



# Transition to Work Services

## Complaints, compliments and suggestions

### Service from Transition to Work providers

Whether you are a participant, an employer, or a community organisation involved in Transition to Work, you can expect a high level of service from Transition to Work providers.

The Department of Employment, Skills, Small and Family Business (the department) monitors the way Transition to Work services are delivered for the Australian Government.

All Transition to Work providers must meet the standards of service and behaviour that are set out in the Transition to Work Service Guarantee and in their unique Service Delivery Plan. Copies are available from your Transition to Work provider.

Each provider's Service Delivery Plan is on their Connections for Quality page at [www.jobsearch.gov.au/ServiceProviders](http://www.jobsearch.gov.au/ServiceProviders).

**If you are concerned about the service you are receiving from your employment services provider, we recommend the following:**

- Try to resolve the problem by first discussing it with your provider. All providers must have processes in place to deal with issues you raise with them.
- If for some reason you cannot discuss the issue/s with your provider, or you have tried and are still not satisfied, you should contact the department.
- You can call the department's National Customer Service Line on **1800 805 260** (free call from landlines) or outline your concern/s in the space provided on this form, and send it to the address listed below.

### What will the Department of Employment, Skills, Small and Family Business do?

If you contact the National Customer Service Line, a Customer Service Officer will be able to provide you with information, and, where appropriate, can contact your provider to seek their input. Your concern/s will be considered promptly and fairly.

If you have raised a complaint with the department and are not satisfied with the way it has been dealt with, you may make a complaint to the Commonwealth Ombudsman. The Ombudsman can investigate how the department managed your complaint. You can visit the Commonwealth Ombudsman website at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

Please note that your privacy will be respected at all times. We recommend providing your name, address or telephone number if you would like the department to contact you or your Transition to Work provider about your concern/s.

### Privacy Statement

Your Personal information is protected by law, including the [Privacy Act 1988](#) (CTH) (Privacy Act). The Department of Employment, Skills, Small and Family Business' [privacy policy](http://www.employment.gov.au/privacy) ([www.employment.gov.au/privacy](http://www.employment.gov.au/privacy)) provides more details on the collection, storage, use and disclosure of the personal information the department holds about you and how you can access or seek to amend that information. It also contains information on how you can make a complaint to the department if you believe your privacy has been breached or if you are unsatisfied with the manner in which your privacy complaint has been dealt with.

### Submitting this form

This form can be completed and submitted via email or post.

**Post:** National Customer Service Line  
Department of Employment, Skills, Small and Family Business  
Reply Paid 9880  
Adelaide SA 5001

**Email:** [nationalcustomerserviceline@employment.gov.au](mailto:nationalcustomerserviceline@employment.gov.au)

I give the Department of Employment, Skills, Small and Family Business permission to share the information contained in this form with my provider: Yes No

If you would like the department to contact you or your employment services provider about your concern/s, please ensure you complete at least three of the options below.

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**Full name:**

**Job Seeker Identification Number (JSID):**

**Centrelink Customer Reference Number (CRN):**

**Postcode:**

**Mobile:**

**Phone:**

**Email Address:**

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**Type of enquiry (please select):** Complaint/s Compliment/s Suggestion/s

**Comments:**

**Extra documents:** Yes No

**Total number of extra pages:**

