

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – 24 FEBRUARY 2009

Human Services Portfolio

Department/Agency: Centrelink

Outcome/Output Group: Outcome 1/Output Group 1.1

Topic: ANAO audit report tabled on Centrelink's Customer Complaints Handling Systems

Senator: Boyce

Question reference number: HS7

Type of question: Hansard F&PA 121, 24 February 2009

Date set by the committee for the return of answer: 9 April 2009

Question:

HS7: Senator BOYCE—How are people being chosen to participate in the post-complaint survey?

Mr Gargan—As I understand it, it is at random, because they had made a complaint.

Senator BOYCE—Is Centrelink doing this themselves or do they have an outside consultancy or—

Mr Gargan—We have an external agency that assists us with that.

Senator BOYCE—Who is doing that? Do you know?

Mr Gargan—I believe it is a company called DBM, but I will have to take that on notice to make sure.

Answer:

HS7: The external consultancy that is conducting Centrelink's Post Complaint Survey is DBM Consulting.

Number of pages: 1