

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2015 - 2016

Outcome 1 - Employment

Department of Employment Question No. EMSQ16-000103

Senator Lines provided in writing.

Question

jobactive complaints

The department gave evidence that there have been 8,719 complaints from job seekers between 1 July 2015 to 31 December 2015. Can you provide a breakdown of these complaints and their current status?

How does this compare to the period of 1 January 2015 to 30 June 2015?

Answer

A count for each of the top five complaint topics is below.

Inappropriate or inadequate service	3772
Unprofessional behaviour by Provider	2256
Dissatisfied with Employment Consultant allocated by Provider	1679
Dissatisfied with negotiation of Job Plan / EPP	1136
Participation and obligation policy	1114

It should be noted that each complaint can contain more than one complaint topic.

The status of each of the 8,719 complaints is below:

Closed	372
Resolved	7675
Open	587
Re-opened	85

The number of complaints received between 1 January 2015 and 30 June 2015 was 6,105.

As noted in the Committee hearing, the number of complaints during the first six months of jobactive is higher than usual due to the transition of jobseekers from discontinuing Job Services Australia providers to new jobactive providers.