

s 22(1)

s 22(1)

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**From:** s 22(1)  
**Sent:** Wednesday, April 24, 2024 2:54 PM  
**To:** s 22(1)  
**Cc:** s 22(1)  
**S 22(1)**  
**Subject:** FW: FOR REVIEW PLEASE: Constituent s 47F(1) follow up [SEC=OFFICIAL]

Hi s 22(1)

Below is the proposed response to Minister Lawrence's office regarding s 47F(1)

Hi s 22(1)

The department has reviewed this issue again and reaffirms that s 47F(1)

response to s 47F(1) below provides more detail on s 47F(1) specific case and seeks to close the matter. If helpful, a proposed

s 47G(1)(a)

s 47G(1)(a)

Please let us know if you need anything further on this.

s 22(1)

s 22(1)

Director, Wage Subsidies

Phone: s 22(1)

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

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**From:** s 22(1)

**Sent:** Friday, April 19, 2024 3:34 PM

**To:** s 22(1)

**Cc:** s 22(1)

**Subject:** FW: Constituent s 47F(1) follow up

Hi s 22(1)

Hope you've been well.

This one's circled back to us – could you please give me a buzz to discuss when you're free? Next week is fine if you're heading off shortly.

Cheers,

s 22(1)

---

s 22(1)

**From:** s 22(1)  
**Sent:** Monday, 29 April 2024 2:08 PM  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** RE: Options for MO consideration - payslips and provider pressure s 22(1)  
**Attachments:** Option - Reducing Payslip Verified Outcomes.docx

s 22(1)

s 22(1)

Please see some background information on payslips and some options we have identified. Happy to progress further advice post MO review.

Thank you s 22(1)

s 22(1)  
 First Assistant Secretary  
 Workforce Australia for Individuals Division  
 Employment and Workforce Group  
 Australian Government Department of Employment and Workplace Relations  
 Phone s 22(1)  
[dewr.gov.au](http://dewr.gov.au)

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s 22(1)

**From:** s 22(1)  
**Sent:** Monday, April 29, 2024 9:56 AM  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** Options for MO consideration - payslips and provider pressure

s 22(1)

Good morning all,

In light of [media reporting](#) over the weekend, the office has requested the department prepare initial options (in addition to the already agreed Budget measure) to mitigate providers inappropriately pressuring clients to provide payslips.

Grateful if options (including for action under provider contracts) could be provided to the office by **2:30pm today** (hard deadline). Appreciate that anything that could be provided within that timeframe will be very rough and heavily caveated.

I understand this request has come following the Minister raising this with his team this morning.

s 22(1) or I are happy to chat.

Cheers,  
 s 22(1)

s 22(1)  
 Departmental Liaison Officer – Employment and Workforce  
 Office of the Hon Tony Burke MP  
 M: s 22(1)

