

## **Senate Community Affairs Legislation Committee**

### **SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Centrelink - Complaints against staff

**Question reference number:** HS 192

**Senator:** Siewert

**Type of question:** Hansard pages 35

**Date set by the committee for the return of answer:** 11 December 2015

**Number of pages:** 1

**Question:**

- a) How many complaints were lodged against Centrelink staff in 2013-2014? How many of these complaints were upheld and what was the action taken against the staff member in question?
- b) How many Centrelink staff have been formally disciplined in 2013-14 as a result of complaints relating to customer service?

**Answer:**

- a) In the 2013-14 financial year, the Department received 13,855 direct customer complaints about Centrelink staff.  
All complaints are taken seriously and both investigated and actioned at the local level. To collect the data required to answer the second part of this question would require an unreasonable diversion of departmental resources.
- b) In the 2013-14 financial year, there were 11 occasions where customer complaints resulted in the commencement of formal code of conduct investigations.