

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
Social Services Portfolio
2014-15 Budget Estimates Hearings

Outcome Number: 1

Question No: 190

Topic: Emergency Relief Funding

Hansard Page: Written

Senator Moore asked:

Do you have any statistics about how many complaints or concerns or calls about emergency relief have come through to the department?

- What are the types of issues raised by general groupings?
- How many of these complaints or concerns or calls are resolved?
- What is the timeframe for resolving these complaints or concerns or calls?
- What happens to the complaints or concerns or calls that are not resolved?

Answer:

In 2013-14, as at 17 June 2014, a total of 15 queries were received through the DSS Feedback email and phone line relating to Emergency Relief, including one complaint from a member of the public about a service provided by a funding Emergency Relief organisation.

Category	Total
General Public request for financial assistance	10
General public complaint against service provided by a funded Emergency Relief provider	1
Funded provider administrative/funding query	2
Non-funded organisation funding query	2

The timeframe for responding to queries received through DSS Feedback is 28 days. All queries were responded to within this timeframe.