

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Budget Estimates 2005-2006, 26 May 2005

Question: HS24

Outcome 1, Output Group 1.1

Topic: Centrelink - Centrelink's Customer feedback systems

Hansard Page/Written Question on Notice: F&PA 75 26/5/05

SENATOR ALLISON asked on 26 May 2005:

Senator ALLISON—Yes, but will you report automatically?

Mr Whalan—They will be reported to me automatically.

Senator ALLISON—And you will report when requested, or will it go on the web site, or report to the annual report or the parliament or—

Mr Whalan—I am happy to provide public information. Let me make a judgment about how to best do that. I am happy to provide you with advice about that.

Senator ALLISON—I am thinking about more into the future rather than now—I see, you want to give advice about how the trends will be reported.

Mr Whalan—I am happy to provide you with advice about how I intend to do it.

Senator ALLISON—Good. I understand.

Answer:

In response to the Australian National Audit Office audit recommendations, Centrelink will be extending its reporting on complaints handling. The final form of this reporting is still under consideration as Centrelink is considering a range of possible options for expanding its capacity to report, internally and externally, on complaint trends and action taken in response to any identified trends. Once the final reporting arrangements are agreed, Centrelink will be happy to provide further advice to Senator Allison.