

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

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

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0979_11

Senator Siewert provided in writing.

Question

**JOB SERVICES AUSTRALIA ON THE APY LANDS - BACKDATE
REGISTRATIONS**

Is it DEEWR's practice to provide JSA Providers concessions to 'backdate' registrations of job seekers who have already entered into employment, to enable the JSA to claim employment outcomes? (IF YES)..... a. How many job placements have the JSA on the APY Lands been granted 'concessional backdated' registrations for? b. On average, what period of time did the APY Lands' provider spend with each client, prior to their employment commencement to warrant backdated registrations and employment outcome payments c. How many hours has each client received in post placement support directly from the JSA since they commenced employment d. In monetary terms, what figure does this concession represent in funded outcome payments for the JSA?

Answer

Neither Centrelink nor Job Services Australia (JSA) providers can backdate the registration of a participant. However, in the normal course of business, there are lags in time between some actions being taken and then recorded in the IT system that JSA providers use. For example, a JSA provider may meet with and register a job seeker on one day but may not be able to record that registration in ESS until the following day. These time lags will be exacerbated by a range of circumstances including IT access and connectivity issues in remote locations and natural disasters such as the recent floods in Queensland.

The Department has not made any concessions for funded outcome payments for the JSA provider on the APY Lands. The start date of the job placements of seven job seekers in the APY Lands was adjusted until data entry associated with their registration could be completed in the IT system. The adjustments were approved by the contract manager during October and November 2010. This did not impact the provider having to meet the requirements for outcome payments under the Employment Services Deed 2009-12. For example, the fee for a 13-week job outcome would only have been paid for job seekers who spent the requisite 13 weeks in employment.

JSA providers are not required to record the amount of time spent with each participant, but will generally record that a contact has occurred. JSA is designed to provide flexible, tailored services that are customised to meet the individual needs of each job seeker, rather than a one-size-fits-all approach. For that reason, the amount of time spent with each job seeker, including when providing post placement support, will vary depending on the circumstances of each individual.