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Department of Education, Employment
and Workplace Relations

EMPLOYMENT PATHWAY FUND

Chapter 1: Introduction

EVALUATION OF JOB SERVICES AUSTRALIA 2009-2012

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Key findings

- Between 1 July 2009 and 31 December 2011, over \$1.17 billion was credited into JSA providers' EPF Notional Banks, of which over \$960 million had been debited at the end of the period.
- Over 835,000 individual job seekers received assistance from the EPF in a total of 4.8 million transactions, averaging \$1,150 for each job seeker assisted.
- Approximately 48 per cent of eligible job seekers received assistance through the EPF between 1 July 2009 and 31 December 2011, ranging from approximately 15 per cent for Stream 1 job seekers to 77 per cent for Stream 4 job.
- Training represents the largest EPF category in terms of expenditure (33 per cent), followed by wage subsidies (21 per cent) and provider services (including reverse marketing; 13 per cent).
- Job seekers typically receive their first EPF expenditure transaction within six months of commencing in a Stream. Over 50 per cent of job seekers who received EPF assistance received their first EPF transaction in the first 10 weeks.
- Most Stream 1 job seekers did not receive EPF expenditure until their second 13 week period after commencement.
- Stream 2 job seekers tended to receive their first EPF transaction earlier in their unemployment duration than job seekers in other Streams.
- There is evidence that EPF use is being generally targeted towards disadvantaged job seekers, however after 26 weeks in services almost 20 per cent of job seekers in Streams 3 and 4 who would go on to receive EPF assistance had not yet received any. Approximately 25 per cent of Stream 4 job seekers and 32 per cent of Stream 3 job seekers did not receive any EPF assistance at all in the reference period.
- Availability of data limited the scope of this analysis.

1.1 Introduction

Job Services Australia (JSA) commenced on 1 July 2009 under the *Employment Services Deed 2009-2012* (ESD4). Compared to its predecessor, Job Network, the JSA model of service delivery is designed to focus more on the needs of the most disadvantaged Australian job seekers and to achieve greater social inclusion. It seeks to boost employment participation and the productive capacity of the workforce, address skills shortage areas and better meet the needs of employers.

The Government requires that Job Services Australia be progressively monitored and evaluated from implementation. Evaluation of Job Services Australia will assess how the service performs in terms of assisting individuals, particularly those most disadvantaged in the labour market, to obtain skills and secure sustainable employment. The approved evaluation strategy outlining how the department is evaluating Job Services Australia, including the key evaluation issues, evaluation criteria, and the timing of the availability of data is available at the Department of Education, Employment and Workplace Relations website.

(http://www.deewr.gov.au/Employment/ResearchStatistics/ProgEval/Pages/Evaluation_Strategy_For_JSA.aspx)

A main element of the JSA service delivery model is a flexible pool of funds, the Employment Pathway Fund (EPF), which JSA providers may use to assist Fully Eligible¹ job seekers to overcome their vocational and non-vocational barriers to employment. Providers receive a notional EPF credit for each job seeker, the amount of credit linked to job seeker level of disadvantage. Providers are able to use these funds flexibly to assist any job seeker or group of job seekers. The fund operates using a reimbursement model whereby JSA providers purchase goods and services for job seekers and claim the costs back through the EPF. Generally, EPF purchases should meet the needs of job seekers as defined in their Employment Pathway Plan (EPP) and must adhere to the principles of the EPF, *the EPF Guidelines*, and *the Employment Services Deed 2009-2012* (ESD4).

1.1.1 Scope

This report provides a general overview of the EPF under JSA and looks in more detail at two specific areas of EPF expenditure, to give an insight into how the fund is being used by JSA providers to assist job seekers overcome their barriers to employment. This exploratory analysis will contribute to a future report, planned for 2013, which will consider the broader effectiveness of JSA.

The components of the report are as follows:

- **Chapter 1: Introduction**

This chapter provides a general overview of the EPF from its inception on 1 July 2009 through to 31 December 2011, drawing together key findings from subsequent chapters that look in more detail at two areas of EPF expenditure. This introductory chapter explains how the EPF operates under the JSA model and how providers have allocated the funds to date.

¹ Job seekers fully eligible for stream services include recipients of Newstart and Youth Allowance (other), including parents and people with disability who have part-time participation requirements, or another form of qualifying income support, 15 to 20 year olds not in receipt of income support and not employed more than 15 hours a week or in full-time education, and CDEP participants.

- **Chapter 2: Wage subsidies**

This chapter evaluates the effectiveness of wage subsidies under JSA, with particular focus on sustained off-benefit outcomes for job seekers. Specifically, it examines the off-benefit outcomes achieved by job seekers who received wage subsidy assistance through JSA Stream Services between 1 October 2009 and 31 October 2011.

- **Chapter 3: Reverse marketing**

This chapter assesses the use and the effectiveness of reverse marketing under the EPF between 1 July 2009 and 31 August 2011, in terms of how it is targeted and how effective it is in achieving increased job referrals and job placements.

1.1.2 Data sources

DEEWR administrative data was the main source of data for the analysis conducted in this report. The sources of this data are the Employment Services System (ESS), used by JSA providers, and Centrelink income support data.

ESS has been designed to support provider business processes flexibly and efficiently. This approach determines the data that is available for analysis purposes. Each of the following chapters discuss the impact of data availability on this evaluation.

