

Our ref: A422240

26 October 2016

Human Services inquiry  
Productivity Commission  
Locked Bag 2, Collins Street East  
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**

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

Any questions about the submission may be directed to Mr George Masri, Senior Assistant Ombudsman

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

Yours sincerely

Colin Neave  
Commonwealth Ombudsman