

## EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS

### SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2008-09 BUDGET ESTIMATES HEARING

Outcome 7

#### DEEWR Question No. EW298\_09

Senator Abetz provided in writing.

#### Question

- i. How many calls have been made to the Customer Service Line and the Complaint Resolution Referral Service in the last six months?
- ii. What has been the average duration of each call?
- iii. What has been the average time taken to answer each call?
- iv. How many DEEWR staff are there on the Customer Service Line?
- v. What are the top 5 complaints by complaint type?

#### Answer

- i. For the period 1 October 2007 to 31 March 2008 a total of 14,826 telephone calls have been made to the DEEWR Customer Service Line (CSL).

For the period 1 October 2007 to 31 March 2008 the Complaint Resolution Referral Service (CRRS) was notified of 1204 new matters in relation to DEEWR-funded Disability Employment Network (DEN) and Vocational Rehabilitation Services (VRS), including 586 target and 618 non-target matters.

- ii & iii The telephone systems used by DEEWR's CSL and the CRRS do not have the capability to report this information.
- iv. There is currently 14 full time and 12 part time staff on DEEWR's CSL.
- v. The issues raised by job seekers in their complaints to the CSL about Job Network relate predominantly to:
  - Job Network Members perceived to be not tailoring assistance to achieve best outcomes for individual clients,
  - Job seekers dissatisfaction with the provider they are referred to and the perceived difficulty of transferring between providers,
  - Issues relating to Activity Agreements such as the policy and process for negotiating Activity Agreements,
  - Job seeker obligations with respect to their Activity Agreements, and
  - Issues relating to the job seeker account such as the policy and the services it can cover.

The CRRS provides information to DEEWR about the nature of complaints on target matters against each of the 12 national disability services standards. The most commonly cited standards were:

- Standard Two – Individual Needs
- Standard One – Service Access
- Standard Eight – Service Management
- Standard Ten – Service Recipient Training and Support, and
- Standard Seven – Complaints and Disputes.