

Tip offs made to the NCSL from 4 July 2022 to 31 December 2023

<b>Provider</b>	<b>Allegations</b>	<b>Department Action</b>
A	Provider approving Job Plan/s without consent or agreement by Participant and backdating Job Plans to meet the 10 business day commencement requirements.	Investigation undertaken and allegations partially substantiated. Assurance activity ongoing.
	Two Employment Consultants were forging Wage Subsidy agreements and creating fake job placements by forging signatures of Participants.	Investigation found allegations related to consultants delivering another employment program not currently managed by the department. Referred to relevant Department for investigation.
	Two Providers both claiming Education Outcomes for one Certificate III completed by a Participant (double dipping).	Investigation found the allegations were unsubstantiated.
B	Multiple Tip-Offs received that staff were instructed to conduct Initial Interviews over the phone rather than face-to-face and to cold call Participant's to get appointments completed.	Investigation found that the allegations were substantiated. Actions taken in line with Deed provisions.
	Sites were not available to deliver appointments and the Targeted Compliance Framework was being used against Participants for not attending these appointments.	Allegations are under investigation.
C	Provider was claiming Outcomes for employment that they did not help the Participant get and sites were not operational as per Deed requirements.	Investigation found allegations related to consultants delivering another employment program not currently managed by the department. Referred to relevant Department for investigation.
D	Participants being transferred from Provider caseload without the Participants knowledge or consent.	Investigation found the allegations were unsubstantiated.

Evidence and Assurance Division 28 May 2024

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<b>Provider</b>	<b>Allegations</b>	<b>Department Action</b>
	Employment Consultant (named) performing fraudulent activities to improve placement numbers and to claim more Outcomes, including placing Participants without confirmation of the employment details and falsifying details to generate Outcomes where the Participant had never worked for the employer.	Investigation found that the allegations were substantiated. Actions taken in line with Deed provisions.
E	Inappropriate Provider behaviour including staff rudeness, bullying, staff not qualified/trained to provide services effectively.	Investigation found the allegations were unsubstantiated.
	Inadequate access for Participants and individuals with a disability.	Investigation found that the allegations were substantiated. Actions taken in line with Deed provisions.
	Provider hasn't taken reasonable steps to mitigate Work Health and Safety risks potentially resulting in an injury/incident occurring to an employee with mobility difficulties.	Investigation found the allegations were unsubstantiated.
	Possible unauthorised access using another employees ESSWeb logon	Investigation found the allegations were unsubstantiated.
F	Claims of churning Participants through Wage Subsidies and claiming Outcomes.	Investigation found allegations related to consultants delivering another employment program not currently managed by the department. Referred to relevant Department for investigation.
G	Employment Consultant (named) removing documents containing Participant information from sites and incorrectly disposing of documents.	Matter was incorrectly classified as Tip-Off.
H	Employment Consultants (named) referring Participants to spouse's business and claiming Wage Subsidies and receiving bonuses based on performance.	Investigation found the allegations were unsubstantiated.

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<b>Provider</b>	<b>Allegations</b>	<b>Department Action</b>
I	Complaint by a Participant about conduct of staff member	Matter was incorrectly classified as Tip-Off.
J	Purchasing Personal Protective Equipment for Participants and then reselling to community.	Investigation found allegations related to consultants delivering another employment program not currently managed by the department. Referred to relevant Department for investigation.
K	Allegations of Participant details being shared between providers without consent	Insufficient information provided through Tip-Off to undertaken investigation, informant was contacted but did not respond to requests to provide more detail.
L	Employment Consultant fraudulently administered Wage Subsidy agreements	Investigation found that the allegations were substantiated. Actions taken in line with Deed provisions.
	Provider terminated a staff member for misconduct but failed to notify the Department in accordance with the Deed	Investigation found the allegations were unsubstantiated.

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