

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

**2004-2005 BUDGET SENATE ESTIMATES HEARING
31 MAY AND 1 JUNE 2004**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome 1: An effectively functioning labour market

Output Group 1.2: Labour market programme management and delivery

Output 1.2.2: Employment Services

Question Number: W095-05

Question:

Senator Webber asked at *Hansard* page 42:

A certain job seeker was referred to a provider, but before an interview took place the job seeker phoned and advised that they had obtained secure full-time work. Several days later the job seeker received a 'preparing for work' agreement in the mail asking him to sign and return it to the provider. The job seeker had never had prior contact with that provider however he was asked to sign a presigned contract. Would that be brought to the attention of the department? Would the department find that unusual?

Answer:

The Department maintains a Customer Service Line for job seekers to make enquiries or raise concerns about Job Network services. An incident matching these particulars was brought to the Department's attention through the Customer Service Line on 3 May 2003.

Job seekers referred to Job Network are not required to sign a Preparing for Work Agreement or Job Search Plan if they find employment before the commencement of assistance from their Job Network member. The request to do this was unusual.

The Customer Service Line call was fully investigated by the Department. It was found that this incident was the result of an error on the part of the provider's staff relating to the correct method for recording a job seeker's exit from the Job Network caseload in this circumstance. The Department was satisfied that the error was an isolated incident and the Job Network member issued advice to its staff about the correct procedures to be used. The application of correct procedures is being followed up in routine monitoring by the Department.