

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

### **QUESTIONS ON NOTICE Budget Estimates 2017 - 2018**

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

**Department of Employment Question No. EMSQ17-004037**

**Senator Kakoschke-Moore asked on 29 May 2017 on proof Hansard page 34**

#### **Question**

##### **Job seekers denied access to funding**

Senator KAKOSCHKE-MOORE: Has it ever been raised as a concern by jobseekers that they have put up their hands for help and they have been denied access to funding for treatment?

Mr Hehir: I am not aware of concerns around drug and alcohol treatment. I would need to check that.

Ms Leon: We can check with our national customer service line if there have been any complaints about that. I get the overview of what complaints are made, and it has never appeared in the list of specific complaints that were made. That is not to say that there might not be isolated instances, but it certainly has not reached a level or frequency that has triggered a reporting mechanism.

#### **Answer**

Since 1 July 2015, a search of the records in the Department's Employment Services Feedback System, used by the Department's National Customer Service Line, has found no direct complaints where a job seeker has indicated a provider has denied funding for drug and alcohol treatment.