

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

**2005-2006 ADDITIONAL SENATE ESTIMATES HEARING  
16 FEBRUARY 2006  
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**

**Output 1.2.2: Employment Services**

**Question Number: W666-06**

**Question:**

Senator Crossin asked at *Hansard* page 8:

Considering the results of a recent AC Nielsen survey commissioned by the Brotherhood of St Laurence and Jobs Australia, does the Department have any plans to review how the Job Network services Indigenous clients?

**Answer:**

No. The preliminary findings from this survey of frontline workers in the Job Network have helped to inform a range of ongoing discussions between Job Network providers and the department.

The department continuously reviews the performance of Job Network, including for specific client groups such as Indigenous job seekers, through its contract management and programme assurance framework. The department also participates by invitation in industry special interest groups to look at continuous improvement of services to Indigenous Australian job seekers in the Job Network.

Performance data shows that Job Network is achieving record outcomes for Indigenous job seekers.