

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2010-2011**

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0432_11

Senator Abetz provided in writing.

Question

JOB SEEKER HOTLINE

How many calls have been received by the Job Seeker hotline in the last 6 months?
How many of these have been complaints about the service they have received?
How many of these have been from Stream 1 job seekers?

Answer

From 1 March 2010 to 31 August 2010, the Department of Education, Employment and Workplace Relation's Customer Service Line received 13 868 calls, of which 5 545 could be classified as a complaint.

Stream 1 job seekers made up 1 025 (15.9%) of these complaints.