

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Internal reviews.

Question reference number: HS 50

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 1

Question:

In various answers to questions HS160, HS 166, HS 167 from Supplementary Estimates about Internal Reviews, the department has included a new descriptor "Explained". Please clarify the term and how its use is monitored?

Answer:

The descriptor 'Explained' is a subset of the outcome 'Withdrawn' and is used for internal reporting purposes. The department uses this descriptor where the customer is satisfied with a detailed explanation of the original decision and decides not to proceed with the review.

The department has recently added this descriptor/category in order to differentiate between withdrawals initiated solely by the customer for their own reasons and a customer withdrawing their request for review, after receiving a thorough explanation of the original decision by a staff member. The descriptor is monitored by the Appeals Branch for research into the effectiveness of more detailed explanations of decisions.