

## Senate Community Affairs Legislation Committee

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

#### Department of Human Services

**Topic:** KPIs

**Question reference number:** HS 62

**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) DHS Annual Report, p.13 shows that the Internal Review KPIs have not been met. Why not? What is being done to meet those KPIs?
- b) DHS Annual Report says that DHS met 27 of the 32 KPIs. What KPIs were not met and what measures have been taken to meet the targets?
- c) What impact on staffing levels will 'further simplifying and automating our services' (DHS Annual Report p.VIII) have?
- d) Government stakeholder assessment of the portfolio's agility, flexibility and responsiveness KPIs have not been met (p.12 DHS Annual Report), why not?
  1. Please provide details of what is being done to meet these targets.

#### **Answer:**

- a) A variety of strategies were employed to address the backlog of internal reviews on hand at the beginning of the 2014–15 financial year, including application of additional resources, expanded training of review officers and a review of the existing internal review framework. This led to a significant reduction of reviews on hand.
- b) The following five KPIs did not meet targets in 2014–15:
  1. Achievement of customer satisfaction standards – social security and welfare
  2. Achievement of customer satisfaction standards – health
  3. Achievement of customer satisfaction standards – child supportEase of accessing services is contributing to the targets not being met. The Department has a number of strategies to minimise the delays customers experience in accessing services, including encouraging people to use digital and telephone self-services where available.
4. Government stakeholder assessment of the portfolio's agility, flexibility and responsiveness.

While the target was not achieved, the result shows continued improvement in a year when the Department implemented a significant number of key government initiatives. While stakeholders noted the Department's strength in being responsive, this was

sometimes affected by the ability to quickly make information and communications technology (ICT) related changes. This is primarily due to the inflexibility in the Department's legacy systems. The Government's announcement in the 2015–16 Budget to progressively replace the Centrelink ageing technology platform will improve the effectiveness and efficiency of service delivery to support the timely implementation of policy changes.

5. Internal reviews: percentage of reviews finalised within standard:

See response to question part (a).

c) Consistent with the Department's commitment to ongoing improvement of end to end service delivery, as our services are transformed, the job design principles will progressively guide the evolution of staff roles over the coming years.

d) See response to question part (b).

1. See response to question part (a) and part (b).