



Employment Services

Service from Employment Service providers

Whether you're a job seeker, an employer, or a community organisation involved in the Work for the Dole or Community Work programmes, you can expect a high level of service from your employment service provider.

Employment service providers deliver Job Network services, Work for the Dole projects, Transition to Work programmes, the New Enterprise Incentive Scheme and Harvest Labour Services and run Indigenous Employment Centres.

The Department of Employment and Workplace Relations (DEWR) monitors the way employment services are delivered for the Commonwealth Government.

All employment service providers have to meet the standards of service and behaviour which are set out in the Employment Services Code of Practice and, for most services, a Service Guarantee.

Copies of the Code of Practice and the Service Guarantee are available from your employment service provider.

If you are not satisfied with the service you receive you should follow these steps:

1. Try to sort out the problem by discussing it with your provider. All providers must have in place a simple process to deal with issues you raise with them. They are eager to make things right for you.
2. If for some reason you can't discuss the issue with your provider, or you have tried and are still not satisfied, you should contact DEWR.
3. You can call DEWR on freecall 1800 805 260 or write your concern in the space provided on the back of this form and send it to the address listed for your State or Territory. You can also write a letter to DEWR using the same address.

What will DEWR do?

DEWR will talk to you about your concern and depending on the issue, a Customer Service Officer will work with you and your provider to make sure that any problems are sorted out and you get the service you should receive.

Your concerns will be considered promptly and fairly and should be resolved within 20 working days.

If you raised a complaint with DEWR and are not satisfied with the way DEWR has dealt with it, you may make a complaint to the Commonwealth Ombudsman's Office. The Ombudsman can investigate how DEWR managed your complaint.

