

**Senate Select Committee on COVID-19**

**QUESTION ON NOTICE**

**Australian Government response to the COVID-19 pandemic - 19 May 2020**

**Outcome: Employment**

**Department of Education, Skills and Employment Question No. IQ20-000081**

Senator Rachel Siewert provided in writing.

***Employment Services Providers***

**Question**

1. How many complaints has the Department received in regards to misleading information provided by employment service providers to jobactive participants?
2. What penalties do employment service providers face if they mislead jobactive participants?

**Answer**

1. Data on complaints made about jobactive is not collected by the category of 'misleading information'.
2. Under the jobactive Deed 2015-2022, providers are obliged to deliver accurate and consistent advice and information to participants and other stakeholders. Failure to meet this obligation may constitute a breach of the Deed and associated guidelines.

If an alleged breach against a provider is substantiated, the department will require the provider to rectify the impact of the breach and reduce the risk of such a breach reoccurring. Rectification action may include a requirement to review and improve internal processes, retrain staff and change or implement internal systems and quality assurance activities. Failure to rectify a breach to the department's satisfaction may result in remedial action, including reducing a provider's business share.