



Australian Government



ParentsNext



Complaints, Compliments and Suggestions

Assistance from ParentsNext providers

Whether you are a participant, a community organisation or local service provider involved in ParentsNext, you can expect a high level of service from ParentsNext providers.

The Department of Education, Skills and Employment (the department) monitors the way ParentsNext Services are delivered for the Australian Government. All ParentsNext providers must meet the standards of service and behaviour set out in the ParentsNext Services Guarantee and in their Service Delivery Plans. Copies of these are available from your ParentsNext provider.

The ParentsNext Services Guarantee is also available on the department's website. Each ParentsNext provider's Service Delivery Plan is on their Connections for Quality page at jobsearch.gov.au/ServiceProviders/Search.

If you are concerned about the assistance you are receiving from your ParentsNext provider, you should:

- Try to resolve the problem by discussing it with your provider first. All providers have processes in place to deal with issues you raise with them.
- If you cannot discuss the issue 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 concerns in the space provided on this form, and send it to the address listed below.

What will the department do?

If you contact the National Customer Service Line, a Customer Service Officer will provide you with information. Where appropriate they can contact your provider to seek their input. Your concerns 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.

PRIVACY STATEMENT

Your personal information is protected by law, including the *Privacy Act 1988* (Privacy Act). The Department of Education, Skills and Employment Privacy Policy provides more detail 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.

Email: nationalcustomerserviceline@dese.gov.au

Post: National Customer Service Line

Department of Education, Skills and Employment State Office

Reply Paid 9880

Adelaide SA 5001

I give the Department of Education, Skills and Employment 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 ParentsNext provider about your concerns, please ensure you complete at least three of the options below.

Full Name

Job Seeker Identification Number (JSID)

Centrelink Customer Reference Number (CRN)

Postcode

Phone

Mobile

Email

Type of enquiry: (please select)

Complaint/s

Compliment/s

Suggestion/s

Comments:

Extra documents:

Yes **No**

Total number of extra pages:

For more information go to dese.gov.au/parentsnext