

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 29 MAY 2012
ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Child Support Agency – Investigations by the Ombudsman

Question reference number: HS 42

Senator: Fifield

Type of question: Written

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

Number of pages: 1

Question:

Is the department able to provide information regarding the numbers of complaints about CSA 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 Child Support program in the Department of Human Services, under Section 8 of the *Ombudsman Act 1976*, for:

- 2010-11 was 595; and
- 2011-12 was 599 (up to and including 31 May 2012).