

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Complaints received by DHS

Question reference number: 52 (HS 60)

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 2 December 2016

Number of pages: 1

Question:

How many complaints were received by DHS in 2015-16?

Answer:

A total of 148,904 complaints were received by DHS in 2015-16, representing an average of seven complaints for every 10,000 transactions in that year.