

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Budget Estimates 2017 - 2018

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-004214

Senator Kakoschke-Moore provided in writing

Question

Penalties for providers due to complaints

- How many jobactive providers were penalised due to high numbers of complaints or serious complaints?
- If none- why not?

Answer

No financial penalties have been applied as the result of complaints, however, in some cases (e.g. complaints about privacy breaches) providers have been required to put in place processes to avoid a repeat of the issue.

Complaints data show that the proportion of complaints per provider is broadly comparable to business share. Complaint handling is a part of ongoing service delivery by providers and the Department and is discussed at regular performance meetings with providers.