

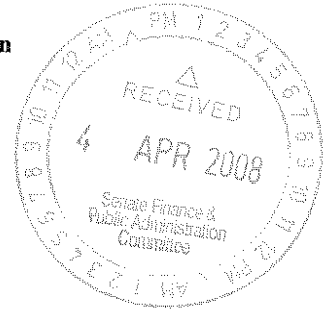
Senate Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates 2007-08 – February 2008



Question: HS54

Outcome 1, Output 1

Topic: Department of Human Services – Local Liaison Officers

Hansard Page/Written Question on Notice: Written

SENATOR COONAN asked on 22/02/2008:

Would the Minister and the Secretary please provide an assurance that all enquiries to the Agencies will be responded to promptly and, except in the most unusual of cases, be responded to within 48 hours as was the case with the LLO programme?

Answer:

Human Services agencies worked to build strong connections and relationships with their communities, including electorate offices, and these have supported, and will continue to support, responsiveness to constituent queries.

In addition, Human Services agencies are committed to prompt service and aim to ensure all enquiries are responded to in a timely manner, recognising that some enquiries are more complex than others and therefore require more time to resolve.