

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION
LEGISLATION COMMITTEE**

**2006-2007 ADDITIONAL SENATE ESTIMATES HEARING
15 FEBRUARY 2007
EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO**

QUESTIONS ON NOTICE

Outcome 1: Efficient and effective labour market assistance

Output Group 1.2: Labour market programme management and delivery

Output 1.2.2: Employment Services

Question Number: W1080-07

Question:

Senator Wong asked in writing: Please provide the number of complaints received against each type of PAGES by payment type and by subject of complaint.

Answer:

The total number of complaints received against PAGES for the 2005/06 financial year was 15 196. This figure can be broken down as follows:

PAGES	Total no. of complaints	Estimated caseload	Complaints % of estimated caseload
Job Network	13 325	800 000	1.7%
Community Work Co-ordinators	898	150 698 ⁽¹⁾	0.6%
New Enterprise Incentive Scheme	169	6 800	2%
Transition to Work	59	11 218 ⁽²⁾	0.5%
Harvest Labour Services	7	18 901 ⁽³⁾	0.04%
Indigenous Employment Centres	69	2 290 ⁽⁴⁾	3%
Community Development Employment Project	82	34 791	0.2%
Job Placement	156	322 675	0.05%
Job Placement Employment and Training	3	13 830 ⁽²⁾	0.02%
Personal Support Programme	107	59 163 ⁽⁵⁾	0.2%
Green Corps	2	1 680	0.1%
Disability Employment Network	275	58 000	0.5%
Vocational Rehabilitation Services	44	48 125	0.09%

⁽¹⁾ Number of programme referrals, not individuals referred, as people can be referred more than once during any defined period.

- (2) Number of commencements.
- (3) Number of placements.
- (4) Contract capacity.
- (5) Number of participants assisted.

Job seekers, clients and participants are encouraged to provide feedback through the Customer Service Line (CSL) of the Department of Employment and Workplace Relations or, for Disability Employment Network (DEN) and Vocational Rehabilitation Services (VRS) clients, an external Complaints Resolution and Referral Service (CRRS) has been contracted by government since 2002 to assist with the resolution of complaints.

Of the small minority of total job seekers who registered a complaint with the CSL during the 2005/06 financial year, the main subjects of complaints against PAGES were:

Commitment to Clients	26%
Provider Choice	15%
Job Seeker Account	8%

The remainder of complaints recorded by the CSL relate to DEWR policy (7%), DEWR IT systems (2%) and other minor issues relating to the delivery of employment and related services.

Neither the CSL nor the CRRS categorises complaints by payment type. This information is not readily ascertainable and to provide the requested answer would require an unreasonable diversion of departmental resources.

Estimated cost: Using the FOI calculator, to prepare this answer it has taken approximately 17 hours at an estimated cost of \$310.