

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2011-12 Additional Estimates Hearings

Outcome Number: 5

Question No: 167

Topic: Better Start for Children with Disability

Hansard Page: Written

Senator Fifield asked:

What mechanism is in place for families to provide feedback to the Department regarding the operation of the Initiative?

What complaints has the Department received in relation to the Initiative?

Answer:

Families can provide feedback directly to the Better Start inbox, or via the Better Start helpline. They can also provide feedback to their providers or to the Registration and Information Service.

From 1 July 2011 to 31 January 2012, the Department received 106 complaints about Better Start.