

## Senate Standing Committee on Community Affairs

### SUPPLEMENTARY ESTIMATES – 21 OCTOBER 2010 ANSWER TO QUESTION ON NOTICE

#### Human Services Portfolio

**Topic:** Complaints related to use of coercive powers

**Question reference number:** HS 5

**Senator:** Fifield

**Type of question:** Hansard CA page 114

**Date set by the committee for the return of answer:** 10 December 2010

**Number of pages:** 1

#### **Question:**

**Senator FIFIELD** - Can you take on notice the number of complaints as a broad category from 2006-07 through to 2009-10 and also, as a subset of that, complaints that relate to the use of coercive powers?

**Mr Withnell** - I will see what we can do. I am not sure if the complaints database has that level of granular detail. I will see what we can provide.

#### **Answer:**

The total number of complaints Centrelink has received by financial year are as follows:

<b>Financial Year</b>	<b>Total Number of Complaints</b>
2006-07	48,605
2007-08	53,490
2008-09	64,487
2009-10	49,618

This information is available in Centrelink Annual Reports.

The database that collects customer feedback does not have the level of detail required to determine the number of complaints that relate to the use of coercive powers.