

## Senate Standing Committee on Education and Employment

### QUESTIONS ON NOTICE Budget Estimates 2017 - 2018

#### Outcome 1 - Employment

Department of Employment Question No. EMSQ17-004209

Senator Kakoschke-Moore provided in writing.

#### Question

##### Job seekers transfers at provider's request

- How many job seekers in total have been forcibly transferred by their job agency to another job agency (as requested by the job agency, not the job seeker), before the two year automatic transfer period?
- How many of these job seekers in total were transferred (at the request of the agency) after less than 12 months?
- How many of these job seekers in total were transferred (at the request of the agency) after less than six months?
  - Can you please provide a breakdown of these figures (for transfers after less than 12 months and transfers after less than six months) on a yearly basis?
  - Can you please provide a breakdown of these figures (for transfers after less than 12 months and transfers after less than six months) on a state by state basis?

#### Answer

Job seekers may transfer between jobactive providers for the following reasons:

- change of residential address
- by agreement
- for better servicing, or
- due to a relationship failure.

It is inaccurate to characterise any of these reasons as “forcible”. Transfers can be initiated by a provider or a job seeker. In relation to transfers due to relationship failure, if either party is not satisfied with the transfer decision, they can request a review by the department’s National Customer Service Line.

The data below includes transfers initiated by the provider or the job seeker.

In jobactive, under the relationship failure transfer reason, between 1 July 2015 to 31 March 2017, **40** unique job seekers were transferred. Of these transfers:

- **37.5** per cent occurred for job seekers with less than three months’ time in jobactive
- **12.5** per cent occurred for job seekers with three to less than six months in jobactive
- **27.5** per cent occurred for job seekers with six to less than twelve months in jobactive
- **22.5** per cent occurred at twelve months or greater of job seekers’ time in jobactive

For the relationship failure transfer reason in jobactive, between 1 July 2015 to 31 March 2017, on a yearly basis:

- **31** transfers occurred in the 2015-2016 financial year
- **Nine** transfers occurred in the 2016-2017 financial year

The table below shows the number of transfers due to relationship failure, by state, that occurred in jobactive, between 1 July 2015 and 31 March 2017:

<b>Time in jobactive</b>	<b>ACT</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>	<b>WA</b>	<b>Total Transfers</b>
<b>Total Transfers</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>12</b>	<b>4</b>	<b>0</b>	<b>14</b>	<b>1</b>	<b>40</b>
Less than three months	0	4	0	5	2	0	4	0	15
Between three to less than six months	0	1	0	3	1	0	0	0	5
Between six to less than twelve months	0	1	0	2	0	0	8	0	11
Twelve months or greater	0	2	1	2	1	0	2	1	9