allowance
- Youth Allowance (other)
- Partner Allowance (Benefit)
- Partner Allowance (Pension)
- Widow Allowance.

Output  
1.1.1

## Working age payments and compliance

### Disability Support Pension

**Disability Support Pension is a means-tested income support payment for people with a permanent physical, intellectual or psychiatric impairment who, because of their impairment, are unable to work for at least 30 hours a week at award wages or to be re-skilled for such work within two years. Special rules apply for people who are blind.**

The number of Disability Support Pension recipients increased by 1.4 per cent (10 040 recipients) in 2004–05. This is the lowest annual increase for over 20 years; it is the result of fewer claims for payment and a reduction in the proportion of claims being granted.

The majority of Disability Support Pension recipients are male, although the proportion of female recipients (currently 40.6 per cent of the total recipient population) is increasing. This is mainly a consequence of the closure of other forms of income support payment, such as Wife Pension and Widow B Pension, and the increasing Age Pension qualifying age for women (currently 62.5 years). The majority of recipients are aged between 45 and 64 years.

The three largest categories of disability for recipients of Disability Support Pension are musculo-skeletal conditions, psychological and psychiatric conditions, and intellectual and/or learning difficulties. The proportion of recipients in each of these categories has remained largely unchanged in the past few years.

### Mature Age Allowance

**Mature Age Allowance provides income support to jobless people aged from 60 years to Age Pension age who have been receiving another income support payment for more than nine months and face difficulty gaining employment because of lack of recent workforce experience. From 20 September 2003 this payment has been closed to new claimants. People who would previously have been eligible for it can now apply for Newstart Allowance.**

Because Mature Age Allowance is a closed payment, the numbers in receipt of it have continued to decline. In June 2005 there were 20 877 recipients, a reduction of 37 per cent compared with June 2004. It is expected that by the end of September 2008 there will be no more recipients of the allowance. Recipients who exit the payment mainly transfer to Age Pension.

## Mobility Allowance

**Mobility Allowance is a non-means tested income supplement to help with transport costs for people with a disability who are in employment, vocational training, a combination of work and training, voluntary work or job search and are unable to use public transport without substantial assistance.**

The number of Mobility Allowance recipients increased by 3.8 per cent in 2004–05. Eighty-seven per cent of people receiving the allowance also receive Disability Support Pension.

## Newstart Allowance

**Newstart Allowance provides income support for eligible job seekers aged between 21 years and Age Pension age. Recipients must satisfy the activity test by seeking work or participating in an activity designed to improve their employment prospects. They must accept offers of suitable employment.**

As a result of the buoyant economy, the number of Newstart recipients continued to decline during 2004–05, at an annual average rate of 5 per cent. The number of recipients was 453 614 in June 2005—the lowest level since 1990.

On average, about 16 per cent of all Newstart recipients have earnings at any particular time, with average earnings of \$340 a fortnight in June 2005. In addition, 45 per cent of all current Newstart recipients had some earnings during 2004–05.

## Parenting Payment (Partnered and Single)

**Parenting Payment provides income support to low-income people with primary care of at least one dependant child under 16 years of age. Parenting Payment (Single) is payable to single parents and Parenting Payment (Partnered) is payable to low-income partnered parents.**

The number of Parenting Payment (Single) recipients in June 2005 was 449 000, the same as the June 2004 figure. Between June 2004 and June 2005 the number of Parenting Payment (Partnered) recipients declined by 10 000, to 167 000.

## Partner Allowance

**Partner Allowance provides income support to mature age people who are partners of income support recipients and face difficulty gaining employment because of lack of recent workforce experience. This payment was closed to new claimants on 20 September 2003. People who would previously have been eligible for it can now apply for Newstart Allowance.**

Because Partner Allowance is a closed payment, the numbers in receipt of it have continued to decline—but at a slower rate than for Mature Age Allowance. In June 2005 there were 71 615 recipients of Partner Allowance, a decline of 21 per cent on June 2004.

## Pensioner Education Supplement

**Pensioner Education Supplement is a fortnightly payment of up to \$62.40 (at June 2005) to certain income support recipients, mainly Parenting Payment (Single) and Disability Support Pension recipients who are participating in approved full- or part-time study.**

In June 2005 there were 52 000 people receiving the Pensioner Education Supplement.

## Sickness Allowance

**Sickness Allowance is a means-tested income support payment for people who are temporarily incapacitated for work or study as a result of illness, are unable to work or study, and have a job or course of study to return to.**

In June 2005 there were 8400 recipients of Sickness Allowance, a slight decline from 8900 in June 2004.

## Widow Allowance

**Widow Allowance provides income support for older working age women who no longer have a partner and have no recent workforce experience.**

In June 2005 there were 44 329 recipients of the allowance, a 2 per cent reduction compared with June 2004. From 1 July 2005 new claims for Widow Allowance are restricted to women born on or before 1 July 1955.

## Youth Allowance (other)<sup>1</sup>

**Youth Allowance (other) is a means-tested income support payment available to eligible people aged between 16 and 21 years who are seeking or preparing for paid employment or are temporarily unable to work.**

The population in receipt of this allowance decreased by 6.4 per cent (5092 recipients) to 79 573 in 2004–05. This is the largest decrease since the introduction of Youth Allowance in 1998. The number of Youth Allowance (other) recipients has remained broadly stable as a proportion (currently 21.9 per cent) of the overall Youth Allowance population since 1998.

The median age of recipients is 18 years. The majority of Youth Allowance (other) recipients live with their parents.

## Supplementary labour market assistance payments

- *Community Development Employment Projects Participant Supplement.* This is a fortnightly payment of \$20.80 to assist with the cost of participating in a Community Development Employment Project.
- *Education Entry Payment.* This is a lump-sum payment of \$208, available once annually, to assist with the cost of beginning approved study. It is available to people who qualify for the Pensioner Education Supplement; people who have received income support for at least 12 months might also be eligible. In 2004–05, 81 473 people received an Education Entry Payment.
- *Employment Entry Payment.* This is a lump sum of up to \$104 (or up to \$312 for Disability Support Pension recipients), available once annually, to assist with the cost of beginning employment. It is available to certain working age payment recipients who have received income support for at least 12 months and meet other criteria. Parenting Payment (Single) recipients are not subject to the 12-month waiting period.
- *Language, Literacy and Numeracy Supplement.* This is a fortnightly supplement of \$20.80 to assist people on eligible income support payments with the additional costs associated with participation in the Language, Literacy and Numeracy Programme.
- *Work for the Dole Supplement.* This is a fortnightly supplement of \$20.80 to assist with the cost of participating in Work for the Dole.

<sup>1</sup>. Youth Allowance paid to full-time students is the responsibility of the Department of Education, Science and Training.

## Highlights

- The 2005–06 Budget makes provision for a suite of changes to working age payments, to help people move from welfare to work.
- The number of Newstart Allowance recipients fell by 6.1 per cent during the reporting year, to 453 614—the lowest level since 1990. This was accompanied by a 6.4 per cent fall, to 79 573, in the number of Youth Allowance (other) recipients.
- The rate of growth in recipients of the Disability Support Pension slowed, from 3.5 per cent in 2003–04 to only 1.4 per cent in 2004–05.
- At 21 per cent in June 2005, the proportion of Youth Allowance (other) recipients with earnings was higher than in June 2004 (19.3 per cent).
- At 10.6 per cent in June 2005, the proportion of Disability Support Pension recipients with earnings was higher than in June 2004 (9 per cent).

**TABLE**  
**2.5**

### PERFORMANCE RESULTS

#### Performance indicators and actual performance:

#### Output 1.1.1, Working age payments and compliance

| Performance indicator   | Payment type                                     | Estimate | Result           |
|---|--|----------|------------------|
| Quantity: total number of customers assisted (estimate—'000) <sup>a</sup> | Disability Support Pension (DSP)                 | 704      | 707              |
|   | Parenting Payment (PP)                           | 634      | 616 <sup>b</sup> |
|   | Newstart Allowance (NSA)                         | 568      | 454              |
|   | Partner Allowance (PA)                           | 70       | 72               |
|   | Youth Allowance (other) (YA(o))                  | 90       | 80               |
|   | Widow Allowance (WA)                             | 48       | 44               |
|   | Mature Age Allowance (MAA)                       | 29       | 21               |
|   | Sickness Allowance (SA)                          | 8.9      | 8.4              |
|   | Mobility Allowance (Mob)                         | 48       | 49               |
|   | Pensioner Education Supplement (PES)             | 49       | 52               |
|   | Employment Entry Payment (EEP)                   | 52       | 119              |
|   | Education Entry Payment (EdEP)                   | 74       | 81               |
|   | Language, Literacy and Numeracy Supplement (LLN) | 13.5     | 22.7             |
|   | Work for the Dole Supplement (WfD)               | 55       | 91               |

a Estimates of the total number of recipients assisted are as follows:

- NSA, WA, PA, MAA, SA, PPS, PPP, YA(o), DSP and Mob are estimates of annual averages.
- PES is an estimate of the point-in-time figure for June 2005.
- EEP, EdEP, LLN and WfD are estimates of the annual totals. An error was made in calculating the estimates: the correct estimates are EEP, 107 000; LLN, 25 500; WfD, 100 000.

Estimates for all other indicators are of the point-in-time figure for June 2005.

For all results, the population definitions are as follows:

- NSA, WA, PA, MAA and SA—point in time for the fortnight ending 17 June 2005 (current customers, excluding zero paid and CDEP)
- PPS and PPP—point in time for the fortnight ending 24 June 2005 (current customers)
- YA(o)—point in time for the fortnight ending 17 June 2005 (current customers)
- DSP and Mob—point in time for the fortnight ending 10 June 2005 (current and suspended customers)
- PES—point in time for the fortnight ending 24 June 2005
- EEP, EdEP, LLN and WfD—annual totals.

b 449 000 are Parenting Payment (Single) and 167 000 are Parenting Payment (Partnered).

**TABLE**  
**2.5**  
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**PERFORMANCE RESULTS**
**Performance indicators and actual performance:**
**Output 1.1.1, Working age payments and compliance continued**

| Performance indicator  | Payment type   | Estimate  | Result |
|--|--|---|--------|
| <b>Quantity:</b> percentage of clients with earnings (estimate)  | NSA  | 14%   | 16%    |
|  | MAA  | 7%  | 7%     |
|  | PA   | 8%  | 8%     |
|  | WA   | 10%   | 10%    |
|  | DSP  | 9.5%  | 11%    |
|  | YA(o)  | 19%   | 21%    |
|  | Parenting Payment Single (PPS)   | 31%   | 32%    |
|  | Parenting Payment Partnered (PPP)  | 11%   | 12%    |
| <b>Quantity:</b> average duration on income support <sup>c</sup> (estimate—weeks)  | NSA  | 165   | 172    |
|  | YA(o)  | 78  | 78     |
| <b>Quantity:</b> percentage of customers who leave payment within the first 3 months (estimate)  | NSA  | 35%   | 33%    |
| <b>Quantity:</b> percentage of customers receiving payments for 12 months or more (estimate)   | NSA  | 61%   | 60%    |
|  | YA(o)  | 52%   | 51%    |
| <b>Quantity:</b> percentage of unemployed customers (those on NSA and/or YA(o)) undertaking paid work, job search, education or training, employment assistance, Work for the Dole, Mutual Obligation initiatives or voluntary work (estimate) | Paid work  | 16%   | 16%    |
|  | Job search   | 42%   | 39%    |
|  | Education or training  | 7%  | 8%     |
|  | Employment assistance  | 13%   | 13%    |
|  | Work for the Dole  | 4%  | 4%     |
|  | Mutual Obligation initiatives  | 1%  | 1%     |
| <b>Quality:</b> Centrelink deliver services to the standards agreed with DEWR in the BPA (benchmark)   | Benchmark: agreed standards are met <sup>d</sup>                                     | Centrelink met agreed standards. For further information, see Centrelink Gateway services (Output 1.2.1). |        |
|  | <b>Quality:</b> level of satisfaction of Ministers with provision of advice (target) | Target: 199 Briefs submitted with average rating of 3.9 (target met)                                      |        |

<sup>c</sup> This measures the average income support duration of recipients currently on NSA/YA(o), and includes allowable breaks.

<sup>d</sup> Indicators are rapid referral to Job Network services, accurate application of the assessment in a timely way, and rapid reconnection of job seekers.

<sup>e</sup> Ministers are asked to assess briefs based on their timeliness and presentation and the quality of advice. The scale is 1 (poor), 3 (effective) and 5 (outstanding).

**TABLE**  
**2.5**  
■

**PERFORMANCE RESULTS****Performance indicators and actual performance:****Output 1.1.1, Working age payments and compliance continued**

| Performance indicator                 | Payment type                   | Estimate     | Result  |
|---------------------------------------|--------------------------------|--------------|---|
| Price <sup>f</sup>                    |                                | \$5.044m     | \$3.341m (33.8% below budget due to staff losses and activity delays after machinery of government changes) |
| <b>Administered funds<sup>g</sup></b> | Disability Support Pension     | \$7 995.252m | \$7 910.767m (1.1% below budget)  |
|                                       | Mature Age Allowance           | \$261.618m   | \$258.898m (1.0% below budget)  |
|                                       | Mobility Allowance             | \$89.827m    | \$85.562m (4.7% below budget)   |
|                                       | Newstart Allowance             | \$4 559.080m | \$4 627.413m (1.5% over budget)   |
|                                       | Parenting Payment (Partnered)  | \$1 269.697m | \$1 279.162m (0.7% over budget)   |
|                                       | Parenting Payment (Single)     | \$4 862.141m | \$4 847.856m (0.3% below budget)  |
|                                       | Pensioner Education Supplement | \$68.848m    | \$78.985m (14.7% over budget)<br>Over budget due to an under-estimation of recipient numbers.               |
|                                       | Sickness Allowance             | \$85.137m    | \$89.407m (5.0% over budget)  |
|                                       | Youth Allowance (other)        | \$490.482m   | \$503.444m (2.6% over budget)   |
|                                       | Partner Allowance (Benefit)    | \$224.231m   | \$222.708m (0.7% below budget)  |
|                                       | Partner Allowance (Pension)    | \$489.555m   | \$481.186m (1.7% below budget)  |
|                                       | Widow Allowance                | \$485.565m   | \$477.552m (1.7% below budget)  |

<sup>f</sup> Target figure includes the impact of all departmental funding transfers and internal restructuring associated with AAO changes but excludes expenses incurred by other agencies for the delivery of administered programmes prior to the AAO changes. The target figures previously published in the 2004-05 PBS and PAES did not fully reflect the impact of all of the funding transfers associated with the AAO changes.

<sup>g</sup> Figures include the impact of all funding transfers associated with AAO changes and the expenses incurred by other agencies prior to the AAO changes. The budget figures previously published in the 2004-05 PBS and PAES did not reflect the impact of all of the funding transfers associated with the AAO changes or include the administered expenses incurred by other agencies prior to the AAO changes.

## Commentary

The proportion of benefit recipients with earnings remained relatively steady during 2004–05, and results on a payment breakdown either met or surpassed estimates. Some 16 per cent of Newstart Allowance recipients reported earnings in June 2005, a figure similar to that in June 2004. The proportion of Youth Allowance (other) recipients reporting earnings increased from around 19 per cent to 21 per cent between June 2004 and June 2005 and exceeded the estimate. The proportions of Parenting Payment (Partnered) and Parenting Payment (Single) recipients reporting earnings were 12 per cent and 32 per cent respectively; this was in keeping with estimates and reflects an increase for Parenting Payment (Single) recipients from 30 per cent at June 2004. Disability Support Pension recipients also recorded a higher proportion with earnings (10.6 per cent) compared with the estimate and the June 2004 result of 9 per cent.

### Payment integrity and assurance

The department purchases payment integrity services from Centrelink to ensure that controls exist to minimise the risk of fraud and incorrect payments. This contributes to the ‘Payment accuracy’ output.

Income support payment integrity has four components:

- prevention—system and procedural processes to minimise the risk of incorrect payments, along with interventions aimed at increasing payment recipients’ knowledge of their responsibility for providing correct and timely information to Centrelink
- deterrence—maintaining and extending payment integrity measures and document verification procedures and promoting the likelihood of detection and the possibility of criminal prosecution
- detection—quick identification of incorrect payments and the associated debts
- recovery—a range of processes to recover monies from people who were not entitled to receive them in an efficient manner that takes into account their ability to repay.

