

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

**QUESTIONS ON NOTICE
Additional Budget Estimates 2011-2012**

Outcome 4 - Employment

DEEWR Question No. EW1032_12

Senator Siewert provided in writing.

Question

Specialist services

1. How flexible is the system to allow specialist providers to access referrals outside their ESA that match their area of expertise?

JSA providers cannot access referrals outside their contracted Employment Services Area.

2. How are JSAs monitored to ensure job seekers are referred to appropriate English programs and other training?

The department manages and assesses providers' performance including the quality of services delivered to job seekers and other stakeholders.

The Employment Pathway Plan (EPP) is an individualised plan which is tailored to meet the needs of each job seeker, outlining negotiated activities to be undertaken to assist the job seeker to overcome vocational and non-vocational barriers and become work ready and gain sustainable employment. An EPP is a flexible living document that is updated as the job seeker progresses along their pathway to employment, or to reflect other changes in their circumstances.

The department monitors EPPs to assess whether they are tailored to participant circumstances and goals, including activities such as education and training. In addition, since the Early School Leavers initiative was introduced in July 2009, the department has been working closely with Job Services Australia (JSA) providers to help ensure that EPPs for Early School Leavers include appropriate education and training and other approved activities to meet the legislated participation requirements. The department is in regular contact with JSA providers regarding the initiative and continues to monitor and provide feedback to providers on their progress.