

## Senate Standing Committee on Education and Employment

### QUESTIONS ON NOTICE Supplementary Budget Estimates 2016 - 2017

#### Outcome 1 - Employment

Department of Employment Question No. EMSQ16-000931

Senator Marshall asked on 19 October 2016 on proof Hansard page 39

#### Question

##### Management of insurance claims

Senator MARSHALL: Sure—I am talking mainly workers' compensation related to injuries, not prevention. While Ms Milliken is looking for that, I am interested to know then what sort of support they can get to wade through that process. You have an insurance policy. You do not send every person a copy of that insurance policy before they start, so how are they made aware of that? Is assistance provided to access that? How do you ensure that their claims are being dealt with appropriately?

Senator Cash: Would you like those on notice or would you like them now?

Senator MARSHALL: If you know, now, because I think I am taking us through to lunch. Can we wrap all of that up in five minutes?

Senator Cash: Okay. We will see if we can find that information for you.

Senator MARSHALL: If it is too hard to find, you can take it on notice.

#### Answer

The Job Seeker Insurance Guide *Job seekers / Participants undertaking approved activities in jobactive, Transition to Work and ParentsNext* is published on the Department of Employment's website.

jobactive providers are required to ensure that, before commencing in Work for the Dole activities, job seekers are made aware of the Job Seeker Insurance Guide and given access or directions to the Guide. This Guide includes an overview of the insurance coverage for job seekers, exclusions, the claims process and where to obtain further information.

In addition, a *Reader's Guide to: The insurances purchased by the Department of Employment for job seekers undertaking approved activities in jobactive* is provided to jobactive providers and Work for the Dole Coordinators. The Reader's Guide outlines providers' responsibilities including providing support and assistance to job seekers submitting insurance claims.