The department requires Centrelink to:

- maintain and support systems and procedures that maximise the effectiveness of the overall strategy
- consult with the department on proposed improvements to systems and procedures that will support the strategy
- meet its obligations in connection with the quantity and quality of activities it engages in to maintain the integrity of the system
- maintain systems and procedures that enable it to pursue prosecution measures as purchased by the department
- carry out payment and eligibility reviews in a timely manner and report on effectiveness to the department
- monitor, analyse and provide relevant and assurable management information that confirms Centrelink’s performance.

The department is also working with Centrelink to develop further strategies to prevent payment incorrectness arising in the first place.

## Income support payment integrity

The integrity of the \$21 billion the department administers on behalf of the Australian Government became a priority for the department in 2004–05, following the transfer of responsibility for working age income support payments from the Department of Family and Community Services.

The reporting year was the third year of the Rolling Random Sample Surveys, which provide information to the department about the accuracy of working age income support payments and the integrity of other social security outlays.

The surveys are a point-in-time assessment of recipients' circumstances and are designed to establish whether recipients are being correctly paid in accordance with business assurance principles.

The results of the surveys carried out between 1 July 2004 and 31 March 2005 show that the average inaccuracy rate for working age payments was 4.2 per cent (see Table 2.6).

A lapsing programme review of the Rolling Random Sample Surveys has commenced. The results of the review will inform decisions about future arrangements.

TABLE  
2.6

**Rolling Random Sample Surveys, 1 July 2004 to 31 March 2005**

| Payment type                                  | Residual rate of inaccuracy <sup>a</sup> (per cent) |
|---|---|
| Disability Support Pension                    | 2.6   |
| Newstart Allowance                            | 4.4   |
| Parenting Payment (Partnered)                 | 7.0   |
| Parenting Payment (Single)                    | 3.6   |
| Youth Allowance (other)                       | 14.9  |
| Newstart Mature Age Allowance                 | 1.9   |
| <b>Major working age payments<sup>b</sup></b> | <b>4.2</b>  |

a The ratio of inaccurate payments to the amount being paid to the sample populations, adjusted for the existing control framework.

b Excludes Newstart Mature Age Allowance because minor payments are sampled once every three years in a continuous rotation and are excluded from the rolling average.

## Reviews of recipient compliance

In addition to the Rolling Random Sample Surveys the department has a targeted review programme to assist in maintaining the integrity of administered payments.

Information obtained from the Integrated Review System and from interrogations of the Centrelink mainframe data revealed that 2 800 824 reviews were completed in the reporting year: as a result of the reviews, 109 475 people had their payment cancelled, 305 562 debts (with an estimated value of \$272 562 019) were raised, 254 792 payments were reduced, and 151 950 payments were increased.

It should be noted that Centrelink review reporting systems are under development. As a consequence, there have been differences in the number of reviews reported in recent years. This is partly because of definitional issues associated with reviews captured for reporting purposes. In 2003–04 both the Integrated Review System and an interrogation of Centrelink mainframe data were used to report review numbers and results; the 2004–05 review numbers and results are as reported by Centrelink from the Integrated Review System alone.

With Centrelink, the department is constructing a business model that will increase the emphasis on debt prevention whilst retaining the existing rules targeting deterrence, identification and recovery of debt.

The Centrelink annual report provides information about the service delivery aspects of payment integrity, reviews, data-matching programmes, profiling and fraud control.

Another suite of reviews targets economic and social participation requirements.

## Payment integrity and compliance budget initiatives

Recent budgets have contained a range of payment integrity and compliance measures. The measures relating to the department, including those with savings targets requiring monitoring and reporting, are outlined below.

### The data-matching programme

Centrelink data are interrogated to identify inconsistent recipient circumstances, multiple identities, incorrect rental information, incorrect dependants in care information, and other rate-affecting information. The data are also matched with data from educational institutions to check student enrolments and attendance. Further matches are done with Job Network members to verify participation requirements. In addition, there are matches with other government agencies—predominantly the Australian Taxation Office, the Department of Immigration and Multicultural and Indigenous Affairs, the Defence Housing Authority, Comsuper, AUSTRAC and Births, Deaths and Marriages—and with overseas social security agencies. There were 645 002 reviews of this type in 2004–05.

### Identity fraud

Identity fraud reviews are conducted in conjunction with other agencies, including the Australian Federal Police. Just over 9700 such reviews were conducted in 2004–05.

### Service profiling

Service profiling is used to identify characteristics that tend to be correlated with the misreporting of changes in circumstances. Reviews are targeted at people with the relevant characteristics. There were 745 872 of these reviews carried out in 2004–05.

## Payment integrity and compliance non-budget programmes

### Payment compliance reviews

Payment compliance reviews operate from year to year as part of the business model. A prescribed number of reviews for each payment are carried out each year. The reviews serve to remind benefit recipients that social security is not a 'set-and-forget' programme but one for which, to avoid incurring debts, they are obliged to report changes in their circumstances. About 1.33 million of these reviews were completed in 2004–05.

### Debt prevention

Debt prevention is a core element of service delivery. Feedback from recipients has highlighted the importance of understanding the information held on their records to avoid debt. The Account Statement has been developed to meet this requirement and is gradually being introduced to all Working Age Payment recipients from June 2005.

### Debts raised

There were 971 764 debts raised in the reporting year. Of these, 520 693 are to be recovered, 280 848 were waived, and 170 223 were finalised as no debts (that is, there was no debt after the circumstances were investigated).

### Debt recovery

There are about 300 000 debts under recovery at any particular time. The majority are recovered by an agreed deduction from continuing payments; others are recovered by time payment through various service agencies (such as Australia Post); reluctant payers may make arrangements with mercantile providers. The amount recovered in the reporting year was \$413 824 082.

## Outlook for 2005–06: Output Group 1.1

Priorities for Output Group 1.1 during 2005–06 will be contributing to the implementation of the Government's Welfare to Work reforms, announced in the 2005–06 Budget, through utilising expertise in legislation and operational policy. A second key priority will be the further enhancement of business assurance around working age payments. Output Group 1.1 will continue its contribution to Outcome 1 through:

- Development of a new Centrelink Business Partnership agreement which captures key changes arising out of the 'Welfare to Work' package.
- Harnessing of expertise in actively contributing to the implementation of changes to income support under the Welfare to Work package.
- Delivering working age income support payments—in accordance with the legislation and policy guidelines and timeliness and accuracy standards.

# Output Group 1.2: Labour market programme management and delivery

## Contribution to Outcome 1

**Output Group 1.2 contributes to achieving efficient and effective labour market assistance by providing an integrated suite of programmes to assist people into work or to provide assistance to prepare them for employment. It delivers the following outputs:**

- **information, referral and support services—including the Centrelink Gateway services and online employment information services**
- **management of employment services—including Job Network, the Transition to Work programme, the New Enterprise Incentive Scheme and Harvest Labour Services**
- **management of Rehabilitation Services and Employment Assistance and Other Services—including Disability Open Employment Services**
- **management of Indigenous employment programmes**
- **management and support of Mutual Obligation initiatives—including Work for the Dole, Green Corps and Payment to Voluntary Work Agencies (the Voluntary Work Initiative)**
- **management of the Job Placement, Employment and Training programme and the Personal Support Programme.**

## Administered items

There have been changes in the department's outcomes and outputs structure since the Portfolio Budget Statements were tabled in May 2004. A new Output 1.2.5, Employment preparation services, had been added to Output Group 1.2 to accommodate the transfer of these functions to the department from the Department of Family and Community Services; this includes the Personal Support Programme and Job Placement, Employment and Training.

Other administered programmes that have transferred from the Department of Family and Community Services are reported under existing Outputs as follows: 'Employment assistance and other services' and 'Rehabilitation services' under Output 1.2.2, Employment services; and 'Green Corps' and 'Payment to voluntary work agencies' under Output 1.2.4, Mutual Obligation initiatives.

The administered items associated with Output Group 1.2 are as follows:

- Job Network
- Work for the Dole
- Transition to Work
- Indigenous Employment
- the Job Placement, Employment and Training programme—transferred from FaCS
- Green Corps—transferred from FaCS
- Employment Assistance and Other Services—transferred from FaCS
- Payment to Voluntary Work Agencies—transferred from FaCS
- Rehabilitation Services—transferred from FaCS
- the Personal Support Programme—transferred from FaCS.

Community Development Employment Projects and the Business Development and Assistance Programme are also administered items coming within Output Group 1.2, but they are managed within Output Group 3.2. Performance and effectiveness information for both programmes is reported on in Output 3.2.3. Both programmes were also transferred to Outcome 3 in the 2005–06 Portfolio Budget Statements.

Output  
1.2.1

## Information, referral and support services

**Output 1.2.1 covers information, referral and support services, including Centrelink services and online employment systems to support the *Active Participation Model*. The department works with Centrelink on a range of employment-related services, including the following:**

- **registration, classification and assessment of job seekers**
- **referral of job seekers to appropriate services—in particular, employment service providers**
- **specialist services for Indigenous Australians—including the Wage Assistance Card**
- **reconnection of job seekers to employment service providers after their participation has been interrupted.**

Centrelink plays an important part in contributing to the effectiveness of the *Active Participation Model*. The department manages its relationship with Centrelink and the services it provides through a Business Partnership Arrangement. As a result of the machinery of government changes in 2004, a new Business Partnership Arrangement has been developed with Centrelink for 2005–06.

Responsibility for the *Australians Working Together* Better Assessment and Early Intervention measure, which includes Medical and Work Capacity Assessments, was transferred from Centrelink to the department within this output, effective from 1 April 2005. The transfer was in recognition of the key role that assessments and referral play in increasing workforce participation and the department's primary role in this area.

The department also develops and supports software used by contracted providers of employment services.

## Highlights

- There were record voluntary referrals of Disability Support Pension and Parenting Payment recipients to Job Network.
- Information technology to support the Community Development Employment Projects and Disability Open Employment was successfully delivered.
- From 11 April 2005 to 30 June 2005 approximately 30 000 Medical and Work Capacity Assessments were carried out (full-year data are not available from Centrelink).
- The Early Intervention and Engagement pilot was successfully developed, implemented and conducted. The pilot informed policy development for the Comprehensive Work Capacity Assessments.

TABLE  
2.7

### PERFORMANCE RESULTS

#### Performance indicators and actual performance:

#### Output 1.2.1, Information, referral and support services

| Performance indicator   | Target  | Result   |
|---|---|--|
| <b>Quantity:</b> employment information technology applications construction price compared with industry benchmarks                    | Benchmark: \$US750 per function point service | \$US880 (benchmark not met) <sup>a</sup>   |
| <b>Quantity:</b> employment information technology applications construction—hours per function point compared with industry benchmarks | Benchmark: 18.2 hours per function point      | 21.9 hours (benchmark not met) <sup>a</sup>  |
| <b>Quantity:</b> number of referrals (estimate—'000):   |   |  |
| ■ Personal Support Programme (PSP)  | 29  | 30.5   |
| ■ Vocational Rehabilitation (VR)  | 30  | 34.3   |
| ■ Disability Open Employment Services (DOES)  | 19  | 20.7   |
| <b>Quantity:</b> ratio of commencements to referrals for funded programmes:   |   |  |
| ■ PSP   | 70%   | 77% (target met)   |
| ■ VR  | 67%   | 74% (target met)   |
| ■ DOES  | 87%   | 78% (target not met) <sup>b</sup>  |
| <b>Quality:</b> Centrelink deliver services to the standards agreed with DEWR in the BPA  | Agreed standards are met. <sup>c</sup>        | Centrelink met agreed standards. For further information, see 'Centrelink Gateway services' in this output |

a Variations related to redevelopment of and changes to existing complex systems not originally developed within the department.

b Commencement-to-referral-ratio targets for Disability Open Employment Services in the 2004–05 Portfolio Additional Estimates Statement were calculated based on previous data that are no longer available and did not include all referrals; that is, job seekers referred but yet to be accepted or denied access to a programme were not included. Against this broader definition of referrals, which is a more accurate measure of performance, the target would have been 75 per cent.

c Indicators are rapid referral to Job Network services, accurate application of the assessment in a timely way, and rapid reconnection of job seekers.

| Performance indicator   | Target                                | Result  |
|---|---------------------------------------|---|
| <b>Quality:</b> level of satisfaction of service providers with contracted information and support services | 80% satisfied                         | 93% satisfied (target met)  |
| <b>Quality:</b> level of satisfaction of Ministers with provision of advice                                 | Effective <sup>d</sup> or above (3.0) | 15 briefs submitted, with average rating of 4.1 (target met)  |
| <b>Price<sup>e</sup></b>  | \$743.973m                            | \$712.600m<br>(4.2% below budget primarily due to late finalisation of machinery of government changes) |

d Ministers are asked to assess briefs based on their timeliness and presentation and the quality of advice. The scale is 1 (poor), 3 (effective) and 5 (outstanding).

e Target figure includes the impact of all departmental funding transfers and internal restructuring associated with AAO changes but excludes expenses incurred by other agencies for the delivery of administered programmes prior to the AAO changes. The target figures previously published in the 2004-05 PBS and PAES did not fully reflect the impact of all of the funding transfers associated with the AAO changes.

## Stakeholder feedback

Feedback from Ministers is obtained through a rating system used for briefs and other documents; feedback from other stakeholders is obtained through less formal channels. During 2004-05 the average rating on the overall quality of briefs was 4.1; this compares with an average rating of 3.5 for 2003-04.

## Information technology applications services

Throughout the reporting year changes were made to existing complex systems, some of which were not originally developed within the department. As indicated in international benchmarks—for example, ISBSG, the International Software Benchmarking Standards Group—changes made to existing complex systems take longer than building the equivalent number of function points in a green-fields scenario.

## Providers' satisfaction with departmental services

Service providers' satisfaction with the department's delivery of contracted information and advice and support services is measured through a service provider survey. Results from the survey indicate that the proportion of service providers who were satisfied or very satisfied with the department's delivery of contracted information and support services in 2004-05 was 93 per cent, exceeding the 80 per cent target.

## Satisfaction with Centrelink services

Job seekers' satisfaction with Centrelink employment services, as measured by the Customer Satisfaction Index, continued to increase and is now at its highest level in six years: 83.8 per cent of job seekers were satisfied or very satisfied with Centrelink employment services in 2004-05.

## Centrelink Gateway services

A new one-year Business Partnership Arrangement for 2005–06 has been established to reflect the 2004 machinery of government changes. The agreement determines the relationship, objectives, principles, and respective roles and responsibilities of the department and Centrelink. A new arrangement for 2006 to 2009 will be negotiated during 2005–06, to support the Welfare to Work measures that come into effect from July 2006.

The formal relationship framework is described in the new Business Partnership Arrangement, which covers the development phase of Welfare to Work. It is a flexible arrangement that recognises the current environment of major change.

There has been a significant redirection in the focus of both the department and Centrelink since the machinery of government changes in 2004, with increased emphasis on participation—including voluntary participation in employment services among recipients of Disability Support Pension, Parenting Payment (Partnered) and Parenting Payment (Single)—in advance of implementation of the Welfare to Work reforms.

Centrelink's performance against the standards agreed in the Business Partnership Arrangement operating during 2004–05 was satisfactory. A range of indicators show satisfactory performance against standards agreed between the department and Centrelink for rapid referral to Job Network services, accurate application of assessment in a timely way, and rapid reconnection of job seekers. Quality assurance for the Job Seeker Classification Instrument and for job seeker assessments undertaken in 2003–04 and 2004–05 shows that these processes are being applied satisfactorily: 95.8 per cent of job seekers had an appointment with their Job Network provider within 28 days (a target of 90 per cent, with 49.4 per cent having their appointment within two days), 80.9 per cent had a job seeker assessment completed within 20 days (a target of 67 per cent) and 80.9 per cent of participation reports were processed within 21 days—a key element of the reconnection process.

A new key performance indicator framework has been negotiated for the 2005–06 Business Partnership Arrangement to reflect the increased emphasis on participation following the 2004 machinery of government changes. The key performance indicators focus attention on the primary deliverables—prompt assessment, referral and connection of job seekers to employment services, and accurate and timely payment of income support.

