

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION  
LEGISLATION COMMITTEE**

**2006-2007 SUPPLEMENTARY BUDGET SENATE ESTIMATES HEARING  
2<sup>ND</sup> NOVEMBER 2006**

**EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

**QUESTIONS ON NOTICE**

**Outcome 1: Efficient and effective labour market assistance**

**Output Group 1.2: Labour market programme management and delivery**

**Output: 1.2.2 Employment Services**

**Question Number: W966-07**

**Question:**

Senator Wong asked in writing:

Contact Model – What precisely is the new model?

**Answer:**

The Welfare to Work Contact Model

The Contact Model aims to increase job seeker participation and compliance via a more regular, consistent and meaningful contact between Centrelink and job seekers.

Face to face interaction on a regular basis will ensure job seekers are fully aware of their rights and obligations when in receipt of income support payments and the range of services available to assist them in their progress to employment. The contacts provide Centrelink with an opportunity to identify any barriers to participation and the contact also serves to initiate income support payments once satisfactory participation has been confirmed.