

**Senate Standing Committee on Education Employment and Workplace  
Relations**

**QUESTIONS ON NOTICE  
Additional Estimates 2009-2010**

**Outcome 3 - Higher Education**

**DEEWR Question No.EW1072\_10**

**Senator Cormann asked on 11/02/2010, Hansard page 103.**

**Question**

**COMPLAINTS - ACCESS TO PPP**

Senator CORMANN—Since April 2008, have you been getting any complaints about red tape or paperwork? How many complaints have you received?

*Ms Taylor—There has been nothing as formal as complaints. There are always discussions with the stakeholders, the states and territories, the job services providers and the registered training organisations about better ways to implement the system and the requirements. Of course, during the transition from the Commonwealth delivery to the delivery by the states and territories there are issues about any differences that may occur. But I would not call them complaints. We have not received any formal complaints. I will check that, Senator.*

**Answer**

The Department has found no record of complaints regarding red tape or paperwork in respect to the administrative requirements of the Productivity Places Program (PPP).

During the transition period where state and territory governments progressively assumed delivery of mainstream job seeker and existing worker places through 2009, there was a small amount of correspondence received in the Minister's office regarding difficulties in accessing a training place through the PPP.