

**Senate Finance and Public Administration Standing Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**BUDGET ESTIMATES – 29 MAY 2008**

**Human Services Portfolio**

**Department/Agency:** Department of Human Services  
**Outcome/Output Group:** Outcome 1, Output 1  
**Topic:** Service Delivery Reform

**Senator:** Coonan

**Question reference number:** HS57a-h

**Type of question:** Hansard F&PA 77

**Date set by the committee for the return of answer:** 11 July 2008



**Question:**

**HS57a:** Please outline each objective which the \$10 million service delivery reform review (outlined in the Budget) will address?

**HS57b:** Are there any benchmarks set for the review? If so, what are they?

**HS57c:** When will the review be completed?

**HS57d:** Will the report be published?

**HS57e:** Which agencies will be involved?

**HS57f:** Who will conduct the review and who will be consulted?

**HS57g:** Will there be public consultation and if so how will this be conducted?

**HS57h:** Will submissions from the public be permitted?

**Answer:**

**HS57a:** There is no service delivery reform review. This measure includes the development of separate business cases, risk assessments and implementation plans aimed at modernising and improving service delivery across the Portfolio.

**HS57b:** Benchmarks will be included in business cases as they are developed.

**HS57c:** Business cases will be considered by Government as they are developed during the course of 2008-09.

**HS57d:** Business cases will be submitted to Government for consideration.

**HS57e:** Portfolio agencies will be involved as well as other agencies across Government that have an interest in particular areas.

**HS57f:** Business cases will be developed by Department of Human Services in consultation with relevant portfolio agencies and relevant departments.

**HS57g:** Business cases will be informed by customer and community research.

**HS57h:** Customer and community interests will be taken into account as part of the development of business cases.

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