

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: CRS Australia – clients with mental health issues

Question reference number: HS 34

Senator: Williams

Type of question: Written

Date set by the committee for the return of answer: 7 December 2012

Number of pages: 1

Question:

If a client comes to CRS and obviously has mental health issues that are not reported on their ESAAt, nor have they discussed it with their GP, and the client is not willing to acknowledge their condition, it's my understanding that CRS will not provide treatment, and consultants are encouraged to refer the client to other job agencies.

Yet these other agencies don't employ trained health professionals either. So are you not absolving yourself of your responsibility?

Answer:

The ESAAt determines the job capacity of job seekers and the most appropriate support service for them, including identifying the jobseeker's barriers and recommended interventions.

If after engaging with the job seeker, based on new information or a change in the job seeker's circumstances, CRS Australia determines it is not the most appropriate service for that the individual, CRS Australia will help them to access a new ESAAt.

CRS Australia will also assist job seekers to access available services to address their barriers to employment.