

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Budget Estimates 2017 - 2018

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-004210

Senator Kakoschke-Moore provided in writing.

Question

Provider complaints received on the National Customer Service Line

- How many complaints has the Department of Employment received on their hotline regarding jobactive providers since July 2015?
- Has there been an increase or decrease of complaints over the past two years?
- How many complaints were made about South Australian providers?
- What was the most common complaint?
- What are the top ten leading categories of complaints?
- What are the leading categories of complaints in South Australia?
- What are the number of complaints that have been investigated?
- Are numbers and types of complaints made public?

Answer

From 1 July 2015 to 31 May 2017, the Department of Employment has received 29,757 complaints on the National Customer Service Line (NCSL) regarding jobactive providers.

Comparing 2014–15 and 2015–16 financial years there has been an increase in complaints.

From 1 July 2015 to 31 May 2017, the Department has recorded 3,406 complaints against jobactive providers with sites in South Australia.

From 1 July 2015 to 31 May 2017, the most common complaint was recorded against provider service.

From 1 July 2015 to 31 May 2017, the top ten leading categories of complaints recorded by the NCSL are:

- Provider Service
- Compliance (Participation Reports /Non-attendance Reports)
- Employment Services Policy
- Work for the Dole
- Provider Complaints Process
- System Issues
- Wage Subsidy
- Relocation Assistance to Take Up a Job
- New Enterprise Incentive Scheme
- Employer (Complaints regarding Employers)

From 1 July 2015 to 31 May 2017, the top ten leading categories of South Australian complaints recorded by the NCSL are:

- Provider Service
- Compliance (Participation Reports /Non-attendance Reports)
- Employment Services Policy
- Work for the Dole
- Provider Complaints Process
- System Issues
- Relocation Assistance to Take Up a Job
- Volunteer job seeker
- New Enterprise Incentive Scheme
- Employer (Complaints regarding Employers)

Where the NCSL has not been able to resolve a complainant's concern, the NCSL gives complainants the opportunity to have their complaint escalated to their provider for further investigation. From 1 July 2015 to 31 May 2017, a total of 4,486 complaints were referred to the provider.

The Department reports the number of complaints received in its Annual Report each year. The types of complaints are not published.