

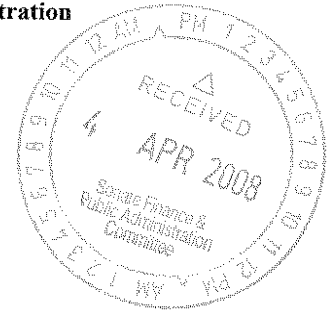
Senate Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates 2007-08 – February 2008



Question: HS51

Outcome 1, Output 1

Topic: Department of Human Services – Local Liaison Officers

Hansard Page/Written Question on Notice: Written

SENATOR COONAN asked on 22/02/2008:

Please provide particulars of the claimed “duplication” avoided by virtue of abandoning the services provided by the 220 Local Liaison Officers (LLOs) in each of the Human Services agencies.

Answer:

Prior to the implementation of the LLO program, Members of Parliament and Senators usually contacted staff in the relevant Human Services Portfolio agency local area office with constituent queries. This arrangement continued in many cases following the introduction of the LLO program. The program was, therefore, working alongside existing working relationships between Members of Parliament or Senators and local area offices.

The key change with the abolition of the LLO program and the new arrangements is that each Human Services Portfolio agency will return to receiving and managing enquiries directly from Members of Parliament and Senators. In addition, the Human Services Portfolio agencies will no longer take enquiries on behalf of other agencies.