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

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

**Outcome** ***4***

**DEEWR Question No.** **EW675_10**

Senator Cash asked on 21 October 2009, EEWR Hansard page 122.

**Question**

*Customer Service Line – record of complaint*

Senator CASH— Is the department aware of an incident regarding the provider Central West Community College Ltd taking an Indigenous young mother off their case load, not because she wanted to be taken off but because she had a 20-month-old child? My information is that she did actually complain to the department about that occurring.

**Answer**

The Department has no record of a complaint being made against Central West Community College Ltd in relation to a job seeker being removed from their caseload in the circumstances as described above.

The Department has also checked with Central West Community College Ltd who has advised that their Job Services manager, who is made aware of all complaints raised with the organisation, is not aware of this complaint.