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## OPTIONS: REDUCING PAY SLIP VERIFIED OUTCOMES

### Context

- Workforce Australia Services providers may claim Outcome Payments when clients achieve 4, 12 and 26 weeks in employment, regardless of whether the client or provider found the job. Outcome Payments recognise the work that providers do in ensuring clients are equipped with the skills to find work and remain employed.
- The vast majority of Outcome Payments (75 per cent) are verified by the department's IT system using hours and/or earnings declared by clients to Services Australia. Based on the data received from Services Australia, the IT system will automatically determine whether the provider is eligible for a partial or full outcome payment. Pay slips are not required for outcomes verified through information provided to Services Australia.
- Only 25 per cent of Outcome Payments are verified using pay slips or employer payroll summary information.
- The provider may ask the participant for this evidence or contact the employer if they have the participant's permission to do so. Participants are under no obligation to supply pay slip evidence to providers.
- It is inappropriate for any Workforce Australia Services provider to be harassing, bullying or threatening clients into handing over information about their employment. Providers must not utilise the Targeted Compliance Framework to obtain pay slips by creating Provider Appointments or other compellable requirements for the sole purpose to ask for evidence of employment.
- The Department on 8 April 2024 issued guidance to providers reminding them of their obligations and not to harass, bully or threaten clients into handing over information about their employment. A copy of the Provider Portal Notice is at [Attachment A](#).
- Individuals who are experiencing any pressure or harassment from their Workforce Australia Services provider can report this by contacting the National Customer Service Line on 1800 805 250 and the Department will thoroughly investigate these claims and take action as appropriate.
- The Department will review existing complaint data to identify any trends with specific Workforce Australia Services Providers and reinforce the requirements and expectations under the Workforce Australia Services Deed.
- Outcome Payments are a significant revenue stream and financial viability driver for Workforce Australia Service providers. Any changes to Outcome Payment settings will have significant financial viability implications for providers. Given the need for future Outcome Payment settings to be considered alongside any changes to the broader Performance Framework, any re-weighting of the payment model could be considered as part of developing and designing the new employment services system.
- Workforce Australia Service providers are also required to provide pay slips as evidence to demonstrate that an individual was employed by the employer to support a placement involving a wage subsidy.







**Attachment A****Provider Portal Notice - Outcome Payments - Requesting Payslips from Clients**

When claiming Pay Slip Verified Outcomes (PSVOs), providers are reminded that while they may ask clients for pay slips, clients are under no obligation to provide them. In addition, providers must seek the client's permission to contact their employer directly for pay slips.

It is inappropriate for any Workforce Australia Services provider to harass, bully or threaten clients into handing over information about their employment. This includes threatening or applying payment suspensions or demerits under the Targeted Compliance Framework, compelling clients to supply payslips or evidence of employment.

Should the Department become aware of specific instances where providers harass, bully or threaten clients to hand over information about their employment (through channels such as the National Customer Services Line), these will be thoroughly investigated and raised directly with providers. Providers are reminded that it is a contractual requirement to act in good faith towards clients at all times and provide services in a manner that does not bring the program, provider or department into disrepute.



**From:** s 22(1)  
**Sent:** Thursday, 2 May 2024 2:42 PM  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** [markup] FAA | Payslip and provider concerns | s 47F(1) [SEC=OFFICIAL]

Hi parliamentary,

For appropriate action please.

Could the department please circle back to the office on the outcome of this one before the record is closed in PDMS.

Cheers,  
s 22(1)

OFFICIAL	
Responsible Minister	Burke
Reply Level/Subject	FAA   Payslip and provider concerns   s 47F(1)
Response to	
Outgoing Referral	OUT   <b>Select Department</b>   Subject   Organisation   Initiator obo <i>State Government department:</i>
Responsible Division	Workforce Australia for Individuals
Timeframe	3 days
Drafting Instructions	Coversheet Required: <b>No</b> Meeting request: <b>N/A</b>
Related PDRs	MC24-000560

s 22(1)

**From:** s 22(1)  
**Sent:** Wednesday, 22 May 2024 6:28 PM  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** Re: NCSL Payslip Process [SEC=OFFICIAL]

S  
Thanks s 22(1) , I'll pass that on.

And no rush - end of the week should be fine for these ones.

Cheers  
s 22(1)

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**From:** s 22(1)  
**Sent:** Wednesday, May 22, 2024 6:16:43 PM  
**To:** s 22(1)  
**Cc:** s 22(1)

**Subject:** RE: NCSL Payslip Process [SEC=OFFICIAL]

Hi s 22(1)

I will come back to you in the morning to confirm the guideline changes and when they will take effect. Hope that is ok.

It might also be worth noting that the department undertakes a range of program assurance activities to monitor key aspects of the Targeted Compliance Framework, including identifying where providers have inappropriately applied compliance by setting compulsory requirements to attempt to compel a participant to supply payslips or other evidence of employment. Where incorrectly applied compliance has been raised, the department rectifies any issues, including lifting payment suspensions, removing demerits, and revoking financial penalties and advises providers of these actions where appropriate

We had also pulled together a timeline of the departments action in relations to re-enforcing the department's expectations to providers – will also be included in a HTB for the upcoming Estimates hearing.

