

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

**QUESTIONS ON NOTICE
Budget Estimates 2012-2013**

Outcome 3 – Employment

DEEWR Question No. EW0243_13

Senator Cash asked on 29 May 2012, Hansard page 36

Question

Department's guidelines about what differentiated a brokered outcome over an assisted outcome

Senator CASH: Does the department agree with that, that the department's guidelines were at fault and there were people making inaccurate claims? Ms Parker: We have made a number of changes to our guidelines over time. We can outline those if you wish. Senator CASH: If you could take that on notice to outline them—

Answer

Outcomes anchored from 1 July 2009 started to fall due from 29 September 2009, with 26 Week Outcomes becoming available from 29 December 2009. It therefore took time in the new model for a pattern of data to be available to support measured policy and program changes.

In October 2009, after a number of operational queries relating to the administration of Job Services Australia Outcomes policy from providers, the Department published a Provider Brokered Fact Sheet to complement the Outcome Guidelines and clarify the policy intent and requirements for achieving a Provider Brokered Outcome (PBO).

To further complement existing products, the Department developed a strategy to address the issues about the intent and operational application of PBO policy and implemented the following changes to guidelines and supporting documentation:

- 24 February 2011 – Reissued clarification on PBO policy and included Case Studies. This was completed in broad consultation with the DEEWR State Network to ensure it addressed questions arising at the Account Manager and operational Contract Management level.
- 3 March 2011 – JSA providers were reminded of the clarification already provided on PBO policy and Outcome Guidelines.
- 6 May 2011 – The first in a series of enhancements were made to the Employment Services System (ESS). Guidelines and operational material were updated to reflect improved systems functionality.

- 10 May 2011 – The PBO Employment Outcomes Fact Sheet was published with additional case studies.
- 20 June 2011 – The Documentary Evidence Guidelines were strengthened with a stronger evidentiary requirement.
- 1 July 2011 – an enhancement was made to ESS, which reinforced business parameters around claiming Provider Assisted and Provider Brokered Outcomes. Operational policy documentation and guidelines were updated to reflect improved ESS functionality.
- 5 December 2011 – an additional enhancement was made to ESS. Operational policy documentation and guidelines were updated to reflect improved ESS functionality.