



National Customer Service Line (NCSL)

Service Guarantee

The National Customer Service Line (NCSL) Service Guarantee reflects the quality of service our clients can expect of the NCSL. It sets out the minimum level of service clients contacting the NCSL can expect to receive.

The NCSL's primary responsibility is to provide a point of contact to assist participants and employers with individual solutions to their employment services enquiries. The NCSL supports the employment policies and programs that increase Australia's workforce participation.

The NCSL is dedicated to providing quality customer service by effectively researching and sharing employment services information between participants, employers, providers and key stakeholders.

NCSL Customer Service Officers (CSOs) manage feedback about:

- [Workforce Australia](#)¹, the [Self-Employment Assistance](#)² programme (SEA), and other employment programs
- the [Community Development Programme](#)³ — managed by the National Indigenous Australians Agency
- [Disability Employment Services](#)⁴ (DES) — managed by the Department of Social Services (DSS).

DES Participants may also access the DSS Complaint Resolution and Referral Service (CRRS) to discuss concerns about their provider.

The CRRS can be contacted via:

Phone: 1800 880 082

Online: [Job Access complaint form](#)⁵

¹ www.workforceaustralia.gov.au

² www.dewr.gov.au/self-employment-assistance

³ www.dewr.gov.au/community-development-program-cdp

⁴ www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/disability-employment-services

⁵ www.jobaccess.gov.au/contacts/online-complaint-form

What you can expect from us

We will communicate clearly and treat you with respect and courtesy. Where we can, we will communicate with you using your preferred contact method.

We will:

- tell you how your complaint will be handled
- tell you how long it may take us to deal with your contact
- explain clearly what we can and cannot do

We aim to resolve your contact promptly and where a complaint is raised, we will provide you with an expected response timeframe.

The CSO involved in the complaint handling process will ensure that:

- you are reassured that making a complaint will not affect your future dealings with the organisation concerned
- priority is placed on resolving your complaint
- if you request a review of the handling of a previous complaint, the CSO will give you the opportunity to have your complaint reviewed.

What we expect from you

To help us meet our commitments, we ask that you:

- are polite, respectful, courteous, and willing to listen
- give us a clear idea of your concerns and the outcome you are seeking
- tell us about any changes to your contact details or if you no longer want our help
- tell us if you need help to access our services, for example, if you need an interpreter or information in an alternative format.

If you are unhappy with our service

We welcome and value your feedback because it allows us to understand your experience and helps us to improve our service.

If you are unhappy with our service, you can submit a complaint in writing via:

Email: nationalcustomerserviceline@dewr.gov.au

Post: The NCSL Manager
Department of Employment and Workplace Relations
GPO Box 9828
Canberra ACT 2601

A Manager will review your complaint and will aim to provide a response to you regarding your complaint within 10 business days.

To better understand how the department manages complaints to seek the outcome you require, please read the [Complaints factsheet](#)⁶ available on the department's www.dewr.gov.au website.

⁶ www.dewr.gov.au/about-department/resources/complaints-factsheet

Complaints made by a third party

The department defines complaints made by a third party as a person representing a client without the consent of that client. When a third party contacts the NCSL, the CSO will endeavour to speak directly with the client to obtain consent for the third party to act on their behalf, this will include performing a Proof of Identify check with the client. Where a client is not available or does not provide consent, the CSO cannot discuss matters related to the client with the third party but can supply general information.

Nominee Form

The NCSL has a Nominee arrangement in place which allows you to authorise a person to enquire or act on your behalf for employment services. To appoint a Nominee, you and your proposed Nominee will need to complete the [Nominee form](#)⁷, available on the department's www.dewr.gov.au website, and submit it to the NCSL for processing and approval. This form sets out the appointment of the Nominee, advice on job seekers' personal information, details about the matters the Nominee can discuss and guidance on cancelling the arrangement.

Personal information about you and your Nominee is protected by law including the *Privacy Act 1988*.

⁷ www.dewr.gov.au/about-us/resources/national-customer-service-line-and-digital-services-contact-centre-nominee-form