**Timeline – Departmental action**

Critical date	Event or action
October 2022	Department commenced program assurance activities monitoring the application of the Targeted Compliance Framework, including identifying where compliance has been appropriately by providers when requesting payslips.
23 June 2023	Provider Portal Notice - Provider Requests for Medical certificates or Payslips. Providers were advised that they must not utilise the Targeted Compliance Framework to obtain medical certificates or payslips by creating Provider Appointments for the sole purpose to ask for medical or payslip evidence.
8 April 2024	Provider Portal Notice – Outcome Payments – Requesting Payslips from Clients. This advice reminded providers of their obligations in requesting pay slips from clients and employers in relation to lodging Pay Slip Verified Outcome claims.
29 April 2024	Provider Portal Notice – Provider Request for Pay Slips. This advice stressed that providers must not request pay slip evidence or any other evidence of employment, such as time sheets from participants, to verify why they could not meet a requirement or as proof of a personal circumstance.

Thanks  
s 22(1)

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**From:** s 22(1)  
**Sent:** Wednesday, May 22, 2024 4:32 PM  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** RE: NCSL Payslip Process [SEC=OFFICIAL]

Hi s 22(1)

S

Many thanks for this advice. Some follow-up questions from s 22(1) in the office please.

What is the Department doing to record all identified instances & complaints? Will it be added as a line item in their complaints data reporting? Will there be any updates to guidelines to make expectations clearer?

S

22(1) – Think I’ve heard you mention previously you were progressing those Guideline updates. If you’re in a position to confirm an ETA for those updates and/or provide words that will/have been inserted in the Guidelines, that might be the easiest way to close the loop with the office on this one.

Happy to chat.

Cheers,  
S 22(1)

S 22(1)  
Departmental Liaison Officer – Employment and Workforce  
Office of the Hon Tony Burke MP  
M: S 22(1)

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---

**From:** S 22(1)  
**Sent:** Friday, May 17, 2024 3:26 PM  
**To:** S 22(1)  
**Cc:** S 22(1)  
**Subject:** NCSL Payslip Process [SEC=OFFICIAL]

Hi S 22(1)

As discussed, please see below actions taken by the Contact Centres Branch in relation to payslips.

Once a provider response about a payslip or potential high-risk complaint has been received by the department, this is referred to the Feedback and Complaints Team.

The Feedback and Complaints Team will review the original complaint received, information from notes in CRM and the response from the provider to determine if the complaint has been resolved, what areas for improvement have been identified and the complainant’s satisfaction to the provider’s resolution. The Feedback and Complaints Team will generally also reach out to the complainant to ensure they are satisfied with the outcome.

With cases that involve payslip complaints, or other areas that would be considered high risk, the Feedback and Complaints agents notify the Director and Assistant Director for the Feedback and Complaints Team of the case and details. In turn, this is referred to the Provider Lead for their consideration and action with the provider if required, and for payslip specific complaints, these are also referred to the Compliance Team to consider.

The National Customer Service Line is also using Genesys phone technology to pick out key words that callers use during conversations with us such as payslip. The calls are reviewed by the Feedback and Complaints Team and any instances identified of providers requesting payslips are forwarded to the DEWR provider lead and compliance team to follow up.

Please let me know if you require any further information.

Kind regards

S 22(1)  
Director

Feedback and Complaints | Contact Centres Branch  
Workforce Australia for Individuals Division  
Australian Government Department of Employment and Workplace Relations  
Phone S 22(1)  
[dewr.gov.au](http://dewr.gov.au)

From: s 22(1)  
 Sent: Thursday, 23 May 2024 5:31 PM  
 To: s 22(1)  
 Cc: s 22(1)  
 Subject: RE: NCSL Payslip Process [SEC=OFFICIAL]

Hi s 22(1)

Sorry for the delay. Here is the information re: Guideline changes and payslips in context of Outcome Payments.

