



**Australian Government**  
**Department of Employment  
and Workplace Relations**

Committee Secretary  
House of Representatives Select Committee on Workforce Australia Employment Services  
PO Box 6021  
Parliament House  
CANBERRA ACT 2600

By email: [waes.reps@aph.gov.au](mailto:waes.reps@aph.gov.au)

Dear Committee Secretary

**Correction to Evidence – 3 November 2022 Public Hearing**

I am writing in relation to the public hearing attended by the department on Workforce Australia Employment Services on 3 November 2022.

On behalf of the Department of Employment and Workplace Relations, I attach clarifications to the evidence provided to the Committee at the recent hearing (Attachment A).

Yours sincerely

Deborah Brown  
A/g Assistant Secretary  
Workforce Australia Inquiry Taskforce

29 November 2022

Correction to Evidence – 3 November 2022

**Witness Name:** Melissa Ryan

**Hansard Reference:** page 45

**Evidence Correction:**

On the topic of referral to an employment service provider by Services Australia staff.

**The Hansard states:**

‘But, even before that, as part of the claiming for income support through Services Australia, Services Australia conducts a participation interview and they will talk to the individual. So even at that point the person can say, ‘I’m not confident using computers.’ On that basis, they can then be referred to a provider for provider servicing. So, there are these sorts of safety nets that are built in.’

**The corrected statement is:**

‘But, even before that, as part of the claiming for income support through Services Australia, Services Australia conducts a participation interview and they will talk to the individual. So even at that point the person can say, ‘I’m not confident using computers.’ **Services Australia can then refer the individual to contact the Digital Contact Centre to discuss their concerns and to request to be referred to a provider for servicing if that is their preference.’**