## Commentary

### Delivering innovative information technology systems

In 2004–05 sophisticated new IT systems were delivered to support the following:

- Disability Open Employment Services providers—a programme responsibility transferred to the department as a result of the machinery of government changes
- the Community Development Employment Projects—a responsibility transferred from Aboriginal and Torres Strait Islander Services in 2003–04

- the department's contract management—including risk identification and management.

In addition, the suite of five reporting applications was redeveloped into an integrated application that provides a single, standard source of management and operational reporting for all Job Network service providers. This rationalisation has improved the usability and maintainability of Employment Assistance reporting services.

## Streamlined referrals

From 1 July 2003 the department fully implemented the streamlined referral process for connecting job seekers to Job Network. The process built on an incremental introduction, beginning with trials in late 2001, and involves Centrelink booking appointments for job seekers online directly into Job Network members' diaries. This ensures a rapid connection for job seekers and expeditious access to employment assistance. In 2004–05, 587 787 job seekers had an initial appointment made with a Job Network provider by Centrelink.

## Suspension and reconnection

Suspension of income support was introduced in July 2002 as a tool for reconnecting job seekers who failed to attend appointments with their employment providers and could not be contacted by Centrelink. Two successful pilots were run jointly with Centrelink in South Australia and Queensland between July and December 2004 to improve reconnection outcomes for job seekers. Both pilots resulted in 98 per cent of reconnections to Job Network and Community Work Coordinators occurring within 24 hours and strengthened relationships between providers and Centrelink. As a result of the pilots, new national arrangements to support 24-hour reconnection of job seekers have been in operation since April 2005.

An important change was made in May 2005 to further strengthen the arrangements. In general, job seekers who have had their payment suspended will have their payment restored only after they have attended an immediate (24-hour) appointment with their Job Network member or Community Work Coordinator. In addition, both the department and Centrelink have made a number of changes to facilitate the reconnection of job seekers within 24 hours. More than 70 per cent of reconnection appointments are now made within 24 hours.

## The Early Intervention and Engagement pilot

Although the impact of the Better Assessment measure has been positive, issues were apparent—including that it did not consistently focus on appropriate workforce participation or vocational engagement. In recognition of this and of the variety of assessments that were in place, the department conducted a pilot to trial a more proactive participation engagement process for individuals seeking exemption from activity test requirements because of disability, illness or injury. The pilot ran from 11 April 2005 to 30 June 2005 in the following locations:

- Victoria
  - Broadmeadows
  - Epping – Greensborough
  - Windsor – South Melbourne

- Queensland
  - Southport – Biggera Waters
  - Innala – Browns Plain
- Western Australia
  - Spearwood – Fremantle
  - Victoria Park.

The pilot informed policy development for the Comprehensive Work Capacity Assessments announced in the Budget.

Output  
1.2.2

## Employment services

**Employment services include Job Network, Transition to Work, the New Enterprise Incentive Scheme and Harvest Labour Services. The department continues to contract Job Network services, the New Enterprise Incentive Scheme and Harvest Labour Services for delivery by providers across Australia under the third Employment Services Contract, or ESC3. Transition to Work is contracted separately.**

Also included in this output are Vocational Rehabilitation Services and Disability Open Employment Services, which were transferred from the Department of Family and Community Services. CRS Australia delivers Vocational Rehabilitation Services to Australians who have a disability, injury or health condition. Disability Open Employment Services provides training, job placement and on-the-job support to job seekers who have significant disabilities or ongoing support needs.

### Highlights

- The *Active Participation Model* continued to produce record results for Job Network. In 2004–05 record achievements included the following:
  - More than 995 400 new vacancies were made available to job seekers on JobSearch.
  - More than 665 800 job placements were achieved by Job Network members and other licensed Job Placement Organisations.
  - More than 186 500 long-term employment outcomes were achieved for disadvantaged job seekers and those unemployed for more than three months.
- Record assistance levels were recorded for single parents volunteering for Job Network participation: over 23 300 job placements were gained for these job seekers.
- There was strong use of the Job Seeker Account: over \$278 million in goods and services was accessed to help job seekers take up employment.
- The 2003–04 Budget measure to give all eligible young job seekers immediate access to Intensive Support job search training was successfully implemented in 2004–05: about 77 700 people aged 24 years or less received job search training.

- Job Placement License Organisations made a significant and increasing contribution to the achievement of record job placement levels: they made over 180 500 vacancies available to eligible job seekers through Australian JobSearch.
- The Transition to Work programme exceeded the commencements target, and more than 900 additional places were made available within the programme budget to help Parenting Payment recipients return to the workforce.
- The New Enterprise Incentive Scheme moved into its 20th successful year. During this time the scheme has helped more than 90 000 participants start in small business. In 2004–05 it achieved a positive outcome rate of 85 per cent.
- Nearly 8.9 million SMS messages and over 2.5 million emails were sent to job seekers to provide fast notification of automatic job matches and appointment reminders.
- Fourteen new projects were approved and funded under the Employment Innovation Fund, to support innovation in employment services.
- Disability Open Employment Services achieved a 50 per cent sustained employment outcome rate.
- Vocational Rehabilitation Services exceeded the commencement and outcome targets. CRS Australia assisted over 42 900 clients, with a sustained employment outcome rate of 38 per cent.

TABLE  
2.8

## PERFORMANCE RESULTS

### Performance indicators and actual performance:

#### Output 1.2.2, Employment services

| Performance indicator   | Employment service                                   | Target    | Result                |
|---|--|-----------|-----------------------|
| <b>Quantity:</b> proportion of job seekers in employment and/or education/training (positive outcomes) 3 months following participation in Employment Services <sup>a</sup> | Job Placement  | 70%       | 74%<br>(target met)   |
|   | Intensive Support                                    | 52%       | 54.3%<br>(target met) |
|   | New Enterprise Incentive Scheme                      | 80%       | 85.2%<br>(target met) |
|   | Transition to Work                                   | 50%       | 56.7%<br>(target met) |
|   | Intensive Support job search training <sup>b</sup>   | No target | 64.3%                 |
|   | Intensive Support customised assistance <sup>b</sup> | No target | 54.8%                 |

**Quantity:** proportion of job seekers in employment and/or education/training (positive outcomes) 3 months following participation in Employment Services by disadvantaged group

Maintain positive outcomes compared with 2003–04 across all disadvantaged groups (see Table 2.9)

- a For Intensive Support, positive outcomes—that is, the proportion of clients in employment and/or education or training—are measured 3 months after job seekers cease assistance or at the point where they reach 12 months participation in Intensive Support. Former Intensive Support participants reporting employment outcomes in response to the Post Programme Monitoring survey are in jobs to which they were referred directly by their Job Network members or other Job Placement Organisations or are in jobs secured through other means (such as by answering newspaper advertisements or by self-canvassing employers). For Job Placement, positive outcomes are measured 3 months after job seekers are placed in an eligible Job Network placement by a Job Network member or other Job Placement Organisation. For other programmes, positive outcomes are measured 3 months after job seekers cease receiving assistance. The results relate to job seekers who became in scope to have their outcomes measured in the 12 months ending 31 March 2005. The department's Post Programme Monitoring survey is the source of the positive outcomes data.

**TABLE**  
**2.8**  
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**PERFORMANCE RESULTS**
**Performance indicators and actual performance:**
**Output 1.2.2, Employment services continued**

| Performance indicator  | Employment service  | Target       | Result                    |
|--|---|--------------|---------------------------|
| <b>Quantity:</b> proportion of job seekers off benefit 3 months following participation in Employment Services <sup>c</sup>  | Intensive Support   | 39%          | 38.2%<br>(target not met) |
|  | New Enterprise Incentive Scheme   | 80%          | 80.3%<br>(target met)     |
|  | Intensive Support job search training <sup>b</sup>  | No target    | 47.7%                     |
|  | Intensive Support customised assistance <sup>b</sup>  | No target    | 35.4%                     |
| <b>Quantity:</b> proportion of job seekers off-benefit 3 months following participation in Employment Services by disadvantaged group  | Maintain off-benefit outcomes (as compared to 2003–04) across all disadvantaged groups (see Table 2.10) |              |                           |
| <b>Quantity:</b> percentage of Vocational Rehabilitation Services clients achieving a sustainable employment outcome (employment of at least 8 hours a week for a period of 13 weeks)  | Vocational Rehabilitation Services  | 37%          | 38%<br>(target met)       |
| <b>Quantity:</b> Disability Open Employment Services (DOES) clients who have achieved a sustainable employment outcome (i.e. 8 hours of work a week for 13 weeks) for the first time as well as those who are continuing in employment from previous years, as a proportion of all DOES clients who received assistance under Block Grant Funding during the year <sup>d</sup> | Disability Open Employment Services   | Estimate 50% | 50%                       |
| <b>Quantity:</b> new DOES job seeker clients who have achieved a sustainable employment outcome (8 hours of work a week for 13 weeks), as a percentage of all DOES job seekers who first received assistance under Block Grant Funding during the year <sup>d</sup>  | Disability Open Employment Services   | Estimate 25% | 30%                       |
| <b>Quantity:</b> number of DOES job seekers who have achieved a sustainable employment outcome (8 hours of work a week for 26 weeks), as a proportion of all DOES Job Seekers who have received assistance under Case Based Funding, since November 1999   | Disability Open Employment Services   | Estimate 35% | 34%                       |

- b There are no target outcome rates for the individual components of the Intensive Support stream of assistance—that is, job search training and customised assistance. Performance is measured through the Intensive Support stream overall.
- c For Intensive Support, off-benefit outcomes—the proportion of clients who moved off activity-tested benefits—are measured 3 months after job seekers cease assistance or reach 12 months' participation. For other programmes, off-benefit outcomes are measured 3 months after job seekers cease assistance. The results relate to job seekers who came in scope to have their outcomes measured in the 12 months ending 31 March 2005. Administrative data held in the department's employment systems are the source of the off-benefits data.
- d Information for block grant clients is based on the Disability Census conducted in July each year. Consequently, the most recent data available are from 2003–04.

**TABLE  
2.8**
**PERFORMANCE RESULTS**
**Performance indicators and actual performance:**
**Output 1.2.2, Employment services continued**

| Performance indicator   | Employment service   | Target   | Result   |
|---|--|--|--|
| <b>Quantity:</b> number of DOES job seekers who achieved a sustainable employment outcome (8 hours of work a week for 26 weeks) as a proportion of all DOES job seekers who received assistance under Case Based Funding during 2004/05   | Disability Open<br>Employment Services                                   | No target  | 34%  |
| <b>Quantity:</b> percentage of internet vacancies on JobSearch <sup>e</sup>   |  | At least 40% of currently advertised internet vacancies available on AJS | 40.3%<br>(target met)  |
| <b>Quantity:</b> Job Placements achieved  |  | 350 000  | 665 868<br>(target met)                                      |
| <b>Quantity:</b> utilisation of Programme places (commencements)  | New Enterprise   | 6 800  | 6 271<br>(target not met)                                    |
|   | Incentive Scheme   |  |  |
|   | Transition to Work   | 10 000   | 11 649<br>(target met)                                       |
| <b>Quantity:</b> number of clients assisted on a rehabilitation programme   | Vocational<br>Rehabilitation Services                                    | Estimate<br>40 700   | 42 908   |
| <b>Quantity:</b> number of new clients assisted on a rehabilitation programme   | Vocational<br>Rehabilitation Services                                    | Estimate<br>23 225   | 25 426   |
| <b>Quantity:</b> number of DOES clients assisted  | Disability Open<br>Employment Services                                   | Estimate<br>45 700   | 48 431 <sup>f</sup>  |
| <b>Quantity:</b> number of clients assisted under the Disability Employment Assistance and Other Services—Employer Incentives Strategy of Wage Subsidy Scheme (WSS), Supported Wage System (SWS), Workplace Modifications (WM) and the National Disability Recruitment Coordinator (NDRC) | Wage Subsidy Scheme,<br>Support Wage System,<br>Workplace Modifications, | Estimate<br>6 000  | 6 234  |
|   | National Disability<br>Recruitment Coordinator                           | Estimate<br>700  | 847  |
|   |  |  |  |
| <b>Quality:</b> level of satisfaction of Ministers with provision of advice   |  | Target: effective <sup>g</sup> or above (3.0)                            | 172 briefs submitted with average rating of 3.9 (target met) |
| <b>Quality:</b> number of DOES and Vocational Rehabilitation Services achieving Quality Assurance certification <sup>h</sup>  | Disability Open  | 100%   | 100%   |
|   | Employment Services  |  | (target met)   |
|   | and Vocational<br>Rehabilitation Services                                |  |  |
| <b>Price</b> <sup>i</sup>   |  | \$95.331m  | \$93.734m<br>(1.7% below budget)                             |

e JobSearch total daily positions as a proportion of the sum of total daily positions advertised by JobSearch, SEEK, CareerOne and MyCareer for 2004–05.

f Figure includes both block grant and case-based funded clients and was taken from the 2003–04 Disability Census, the most recent data available.

g Ministers are asked to assess briefs based on their timeliness and presentation and the quality of advice. The scale is 1 (poor), 3 (effective) and 5 (outstanding).

h Quality assurance certifications are undertaken to verify continuing compliance with all 12 standards in the disability Employment Services Quality Assurance standards.

i Target figure includes the impact of all departmental funding transfers and internal restructuring associated with AAO changes but excludes expenses incurred by other agencies for the delivery of administered programmes prior to the AAO changes. The target figures previously published in the 2004–05 PBS and PAES did not fully reflect the impact of all of the funding transfers associated with the AAO changes.

TABLE  
2.8

## PERFORMANCE RESULTS

## Performance indicators and actual performance:

**Output 1.2.2, Employment services** continued

| Performance indicator           | Employment service                       | Target                    | Result                             |
|---------------------------------|--|---------------------------|------------------------------------|
| Administered funds <sup>j</sup> | Job Network                              | \$1 376.775m <sup>k</sup> | \$1 384.950m<br>(0.6% over budget) |
|                                 | Transition to Work                       | \$11.760m                 | \$11.502m<br>(2.2% below budget)   |
|                                 | Employment Assistance and other services | \$189.660m                | \$188 228m<br>(0.8% below budget)  |
|                                 | Rehabilitation Services                  | \$122.305m                | \$122.305m                         |

j Figures include the impact of all funding transfers associated with AAO changes and the expenses incurred by other agencies prior to the AAO changes. The budget figures previously published in the 2004–05 PBS and PAES did not reflect the impact of all of the funding transfers associated with the AAO changes or include the administered expenses incurred by other agencies prior to the AAO changes.

k Includes an appropriation of \$5 787 000 for the Mitsubishi package on top of Portfolio Budget Statements and additional estimates.

## Stakeholder feedback

Feedback from Ministers is obtained through a rating system used for briefs and other documents. During 2004–05 the average rating on the overall quality of briefs was 3.9, significantly higher than both the effective target of 3.0 and the 2003–04 average rating of 3.1.

## Programme effectiveness

Positive outcomes—the proportion of job seekers participating in employment or education or training three months after participating in employment services—exceeded target levels for all major employment services programmes in 2004–05.

The 54.3 per cent positive outcome rate for Intensive Support exceeded the target of 52 per cent. Separate results are also shown for Intensive Support job search training and customised assistance. In particular, the 54.8 per cent outcome rate for Intensive Support customised assistance is testament to the effectiveness of Job Network in assisting long-term unemployed and highly disadvantaged job seekers. The proportion of Intensive Support participants off benefit three months after the end of their participation (38.2 per cent) was slightly below the target of 39 per cent. As could be expected on the basis of the barriers to employment they face, the off-benefit rate for highly disadvantaged and long-term unemployed job seekers participating in customised assistance (35.4 per cent) was lower than that for job search training participants (47.7 per cent).

With a positive outcome rate of 74 per cent, Job Placement performance exceeded the departmental target, with Job Network and Job Placement Organisations lodging record numbers of job vacancies.

Transition to Work continues to perform above expectations: both commencements (11 649) and positive outcomes (56.7 per cent) were well above target levels. An additional 900 places were made available within the programme budget to help Parenting Payment recipients return to the workforce.

In an environment of low unemployment and record job placement levels, New Enterprise Incentive Scheme commencements were around 9 per cent below the target of 6800. The scheme continued to maintain the very high outcome level achieved in previous years and exceeded the target positive outcomes rate by over 5 percentage points.

