

**SENATE STANDING COMMITTEE ON
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE
BUDGET ESTIMATES 2009-10**

Question No. EW0196_10

Senator Cash asked on 1 June 2009, EEWL Hansard page 40.

Question

Transition Line Calls

“Do you break them down any further into whether or not there are just general queries relating to the transition process?”

Answer

As job seekers that were being transitioned to Job Services Australia would be receiving a letter providing information about Job Services Australia, advising them of their Job Services Australia provider and offering them the opportunity to choose an alternate provider, it was expected there would be an increase in calls from job seekers. In order to accommodate this potential increase, a dedicated Customer Service Line designed to specifically deal with transition related enquiries from job seekers was created for the implementation of Job Services Australia. The Customer Service Line (Transition Team) is in addition to the standard Customer Service Line services available to job seekers and the public.

The Customer Service Line (Transition Team) calls for the period of 6 May 2009 to 26 May 2009 are reported and broken down as follows:

	06/05/09 - 08/05/09	11/05/09 - 15/05/09	18/05/09 - 22/05/09	25/05/09 - 26/05/09	TOTAL
	No.	No.	No.	No.	
Total calls	325	1685	2966	1489	6465
General inquiries about transition*	285	1036	1424	581	3326
Job Seeker transfers - Job Services Australia	33	571	1452	900	2956
Employment Services complaints	7	78	90	8	183

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

- specific questions on correspondence received by a job seeker;
- general employment services enquiries transferred to a State Customer Service Officer to handle;
- questions on a provider's location (for example is it close to public transport);
- questions about provider availability; and
- job seeker decides not to transfer provider after receiving further information on correspondence received or after learning the location of other providers.