

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

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

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0991_11

Senator Siewert provided in writing.

Question

JOB SERVICES AUSTRALIA ON THE APY LANDS - TIME SPENT

On average, how long did the APY Lands' JSA provider spend with each client in the process of preparing his or her employment pathway plan?

Answer

JSA providers are not required to record the amount of time spent with each job seeker in preparing his or her Employment Pathway Plan (EPP), but only that the contact occurs. 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 preparing EPPs with each job seeker may vary depending on the circumstances of each individual. One available indicator for the effort that is made in the APY lands in terms of EPPs is the proportion of plans that are updated. Of the 513 job seekers registered with Complete Personnel in the APY Lands who had plans in place at the end of December 2010, 60 per cent had had their plans updated, some multiples times.