

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: ICT - Transactions

Question reference number: HS 27

Senator: Cameron

Type of question: Written

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Question:

The department has a target that 90% of all transactions are serviced by self-managed channels (DHS Technology Plan 2012-16, p. 14):

- a) What is the total number of transactions at present?
- b) What is the number and the percentage of transactions now serviced by self-managed channels?

Answer:

In 2013-14 there were:

- a) 999 million transactions and interactions undertaken across staff assisted, self-managed and Electronic Data Interchange channels.
- b) Of these transactions, 784 million were self-managed transactions and electronic interactions. This equates to 78 per cent of all transactions and interactions being undertaken without the assistance of the department's staff.

The department does not have a target of 90 per cent of all transactions to be serviced by self-managed channels. The Technology Plan 2012-16 sets a number of internal ICT targets aimed at enhancing the department's ICT capability. The targets in this plan do not relate to customer usage of self-managed services.