

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

**2003-2004 SUPPLEMENTARY BUDGET ESTIMATES HEARING
6 NOVEMBER**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome 1: An effectively functioning labour market

Output Group 1.2: Labour market programme management and delivery

Output 1.2.2: Employment Services

Question Number: W275-04

Question:

Senator Webber asked in writing:

One of the highlights published in the Annual Report states that a strong partnership arrangement between the department and Centrelink during the transition to the Third Employment Services Contract resulted in early identification of issues and the development of effective joint solutions. Can you give us some examples of these 'issues' that were identified early?

Answer:

Three examples of issues are:

- a) Issue:** Minimise the impact of transition on Job Network members and job seekers.

Resolution: Contract the Centrelink Call Centre to facilitate connection between Job Network members and job seekers.

- b) Issue:** Job seeker attendance at Vocational Profile interviews was lower than anticipated.

Resolution: A combination of strategies including:

- Centrelink using every contact with job seekers to check contact details and remind job seekers of appointments.
- Booking Vocational Profile appointments within 2 days of the job seeker contacting Centrelink.

- Outbound Reminder Calls - job seekers “at risk” contacted by Centrelink 2 days before appointment to remind them of appointment details and obligation to attend.
- Reminder Flash Doc - the “flash doc” system used to notify Centrelink officers of appointments every time a job seeker’s record was accessed.
- The introduction of an approach to Vocational Profile compliance which provided for job seekers who failed to attend appointments or who rescheduled more than twice to be sent a letter warning them that their income support payments may be suspended if they did not make contact with Centrelink as soon as possible to discuss their non-attendance