

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Supplementary Budget Estimates 2017 - 2018

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-004476

Senator Siewert provided in writing.

Question

Complaints received regarding job service providers

1. How many complaints have been received by the Department of Employment about job service providers since the establishment of jobactive in 2015 broken down by:
 - a. year
 - b. state and territory
2. How many of these complaints relate to interactions between job service providers and individuals who have been identified as experiencing barriers to employment including disability, injury, illness or other disadvantages broken down by
 - a. year
 - b. state and territory
3. How many of these complaints resulted in the Department of Employment taking action against a job service provider broken down by
 - a. year
 - b. state and territory
4. How many of these complaints were subsequently referred to the Commonwealth Ombudsman broken down by
 - a. year
 - b. state and territory
5. In how many instances has the Commonwealth Ombudsman taken issue with the Department of Employment's handling of a complaint against a job service provider broken down by
 - a. year
 - b. state and territory

Answer

1. The number of complaints about jobactive providers, since the establishment of jobactive on 1 July 2015, to 31 August 2017 are:

a. year

	2015-16	2016-17	2017-18	Total
Complaints	15,746	15,246	2407	33,399

b. state and territory

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	State not recorded	Total
Complaints	340	9933	204	7755	3768	599	7619	2352	829	33,399

2. The number of complaint records, for the period 1 July 2015 to 31 August 2017, where the complainant has identified a barrier are:

a. year

	2015-16	2016-17	2017-18	Total
Complaints	7933	6263	938	15,134

b. state and territory

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Complaints	194	4751	131	3564	1828	220	3363	1083	15,134

Barriers are disclosed by job seekers during an Employment Services Assessment. While a job seeker could identify more than one barrier, this report counts the number of job seekers, not the total number of barriers.

3. Complaints referred to a jobactive provider by the Department of Employment for further action, for the period 1 July 2015 to 31 August 2017:

a. year

	2015-16	2016-17	2017-18	Total
Complaints	2585	2064	346	4995

b. state and territory

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	State not recorded	Total
Complaints	68	1458	35	1110	610	87	1115	374	138	4995

4. The Department is not aware how many of these complaints have been 'referred to' the Commonwealth Ombudsman (Ombudsman). Job seekers are not required to notify the Department of a complaint to the Ombudsman. The Ombudsman also does not advise the Department of details of all individual complaints.
5. The Ombudsman has closed, with comments or suggestions, seven matters relating to the Department's handling of a complaint against a jobactive provider. The locations of the complainants are set out in the table below.

Period	Ombudsman comments/suggestions regarding Department's handling of a complaint against a jobactive provider	State/Territory
1 Jul 15 – 30 Jun 16	1	VIC
1 Jul 16 – 30 Jun 17	4	QLD, NSW, VIC, SA
1 Jul 17 – 7 Nov 17	2	NSW