

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Human Services Portfolio**

**Department of Human Services**

Budget Estimates 26 May 2005

**QUESTION NUMBER:** HS15  
**DATE ASKED:** 26/05/2005  
**DATE DUE TABLING:** 08/07/2005

**SENATOR MOORE** asked the Minister representing the Minister for Human Services, upon notice, on 26 May 2005, what system the Department and its agencies have for seeing whether particular state members or other agencies are contacting Local Liaison Officers for help; and how it guards against some clients go to lots of places with the same issue?

**Answer:**

The Local Liaison Officer (LLO) Programme provides an additional service to all federal members of Parliament to assist them handle individual constituent inquiries about a programme or service administered by a Human Services agency.

All constituent matters raised by a Member or Senator via the LLO Programme are referred for quick response by the agency responsible for administering the programme or service concerned. Responses are prepared and provided within 48 hours and are generally dealt with using the same mechanisms and information as are used in dealing with similar inquiries from other sources.

The LLO Programme enables a more efficient and effective handling of federal members of Parliament enquiries.

It has not been created to service state parliamentarians and there are no systems to encourage or facilitate that contact.