

EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS

**SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE
2008-09 BUDGET ESTIMATES HEARING**

Outcome 8

DEEWR Question No. EW274_09

Senator Abetz provided in writing.

Question

Employment Services Review

- i.) Under the new contract, what are the proposals to ensure contractual obligations around frequency of servicing job seekers are being met?
- ii.) The Discussion Paper on '*The Future of Employment Services in Australia*' predicts that under the new contract, more job seekers will be meeting their requirements and thus avoiding non-payment penalties. How does the new contract intend to decrease non-compliance?

Answer

- i.) Table 2 in Clause 51.1 of the draft Employment Services Contract 2009-12 in the *Exposure Draft of the New Employment Service 2009-12 Purchasing Arrangements* sets out minimum contact requirements for providers. For all streams, it is a requirement that providers will have regular face-to-face contact with the job seeker unless there are exceptional circumstances.
- ii.) The proposed new employment services system is designed to be flexible and allow providers to design individually tailored services to meet job seekers' needs. This will ensure job seekers are better engaged in the process of finding sustainable and worthwhile employment and will be less likely to fail to meet their requirements. The new, more work like 'no show no pay' penalty will ensure job seekers feel the immediate consequences of any non-compliance, providing a significant deterrent.