

**Mrs Emmalene Mahar, Association Member, Australian Hairdressing Council**

**Answer to question taken on notice**

The question I had noted to take on notice was how the PPL payment could be made easier if it was to be administered by the employer.

My thoughts on this are that the preferred scenario would be that the payment is either paid directly from Services Australia and accessed by the employee directly or an option for the employer to opt in or out based on their circumstances and the wishes of the employee.

If the employer was to administer the payment (which is not the preferred outcome), I believe things that could make this process easier and better understood by business would include:

- The information provided on the Services Australia website be informed by a consultation process with small business. This would assist in the information being delivered in a way that may be easier for the business community to understand - currently it is very confusing and the government language used is not something many business owners would be able to decipher.
- A direct contact/phone number with a guaranteed maximum wait time for small business owners to get in touch with people at Service Australia to access information from a person directly, quickly. Or, a booking system where small business owners could book a time to receive a call. Currently it can take a long time to get through, I have often had to hang up after being on hold for 40 minutes or more as I simply have to move onto something else or my office day is when I am also caring for my own daughter and so have to hang up once she has woken from a nap. This creates a lot of stress for employers and unfair wait times for employees.