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# Employment Services

## Complaints, Compliments and Suggestions

### Service from employment services providers

Whether you are a job seeker, an employer, or a community organisation involved in a work experience programme, you can expect a high level of service from employment services providers.

The Department of Employment (the department) monitors the way employment services are delivered for the Australian Government.

All jobactive providers must meet the standards of service and behaviour that are set out in the Service Guarantees for jobactive and in their unique Service Delivery Plan. Copies are available from your jobactive provider. Service Guarantees are also available at [www.employment.gov.au/jobactive](http://www.employment.gov.au/jobactive) and each jobactive provider's Service Delivery Plan is on their Connections for Quality page at [www.jobsearch.gov.au/ServiceProviders/Search](http://www.jobsearch.gov.au/ServiceProviders/Search).

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### If you are concerned about the service you are receiving from your employment services provider, we recommend the following steps:

Try to resolve the problem by first discussing it with your provider. All providers 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 you have tried and are still not satisfied, you should contact the department.

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.

### What will the Department of 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 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 make a complaint to 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](http://www.ombudsman.gov.au)

Please note that your privacy will be respected at all times. We recommend providing your name, address or telephone number if you would like the department to contact you or your employment services provider about your concern/s.

Complete this form and send to:

[nationalcustomerserviceline@employment.gov.au](mailto:nationalcustomerserviceline@employment.gov.au)

Or post to:  
National Customer Service Line  
Department of Employment State Office  
Reply Paid 9880  
ADELAIDE SA 5001

**Please tick**  
I give the Department of Employment permission to share the information contained in this form with my provider: ☐

Full name:	
Job Seeker Identification Number (JSID):	
Centrelink Customer Reference Number (CRN):	
Address:	
Suburb:	
State:	
Postcode:	
Mobile:	
Phone:	
Email Address:	

**Please tick**  
Complaint/s ☐ Compliment/s ☐ Suggestion/s ☐


Extra documents (Please tick if applicable) ☐ Total number of extra pages: