

Senate Standing Committee on Education and Employment

**QUESTIONS ON NOTICE
Budget Estimates 2014-2015**

Outcome 1 - Employment

Department of Employment Question No. EM0597_15

Senator Lines provided in writing.

Question

Behaviour towards staff in employment services offices

Has the Department been alerted by anyone, by any means, to expect any increase in violent behaviour towards staff in employment services offices? a) By whom?
b) On what date? c) How was this communication delivered?

Answer

There have been no formal alerts to an expected increase in violent behaviour towards staff in employment services offices.

A small number of attendees at a National Employment Services Association (NESA) Chief Executive Officer forum on Friday 16th June 2014 made a verbal statement to Department of Employment officials that jobseekers may be more assertive with their staff.

On 19 June 2014 a provider made an informal remark as part of a phone conversation that an increase in incidents may occur with the introduction of enhanced compliance measures from 1 July 2014.