The following data availability considerations determined the level of analysis that could be conducted for this report:

- For some transactions types (e.g. group training, outreach services), JSA providers are able to acquit the expenditure against one job seeker even though multiple job seekers may have been assisted.
- EPF transactions may include multiple instances of assistance but have been reimbursed in the one transaction.
- Work experience activities do not record job seeker and Stream information when they are reimbursed from the EPF. This makes it possible that job seekers who have only received EPF assistance through a work experience activity do not show as receiving any EPF assistance.
- EPF transactions can be entered into the ESS and reimbursed within 210 days of the original commitment. This means that EPF transactions can be committed in advance of the actual assistance event occurring, and could be reimbursed well after the event has occurred. This makes it difficult to identify the specific date when the assistance was delivered.
- Several data entry fields in the ESS system are not mandatory. As a consequence, information is not captured for all variables of interest to this evaluation.
- There are instances where consistency between related data items is not enforced.

1.2 The Employment Pathway Fund

1.2.1 Description

The EPF is a notional pool of funds that JSA providers can access to cover the costs of assisting their caseload of job seekers overcome vocational and non-vocational barriers to employment. The EPF is credited to JSA providers' Notional Banks primarily when a job seeker commences a Stream Service². The amount credited is higher for job seekers in higher Streams (Table 1.1).

Table 1.1: Employment Pathway Fund credit amounts and timing for Stream Services

Service	Participant Details	Credit amount		Credit trigger
		Non-Remote ESA \$	Remote ESA \$	
Stream 1	All Fully Eligible Participants	11	19	At payment of second 13 Weeks Service Fee
Stream 2	All Fully Eligible Participants	550	935	On Commencement
Stream 3	All Fully Eligible Participants	1,100	1,870	On Commencement
Stream 4	All Fully Eligible Participants	1,100	1,870	On Commencement
	If a Stream Services Review states that a further 26 weeks of Stream 4 assistance is required following the first 52 weeks	550	935	After the recommendation has been made
All Streams	Additional amount credited for where Centrelink has indicated the participant requires interpreter assistance	1,000	1,700	On Centrelink notification
Work Experience Phase	All Fully Eligible Participants	500	850	On Work Experience Commencement
	Additional amount credited for the participation in a Full-Time Work for the Dole activity, payable once only during a Work Experience Phase	350	595	As advised by DEEWR

Source: Annexure C Table 4, DEEWR (2011) Employment Services Deed 2009-2012.

² Stream services are described in more detail in section 1.3

The EPF can be used to purchase a wide range of goods and services (refer section 1.2.2 below). JSA providers use the Employment Services System (ESS) to claim reimbursement for purchases through the EPF. Credits are held at the outlet of each JSA provider and are used at the provider’s discretion. Purchases made must comply with the principles of the EPF (Table 1.2), the *EPF Guidelines and the Employment Services Deed 2009-2012* (ESD4).

Table 1.2: The Employment Pathway Fund principles

Principle	Description
1.	Goods and services purchased using the EPF are commensurate with the needs of the job seeker.
2.	Assistance purchased using the EPF complies with any occupational, health and safety laws that may apply.
3.	Goods and services purchased using the EPF represent value for money.
4.	Goods and services purchased using the EPF are capable of withstanding public scrutiny, and will not bring the Services into disrepute.

Source: Employment Pathway Fund Guidelines V 1.6

The EPF is designed to be used flexibly across JSA providers’ caseloads, with the credits not quarantined for specific job seekers. Providers are able to use the funds to assist any job seeker or group of job seekers. They may choose to exceed the amount of EPF credits notionally provided for a particular job seeker or not to use any EPF credits on a job seeker. The EPF is not a service that job seekers are entitled to, but is used to deliver assistance in addition to the general servicing JSA providers are bound to deliver job seekers.

Inappropriate or incorrect use of the EPF can be recovered by the DEEWR at any time as set out in ESD4. EPF credits cannot be retained by JSA providers as cash if they are not used, and cannot be reflected in the organisation’s accounts.

1.2.2 Categories of EPF use

The EPF contains 17 purchase categories, with 35 purchase sub-categories. These categories cover a wide range of assistance so that JSA providers can service their job seekers according to their specific circumstances and needs as set out in their EPP. The purchase categories are:

- Clothing and Presentation
- Interpreter Services
- New Enterprise Incentive Scheme and Self Employment
- Pre-Employment Checks and Work Related Documentation
- Professional Services
- Provider Services
- Relocation Assistance
- Remote Services
- Short Term Child Care Assistance
- Stream 4 Only Assistance
- Tools, Mobile Phones and Equipment
- Training – Courses
- Training – Books and Equipment

- Transport and Licensing Assistance
- Wage Subsidy
- Work Experience Activities
- Other.

1.2.3 Service planning

Goods and services purchased through the EPF should be focused towards assisting job seekers to address their barriers and ultimately to find work. As such, EPF purchases should meet the needs of job seekers as defined in their Employment Pathway Plan (EPP), the central service planning document under the JSA assistance model. They underpin the provision of services to fully eligible participants in Stream Services and form the key record of individualised pathways to employment (DEEWR 2009). The EPP is drawn up by the service provider in negotiation with the job seeker, and is intended to take reasonable account of the job seeker’s individual circumstances and preferences.

Job seekers in Stream 1 are required to have an EPP put in place by Centrelink during their first 13 weeks of service, and service providers are required to enter into an EPP with job seekers in Streams 2, 3 and 4 at their first appointment. Administrative data shows that the majority of jobseekers (93 per cent) had an EPP created on the same day as their initial appointment, and 95 per cent of all jobseekers had an EPP in place within 14 days of commencement³.

