

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

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

Outcome 3 - Employment

DEEWR Question No. EW0554_13

Senator Siewert provided in writing.

Question

Changing employment service providers

In 2011-12, how many and what percentage of job seekers are involved in exercising a choice in their employment service provider? In 2011-12 how many job seekers requested a change of provider due to an irreconcilable breakdown in the relationship? Of these requests, how many were granted?

Answer

All eligible job seekers are able to choose a Job Services Australia (JSA) provider in their Employment Services Area from a list to be produced by the Department of Human Services (DHS) or an Employment Services Assessor. Job seekers will have access to service and performance information about the available JSA providers, to assist them in making an informed choice.

For job seekers who do not wish to choose a JSA provider, DHS use a random allocation process in the DEEWR's Employment Services System. This process ensures referral to an appropriate JSA provider with available appointments and business share, which services the job seeker's postcode and eligible Stream.

In 2011-12, 710,613 (98 per cent) of job seekers chose their own employment service provider.

DHS allocated JSA providers for 13,309 (2 per cent) job seekers who did not wish to choose a JSA provider.

The Department has a record of receiving 55 requests from job seekers in 2011-12 for a relationship failure with their JSA provider. Of these requests, 44 (80 per cent) were approved and 11 (20 per cent) were declined.