

**Senate Standing Committee on Education and Employment**

**QUESTIONS ON NOTICE  
Supplementary Budget Estimates 2014-2015**

**Outcome 1 - Employment**

**Department of Employment Question No. EM1669\_15**

**Senator Siewert asked on 14 November 2014 on proof Hansard page 10**

**Question**

**Job services provider transfer**

Senator SIEWERT: Could you tell me how many job seekers have asked for a change of provider due to irreconcilable relationship breakdown? How many requests and how many were granted? Mr Hehir: I think from our customer service line there were about 14,000 requests in the last financial year. Senator SIEWERT: And how many were granted? Mr Parsons: I do not have the precise figure, but generally when the job seeker or, indeed, the employment service provider make a compelling case to the department the transfer is facilitated. I will have to take on notice how many of those actually did result in transfer. Senator SIEWERT: Okay. In the past, as I understood questions that were asked before, not everyone's requests had been granted. Mr Parsons: Correct. Senator SIEWERT: That is what I am asking for now: how many of those had been granted. Mr Parsons: Yes. I do not have that figure with me, but I can try to get it for you on notice.

**Answer**

For the financial year 2013–2014, the number of job seekers that requested a transfer on the basis of irreconcilable differences was nine. Of those nine, seven were granted.