



Dr Ian Holland
Secretary
Senate Standing Committee on Community Affairs
PO Box 6100
Parliament House
CANBERRA ACT 2600

Dear Dr Holland

I refer to the Hansard record of the appearance by representatives of the Human Services portfolio before the Senate Community Affairs Legislation Committee on 14 February 2013.

The Department of Human Services seeks the following corrections to the Hansard record.

- 1) On page 94, the fourth full paragraph of the transcript of Ms Campbell's verbal statement to the Committee differs slightly from the tabled written statement. The Department seeks the inclusion of the following paragraphs from the written statement to replace the existing Hansard record – the variations are shown below underlined.

A revised process has also been established to systematically scrutinise communication material in relation to new, major and/or sensitive initiatives which are to be implemented from now on. Furthermore, the department will strengthen the way it engages with community organisations and relevant stakeholders to inform and seek their views on such initiatives.

Over the next six months, the department will review commonly occurring 'business as usual' letters. All active paragraphs and the most common combinations of these paragraphs that are generated in letters will be refreshed to ensure that they accurately reflect Government policy objectives and the experience of citizens.

I believe these steps will reduce the risk of a repeat of such an incident.

- 2) On page 97, Ms Campbell's second remark commences "This is one.". Replacement with "This is the one." is sought. This amendment brings context to earlier comments made by Senator Siewert.
- 3) On page 106, in Ms Campbell's last comment before the suspension of proceedings, the department requests the word "valet" be replaced with "so with other" for clarification of meaning purposes. The comment would then read:

Also convenience to citizens as well, those citizens who want to use their mobile applications if they are accustomed to doing so with other services such as banking and shopping.

It would be appreciated if you would endorse these changes. Should you require any clarification or assistance, please do not hesitate to contact Phil Ruff on 02 6223 4185.

Yours sincerely

Peter Thomson
National Manager
Ministerial Coordination and Parliamentary Branch

20 March 2013