

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Ms J Carney

to Minister for Family and Community Services

Health and Community Services Complaints Lodged

Minister the 2003/2004 Health and Community Services Complaints Commission's Annual Report lists on page 126 a table of the number of complaints against each government agency.

Your department of Family and Community Services has seen a steady increase in the number of complaints lodged with the Commission over the past 3 reported years:

2001/2002	26,
2002/2003	30,
2003/2004	48,

Minister the trend is obvious and the growth significant.

1. Minister what sort of things are people complaining about.
2. Why is the number of complaints going up.
3. What is being done to address this situation.

ANSWER