

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 4 JUNE 2013 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Child Support Complaints

Question reference number: HS 30

Senator: Fifield

Type of question: Hansard page 101

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Question:

Senator FIFIELD: Is the department able to provide information about the number of complaints about the CSA that were investigated by the ombudsman this financial year?

Mr Sandison: We might have to take that on notice, but we will see if we can get the answer for you.

Senator FIFIELD: Okay, thank you for that.

Answer:

The Department of Human Services implemented a new procedure to manage Ombudsman complaints from the beginning of the financial year 2012-13. All Ombudsman complaints are sent to a central team, the Ombudsman Relationship and Management Section, which identifies the appropriate business area or areas within the Department to respond.

The number of Ombudsman complaints received for the financial year 2012-13 (up to 31 March 2013) for Child Support services was 260.

Quarter 1	1 July 2012 – 30 September 2012	86
Quarter 2	1 October 2012 – 31 December 2012	97
Quarter 3	1 January 2013 – 31 March 2013	77
Total (up to 31 March 2013)		260