

## Senate Select Committee on COVID-19

### QUESTION ON NOTICE

Australian Government's response to the COVID-19 pandemic - 06 August 2020

**Outcome: Employment**

**Department of Education, Skills and Employment Question No. IQ20-000135**

Senator Rachel Siewert on 06 August 2020, Proof Hansard page 10

#### ***Job service provider - investigation outcome***

##### **Question**

Senator SIEWERT: I understand the circumstances in terms of your currently investigating it. I would certainly like to know the outcome. Could you take on notice to provide the committee with an update on the outcome of the investigation, within the bounds of privacy, obviously. I may have further questions following that, depending on the outcome.

##### **Answer**

The Department has concluded the investigation of a complaint from an individual in relation to an unannounced home visit from a jobactive provider. The investigation concluded that the provider did not have reasonable grounds to conduct the home visit, finding this constituted a breach of the provider's obligations under the jobactive deed.

As a result, the provider was issued a breach notice which included a direction to:

- cease attending job seekers' homes to provide services, unless the job seeker has provided their express consent in writing
- issue a written reminder to all staff involved in the delivery of jobactive services about their obligations under the jobactive Deed, including delivering services from appropriate locations, and
- ensure that all staff who visited the complainant's home undertake refresher privacy training.

The provider responded to the Department within 10 business days, advising compliance with the direction.

The complainant was advised in writing of the outcome of the investigation.