

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

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

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

**Department of Employment Question No. EMSQ17-004208**

**Senator Kakoschke-Moore provided in writing.**

#### **Question**

##### **Contact with job seekers after missed appointment**

My office has had complaints that sometimes a first attempt to make contact might occur at 4.50pm, not giving the job-seeker a chance to return the call if it is missed, or to solve the issue. Has this been a complaint the Department has also had?

#### **Answer**

The department has had contact from job seekers in regards to the application of Non-Attendance Reports submitted by providers. Where this has occurred, the department may follow up the complaint on behalf of the job seeker where permission is granted.

It is a Deed requirement that if providers choose to utilise the compliance framework the provider must do so on the day of the non-attendance at the Provider Appointment.

Providers are required to attempt to contact the job seeker following non-attendance to discuss the reason for the missed appointment. Job seekers who are unable to attend, even if it is for a good reason, must contact their provider prior to the appointment to advise them of their inability to do so. Providers therefore may attempt to contact job seekers within the appointment they missed or closer to the end of the day, giving the job seeker time to initiate contact with them. Job seekers who miss their appointments without a reasonable excuse, or where the provider is unsuccessful in contacting their job seekers, may have their payment suspended until they attend a re-engagement appointment. This is applicable even where job seekers do return the call on the same day.