

Our ref: A448387

➤ February 2017

Human Services inquiry  
Productivity Commission  
Locked Bag 2, Collins Street East PO  
MELBOURNE VIC 8003

By email: [humanservices@pc.gov.au](mailto:humanservices@pc.gov.au)

Dear Commissioner

**Productivity Commission inquiry into the increased application of competition,  
contestability and informed user choice to human services (second stage)**

Please find enclosed our submission to the second stage of the Commission's inquiry into the *Increased application of competition, contestability and informed user choice to human services*.

Any questions about the submission may be directed to Ms Louise Macleod, Acting Senior Assistant Ombudsman

If you would like to speak with me personally, I can be contacted by telephone

Yours sincerely

Richard Glenn  
Acting Commonwealth Ombudsman