

## **Senate Community Affairs Legislation Committee**

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

#### **Department of Human Services**

**Topic:** Customer Satisfaction - Complaints

**Question reference number:** HS 139

**Senator:** Cameron

**Type of question:** Written

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

**Number of pages:** 1

**Question:**

What reasons have the Department discovered for the increase of 18.8% in customer complaints in Centrelink other than those identified in the annual report.

**Answer:**

The introduction of new programmes has contributed to the increased volume of complaints received for the Centrelink programme. In addition, there is also a notable increase in digital service complaints, which could be attributed to the increase in uptake of customers using digital self-managed services.