Surveys of job seekers indicate that the EPPs are effective in identifying job seekers’ needs and planning services, for those job seekers who recognise that they have an EPP in place. According to DEEWR’s Post Program Monitoring survey, 2011 (PPM), 63 per cent of all respondents agreed or strongly agreed that their EPP suited their needs. There were significant differences across Streams, with disadvantaged job seekers being more positive about whether their EPP suited their needs:

- | | |
|-------------------------------|--------------|
| • Stream 1 job seekers | 58 per cent |
| • Stream 2 job seekers | 63 per cent |
| • Streams 3 and 4 job seekers | 68 per cent. |

In addition, 72 per cent of the Employment Assistance Survey (EAS) respondents in 2010 agreed that their EPP had helped them identify the skills they needed to get a job.

Ninety seven per cent of respondents to the Dynamics of Australian Income Support and Employment Services (DAISES) survey⁴ who remembered their EPP reported they knew what their obligations were under it, and 87 per cent said that their EPP helped them understand what assistance they would get from their provider. Around 86 per cent agreed with the statement ‘My provider has been delivering some of the things they agreed to in my plan’.

However not all job seekers recall having an EPP, and therefore are unlikely to understand their obligations or what they can expect to receive from their provider. Responses from surveys of job seekers (EAS, PPM and DAISES) indicate that around thirty per cent of job seekers were either not aware of the term ‘Employment Pathway Plan’ or not aware of having signed one.

³ DEEWR CDS administrative data 2011

⁴ DAISES survey 2011

Barriers to employment

EPPs form the link between identifying job seekers' barriers to employment and the strategies that are adopted to overcome them. These strategies should inform decisions around EPF expenditure for individual job seekers.

Two surveys identified common difficulties that job seekers face in searching for work. These aspects should be identified and, where possible, addressed in job seekers' EPPs. In the Job Search Experience survey, conducted in 2011 by the Australian Bureau of Statistics (ABS), unemployed persons were asked about their main difficulty in finding work. The most common responses included:

- | | |
|--|-------------|
| • too many applicants for available jobs | 12 per cent |
| • insufficient work experience | 10 per cent |
| • lacked necessary skills or education | 9 per cent |
| • own ill health or disability | 9 per cent. |

Job seekers who responded to the DAISES survey reported facing similar difficulties; and in addition around 8 per cent of respondents reported not having access to reliable transport or not having a driver's licence as a barrier to finding work.

1.3 Use of the Employment Pathway Fund

From 1 July 2009 to 31 December 2011, over \$1.17 billion has been credited into JSA providers' EPF Notional Banks, of which over \$960 million had been debited⁵ by the end of the period, representing 82 per cent of the total EPF notional pool of funds. Over 835,000 individual job seekers have received assistance from the EPF in over 4.8 million individual transactions. This represents around five and a half EPF transactions for each job seeker, and an average cost of approximately \$1,150 per job seeker assisted (Table 1.3).

Table 1.3: Total EPF credits, debits and transactions by Stream, 1 July 2009 to 31 December 2011

Service	Credit \$	Debit \$	Number of transactions	Average per transaction \$
Stream 1	6,241,035	31,734,006	255,229	124
Stream 2	372,054,366	294,259,409	1,613,470	182
Stream 3	285,970,059	284,594,140	1,524,314	187
Stream 4	329,623,788	260,820,588	1,343,916	194
LAP ¹	5,532,853	3,421,465	11,306	303
WE ²	173,834,127	54,669,933	29,895	1,829
UNAE ³	N/A	31,498,353	40,777	772
Total	1,173,256,228	960,997,894	4,818,907	199

Source: DEEWR administrative systems

Notes:

- 1 LAP: Labour Adjustment Package. LAP job seekers are a specific cohort of job seekers who have been made redundant in certain industries experiencing structural change (such as the textile, clothing and footwear industry) and are eligible for additional assistance through JSA.
- 2 WE: Work Experience. This cannot be allocated to any particular Stream because multiple job seekers can be assisted through one transaction.
- 3 UNAE: Unallocated Expenditure. This is EPF expenditure that has either been committed to be reimbursed by JSA providers and has not been acquitted against job seekers yet, has been reimbursed but not yet acquitted against job seekers yet or, if less than \$300, has been 'quick acquitted' against no job seekers.

⁵ Debits refers to EPF transactions that have been committed for reimbursement and include both funds that have been reimbursed to JSA providers as well as funds that are yet to be reimbursed. The amount of debits can be reduced if future commitments have been deleted, which returns the committed EPF amount to the notional bank of the JSA provider. The vast majority of EPF debits have been reimbursed to JSA providers.

1.3.1 Expenditure by Stream and category

The allocation of expenditure and transactions to the 17 purchase categories varies, from less than 1 per cent of debits and transactions for Short Term Child Care Assistance and Relocation Assistance, to 33 per cent of debits attributed to Training Courses and 33 per cent of transactions to Provider Services (Table 1.4). The difference between the proportion of debits and transactions for some purchase categories reflects the relative cost of the items concerned. For example, Wage Subsidies are typically an expensive EPF item, accounting for over 21 per cent of EPF dollars debited but only 2 per cent of the number of EPF transactions.