#### Guidelines update

Section 5.4.3 of the Workforce Australia Services Part B guidelines have been strengthened to explicitly state that providers must not harass participants for payslips. The following text has been included in the guidelines which will be released publicly on 7 June 2024 and take effect from 1 July 2024:

- "Providers may ask Participants for pay slips for the purposes of verifying Employment Outcomes; however, Participants are under no obligation to provide this information. If a Participant does not want to supply pay slips, Providers must not attempt to coerce or pressure the Participant. Providers must not threaten to or apply payment suspensions or demerits under the Targeted Compliance Framework in order to compel Participants to supply pay slips or other evidence of Employment. Additionally, Providers must not contact an Employer directly to ask for evidence without the Participant's permission or consent. The department will thoroughly investigate any claims of this nature and pursue action under the Breach Management Framework as appropriate."
- The Breach Management Framework outlines the principles and approach for the appropriate and consistent management of Breaches (and potential Breaches) of employment services Deeds or any relevant Guidelines by contracted employment service providers.

Thanks  
 s 22(1)

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From: s 22(1)  
 Sent: Thursday, May 23, 2024 10:25 AM  
 To: s 22(1)  
 Cc: s 22(1)  
 Subject: RE: NCSL Payslip Process [SEC=OFFICIAL]

Thanks s 22(1)

Just off the back of s 22(1) second question, could I confirm that moving forward the CCB will be able to report on the frequency with which payslip-related complaints are received? i.e. "Of XX complaints received over the period 1 June – 31 Dec 2024, the topic payslips were recorded in Y%".

Hope that makes sense – happy to chat if easier.

Cheers,  
 s 22(1)

---

From: s 22(1)  
 Sent: Thursday, May 23, 2024 8:56 AM  
 To: s 22(1)  
 Cc: s 22(1)  
 Subject: RE: NCSL Payslip Process [SEC=OFFICIAL]

Hi s 22(1)

The National Customer Service Line record all interactions, including complaints in the department's Customer Relationship Management system and included in reporting.

I have updated my original response to include payslip referrals to the compliance team.

Once a provider response about a payslip or potential high-risk complaint has been received by the department, this is referred to the Feedback and Complaints Team.

The Feedback and Complaints Team will review the original complaint received, information from notes in CRM and the response from the provider to determine if the complaint has been resolved, what areas for improvement have been identified and the complainant's satisfaction to the provider's resolution. The Feedback and Complaints Team will generally also reach out to the complainant to ensure they are satisfied with the outcome.

With cases that involve payslip complaints, or other areas that would be considered high risk, the Feedback and Complaints agents notify the Director and Assistant Director for the Feedback and Complaints Team of the case and details. In turn, this is referred to the Provider Lead for their consideration and action with the provider if required, and for payslip specific complaints.

All complaints regarding requests for payslips are forwarded to the Compliance Team who examine the participant's record to ensure the Targeted Compliance Framework has not inappropriately applied by the provider to compel the participant to supply payslips.

The National Customer Service Line is also using Genesys phone technology to pick out key words that callers use during conversations with us such as payslip. The calls are reviewed by the Feedback and Complaints Team and any instances identified of providers requesting payslips are forwarded to the DEWR provider lead and compliance team to follow up.

Kind regards

s 22(1)  
Director

Feedback and Complaints | Contact Centres Branch  
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Australian Government Department of Employment and Workplace Relations  
Phone s 22(1)  
[dewr.gov.au](http://dewr.gov.au)

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**Sent:** Wednesday, May 22, 2024 4:32 PM  
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s 22(1) - Think I've heard you mention previously you were progressing those Guideline updates. If you're in a position to confirm an ETA for those updates and/or provide words that will/have been inserted in the Guidelines, that might be the easiest way to close the loop with the office on this one.

