

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Service Charter

Question reference number: HS 135

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 11 December 2015

Number of pages: 1

Question:

Please detail the specific customers' rights in the Service Charter?

Answer:

As part of the Department of Human Services' Service Commitments, customers have the right to:

- be treated with respect and have their individual circumstances considered;
- receive quality information from the Department, including the options available to them when they disagree with a decision;
- ensure staff are open and honest, and protecting the privacy and personal information of customers; and
- efficient services that allows them to manage their own business with the Department.