

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Dragons' Den

Question reference number: HS 18

Senator: Cameron

Type of question: Hansard page 131

Date set by the committee for the return of answer: 4 April 2016

Number of pages: 2

Question:

- a) Senator CAMERON: Can you then, Mr Shepherd, on notice, provide me with details of the outcomes in terms of better IT arising from this program, and better call response times and resolution times?

Ms Campbell: We can talk to you now about the fact that—

Senator CAMERON: I do not have a lot of time, so if you take it on notice that will be fine.

- b) Senator CAMERON: On notice, could you provide details of the innovations that have been picked up arising from it.

Answer:

- a) and b) This programme involved 280 staff, across 35 teams, who collaborated to identify innovations.

As a result of the programme, the department is exploring new digital services, outlined below, which are expected to improve ICT and call response times. The services enable customers to interact with the department digitally, negating the need to call or visit a service centre.

- 1. Claim Tracker**— Up to 9 September 2016, the project was in the execution phase, working to deliver the following capability:
 - Online Tracking, allowing customers (initially students) the ability to view the status of their claim, upload documentation and track their progress through their online account or Express Plus mobile app without calling the department for this information.
 - Phone Tracking, allowing customers the ability to find out the status of their claim through the department's phone self-service system. This capability is expected to be delivered in a future release.

2. Down with Debt—two of the three services have been delivered on 18 July 2016:

- Online Debt Repayment Functionality, enabling a customer to repay their debt (in full) online, via a secure online payment facility and reduce the need for customers to call or visit a service centre.
- Online Debt Recovery Arrangement, enabling a customer to propose a payment arrangement to pay their debt off over a period of time.
- The third service, Vary Debt Recovery Arrangements Online, enabling a customer to vary their existing payment arrangements to repay their debt without having to visit or call the department, will be considered within future online service enhancements.

A further eight ideas from staff have been shared with business project teams to progress as part of aligned projects or to enhance business processes. Some of the remaining 33 ideas are being further developed and progressed by local teams.