

## Senate Community Affairs Legislation Committee

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

#### Department of Human Services

**Topic:** Customer Aggression

**Question reference number:** HS 45

**Senator:** Cameron

**Type of question:** Written

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

**Number of pages:** 2

**Question:**

- a) How many incidents of customer aggression were reported in the financial years 2014-2015?
- b) How many customer aggression incidents did the Department report to Comcare in the financial year 2014-15?
- c) How many service restrictions were applied, broken into respective categories, in the financial year 2014-15?
- d) How many customer aggression incidents were reported to the police in the financial year 2014-15?
- e) How many “customer management plans” were applied in the financial year 2014-15?
- f) Has the Department commissioned external experts to investigate the causes and contributing factors to customer aggression incidents in the Department? If so when and who conducted the research/investigation?

**Answer:**

- a) The number of customer aggression incidents reported for 2014-15 financial year was 9,055\*.  
*\*More than one staff member may report a single incident of customer aggression.*
- b) The number of customer aggression incidents reported to Comcare in 2014-15 was two.
- c) The number of service restrictions by respective categories were:

Category	2014-15
*Restricted to a one main contact	*85
Directed to attend a nearby location	4
Restricted from face to face for up to 5 business days	750
Restricted from face to face and assigned one main contact	216
Restricted phone service and assigned one main contact	10
Restricted from face to face and phone so contact is by mail, email, fax, self-service or through a third party	33
Total number of customers with restricted servicing arrangement implemented	1,098

*\*Customers with multiple restricted service arrangements implemented within a financial year are counted once against the highest level implemented.*

d) The number of customer aggression reports where the reporter indicates police were involved for the financial year 2014-2015 was 882\*.

*\*More than one staff member may report a single incident of customer aggression.*

e) The number of Customer Management Plans implemented in the 2014-2015 financial year was 817.

f) Yes. DBM Consultants in May 2015.