

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

**2003-2004 SUPPLEMENTARY BUDGET ESTIMATES HEARING
6 NOVEMBER**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome 1: An effectively functioning labour market

Output Group 1.2: Labour market programme management and delivery

Output 1.2.2: Employment Services

Question Number: W315-04

Question:

Senator Webber asked in writing:

Is there a complaints procedure for Job Network? If so, how many complaints have been made?

Answer:

Yes.

All Job Network members are required to meet minimum standards of service. The standards of service are set out in the Job Network Code of Practice (the Code) and the Job Network Service Guarantee. These form part of the Job Network member's contract with the Department of Employment and Workplace Relations (DEWR). All Job Network members are required to promote the Code and the Service Guarantee, to establish their own internal complaints management process and to promote the department's complaints management processes.

The Code is designed to protect the interests of job seekers and to ensure that they are provided with quality service. The Code comprises a series of principles and commitments to high quality service delivery. It also requires all Job Network members to establish their own internal complaints systems. The Job Network Service Guarantee was introduced from 1 July 2003 and specifies the type of services that clients can expect to receive.

If job seekers are not satisfied with the service they have received from their Job Network member, they are encouraged to first attempt to resolve the issue with that Job Network member. If they are not satisfied with the outcome of this process or if they cannot raise the matter with the Job Network member concerned, job seekers are encouraged to contact DEWR's free Job Network Customer Service line on 1800 805 260.

The Customer Service Line is available to clients of all employment services to make complaints or raise concerns about the type and quality of services provided. The Customer Service Line is staffed by experienced DEWR officers and is one of a number of feedback mechanisms provided to ensure that all clients have access to the department. These include interpreter services and telephone typewriter facilities through the National Relay Service. Feedback is also collected from our websites, letters, feedback forms and quality assurance questionnaires, and used by programme areas to improve the quality of service.

There have been around 12,350 complaints recorded by the Customer Service Line in the period 1 July 2003 to 31 October 2003, representing less than two per cent of the more than 700,000 job seekers referred to Job Network.