



Job Seeker Survey

Frequently Asked Questions

Personal Information and Privacy

How did you get my details?

Various government and non-government organisations (such as the Services Australia (Centrelink) and jobactive providers) deliver employment assistance and programs on behalf of the Australian Government. Your details, including information on your participation in employment services, are contained in the systems that support the delivery of employment services.

How is my privacy protected?

All information provided in response to a survey is confidential and used for research purposes only. The department is bound by Social Security legislation, the *Privacy Act 1988 (Cth)*, and strict confidentiality principles to ensure your privacy is protected. Go to www.dese.gov.au/privacy for further information.

Who will have access to the information I provide?

Survey responses are anonymous and confidential. Your survey responses will not affect any of your payments or the assistance you receive from your employment services provider. Results are grouped together in a way that does not identify individuals and reports are published at www.employment.gov.au/reports-job-seeker-survey on a regular basis.

I do not want to complete a survey. How do I opt out?

If you would like to opt out please email ppmsurvey@dese.gov.au or call 1800 805 260.

Online Surveys

What are my survey login details?

Your login details should be in the email, letter or SMS you received about this survey.

What do I do if I have lost my survey login details or they do not work?

Call 1800 805 260 or email ppmsurvey@dese.gov.au for assistance.

I want to complete the survey, but not online. Is this possible?

The department may send you a paper survey in the mail at any point in the survey process.

Responding to the Survey

What if I have questions about the survey?

If you would like to ask a question you can email ppmsurvey@dese.gov.au.

Why have I been asked to complete the survey?

You have been randomly selected to complete the survey as you have recently received assistance from an employment services provider. Responses help the department understand the experiences of people in employment services and inform changes to employment services policies.

How long should the survey take?

Surveys ask what you are doing now (working, studying) and your thoughts on the assistance you received while in employment services. Surveys usually take between two to ten minutes.

Will I be asked to complete another survey later?

Surveys are ongoing and people are randomly selected to receive a survey. It is possible you will be surveyed more than once.

What if I do not know how to answer a question?

You should answer as many questions as you can. If there is a question you do not understand, or do not know how to answer, leave it blank. You can also have someone help you with your answers.

I cannot fill out the survey due to disability. How can I respond?

If you cannot complete the survey, you may be contacted by phone to complete the survey with the assistance of one of our phone interviewers.

I am with a different employment service provider, or I have exited employment services. How should I answer the survey?

Please answer the survey questions based on your experience with the employment service provider indicated in the survey.

Have you received my survey?

If you complete the survey online, you will be emailed a thank you notification. If you attempt to do the survey online again, a prompt will advise if you have completed it or not.

I completed my survey. Why am I being sent a reminder notice?

After you respond to the survey, it may take a couple of weeks to process. This can result in a reminder notice being sent. If you have completed the survey, disregard the reminder notice.

How can I give feedback that is more detailed?

Detailed feedback, including complaints, can be provided to the department's National Customer Service Line at nationalcustomerserviceline@dese.gov.au or 1800 805 260.