Table 1.4: EPF debits and transactions by category¹, 1 July 2009 to 31 December 2011

Purchase Category	Debit amount \$	Transactions Number	Debit Per cent	Transaction Per cent
Training Course	320,059,096	1,055,792	33	22
Wage Subsidy	204,753,063	102,836	21	2
Provider Services	23,367,787	1,607,128	13	33
Professional Services	72,974,170	363,836	8	8
Clothing and Presentation	55,780,053	536,516	6	11
Work Experience Activities	54,669,933	29,895	6	1
Transport & Licensing Assistance	52,447,758	542,300	6	11
Other	23,087,950	150,371	2	3

¹ Only purchase categories with more than \$10 Million debited have been included.

Source: DEEWR administrative systems

Streams are reflective of how job-ready a job seeker is when entering into Stream Services. Stream 1 job seekers are identified as being the most job-ready, with Stream 4 job seekers the most disadvantaged. Job seekers are streamed based on the Job Seeker Classification Instrument (JSCI), and where required the Employment Services Assessment (formerly the Job Capacity Assessment) which assessed non-vocational barriers and is required for a job seeker to be placed into Stream 4. Any job seeker can have their circumstances improve over time, as barriers are addressed, and it is to be expected that there are relatively job-ready job seekers in all Streams.

Patterns of EPF use differ across Streams (Table 1.5), reflecting the different levels of job seeker disadvantage. For example, Stream 4 job seekers receive proportionally more EPF in the Professional Services purchase category than the other Streams. This purchase category includes items such as mental health counselling, vocational rehabilitation and drug and alcohol counselling, and rehabilitation, reflecting the non-vocational barriers that Stream 4 job seekers face. Stream 1 job seekers on the other hand receive proportionally more EPF expenditure for Training Courses than other streams reflecting the low requirement they have for EPF expenditure in other purchase categories.

Table 1.5: Proportion of EPF expenditure per purchase category by Stream Service, 1 July 2009 to 31 December 2011 (per cent)

Purchase Category	Stream 1	Stream 2	Stream 3	Stream 4
Training Course	58	41	36	28
Wage Subsidy	3	22	27	24
Provider Services	16	13	14	10
Professional Services	6	5	5	16
Clothing and Presentation	3	7	6	6
Transport & Licensing Assistance	2	5	5	6
Other	7	3	2	2
Total	95	96	95	92

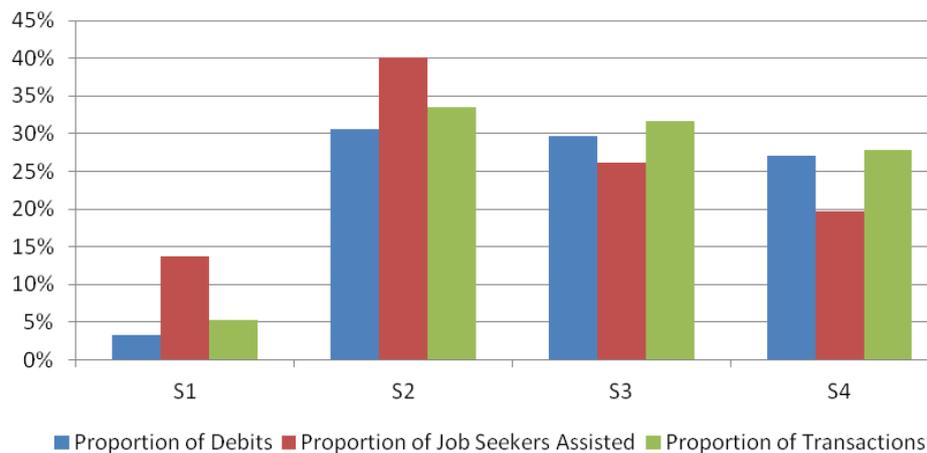
Source: DEEWR administrative systems

Notes:

1. Columns add up to less than 100 per cent as only purchase categories with more than \$10 Million debited in total have been included
2. Work Experience Activities not included as work experience activities are not attributed to individual job seekers and streams.

The highest proportion of job seekers that received assistance through the EPF between 1 July 2009 and 31 December 2011 were in Stream 2 (40 per cent; Figure 1.1). However, this is largely because of the greater number of job seekers in Stream 2 compared to the other Streams. Both the average dollar amount of EPF assistance and the average number of transactions per job seeker increases steadily from Stream 1 to Stream 4 (Table 1.6).

Figure 1.1: Proportion of EPF debits, job seekers assisted under the EPF, and transactions by Stream, as at 31 December 2011



Source: DEEWR administrative systems

Refer to Appendix A1.1 to view the text version of Figure 1.1: Proportion of EPF debits, job seekers assisted under the EPF, and transactions by Stream, as at 31 December 2011

