

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Supplementary Estimates Hearings

Outcome Number: Cross Outcome - Across Programs

Question No: 260

Topic: Cross Department / Corporate Matters

Hansard Page: Written

Senator Moore asked:

Since the election, what has been the average turnaround time on correspondence from each Minister's office?

Answer:

Since the election, and as of 10 December 2013, 680 pieces of correspondence have been closed with response by the Department of Social Services. Due to the volume of correspondence received, the average turnaround time on correspondence cannot be provided without the use of significant resources.

All ministerial correspondence received by the ministerial offices and the Department is reviewed and allocated a due date taking into consideration the correspondent and the urgency of their matter.