



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](#), [Parent Pathways](#), [Transition to Work](#), and other programs – managed by the Department of Employment and Workplace Relations (DEWR)
- [Community Development Program](#) – managed by the National Indigenous Australians Agency
- [Disability Employment Services \(DES\)](#) – managed by the Department of Social Services (DSS).
- enquiries from businesses through the [Employer Hotline](#) (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](#).

To learn more, go to [Complaints Resolution and Referral Service](#).

Online

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

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](#).

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](#) (TIS National) on [131 450](#) 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](#) and provide our phone number [1300 488 064](#) 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](#) (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.