

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2011-12 Supplementary Estimates Hearings

Outcome Number: 1

Question No: 76

Topic: Family Support Program

Hansard Page: 20/10/2011 CA30

Senator Bernardi asked:

How many feedbacks has the Department received from service providers through its feedback mechanism in relation to the Family Support Program? Please break this down into positive and negative and highlight the issues - both good and bad.

Answer:

Formally, Family Support Program (FSP) service providers provide feedback through the FaHCSIA Complaints service in relation to the program. Since 1 July 2011, no complaints have been received from service providers of the FSP.

Service providers have the opportunity to express concerns or report successes through the mechanisms of Performance Reports (first bi-annual report is due 31 December 2011) or through their Annual Service Reports (first due 30 July 2012).

Informal feedback on the FSP is reported to the FaHCSIA Network who are directly responsible for the contract management and therefore maintains the direct relationships with service providers.