

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Client Telephone Wait Times

Question reference number: HS 27

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 1

Question:

In regard to call wait times:

- a) Does the department have internal KPIs different to those publicly reported through budget papers and the annual report? If so, why?
- b) What is the internal KPI to measure the percentage of callers who achieve their service outcome at the first point of contact?
 - 1) Is it the KPI called "First point of contact resolution"?
 - 2) What was the KPI for 2013–14 and what was the result?
 - 3) What is the KPI for 2014–15 and what is the result by week and month to date?

Answer:

- a) No.
- b) The department does not have a formal KPI that measures the percentage of callers who achieve their service outcome at the first point of contact.