

Evidence and Evaluation Division 25 February 2025

This document is produced under section 17(1) of the Freedom of Information Act 1982 (Cth)

1. *Can I have the number of job providers the department has identified as potentially in breach of the department's rules on payslips?*

3 Providers

2. *How many providers in total has the department been investigating?*

4 providers

3. *How many complaints in the department has received in the past 12 months relating to payslips, from jobseekers?*

Between the period of 29 January 2024 to 28 January 2025 the National Customer Service Line recorded 160** complaints from participants in Workforce Australia Programs relating to the request of payslips.

** Note on data.

- On 12 June 2024 the department updated its Customer Relationship Management system to better capture the number of complaints relating to payslips.
- Complaints data can be retrospectively updated in the department's Customer Relationship Management system following quality assurance checks being undertaken resulting in data being rectified for accuracy.
- This data does not include:
 - Disability Employment Services and Community Development Program complaints as these programs are not managed by the department.
 - Complaints where program type could not be determined at time of contact due to insufficient information provided by the participant.