

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Service Delivery Reform and Contestability

Question reference number: HS 39

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 4

Question:

- a) What are the estimated levels of online transactions for each online service offer for the current 2014-15 financial year?
- b) What are the projected levels of online transactions for each online service offer for the 2015-16 financial year?
- c) Is the department investigating the contestability of current DHS service delivery? If so what functions and services are under consideration?
- d) Please outline steps DHS is taking to comply with the government's contestability policy?
- e) Are any functions or services of the department quarantined from this process?

Answer:

- a) The estimated levels of online transactions for each online service offer are as at Attachment A – Digital Services Forecast. These forecasts represent the expected volumes for the department's digital services and have been created using the customer transactional and interaction data available in the department.
- b) The estimated levels of online transactions for each online service offer are as at Attachment A – Digital Services Forecast. These forecasts represent the expected volumes for the department's digital services and have been created using the customer transactional and interaction data available in the department.
- c) – e) The department will approach investigations on the contestability of its services consistent with the Department of Finance *Efficiency Through Contestability Programme*.