

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION
LEGISLATION COMMITTEE**

**2005-2006 SUPPLEMENTARY BUDGET SENATE ESTIMATES HEARING
2 and 3 NOVEMBER 2005**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome 1: Efficient and effective labour market assistance

Output Group 1.2: Labour market programme management and delivery

Output 1.2.2: Employment Services

Question Number: W431-06

Question:

Senator Wong asked at *Hansard* page 14:

How has the issue identified regarding inconsistency in the records of complaints been resolved?

Answer:

The department has undertaken many steps to ensure consistency in the recording of the department's enquiries classification system.

Guidance has been provided to departmental staff responsible for recording the enquiries information, which is supported by follow up at regular contract management communication forums. In addition IT specifications have been developed which will enhance the enquiries classification system. These system enhancements are expected to be in place by the end of the financial year.

A training package, for staff responsible for recording enquiries information, is currently under development and will be finalised by December 2005.