

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

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

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0324_12

Senator Abetz asked on 31/05/2011, Hansard page 22.

Question

JSA Caseload Suspension For Sydney

Senator ABETZ: Of course, but you do want them to be appropriately remunerated because otherwise they will no longer provide a good service. There is another example here that provides, Sydney-wide, a caseload with 32 per cent; there is one of 39, one of 32, in the Sydney area. Ms Paul: I think Ms Parker was just going to talk about that. CHAIR: We might actually break now and resume at— Senator ABETZ: If they answer this question, that would be all I have in this discrete area of jobs services. CHAIR: You should do that then. Ms Parker: I just want to make the point that providers have a number of jobseekers that they are contracted to work with, but we have tolerances, which means that they can go over their number of jobseekers, and it does take account of that. If a jobseeker is suspended and they are therefore not getting service fees for them, they can take on more jobseekers; it is a demand-driven system. We monitor the providers. None of them have reached their—they are not full, in other words. While they might like to have more people giving them service fees, none of them are in a position where they cannot take any more and they are suffering financially for it. As I said, we monitor it very carefully. Ms McKinnon: The other consideration is that, while the jobseeker might be suspended, the JSA is not getting service fees. If they are suspended because of training or employment, the provider is then likely to get a 13 or 26-week outcome. Ms Paul: The bottom line is they are paid when they get an employment outcome on the whole. That is the same as it was in the past and it is really important to— Senator ABETZ: Yes, but if the strike rate is becoming more difficult because of Centrelink suspensions, then that is something that at least we should be conscious of and monitoring. Ms Paul: Yes. We do monitor. Senator ABETZ: The figures you will provide, especially if you are able to provide them on a regional basis, if that does not create too much work, rather than the national broad-brush approach, that might indicate that those that have complained to me are not just whingers but in fact have a specific problem in a specific area, in comparison to the vast majority. Ms Paul: Perhaps what we could do is either just give you them globally regionally, if it is easy. If it is not easy, perhaps we can look at those two areas. Senator ABETZ: Yes. Ms Paul: Which was the Sydney area? Senator ABETZ: Sydney and Caboolture, in Queensland. Ms Paul: Where in Sydney, though; east, west, inner? Senator ABETZ: I am just a country boy and I only know Sydney as Sydney. Ms Paul: We will look for the high figure. Ms Parker: We are happy to raise it with Centrelink. Senator ABETZ: Thanks.

Answer

Data as at 31 May 2011

Labour Market Region (LMR) Name	Employment Services Area (ESA) Name	Total number Suspended	Total JSA Caseload	Percent Suspended
Sydney LMR Total	(Multiple)	26,518	121,504	21.8%
Brisbane	Outer North Brisbane QLD	2,748	12,395	22.2%
National Total		164,576	759,829	21.7%

Caboolture is in the Outer North Brisbane ESA