

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2016 - 2017

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-001963

Senator Cameron asked on 30 March 2017 on proof Hansard page 35

Question

Compliance with jobactive Deed

Senator CAMERON: Do you monitor their websites to make sure that their websites are accurate when they are trying to get government clients?

Ms Leon: Do we regularly monitor their websites? No.

Senator CAMERON: I did not say 'regularly'. I said 'do you monitor'.

Ms Leon: When we are awarding the contract?

Senator CAMERON: No, I did not say that. Is this very hard? Do you monitor the websites of the service providers?

Mr Hehir: Not that I am aware of.

Senator CAMERON: Easy, you see? So why not? These websites, in my view in relation to Neato, are presenting information to potential clients that are your clients that is not correct.

Ms Leon: We require a provider to comply with the deed. That is their obligation to us. We monitor their compliance with the deed.

Senator CAMERON: So they can say anything they like. Is there nothing in the deed?

Ms Leon: I am happy to take on notice and have look at whether there is anything on the Neato website that suggests they are not in compliance with the deed.

Answer

- The jobactive Deed (Deed) requires a provider, in carrying out its obligations under the Deed, to comply with all relevant laws and requirements of any Commonwealth, state, territory or local authority. This includes the *Competition and Consumer Act 2010* (Cth) which is administered and enforced by the Australian Competition and Consumer Commission (ACCC).
- The Department has reviewed the Neato website and found nothing that, on its face, constitutes a breach of the Deed.
- The Department of Employment does not actively monitor the websites of individual providers. If the Department became aware of an issue with information on a provider's website, either through normal provider monitoring activities or through notification from a third party, it would where appropriate require the provider to rectify the issue and to establish processes to prevent a reoccurrence.