



**Australian Government**

**Department of Education, Employment and Workplace Relations**

Committee Secretary  
Education, Employment and Workplace Relations – Legislation Committee  
Parliament House  
CANBERRA ACT 2600

Dear Secretary

I am writing to you regarding a correction to information supplied in response to a question on notice from the February 2012 Additional Budget Estimates.

Following the February 2012 Additional Budget Estimates hearings, Senator Siewert submitted a question on notice regarding job seeker access to employment. Please refer to question EW1034\_12.

It has recently come to my attention that a data processing error resulted in some incorrect information being included in our response to the above question. Please find below a marked up version of the answers with the necessary corrections.

I would appreciate it if you could draw this fact to the attention of the Committee and I apologise for any inconvenience.

Yours sincerely

  
Moya Drayton  
Group Manager  
Job Services Australia Group

30 November 2012

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

**QUESTIONS ON NOTICE  
Additional Budget Estimates 2011-2012**

**Outcome 4 - Employment**

**DEEWR Question No. EW1034\_12**

**Senator Siewert provided in writing.**

**Question**

***Access to employment***

1. Do JSP's help clients access employment networks? How? 2. How many clients find jobs without assistance from their JSP? (Please provide the total number of people who exit the JSP program and then the number of people for whom the JSP collects a job placement fee, the number of people who exit onto other benefits, the number of people who find a job without triggering a JSP payment and the number of people unaccounted for under the options above) 3. Given that a large number of people access employment through their personal networks and the very vulnerable have small networks, how do JSP's assist these people?

**Answer**

***Access to employment***

*1. Do JSP's help clients access employment networks? How?*

Yes. Job Services Australia (JSA) providers have their own business models, practices, and activities relevant to their local labour market and employer requirements. There are a range of activities that JSA providers engage in to assist job seekers to link with employers and find jobs; for example, participation in Government Jobs Expos. The Australian JobSearch (JobSearch) web site is accessible to employers, JSA providers and job seekers. JobSearch provides information about jobs, working conditions, careers and training. JobSearch is located at [www.jobsearch.gov.au](http://www.jobsearch.gov.au).

Connection to local community networks and volunteer work is arranged including referrals to community agency support.

***Access to employment***

*2. How many clients find jobs without assistance from their JSP? (Please provide the total number of people who exit the JSP program and then the number of people for whom the JSP collects a job placement fee, the number of people who exit onto other benefits, the number of people who find a job without triggering a JSP payment and the number of people unaccounted for under the options above).*

All job seekers who attend their Initial Interview with their JSA provider will receive assistance with their job search activities and with preparation for employment.

All job seekers who attend their Initial Interview are assisted with:

- o preparing a resumé;

- o advice about local labour market opportunities, including an initial list of current vacancies;
- o advice about job search methods;
- o advice about local training opportunities, including foundation skill training such as the Language, Literacy and Numeracy Program; and
- o access to on-site computers, newspapers and other job search facilities.

At subsequent appointments with their Job Services Australia provider, job seekers will negotiate an Employment Pathway Plan which may include training, work experience, foundation skills development or other activities to enable them to prepare for work.

The most job-ready job seekers who receive Stream 1 services will attend an initial interview with their JSA provider and are then managed by Centrelink for the next 13 weeks. After the first 13 weeks, these job seekers are serviced by their JSA provider. Regardless of the assistance provided, JSA providers are not eligible to claim Outcome Fees for Stream 1 job seekers until their Period of Service is over 12 months.

Not all job seekers who find employment will exit Job Services Australia. Job seekers may for example work-part time, remain on income support and continue to receive employment assistance.

The reason clients exit employment services is not recorded by Centrelink. The department records 13 week employment Outcomes achieved. For the period 1 July 2009 to 30 November 2011, 389,721 13 week employment outcomes were achieved. Not all of these outcomes would result in the job seeker exiting JSA.

JSA provides employment services to a range of job seekers, including persons in receipt of Disability Support Pension, Parenting Payments, Carers Allowance and youth (15 to 21 years) not in receipt of income support, in addition to those in receipt of Newstart and Youth Allowance (other). The proportion of job seekers moving off Newstart or Youth Allowance (other) for each Stream are reported in the Departments' Portfolio Budget Statements and Annual report and are summarised in the following table.

Three month off-benefit outcomes – year ending June 2011

	Proportion of job seekers assisted
Completely off-benefit	36.4%
Moved to other benefit type	9.2%
Total not on NSA/YA(o)	45.6%

Note that clients who move from Newstart and Youth Allowance (other) to other income support payments may still be eligible to access JSA services and therefore do not necessarily exit JSA.

**Access to employment**

3. Given that a large number of people access employment through their personal networks and the very vulnerable have small networks, how do JSP's assist these people?

The average length of time for job seekers in Job Services Australia for Stream 1 is 6 months, Stream 2 is 15 months, Stream 3 is 42 months and Stream 4 is 39 months. This indicates that most job seekers require intensive assistance to prepare for and get jobs.

JSA providers work with job seekers to develop an Employment Pathway Plan (EPP) and use the Employment Pathway Fund to support the job seeker's agreed EPP.

JSA providers work more intensively with the most disadvantaged job seekers during regular contacts. Disadvantaged job seekers have complex and / or multiple non vocational barriers that may prevent them from obtaining and sustaining employment or undertaking further skills development. JSA providers are able to deliver a range of services to disadvantaged job seekers to address their identified barriers. Some examples of services provided are, workplace assessments, assistance with accommodation and transport; drug, alcohol and gambling counseling and medical, personal, socio-cultural and legal support.

JSA is working for job seekers with over 1 million job placements since its inception in July 2009, an improvement of almost 70 per cent compared to its predecessor, Job Network.