

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Service Charter – Method of Interaction

Question reference number: HS 136

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 11 December 2015

Number of pages: 1

Question:

Does the ‘customers rights’ document include the right to choose the method of interaction with the Department?

Answer:

The Department of Human Services’ service commitments support customers to manage their own business and method of interaction with the Department. The method of interaction is limited only by the times and channel options available for the service they are seeking.