

# Senate Community Affairs Legislation Committee

## BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

### Human Services Portfolio

**Topic:** Centrelink – Complaints Investigated by the Ombudsman

**Question reference number:** HS 34

**Senator:**

**Type of question:** Written

**Date set by the committee for the return of answer:** 27 July 2012

**Number of pages:** 1

**Question:**

Is Centrelink able to provide any information regarding the numbers of complaints about Centrelink that were investigated by the Commonwealth Ombudsman in 2010-2011 and 2011-2012?

**Answer:**

The figures below were supplied by the Ombudsman's Office. The number of complaints the Ombudsman chose to investigate about the Centrelink program in the Department of Human Services, under Section 8 of the *Ombudsman Act 1976*, for:

- 2010-11 was 1,121; and
- 2011-12 was 1,428 (up to and including 31 May 2012).