

## Senate Community Affairs Legislation Committee

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

#### Department of Human Services

**Topic:** Customer Satisfaction – Digital Services

**Question reference number:** HS 144

**Senator:** Xenophon

**Type of question:** Written

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

**Number of pages:** 1

**Question:**

Is there a link between the increased focus on digital and online services and decreased customer satisfaction in Centrelink?

**Answer:**

The Department of Human Services measures satisfaction with '*online services being easy to use*' through its relationship survey. There is no evidence within this survey to suggest an increased focus on digital or online services has led to a decrease in Centrelink's overall satisfaction.