

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: CRS Australia – staff complaints

Question reference number: HS 36

Senator: Williams

Type of question: Written

Date set by the committee for the return of answer: 7 December 2012

Number of pages: 1

Question:

How many complaints have been received from CRS staff in the past 12 months about current practices and how are these complaints handled?

Answer:

Employees are encouraged to discuss issues and concerns about current practices with their team leader at the local level. If necessary, complaints are escalated to senior management for resolution.

In the past 12 months (1 November 2011 to 31 October 2012), one formal complaint was lodged.