

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

**2003-2004 ADDITIONAL ESTIMATES HEARING  
19 FEBRUARY 2004**

**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: W381-04**

**Question:**

Senator Webber asked at *Hansard* pages 9 and 45:

- (a) Could the Department provide a breakdown of complaint categories for Job Network?
- (b) How many complaints about Job Network have been received by the Customer Service Line from 1 November 2003 to 31 January 2004?
- (c) How do the number of complaints about Job Network received in the current financial year compare to the number of complaints received in previous years?
- (d) Have there been any complaints to the Customer Service Line about the difficulties in accessing training or job seeker accounts?

**Answer:**

- (a) The current complaint categories are:

**Employment Services Code of Practice**

Accurate & Relevant

- Confidentiality
- Flexible service delivery
- Ongoing assistance
- Programmes & services
- Privacy
- Recording Employers' vacancy requirements on ECSN
- Tailoring assistance
- Other

Clear & effective communication

- Access to records

- Intensive Support Reviews
- Rights and obligations
- Review Interviews
- Timely feedback
- Other

Commitment to Clients

- Fairness & respect
- Focused assistance
- Individual circumstances & background
- Supportive and helpful
- Other

Integrity and good reputation

- Age Discrimination
- Alleged Fraud
- Brings Employment Services into disrepute
- Disability Discrimination
- Ethical and professional
- Gender Discrimination
- Honesty, due care & diligence
- Race Discrimination
- Religion Discrimination
- Sex Discrimination
- Sexual Harassment
- Threats of violence
- Verbal Harassment
- Violent
- Other

Other Job Network services

### **Job Network Service Guarantee**

Advice on career

Advice on complementary programmes

- Indigenous Employment Centres
- NEIS
- State base programmes
- Work for the Dole
- Other

Advice on job search techniques

Advice on other vocational programmes

Contact

Diary Appointments

Feedback on job interview

Financial support

Income support obligations

- Work for the Dole & Clean Slating
- Other

Intensive Support

- Counselling
- Vocational Programmes
- Work Experience

Interpreter Services

Job search training

- Course Content

- Other
- Job Seeker Account
  - Purchases
  - Services
- JobSearch password
- Matching of Vocational profiles
  - Access
  - Poor matches
- Matching of Vocational profiles
- Other Job Search facilities
- Other support
- PFWA/Job Search Plan
  - Assessment of skills
  - Job search requirements
- Post placement support
- Resume in JobSearch
  - Inaccurate
  - Other
- Touch-screen kiosks
  - Access to
  - Not working
- Training Account/ Training Credit
  - Course approval
  - Course cost
  - Credit amount
  - Eligibility
  - Relevance
  - Training provider
- Travel Assistance
- Vocational Profiles
- Vocational programmes
- Work clothes & equipment
  - Provision of work clothes & equipment
  - Quality of work clothes & equipment
- Work experience

### **Other**

- Centrelink self-help centre removed
- Job Seeker Behaviour /Attitude
  - Serious misconduct (eg substance abuse, violence, theft)
  - Other misconduct
- Job Seeker Behaviour /Attitude
- Letters
- Policy
- Provider Choice
- Surveys & Questionnaires
- Systems

(b) Customer complaint levels have decreased in the period 1 November 2003 to 31 January 2004. A total of 3 464 complaints were received by the Customer Service Line in relation to Job Network. Total complaints for financial year-

to-date represent 1.61 per cent of job seeker commencements for the same period.

- (c) For the purposes of recording issues of concern on behalf of job seekers, DEWR utilises a broad definition of a complaint, being “any expression of dissatisfaction with an organisation’s policies, procedures, costs, employees or quality of service offered or provided”. Complaints as a proportion of job seeker commencements with Job Network have declined in ESC3 given the much larger number of job seekers actively engaged under the Active Participation Model.

<b>Financial Year</b>	<b>Job Network complaints</b>	<b>Job Seeker commencements</b>	<b>Percentage</b>
2003 – 2004 (to 31 Jan)	15482	955845	1.61%
2002 – 2003	11262	301126	3.74%
2001 – 2002	8068	364176	2.22%

- (d) Yes. The Customer Service Line has received complaints in relation to the Training Account and the Job Seeker Account. Training Account complaints have related to job seekers’ eligibility for Training Account funds, appropriateness of training, cost of training and general enquiries from job seekers about the amount of funds they have available in their Training Account. Job Seeker Account complaints have related to job seekers’ eligibility to access funds and appropriateness of expenditure.

All the complaints have been resolved. The Job Network member is required to make a determination of the appropriateness of training taking into account the local labour market conditions.