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s 22(1)

s 22(1)  
Departmental Liaison Officer – Employment and Workforce  
Office of the Hon Tony Burke MP  
M: s 22(1)

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**Sent:** Friday, May 17, 2024 3:26 PM  
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**Cc:** s 22(1)  
**Subject:** NCSL Payslip Process [SEC=OFFICIAL]

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Kind regards

**S 22(1)**

Director

Feedback and Complaints | Contact Centres Branch  
Workforce Australia for Individuals Division  
Australian Government Department of Employment and Workplace Relations  
Phone **S 22(1)**  
[dewr.gov.au](http://dewr.gov.au)

**RE: NCSL Payslip Process [SEC=OFFICIAL]**

**From:** s 22(1)  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Date:** Fri, 24 May 2024 02:37:04 +0000

Hi s 22(1)

That is correct, while this has not been something that the CCB has been tracking, we are able to retrospectively provide this information out of data captured within our CRM.

We are currently working through this process including measures to ensure that we can provide this moving forward.

Kind regards

s 22(1)

Director

Feedback and Complaints | Contact Centres Branch  
 Workforce Australia for Individuals Division  
 Australian Government Department of Employment and Workplace Relations  
 Phone s 22(1)  
[dewr.gov.au](http://dewr.gov.au)

**From:** s 22(1)

**Sent:** Thursday, May 23, 2024 10:25 AM

**To:** s 22(1)

**Cc:** s 22(1)

**Subject:** RE: NCSL Payslip Process [SEC=OFFICIAL]

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**Sent:** Thursday, May 23, 2024 8:56 AM

**To:** s 22(1)

**Cc:** s 22(1)

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Kind regards

s 22(1)

Director

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 Australian Government Department of Employment and Workplace Relations  
 Phone s 22(1)  
[dewr.gov.au](http://dewr.gov.au)

**From:** s 22(1)

**Sent:** 11/5/24

**To:** s 22(1)

**Cc:** s 22(1)

**Subject:** RE: NCSL Payslip Process [SEC=OFFICIAL]

Hi s 22(1)

Many thanks for this advice. Some follow-up questions from 22(1) in the office please.

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s 22(1) Think I've heard you mention previously you were progressing those Guideline updates. If you're in a position to confirm an ETA for those updates and/or provide words that will/have been inserted in the Guidelines, that might be the easiest way to close the loop with the office on this one.

Happy to chat.

Cheers,

s 22(1)

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---

**From:** s 22(1)

**Sent:** Friday, May 17, 2024 3:26 PM

**To:** s 22(1)

**Cc:** s 22(1)

**Sub:** NCSL Payslip Process [SEC=OFFICIAL]

Hi s 22(1)

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Please let me know if you require any further information.

Kind regards

s 22(1)

Director

Feedback and Complaints | Contact Centres Branch  
Workforce Australia for Individuals Division  
Australian Government Department of Employment and Workplace Relations  
Phone s 22(1)  
[dewr.gov](http://dewr.gov)



From: s 22(1)  
To: s 22(1)  
Cc: s 22(1)  
Date: Tue, 28 May 2024 06:53:37 +0000  
Attachments: s 22(1)

Hi parliamentary,  
  
For appropriate action by the department please.  
  
Cheers,  
s 22(1)

OFFICIAL	
Responsible Minister	Burke
Reply Level/Subject	FAA   Provider and payslip concerns  s 47F(1)
Response to	
Outgoing Referral	OUT   Select Department   Subject   Organisation   Initiator obo State Government department.
Responsible Division	Workforce Australia for Individuals
Timeframe	3 days
Drafting Instructions	As per my email to the CCB, please contact s 47F(1)  Coversheet Required: No Meeting request: N/A
Related PDRs	Nil

s 22(1)

