



# 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, Employment Services Providers and key stakeholders.

NCSL Customer Service Officers (CSOs) manage feedback about:

- [Workforce Australia](#), [Self-Employment Assistance \(SEA\)](#) and other employment programs
- the [Community Development Program](#) – managed by the National Indigenous Australians Agency
- [Disability Employment Services \(DES\)](#) – 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:

- by phoning [1800 880 082](tel:1800880082)
- online using the [Job Access complaint form](#).

## What you can expect from us

We will communicate clearly and treat you with respect and courtesy. Where you experience dissatisfaction about the service from your provider, the NCSL takes complaints seriously. The NCSL takes a user-centred approach to complaints management, focusing on creating an accessible, transparent, and responsive mechanism that prioritises the needs of participants.

Where we can, we will communicate with you using your preferred contact method. We will:

- explain how your complaint will be handled
- explain clearly what we can and cannot do
- tell you how long it may take us to deal with your complaint and give you an expected response timeframe.

The CSO handling your complaint will ensure that:

- priority is placed on resolving your complaint
- you are reassured that making a complaint will not affect your future dealings with the organisation concerned
- if you don't feel the complaint outcome resolves your concerns, we will explain your review options.

## What we expect from you

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

- are polite, respectful, courteous, and willing to listen
- explain your concerns and the events that have led to your dissatisfaction
- give us a clear idea of 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're not happy 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're not happy with our service, you can submit your complaint online, by phone, or by mail.

A manager will review your complaint and aim to provide a response to you within 10 business days. To learn more, go to [Making a complaint about employment services](#).

## Online

To make a complaint online, go to our [online contact form](#).

## Phone

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

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

## 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

## Third party contact

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 Identity 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](#) available on the Department of Employment and Workplace Relations 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*.