

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Additional Estimates 2010-2011**

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0975_11

Senator Abetz provided in writing.

Question

STREAM SERVICES

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 28 February 2011, the proportion of jobseekers who have moved to a higher stream since 1 July 2009 is:
 - 21% of Stream 1 participants upstreamed to Stream 2,
 - 12% of Stream 2 participants upstreamed to Stream 3, and
 - 8% of Stream 3 participantsupstreamed to Stream 4.

A job seeker can be moved into a higher Stream as a result of a change in level of disadvantage as determined by a Job Seeker Classification Index or a Job Capacity Assessment.
2. From July to December 2010, 15 447 contacts were received by the department's Customer Service Line.
3. Of the 15 447 contacts received, the department classified 6 036 as complaints. Complaints cover a range of matters including Centrelink services, JSA services, Departmental services such asAustralian Job Search and other job seeker IT applications.
4. Stream 1 job seekers make up 1 103 of these complaints.
5. and 6. Refer to EW0950_11