

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 23 May 2005

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(268) Output 2.1: Settlement Services

Senator Hurley (L&C 27) asked:

Do refugees have any access to training in job seeking? How would that occur?

Answer:

The provision of employment-related services to the Australian community is the responsibility of the Department of Employment and Workplace Relations. In response to this question DEWR has advised the following:

Refugees are eligible for the full range of Job Network services if they qualify for government income support, such as the Newstart Allowance or the Parenting Payment. However, they may choose to access periods of exemption to give them time to settle into their new community.

Job Network services include formal and informal training in job search and employment related activities. The level of assistance increases depending on the job seeker's level of labour market disadvantage or the length of time they are accessing the service. Further, the flexibilities offered under the Active Participation Model (APM) of employment services allow Job Network members to tailor assistance to specific needs and barriers faced by job seekers, including refugees.

In recognition of the disadvantage faced by certain groups in the labour market, the Australian Government has granted specific groups early access to a higher level of service. For example, job seekers identified as 'highly disadvantaged' will have immediate access to the customised assistance available in the 'Intensive Support' programme, and eligible mature aged, Indigenous, and young job seekers may receive early access to Job Search Training.

Training provided by Job Network services may include:

- Job Search Support
 - advice on job search techniques, career options, employment programmes and help to create on-line resumes to match suitable job vacancies.
- Intensive Support
 - 100 hours of formal and informal training in job search activities tailored to the job seekers needs. This includes expanding job search networks, writing resumes, preparing job applications, interview techniques and presentation skills. These activities are aimed providing the skills necessary to present favourably to a potential employer to secure work.
 - customised assistance offers one-on-one tailored assistance including work preparation activities most likely to maximise job prospects. Activities may include

specific vocational training tailored to job opportunities, work experience relevant to their job prospects, and participation in other complementary employment and training programmes. For example access to the Language, Literacy and Numeracy programme.

Job Network members also have access to the Job Seeker Account to purchase employment related assistance for eligible job seekers to help them secure work and overcome their barriers to employment. A wide range of assistance can be purchased including training, work experience, or wage subsidies.