

**Senate Standing Committee on Education Employment and Workplace  
Relations**

**QUESTIONS ON NOTICE  
Additional Estimates 2010-2011**

**Outcome 4 - Employment & Participation Policy**

**DEEWR Question No.EW0928\_11**

**Senator Siewert provided in writing.**

**Question**

**EMPLOYMENT ASSISTANCE & INCOME SUPPORT**

Please provide average unit and total costs for each Stream of JSA assistance during 2009-10, broken down into three categories: service fees, EPF credits spent, and outcome payments.

**Answer**

The Department does not currently use individual job seeker records or disaggregated data to provide unit and total cost of Job Service Australia assistance per stream.

Providing a unit cost amount for a single point in time is not possible because many factors influence the unit cost of assistance, including:

- transition costs involved when moving existing job seekers from Job Network (where expenditure has occurred prior to 1 July 2009) to Job Services Australia (where expenditure is incurred from 1 July 2009);
- seasonal fluctuations in commencements;
- evolving expenditure patterns as the new employment services market matures and develops;
- the changing profile of the job seeker cohort as more job seekers become eligible for Work Experience and transition to higher streams;
- changing labour market conditions (e.g. the global financial crisis and its aftermath);
- changing policy circumstances (e.g. access to Stream 2 for redundant workers.); and
- the impact of assistance accessed in other programs (e.g. wage subsidies through the Indigenous Employment Program).

The Department reports on cost per employment outcome in the Portfolio Budget Statements and Annual Reports, because this provides a fixed point at which to assess the data and aggregate the cost of assistance to job seekers. It also provides a simple measure of the effectiveness and efficiency of the JSA model in obtaining employment outcomes, which is comparable to the measures used in other employment programs over time.

The actual cost per employment outcome for employment services delivered by Job Services Australia in the 2009 – 2010 financial year was \$2,079 for Streams 1–3 and \$11,442 for Stream 4. Stream 4 employment outcomes are higher than Streams 1-3 as Stream 4 job seekers are highly disadvantaged and receive more intensive servicing.

The cost per employment outcome for employment services is calculated as the sum of the unitcost of job seekers assisted divided by the number of job seekers employed (as measured through the department's Post ProgramMonitoring survey).