**From:** s 22(1)  
**Sent:** Wednesday, 5 June 2024 9:49 AM  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** RE: QTB | coverage by The Guardian on payslips issue [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi s 22(1)  
Many thanks for raising this.  
We already have the issue raised in one of the QTBs (owned by WAPS), but yes – could the department please update it this morning.  
Thanks,  
s 22(1)

---

OFFICIAL: Sensitive

**From:** s 22(1)  
**Sent:** Wednesday, June 5, 2024 9:44 AM  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** QTB | coverage by The Guardian on payslips issue [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi s 22(1)  
Can I please get a steer from you regarding the “payslips issue” that was raised in Senate Estimates on Monday. Do you think we should anticipate this question and prepare a QTB on the subject? Happy to discuss thanks.

Kind regards,

s 22(1)  
A/g Executive Officer for s 22(1)    \g First Assistant Secretary  
Workforce Australia for Individuals Division  
Phone s 22(1)

---

s 22(1)

From: s 22(1)  
To: s 22(1)  
Cc: s 22(1)

Date: Wed, 12 Jun 2024 06:11:01 +0000

Hi parliamentary,  
  
For referral to DSS noting this is regarding a DES client.

Cheers  
s 22(1)

OFFICIAL	
Responsible Minister	
Reply Level/Subject	
Response to	
Outgoing Referral	OUT   DSS   DES provider requests for payslips   s 47F(1)
Responsible Division	
Timeframe	
Drafting Instructions	
Related PDRs	

s 22(1)

**From:** s 22(1)  
**Sent:** Monday, 12 August 2024 5:36 PM  
**To:** s 22(1)  
**Cc:** s 22(1)  
s 22(1)  
**Subject:** RE: Job provider - media [SEC=OFFICIAL]

Hi s 22(1)

In relation to the specific case mentioned in the article we have confirmed that this person is in fact a  
s 47F(1) s 47G(1)(a)  
s 47G(1)(a)

s 47G(1)(a)

Of course happy to chat further

s 22(1)

---

**From:** s 22(1)  
**Sent:** Sunday, August 11, 2024 6:18 PM  
**To:** s 22(1)  
s 22(1)  
**Cc:** s 22(1)  
s 22(1)

**Subject:** Re: Job provider - media [SEC=OFFICIAL]

Hi s 22(1)

We had reviewed our QTBs earlier today while the issues are broadly covered, we will prepare a standalone QTB.

I will liaise with our assurance colleagues to investigate the claims.

Thanks  
s 22(1)

---

**From:** s 22(1)  
**Sent:** Sunday, August 11, 2024 5:16 PM

**To:** s 22(1)

**Cc:** s 22(1)

**Subject:** Job provider - media [SEC=OFFICIAL]

Hi s 22(1)

There has been recent reporting of the s 47G(1)(a)  
s 47G(1)(a) Link below.

Can this matter be investigated urgently?

And a QTB prepared for tomorrow?

<https://www.theguardian.com/australia-news/article/2024/aug/11/major-job-provider-accused-of-trying-to-get-jobseeker-to-sign-off-on-false-work-invoice>

Thanks

s 22(1)

# RE: Payslip-related complaints [SEC=OFFICIAL:Sensitive]

Document 12

**From:** s 22(1)

**To:** s 22(1)

**Cc:** s 22(1)

**Date:** Tue, 03 Sep 2024 07:04:01 +0000

OFFICIAL: Sensitive

Hi s 22(1)

We will prepare something and come back to you both.

s 22(1)

OFFICIAL: Sensitive

**From:** s 22(1)

**Sent:** Tuesdav. September 3, 2024 3:24 PM  
s 22(1)

**Cc:** s 22(1)

**Subject:** Payslip-related complaints [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi folks,

s 22(1) has asked if the department could please provide an update on the 'outcome' of these 11 payslip-related complaints s 22(1), that were received over a short period. i.e. How the department may have used this intel in program management. Could something be sent through by Thursday this week?

