

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

**2006-2007 SUPPLEMENTARY BUDGET SENATE ESTIMATES HEARING
2ND NOVEMBER 2006**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome 1: Efficient and effective labour market assistance

Output Group 1.2: Labour market programme management and delivery

Output 1.2.2: Employment Services

Question Number: W965-07

Question:

Senator Wong asked in writing:

Contact Model – When income support recipients attend fortnightly contact interviews with Centrelink, will Centrelink staff also assess what services and assistance that job seekers might need to help them find employment? For example, will Centrelink staff discuss job seekers satisfaction with their employment service provider at helping them to find paid work?

Answer:

During the fortnightly Centrelink Participation Contact Interview, Centrelink staff will discuss each job seeker's progress toward finding employment. During this process it may be identified that a job seeker may benefit from additional and/or alternative assistance. Referral to assistance will occur as per current arrangements.

Job seekers are encouraged, in the first instance, to raise any concerns they may have with their PAGES. If job seekers are dissatisfied with how their PAGES respond to their concerns, or feel that they cannot discuss the issue directly with their PAGES, they can contact the free DEWR Customer Service Line on 1800 805 260 (an interpreter can be arranged on request). The Customer Service Officer will ensure that appropriate follow-up action is undertaken.