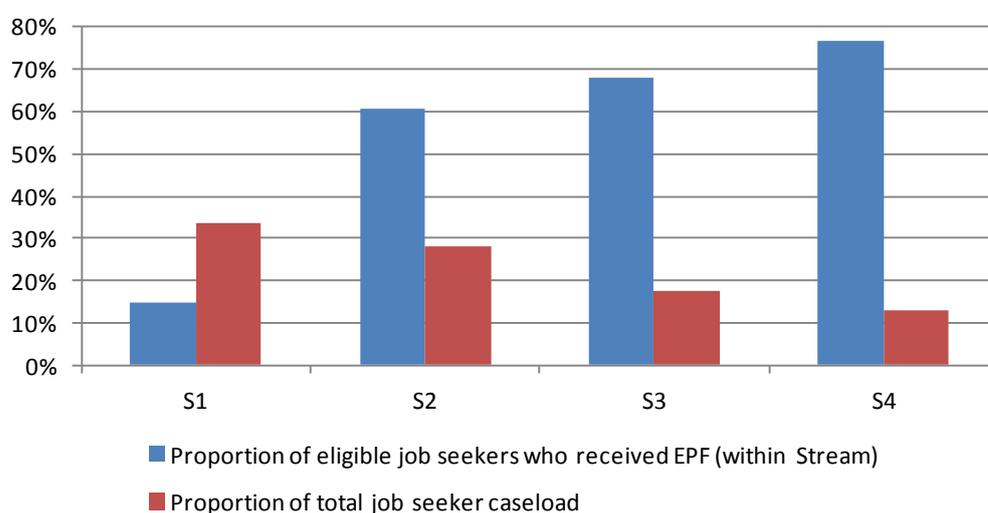
Table 1.6: Average EPF debit amount and number of transactions per job seeker, as at 31 December 2011

Stream	Average debit per job seeker \$	Average transactions per job seeker Number
Stream 1	245	2.0
Stream 2	778	4.3
Stream 3	1,150	6.2
Stream 4	1,398	7.2

Source: DEEWR administrative systems

Approximately 48 per cent of eligible job seekers received assistance through the EPF between 1 July 2009 and 31 December 2011. The distribution of these job seekers varies greatly within each Stream (Figure 1.2). Stream 1 job seekers have the greatest proportion of job seekers in the JSA caseload, but receive the lowest proportion of EPF expenditure. The proportion of job seekers who have received EPF assistance increases sharply from Stream 1 to Stream 4, indicating that the more disadvantaged job seekers are more likely to receive at least some EPF assistance during their time in JSA than job seekers in the lower Streams.

Figure 1.2: Proportion of job seekers within eligible Streams who have received EPF assistance and the proportion of the total job seeker caseload across eligible Streams, as at 31 December 2011



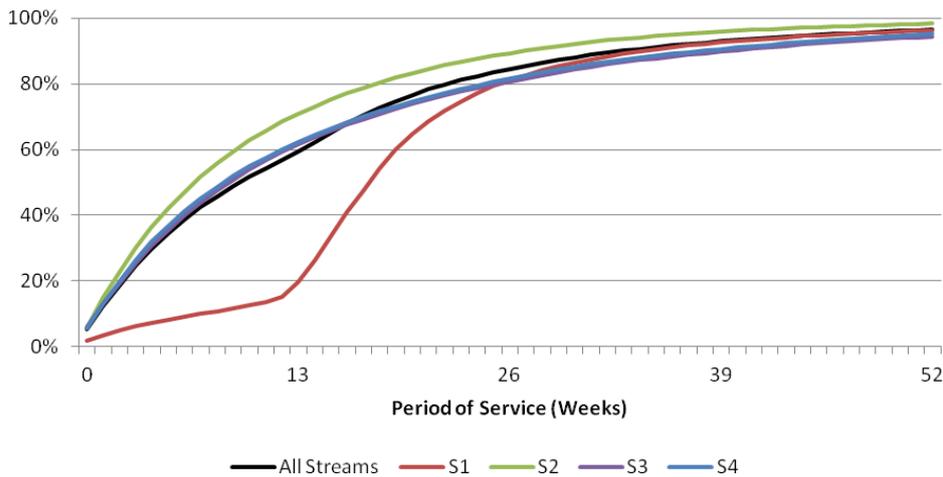
Source: DEEWR administrative systems

Refer to Appendix A1.2 to view text version of Figure 1.2 Proportion of job seekers within eligible Streams who have received EPF assistance and the proportion of the total job seeker caseload across eligible Streams, as at 31 December 2011

1.3.2 Timing of EPF assistance

Job seekers who receive EPF assistance typically receive their first EPF transaction within six months of commencing in a Stream (Figure 1.3). Over 50 per cent of job seekers who received EPF assistance received their first EPF transaction in the first 10 weeks. Around 80 per cent had received their first EPF transaction within 26 weeks of commencement, and after one year in service over 96 per cent had received their first EPF transaction.

Figure 1.3: Proportions of job seekers receiving first EPF transactions by period of service (for job seekers who received EPF)



Source: DEEWR administrative systems

Refer to Appendix A1.3 to view the text version of Figure 1.3: Proportions of job seekers receiving first EPF transactions by period of service (for job seekers who received EPF).

Note: Period of Service counts the weeks from when a job seeker commences in a Stream and ends on the placement date. Suspension periods are not included in the Period of Service, which causes the counting of weeks. Time spent in lower Streams has been included in the calculations where job seekers have moved up a Stream during their unemployment period.⁶

Stream 2 job seekers tend to receive their first EPF transaction earlier in their unemployment duration than other job seekers. Stream 1 job seekers tend to lag behind the other Streams, especially in the first 13 weeks of service, but approach parity at around 24 weeks of service. The delay of Stream 1 job seekers receiving their first EPF transaction is due to several factors:

- Stream 1 job seekers are relatively job-ready when they commence services, and may be expected to find work early in their unemployment period without EPF assistance.
- Stream 1 job seekers do not attract an EPF credit until their second 13 week period after commencement.
- Stream 1 job seekers attract a comparatively small EPF credit compared to job seekers in higher Streams (refer Table 1.1).

⁶ Further analysis revealed little difference in the curves when only the Period of Service of the Stream from which the EPF assistance occurred was used. This is due to the small number of job seekers who have been up-Streamed and received their first EPF transaction in their new Stream.

