



Job Seeker Survey

Frequently Asked Questions

Why should I complete the survey?

Why is the survey important?

Information collected via the survey will help to improve Australian Government policies and services and also help us to better understand the experiences of Australians who are assisted through employment services.

What does the survey ask?

The survey covers two broad areas—what are you doing now (working, studying) and your thoughts on the assistance you received.

Why have I been asked to complete the survey?

You have been randomly selected to complete the survey as you have been recently involved with an employment assistance service. Employment assistance services include Job Services Australia, Disability Employment services and the Indigenous Employment Programme.

Do I have to complete the survey?

Completing the survey is optional, with no consequences if you choose not to. However, your feedback is very important for the Department of Employment to understand your experiences and use them to improve government policies and services.

How long should the survey take?

The survey should only take about 10 minutes to complete.

Will I be asked to complete another survey at a later date?

The survey is ongoing. We randomly select people to invite to complete the survey and it is possible that you may be surveyed more than once.

What do I get out of completing the survey?

You have the opportunity to share your thoughts about the help you have received through your employment service, which will help the Department understand your experiences and use them to improve Government policies and services.

How do I login to the survey?

What are my login details?

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

I have lost my login details. Who do I contact to get my login details?

Call 13 62 68 or email ppmsurvey@employment.gov.au and the department will resend your login details.

What do I do if my login details are not working?

Call 13 62 68 or email ppmsurvey@employment.gov.au.

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

If you don't complete the survey online, you may be sent a paper survey in the mail after a few weeks.

How do I complete the survey?

What if I don't know how to answer a question?

We would like you to answer as many questions as you can. If there is a question you do not understand or you don't know how to answer you can leave it blank. You could also ask someone to help you to interpret and record your answers. Alternatively you could email ppmsurvey@deewr.gov.au for assistance.

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

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

I am with a different employment service provider now. How should I answer the survey?

Please answer the survey questions based on your experience with your employment service previous provider, as stated in the survey.

I am no longer involved with an employment services provider. Should I complete the survey?

Even if you are no longer receiving assistance from an employment services provider, we would still like to know about your experiences while you were receiving assistance.

How can I provide more detailed feedback?

You can call the National Customer Service Line on 1800 805 260 or if you prefer you can email nationalcustomerserviceline@deewr.gov.au.

Have you received my survey?

If you complete the survey online, you will be emailed a thank you notification.

I completed this survey and sent it back. Why am I being sent a reminder notice?

It may take a couple of weeks for your survey details to be processed which can result in a reminder notice to be sent to you in the interim. You can disregard the reminder notice.

How do you use the information I provide?

How did you get my name and details?

The Department of Employment is the government department that develops the programmes and policies to do with employment assistance. Various organisations (such as the Department of Human Services and Job Services Australia providers) deliver these services and programmes on our behalf and this gives us limited access to their records.

Who will have access to the information I provide?

Results from the survey are grouped together so you will not be individually identified in any reporting of results from the survey. As such all of the information you provide will remain anonymous and confidential. No information you provide will be placed on your record or affect any of your payments or assistance you receive in any way.

How is my privacy protected?

Any information that you give will be completely confidential, and will be used for research purposes only. The Department of Employment is bound by Social Security legislation, the **Commonwealth Privacy Act**, and strict confidentiality principles to ensure your privacy is protected.

Where will the information I provide be published?

Only aggregated data from the survey is reported. You will not be individually identified in any reporting of results from the survey. Please see here for where the aggregated survey results are reported.

I don't want to undertake any future surveys, how do I opt out?

If you would like to opt out please call 13 62 68 or email ppmsurvey@employment.gov.au.

Where can I get more information about employment services?

Further information on Job Services Australia is available at the [Job Services Australia webpage at www.jobservicesaustralia.gov.au](http://www.jobservicesaustralia.gov.au).

Alternatively you can call 13 62 68.