Wondering if this might also be a good opportunity to update the MO on the implementation of the new strengthened complaints handling process from Budget?

Happy to chat.

Cheers,

s 22(1)

s 22(1)

ntal Liaison Officer – Employment and Workforce  
Office of Senator the Hon Murray Watt  
M: s 22(1)

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

s 22(1)

**From:** s 22(1)  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Date:** Fri, 06 Sep 2024 00:51:49 +0000

OFFICIAL: Sensitive

Hi s 22(1)

FYI – this is the email they're discussing.

Cheers,  
s 22(1)

OFFICIAL: Sensitive

**From:** s 22(1)  
**Sent:** Thursday, September 5, 2024 5:13 PM  
**To:** s 22(1)  
**Cc:** s 22(1)

**Subject:** RE: Payslip-related complaints [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi s 22(1)

As requested below, please find an update on the payslip issue. Of course happy to discuss further.

s 22(1)

The Department is continuing to actively monitor and follow-up potential reports of providers engaging in behaviours related to threatening/harassing Participants to supply payslips, including through formal assurance processes and through ongoing contract management.

#### **Targeted Assurance and Investigations**

The Quality Assurance and Risk Management branch has examined complaints by Participants who had reported to the Department that they had experienced harassment or pressure from their Provider to produce payslips. The analysis of these complaints identified patterns of behaviour and potentially systemic issues in relation to the conduct of four Providers. Between 20 June and 5 July 2024, the Department issued a Notice of Direction to each of the four Providers requiring them to take immediate actions to ensure their workforce was notified that no adverse action can be taken against Participants who decline to provide payslips on request. Each of the four Providers was required to provide evidence to the Department of how and when this Direction was complied with and were put on notice that the Department would continue to investigate this conduct as a priority.

The Department's investigation into these four Providers is ongoing, and the findings of these investigations may lead to the Department using Deed provisions to take remedial action against the Providers to deter future non-compliance. Remedial action may include, but is not limited to breaching the provider which can lead to a low rating under the Provider Performance Framework (meaning licence renewal becomes less likely), recovering payments as a debt, suspension of referrals in respect to some or all of the services, imposing additional financial or performance reporting requirements, and in extreme cases termination of licence. The Department is also continuing to monitor complaints from Participants through the NCSL and where this behaviour is still being reported for these four providers these ongoing cases are being actively investigated.

#### **Contract Management**

As part of their business-as-usual contract management and engagement with providers, DEWR State Network staff monitor all perverse provider behaviour by:

- reviewing performance and complaints data regularly,
- conducting regular site visits (scheduled and unannounced),
- undertaking conversations with regional and site level staff,
- and holding regular catch ups with provider executives.

This information is also utilised for Service Delivery Assessments completed by the State Network, as part of the Workforce Australia Service Performance Framework, for every Workforce Australia licence every six months.

In response to concerns raised about payslips, State Network staff, including Provider Lead teams, have incorporated the additional measures into their business-as-usual engagement with these providers:

- Conducting initial and ad hoc follow up meetings with providers to discuss their practices around requesting payslips.
- Ensuring all notices in the Provider Portal relating to payslips are brought to Providers attention and that Standard Operating Procedures include appropriate processes to ensure all staff are aware of news updates and or bulletins released.

- Requesting evidence from providers that the specific notices regarding payslips, and any correlating information related to this, has been shared with staff.
- Requesting evidence of follow up discussions that providers have had with their staff in relation to their behaviour and obligations when requesting payslips.
- Requesting evidence of provider initiatives set up to address this matter, such as compulsory training sessions on expectations of staff behaviour around requesting payslips and obligations under the Workforce Australia Deed.
- Ensuring providers are regularly monitoring systems, complains and feedback in relation to this matter.

OFFICIAL: Sensitive

From: S 22(1)

Sent: 1 September 3, 2024 3:24 PM

To: S 22(1)

Cc: S 22(1)

Subject: Payslip-related complaints [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

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S 22(1)