The **assessment and streaming** of jobseekers is *pivotal* in determining the level of assistance jobseekers receive, and the payments to providers for providing this support.

Our research, involving surveys of frontline staff and case studies of high performing providers, finds that **this process is deeply problematic**:

- There is *widening gulf* between how jobseekers are streamed and frontline staffs’ views of clients
- Much *valuable time* is spent working to correct how clients are officially streamed

### Of 106 jobseekers followed over 18 months with high-performing providers

<table>
<thead>
<tr>
<th>Stream A (job ready)</th>
<th>Stream B</th>
<th>Stream C (more difficult)</th>
<th>1. Easier to place</th>
<th>2.</th>
<th>3.</th>
<th>4. More difficult to place</th>
</tr>
</thead>
<tbody>
<tr>
<td>39.2%</td>
<td>42.9%</td>
<td>16.4%</td>
<td>23.1%</td>
<td>16.4%</td>
<td>18.7%</td>
<td>41.7%</td>
</tr>
</tbody>
</table>

**Official caseload categorisation**

**How frontline staff view their caseload**

<table>
<thead>
<tr>
<th>24 re-categorised in some way during their period of service with the provider</th>
</tr>
</thead>
</table>

**113,549 jobseekers re-streamed** during their period of assistance out of all those on the national Jobactive caseload in 2017

**48,049 jobseekers moved to DES** from Jobactive in 2017, more than #Stream Cs (29,310) who gained 26 weeks or more of employment during first 35 months of Jobactive

- The first thing that I did was I got him an appointment with the psychologist ... had his ESAt, he got his reduced work capacity.
- We are very, very good at identifying a Stream A that should be a Stream C ... This site is very good at recognising that.
- I would say they're [the assessments] probably about 60 to 70% accurate and then “Good Luck.”
- You might be straight out of prison and you’re an A. Who knows?
- We don’t know what the measuring stick is anymore.

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4. Data provided by the Department of Employment [Department of Jobs and Small Business] in response to an information request by the researchers.