

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Child Support – Call Wait Times

Question reference number: HS 59

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) Is the Department currently meeting its target 3 minute to answer time for the Child Support general enquiry line?
- b) Does the Department expect the Child Support general enquiry line calls to increase over the coming weeks and months? If so, what if any measures has the Department introduced to meet its target?
- c) How will the Department meet its target service standards for staff redirected away from their usual roles to assist in handling calls to the Child Support general enquiry line?
- d) Given the problems experienced with calls in the Centrelink network, what is the Department doing to avoid a similar problem in Child Support?
- e) Does this situation indicate that the Department has inadequate staff levels to fulfil the work required of it?
- f) Is the Child Support meeting all its KPIs? Which ones are not being met? Please provide details of action taken to address unmet KPIs.

Answer:

- a) Yes.
- b) No.
- c) Workload priorities continue to be reviewed to ensure there is balance between the requirement to respond to general Child Support enquiry calls and action other priority pieces of work.
- d) The Child Support Programme achieved its Portfolio Budget Statement (PBS) telephony service Key Performance Indicator (KPI) in 2014-15. As at 31 October 2015, the Department of Human Services (the department) continues to meet its Child Support Programme PBS telephony service KPI. Workload priorities continue to be reviewed to ensure there is balance between the requirement to respond to general Child Support enquiry calls and action other priority pieces of work.
- e) No.

- f) The Child Support Programme met all PBS KPIs for 2014-15 with the exception of the achievement of customer satisfaction standards. As at 31 October 2015, the Child Support Programme is meeting all its 2015-16 PBS KPIs with the exception of the achievement of customer satisfaction standards. To improve customer satisfaction the department is implementing a Child Support quality framework focussed on customer outcomes.