

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

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

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0135_12

Senator Cash provided in writing.

Question

Access To Job Services Australia

With reference to Job Services Australia: Job Services Australia has been identified as the Government Agency which is the most difficult to access. Centrelink has been identified as the Government agency that is most easily accessed? What are the barriers to accessing Job Services Australia? What plans does the Department have in place to make JSA more accessible and encourage more entrants to gain meaningful employment?

Answer

Job Services Australia (JSA) gives providers flexibility to deliver assistance to all job seekers, including job seekers from Culturally and Linguistically Diverse (CALD) backgrounds, to address their vocational and non-vocational barriers based on their individual circumstances. This assistance includes providing access to interpreters where required. JSA arrangements include a Service Guarantee which outlines the services that job seekers can expect from their provider and the job seeker's rights and responsibilities.

CALD job seekers represented 17 per cent of the active Job Services Australia (JSA) caseload as at 31 March 2011. To 31 March 2011, there had been over 100,000 job placements of CALD job seekers. To the end of March 2011, 22.5 per cent of CALD job seekers who had been in JSA for 13 weeks or more had achieved a 13 week Outcome, compared to 23.8 per cent of the total JSA population who had been in JSA for 13 weeks or more. This suggests that there are no systematic impediments for CALD job seekers in accessing JSA services.