

QUESTIONS ON NOTICE
Parliamentary Committee Inquiry Hearing
Senate Standing Committees on Community Affairs

Inquiry into ParentsNext, including its trial and subsequent broader rollout

Department of Jobs and Small Business Question No. SQ19-000112

Senator Murray Watt asked on 27 February 2019 on proof Hansard page 69.

Question

PCI - ParentsNext: Complaints

Senator WATT: I might get you to table information about the complaints you've received—numbers overall, what types, what kind of category of person they're from, and what action is being taken to address them.

Answer

Two hundred and twenty-one complaint records about the ParentsNext service were created in the department's feedback system between 1 July 2018 and 31 January 2019.

A complaint record may be created each time contact is made with the National Customer Service Line (NCSL). A complainant may raise more than one issue during a contact and NCSL staff capture these issues as Topics in the complaint record. One person may make more than one complaint.

All complaints received by the department are actioned. Telephone complaints through the NCSL are often finalised during the initial conversation or, where the complaint is referred by the NCSL to a provider with the complainant's permission, the provider has five business days to make contact with the complainant, attempt to resolve the issue and respond to the NCSL.

The NCSL has processes in place to ensure timely responses from providers to complaints raised. These include a series of reminder notices to providers and escalation points where responses are not received by the due date or are deemed to be inadequate.

Source of complaints 1 July 2018 to 31 January 2019

Source	Count
Anonymous	11
Individual	210
Grand Total	221

The table below includes a list of the Topics covered in a complaint record where the complainant indicated that ParentsNext was the main service they were complaining about. A number of issues can be covered within the one complaint record and the record includes each of the issues raised including requests for additional information or clarification.

Types of Complaints by Topic 1 July 2018 to 31 January 2019

Topic¹	Count
Complaints Process	13
Compliance (PR/NAR)	3
Employment Fund	15
Employment Services Policy	15
Employment Services Survey	2
NEIS	10
ParentsNext	69
Participation Policy	52
Issues relating to Provider Service	234
System	7
Targeted Compliance Framework	40
Transfer	4
Volunteer job seeker	1
Wage Subsidy	1
Website	2

¹ More than one Topic can be selected for each complaint record. Topic count is the total of all sub-topics.