

Senate Standing Committee on Education and Employment

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2014-2015**

Outcome 1 - Employment

Department of Employment Question No. EM1547_15

Senator Xenophon provided in writing.

Refers to previous Department of Employment Question No EM0746_15

Question

JSA provider complaints

In response to a question on notice from Budget Estimates in 2014 it was revealed that “as at 19 June 2014, the Department has recorded 7,294 complaints relating to Job Services Australia providers from 1 July 2013 to 31 May 2014.”

- a. Can you provide an update on this figure?
- b. Of those complaints, please provide a breakdown

Answer

a. Can you provide an update on this figure?

For the financial year of 1 July 2013 to 30 June 2014, the Department of Employment recorded 8,550 complaints relating to Job Services Australia providers with a further 4,164 being recorded from 1 July 2014 to 31 October 2014.

b. Of those complaints, please provide a breakdown

The top 5 complaint topics raised related to

Topic*	Number	Percentage of Total Issues
Alleged inappropriate or inadequate service	5796	21%
Alleged unprofessional behaviour by Provider	4174	15%
Unhappy with EPF Expenditure decision by Provider	1798	6%
Dissatisfied with Employment Consultant allocated by Provider	1736	6%
Participation and obligation policy	1487	5%

* It should be noted that more than one complaint topic can be assigned to a complaint. Topics are based upon the complainant's perception of the issues raised in the complaint.