

Senate Finance and Public Administration References Committee

DIGITAL DELIVERY OF GOVERNMENT SERVICES ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Service Delivery Impacts

Question reference number: QoN 13, from Hansard 23 March 2018

Member: McAllister

Type of question: Hansard page 31

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Question:

CHAIR: Yes, it is. For some precision: on page 134 of the *Hansard* from the Community Affairs Legislation Committee on 1 March there is a discussion about call waiting times. Mr Volkers discusses the wait times and the fact that they appear to rise around the time that Pluto is introduced, and then subside. My question to you is: given that's the case, do you think more could have been done to ameliorate the impacts of the change on business performance?

Mr McHardie: Yes. So, really that is a question for the service delivery people. We can take that on notice and give you some answers there. It is hard to tell sitting here what the traditional workload was at that time, what the impact of peak was and what else they had on at the time.

Answer:

The Department has a robust change management approach and took all appropriate steps to ameliorate the impacts to business of these changes, including by:

- providing regular communication about the changes;
- providing all staff with targeted training in the new system; and
- providing all staff with ongoing support in each location to develop proficiency in use of the new system.