

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Centrelink – Complaints against Staff

Question reference number: HS 149

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 1

Question:

- a) How many complaints were lodged against Centrelink staff in 2013-14?
- b) How many of these complaints were upheld and what was the action taken against the staff member in question?
- c) How many Centrelink staff have been formally disciplined in 2013-14 as a result of complaints relating to customer service?

Answer:

- a) In the 2013-14 financial year, the Department of Human Services received 13,855 complaints about Centrelink staff; 4,983 were in relation to staff attitude and 8,872 for staff knowledge and practice.
- b) All complaints against staff are taken seriously. They are investigated and actioned at the local management level. To collect the data required to answer this question would require an unreasonable diversion of resources.
- c) In 2013-14 there were no formal investigations into potential breaches of the APS Code of Conduct undertaken as a result of complaints in relation to customer service.