

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION
LEGISLATION COMMITTEE**

**2004-2005 BUDGET SENATE ESTIMATES HEARING
31 MAY AND 1 JUNE 2004**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome 1: An effectively functioning labour market

Output Group 1.2: Labour market programme management and delivery

Output 1.2.4: Mutual Obligation Initiatives

Question Number: W045-05

Question:

Senator Barnett asked at *Hansard* page 58:

Please expand/provide details of those surveys carried out on the level of satisfaction of Work for the Dole participants.

Answer:

The department conducts regular surveys of Work for the Dole participants to determine the level of satisfaction with the programme. Two surveys are described below.

1. The In Programme Monitoring (IPM) survey
 - IPM is conducted on an ongoing basis and participants are surveyed after 13 weeks participation in Work for the Dole.
 - The survey is designed to measure the benefit to participants of their involvement in Work for the Dole.
 - The following information is collected through the survey:
 - Satisfaction levels of clients in relation to the placement they are undertaking, the assistance they have received from their Community Work Co-ordinator, and whether they feel Work for the Dole is of value to the community; and
 - whether participants feel their involvement in Work for the Dole has improved their job search skills and their prospects of gaining employment.
 - 85% – 90% of respondents indicate that they are satisfied or very satisfied with these aspects of Work for the Dole, and that their

involvement has improved their job search skills and their prospects of gaining employment.

- The response rate to the survey is approximately 60%.

2. The Post Programme Monitoring (PPM) survey

- PPM is conducted on an ongoing basis and participants are surveyed around three months after exiting a Work for the Dole activity.
- The survey primarily asks questions in relation to the current labour force status of participants, but information on the level of satisfaction with the assistance they received is also collected.
- 84% of participants indicate that they are satisfied or very satisfied with their Work for the Dole placement, in terms of the overall quality of assistance and service that they received.
- The response rate is around 50%.