

## **Senate Standing Committee on Education and Employment**

### **QUESTIONS ON NOTICE Additional Estimates 2015 - 2016**

#### **Outcome 1 - Employment**

**Department of Employment Question No. EMSQ16-000139**

**Senator Siewert provided in writing.**

#### **Question**

##### **Rejection of participation reports**

Based on the compliance data, around 30 per cent of participation reports are rejected by DHS.

- a. Does the Department of Employment take any action to improve this outcome by communicating expectations with Employment Service Providers?
- b. Please provide a breakdown of the number of participation reports rejected, by Employment Services Provider.

#### **Answer**

a) The Department of Employment delivered comprehensive face to face training sessions both prior to and following commencement of changes to the job seeker compliance framework from 1 July 2015. In addition, provider staff have access to guidelines, online training modules, 'webinars' (video recordings of information sessions conducted through a combination of online and telephone communication), job aids and the material used in the face to face training sessions.

Providers have a contractual requirement for their staff to successfully complete an online quiz prior to using the job seeker compliance framework.

In addition, the Department provides feedback to providers as part of ongoing contract management.

b) A breakdown of the number of rejected participation reports by provider across all employment services (i.e. jobactive providers, Disability Employment Services organisations and Community Development Programme organisations) would require an unreasonable diversion of departmental resources.