

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

**QUESTIONS ON NOTICE
Additional Budget Estimates 2011-2012**

Outcome 4 - Employment

DEEWR Question No. EW1031_12

Senator Siewert provided in writing.

Question

Job Service Providers

Ability to meet high level needs 1. What programs are in place to help clients with social inclusion needs? a. How are social outcomes determined and measured? 2. Is it the role of the JSA to ensure clients access appropriate services? a. How do they do this? b. If not, who is responsible?

Answer

1. What programs are in place to help clients with social inclusion needs?

a. How are social outcomes determined and measured?

A range of programs across Government are contributing to the Government's social inclusion agenda. The Government's Building Australia's Future Workforce package makes a significant investment in creating more opportunities for more Australians, particularly the disadvantaged. Job Services Australia supports disadvantaged job seekers, including people in areas of entrenched disadvantage, Indigenous Australians, people with mental health conditions, people who are homeless or at risk of homelessness and job seekers in jobless families, through the provision of flexible and tailored support.

For Stream 4 job seekers, there is a Social Outcomes performance measure included in the Job Services Australia Star Ratings. The Social Outcome performance measure for the 2012-15 contract measures the progress of a Fully Eligible Participant in a Stream 4 towards work readiness, as measured by the delivery or funding of assistance designed to overcome Fully Eligible Participants' recorded barriers to employment.

2. Is it the role of JSA to ensure clients access appropriate services?

a. How do they do this? b. If not, who is responsible?

It is the role of Job Services Australia to ensure job seekers receive support that responds to their needs. This support may be provided by the Job Services Australia provider themselves or through other organisations.

Support for job seekers may include referral to other support services, employment related training, wage subsidies, purchase of clothing or equipment, transport assistance to attend job interviews or to take up an employment opportunity, counselling or professional support.