

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2015 - 2016

Outcome 1 - Employment

Department of Employment Question No. EMSQ16-000048

Senator Cameron asked on 11 February 2016 on proof Hansard page 70

Question

Complaints about jobactive

Senator CAMERON: How many complaints has the department received since Job Active commenced?

Answer

From 1 July 2015 to 31 December 2015, 8,719 complaint records were created relating to jobactive. 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.

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