

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Conflicting advice to a client

Question reference number: HS 30

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 4 April 2016

Number of pages: 1

Question:

Does the Department track cases where staff members have given conflicting advice to a client? Is there a system for resolving this?

Answer:

The department investigates and resolves complaints from customers who state they have been given incorrect or incomplete advice. Where an instance of a staff member providing incorrect or incomplete advice is identified, formal feedback is provided to the relevant manager. The manager discusses the feedback with the staff member and provides training and support to improve the accuracy of the advice provided by that staff member.