



Australian Government



Employment Services

Complaints, compliments and suggestions

Service from employment services providers or the Digital Services Contact Centre

Whether you are a job seeker, an employer, or a community organisation involved in a work experience program, you can expect a high level of service from employment services providers and the Department of Education, Skills and Employment (the department's) Digital Services Contact Centre (for those in Online Employment Services).

If you are concerned about the service you are receiving from your employment services provider or the Digital Services Contact Centre, we recommend the following:

- Try to resolve the problem by first discussing it with your provider or the Digital Services Contact Centre. All providers and the Digital Services Contact Centre must have processes in place to deal with issues you raise with them.
- If for some reason you cannot discuss the issue/s with your provider or the Digital Services Contact Centre, or you have tried and are still not satisfied, you can contact the department's National Customer Service Line.
- You can call the department's National Customer Service Line on **1800 805 260** (free call from landlines) or outline your concern/s in the space provided on this form, and send it to the address listed below.

The department monitors the way employment services are delivered for the Australian Government.

Employment Services Providers

All jobactive providers must meet the standards of service and behaviour set out in their Service Guarantees for jobactive and in their unique Service Delivery Plan. Copies of the Service Delivery Plan are available from your jobactive provider.

Service Guarantees for providers are available at www.dese.gov.au/jobactive and each jobactive provider's Service Delivery Plan is on their Connections for Quality page at jobsearch.gov.au/ServiceProviders/Search.

Digital Services Contact Centre

If you are a job seeker participating in Online Employment Services or Digital Employment Services you can contact the Digital Services Contact Centre on **1800 314 677** or by email at digitalservices@dese.gov.au.

More information regarding the Online Employment Service Guarantee can be found on the department's website at www.dese.gov.au/online-employment-service-guarantee.

What will the Department of Education, Skills and Employment do?

If you contact the National Customer Service Line, a Customer Service Officer will be able to provide you with information, and, where appropriate, can contact your provider or the Digital Services Contact Centre to seek their input. Your concern/s will be considered promptly and fairly.

If you have raised a complaint with the department and are not satisfied with the way it has been dealt with, you may raise your concerns with the Commonwealth Ombudsman. The Ombudsman can investigate how the department managed your complaint. You can visit the Commonwealth Ombudsman website at www.ombudsman.gov.au.

Privacy Statement

Your Personal information is protected by law, including the [Privacy Act 1988 \(Cth\)](#) (Privacy Act). The Department of Education, Skills and Employment's Privacy Policy at www.dese.gov.au/privacy provides more details on the collection, storage, use and disclosure of the personal information the department holds about you and how you can access or seek to amend that information. It also contains information on how you can make a complaint to the department if you believe your privacy has been breached or if you are unsatisfied with the manner in which your privacy complaint has been dealt with.

Submitting this form

This form can be completed and submitted via email or post.

Email: nationalcustomerserviceline@dese.gov.au

Post: National Customer Service Line
Department of Education, Skills and Employment State Office
Reply Paid 9880
Adelaide SA 5001

I give the Department of Education, Skills and Employment permission to share the information contained in this form with my provider or the Digital Services Contact Centre:

Yes No

If you would like the department to contact you or your employment services provider or the Digital Services Contact Centre about your concern/s, please ensure you complete at least three of the options below.

Full name:

Job Seeker Identification Number (JSID):

Centrelink Customer Reference Number (CRN):

Residential Address:

Phone:

Mobile:

Email:

Type of enquiry (please select):

Complaint/s

Compliment/s

Suggestion/s

Comments:

Extra documents:

Yes

No

Total number of extra pages: