

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Dealing with the Department

Question reference number: HS 37

Senator: Siewert

Type of question: Written

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

Number of pages: 1

Question:

- a) Is there a feature in the system that redirects people from the website to an office to have their ID verified?
- b) Does the Department have any data on how many people the average client deals with to handle simple requests?
- c) Has the Department considered adopting a client manager approach, to provide a simple entry point for clients?

Answer:

- a) Yes. A customer can be redirected from the website to an office to provide original documents verifying their identity.
- b) The department is not able to provide this information as this data is not captured from customers. There is also no definition of a 'simple' request, so while a request may appear simple to a customer, it may be complex for the department. Additionally, a request may seem simple to the department, however may be complex for a customer.
- c) Yes. The department offers services to customers across multiple channels and as such our systems and processes anticipate entry across all of these channels to ensure customers are supported regardless of where or how they contact us. When a customer visits a service centre, a Customer Liaison Officer greets the customer and suggests service choices based on their specific needs.