

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

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2010-2011**

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0426_11

Senator Abetz provided in writing.

Question

ONE STOP SHOPS PILOT

In the last Budget Estimates, the topic of the pilot project for 'One Stop Shops' was discussed. Can you please advise where these One Stop Shops have been located? How is their success being measured? What is the cost of this pilot program? Why was the decision made to extend the pilot? How is it being administered, given the overlap with other agencies such as Centrelink?

Answer

Can you please advise where these One Stop Shops have been located?

Local Connections to Work services are located in:

- Frankston, Victoria from 24 May 2010;
- Campsie, New South Wales from 31 May 2010;
- Ipswich, Queensland from 7 June 2010; and
- Elizabeth, South Australia from 21 June 2010.

How is their success being measured?

The success of Local Connections to Work services will be measured against objectives to:

- help overcome barriers to social inclusion and economic participation among disadvantaged job seekers;
- achieve progress towards economic participation and eventual employment;
- reduce the propensity of disadvantaged job seekers to become long term unemployed; and
- provide 'wrap around' services that help participants to 'tell their story only once' and support stronger links between community services at the local level.

Initial monitoring and review of Local Connections to Work services has been supported by qualitative feedback from participating job seekers, Centrelink staff, participating employment services providers and community partners.

Further monitoring and evaluation will be based on administrative data from Department of Human Services, Centrelink and the Department of Education, Employment and Workplace Relations (DEEWR) on clients' reported barriers, changes in income support and employment outcomes.

What is the cost of this pilot program?

Local Connections to Work services have to date been implemented within existing resources of the Department of Human Services and this Department. This has included staffing and travel costs to attend consultations. The Department of Education, Employment and Workplace Relations has contributed six staff.

Why was the decision made to extend the pilot?

The Local Connections to Work initiative is not time limited and continues to operate under the guidance of the joint Taskforce of this Department and the Department of Human Services.

How is it being administered, given the overlap with other agencies such as Centrelink?

Local Connections to Work is a joint initiative of this Department and the Department of Human Services which also involves Centrelink and Medicare Australia. Local services are co-ordinated by Centrelink in consultation with community partners. In each location a Community Partnership Group has been established to provide the local governance needed to ensure Local Connections to Work services reflects local priorities.