

**Senate Standing Committee on Education Employment and Workplace  
Relations**

**QUESTIONS ON NOTICE  
Additional Estimates 2011-2012**

**Outcome 4 - Employment**

**DEEWR Question No.** EW0949\_12

**Senator Bernardi provided in writing.**

**Question**

**Investigation of providers**

Are providers informed if they are being investigated and if so, at what stage? What is the process of investigation?

**Answer:**

For the purposes of answering this question, an investigation is defined as a formalised and endorsed program assurance activity carried out at either the national or state level. Fraud investigations are undertaken separately.

1. Providers are given written advice of program assurance activities and details of which part of the employment system/process/deed the program assurance activity is targeting.

They are also advised about their requirements to provide documentary evidence to support the investigated claims for payment.

Providers are also contacted after the conclusion of the activity if they have been identified to repay any payments made to their organisation.

2. A typical program assurance activity involves the sampling of providers' claims for payments or other activities to check and validate their compliance to deeds and requirements.

As well as seeking documentary evidence from providers, program assurance activities may involve the department directly approaching third parties such as employers or job seekers in order to substantiate and validate transactions.

Providers are also given an opportunity to respond to findings where recoveries or other remedial action/s are sought or applied.