

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Customer Satisfaction

Question reference number: HS 85

Senator: Cameron

Type of question: Written

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

Number of pages: 1

Question:

What initiatives are being implemented to increase customer satisfaction standards? Please provide details by each Departmental outcome and programme.

Answer:

Ease of accessing Department services is the main contributing factor for 'Social Security and Welfare' and 'Health' customer satisfaction standards not meeting the KPI target. The Department has a number of strategies, which apply to all programmes, to minimise the delays customers' experience in accessing services. These include: the provision of digital and telephone self-service applications for customers to complete a range of simple transactions at their convenience; increasing staffing resources, particularly in the telephony channel; improved technical training for staff, to assist with more complex matters; and moving work around within the organisation to free up skilled resources.