- The *second* 13 week Service Fee equals over 67 per cent of the maximum amount of Service Fees a Stream 1 job seeker can attract. In comparison, all other streams attract their largest Service Fee after the *first* 13 weeks which is approximately 30 per cent of the maximum for Streams 2 and 3 and approximately 20 per cent for Stream 4.
- Stream 1 job seekers do not attract any Outcome Fees in the first 12 months after commencement in Stream 1.

All these factors are likely to contribute to the slower rate of EPF expenditure on Stream 1 job seekers as there is less of an incentive for JSA providers to use their EPF on Stream 1 job seekers early in their service period, if at all. It could be argued that there is an incentive for JSA providers not to service their Stream 1 job seekers up to the second 13 week Service Fee payment, as JSA providers receive the bulk of their Service Fees (\$528 in non-remote areas and \$898 in remote areas) and also an EPF credit for Stream 1 job seekers at this point.

After 26 weeks in services almost 20 per cent of job seekers who would go on to receive EPF assistance in both Streams 3 and 4 had not yet received any. As job seekers in Streams 3 and 4 are the most disadvantaged and face the most complex barriers to employment, it is unclear why so many job seekers experience this delay in receiving assistance through the EPF – if they receive EPF assistance at all. This effect is not due to delays in service planning, as 95 per cent of job seekers have an Employment Pathway Plan in place within 14 days of commencement in Stream Services (refer Section 1.2.3). It is possible that for some transactions the delay is an artefact of providers' ability to claim reimbursement through the EPF up to 210 days from commitment (refer Section 1.1.2).

1.3.3 Job seeker characteristics

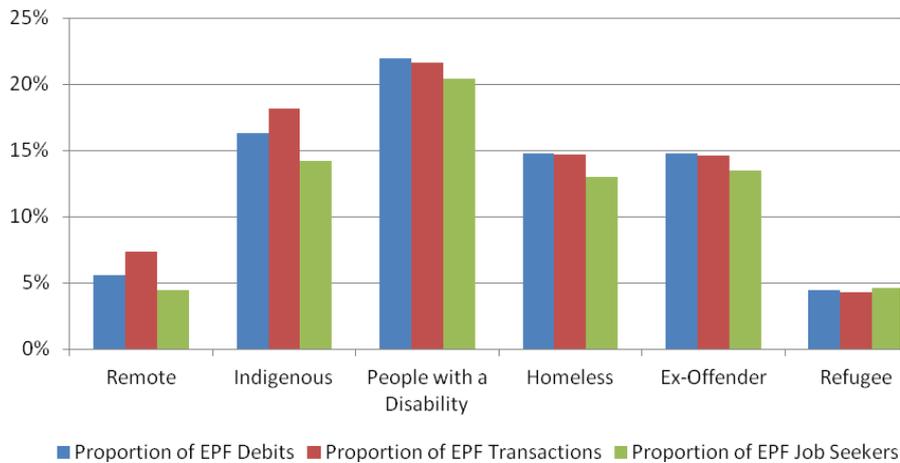
JSA providers service job seekers from a wide range of backgrounds and with very specific and unique personal circumstances. The flexibility of the EPF allows JSA providers to meet the needs of these diverse job seekers.

There is little difference in the age profile of job seekers who received EPF assistance compared to those who do not receive any EPF assistance. The average age of job seekers at the time that they received their first EPF assistance transaction was 34 years ($SD^7 = 13$ years). This is similar to job seekers who did not receive any EPF assistance, based on their age at commencement date (average = 35 years, $SD = 13$ years).

Figure 1.4 below shows a range of different job seeker characteristic indicators and the proportion of EPF assistance that job seekers with these characteristics have received.

⁷ Standard deviation

Figure 1.4: Distribution of EPF assistance across various job seeker characteristic indicators as at 31 December 2011



Source: DEEWR administrative systems

Note: Categories are not mutually exclusive and job seekers may appear in more than one category.

Refer to Appendix A1.4 to view the text version of Figure 1.4: Distribution of EPF assistance across various job seeker characteristic indicators as at 31 December 2011

These findings indicate that EPF is being targeted towards job seekers with characteristics associated with labour market disadvantage. For example, around 14 per cent of job seekers who received EPF assistance identified as Aboriginal or Torres Strait Islander, but these job seekers received around 16 per cent of dollars spent through EPF and around 18 per cent of EPF transactions.

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Appendix 1A Data sources

DEEWR Administrative data (Corporate Data Set)

The Corporate Data Set (CDS) is a combination of administrative data from Centrelink and from and about employment service providers. Data from employment service providers includes information on job seekers who have received employment assistance, including data on their income support history, type of assistance received, activity and training placements, job commencements and fees. Data about employment service providers includes information on EPF allocation and expenditure and compliance data, and data on job seekers' EPPs. Centrelink data contains information about the status, history and earnings of income support recipients.

Dynamics of Australian Income Support and Employment Services (DAISES)

This longitudinal survey tracks jobseekers' opinions and experiences of employment services and income support over time. The survey was conducted by telephone by the Social Research Centre on behalf of the Department. Results reported in this analysis are from a stratified random sample of job seekers, who had received labour market related income support from Centrelink (excluding the Aged Pension) and/or had contact with an Employment Service/Job Network provider as of the 20th February 2009. This analysis focused on Cohort 1 Wave 2 as this was the first group where respondents had a minimum amount of 11 weeks experience under the Job Services Australia.

