

Senate Standing Committee on Community Affairs

SUPPLEMENTARY ESTIMATES – 21 OCTOBER 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Job Seeker – Use of Computer

Question reference number: HS 12

Senator: Siewert

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Question:

Senator SIEWERT - I really want to get this clear so that I do not go away with a misunderstanding. You are telling me that you have job seekers coming in that have never used a computer and their job service providers have not found that out?

Ms Drayton - That is the feedback from some of the very vulnerable job seekers we had very recently. There was some feedback from one of the areas where that was certainly the case.

Senator SIEWERT - Is that being followed up in terms of going back to their JSA provider?

Ms Drayton - I can follow that up. I am not sure whether it has been. I do not have the details of the case. It was reported back through the areas. I can certainly follow that up with the area that raised it.

Senator SIEWERT - I am amazed that you could get job seekers coming into a Centrelink office who have been in the system—we are talking now about the people that have been already part of the process, are we not? So, not the Job Ready mob?

Ms Drayton - It could have been Job Ready. We do this—

Senator SIEWERT - How could they be Job Ready and have never touched a computer before?

Ms Drayton - It could be from any of the strains where people are having the opportunity to lodge their SU19 online for the first time.

Senator SIEWERT - I would really appreciate it if you could get back to us with whether that has been followed up with the service provider.

Ms Drayton - I can do that.

Answer:

In the week of the Senate Estimates hearing, feedback was received from one of Centrelink's Areas about customers who had initially been reluctant to use Centrelink's online service. After assistance and support from Centrelink's Customer Service Advisers, they now feel more confident to report via self-service and use online services for other Centrelink business. The feedback was not in relation to any specific customers and therefore Centrelink is not able to advise if the customers were or were not job ready.

The feedback Centrelink received from customers about self service has been conveyed to the Department of Education, Employment and Workplace Relations.