

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customer Satisfaction

Question reference number: HS 137

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 11 December 2015

Number of pages: 1

Question:

Please provide details of the issues raised by the 40% of customers who were dissatisfied with ease of accessing services.

Answer:

The customer satisfaction survey does not ask customers why they are dissatisfied with individual service attributes. However, it does ask customers what the reasons were for their overall customer satisfaction rating.

For the 21 percent of customers who reported being dissatisfied with the ease of accessing services, they referenced experiencing long wait times in both the telephony and face-to-face channels.