

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

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

Question No. EW0198_10

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

Question

Customer Service Line and Transition Line

1. How many staff currently work on the customer service line, complaints line, hotline or whatever it is called?
2. And can I have a comparison with how many would normally work on it?
I am looking for specific figures in relation to staff. Since the transition process, have you had to increase staff numbers on the hotline?
3. And, in terms of the 6,465 calls, you are going to provide me with a general breakdown in relation to what types of calls they were. Can you add as part of that breakdown what percentage of the calls have related to job seekers needing to transfer providers?

Answer

1. 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) was implemented on 6 May 2009, and will remain in operation until the end of the transition period for ESD4. The Customer Service Line (Transition Team) is based in New South Wales, Victoria and Canberra, and is staffed by existing DEEWL employees. Up to 60 additional staff are rostered on at any given time.

2. The Customer Service Line (CSL) has a constant level of staffing throughout the year of 14 people, there is a further 17 staff across the States who are on call and available to respond when there are high call volumes. Staff are also often managed on a rotational basis within some States, for example, they may have other responsibilities that require them to work offline.
3. The table below shows the percentage of calls that resulted in a transfer. For the period of 6 May to 26 May, 46 per cent of calls resulted in a transfer for the job seeker.

	06/05/09 - 08/05/09		11/05/09 - 15/05/09		18/05/09 - 22/05/09		25/06/09 - 26/05/09		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%
Total calls*	325	5%	1685	26%	2966	46%	1489	23%	6465	
Number of calls resulting in transfers	33	1%	571	19%	1452	49%	900	30%	2956	46%

* *Total calls* encompass a range of enquiry types, including but not limited to:

- requests for information;
- specific questions on correspondence received by a job seeker;
- general employment services enquiries transferred to a State Customer Service Officer to handle;
- checking that a transfer has been actioned; and
- questions on a provider's location (for example is it close to public transport).