In delivering Vocational Rehabilitation Services, CRS Australia exceeded the target for the total number of clients assisted; it also exceeded, by over 2200, or 9 per cent, the target for new clients in the year. The outcomes target was met with a sustained employment outcome level of 38 per cent.

Disability Open Employment Services participant numbers were above the estimate for the year. The estimated 50 per cent 13-week sustained employment outcome rate was achieved, and the 26-week employment outcome rate fell just 1 percentage point below the estimate.

### JobSearch internet vacancies

The Australian JobSearch target indicator for vacancies is 40 per cent of all positions currently advertised on the leading internet job boards (including SEEK, MyCareer and CareerOne). This indicator has been met. This indicator was introduced in the Portfolio Additional Estimates Statement 2004–05 to ensure vacancies from CareerOne and MyCareer were accurately reflected along with the ANZ advertised internet vacancies series.

### Commentary

In 2004–05 the overall performance of Job Network in its second year of operation under the *Active Participation Model* met or exceeded all expectations. The records set in 2003–04 for job vacancies and job placements were surpassed by substantial margins, while disadvantaged job seekers benefited from unprecedented job outcome levels.

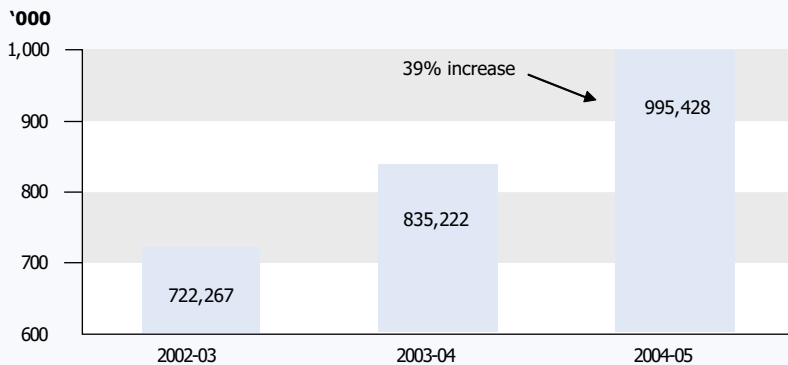
CASE  
STUDY

## Job Network performance

### New vacancies

A total of 995 428 new vacancies were lodged on the national database in 2004–05, the highest level in the history of Job Network. New vacancies increased by 19 per cent compared with the previous record, set in 2003–04. Overall, the rise in annual new vacancies since implementation of the *Active Participation Model* on 1 July 2003 is 39 per cent.

### New vacancies, 2002–03 to 2004–05

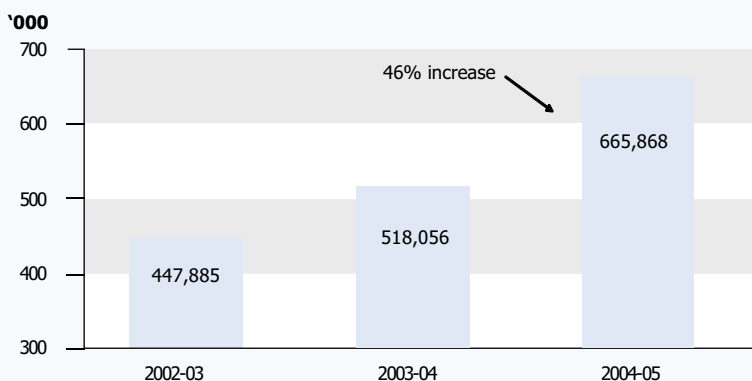


### Total jobs

During 2004–05, 665 868 job placements—including those that may have translated to long-term job outcomes at a later point—were recorded for people assisted through Job Network. This is a 28 per cent improvement on the record set in 2003–04. This continued strong growth brings the increase following implementation of the *Active Participation Model* to 46 per cent, with Job Network members and Job Placement Organisations recording an average of more than 55 400 job placements a month in 2004–05. Among the new records for job placements achieved in 2004–05 are the following:

- 274 549 placements for the long-term unemployed—an increase of 35 per cent on 2003–04
- 46 209 placements for people with a disability—48 per cent more than in 2003–04
- 39 174 placements for Indigenous Australians—78 per cent more than in 2003–04
- 137 235 placements for young people (aged 20 years or less)—33 per cent more than in 2003–04
- 71 275 placements for mature age job seekers (aged 50 years or more)—30 per cent more than in 2003–04.

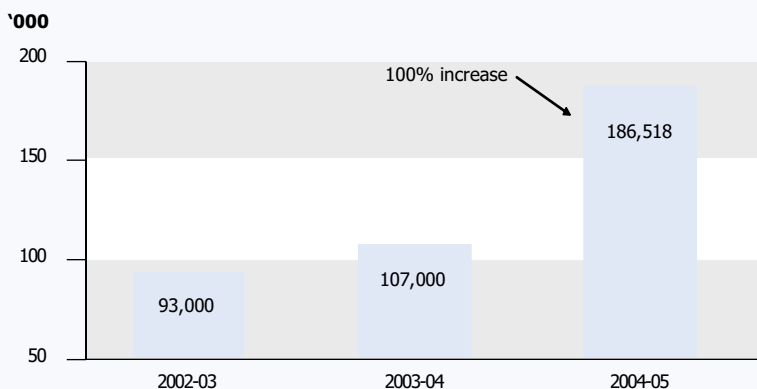
### Total job placements, 2002-03 to 2004-05



### Long-term jobs

In 2004-05 Job Network achieved a new record of 186 518 long-term (13-week) job outcomes for disadvantaged job seekers and people unemployed for more than three months. This is 79 500, or 74 per cent, more than the previous record, set in 2003-04. Since implementation of the *Active Participation Model* in July 2003 there has been a twofold increase in the number of long-term jobs achieved.

### Long-term jobs, 2002-03 to 2004-05



## Job Placement

Job Placement provides labour exchange services whereby organisations canvass and match vacancies for employers, lodge vacancies on the Australian JobSearch website, and place job seekers in employment. All Job Network members hold Job Placement licences, and since 1 July 2003 more than 400 additional organisations have been licensed to deliver Job Placement services only. These additional Job Placement Organisations give job seekers access to a pool of vacancies not previously available through Job Network and have contributed greatly to the achievement of record performance levels. In 2004–05 Job Placement Licence Only Organisations lodged around 180 600, or 18 per cent, of the 995 428 new vacancies lodged on the national database. They also made about 117 500, or 18 per cent, of the 665 868 job placements recorded for job seekers registered with Job Network.

## Job Search Support

Job Network members provide ongoing, personalised service to all job seekers; this involves provision of state-of-the-art job search facilities, the collection of vocational details, and the placement of job seeker and vacancy information on Australian JobSearch. The vocational profiles compiled by Job Network members allow each job seeker to be automatically matched with and notified of available vacancies. The service also provides for job seekers guidance in using job search facilities and resume preparation.

At 30 June 2005 vocational profiles for 834 000 Job Network–registered job seekers were available to be included in the automated job matching process, which includes the following:

- offline auto-matching, which lists job leads for job seekers by matching their vocational profiles to job advertisements
- the online Instant JobList and FindStaff function, which lists appropriate job seekers for employers
- auto-match notifications sent to registered job seekers, advising them of potentially suitable job opportunities.

In 2004–05, 11.8 million auto-notifications were sent to job seekers (including by SMS, email and to job seekers' Personal pages on JobSearch internet and kiosks). Of these, 8.9 million, or 75 per cent, were sent to fully Job Network–eligible job seekers; the remaining 2.9 million were for job seekers eligible for Job Search Support services only.

## Intensive Support

Intensive Support offers to disadvantaged job seekers and people who have been unemployed for more than three months individually tailored employment assistance. Job seekers in Intensive Support retain access to Job Search Support while receiving extra help to move into employment. Intensive Support services increase in intensity commensurate with job seekers' needs and duration of unemployment.

Job seekers in Intensive Support negotiate with their Job Network member a tailored job search plan to identify activities that will help them return to work. Intensive Support services begin with job search training, generally after eligible job seekers have been unemployed for more than three months. Since 1 July 2004 young job seekers have been able to take up job search training as soon as they are referred to a Job Network member: about 77 700 young people participated in job search training during 2004–05. Eligible Indigenous and mature age job seekers can also take up job search training when they first start looking for work.

In 2004–05 close to 595 300 job seekers participated in Intensive Support, and 158 670 job seekers underwent job search training. About 335 870 highly disadvantaged and long-term unemployed job seekers commenced in customised assistance during the year.

Intensive Support customised assistance is available to eligible job seekers who remain unemployed after 12 months. Highly disadvantaged job seekers have immediate access to customised assistance. In delivering customised assistance, Job Network providers work closely with individual job seekers to help them take up and retain employment. The providers use tailored strategies to help individual job seekers overcome the barriers to their employment and identify opportunities in their local labour market.

Throughout Intensive Support, Job Network providers meet regularly with their job seekers to monitor their job search progress. Eligible job seekers also participate in Mutual Obligation activities for six out of every 12 months.

## Job Seeker Account

The Job Seeker Account is a quarantined pool of funds for goods and services to help job seekers—particularly those who are disadvantaged in the labour market—secure ongoing employment. Assistance under the account is tailored to the individual job seeker's needs and must meet expenditure principles, including value for money. Job Seeker Account funds cannot be retained by Job Network providers as profit.

In 2004–05 over \$278 million from the Job Seeker Account was spent on providing goods and services to assist more than 392 000 job seekers. This compares with \$117 million and 257 000 job seekers in 2003–04, the first year the Job Seeker Account was available. About 70 per cent of expenditure was for long-term unemployed or highly disadvantaged job seekers.

Job Network providers use a combination of strategies to ensure that use of the Job Seeker Account is closely associated with job outcomes. Examples of the most common purchases are job-related training, transport assistance, clothing, tools, and work equipment. In 2004–05 about 27 per cent of Job Seeker Account expenditure was for wage subsidies paid to employers taking on disadvantaged job seekers. Of those people who received assistance from the Job Seeker Account, 61 per cent were placed in employment.

## Training Account

The Training Account allows Job Network members to provide additional assistance with work-related training and essential books and equipment for Indigenous and mature age job seekers.

Use of the Training Account increased significantly in 2004–05: expenditure was \$11.5 million—about \$4 million more than in 2003–04 and the highest level since the Training Account was introduced, in July 2002. More than 15 000 claims were made for Indigenous job seekers, compared with 6500 in 2003–04; more than 28 000 claims were made for mature age job seekers, compared with 18 800 in 2003–04. Post-programme monitoring shows that about 42 per cent of job seekers who used the Training Account had a positive outcome three months after receiving assistance.

## Complementary programmes

Under the *Active Participation Model* Job Network members can refer job seekers to complementary employment and training programmes to help them overcome obstacles that prevent them from gaining work. Among the complementary programmes are Commonwealth and state or territory government-funded programmes such as Work for the Dole and Language, Literacy and Numeracy, as well as traineeships and apprenticeship programmes.

The department has signed memoranda of understanding with a number of state and territory governments, confirming a commitment to consult and collaborate on strategies that will establish stronger and more flexible linkages between programmes. In 2004–05 Job Network members made more than 116 300 referrals to complementary programmes.

## Fee-for-Service and Flexible Servicing Arrangements

Fee-for-Service contracts operate in six very remote areas with a high concentration of Indigenous job seekers in the Northern Territory, Western Australia and South Australia.

In addition, about 95 Job Network sites in rural and remote areas provide Flexible Servicing Arrangements. These arrangements afford service providers the opportunity to make their service delivery more flexible, to suit job seekers in the context of local labour market conditions. In 2004–05 a trial of preliminary outcome payments for providing primarily non-vocational assistance for Indigenous job seekers was conducted in disadvantaged areas. The payments recognise steps taken towards helping job seekers become job ready in areas where employment outcomes are much less likely. During the trial over 550 preliminary outcomes were achieved, and the trial has been extended until the end of 2005–06.

## Harvest Labour Services

Harvest Labour Services helps primary producers acquire sufficient labour to harvest their crops when large numbers of out-of-area workers are needed. Contracted Harvest Labour Services providers are located in 16 harvest areas in regional Australia.

The National Harvest Labour Information Service was introduced as part of the *Active Participation Model* to coordinate and distribute information on harvest labour across Australia. Among the services offered are marketing and promoting harvest work opportunities, coordinating harvest labour vacancies and related information on the Harvest Trail website, developing and publishing an up-to-date *National Harvest Guide*, and providing a national telephone information service for information about harvest work.

## Transition to Work

Transition to Work targets parents, mature age people and carers who have been out of the workforce for more than two years or who are starting work for the first time. The programme reconnects job seekers with the workforce by helping with things such as out-of-date work skills and lack of confidence. Practical help is provided—for example, career counselling, courses to upgrade skills, and help with job search. In 2004–05, 93 per cent of participants were parents, 10 per cent were mature age people, and 3 per cent were carers.

The department undertook a Transition to Work pilot for Parenting Payment recipients with the aim of streamlining referrals to Job Network and improving access to overnight vacancy matching. The pilot, which also examined the barriers to employment that parents believe they face, succeeded in helping 1383 single parents re-enter the labour market.

## New Enterprise Incentive Scheme

The New Enterprise Incentive Scheme helps eligible unemployed people establish commercially viable new businesses through training in small business skills (including developing a business plan), a NEIS allowance for up to 52 weeks, and ongoing advice, support and mentoring during the first year of business operation.

In 2004–05 a suite of measures was introduced to better align NEIS with other employment services under the *Active Participation Model* and improve self-employment opportunities for job seekers. Among the changes introduced were improvements to the management of the NEIS allowance and performance management measures—for example, the use of six-monthly performance reviews to better drive programme performance.

## Vocational Rehabilitation Services

CRS Australia delivers Vocational Rehabilitation Services to Australians who have a disability, injury or health condition. Services are provided under the *Disability Services Act 1986*. Rehabilitation programmes are tailored to individual needs and can include vocational assessment and counselling; job preparation, placement and training; injury management; and workplace modifications. CRS Australia has an extensive metropolitan and regional network and provides services through 176 outlets across Australia, with a further 100 visiting sites.

In the 2005–06 Budget the Australian Government committed an additional \$186.0 million for 39 564 more places in Vocational Rehabilitation in the three years from July 2006.

## Disability Open Employment Services

Disability Open Employment Services provides training, job placement and on-the-job support to job seekers who have significant disabilities or ongoing support needs. Services are provided under the *Disability Services Act 1986*. Across Australia, 228 organisations provide open employment services from 322 outlets. To improve employment outcomes for job seekers and ensure that people with a disability receive services that best meet their needs, DOES has moved to a new performance and outcome-based funding model, beginning on 1 July 2005.

The Australian Government has committed \$173.6 million for 20 700 more DOES places over three years from July 2006.

## Employment Innovation Fund

The Employment Innovation Fund was announced in the 2003–04 Budget, commenced on 1 July 2003, and has funding of \$4 million over four years. It is a discretionary programme designed to provide seed funding to organisations to help them develop innovative approaches to resolving specific labour market problems and open up employment opportunities. The fund generally provides up to \$100 000 per project, out of a total pool of \$1 million a year. In 2004–05, 14 projects received funding, with a total value of \$834 853. Descriptions of all projects are on the Workplace website <[www.workplace.gov.au](http://www.workplace.gov.au)>.

