

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Additional Estimates 2010-2011**

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0950_11

Senator Abetz provided in writing.

Refers to previous DEEWR Question No [EW0433_11](#)

Question

TRANSFER OF PROVIDERS

1. At the October Estimates, the Department took on notice and has subsequently provided a response regarding the number of providers (job seekers) who have transferred provider since the commencement of the Job Services Australia contract on 1st July 2009. Does the Department consider that 105,857 job seeker transfers to be a high number of transfers, indicating a high level of dissatisfaction with providers? a. If so, why? b. If not, why not? 2. If a job seeker does transfer providers, how does this impact on their servicing?

Answer

Further to EW0433_11, only 0.03% of the 105,857 transfers in the period 1 July 2009 to 31 August 2010 were due to dissatisfaction with the provider. The majority of job seeker transfers in this period were due to:

- the job seeker changing address (67%); and
- the new site being more accessible (21%).

Job seekers can expect similar levels of servicing, as per the Employment Services Deed 2009-2012, regardless of the provider.