

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Quality Guidelines

Question reference number: HS 113

Senator: Cameron

Type of question: Written

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

Number of pages: 1

Question:

Does having an advanced self-assessed rating against the International Social Security Association quality guidelines guarantee that the structures are operating effectively?

Answer:

The International Social Security Association (ISSA) Service Quality Guidelines are designed to provide guidance on service quality principles and practice, support capacity-building to provide and improve service quality and provide standards on service quality.

The rating applied to the Department of Human Services is defined as having structures and mechanisms in place to support the implementation of the ISSA Service Quality Guidelines. The overall maturity rating level achieved is the result of a continued focus and investment in quality outcomes across the Department. The Department will continue to invest and maintain a focus on service quality, in order to maintain this level of maturity.