

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Budget Estimates 2015 - 2016**

Outcome: Skills and Training

Department of Education and Training Question No. SQ15-000617

Senator Carr, Kim on 03 June 2015, Proof Hansard page 76

Complaints on Facebook

Question

At 11.48 pm on 9 April 2015 on Facebook and at 6.43 on 9 April on Facebook, there were two complaints.

Senator Birmingham: You were saying tweets, Senator Carr. Facebook is a completely different medium.

Senator KIM CARR: My note here did say Twitter accounts, but in reading the detail, it does say Facebook. It says from Life and Times Milestones on both occasions.

Senator Birmingham: Life and Times Milestones?

Senator KIM CARR: Specifically, what action have you taken?

Senator Birmingham: Senator Carr, we will take that on notice.

Answer

The department has no record of complaints posted on Minister Birmingham's Facebook and Twitter accounts at those times and date.

On 20 January 2015 the Government, with states and territories, launched the National Training Complaints Hotline (13 38 37). Complaints made to the Minister's office can be referred to the National Complaints Hotline.