

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Additional Estimates 2009-2010**

Outcome 4 - Employment & Participation Policy

DEEWR Question No. EW1042_10

Senator Cormann asked on 10/02/2010, Hansard page 121.

Question

JSA COMPLAINTS

Are you able to break down the number of contacts received from job seekers?

Answer

The 2009/10 financial year data presented below is for the period 1 July 2009 to 31 December 2009. This data represents the total number of contacts received by the Department's Customer Service Line staff during this period.

Contact Type	Number of Contacts received from 1 July 2009 to 31 December 2009*
General inquiries**	5,372
Transfer Enquiries ***	1,564
Employment Services complaints****	6,061
Total	12,997

* Data extracted on 8 February 2010 from the Employment Services Feedback System.

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

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

*** A transfer enquiry includes a request from a job seeker to transfer from one Job Services Australia provider to another Job Services Australia provider as well as information about the circumstances in which a transfer can occur.

**** This represents the total number of employment service complaints received by the CSL staff from a total number of individual fully eligible job seeker population of 818,452 who commenced in Job Services Australia from 1 July 2009 to 31 December 2009