

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Customer Satisfaction – Feedback

Question reference number: HS 138

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 negative feedback and criticism of the Department, including Centrelink and Child Support received in the Relationship Survey.

Answer:

The lowest ratings for Centrelink's relationship survey result was satisfaction with 'Staff are knowledgeable and competent', 'Staff do what they say they would do' and 'the information you receive is easy and clear to understand'.

The lowest ratings for Child Support's relationship survey result was satisfaction with 'staff take into account your individual circumstances', 'staff provide consistent information, products and services', 'makes it easy to access their services' and 'staff go the extra mile to make sure you get what you need'.

The lowest ratings for Medicare's relationship survey result was satisfaction with 'makes it easy to access their services', 'staff go the extra mile to make sure you get what you need' and 'online services are easy to use'.