

**SENATE STANDING COMMITTEE ON
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE
BUDGET ESTIMATES 2009-10**

Question No. EW0197_10

Senator Cash asked on 1 June 2009, EEWL Hansard page 40.

Question

Customer Service Line Calls

“For my own purposes, can I have the figure for the previous three months and the figure for the previous six months in relation to that hotline?”

Answer

The Customer Services Line phone calls for the previous 3 months [March-May 2009], and the previous 6 months [September 2008-February 2009] are broken down as per the following:

	Calls received March 2009 to May 2009
Total calls	8051
General inquiries*	2044
Job Seeker transfers - Job Services Australia	2956
Employment Services complaints **	3051

	Calls received September 2008 to February 2009
Total Calls	11510
General inquiries *	4830
Job Seeker transfers - Job Services Australia ****	0
Employment Services complaints***	6680

* *General inquiries* encompass a range of enquiry types, including but not limited to:

- compliments;
- suggestions for improvement; and
- specific questions on correspondence received by a job seeker.

** This represents the total number of employment services complaints received by CSL phone operators from a total average job seeker population of 802 081 job seekers participating in Job Network, 11 131 job seekers participating in Job Placement Employment and training and 50 575 job seekers participating in the Personal Support Program, at any point in time for the period between March 2009 to May 2009.

*** This represents the total number of employment services complaints received by CSL phone operators from a total average job seeker population of 704 598 job seekers participating in Job Network, 10 781 job seekers participating in Job Placement, Employment and training and 51 809 job seekers participating in the Personal Support Program at any point in time for the period between September 2008 to February 2009.

**** During this time Job Services Australia transfers were not possible as the transition phase had not commenced. Job seekers were able to transfer between providers in each of the Job Network, Job Placement Employment and training, Personal Support and Work for the Dole programs during this period; however, this data has not been included here.