

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2015 - 2016

Outcome 1 - Employment

Department of Employment Question No. EMSQ16-000132

Senator Siewert provided in writing.

Question

Feedback and complaints register from employment services provider

How many times has the Department of Employment requested a customer feedback and complaints register from an employment services provider in either 2014-15, or in the July-December 2015 period?

- a. Which providers were these requested from?
- b. In each case, please identify:
 - i. The trigger for the request
 - ii. The timeline for receiving the data from the provider
 - iii. Any subsequent taken by the Department on the issue
- c. Were any actions taken in relation to JSA or jobactive contracts as a result of this process?

Answer

The Department may request an employment services provider's feedback or complaints register to support the investigation of a complaint, drafting of a response to Ministerial correspondence, to investigate a tip off and as part of regular contract monitoring activity. These activities are undertaken by various areas of the department, including in each of our state and regional offices. The Department does not keep a specific record of the number of times providers' registers are accessed.

The timeframe for receiving information from a provider varies depending on the scope of the Department's request. Similarly, the action taken by the Department is dependent on the particular issues that have been identified.