PERFORMANCE RESULTS: DISADVANTAGED GROUPS

**Disadvantaged groups: commencements and positive outcomes, 2003-04 and 2004-05**

Target: Maintain positive outcomes (as compared with 2003-04) across all disadvantaged groups

TABLE 2.9

| Disadvantaged group  | Job Placement | Intensive Support job search training | Intensive Support customised assistance | Intensive Support <sup>a</sup> | Transition to Work <sup>b</sup> | New Enterprise Incentive Scheme |
|--|---------------|---------------------------------------|---|--------------------------------|---------------------------------|---------------------------------|
| Long-term unemployed                                       |               |                                       |   |                                |                                 |                                 |
| Commencements (number)                                     | 274 549       | 46                                    | 137 258                                 | 95 275                         | 945                             | 1 627                           |
| Positive outcomes  |               |                                       |   |                                |                                 |                                 |
| Result in 2004-05 (per cent)                               | 57.0          | n.a.                                  | 51.1                                    | 46.6                           | 54.2                            | 75.5                            |
| Result in 2003-04 (per cent)                               | 53.8          | n.a.                                  | n.a.                                    | n.a.                           | n.a.                            | 74.4                            |
| Indigenous Australians                                     |               |                                       |   |                                |                                 |                                 |
| Commencements (number)                                     | 39 174        | 1 688                                 | 34 999                                  | 39 322                         | 309                             | 68                              |
| Positive outcomes  |               |                                       |   |                                |                                 |                                 |
| Result in 2004-05 (per cent)                               | 55.3          | 56.8                                  | 42.0                                    | 38.8                           | n.a.                            | n.a.                            |
| Result in 2003-04 (per cent)                               | 54.3          | 46.5                                  | n.a.                                    | n.a.                           | n.a.                            | n.a.                            |
| Mature age people (50+)                                    |               |                                       |   |                                |                                 |                                 |
| Commencements (number)                                     | 71 275        | 12 626                                | 39 191                                  | 44 642                         | 1 371                           | 956                             |
| Positive outcomes  |               |                                       |   |                                |                                 |                                 |
| Result in 2004-05 (per cent)                               | 73.1          | 53.9                                  | 47.5                                    | 46.1                           | 49.6                            | 85.7                            |
| Result in 2003-04 (per cent)                               | 66.6          | 50.6                                  | n.a.                                    | n.a.                           | 43.9                            | 79.9                            |
| People of culturally and linguistically diverse background |               |                                       |   |                                |                                 |                                 |
| Commencements (number)                                     | 81 747        | 19 858                                | 35 651                                  | 52 317                         | 1 225                           | 982                             |
| Positive outcomes  |               |                                       |   |                                |                                 |                                 |
| Result in 2004-05 (per cent)                               | 68.8          | 62.6                                  | 58.2                                    | 54.8                           | 50.9                            | 87.8                            |
| Result in 2003-04 (per cent)                               | 66.2          | 59.4                                  | n.a.                                    | n.a.                           | 53.2                            | 84.0                            |

## PERFORMANCE RESULTS: DISADVANTAGED GROUPS

**Disadvantaged groups: commencements and positive outcomes, 2003–04 and 2004–05**

Target: Maintain positive outcomes (as compared with 2003–04) across all disadvantaged groups (continued)

TABLE  
2.9

| Disadvantaged group          | Job Placement | Intensive Support job search training | Intensive Support customised assistance | Intensive Support <sup>a</sup> | Transition to Work <sup>b</sup> | New Enterprise Incentive Scheme |
|------------------------------|---------------|---------------------------------------|---|--------------------------------|---------------------------------|---------------------------------|
| Single parents               |               |                                       |   |                                |                                 |                                 |
| Commencements (number)       | 23 308        | 4 639                                 | 24 945                                  | 30 106                         | 4 887                           | 347                             |
| Positive outcomes            |               |                                       |   |                                |                                 |                                 |
| Result in 2004–05 (per cent) | 72.3          | 63.2                                  | 62.8                                    | 59.0                           | 54.9                            | 81.9                            |
| Result in 2003–04 (per cent) | 71.3          | 64.3                                  | n.a.                                    | n.a.                           | 54.6                            | 80.1                            |
| People with a disability     |               |                                       |   |                                |                                 |                                 |
| Commencements (number)       | 46 209        | 2 866                                 | 27 556                                  | 29 332                         | 404                             | 489                             |
| Positive outcomes            |               |                                       |   |                                |                                 |                                 |
| Result in 2004–05 (per cent) | 56.3          | 54.4                                  | 45.9                                    | 43.5                           | n.a.                            | 78.6                            |
| Result in 2003–04 (per cent) | 58.2          | 46.7                                  | n.a.                                    | n.a.                           | n.a.                            | n.a.                            |
| Young people (<21)           |               |                                       |   |                                |                                 |                                 |
| Commencements (number)       | 137 235       | 42 041                                | 49 694                                  | 97 418                         | 190                             | 136                             |
| Positive outcomes            |               |                                       |   |                                |                                 |                                 |
| Result in 2004–05 (per cent) | 77.3          | 66.2                                  | 56.9                                    | 58.0                           | n.a.                            | n.a.                            |
| Result in 2003–04 (per cent) | 77.6          | 62.0                                  | n.a.                                    | n.a.                           | n.a.                            | n.a.                            |

a Commencements for Intensive Support include job seekers who commenced any phase of assistance within the Intensive Support stream, with their disadvantaged status (including unemployment duration) determined at the point of entry.

b Transition to Work participants do not need to go through a Job Seeker Classification Instrument assessment; as a result, the number of participants identified as disadvantaged could be under-represented. n.a. Not available. There were insufficient data to calculate statistically reliable outcomes estimates.

Note: For Intensive Support, positive outcomes—that is, the proportion of clients in employment and/or education or training—are measured 3 months after job seekers cease assistance or at the point where they reach 12 months' participation in Intensive Support. For Job Placement, positive outcomes are measured 3 months after job seekers are placed in an eligible Job Network job placement. For other programmes, positive outcomes are measured 3 months after job seekers cease assistance. The results relate to job seekers who became in scope to have their outcomes measured in the 12 months ending 31 March 2005. The department's Post Programme Monitoring survey is the source of the positive outcomes data.

**Disadvantaged groups: off-benefit outcomes**  
 Target: Maintain off-benefit outcomes (as compared with 2003-04) across all disadvantaged groups

TABLE 2.10

| Disadvantaged group  | Job Placement | Intensive Support job search training | Intensive Support customised assistance | Intensive Support | New Enterprise Incentive Scheme | Total |
|--|---------------|---------------------------------------|---|-------------------|---------------------------------|-------|
| Long-term unemployed                                       |               |                                       |   |                   |                                 |       |
| Off-benefit outcomes                                       |               |                                       |   |                   |                                 |       |
| Result in 2004-05 (per cent)                               | 40.1          | n.a.                                  | 29.1                                    | 22.4              | 67.6                            | 27.0  |
| Result in 2003-04 (per cent)                               | 36.9          | n.a.                                  | n.a.                                    | n.a.              | 66.9                            | n.a.  |
| Indigenous Australians                                     |               |                                       |   |                   |                                 |       |
| Off-benefit outcomes                                       |               |                                       |   |                   |                                 |       |
| Result in 2004-05 (per cent)                               | 46.0          | 45.8                                  | 34.0                                    | 30.5              | 68.3                            | 34.2  |
| Result in 2003-04 (per cent)                               | 45.4          | 39.6                                  | n.a.                                    | n.a.              | n.a.                            | n.a.  |
| Mature age people (50+)                                    |               |                                       |   |                   |                                 |       |
| Off-benefit outcomes                                       |               |                                       |   |                   |                                 |       |
| Result in 2004-05 (per cent)                               | 47.4          | 35.9                                  | 26.7                                    | 28.8              | 74.5                            | 29.6  |
| Result in 2003-04 (per cent)                               | 44.4          | 33.7                                  | n.a.                                    | n.a.              | 77.1                            | n.a.  |
| People of culturally and linguistically diverse background |               |                                       |   |                   |                                 |       |
| Off-benefit outcomes                                       |               |                                       |   |                   |                                 |       |
| Result in 2004-05 (per cent)                               | 48.8          | 46.7                                  | 35.3                                    | 37.3              | 81.8                            | 38.6  |
| Result in 2003-04 (per cent)                               | 49.3          | 44.2                                  | n.a.                                    | n.a.              | 80.3                            | n.a.  |
| Single parents   |               |                                       |   |                   |                                 |       |
| Off-benefit outcomes                                       |               |                                       |   |                   |                                 |       |
| Result in 2004-05 (per cent)                               | 40.2          | 38.2                                  | 31.0                                    | 28.8              | 75.2                            | 30.8  |
| Result in 2003-04 (per cent)                               | 40.6          | 37.3                                  | n.a.                                    | n.a.              | n.a.                            | n.a.  |

**Disadvantaged groups: off-benefit outcomes**

Target: Maintain off-benefit outcomes (as compared with 2003–04) across all disadvantaged groups (continued)

TABLE  
2.10

| Disadvantaged group          | Job Placement | Intensive Support job search training | Intensive Support customised assistance | Intensive Support | New Enterprise Incentive Scheme | Total |
|------------------------------|---------------|---------------------------------------|---|-------------------|---------------------------------|-------|
| People with a disability     |               |                                       |   |                   |                                 |       |
| Off-benefit outcomes         |               |                                       |   |                   |                                 |       |
| Result in 2004–05 (per cent) | 38.5          | 39.7                                  | 28.0                                    | 23.4              | 74.0                            | 27.2  |
| Result in 2003–04 (per cent) | 37.9          | 34.0                                  | n.a.                                    | n.a.              | n.a.                            | n.a.  |
| Young People (<21)           |               |                                       |   |                   |                                 |       |
| Off-benefit outcomes         |               |                                       |   |                   |                                 |       |
| Result in 2004–05 (per cent) | 60.0          | 51.4                                  | 43.5                                    | 45.1              | 76.8                            | 46.8  |
| Result in 2003–04 (per cent) | 60.6          | 47.7                                  | n.a.                                    | n.a.              | n.a.                            | n.a.  |

n.a. Not available. There were insufficient data to calculate statistically reliable outcomes estimates.

Note: For Intensive Support, off-benefit outcomes—that is, the proportion of clients who moved off activity-tested benefits—are measured three months after job seekers cease assistance or reach 12 months' participation. For Job Placement, off-benefit outcomes are measured three months after job seekers are placed in an eligible Job Network placement. For other programmes, off-benefit outcomes are measured 3 months after job seekers cease assistance. The results relate to job seekers who became in scope to have their outcomes measured in the 12 months ending 31 March 2005. Administrative data held within the department's employment systems are the source of the off-benefits data.

## Programme effectiveness

Compared with 2003–04, in 2004–05 job placement positive outcome rates were broadly maintained or improved for all client groups.

Positive outcomes for Intensive Support, Intensive Support job search training and Intensive Support customised assistance were strong for all groups. Outcomes for New Enterprise Incentive Scheme participants improved for each of the disadvantaged groups for which statistically reliable outcome measures are available. The Transition to Work programme also performed well for mature age job seekers.

## Commentary: Disadvantaged groups

### Job seekers with a disability

#### Job Network disability services: strengthening capability

A new record of over 46 200 job placements for people with a disability was set in 2004–05; this represents an increase of 48 per cent on the previous year. New initiatives were implemented to increase participation in Job Network by recipients of the Disability Support Pension. Over 8500 job placements were recorded for these recipients in 2004–05—more than double the figure for the preceding year and the highest annual level ever achieved. New direct registration arrangements, in operation from 1 July 2005, will further encourage and assist access to Job Network services for eligible job seekers.

Throughout 2004–05 the department worked with stakeholders such as the National Employment Services Association and Job Network members to identify ways to strengthen the delivery of Job Network services to job seekers with a disability. In March 2005 the association and the department jointly held information sessions around the country for Job Network members, to raise awareness of issues and the servicing needs of people with a disability. It is planned that seminars and information sessions will be offered to Job Network members in the future, to improve their servicing capability.

In June 2005 the department conducted research into the effectiveness of JobAble, the online information resource for job seekers with a disability, employers, and employment service providers. The research, the results of which will inform improvements to JobAble in 2005–06, was conducted with job seekers, employers and employment services providers, as well as other interest groups.

The department has also developed targeted, demand-led strategies for increasing employment opportunities for people with a disability. These strategies are outlined in Outcome 3.

#### Job Network pilot for Disability Support Pension recipients

In 2004–05 the department analysed the results of a pilot in which 12 disability specialist Job Network providers developed strategies to promote participation in Job Network by eligible Disability Support Pension recipients. The *Interim evaluation report*, published in November

2004, shows that these Job Network members were highly successful both in encouraging people with a disability to seek assistance and in achieving positive outcomes for them. By early June 2005 employment or education placements were achieved for 48 per cent of the 679 pension recipients who volunteered for Job Network assistance as part of the pilot. Almost 60 per cent of these placements resulted in 13-week outcomes, and 35 per cent resulted in 26-week outcomes.

The *Interim evaluation report* is available from the JobAble website <[www.jobable.gov.au](http://www.jobable.gov.au)>. A progress report is due for release in late 2005, and the final evaluation is scheduled for completion in early 2006. The final evaluation will assess the longer term sustainability of outcomes from the pilot.

## Mature age people

For job seekers aged 45 or more years, Job Network recorded over 123 100 job placements in 2004–05, an increase of 29 per cent compared with 2003–04 and a new record. Close to 71 300 job placements were recorded for job seekers aged 50 or more years, a 30 per cent increase on the previous year and, again, a new record.

In the 2004–05 Budget further assistance to mature age job seekers and those already in work but considering retirement was announced through the Mature Age Employment and Workplace Strategy. This four-year strategy incorporates the Jobwise Outreach Initiative, the Mature Age Workplace Strategy and the Mature Age Industry Strategy.

Under the Jobwise Outreach Initiative, the department implemented Jobwise workshops and self-help groups with the aim of improving the job search techniques and career decisions of mature age people. During 2004–05, 31 self-help groups were established as part of the first round of the Mature Age Employment and Workplace Strategy. Labour market update seminars were also held for Job Network members and other employment service providers.

The department also made improvements and upgrades to the Jobwise mature age portal, <[www.jobwise.gov.au](http://www.jobwise.gov.au)>, providing additional information and resources tailored to mature age job seekers. This includes the *Self help group guide*, which provides for mature age job seekers practical advice on approaching employers and targeting job search activities. The guide can be downloaded from the Jobwise site.

## People of culturally and linguistically diverse background

In 2004–05 Job Network recorded more than 81 700 job placements for people of culturally and linguistically diverse background. This represents a 38 per cent increase on 2003–04 and is a new record.

During the reporting year the department developed a toolbox to help Job Network members provide high-quality services to clients of culturally and linguistically diverse background. The toolbox provides information on immigration (for example, data on migration streams and the refugee and humanitarian programme), settlement services, interpreter services, and services to help victims of torture and trauma. It also contains tips for working with people of culturally and linguistically diverse background and provides details on how to obtain recognition of overseas trade and professional qualifications. It can be accessed at <[www.dewr.gov.au/toolboxes](http://www.dewr.gov.au/toolboxes)>.

## Young people

For job seekers aged 24 years or less, Job Network recorded about 252 600 job placements in 2004–05, an increase of 32 per cent compared with 2003–04 and a new record. Over 137 200 job placements were recorded for job seekers aged 21 years or less, a 34 per cent increase on the previous year and, again, a new record.

The department has implemented a number of initiatives for young people. The JobJuice website <[www.jobjuice.gov.au](http://www.jobjuice.gov.au)> links to sites that can help young people find a job and offers information about careers, New Apprenticeships, volunteering and training opportunities.

In July 2004 the department re-issued its 2003 *Career counsellors' kit* to secondary schools across Australia. The kit contained information on Job Network and other services and programmes relevant to young people. In October 2004 a modified kit was distributed to youth support workers, to reach young people outside of the school system. Evaluation of the *Youth workers' support kit* indicates that the information provided has helped youth workers more effectively refer very disadvantaged young people to Job Network. Copies of the information resources in the *Career counsellors' kit* can be downloaded from <[www.workplace.gov.au/careercounsellorkit](http://www.workplace.gov.au/careercounsellorkit)>.

## Parents

In 2004–05 the department worked with Centrelink to ensure that single parents received more information about their eligibility for Job Network services and to promote their voluntary participation in Job Network. New administrative arrangements have been introduced to enable Parenting Payment recipients to register directly with Job Network members from July 2005. Direct registration will allow parents who want to work to seek help directly from a Job Network member, rather than requiring a referral from Centrelink. Parents will still be able to receive a referral through Centrelink, but direct registration will give a new means and ease of access to the benefits of Job Network assistance. A toolbox providing information for Job Network members who are helping parents in their job search efforts is being developed and will be available from late July 2005.

