

Senate Community Affairs Legislation Committee

ADDITIONAL BUDGET ESTIMATES - 14 FEBRUARY 2013 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: 2011-12 Budget Measure – improving services – *involving users and the community in designing improved service delivery*

Question reference number: HS 22

Senator: Fifield

Type of question: Written

Date set by the committee for the return of answer: 5 April 2013

Number of pages: 2

Question:

Delivery Reform – improving services – involving users and the community in designing improved service delivery expense measure in the 2011-12 Budget:

- a) Please provide a breakdown of this expenditure over the forward estimates by sub-program or program component?
- b) What methods are being used to solicit feedback from customers?
- c) How many customers have been contacted as part of this initiative to date?
- d) Has any of the information obtained through this initiative led to a change in policy? If so, what changes?

Answer:

- a) The Department received operating appropriation for this measure as follows (*Portfolio Budget Statements 2011-12*):

| Measure | 2011-12 \$'000 | 2012-13 \$'000 | 2013-14 \$'000 | 2014-15 \$'000 |
|------------------|-------------------|-------------------|-------------------|-------------------|
| Co-Design | \$4,572 | \$4,557 | \$1,941 | \$1,944 |
| Total | \$4,572 | \$4,557 | \$1,941 | \$1,944 |

- b) The methods used to solicit feedback from customers include but are not limited to:
 - community engagement forums;
 - online community forums (utilising Web 2.0 tools) and email;
 - workshops with customers on expectations for future online services;
 - joint staff and customer workshops;
 - observation and analysis of customer experiences;
 - Service Shadowing;
 - in-depth interviewing and observation techniques;
 - Medicare community liaison activities at local service centre level;

- Product and process testing ensuring usability by the end user (customers, community and staff); and
- customers providing feedback and information directly to our staff either face to face or over the phone.

c) The following table outlines how many customers have been involved in co-design activities.

| | |
|---|--------|
| Customers directly contacted as part of co-design activities | 7,409 |
| Customers involved in pilot trials from which random selections of anonymous information is used for further activities | 17,487 |

Customers are now using services that have been co-designed.

d) Information from these sources has been used to improve the efficiency and effectiveness of the Department's service delivery. Qualitative and quantitative customer based evidence is used to inform service delivery policy.