

**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 1.1: Labour Market Policy and Analysis

Output 1.1.2: Research, evaluation and reporting

Question Number: W299-04

Question:

Senator Webber asked for a copy of the NFO Donovan Research – Job Seeker Evaluation of Employment Services and their AWT research provided in writing.

Answer:

Results from the 2002 Job Seeker Evaluation of Employment Services (Centrelink) Survey, undertaken by the NFO Donovan Research contain performance information and a discussion of job seekers' experiences with services provided by Centrelink. As noted in the response to QON W300-04, the department does not report on performance information about Centrelink except for the overall service quality aspect of assistance provided by Centrelink to job seekers in the DEWR annual report. Requests for further information should be addressed to Centrelink.

It would not be appropriate to provide a copy of the Formative Research on Welfare Reform and Australians Working Together (AWT) report by NFO Donovan Research because this confidential report was commissioned to provide strategic direction for the Government's internal deliberative processes for future AWT and welfare reform communication initiatives.