

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2013-14 Additional Estimates Hearings**

**Outcome Number:** Cross Outcome - Across Programs

**Question No:** 184

**Topic:** Freedom of Information

**Hansard Page:** Written

**Senator Ludwig** asked:

Does the department consider that not providing direct download of PDFs is more accessible for people with disabilities and the general public than providing the links?

**Answer:**

The Department publishes all FOI documents on the Department's website and provides upfront contact details for users who experience any difficulties accessing the downloadable documents. The Department considers that many users who do not have disabilities are still able to read the documents. DSS will continue making these documents available and ensure an appropriate avenue is always available to users who are not able to view or read the PDF documents.