

**SENATE STANDING COMMITTEE ON  
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE**

**Inquiry into the DEEWR Tender Process to award employment services contracts**

**EEWR\_SIH\_W53**

Senator Humphries provided in writing.

**Question**

The committee heard in evidence that job seekers would be free to nominate other providers than the ones that will be allocated to them through this tender process.

Will the department monitor the movement of job seekers away from their nominal provider during, say, the first six months of the new contracts for DEEWR?

Will this information be available to the Committee in future, say through the Estimates process?

**Answer**

Transition job seekers have received individual letters that include information about their future Job Services Australia provider. These letters included the opportunity for job seekers to choose another available provider, should they wish to do so.

Following the commencement of Job Services Australia on 1 July, job seekers may also request a change of provider if the job seeker:

- changes residential address and can no longer access their Job Services Australia provider's Site,
- requests a change of provider if, at any time, the job seeker and Job Services Australia provider are unable to maintain a reasonable and constructive servicing relationship,
- requests to change provider and both the current and new providers agree to the change, and/or
- requests the Department to change Job Services Australia provider where they can demonstrate they would receive better services from another Job Services Australia provider that could enhance their employment prospects.

The Department's administrative data will include data on job seeker placement with providers. Release of this information would be subject to the normal Senate Estimates Committee processes.