

## Senate Standing Committee on Education and Employment

### QUESTIONS ON NOTICE Supplementary Budget Estimates 2013-2014

#### Outcome 3 - Employment

Department of Employment Question No. EM0092\_14

Senator Siewert provided in writing.

#### Question

##### Employment and Participation Policy

Please update DEEWR Question no. EW0975\_11 , EW0948\_11 and EW0949\_11

#### Answer

*Refers to previous DEEWR Question No EW0975\_11*

#### Stream services

##### Question

1. What percentage of each Stream have transferred Streams?
2. How many calls have been received by the Job Seeker hotline in the last 6 months?
3. How many of these have been complaints about the service they have received?
4. How many of these have been from Stream 1 job seekers?
5. How many job seekers have transferred providers due to relocation?
6. How many job seekers have transferred providers due to wanting a new provider?

#### Answer

1. As at 30 September 2013, the proportion of job seekers who moved to a higher stream since 1 July 2009 is:
  - 17.4% of job seekers that entered Job Services Australia via Stream 1 up-streamed to a higher stream;
  - 13% of job seekers that entered Job Services Australia via Stream 2 up-streamed to a higher stream, and
  - 6.6% of job seekers that entered Job Services Australia via Stream 3 up-streamed to Stream 4.
2. From May to October 2013, 16,861 **contacts** (calls, emails and letters) were received by the department's Customer Service Line.

Of the 16,861 contacts received, the department classified 4,135 as Job Services Australia related complaints (24.5%). These complaints cover a range of matters including Department of Human Services (Centrelink) services, Job Services

Australia services, departmental services (such as Australian Job Search) and other job seeker IT applications.

3. Stream 1 job seekers make up 849 (20.5%) of these complaints.
4. As at 30 September 2013, 1,024,995 job seekers transferred due to **changing address** (relocation).
5. As at 30 September 2013, 270,707 job seekers had requested a change of provider for the following reasons:
  - 242,436 job seekers requested a transfer due to better accessibility to the new provider site or the new provider had specialist services;
  - 55,985 job seekers requested a transfer due to job seeker personal reasons; and
  - 306 job seekers requested a transfer due to irretrievable breakdown with their provider.

Please note a job seeker can have transferred for multiple reasons

Refers to previous DEEWR Question No EW0948\_11

## Stream services and employment outcomes

### Question

1. Can the Department please provide the numbers of job seekers in each Stream? 2. What percentage of each Stream have achieved a 13 week employment outcome? 3. What percentage of each Stream have achieved a 26 week employment outcome?

### Answer

Job Services Australia Caseload as at 30 September 2013

Stream	Point in time count of job seekers
Eligibility not determined	3,755
Stream 1 limited	13,120
Stream 1	243,708
Stream 2	192,676
Stream 3	149,731
Stream 4	155,980
Total	758,970

13 and 26 outcome rates for the period 1 July 2009 to 30 September 2013

Stream	13 Week Outcome Rate	26 Week Outcome Rate
Stream 1	14.4%	9.8%
Stream 2	34.2%	24.0%
Stream 3	26.7%	16.6%
Stream 4	20.9%	12.2%

13 and 26 week outcome rates are a flow measure and are derived by dividing the number of outcomes achieved for the period 1 July 2009 to 30 September 2009 by the number of job seeker commencements for the same period.

It should be noted, that job seekers are not included in the count of commencements, if the provider would not be entitled to claim a 13 or 26 week outcome payment for them. Examples of job seekers excluded from the commencement count are job seekers

- being serviced in Stream 1 who have not completed 52 weeks in Job Service Australia; and
- who have not completed 13 or 26 weeks in Job Service Australia.

*Refers to previous DEEWR Question No of EW0949\_11*

### **Duration of unemployment**

#### **Question**

1. For Stream 1 job seekers, what is the average duration of unemployment? 2. How many Stream 1 job seekers have been unemployed for 12 months or more? 3. How does this compare with the average duration of unemployment by Stream 2 job seekers?

#### **Answer**

As at 30 September 2013:

1. The average duration of unemployment for Stream 1 job seekers is eight months.
2. 50,518 Stream 1 job seekers have been unemployed for 12 months or more.
3. The average duration of unemployment for Stream 2 job seekers is 18 months.