There were 8,781 completed interviews for Cohort 1 Wave 2. This wave commenced on the 28 September 2009 and concluded 16 December 2009. Ninety-five per cent of those contacted responded to the survey. DAISES percentages are weighted back to the JSA sample frame. This is the JSA population after certain groups have been excluded, such as people who have recently been included in other DEEWR surveys. Statistical analysis and testing has been done using SAS software survey procedures, which take into account the stratified nature of the data.

Employer Incentives Survey, 2011

The *Employer Incentives Survey, 2011* was designed to measure the effectiveness of government support given to businesses to assist them to employ staff. The target population for this survey was employers who had made use of wage subsidies paid through Job Services Australia, Disability Employment Services or the Indigenous Employment Program between 1 July 2010 and 31 December 2010. DEEWR engaged a consultant to undertake the research and fieldwork between May and June 2011.

The Employer Incentives Survey 2011 was a telephone survey of 2,200 employers who were identified in DEEWR's administrative data as having recently been paid a wage subsidy. Although some employers had employed multiple employees with subsidies they were asked specifically about their experiences with one employee, usually their most recently employed. To protect job seekers' privacy specific questions relating to job seekers were only asked where the person responding had been involved in the employees' recruitment. Overall, the majority of respondents (87 per cent) were aware that a wage subsidy had been received and of the staff member for whom it was received. Large employers were significantly less likely to recall their wage subsidy employee than smaller employers (70% of employers with 100 or more staff compared with 83 per cent of employers with between 20 and 99 staff and 90 per cent of employers with less than 20 staff).

Employment Assistance Survey

The Employment Assistance Survey is a longitudinal survey of job seekers which collected information on the type, quality and intensity of services delivered by Job Network and Job Services Australia, and the sustainability of their outcomes. This analysis uses survey data from Wave 5 as at 21 December 2010, which related solely to Job Services Australia. The survey was telephone based, and was conducted in-house by DEEWR.

Job Search Experience survey

This survey is run annually by the Australian Bureau of Statistics as a supplement to the monthly Labour Force Survey (LFS). Results in this report are from the survey conducted throughout Australia in July 2011. See the ABS website (<http://www.abs.gov.au>) for more information.

The Post Program Monitoring (PPM) Survey

The PPM survey is an ongoing mail and telephone survey run by the Department that collects information from job seekers who have participated in, or are participating in, employment assistance through Job Services Australia (JSA), Disability Employment Services (DES) and Indigenous Employment Program (IEP). The PPM survey collects data on job seekers' labour market and educational status after employment assistance, and what the job seeker thought of the assistance. Each year, approximately 400,000 job seekers are surveyed through this survey. Responses collected from January 2010 to January 2011 were used for this report.

PPM Training Placement Survey

Since the late 1980s DEEWR has used the Post-program Monitoring (PPM) Survey to measure the labour force and education status of labour market program participants around three months after assistance. The survey also collects a range of information on whether job seekers are undertaking a period of study or training, the type of educational institution they are attending, tenure of employment, average weekly income, data with satisfaction with services as well as any qualitative comments that job seekers may include in their survey response.

The Training Placement survey is a specialised survey conducted under PPM specifically in relation to training placements.

Research and Evaluation Dataset (RED)

A series of SAS dataset files that contain unit record level data for customers on income support payments (excluding Department of Veterans Affairs pensions) who were on an income support payment with duration of at least 1 day since 1 July 1998. Since June 2008 the majority of data is from the ISIS system in Centrelink. The record structure is an "event history" design for the majority of datasets. That is, each row will contain data for varying periods of time – until such time as there is a relevant event or change of state – with each row containing a start and end date for the relevant state.

Survey of Employers' Recruitment Experiences

The Surveys of Employers' Recruitment Experiences collect information on employer demand for labour/skills, including unfilled vacancies, occupations which are difficult to fill, number of applicants and reasons why applicants were unsuitable. The surveys are used by local stakeholders such as Local Employment Coordinators, employment service providers, training organisations and State/local government representatives to develop local employment strategies.

The surveys are the only source of ongoing, up to date information on employers' recent and expected demand for skills and labour at a local level. An important and effective feature of the work to date has been the delivery of survey results to local stakeholders via face-to-face regional labour market presentations, which combine the survey results with other sources of labour market data (for example, ABS data and DEEWR administrative data). The presentations allow stakeholders the opportunity to discuss the labour market issues in the region and possible responses to those issues.

Survey of Employers 2010

The Department of Education, Employment and Workplace Relations (DEEWR) regularly undertakes a survey of employers across Australia. The research aims to measure awareness, attitudes, and behaviours of employers in order to understand the recruitment market, and how it is functioning and evolving as the population and economy changes.

The 2010 Survey of Employers included both qualitative and quantitative research with employers across Australia. Qualitative research was primarily undertaken to inform the development of the quantitative survey, along with other aspects including cognitive interviews and pilot testing. Quantitative research involved a telephone survey (CATI) with n=5,523 employers, with data post weighted to be representative of Australian employers with one or more employees (by business size within industry within location).

Survey of Employment Service Providers, 2011

DEEWR has conducted the Survey of Employment Service Providers annually since 1999. The survey canvasses providers' views on the quality of contract management, information and support services provided by DEEWR and Centrelink, and issues related to the delivery of services during the year of interest.

In 2011, the views of providers delivering Job Services Australia (JSA) Stream Services and providers of Disability Employment Services (DES) were captured in one survey. A key focus of the 2011 survey was on providers' satisfaction with DEEWR's performance against the Employment Services Charter of Contract Management, along with their experiences in providing JSA and DES services.

