

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

**2005-2006 BUDGET SENATE ESTIMATES HEARING  
30 ,31 MAY and 3 JUNE 2005**

**EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

**Outcome 1: Efficient and effective labour market assistance**

**Output Group: 1.2 Labour market programme management and delivery**

**Outputs: 1.2.2 Employment Services**

**Question Number: W145-06**

**Question:**

Senator Wong provided in writing:

What was the average unit cost of Intensive Support and Intensive Support Customised Assistance in 2004 (not unit cost per outcome)?

**Answer:**

The average unit cost of Intensive Support can not be sensibly calculated as it is not a discreet service but a phase of the Active Participation Model that consists of many components such as Job Search Training; Intensive Support Customised Assistance; part of Job Placement, and some registration and contact costs.

The Department publishes details of unit cost and cost per employment outcome in reporting on the evaluation of employment services. Evaluations account for the full cycle of service delivery from implementation to the achievement of sustainable employment outcomes. It is not practical to calculate these details for 2004, the first year of APM operation, as this period includes significant one-off implementation effects during the first year of APM. Unit costs will be published in the near future when the full contract cycle including job outcomes can be fully accounted.

The approximate forecasted average unit cost of Intensive Support Customised Assistance (1 & 2) commencements is \$853.76.