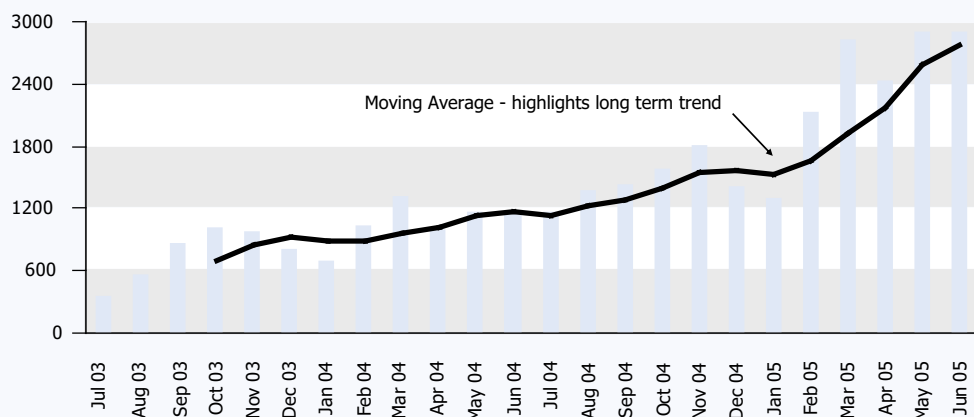
## CASE STUDY

## Improved participation and job outcomes for single parents

In 2004–05 participation in Job Network and job placements for single parents reached record levels. More than 23 300 job placements were recorded for single parents, an increase of more than 12 300 on, or double, the level of 2003–04.

Implementation of the *Active Participation Model* in July 2003 resulted in increased job placements for single parents, with growth from less than 500 placements a month in July 2003 to about 1400 placements in September 2004. Starting in October 2004, new administrative initiatives were taken to more effectively engage Parenting Payment recipients who were interested in looking for jobs. Voluntary referrals of single parents to Job Network increased to an average of 7000 a month, compared with about 4000 in July 2004. This growth in participation was followed by a renewed and stronger upward trend in job placements for Parenting Payment (Single) recipients: about 2900 placements were recorded for June 2005.

### Recipients of Parenting Payment (Single): monthly job placements, 2003–04 to 2004–05



## Indigenous Australians

In 2004–05 Job Network recorded over 39 100 job placements for Indigenous Australians—a new record and an average of over 3250 placements a month. Special attention has always been given to Job Network’s performance in assisting Indigenous Australians. For example, employment outcomes for Indigenous people have been emphasised in calculating the publicly released ‘star ratings’ that compare the performance of the various Job Network sites.

A number of initiatives were introduced in 2004–05 with the objective of helping Indigenous Australians find work. These are outlined in Output 1.2.3, Indigenous employment programmes.

## **Commentary: Improved service delivery management**

### **Contract management: focusing on maximising performance**

In 2004–05 the department’s contract management practices contributed to improved performance in employment outcomes for job seekers. Ongoing management and relationship building with employment service providers played an important role in contributing to the achievement of these outcomes. Contract managers use the department’s National Contract Management Framework to promote consistent contract management practices that help service providers maximise outcomes.

As a result of the machinery of government changes during 2004–05, the contract management of employment service programmes has included integrating the Aboriginal and Torres Strait Islander Services and Department of Family and Community Services programmes into the portfolio. In particular, work is under way to review and improve risk management processes, performance frameworks, contractual obligations and contract management processes to ensure that the transferred programmes are operating in line with the National Contract Management Framework and its principles.

Implementation of the Contracts Administration System has seen a strengthening of the tools and systems that support the national network of contract managers.

During 2004–05 the department continued to pursue its commitment to increasing contract managers’ capability through specialised training for a Certificate in Contract Management Level 4, the Advanced Diploma in Government (Contract Management) and the Indigenous Australians Contract Manager Trainee Programme—a cross-agency recruitment strategy for Indigenous employees. During the reporting year 117 employees successfully completed the Certificate in Contract Management Level 4 and 14 employees graduated from the Advanced Diploma in Government (Contract Management).

The department supported continuing improvements in job placement and outcome rates through regularly reviewing Job Network members’ performance in each of the 137 Employment Services Areas. In August 2004 and February 2005 the department assessed the performance of all Job Network sites. In Employment Services Areas with significant differences in the performance of sites, the potential for business reallocation was closely examined. Where feasible, providers with relatively high levels of performance were rewarded with an increased share of Job Network business. This was done by reducing business share for providers that had not performed as strongly. The performance review process is based on a range of information linked to contractual key performance indicators, including job outcome rates as measured through the Star Ratings, which compare Job Network sites on a ‘like for like’ basis and in terms of satisfaction of the Service Guarantee and Code of Practice. Other factors taken into account when examining the potential reallocation of business include diversity, competition and choice, market coverage, the best interests of special needs groups, and the best interests of all job seekers.

## Customer service and quality improvement

The department has an ongoing programme of surveys to measure the quality of services and obtain information about job seekers' and employers' satisfaction with Job Network services. Details of the Job Seeker Omnibus Survey, Service Provider Survey and the Employer Survey are included in reporting for Outcome 3. In 2004–05 the Job Seeker Omnibus Survey results showed that, overall, 81 per cent of job seekers were satisfied or very satisfied with Job Network. About 83 per cent of job seekers were satisfied or very satisfied with Intensive Support services, including both Intensive Support job search training and Intensive Support customised assistance. Employer satisfaction was also high: 86 per cent rated the services they received from Job Network as acceptable, good or very good.

Employment services providers are bound by the Employment Services Code of Practice and, where applicable, service guarantees. The code describes how providers must deliver services to clients. Service guarantees specify the type of services clients can expect to receive; they apply to Job Network and Community Work Coordinators and became effective for Transition to Work and the New Enterprise Incentive Scheme on 1 July 2004 and 28 February 2005 respectively. These commitments are designed to protect the interests of clients and to ensure that clients receive services of appropriate standard.

A number of feedback mechanisms have been implemented to ensure the delivery of high-quality, continuously improving services. A customer service line is available for clients to make inquiries and complaints or express concerns about services. Clients can also use interpreter services and telephone typewriter facilities through the National Relay Service. Additionally, feedback is collected from departmental websites, letters, feedback forms and quality assurance questionnaires.

There were 26 794 contacts by customer service line in 2004–05. Of these, 61 per cent, or about 16 300, were complaints. The remainder were requests for information, requests for referral to new providers, and suggestions about and compliments on services received. Over 97 per cent of the complaints received were resolved within 20 working days; this compares with the benchmark of 95 per cent. The department also received 186 901 calls from job seekers asking for information about employment services.

The machinery of government changes saw Community Development Employment Projects and the former Family and Community Services programmes Disability Open Employment Services, the Personal Support Programme, the Job Placement, Employment and Training programme, Green Corps, and the Voluntary Work Initiative integrated into the Department. Initially, feedback received about these programmes continued to be dealt with using existing procedures. In August 2004 and May 2005, however, CDEP, PSP, JPET, Green Corps and VWI were incorporated in the customer service line.

## One Plan

Under One Plan, implemented in December 2003, the activities a job seeker negotiates with Centrelink, their Job Network provider or their Community Work Coordinator form a single agreement. One Plan provides continuity and integration of service delivery by Centrelink

and employment services providers and allows job seekers to see how negotiated activities complement each other to help improve their job prospects.

In May 2005 approval of Job Search Plans, which was previously administered by both Centrelink and Job Network, was made more efficient with the delegation for approval granted to Job Network members. This delegation gives Job Network members, as delegates of the Secretary, greater responsibility for the quality and content of Job Search Plans. The new arrangements have greatly streamlined the approval process, with the department's contract management staff overseeing the quality of the plans as part of their quality assurance activities.

## JobSearch facilities

The reporting year saw further refinement of the tools available on the JobSearch kiosks. The 3000 kiosks continue to provide an invaluable service for job seekers who do not otherwise have access to Australian JobSearch. They allow job seekers to search for jobs, find training organisations, locate Job Network members, and even log on to their personal page to obtain information about job matches and appointments.

The JobSearch kiosks display more than 5.5 million pages of information a month from a diverse range of customers.

## Notification services

In addition to their personal page, all job seekers can choose to obtain details of automatic job matches, messages and appointments by telephone (using the JobMatch Express Interactive Voice Response system), email or SMS. The department is continually investigating ways of enhancing its notification services to provide more relevant, more timely information to job seekers.

In 2004–05 around 8.9 million SMS notifications and 2.5 million emails were sent to job seekers. Job seekers made over 1.1 million calls using JobSearch kiosk telephones as part of their work search efforts; 157 700 calls were made to the Interactive Voice Response system.

## Australian JobSearch

During 2004–05 the average number of vacancies on the department's online job board, Australian JobSearch, increased by 13 per cent, to 54 363, at any point in time. Since implementation of the third Employment Services Contract, the amount of information displayed via the Australian JobSearch website has increased from 1.2 million to 1.4 million pages a day. The increase in online vacancies can be attributed to the vacancy lodgements of Job Placement Organisations and to the increasing use, by employers and Job Placement Organisations, of vacancy web services, which allow for bulk upload of jobs to JobSearch.

The department's client survey programme gathers information on employers' views of Australian JobSearch. In 2004–05, 70 per cent of employers rated Australian JobSearch as acceptable, good or very good.

## Online employment services

### Australian Workplace

Australian Workplace <[www.workplace.gov.au](http://www.workplace.gov.au)> is the department's online entry point for information on government employment policy, programmes and services. Users can search for information on employment, workplace relations, government assistance, jobs, careers, training and wages. The portal also allows access to the department's suite of employment websites, including Australian JobSearch, Australian Careers, Australian Training, Australian VolunteerSearch and WageNet.

### JobSearch

All job seekers, including those not on Centrelink allowances, can access the department's online job board, Australian JobSearch, via the internet <[www.jobsearch.gov.au](http://www.jobsearch.gov.au)> or through JobSearch kiosks located in Centrelink and Job Network sites. JobSearch is a leading employment website that advertises vacancies from a number of sources, including Job Network, Job Placement Licensed Organisations, employers, the Australian Defence Force, the *Commonwealth Gazette*, and the CareerOne and MyCareer internet sites. Job seekers can browse job vacancies in their local area and across Australia, obtain an instant list of possible job leads, as well as register on the site, submit a resume and be automatically matched to vacancies. The popularity of JobSearch has grown to the point where it achieves about 11 million page views each week.

### VolunteerSearch

Australian VolunteerSearch <[www.volunteersearch.gov.au](http://www.volunteersearch.gov.au)> was developed to provide an online recruitment service for volunteer organisations. The site was introduced in 2001 and modified in 2002–03 to support the Community Work scheme. It allows volunteers and Community Work participants to find opportunities, add a profile (resume) and find a volunteer organisation. Approved community and volunteer organisations can also use the site to advertise volunteer opportunities and promote their activities. VolunteerSearch opportunities are also displayed on touch-screen kiosks in Centrelink offices.

### JobJuice

JobJuice <[www.jobjuice.gov.au](http://www.jobjuice.gov.au)> provides quick connections to good job prospects and the latest career information and links to New Apprenticeships and Job Network. It is the department's site for young job seekers and has been strongly promoted to school leavers and young people who have already left school.

### Jobwise

Jobwise <[www.jobwise.gov.au](http://www.jobwise.gov.au)> is a website for mature age people looking for work. With links to information around Australia, including Job Network, New Apprenticeships, Resume Builder, Job Outlook and Australian VolunteerSearch, it is a one-stop site.

Output  
1.2.3

# Indigenous employment programmes

**Output 1.2.3 covers the management of Indigenous employment programmes that form part of the Indigenous Employment Policy. The policy was implemented in July 1999 in recognition of the particular disadvantage of Indigenous Australians in the labour market and aims to generate more employment opportunities for Australia's Indigenous peoples.**

The Indigenous Employment Policy consists of a number of specialised Indigenous employment programmes, initiatives to stimulate Indigenous economic activity, and a range of measures to improve employment services and outcomes for Indigenous Australians.

## Highlights

- The Indigenous Employment Programme recorded nearly 8600 places for job seekers in 2004–05, well above the target of 8000.
- Positive outcomes for the programme were high, with close to 74 per cent of job seekers in employment or education three months after the end of their participation in employment services.
- The Indigenous Youth Employment Consultant programme, announced in the May 2004 Budget, began on 31 January 2005, with 14 consultants engaged by Job Network providers in Employment Service Areas across Australia. Results have been positive: there has been a steady increase in the number of participants and in outcomes in training, employment opportunities and job readiness preparation. The second round of successful tenderers was announced in June 2005; an additional 15 consultants will be contracted to deliver services in 2005–06.
- In 2004–05 the Indigenous Employment Programme budget was fully expended for the third year in a row.

**CASE STUDY**

## Indigenous employment programmes and initiatives

### **Structured Training and Employment Project**

The Structured Training and Employment Project provides flexible funding for projects that provide sustainable employment for Indigenous job seekers. Assistance is tailored to business needs and could, for example, include funding for apprenticeships, mentoring and other innovative approaches that would lead to lasting employment.

### **Corporate Leaders for Indigenous Employment Project**

The Corporate Leaders for Indigenous Employment Project encourages a partnership between individual companies and the Australian Government to create more jobs in the private sector for Indigenous Australians.

### **Wage Assistance**

Wage Assistance helps Indigenous job seekers find ongoing employment through the Job Network, Indigenous Employment Centres or their own efforts by providing wage subsidies to eligible employers.

### **National Indigenous Cadetship Project**

The National Indigenous Cadetship Project improves the professional employment prospects of Indigenous Australians by linking students and employers in an arrangement that involves full-time study and work placements. Eligible study includes full-time diploma, advanced diploma and undergraduate degree courses.

### **Community Development Employment Projects Placement Incentive**

The Community Development Employment Projects Placement Incentive provides an incentive payment of \$2200 to Community Development Employment Projects organisations for each participant placed in ongoing employment and no longer receiving CDEP payments.

### **Indigenous Community Volunteers**

Indigenous Community Volunteers links skilled volunteers with communities that are seeking expert assistance in areas such as business, financial management and the trades. A key outcome is skills transfer to Indigenous people.

### **Indigenous Self Employment Programme trial**

The Indigenous Self Employment Programme helps individual Indigenous Australians establish their own small business by providing business advice and support, financial literacy training, and up to \$5000 through a repayable loan. The programme was trialled in three sites.

### **Indigenous Small Business Fund**

The Indigenous Small Business Fund provides funding for incorporated Indigenous organisations for business development initiatives. This includes feasibility studies, business planning, marketing and other projects that will result in improved outcomes.

### Indigenous Capital Assistance Scheme

The Indigenous Capital Assistance Scheme provides for Indigenous businesses access to commercial finance and culturally appropriate professional and mentoring support services through a participating financial institution. Assistance includes a declining interest rate subsidy over a three-year period, a contribution towards bank application and establishment fees, and professional and mentoring support services.

### Indigenous Employment Centres

Indigenous Employment Centres provide assistance to participants in Community Development Employment Projects, to help them move into unsubsidised employment. The centres provide assistance tailored to the needs of each participant and complement assistance provided through Job Network.

### Indigenous Youth Employment Consultants

Indigenous Youth Employment Consultants enhance education, training and employment outcomes for disengaged Indigenous Australians aged between 15 and 19 years. From July 2005, 28 consultants will be engaged by Job Network providers in selected Employment Service Areas across Australia to help Indigenous young people with the transition from school to work.

TABLE  
2.11

#### PERFORMANCE RESULTS

#### Performance indicators and actual performance:

#### Output 1.2.3, Indigenous employment programmes

| Performance indicator  | Target                 | Result                                     |
|--|------------------------|--|
| <b>Quantity:</b> utilisation of programme places—IEP   | 8000                   | 8599 <sup>a</sup> (target met)             |
| <b>Quantity:</b> proportion of job seekers in employment and/or education/training (positive outcomes) 3 months following participation in Indigenous employment programmes <sup>b</sup> | 62%                    | 73.7% (target met)                         |
| <b>Quantity:</b> proportion of job seekers in employment three months after participation in Employment Services   | No target              | 68.3%                                      |
| <b>Quality:</b> level of satisfaction of Ministers with provision of advice <sup>c</sup>   | No target              | 70 briefs submitted; average rating of 4.2 |
| <b>Price<sup>d</sup></b>   | \$36.960m              | \$38.090m<br>(3.1% above budget)           |
| <b>Administered funds<sup>e</sup></b>  |                        |  |
| Indigenous Employment  | \$68.980m <sup>f</sup> | \$69.004m<br>(0.03% above budget)          |

a Commencements.

b Outcomes are measured 3 months after job seekers cease assistance. Results relate to job seekers who left assistance in the 12 months ending 31 March 2005. The department's Post Programme Monitoring survey is the source of the positive outcomes data.

c Ministers are asked to assess briefs based on their timeliness and presentation and the quality of advice. The scale is 1 (poor), 3 (effective) and 5 (outstanding).

d Target figure includes the impact of all departmental funding transfers and internal restructuring associated with AAO changes but excludes expenses incurred by other agencies for the delivery of administered programmes prior to the AAO changes. The target figures previously published in the 2004-05 PBS and PAES did not fully reflect the impact of all of the funding transfers associated with the AAO changes.

e Figures include the impact of all funding transfers associated with AAO changes and the expenses incurred by other agencies prior to the AAO changes. The budget figures previously published in the 2004-05 PBS and PAES did not reflect the impact of all of the funding transfers associated with the AAO changes or include the administered expenses incurred by other agencies prior to the AAO changes.

f Includes an appropriation of \$400 000 for the Indigenous Entrepreneurs Strategy on top of original Portfolio Budget Statements and Additional Estimates.

