

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customer First

Question reference number: HS 3

Senator: Siewert

Type of question: Hansard page 124

Date set by the committee for the return of answer: 24 April 2014

Number of pages: 1

Question:

Senator SIEWERT: Have you had somebody external or independent review the process of implementing it?

Mr Rimmer: I will take that on notice to give a precise answer, but the broad answer is, no, there has not been an external review. There is some involvement through an external assurance role that has happened in relation to the service delivery reform program as a whole, but—

Senator SIEWERT: Could you explain that a bit more.

Answer:

There has not been an external review of the implementation of Customer First. The Customer First work program is, however, subject to internal assurance processes (refer to HS 4).