ORIMA Research was engaged by DEEWR to conduct the 2011 Survey of Employment Service Providers. The 2011 survey program was comprised of two key components, namely:

- a quantitative online survey of employment service provider sites delivering JSA and/or DES contract services
- qualitative in-depth interviews with 20 Chief Executive Officers (CEOs) of service providers.

Appendix A1 Data tables for figures

Table A1.1: Discussions with job seekers (per cent) showing average proportion of job seekers who report having discussion, by topic category (per cent)

Stream	Proportion of Debits	Proportion of Job Seekers	Proportion of Transactions
Stream 1	3	13	5
Stream 2	30	40	33
Stream 3	29	26	31
Stream 4	27	19	27

Source: DEEWR administrative systems

View Figure 1.1: Discussions with job seekers (per cent) showing average proportion of job seekers who report having discussion, by topic category (per cent)

Table A1.2: Proportion of job seekers within eligible Streams who have received EPF assistance and the proportion of the total job seeker caseload across eligible Streams, as at 31 December 2011 (per cent)

Stream	Proportion of eligible job seekers who received EDF (within Stream)	Proportion of total job seeker caseload
Stream 1	15	34
Stream 2	60	28
Stream 3	68	18
Stream 4	77	13

Source: DEEWR administrative systems

View Figure 1.2: Proportion of job seekers within eligible Streams who have received EPF assistance and the proportion of the total job seeker caseload across eligible Streams, as at 31 December 2011

Table A1.3: Proportions of job seekers receiving first EPF transactions by period of service (for job seekers who received EPF)

Period of Service (weeks)	All Streams (%)	S1 (%)	S2 (%)	S3 (%)	S4 (%)
0	5.2	1.8	5.7	6.0	5.7
1	12.3	3.6	14.8	13.0	12.9
2	18.8	5.0	22.9	19.4	19.9
3	24.6	6.2	30.0	25.2	26.2
4	29.9	7.3	36.4	30.7	32.0
5	34.5	8.3	42.1	35.5	36.9
6	38.7	9.3	47.1	39.9	41.2
7	42.4	10.1	51.7	43.9	45.1
8	45.9	10.9	55.8	47.5	48.6
9	49.0	11.7	59.5	50.9	51.9
10	51.8	12.6	62.8	53.9	54.9

Period of Service (weeks)	All Streams (%)	S1 (%)	S2 (%)	S3 (%)	S4 (%)
11	54.4	13.7	65.8	56.7	57.5
12	56.9	15.4	68.5	59.3	60.0
13	59.5	19.7	70.9	61.6	62.3
14	62.4	26.4	73.2	63.7	64.5
15	65.2	33.6	75.2	65.7	66.5
16	67.9	41.0	77.2	67.6	68.4
17	70.3	47.8	78.9	69.3	70.1
18	72.6	54.2	80.4	71.0	71.7
19	74.7	59.9	81.9	72.5	73.2
20	76.7	64.7	83.2	73.9	74.7
21	78.3	68.7	84.5	75.2	76.0
22	79.8	71.9	85.6	76.5	77.2
23	81.2	74.7	86.7	77.6	78.4
24	82.4	77.2	87.6	78.7	79.5
25	83.5	79.3	88.4	79.7	80.5
26	84.6	81.1	89.3	80.7	81.6
27	85.5	82.6	90.0	81.7	82.5
28	86.4	84.1	90.8	82.6	83.5
29	87.3	85.3	91.4	83.5	84.3
30	88.1	86.4	92.1	84.3	85.2
31	88.8	87.4	92.7	85.1	85.9
32	89.5	88.3	93.2	85.9	86.7
33	90.1	89.2	93.7	86.6	87.3
34	90.7	89.9	94.1	87.2	87.9
35	91.2	90.6	94.5	87.8	88.5
36	91.7	91.2	94.9	88.3	89.1
37	92.1	91.8	95.2	88.9	89.7
38	92.5	92.2	95.5	89.4	90.1
39	92.9	92.7	95.8	89.8	90.6
40	93.3	93.1	96.1	90.3	91.1
41	93.7	93.5	96.4	90.7	91.5
42	94.0	93.8	96.6	91.2	91.9
43	94.3	94.1	96.8	91.6	92.3
44	94.6	94.5	97.1	91.9	92.7
45	94.9	94.8	97.3	92.3	93.1
46	95.2	95.1	97.5	92.6	93.4
47	95.4	95.3	97.6	92.9	93.8
48	95.7	95.5	97.8	93.2	94.0
49	95.9	95.7	97.9	93.6	94.4
50	96.1	95.9	98.1	93.9	94.7
51	96.3	96.1	98.2	94.2	94.9
52	96.5	96.3	98.3	94.4	95.2

View Figure 1.3: Proportions of job seekers receiving first EPF transactions by period of service (for job seekers who received EPF)

Table A1.4: Distribution of EPF assistance across various job seeker characteristic indicators as at 31 December 2011

	% Total EPF	% Transactions	% JS Count
Remote	5.6	7.4	4.4
Indigenous	16.3	18.2	14.2
People with a			
Disability	22.0	21.6	20.4
Homeless	14.8	14.7	13.0
Ex-Offender	14.8	14.6	13.5
Refugee	4.4	4.3	4.6

View Figure 1.4 Distribution of EPF assistance across various job seeker characteristic indicators as at 31 December 2011.