

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

**2005-2006 ADDITIONAL SENATE ESTIMATES HEARING
16 FEBRUARY 2006
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: **W682-06**

Question:

Senator Wong asked in writing:

- a) What proportion of employment services complaints are disability related? And what is the process when they are?
- b) How are providers taken up with these complaints?
- c) How is this information recorded and centralised for quality assurance?

Answer:

(a) For the period 1 July 2005 to 31 January 2006, disability related complaints specific to the Disability Open Employment Service (DOES) and vocational rehabilitation services accounted for 0.6% of the total complaints received by the Department. It is not possible to provide a proportion for disability related complaints received against other employment services as these complaints are not classified by categories of clients.

Complaints relating to Disability Open Employment Services and vocational rehabilitation services are managed externally through the Complaints Resolution and Referral Service (CRRS). The process adhered to by the CRRS is consistent with that applied to all complaints received by the department, which is described below.

The nature of the complaint and the expected outcome will be clarified with the complainant. Where possible, the complaint will be resolved upon receipt.

Where further investigation is required, the Department or CRRS will follow-up with appropriate parties, such as the employment or related services provider, examine all relevant documentation and finalise the outcome of the complaint. The complainant is advised of the outcome and the reason/s for this decision.

(b) It is assumed that this question should read 'How are complaints taken up with these providers?' Where a complaint is made regarding the service received by an employment or related services provider, the organisation is advised of the details of the complaint and asked to provide a response to the Department or to the CRRS.

(c) Complaints received by the department are recorded in the national complaints management system, Employment Services Quality Information System (ESQIS). Complaints received by the CRRS are regularly reported to the Department.