

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Budget Estimates 2017 - 2018

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-004090

Senator Marshall asked on 29 May 2017 on proof Hansard page 85

Question

jobactive complaints

Senator MARSHALL: It is still a lot of complaints, though. These are complaints from individuals, are they not?

Mr Hehir: I am not sure if these are all individuals. There is a possibility that there are multiple complaints or that individuals have complained a number of times. Can I take that on notice?

Senator MARSHALL: Can you break that down into the various categories as far as your information allows you to go? Please give me the number of people complaining. How far can you drill down with your information? Are there more complaints about some individual providers than others?

Mr Hehir: I will need to check to see what the system records. We certainly know when they are against a provider. I will need to check whether we record it against the individual provider.

Answer

Between 1 July 2016 and 31 March 2017, 14,130 complaints were made by job seekers;

11,431 job seekers made 1 complaint
947 job seekers made 2 complaints
169 job seekers made 3 complaints
26 job seekers made 4 complaints
17 job seekers made 5 complaints
8 job seekers made 6 complaints
5 job seekers made 7 complaints
1 job seeker made 8 complaints
2 job seekers made 9 complaints

There were 448 complaints recorded from people other than jobs seekers such as employers and members of the public.

Complaints data show that the proportion of complaints per provider is broadly comparable to business share.