

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

**QUESTIONS ON NOTICE
Additional Budget Estimates 2011-2012**

Outcome 4 - Employment

DEEWR Question No. EW0955_12

Senator Bernardi provided in writing.

Question

Customer Service Line complaints

How many complaints has the Customer Service Line received in the last 6 months from job seekers who had found their own employment, yet had it recorded as 'provider brokered'?

Answer

The Customer Service Line (CSL) aims to identify whether a provider has offered the services that have been purchased for a job seeker in relation to their complaint. If a job seeker has found a job this does not in itself indicate that the provider has not offered and provided them with services, nor is it evidence that an outcome should not be claimed.

In the period 1 July 2011 to 31 December 2012, one jobseeker who has had a Provider Brokered Outcome recorded for their placement has made a complaint about having found their own job.