

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION
LEGISLATION COMMITTEE**

**2004-2005 BUDGET SENATE ESTIMATES HEARING
31 MAY 2004**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome 1: Efficient and effective labour market assistance

Output Group 1.2: Labour market programme management and delivery

Output 1.2.2: Employment Services

Question Number: W059-06

Question:

Senator Wong asked at *Hansard* page 33:

Can the Department provide its analysis of Job Seeker complaints received through the customer service line for the last five months?

Answer:

Please see Attachment A.

ESQIS records by Feedback Type, January to May 2005

Feedback Type	January 05	February 05	March 05	April 05	May 05
Complaints	1235	1621	1532	1526	1621
Requests For Information*	533	608	551	659	705
Referrals#	191	248	232	199	237
Suggestions	5	6	7	3	13
Compliments	13	42	36	36	42
Total	1984	2543	2358	2423	2618

*General enquires

Calls referred to other organisations/call centres eg FACS, Centrelink, Wageline etc (ie not relating to Employment Services)

ESQIS Complaints by Employment Service, January to May 2005

Employment Service	January 05	February 05	March 05	April 05	May 05
Employment Services	43	66	60	77	71
Job Network	1019	1342	1286	1274	1371
WfD & CWC	78	80	69	71	71
Job Placement	17	31	23	28	28
NEIS	14	17	17	12	16
Transition to Work	3	9	11	5	7
IEC	1	7	0	4	0
CDEP	5	7	15	14	14
PSP					2
Harvest Labour	0	0	0	0	0
JobSearch	24	30	26	21	16
Centrelink	25	22	23	17	21
Call Centres	6	10	2	3	4
Total	1235	1621	1532	1526	1621