

Senate Community Affairs References Committee

DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE

PUBLIC HEARING 19 APRIL 2017

ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Complaint Handling Standards

Question reference number: QoN 106

Member:

Type of question: Written

Date set by the committee for the return of answer: 8 May 2017

Number of pages: 2

Question:

Does DHS comply with Australian complaint handling standards? If so, how are those standards incorporated into operating procedures and manuals?

Answer:

Yes. The Department's complaints management system has been designed in accordance with AS/NZS 1 0002:2014 *Guidelines for complaint management in organizations*.

The Department has incorporated the standard into its complaints policy and procedural guidelines. The Department uses the standard's definition of a complaint, principles, complaint management framework and operation of the complaint management system. The policy and procedures are regularly reviewed and updated in accordance with the standard's guidelines for maintenance and improvement.

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ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Commencing OCI Program

Question reference number: QoN 127

Member: Senator Watt

Type of question: Hansard page 4

Date set by the committee for the return of answer: 8 May 2017

Number of pages: 1

Question:

Senator WATT: That would definitely be useful. Moving to when the system commenced, and I have roughly worked off the November-December period that it really got up and running and people started receiving these newsletters—

Mr Mowbray-D'Arbela: Senator, do you mind if I just check on that one? I think the initial contact letters were occurring earlier in this current financial year.

Answer:

The Department piloted the new system with about 1,000 people over two months in July and August of 2016.

From September 2016 the Department commenced the full operation of the system.