

# National Customer Service Line (NCSL) Service Guarantee

The NCSL acts as a point of contact to assist participants, employers and the public with individual solutions to their employment services enquiries.

The NCSL provides assistance with:

* [Workforce Australia](https://www.dewr.gov.au/workforce-australia-employment-services), [Parent Pathways](https://www.dewr.gov.au/parentpathways), [Transition to Work](https://www.dewr.gov.au/transition-work), and other programs – managed by the Department of Employment and Workplace Relations (DEWR)
* [Community Development Program](https://www.niaa.gov.au/our-work/employment-and-economic-development/community-development-program-cdp) – managed by the National Indigenous Australians Agency
* [Disability Employment Services (DES)](https://www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/disability-employment-services) – managed by the Department of Social Services (DSS).
* enquiries from businesses through the [Employer Hotline](https://www.workforceaustralia.gov.au/businesses/about/contact/customer-service/) (13 17 15).  The hotline can help answer questions from businesses about employment and our employment services.

## What you can expect from us

The NCSL will:

* communicate clearly and with courtesy
* treat you fairly and with respect
* give you information that’s easy to understand
* connect you with tools and resources on the Workforce Australia website and app
* take complaints and feedback seriously.

### What we expect from you

To help us assist  fairly, transparently and as efficiently as we can, we ask that you:

* be  polite, respectful, courteous and willing to listen
* tell us the outcome you are seeking
* tell us if you need help to access our services, for example, if you need an interpreter or information in an alternative format.

#### You can provide feedback

We focus on resolving complaints in line with 4 principles:

* **Fair** - we are focused on outcomes for you. We will investigate complaints fairly, confidentially and respectfully.
* **Accessible** - you can make a complaint online, over the phone or in writing. We give assistance to support your needs.
* **Efficient** - your complaint will be addressed in a timely manner.
* **Transparent** - we are open and honest. We will keep you informed, explain our decision and give you a chance to respond.

If your feedback is about a provider, they can offer a feedback process that’s fair and will try to resolve your concerns. If you’re comfortable, talk to them first if:

* you don’t think you’re getting the right help
* you’d like to make a complaint about the service.

Feedback and complaints can also be submitted online, by phone or by mail if:

* you can’t talk to your provider
* you’re not happy with the outcome they provide, or
* you wish to provide a complaint about our service, or services not related to a provider.

DES participants can also access the DSS’s Complaint Resolution and Referral Service (CRRS) to discuss concerns about their provider. The CRRS can be contacted:

* by phoning [1800 880 052](tel:1800880052)
* online using the [CRRS Form](https://www.jobaccess.gov.au/online-complaint-form).

To learn more, go to [Complaints Resolution and Referral Service](https://www.jobaccess.gov.au/stories/complaints-resolution-referral).

##### Online

To make a complaint online, go to our [online complaint form](https://www.dewr.gov.au/about-department/contact-us/complaints/employment-services-complaint-form/making-complaint-about-employment-services%22%20/o%20%22DEWR%20online%20contact%20form).

##### Phone

If you're a participant in employment services, call the NCSL on [1800 805 260](tel:1800805260).

If you're an employer, call the Employer Hotline on [13 17 15](tel:131715).

For more information, visit [Making a complaint about Employment Services and Parent Pathways](https://www.dewr.gov.au/about-department/contact-us/complaints/making-complaint-about-employment-services-and-parent-pathways).

##### Mail

You can send your complaint to us by mail. Our postal address is:

The NCSL Manager

Department of Employment and Workplace Relations

GPO Box 9828

Canberra ACT 2601

**If you need help**

These services are available if you need help to contact us.

##### Translation Services

To speak with us in your preferred language, contact the [Translating and Interpreting Service](http://www.tisnational.gov.au/) (TIS National) on [131 450](tel:131450) for the cost of a local call.

Ask TIS National to call the department on the appropriate number listed above.

##### National Relay Service

The National Relay Service (NRS) is a phone solution for those who are deaf, hard of hearing, or have a speech communication difficulty.

Department of Employment and Workplace Relations welcomes calls through the National Relay Service. If you are deaf, hard of hearing, or have a speech communication difficulty, choose your [access option](https://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links) and provide our phone number [1300 488 064](tel:1300488064) when asked by the relay officer.

**Your privacy is protected**

Your personal information is protected by law, including the *Privacy Act 1988* (Cth) and social security law.

**Department of Employment and Workplace Relations**

The Department of Employment and Workplace Relations privacy policy can be found on our [privacy page](https://www.dewr.gov.au/using-site/privacy-notice) (dewr.gov.au/privacy). The policy explains how you can make a privacy complaint and how to access and correct your personal information. To contact the department about your personal information, email [privacy@dewr.gov.au](mailto:privacy@dewr.gov.au).