## Stakeholder feedback

Feedback from Ministers is obtained through a rating system used for briefs and other documents; feedback from other stakeholders is obtained through less formal channels. During 2004–05 the average rating for the overall quality of briefs was 4.2; this compares with 3.7 in 2003–04 and is well above the effective rating of 3.0.

## Programme performance

Outcomes from the Indigenous Employment Programme further strengthened in 2004–05, with 68.3 per cent of STEP (Structured Training and Employment Projects) or Wage Assistance participants in employment three months after completing their placements; this compares with 64.8 per cent in 2003–04. The positive outcome target was exceeded by close to 12 percentage points, with a total of 73.7 per cent of former participants in employment or education three months after the completion of assistance.

## Participation in the Indigenous Employment Programme

The Indigenous Employment Programme budget for 2004–05 was fully expended, and nearly 8600 commencements were recorded. This result builds on the strong performance in 2003–04 and shows that the programme continues to mature and is widely accepted by both business and Indigenous communities as a valuable avenue for providing employment and training opportunities for Indigenous Australians.

## Commentary

### Corporate Leaders for Indigenous Employment Project

The Corporate Leaders for Indigenous Employment Project attracted further corporate attention in 2004–05, with an additional six companies joining, bringing to 69 the total number of companies committed to the project at 30 June 2005. The following are the new signatories for 2004–05:

- BP Australia Retail Marketing
- Delco Australia Pty Ltd
- Heathgate Resources
- Salmat
- Tatiara Meat Company
- Warner Village Theme Parks.

CASE  
STUDY  
■

## Corporate Leaders for Indigenous Employment Awards

The third Corporate Leaders for Indigenous Employment Awards were held in March 2005, attracting a record number of entries in each award category. The Awards highlight the achievements of Corporate Leader organisations and recognise the contribution of individual organisations and employees to improving Indigenous employment in their workplace and local communities in the preceding year. There were four major Award winners.

A manager with Comalco Weipa, Frank Fell, received the prestigious Neville Bonner Memorial Award for his dedication to Indigenous employment in the remote Cape York region of Queensland. The only Indigenous manager on site, Frank has created an environment in which Indigenous employees can fulfil their potential. He helps workers make the big adjustment to life at the mine through a training programme that helps them build confidence and self-esteem.

The Outstanding Individual Award was presented to Michael Bligh, a 59-year-old Ford employee whose positive attitude and willingness to consider new possibilities have made him a role model for other Indigenous workers. Michael's move to Ford's structured and regulated work environment necessitated many changes. In making the adjustments required for success, he moved forward to embrace the future and encouraged many others to do the same. The judges described Michael as an inspiration, saying, 'He shows that there is no age limit on self-determination or the desire to better yourself'.

The Outstanding Manager Award went to Ray Chamberlain, a Specialist Apprenticeship and Traineeship Manager with Argyle Diamonds, which operates a mine in the Kimberley region of Western Australia. Ray goes the extra mile to identify opportunities for the training and development of Indigenous people, focusing on developing individual relationships with employees and traversing the remote region to talk to communities and families about the benefits of traineeships. Since starting with Argyle Diamonds in November 2003 Ray has attained the highest level of Indigenous employment ever achieved in the company.

For the second year running the Outstanding Organisation Award was presented to Accor, Australia's largest hotel group. Accor's Indigenous employment programme offers employment and training in a range of positions, from entry level to supervisory and management positions, in over 90 locations around Australia and provides opportunities in a non-traditional employment area. The judges praised Accor for further building its commitment to Indigenous employment in the preceding 12 months and increasing the number of disadvantaged jobseekers being placed in employment, including people with a history of long-term unemployment.

The judges also awarded Ford Motor Company of Australia Ltd a commendation for its efforts in improving employment opportunities for Indigenous people. The first Australian motor vehicle company to implement an Indigenous employment strategy, Ford increased the number of Indigenous staff from five to 36 in just one year with the support of a STEP project. To get employees ready, it developed a nine-week pre-employment training programme designed to cover a number of factors found to prevent access to employment for many Indigenous people.

The judging panel was made up of the Chief Executive Officer of the Ngunnawal Aboriginal Corporation, Bill Humes; the Chairperson of the Indigenous Land Corporation, Shirley McPherson; and Secretary-General of the Australian Red Cross and former federal minister for Aboriginal and Torres Strait Islander Affairs Robert Tickner.



*Frank Fell with his wife Cathy at the Corporate Leaders award night. Frank works with Indigenous employees at Comalco Weipa on Cape York and won the **Neville Bonner Memorial Award**. This major award is presented to one of the Award Category finalists for an exceptional contribution to advancing both Indigenous employment opportunities and outcomes. Unlike all other awards, it is awarded at the judges' discretion and therefore cannot be nominated for.*

## Structured Training and Employment Projects

The STEP programme continues to provide flexible support for the training and employment of Indigenous job seekers in a range of industries and sectors. During 2004–05 there were nearly 4000 employment and training places achieved in STEP nationally. Examples of STEP projects include the following: In the Australian Capital Territory, Action Buses used the programme to help Indigenous recruits join its team of drivers. Elsewhere, in conjunction with support from other government agencies, STEP was used to set up a pilot to help young people from Cape York participate in short-term employment in the fruit picking industry in Victoria and South Australia.

## Indigenous Community Volunteers

The Indigenous Community Volunteers programme received a funding boost of \$20 million in June 2004 to expand its services and strengthen its engagement of the corporate and philanthropic sectors and to provide for longer term volunteer placements. This funding provides a substantial resource base that will sustain the programme's operations well into the future. It has allowed Indigenous Community Volunteers to establish a presence in Perth, Alice Springs and Brisbane, resulting in greatly improved access for Indigenous communities. In 2004–05 the programme continued to build relationships with corporate and philanthropic organisations, resulting in cash contributions and a considerable amount of in-kind support. One hundred and fourteen Indigenous Community Volunteers commenced in 2004–05.

## Indigenous Small Business Fund

The Indigenous Small Business Fund offers to Indigenous organisations funding to help Indigenous people learn about business, develop their business skills, and expand their businesses. Funding is available for the following purposes:

- to identify and facilitate business opportunities
- to help Indigenous people start businesses
- to provide advice or support services to people involved in small business, so that they can develop their skills, markets and networks.

For the 2004–05 financial year 61 ISBF projects were approved. This is 10 more projects than for 2003–04.

## National Indigenous Cadetship Project

In 2004–05, 189 cadets began with the National Indigenous Cadetship Project, bringing the total number of commencements under this professional development programme to over 880 since it was launched in July 1999. Cadets participate in full-time study and complementary work placements and, on successful completion of their studies, generally move into ongoing employment with their cadetship employer.

### CASE STUDY

## Two case studies

**David Hill** is an engineering cadet with BHP Billiton in Western Australia. He studies engineering and technology at the University of New South Wales and spends his summer holidays working for BHP Billiton. 'The cadetship has made it possible for me to gain valuable hands-on experience,' says David. 'Because I work over summer I get to learn so much more than just what they teach you in the classroom.'

**Dr Paula Williams** was born in Lithgow, New South Wales, and is the first Indigenous female doctor to graduate under the Cadetship Project. She is doing her internship at Gosford Hospital and in 2006 will be eligible to apply for the General Practice Training Programme.

## Indigenous Capital Assistance Scheme

During 2004–05 the Indigenous Capital Assistance Scheme was rolled out nationally, with 22 Westpac offices delivering the programme in most capital cities and in a number of regional areas. Since the scheme started, three loans have been signed with Indigenous businesses. The loans are for existing Indigenous tourism businesses seeking to expand their operations and for new business in agriculture.

### CASE STUDY

#### A case study

**Kepa Kurl** is a locally owned and operated Aboriginal business in Esperance, Western Australia. Kepa Kurl is the Aboriginal name for the town of Esperance: if translated into English, it means ‘where the water lies like a boomerang’. The Kepa Kurl business has three specialist entities:

- Eco Cultural Discovery Tours—eco-tours designed to enhance visitors’ experience of Esperance, with Aboriginal guides
- the Aboriginal Art Gallery and Gift Shop—located in Esperance museum village, offering arts, crafts, candles, cards and other small gifts
- a consultancy—providing professional consulting services to promote Indigenous businesses, community development and sustainability.

Through the Indigenous Capital Assistance Scheme Kepa Kurl is expanding its eco-discovery tours, having bought an additional four-wheel-drive vehicle and made improvements to the newly established art gallery and gift shop. This business offers five employment opportunities; three of the staff members are Indigenous Australians.

In addition to making use of Westpac’s loan, Kepa Kurl will also be able to take advantage of the Indigenous Capital Assistance Scheme interest rate subsidy, on a declining rate from 6 per cent to 2 per cent over three years. Further, to assist with any additional costs related to legal matters and training in accountancy associated with expanding the business, Kepa Kurl has access to a professional services subsidy over a three-year period.

## Indigenous Youth Employment Consultants

The Indigenous Youth Employment Consultants programme was announced in the May 2004 Budget and is funded under the Indigenous Employment Policy. Up to 30 consultants are to be engaged by existing Job Network providers to assist young Indigenous Australians with the transition from school to work by providing links to increased employment, further education and training opportunities.

Following a Request for Tender process in late 2004, 14 consultants were engaged by 10 Job Network providers in selected Employment Service Areas across Australia. The second round of successful tenderers was announced in June 2005, with an additional 14 consultants contracted to deliver services, beginning in July and August 2005.

## Pathways to Employment Project

The department has funded the Pathways to Employment Project to inform the wider process of Community Development Employment Projects reform on best practice for identifying and responding to the training needs of CDEP participants and facilitating connections with the labour market. The project will work with a cross-section of 16 projects with activity at the CDEP site level, starting in July 2005. The Australian National Training Authority was contracted to manage the project, but the Department of Education, Science and Training will manage the project in cooperation with this department after the authority ceases operations on 30 June 2005.

## Wage Assistance

Under the Indigenous Employment Policy, Wage Assistance of up to \$4400 for full-time work (or \$2200 for part-time work) over 26 weeks can be paid to employers who give an ongoing job to an unemployed Indigenous person. Wage Assistance recorded a small increase in the number of employment placements in 2004–05, with 2845 subsidised placements recorded, bringing the total to over 14 000 since the Indigenous Employment Policy was implemented in July 1999.

A mail-out of the Wage Assistance Card to eligible job seekers occurred in late May 2005. In the same mail-out job seekers were also offered copies of the publication *How to get yourself a job: handy hints*, and many people took up the offer.

## The CDEP Placement Incentive

The CDEP Placement Incentive pays CDEP organisations an incentive of up to \$2200 when a CDEP participant takes up ongoing employment that is not subsidised by the CDEP. The Placement Incentive recorded 432 commencements in 2004–05, compared with 429 in 2003–04. Since its inception this programme has placed nearly 2190 job seekers.

## Indigenous Employment Centres

Indigenous Employment Centres help participants in Community Development Employment Projects move into unsubsidised employment. The IECs provide assistance tailored to the needs of each participant and complement the assistance provided through Job Network.

The Indigenous Employment Centres programme was strengthened through the integration of the CDEP programme into the department. There is now greater scope to align the operational policies and procedures of IECs and CDEPs, thus helping the centres realise their potential.

The role of Indigenous Employment Centres has been further strengthened as a result of the changes to the CDEP programme announced in *Building on success: CDEP—future directions* and the *CDEP Guidelines 2005–06*. These changes focus on the need for CDEP organisations to improve employment outcomes for their participants. Indigenous Employment Centres are ideally placed to help CDEP organisations make this improvement.

As at the end of June 2005 over 61 000 CDEP participants have been assisted by an Indigenous Employment Centre. Over 2100 have been placed into employment with over 67 per cent of these placements becoming 13 week outcomes.

Output  
1.2.4

## Mutual Obligation initiatives

**Output 1.2.4 covers the management and support of Mutual Obligation initiatives, including Work for the Dole and Community Work. Mutual Obligation is based on the principle that unemployed people have an obligation to improve their job prospects in the labour market or to contribute to the community that supports them in return for unemployment payments. In 2004–05 most activity-tested job seekers aged 18 to 49 years on Newstart Allowance or Youth Allowance were required to start an approved Mutual Obligation activity in addition to their normal job search requirements. Eligible job seekers can satisfy their Mutual Obligation through a range of activities—Work for the Dole, Community Work, the Voluntary Work Initiative, Green Corps and Green Reserve. On successful completion of Work for the Dole and Community Work, many job seekers qualify for a Training Credit of between \$500 and \$800, which can be used to buy approved training.**

Output 1.2.4 includes the administered programmes Green Corps and Payment to Voluntary Work Agencies (the Voluntary Work Initiative), which were transferred from the Department of Family and Community Services in December 2004. Green Corps is a youth development and environmental training programme that offers young people aged between 17 and 20 years the opportunity to work on projects to conserve, preserve and restore Australia's natural environment and cultural heritage. The Voluntary Work Initiative provides referral and support services for all Centrelink customers who want to participate in voluntary work.

### Highlights

- There were 81 866 Work for the Dole commencements in 2004–05, an increase of nearly 10 per cent on 2003–04.
- Of the Work for the Dole participants surveyed, 85.4 per cent said they were satisfied or very satisfied with the benefits of the programme and that their involvement had improved their job search skills and prospects of gaining employment.
- For the year ending June 2005, over 41 per cent of job seekers who exited Work for the Dole were either employed, in education or training three months after leaving the programme.
- Figures from exit surveys show that 88.8 per cent of young people completing Green Corps projects are satisfied with their placement.

- Post Programme Monitoring of the Green Corps Programme shows that 61.9 per cent of participants are in employment, education or training within three months of completing their Green Corps placement.
- A total of 31 848 Training Credit entitlements were earned by job seekers in 2004–05, an increase of 3.8 per cent on 2003–04.

**CASE STUDY**

## Mutual Obligation programmes

### Work for the Dole

Work for the Dole is a Mutual Obligation activity that provides work experience opportunities for eligible job seekers. The objectives of the programme are as follows:

- to provide valuable work experience to unemployed people
- to develop good work practices in unemployed people
- to involve local communities in activities that provide for unemployed people and assist them at the end of their participation in activities
- to provide communities with Work for the Dole activities (facilities and services) that are of value to them.

### Community Work

Community Work offers placements with voluntary organisations; this is arranged and monitored by Community Work Coordinators. Community Work offers people on income support the opportunity to improve work skills and experience and to contribute to their community through worthwhile activities and gain recognition for their contribution.

### Green Corps

Green Corps is a youth development and environmental training programme for people aged between 17 and 20 years. It gives young people the opportunity to volunteer their commitment to conserve, preserve and restore Australia's natural environment and cultural heritage.

Each Green Corps project involves 10 young people taking part in a range of activities over a 26-week period. The young people receive a participant allowance and take part in projects mostly located in regional and remote areas. Participants improve their career and employment prospects through accredited training and personal development opportunities in areas such as leadership and teamwork. They also have an opportunity to develop improved connections with the community. The current contract for Green Corps extends to June 2006 and provides for 1700 placements a year.

### **Payment to Voluntary Work Agencies (the Voluntary Work Initiative)**

The Voluntary Work Initiative provides referral and support services for all Centrelink customers who want to participate in voluntary work. Voluntary work is available as a Mutual Obligation activity for job seekers aged between 40 and 49 years. Access to Training Credits is not available for Voluntary Work customers.

### **Community Work Coordinators**

Community Work Coordinators are contracted by the Australian Government to manage the placement of eligible job seekers in Work for the Dole projects. They also help job seekers find Community Work placements.

TABLE  
2.12  
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## PERFORMANCE RESULTS

## Performance indicators and actual performance:

## Output 1.2.4, Mutual Obligation initiatives

| Performance indicator  | Target                                | Result   |
|--|---------------------------------------|--|
| <b>Quantity:</b> utilisation of programme places.  | Work for the Dole: 64 000             | 81 866 <sup>a</sup><br>(target met)  |
| <b>Quantity:</b> number of Green Corps projects completed  | 170 commenced and completed           | 170 commenced<br>Green Corps projects are of 6 months duration, any project commencing in the second half of the financial year cannot be completed in the same year. In the last nine years all projects have been completed. |
| <b>Quantity:</b> percentage of young people who complete their Green Corps project   | 80.0%                                 | 82.3%<br>(target met)  |
| <b>Quantity:</b> number of clients assisted and referred to voluntary work   | 19 000                                | 20 756<br>(target met)   |
| <b>Quality:</b> level of satisfaction of participants with Work for the Dole programme   | No target                             | 85.4%  |
| <b>Quality:</b> percentage of young people completing a Green Corps project who are satisfied with placement on project (determined by exit surveys) | 84%                                   | 88.8%<br>(target met)  |
| <b>Quality:</b> level of satisfaction of participants with Voluntary Work Initiative placement/services  | 80%                                   | 96%<br>(target met)  |
| <b>Quality:</b> level of satisfaction of volunteer organisations with Voluntary Work Initiative placements/services                                  | 80%                                   | 96%<br>(target met)  |
| <b>Quality:</b> level of satisfaction of Ministers with provision of advice  | Effective or above (3.0) <sup>b</sup> | 86 briefs submitted, with average rating of 4.2<br>(target met)  |
| <b>Price<sup>c</sup></b>   | \$22.094m                             | \$22.628m<br>(2.4% above budget)   |
| <b>Administered funds<sup>d</sup></b>  |                                       |  |
| Work for the Dole  | \$177.903m                            | \$168.196m<br>(5.5% below budget).<br>The variation related to introduction of a demand model and increased programme efficiencies   |
| Payment to Voluntary Work Agencies   | \$3.616m                              | \$3.587m<br>(0.8% below budget)  |
| Green Corps  | \$23.944m                             | \$23.920m<br>(0.1% below budget)   |

a Commencements in Work for the Dole in 2004-05.

b Ministers are asked to assess briefs based on their timeliness and presentation and the quality of advice. The scale is 1 (poor), 3 (effective) and 5 (outstanding)

c Target figure includes the impact of all departmental funding transfers and internal restructuring associated with AAO changes but excludes expenses incurred by other agencies for the delivery of administered programmes prior to the AAO changes. The target figures previously published in the 2004-05 PBS and PAES did not fully reflect the impact of all of the funding transfers associated with the AAO changes.

d Figures include the impact of all funding transfers associated with AAO changes and the expenses incurred by other agencies prior to the AAO changes. The budget figures previously published in the 2004-05 PBS and PAES did not reflect the impact of all of the funding transfers associated with the AAO changes or include the administered expenses incurred by other agencies prior to the AAO changes.

## Commentary

CASE  
STUDY

### Community Work Coordinators

Work for the Dole is a highly successful Australian government programme that helps job seekers gain quality work experience and contribute to their community. The industry implemented a range of contractual changes aimed at better linking CWC services with the Job Network under the *Active Participation Model*. Refinements were made through a general contract variation on 1 April 2004 and, although they did not change the objectives of Work for the Dole, they established mechanisms to allow CWCs to be more responsive to job seekers' needs and market demand. There were three changes under the new model:

- the requirement that CWCs accept all referrals
- a more flexible payment system to allocate additional places on the basis of job seeker flows
- an increased role in administering Community Work placements.

### Work for the Dole Achievement Awards 2004

The Prime Minister's Work for the Dole Achievement Awards 2004 acknowledged the contribution the Work for the Dole programme makes to local communities through the provision of valuable services and facilities. Award finalists included activities in which participants reconstructed timber workers' huts and roads, designed and developed tricycles for children with special needs, constructed and built Australia's largest skate ramp, and established wetlands and constructed access trails and bridges through the wetlands for the use of community groups.

At the Prime Minister's Work for the Dole Achievement Awards 2004 dinner, held on 14 June 2005, the Minister for Workforce Participation, the Hon. Peter Dutton MP, acknowledged the outstanding contribution of participants, supervisors, Community Work Coordinators, sponsors and hosts; he presented 11 awards to winners and finalists in the categories of Best Participant, Best Supervisor and Best Work for the Dole Activity and to finalists in the categories of Caring for Our Community, Caring for People, Caring for Our Environment and Caring for Our Heritage. In addition to winners and finalists, 24 participant, supervisor and activity nominations received Highly Commended awards, acknowledging their personal commitment to achieving the programme's outcomes through participating in and delivering innovative and creative activities that benefit communities and job seekers alike.



*Minister Dutton at the WfD Awards Ceremony. L-R Marissa Clift, Central West Community College, CWC; Minister Dutton; Angela Field, Best Participant winner; Claire Theobald, Aspire Co-operative, Sponsor.*

## Parenting Payment Pilot

The Work for the Dole Parenting Payment Pilot aims to identify best-practice referral and servicing techniques in order to increase the number of Parenting Payment recipients gaining work experience through Work for the Dole. Given the expanded Work for the Dole eligibility announced in the 2005–06 Budget, it will be increasingly important that Community Work Coordinators understand how best to connect or reconnect income support recipients (including parents) with their community and the workforce.

The pilot began on 7 March 2005 in seven Employment Service Areas and will last for 26 weeks, concluding by October 2005. The pilot Employment Service Areas are as follows:

- the Gold Coast
- Fairfield/Liverpool
- Outer West Sydney
- East Melbourne
- Bendigo
- Northern Adelaide
- North Metro Perth.

Before the pilot began, the department's national office conducted workshops with local Centrelink personal advisors, Community Work Coordinators and Job Network members in each pilot location. The workshops discussed the objectives of the pilot and developed local strategies to best service Parenting Payment recipients in Work for the Dole. These strategies included best-practice techniques for referring and retaining parents and identified the most suitable activities for the client group.

The pilot is trialling two referral processes—the current referral process via Job Network and direct referral to a Community Work Coordinator by Centrelink. The pilot evaluation will assess the effectiveness of local area strategies to engage and retain parents in Work for the Dole and the impact of the two different referral processes. It will also identify long-term strategies for encouraging ongoing participation by parents. The evaluation results will be shared with all providers.

Feedback from high-performing Community Work Coordinators in the pilot suggests that strategic alliances with Job Network members have resulted in greater Parenting Payment referrals to Work for the Dole. Other strategies—such as CWCs organising child care and ensuring that hours of participation coincide with school and childcare hours—have encouraged parents' continued participation in Work for the Dole.

The Parenting Payment initiative is providing information on how best to engage and provide services for parents and other groups in Work for the Dole.

## Output 1.2.5 Employment preparation services

### **Output 1.2.5 covers management of the Personal Support Programme and the Job Placement, Employment and Training programme.**

The Personal Support Programme provides assistance to people with multiple non-vocational barriers to employment. It serves as a bridge between short-term crisis assistance and training for income support recipients of working age. Service providers help participants work towards economic or social outcomes. Economic outcomes can include transferring to work programmes, study or vocational training. Social outcomes include stabilised circumstances, increased community engagement, stable accommodation and improved life skills.

The Job Placement, Employment and Training programme helps disadvantaged and disconnected young people aged 15 to 21 years overcome personal and social non-vocational barriers to participation and achieve greater social and economic participation in the life of their community. This includes help to take up or re-engage with education, study or vocational training, to engage with employment assistance, to find and keep work or be ready to do so, and to participate more in the social life of the community.

### Highlights

- In 2004–05 economic and social outcomes for Personal Support Programme participants were improved.
- There was strong use of the Job Placement, Employment and Training programme: 14 617 young people commenced in the programme in 2004–05.

TABLE  
2.13  
■

## PERFORMANCE RESULTS

## Performance indicators and actual performance:

**Output 1.2.5, Employment preparation services**

| Performance indicator   | Target  | Result   |
|---|---|--|
| <b>Quantity:</b> percentage of Personal Support Programme (PSP) participants achieving sustainable economic (13 weeks duration) outcomes or social outcomes within the last 12 months | 30 per cent of individuals exiting PSP with social outcomes               | 42.69% (target met)  |
|   | 15 per cent of individuals exiting PSP with sustainable economic outcomes | 27.03% (target met)  |
| <b>Quantity:</b> percentage of young people participating in Job Placement, Employment and Training Programme (JPET) who achieve increased readiness for employment or further study  | Estimate: 70%   | 61.7%  |
| <b>Quantity:</b> utilisation of programme places  | Personal Support Programme  | 45 000<br>50 125 (target met)  |
|   | Job Placement, Employment and Training programme                          | 14 000<br>14 617 (target met)  |
| <b>Quality:</b> level of satisfaction of Ministers with provision of advice   | Effective <sup>a</sup> or above (3.0)                                     | 5 briefs submitted with average rating of 4.0 (target met)   |
| <b>Price<sup>b</sup></b>  | \$2.692m  | \$2.527m (6.1% under budget due to staff losses and activity delays after machinery of government changes)             |
| <b>Administered funds<sup>c</sup></b>   | Personal Support Programme  | \$53.468m<br>\$50.313m (5.9% below budget)<br>Underspend due to less than expected claim activity for PSP participants |
|   | Job Placement, Employment and Training programme                          | \$20.138m<br>\$19.432m (3.5% below budget)   |

- a Ministers are asked to assess briefs based on their timeliness and presentation and the quality of advice. The scale is 1 (poor), 3 (effective) and 5 (outstanding).
- b Target figure includes the impact of all departmental funding transfers and internal restructuring associated with AAO changes but excludes expenses incurred by other agencies for the delivery of administered programmes prior to the AAO changes. The target figures previously published in the 2004–05 PBS and PAES did not fully reflect the impact of all of the funding transfers associated with the AAO changes.
- c Figures include the impact of all funding transfers associated with AAO changes and the expenses incurred by other agencies prior to the AAO changes. The budget figures previously published in the 2004–05 PBS and PAES did not reflect the impact of all of the funding transfers associated with the AAO changes or include the administered expenses incurred by other agencies prior to the AAO changes.

## Commentary

### Job Placement, Employment and Training programme

The Job Placement, Employment and Training programme is delivered by a network of 96 organisations that have experience in helping disadvantaged young people and can draw on and work collaboratively with existing support services and networks in their local community.

JPET providers deliver individually tailored, flexible assistance to help participants stabilise their situation, overcome their personal and social barriers, and then build skills and abilities directly related to economic or social participation, so that young people can move on to re-engage in education or make the transition to training or employment assistance programmes such as Job Network. The providers use a range of strategies—case management, personal and practical support, group work, formal and informal counselling, drop-in assistance, referrals and advocacy on behalf of participants to local community agencies or government services to meet needs or obtain intensive specialist support, training and learning activities, outreach services, and so on. In 2004–05, 14 617 people commenced in JPET.

Funding for the programme beyond 30 June 2006 is subject to the outcome of a Lapsing Programme Review, which commenced in 2004–05. In the 2004–05 Budget the Government committed an additional \$0.31 million for a further 217 places in JPET for three years from July 2006, subject to the outcome of the Lapsing Programme Review.

### Personal Support Programme

Demand for places in the Personal Support Programme continued to outstrip supply during 2004–05. The programme assisted 49 344 individuals during the year, an increase of 23 per cent on 2003–04.

Following changes to the funding structure in June 2004, which came into effect on 1 July 2004, further changes were introduced throughout the reporting year. In August 2004 the Minister announced a 100 per cent increase in the commencement payment, from \$300 to \$600, and the release of an additional 4000 places.

The Welfare to Work reform measures in the 2004–05 Budget confirmed ongoing funding and additional places for the Personal Support Programme until 2008–09. In June 2005 the Minister approved changes to the outcome payments structure to increase the incentive for achieving economic outcomes; he also announced the release of a further 4500 places.

The number of economic outcomes has increased each year in the three years of the programme's operation. A Lapsing Programme Review carried out during 2004–05 found that these outcomes were being achieved for the very long term unemployed.

# Other administered items

The Community Development Employment Projects programme and the Business Development and Assistance Programme are also administered items within Output Group 1.2, but they are managed within Output Group 3.2. Performance and effectiveness information for the programmes is reported in the Output 3.2.3 discussion.

TABLE  
2.14

**Output Group 1.2: Other administered items**

| Performance indicator                         | Target     | Result   |
|---|------------|--|
| <b>Administered funds</b>                     |            |  |
| Community Development Employment Projects     | \$530.124m | \$525.212m<br>(0.9% below budget)  |
| Business Development and Assistance Programme | \$13.962m  | \$13.962m<br>Transferred to Indigenous Business Australia on 28 March 2005 |

Note: Full Budget adjustments; includes s. 32 transfers to and from other agencies, actual administered expenses incurred by other agencies before s. 32 transfers, and other adjustments associated with internal restructuring, all of which are associated with the machinery of government changes. Administered actuals include expenses incurred by other agencies before the machinery of government changes.

## Outlook for 2005–06: Output Group 1.2

Priorities for Output Group 1.2 during 2005–06 will be planning for implementation of the Government's Welfare to Work reforms, announced in the 2005–06 Budget, and the continued contracting of Employment Services from 1 July 2006. The department will work towards further consolidation of the *Active Participation Model* across all programmes and services and will increase its contribution to efficient and effective labour market assistance in the following ways:

- improving the quality of vocational profiles and the effectiveness of automatic matching in liaison with contracted providers
- facilitating access to information on job vacancies using new services on mobile devices, and an improved interactive voice response system
- improving access and personalised services for all job seekers, employers and Job Placement Organisations using Australian JobSearch
- further developing relationships with commercial job boards to increase vacancies and services to job seekers

- providing services and information on Australian JobSearch to support the delivery of the Welfare to Work and participation agendas
- consistent with government decisions, contracting full tendering, business rollovers and other purchasing processes across the suite of employment programmes in a manner that demonstrates integrity and ensures timely delivery
- working in partnership with Centrelink to connect job seekers quickly to employment providers and to maintain that engagement to maximise employment outcomes
- facilitating increased workforce participation by implementing new direct registration processes to allow parents and people with a disability in receipt of non-activity tested allowances to voluntarily access Job Network services without the need for referral by Centrelink
- developing a new Centrelink Business Partnership agreement that takes into account the key changes arising out of the Welfare to Work reforms, supports their implementation through appropriate performance measures, and is complemented by cultural change initiatives
- providing Job Network members and other service providers with new tools and information, and further developing existing resources, to assist them in maximising employment outcomes for all eligible job seekers and special groups
- building on the successful performance management arrangements for Job Network and integrating a similar focus on maximising workforce participation and job outcomes in the management framework for other programmes and services
- recognising the broadened eligibility for Work for the Dole and encouraging Community Work Coordinators to develop activities that meet both local skill needs and the special needs of the new participant groups
- positioning the New Enterprise Incentive Scheme to improve self employment prospects for mature aged people not on income support
- expanding the Corporate Leaders for Indigenous Employment Project membership
- contracting up to ten new Indigenous Employment Centres to provide services to Indigenous Australians to help them to obtain and maintain unsubsidised employment in the open labour market and trialling a small number of IECs in delivering an expanded range of employment services
- significant expansion in the number of volunteer projects managed by Indigenous Community Volunteers is expected, including projects that contribute to the implementation of shared responsibility agreements and CDEP reform
- focusing assistance available through Structured Training and Employment Projects on new employers and new approaches, including supporting SRAs and CDEP reform
- expanding the Aboriginal Employment Strategy to two new locations
- maximising usage of all economic development programmes to support CDEP reform and enhance economic independence for Indigenous Australians

- improving access to employment opportunities for people with a disability through further development of initiatives such as the Workplace Modification Scheme
- developing a new Service Level Agreement with CRS Australia and expanding vocational rehabilitation in keeping with the Government's commitment to increase services from July 2006
- engaging in sound budget and risk management practices and providing effective oversight of contracted services—including continuous improvement of programme design
- preparing a communications campaign to inform the public and target groups about the Government's welfare to work changes.

