

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

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

Outcome 4 - Employment

DEEWR Question No. EW0956_12

Senator Bernardi provided in writing.

Question

Customer Service Line returning calls

What is the average duration for a Customer Service Line supervisor to return a phone call of a dissatisfied job seeker?

Answer

The Customer Service Line (CSL) receives a range of feedback and requests for assistance, and this includes complaints. If a caller leaves a message with the CSL the Department aims to respond in one business day. The officer returning a call will not necessarily be a supervisor.