

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

**2003-2004 ADDITIONAL ESTIMATES HEARING
19 FEBRUARY**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome1: An effectively functioning labour market

Output Group 1.1: Labour Market Policy and Analysis

Output 1.1.2: Research, evaluation and reporting

Question Number: W385-04

Question:

Senator Wong asked in writing:

- (a) Did DEWR conduct any surveys of attitudes towards programs run by the department in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03 and 2003-04 to date?
- (b) If so, about which programs were these surveys conducted?
- (c) What were the findings of these surveys?

Answer:

- (a) The Department has a regular evaluation and monitoring programme to measure service quality of employment services which was implemented in 1998-99. These include:
 - Job seeker perceptions and satisfaction with Service Providers, usually Job Network members;
 - Employers use of, and satisfaction with Job Network;
 - Job seeker satisfaction with Centrelink services;
 - Service provider satisfaction with Centrelink and DEWR; and
 - Post Programme Monitoring survey job seeker satisfaction with programmes and services.
- (b) & (c) The surveys, their timing and key findings for employment services and individual service elements are provided in the attached Table.

Table: Survey Timetable and Findings 1998 to 2004

Date Conducted	Survey	Level of Satisfaction	
February 1998	Job Seeker Evaluation of Centrelink Employment Related Services	Centrelink	84.0%
June 1999	Employer Use and perceptions of Job Network	Job Network	84.0%
April/May 1999	Job Seeker Evaluation of Centrelink Employment Related Services	Centrelink	75.0%
May 1999	Job Seeker Evaluation of Job Network Services	Job Matching	79.0%
		Job Search Training	86.0%
		Intensive Assistance	83.0%
		NEIS	93.0%
		Job Network	81.0%
February 2000	Job Seeker Evaluation of Centrelink Employment Related Services	Centrelink	78.8%
February 2001	Job Seeker Evaluation of Centrelink Employment Related Services	Centrelink	79.0%
June/July 2001	Employer Use and perceptions of Job Network	Job Network	90.0%
March to July 2001	Job Network Participants	Job Matching	56.0%
		Job Search Training	84.1%
		Intensive Assistance	83.0%
February 2002	Job Seeker Evaluation of Centrelink Employment Related Services	Centrelink (CSI)	75.7%
July 2000 to June to 2001	Post Programme Monitoring Survey	Job Search Training	89.8%
		Intensive Assistance	85.9%
		Job Matching	92.0%
		NEIS	84.9%
		Work for the Dole	79.8%
		Return to Work	87.7%
July 2001 to June to 2002	Post Programme Monitoring Survey	Job Search Training	90.7%
		Intensive Assistance	87.4%
		Job Matching	90.6%
		NEIS	87.3%
		Work for the Dole	80.3%
		Return to Work	89.0%
July 2002 to June to 2003	Post Programme Monitoring Survey	Job Search Training	90.6%
		Intensive Assistance	87.2%
		Job Matching	90.6%
		NEIS	89.3%
		Work for the Dole	82.4%
		Return to Work	89.9%
October 2002 to February 2003	Job Seeker Omnibus Survey – Job seeker satisfaction with Centrelink and Service Providers	Centrelink (CSI)	81.3%
		Job Matching	70.6%
		Job Search Training	80.5%
		Intensive Assistance	88.1%
		Work for the Dole	84.1%
July 2003 to February 2004	Job Seeker Omnibus Survey – job seeker satisfaction with Centrelink and Job Network	Annual figure not yet available	
July 2003 to June 2004	Post Programme Monitoring – Job Seeker satisfaction with employment services	Annual figure not yet available	
November and December 2003	Service Provider Survey - Satisfaction with Centrelink and DEWR	Analysis currently being undertaken	