

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Supplementary Budget Estimates 2015 - 2016

Outcome 1 - Employment

Department of Employment Question No. EMSQ15-000354

Senator Lines provided in writing.

Question

jobactive complaints

1. How many complaints has the department received since jobactive commenced?
2. Can you provide a breakdown of the nature of the complaints received?
3. How does this compare to the same period, last year under JSA?

Answer

1. Between 1 July and 31 October 2015 the department received 6,453 complaints (6,320 in relation to jobactive, 133 in relation to Job Services Australia).
2. The most frequent complaints related to
 - Inappropriate or inadequate service
 - Unprofessional behaviour by provider
 - Dissatisfaction with employment consultant allocated by provider
 - Dissatisfaction with negotiation of Job Plan / Employment Pathway Plan
 - Participation and obligation policy
3. A total of 4,211 complaints were received for the period from 1 July 2014 to 31 October 2014 under Job Services Australia.

It should be noted that the transition to jobactive would have contributed to the increase in job seeker contact during that period.